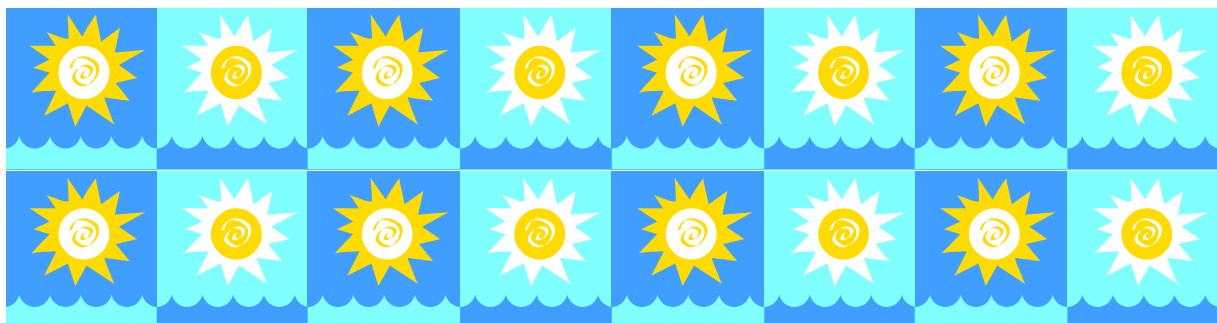


Quality Improvement Corner

Assuring and promoting quality improvement continues to be a priority for Maple View. Here are a few ways you can help out.

- Hand Hygiene – Hand washing is the #1 method to prevent infections. It is best that you wash when you arrive, and before you leave the building.
- Falls Prevention – Ensure your family member has proper footwear. Shoes and slippers with rubber soles are recommended.
- Food Safety – If you are bringing a special treat for your loved one please bring it to the Dietary Department to ensure proper storage. It will be dated, labeled & put on the snack cart or given when requested. There are many treat alternatives for Diabetics; we don't encourage cookies or candy sweetened with sugar.

Our Quality Council Meeting meets quarterly and would welcome your input.



Have a concern or comment? We want to hear from you!

We encourage families and residents to voice their concerns first to the charge Nurse who will either deal with it directly or notify the appropriate department head. If you are not satisfied with the response provided to you at this level please direct your concern to any of the Management Team.

Administrator – Athena Aird

Director of Care – Marg McMahon

Recreation Manager – Alison McEachnie

Environmental Services Manager – Jeff Smith

Nutrition Manager – Deb Hargrave

Office Manager – Betty Graham

Residents' Council meets monthly and residents are encouraged to voice opinions and concerns here also. Family Council meets monthly too and is another forum where families and friends of residents can voice opinions and common concerns.

The home is managed by Extendicare Assist, if you feel that your concerns is not being addressed at the home level please contact our Regional Director, Cam MacDonald at 1-519-909-1294.

If your concerns still have not been resolved, you can contact the Ministry of Health and Long Term Care ACTION line at 1-866-434-0144.