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**MEMORANDUM**

**COM-C 2-2024**

**Subject:** Accreditation Update  
**Date:** March 5, 2024  
**To:** Public Health and Social Services Committee  
**From:** Henri Koning, Director Seniors Services

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Accreditation Canada completed a survey of the eight Niagara Region long-term care homes in December 2023. The accreditation survey process included the mandatory submission and review of documents including policies, procedures, reports, annual operational plans, the strategic plan, minutes, newsletters, metrics, job descriptions, emergency preparedness plans and Seniors Services quality reports to Niagara Region Council and Public Health and Social Services Committee. On December 14<sup>th</sup> and December 15<sup>th</sup>, an Accreditation Canada surveyor had meetings with the leadership team, governance committee, staff, residents, families, and community partners to establish if Niagara Region is meeting a roster of Accreditation Canada Long-Term Care standards.

Seniors Services, met 100% of accreditation standards and maintained the highest standard of accreditation with Exemplary Standing. Accreditation Canada identified three areas of excellence including: employee empowerment and wellness practices, utilizing a co-design approach in all efforts to advance a culture of resident safety and advance the long-term care sector, and utilizing technologies in a way that enables person-centered care and improves outcomes.

Please find the full decision report attached for your review.

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Henri Koning, MHSc  
Director, Seniors Services

cc: Appendix 1