

Allendale earns high praise from health agency

Ontario Street long-term-care facility recognized for outstanding client care and services for residents in home-like environment

Allendale harvested high praise after earning its third back-to-back, three-year accreditation recently.

The analysis was conducted by the Canadian Council on Health Services Accreditation. It examines health care sites with the aim of gauging performance levels in relation to national standards.

Often, accreditation comes along with tips on how to improve the facility over the next few years.

But this time, the award arrived with nothing tacked on but laurels for the Region's long-term-care facility.

"The report card came back without any recommendations. That's significant," said Halton's Social Services Commissioner Adelina Urbanski. "This is really a validation."

During an accreditation review, everything from resident care to governance and human resources comes under the microscope.

"They went through everything," said Ms Urbanski. "It was quite a thorough process."

In a summary of their final report, accreditors noted "the leader-

ship, staff and volunteers of Allendale are recognized for their commitment to providing client-centred care and services for all residents and their families in a warm, home-like environment."

The report also praised follow-up work done by Allendale after previous reviews.

"The organization has made good progress since its previous accreditation survey," the report read. "This is a very client-focused organization in which residents' needs come first. Feedback from residents and their families has been positive."

As someone who was involved at the tail end of the evaluation, Halton Chair Joyce Savoline said the process was both detailed and difficult.



"This isn't an easy process to go through," she said. "It makes us turn ourselves inside out. It makes us totally transparent. We are public with every wrinkle."

But the result is a testament to the hard work and dedication of Allendale staff, added Ms Savoline.

"That we can get this kind of stamp of approval, I think that's remarkable," she said. "It's not an easy place to work. It's more than obvious the kind of care people are getting and the difficulty of doing that day after day."

Oakville Councillor Kurt Franklin said the accreditation is particularly meaningful due to the high level of expertise examiners brought to the task.

"I was impressed with the level of knowledge these accreditors had," he said. "You couldn't snow them at all."

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