



## ANNOUNCEMENT

### Saint Luke's Place Awarded 3 Year Accreditation

**DATE:** May 17<sup>th</sup>, 2016

**TO:** The Saint Luke's Place Community

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I am very pleased to announce that Saint Luke's Place Long-Term Care has just been awarded 3 Year Accreditation through CARF, effective April 22, 2016 and extending to June 30, 2019. 3 years is the maximum period of accreditation that may be awarded by CARF, and reflects confidence in the commitment and quality of the care and services provided to the residents of Saint Luke's Place.

From Brian J. Boon, Ph.D., President/CEO of CARF Canada:

*"This achievement is an indication of your organization's dedication and commitment to improving the quality of the lives of the persons served. Services, personnel, and documentation clearly indicate an established pattern of conformance to standards. CARF commends your organization's commitment and consistent efforts to improve the quality of its program(s) and looks forward to working with your organization in its ongoing pursuit of excellence"*

The onsite accreditation survey was performed in late April of this year, and today we received the formal written confirmation of this award.

I would like to take this opportunity to **thank** everyone who participated in this very successful accreditation survey, including: all Managers and Staff at Saint Luke's Place, Residents and Families, Volunteers, and many Community Partners and Stakeholders.

Within the accreditation process, and through our commitment to continuous quality improvement, we continue to identify and address opportunities for improvement in order to enhance the lives of our residents.



CARF also identified a number of particular **areas of strength** at Saint Luke's Place, including:

- Specific mention of the development of a renewed organizational Strategic Plan which is comprehensive, inclusive and easy to understand, incorporating the organization's mission, vision and values to strengthen its validity;
- A demonstrated commitment to a healthy work environment for its staff;
- A commitment to keeping up-to-date with current technology to improve resident care practices as well as to maintain organizational efficiency;
- Saint Luke's Place is committed to quality improvement;
- Development of a palliative care program which supports the needs of residents and their families, with dignity and respect;
- The new website for Saint Luke's Place ([www.saintlukesplace.ca](http://www.saintlukesplace.ca)), which includes a "Send Well Wishes" feature for residents and families, information about care and services, a comprehensive and current events calendar, newsletters, and more;
- Many long-standing employees and volunteers, and a commitment to develop and promote from within, as well as a focus on life-long learning;
- Families' expression of trust in the staff of Saint Luke's Place, and an approachable management team; it was shared that families feel their loved one is safe and that the staff genuinely care about their well-being.

Congratulations to all involved.

**Brian Swainson**  
**Chief Executive Officer**  
**Saint Luke's Place**