



December 7, 2016

Gene Zinyk
Manoir Du Lac
164-3 Avenue NW
McLennan AB T0H 2L0
CANADA

Dear Mr. Zinyk:

It is my pleasure to inform you that Manoir Du Lac has been issued CARF accreditation based on its recent survey. The Three-Year Accreditation applies to the following program(s):

Assisted Living

This accreditation is effective November 8, 2016, and will extend through November 30, 2019. This achievement is an indication of your organization's dedication and commitment to improving the quality of the lives of the persons served. Services, personnel, and documentation clearly indicate an established pattern of conformance to standards.

The accreditation report is intended to support a continuation of the quality improvement of your organization's program(s). It contains:

- Consultation and comments on your organization's strengths and exemplary conformance, if any.
- The reasons for any partial or non-conformance to standards identified as a result of the survey.
- Benchmarking data that compare your organization's standards conformance to the conformance of other organizations in a number of areas, based on CARF's vast survey archives.

A completed quality improvement plan (QIP) describing your organization's efforts to address any partial or non-conformance to standards identified in the report must be submitted within the next 90 days to retain accreditation. The QIP form is posted on Customer Connect (customerconnect.carf.org), CARF's secure, dedicated website for accredited organizations and organizations seeking accreditation. Please log on to Customer Connect and follow the instructions contained in the QIP form.

Your organization should take pride in achieving this high level of accreditation. CARF will recognize this accomplishment in its listing of organizations with accreditation and encourages your organization to make its accreditation known throughout the community. Communication of the accreditation to your referral and funding sources, the media, and local and federal government officials can promote and distinguish your organization. Enclosed are some materials that will help you publicize this achievement.

Your organization's complimentary accreditation certificate will be sent separately. You may use the enclosed form to order additional certificates.

If you have any questions regarding your organization's accreditation or the QIP, you are encouraged to seek support from Cathy Rebella by email at crebella@carf.org or telephone at (888) 281-6531, extension 7132.

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CARF encourages your organization to continue fully and productively using the CARF standards as part of its ongoing commitment to accreditation. CARF commends your organization's commitment and consistent efforts to improve the quality of its program(s) and looks forward to working with your organization in its ongoing pursuit of excellence.

Sincerely,

A handwritten signature in black ink that reads "Brian J. Boon Ph.D." in a cursive script.

Brian J. Boon, Ph.D.
President/CEO

Enclosures

Survey Summary

Areas of Strength

Manoir Du Lac has strengths in many areas.

- Manoir Du Lac offers a home away from home atmosphere for the residents and staff. It is committed to ensuring that the residents and staff feel a sense of connection. This was evident through discussion with staff and residents and is emphasized at events such as bake sales, Christmas parties, and other social events held throughout the year.
- Manoir Du Lac is committed to resident-centred quality care. It has a good understanding of the importance of measuring and analyzing quality data. This was evident in its quality program as well as the individual adaptations it makes to meet the needs of its residents it is privileged to serve. This was further emphasized through the unique ability to allow the residents to stay in their own rooms as opposed to moving when their care needs change.
- Manoir Du Lac is beautifully decorated. The individual rooms offer a private retreat for the residents and ensure that they are able to visit with their guests without interruptions. The environment is clean and odour free and the residents and staff members were excited to show off their homes.
- Manoir Du Lac has addressed aging in place and meeting the community's needs by providing several levels of care within the same building. Residents are able to stay in their same unit as much as possible with the staff assignments and funding being adjusted to meet the resident's needs in the same room.
- The number of physicians that visit the organization on a weekly basis is impressive and the physicians actively participate in the care plan reviews.
- Residents and families feel like the staff treats them like family, making it feel like home. The active Resident Council invites both residents and families to participate, bringing any concerns and suggestions forward to the managers. Management's open-door policy and good follow-up has made it easy for residents and families to bring any concerns forward. The staff and management are responsive to the preferences and requests of residents.
- There are many community volunteer clubs that contribute to or organize fundraising through bake sales and other events. These volunteers also help with bingo, birthday parties, and bus trips.
- Staff members have training in several departments and can pitch in as needed to cover when staff members are in other departments.
- Manoir Du Lac participated in the Alberta Health Services project for the Appropriate Use of Antipsychotic (AUA) Medications, resulting in a 75 percent reduction, bringing it to one of the lowest usage of antipsychotic medications in Canada at 18.1 percent.

Accreditation Decision

Manoir Du Lac has earned a Three-Year Accreditation. On balance, the organization demonstrates substantial conformance to the CARF International standards and a commitment to the safety of its residents and personnel. It incorporates a variety of quality improvement programs to provide services to the residents in the community. The organization is dedicated to addressing the needs of the residents and staff. The organization is encouraged to continue to use the CARF standards to further enhance the provision of its services, and it is apparent that it has the commitment and resources to maintain a performance improvement program by addressing the areas for improvement identified in this accreditation report.

Accreditation Decision

Three-Year Accreditation
Expiration: November 30, 2019



Three-Year Accreditation

Organization

Manoir Du Lac
164-3 Avenue NW
McLennan AB T0H 2L0
CANADA

Organizational Leadership

Sherry A. Munroe, Operations Manager
Lloyd Del Rosario, RN, Manager

Survey Dates

November 7-8, 2016

Survey Team

Joe Anne Holloway, Administrative Surveyor
Lynne Anne Gallaway, RN, GNC(C), Program Surveyor

Programs/Services Surveyed

Assisted Living

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Accredited



CARF International is a family of private, nonprofit organizations (including CARF Canada, CARF-CCAC, and CARF Europe) that accredit health and human services.