



October 25, 2023

UPDATE TO ALL FAMILY AND FRIENDS

Hello, we remain outbreak free at St. Pat's!

St. Marguerite d'Youville Award Nominations Reminder

The annual St. Marguerite d'Youville Excellence Award recognizes the outstanding achievements of employees at St. Patrick's Home Ottawa, who have three or more years of service. The goal of this award is to recognize individuals who have made a consistent and ongoing commitment in the tradition and mission of St. Marguerite d'Youville.

The criteria for the award indicate nomination is based on:

Recognizing individuals who have made an outstanding commitment, in the tradition and mission of St. Marguerite d'Youville.

Individuals who have demonstrated personal qualities and exceptional skills, either in their department or throughout the home, as demonstrated in their actions, or the guidance they have provided.

The St. Marguerite d'Youville Award Nomination Form is available at reception and is also posted on the website: <https://stpats.ca/marguerite-dyouville-award-nomination-2/>. Please feel free to nominate any staff member that you feel has lived the Mission, Vision and Values of St. Pat's. **REMINDER:** The deadline for 2023 nominations is October 31st.

CARF Accreditation Survey

The CARF accreditation process starts with a provider's commitment to continuous improvement and culminates with external review and recognition that the provider's business and service practices meet international standards of quality -- with all the steps in between focused on optimal outcomes for the persons the provider serves and sustained organizational success. Achieving greater satisfaction for stakeholders, improved organizational efficiency and effectiveness, as well as an enhanced community image, are among the benefits of the CARF accreditation process.

The survey team comprises industry peers who follow a consultative (rather than an inspective) approach in conducting the on-site survey. Accreditation with CARF will be taking place this week. We will be welcoming the two assessors, Linda Adamson and Lorena Smith, to St. Pats from 8am-6pm on October 26th and 8am-3pm on October 27th. In addition to interviews with staff, persons served and their families, the surveyors observe organizational practices, review appropriate documentation, answer questions, and suggest ways to improve the provider's

operations and service delivery. They will also be touring the Home and observing during lunchtime.

We invite everyone who is able, to come to the Gathering Place on October 27th at 2pm to listen to the Exit Conference. This is where the surveyors let us know what we are doing well and what we can improve on.

Following completion of the survey, CARF renders an accreditation decision and delivers a report that identifies the service provider's strengths and areas for improvement and its level of demonstrated conformance to the standards.

If you would like to learn more about the Accreditation process, you can visit:
<https://www.carf.org/home/>

Meeting Notice

A meeting of Council is scheduled for Saturday October 28th at 10 a.m. The meeting will be held via Zoom.

Families and friends who are not currently on Council's email list are invited to attend as well. You can contact us at stpatsffc@gmail.com to obtain the Zoom link.

All families and friends are invited to attend to exchange ideas, receive updates, bring forward concerns and receive information on topics affecting their loved one's care and wellbeing.

**Jaime Impey, Acting Chair
Family and Friends Council**

Stay well and keep safe,

Janet Morris
President and CEO