

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 2025 were completed in November of 2025. The Family Surveys for 2025 were completed in November of 2024. The results of the surveys were shared with the residents at the January Resident's Council meeting. They have been posted in the home since March 12th, 2026 for residents, families and staff to review.

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.