



Exploits Homecare Agency Ltd. Newsletter

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Working Alone

Have you ever wondered what would happen if something happened to you while you were working with a client? This fall we are introducing a new check-in procedure for our staff. Our priority has always been our client's safety and we are very proud to be able to offer our home support workers more protection now too.

Accreditation

Exploits Homecare Agency Ltd. has always made every effort to meet and exceed industry standards for homecare services because our clients come first. Over the last year and a half we have really put ourselves to the test. We asked Accreditation Canada, Canada's trusted accreditor for more than 55 years to help us look at what we've been doing and highlight where we can improve even more. We are excited to announce that we have achieved our Accreditation Primer Award! (Pictured on the left)



Fall Prevention Month

November is Fall Prevention Month! All Canadians have a role to play in preventing falls. Lets learn more: #FallPreventionMonthCA recommends that we check all prescription medications for possible side effects like dizziness, drowsiness, fluctuations in blood pressure, loss of coordination or balance.

Accreditation is an ongoing process since there's always room for improvement and our whole team is committed to it. Over the next two years we will be striving towards achieving our Qmentum award. Stay tuned for more updates.

If you are interested in providing input please call our office and speak to our accreditation team to find out how.



Our Team: (L-R Back Row) Darlene Blanchard (Admin Assistant-Baie Verte), Fern Hayter (Bookkeeper), Mallory Hancock (Admin Assistant-GFW), Viola Power (Admin Support-GFW), Mena Snook (Accreditation Coordinator), Crystal Morey (Admin Assistant-Springdale), Erica Billings (Accreditation Assistant); (L-R Front Row) Shirley-Ann Elliott (Manager-GFW), Megan Brent (Manager-Baie Verte), Yvonne Way (Owner Operator), Gaye Morey (Manager - Springdale), Cassie Sheppard (Accounts Receivable), Tammy Wiseman (Admin Assistant GFW). Missing from this picture Kim Necho (Accounts Payable)

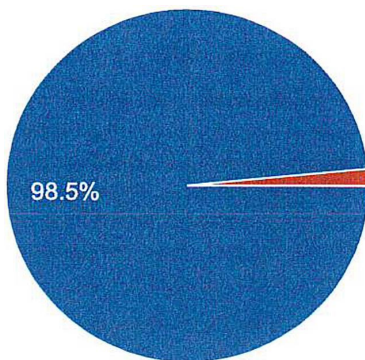
Photo taken September 16, 2022. Highlight from our team meeting continued on the other side.

NEW! Website

We have been working with Doug Kelly of Stingray Media Solutions on developing a new website for our agency. Stay tuned for our launch.

Also you can Follow us on Facebook

**Exploits Homecare,
Yvonne Way Owner/
Operator**

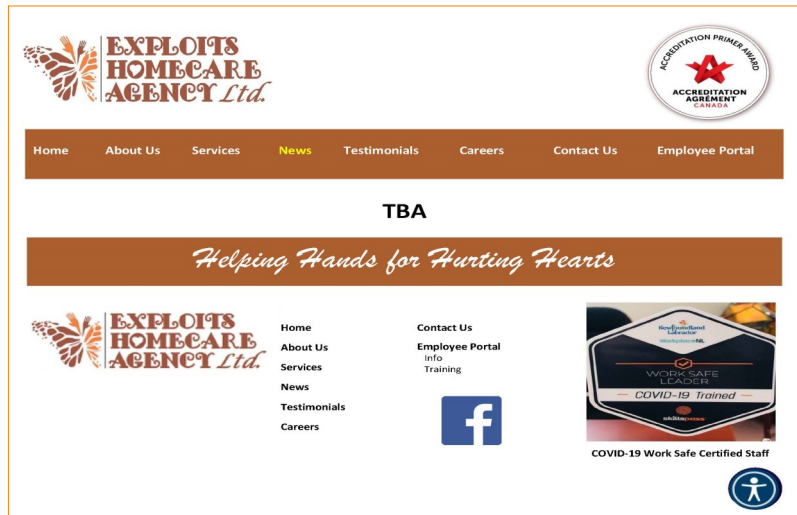


● Yes (98.5%)
● No (1.5%)
● Not Applicable (0%)

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Team Meeting

HIGHLIGHT

Over the summer our Grand Falls-Windsor office had to deal with the possibility of an evacuation due to poor air quality from a forest fire. Yvonne, our Owner/Operator was very happy with how all of our staff handled the stressful situation. Our emergency preparedness and response plan worked when we needed it! Thank you to everyone for pitching in to help make sure everyone was prepared. (Our team pictured on the front.)

Client Experience Survey

Exploits Homecare Agency Ltd. is committed to providing the highest possible quality of care to our clients. In order to help us do that, we are asking our clients to complete an annual survey about their experiences with us so we can continue to do what we do well and to make improvements where needed. Surveys were forwarded to clients mid-October, and results will be published by the end of the year.

Hand Hygiene Audit

In July of this year, we kindly asked our clients to help with our Infection Prevention and Control Program by providing input in the form of a Hand Hygiene Audit. We really appreciated the input from clients and families in our whole region. We were so happy to receive a 98.5% compliance rate. Good work Home Support Workers! Some of our Hand Hygiene strategies include providing education and awareness through proper handwashing training to our new hires, as well as annual refreshers to all staff. Signs are displayed near all sinks around the agency office as well as alcohol-based hand sanitizers placed at each office workstation and at the front reception area. Personal-size hand sanitizers are provided to Home Support Workers as well.

WE'RE HIRING COMPASSIONATE, COMMITTED, IN-HOME CAREGIVERS!

Would you like to join our team? Not sure about the documentation required? Don't have a resume or Code of Conduct? No Problem! We have someone on staff that can help with all required paperwork. We also provide orientation and training for all of our employees. There has not been an easier way to become a part of our ever-growing team!

Wages are \$16.95 per hour, plus 4% vacation pay

If you are interested in joining our exciting and growing team, please reach out to an office near you via the contact information below.

Helping Hands for Hurting Hearts



**EXPLOITS
HOMECARE
AGENCY Ltd.**