



Exploits Homecare Agency Ltd. Newsletter

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2024

It's been an exciting year for Exploits Homecare so far. From Accreditation to expansion, a lot has happened. Here's a quick synopsis:

- ◆ March: Accreditation Survey with Accreditation Canada
- ◆ April: Annual Audit with Central Health
- ◆ May: Opened new office in St. Alban's, Bay d'Espoir
- ◆ September: Senior Wellness Fair

March: ACCREDITATION



From March 25th to 28th, we underwent an intensive 3-day survey with Accreditation Canada in our first attempt to achieve Full Accreditation Status. Over the 3 days, we hosted two surveyors from Accreditation Canada who tested us on every aspect of service delivery in the following categories:

- Home Care Services
- Infection Prevention and Control
- Leadership
- Medication Management
- Service Excellence

At the end of the 3 days, the surveyors compiled their report and submitted it to Accreditation Canada's "Decision Committee" for review. The review took approximately 4 weeks to complete at the end of which we were awarded full Accreditation Status with "Exemplary" Status!

What does this mean?

There are 3 possible ratings to be awarded in a successful Accreditation Survey:

1. Accredited
2. Accredited with Commendation
3. Accredited with "Exemplary" Status

This means that after 3 years of hard work and determination, we have proudly achieved the highest possible rating for Accreditation! This is a tremendous accomplishment for a small agency and we are so proud and grateful to all our clients and staff for your support and participation throughout this 3-year process.

So what happens next?

Now that we're accredited, it's important for us to maintain the same high level of quality & safety that we've already established. To ensure we stay on track, we will undergo a complete assessment by Accreditation Canada once every 4 years.

We look forward to working with you over the next 4 years to maintain and improve our processes to ensure that everyone involved in Exploits Homecare (clients, staff, partners) have the best experience possible with our agency.

We sincerely thank all of you for your efforts towards helping us achieve this momentous goal!

Thanks to our Accreditation Team for your dedication and leadership throughout this journey and ongoing into the future success of this agency.



Left to Right: Kim Necho, Accreditation Assistant, Mena Snook, Accreditation Coordinator, Yvonne Way, Owner, Shirley-Ann Elliott, Manager, GF-W, Jan Taylor, Accreditation Surveyor, Tricia Swartz, Accreditation Surveyor

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
your 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 \$17.05 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.

April: Central Health Audit

Right on the heels of the Accreditation Survey came our Annual Central Health Audit. On Wednesday, April 17th, we were visited by representatives from Central Health who examined the agencies files and documentation for compliance with the Provincial Home Support Standards.

The Audit was a tremendous success. A few days after it was complete, our owner & CEO, Yvonne Way, took some time to address the administrative staff as a group. Here is what she had to say:

"I am very proud to say our 2024 audit was the best audit we've had in the last 14 years since we've been operating. The auditors were very impressed with how organized the agency is and how in sync our separate locations are with each other. This last year has been very intense, and you've "all" played an important role in our success. Special shout out to Megan Hibbs, who took over as manager of our Baie Verte location and brought it in line with our other locations in record time. We did it and we did it together so I'm grateful to all of you!"



April/May: Training

On April 18th, we launched our first training opportunity for 2024. All Home Support Workers were invited to participate in an on-line Practical Training course offered through our Website's Employee Portal.

The course offered 7 major components of practical training:

1. One-Person Transfer from Bed to Wheelchair and Wheelchair to Bed
2. How to Assist Someone with Getting a Shower
3. How to Give a Bed Bath
4. Helping Someone Up After a Fall
5. Donning & Doffing PPE
6. Proper Hand Hygiene Techniques
7. Five Keys to Safer Food

Fifty-two Home Support Workers participated in the training for a total participation rate of 35%! We are so proud of our Home Support Workers for taking such an interest and pride in the quality of their services to our clients.

If you have any ideas for training that you think would help improve our services, please don't hesitate to contact us with your suggestions.

July: Bay d'Espoir Cancer Benefit

On Saturday, July 20th, we participated in our first community event in Bay d'Espoir. We joined the most amazing group of people to do our part to help raise funds for the Bay d'Espoir Local Cancer Benefit Group. From 2:00 to 9:00pm, we spent the whole day at the Bay d'Espoir RecPlex in St. Alban's selling tickets on prizes donated by the agency including 2 beautiful quilts & the ever-popular "Row Houses" table runner, along with 4 gift baskets of dollar store treasures. It was a great day and we raised \$654.00 for this very worthy cause. Plans are already underway for next year's benefit. See you all there!!



Pictured left to right: Mena Snook, Accreditation Coordinator & Natashaia Organ, Administrative Assistant

May: EXPANSION

This May, we celebrated the opening of our 4th satellite office in St. Alban's, Bay d'Espoir. We look forward to offering our same high quality services to the entire Coast of Bays region including Bay d'Espoir and the Connaigre Peninsula.



September: Senior Wellness Fair

Coming this fall, we will once again be participating in the Grand Falls-Windsor Senior Wellness Show. We'd love to see you so come out and visit our booth. The show will be at the Joe Byrne Memorial Stadium from 10:00am to 2:00pm on Wednesday, September 24th. Hope to see you there—Admission is Free!



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Helping Hands for Hurting Hearts



**EXPLOITS
HOMECARE
AGENCY Ltd.**