

## **Lakeview Manor receives CCHSA accreditation**

April 21, 2008-The Salvation Army Lakeview Manor is pleased to announce that it has once again received full accreditation from the Canadian Council on Health Services Accreditation. The 50-bed level 3 nursing home in Riverview was surveyed by the CCHSA last November, in a process that included focus groups and team interviews along with an on-site visit. The report was received earlier this month.

“We are delighted by the surveyor’s highly complimentary comments,” says executive director Major Shirley King. “The CCHSA’s findings are a reflection of the excellent teamwork we have here at Lakeview Manor, and the three basic principles under which we operate: residents first; safety always; and mission focused.”

The report describes Lakeview Manor as “a very positive organization, with residents that are well cared for in a lovely environment.” It goes on to say that the building is extremely clean, community contacts are very strong, and the home’s reputation in the community is very positive.

It lists a number of successes achieved since the previous survey, including installation of an emergency generator, renewal of the sprinkler system, installation of a new call bell system, and redecoration of common areas. Also noted is the increase in resident care hours, the addition of two new staff positions, and the introduction of U-first training – a program designed to enhance the skills of those who care for patients with dementia.

Lakeview Manor celebrated its 25<sup>th</sup> year of service to the community in 2007.

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