



NEWS RELEASE

Peel Senior Link Receives Exemplary Standing from Accreditation Canada

Mississauga (APRIL 6, 2017) - Accreditation Canada has awarded Peel Senior Link (PSL) Exemplary Standing for the second consecutive time (2013 and 2017). The Agency's commitment to a Quality Agenda has resulted in a continuous and integrated quality management approach to meet client service needs. PSL's mission – to provide quality and valued assisted living services by helping seniors live independently with dignity and respect – is supported by its strategic plan, service delivery processes, team culture, and stakeholders.

The organization's focussed approach generated a 99% rating in the review of required standards for service delivery excellence by Accreditation Canada. Joan Skelton, an accreditation surveyor highlighted in her comments that 'PSL gives clients & caregivers a voice'. PSL has previously been recognized with several awards including the 3M Health Quality Team Award (2011), Ontario Minister of Health's Medal Honouring Excellent in Health Quality & Safety (2013), Mississauga-Halton Local Health Integration Network - Partnering for a Healthier Tomorrow Award in 2015, and the Best Small & Medium Employers in Canada Award (2011, 2012, & 2013).

"Our clear and focussed agenda engages staff, clients and stakeholders putting quality service delivery and client experience first. This has not only resulted in high levels of client/caregiver satisfaction, but has also placed PSL among the top 50 best small and medium employers in Canada by Aon Hewitt and the Queen's School of Business for three consecutive years."

- *Raymond Applebaum, Chief Executive Officer, Peel Senior Link*

About Peel Senior Link

A community support service agency, PSL serves as a health system partner with the Mississauga-Halton and Central West Local Health Integration Networks to deliver personal support and homemaking services to clients in eleven locations in Peel Region. The Agency partners with other health care providers and organizations to define and meet changing service needs in the community and to integrate and focus efforts to extend service delivery to those in need in the surrounding community.

The agency is a not-for-profit organization with charitable status, and receives its funding from the Mississauga-Halton and Central West Local Health Integration Network's; Region of Peel; Foundations; and corporate and individual donations. We serve as a proud member of the Ontario Community Support Association.

QUOTES

“Congratulations to everyone at Peel Senior Link for your noteworthy accomplishment. Through your hard work on the front-lines and behind the scenes, you are improving care for your clients, helping some of our most vulnerable family members and friends to continue living at home, where they want to be.”

- *Dr. Eric Hoskins, Minister of Health and Long-Term Care*

"Ongoing quality improvement is a hallmark of putting patients first. Congratulations to Peel Senior Link on receiving exemplary standing from Accreditation Canada under the Qmentum program – the highest level of accreditation. Strong health service providers and partners like Peel Senior Link enable our health care system to deliver high quality care, and positive client experiences and outcomes.”

- *Neil Skelding, Board Chair, Mississauga Halton Local Health Integration Network*

One of PSL's key Strategic Plan Imperatives is 'Leading Practices for Service Excellence'. Accreditation with Exemplary Standing for 2017-2021 has moved the Quality Agenda forward recognizing Peel Senior Links efforts to putting patients first when delivering high quality services. We are fortunate to have had continued support from the Mississauga-Halton and Central West Local Health Integration Networks, Health Quality Ontario, Accreditation Canada, and the Ontario Community Support Association in our quality journey."

- *Wayne Howard, Board Chair, Peel Senior Link*

MEDIA CONTACTS

For more information www.peelseniorlink.com or please contact:

Wayne Howard, Board Chair

Phone: 416-540-6553 e-mail: whoward@rogers.com

Raymond Applebaum, Chief Executive Officer, Peel Senior Link

Phone: 905-712-4413 X322 e-mail: ray@peelseniorlink.com