

Friendly Manor Nursing Home is committed to continuous quality improvement. We partner with Health Quality Ontario and Ontario Health to ensure we meet the guidelines.

Our Quality Improvement Lead is Stacey Maracle R.N., Administrator.

Our Quality Improvement Plan is developed using results from our satisfaction surveys, our CIHI statistics, our program evaluations and input from residents, families and staff.

The Resident Satisfaction Surveys for 2024 were completed in April of 2024. The Family Surveys for 2024 were completed in May of 2024. The results of the surveys were shared with the residents May 16, 2024, Families summer 2024 and again May 2025 and Staff May 2025.

Resident's Council, Family Council (when applicable) and the Quality Improvement Team work together to identify and develop QIP priorities. They also work together to come up with creative approaches to make improvements focusing on person-centered care.