



ACCREDITATION COMMUNIQUE

OCTOBER 2015

Providing Professional Care and Service to Our Clients Since 1974

MESSAGE FROM THE CEO

As we anticipate the site visit from our surveyors, I want to convey my appreciation for the support and excellence in personal care that each and every one of you provides to our clients. For me, the preparation for accreditation has been an excellent “orientation”. It has enabled me to better understand how our services are delivered in client homes and recognize the quality of your work. It has also served to strengthen the connection of client services to the various administrative departments and the Board. I hope that for many of you, the process has also enabled you to better understand that it really takes “all of us” to deliver the best service possible.

You may remember that at the outset of this year of preparation, I stated that being the best requires openness to sharing our excellence and our weaknesses. Thanks to all of you who have stepped forward with ideas for improvement and with examples of where we can do better. Did you know that Health Quality Ontario (HQO) hosted a conference in 2014 to identify where they could do better? The purpose was to encourage us all to look for ways to improve, embrace it and most importantly, learn from it. I strongly encourage you to report concerns regarding service, near misses, and incidences. They will be treated in a positive way as opportunities for us to learn and to improve our quality and service.

Remember, my door is always open and, I do enjoy the opportunity to meet with you one on one to hear about your concerns and suggestions.

Best regards,

Rick

**IT'S THE
FINAL
COUNTDOWN**

**Accreditation Canada
surveyors
Brenda Hannah, from
Calgary Alberta, and Janet
Harris, from Whitby
Ontario will be onsite from
Oct 19 to 21.**

**For more information,
please feel free to contact
your Accreditation
Coordinator:
Nadine Buchanan, Human
Resources Manager**

**Together we define
excellence in personal care.**

The Accreditation process



By the time you receive this, there will be less than two weeks until our Accreditation Canada surveyors arrive.

Brenda Hannah, from Calgary Alberta, and Janet Harris, from Whitby Ontario will be onsite from Oct 19 to 21. Let's show them our warm PAC hospitality. If you are coming to the office, be sure to say hello to the surveyors and don't hesitate to tell them about the awesome work that you perform. Every story is a valuable testament of our commitment to quality and is helpful to the surveyors.

The final countdown is on for Accreditation Canada, let's work together to achieve a successful end.

INFECTION PREVENTION AND CONTROL

National Infection Control Week – October 19-25, 2015

Theme: Infection Prevention – Think Global, Act Local



Be sure to come into the office to participate in the fun? And learning!



Join the Flu Crew – get immunized! For more information on immunization please visit www.durham.ca or call 905-666-6241 or 1-800-841-2729.