



# ACCREDITATION 2015 COMMUNIQUE

*Celebrating 40 years of providing professional care and service to our clients*

October 2014 / Issue 2

## TEAM RESPONSIBILITIES:

- Coordinate completion of questionnaires
- Generate and carrying out action plans
- Submit evidence of improvements made

*Everyone is responsible to identify concerns, near misses and opportunities*

### Contact:

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**Thank you for your support!**

In 12 months our site will be visited by the Accreditation surveyors. Accreditation is a fabulous opportunity to learn and improve so we can be an organization that is *“vital, thriving and providing the best everyday”*.

We are grateful to all of you who came forward to serve on a team, and/or to offer other forms of support. Thank you

## THE TEAMS ARE:

### Leadership

Nadine Buchanan -Team Leader  
Rick Stockman  
Elizabeth Santamaria  
Anne Winacott  
Charlotte Hele

### Home Support

Anne Winacott -Team Leader  
Carol Anthony  
Paul Sousa  
Crystal Beach  
Janet McLagan  
Edna Perez-Barrozo  
Yvonne Brasenell  
Janet McKnight

### Governance

Rick Stockman -Team Leader  
Board of Directors

### Infection Prevention and Control

Pake Newell -Team Leader  
Paul Sousa  
Carol Anthony  
Elaine Madigan  
Nadine Wolla  
Lisa Potter  
Sherry Ali  
Kamla Jagdat

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*“Personal Attendant Care has begun to actively prepare for re-accreditation by Accreditation Canada for 2015.”*

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Team Kick Off Meetings were held on Sept 24 and 25. The teams discussed roles, responsibilities, how to conduct effective meetings and began looking at the standards. The teams will meet regularly over the next 12 months to review evidence and develop improvement cycles that test potential ways of improving our performance.





## Contact Us

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## YOUR OPINION MATTERS



Known as “instruments”, there are three sets of questionnaires to be completed by staff and volunteers.

1. **Worklife Pulse:** provides a snapshot of the work environment.
2. **Patient Safety Culture:** examines the perceptions about the culture of patient safety within the organization.

Please complete the online questionnaires by **November 28, 2014**.

3. **Governance:** to be completed by **the Board ONLY** as an opportunity assess their structure and processes and provide opportunities for improvement.

Your answers are completely confidential. The results are electronically tabulated by Accreditation Canada and only summary information is provided to PAC. The findings will be shared with all staff.

## ACCREDITATION 2015 BULLETIN BOARD

Be sure to monitor the PAC Accreditation Bulletin Board – at reception, for updates and information about this year’s path to Accreditation.

## MESSAGE FROM THE CEO

Achieving and maintaining accreditation status is an important distinction for PAC. It supports the PAC mission “to provide quality independent living to adults with physical disabilities in our community through personal care support”. It provides standards by which we can measure our effectiveness in delivering the quality of care that our clients value.

Accredited status does not come without an effort and commitment by all of us at PAC. For some, it entails working in teams, for others it requires completing questionnaires, and following established practices and policies when providing services to our clients. I urge you to complete the 2 ‘instruments’ Work Life Pulse and Patient Safety Culture if it applies to your role at PAC. A high response rate is needed to validate the results. Maintaining our accredited status depends on all of us working together.

## FOOD FOR THOUGHT

*“Unity is strength...when there is teamwork and collaboration, wonderful things can be achieved”. –Mattie J.T. Stepanek.*

**TOGETHER WE DEFINE EXCELLENCE IN PERSONAL CARE**