

J.W. MacIntosh a leader in seniors services in our community

The J.W. MacIntosh team is proud to share our commitment to quality and safety, J.W. MacIntosh Community Support Services as we recently took part in the 2023 Accreditation Canada Review. This program gives service providers the opportunity to compare their current care model to global standards, allowing them to put mechanisms in place to lead safe and effective care. It is a rigorous process that members from within the organization, volunteer board, along with clients, families and community partners actively participate in.

The Accreditation process is commonly used by health care providers in order to showcase their dedication to the populations they serve and to shape the services. It is not a one-time assessment, but rather an ongoing evaluation and improvement of services, that are periodically viewed in detail at scheduled intervals to support quality improvement in the long-term.

COVID has impacted many organizations and the consequences of the pandemic influenced the way we were able to provide care. As an example of our commitment to maintaining Accreditation Canada Standards between assessment years, we actively made improvements to better respond and the highest of quality for seniors needs in SDG.

Service improvement to the broader community, one of our proudest achievements was the addition of a generator to our property so that we may act as a community hub in the event of an emergency.

Upon completion, we received the title “Accreditation with Commendation,” meaning we met, and exceeded, program expectations. From our Interim Executive Director, Mathieu Fleury “Client centered care has always been our biggest focus and was reflected in the feedback provided to us. We have a professional and dedicated team and community volunteers at J.W. MacIntosh. We take pride in our attention to safety, infection prevention and control and ongoing improvement to meet the needs of seniors in our communities.”

As an organization, we were very pleased with the results from our survey. It came as no surprise how valued we are as an essential service provider. Our participants did not hold back in passing along their positive experiences and close relationships with our organization and for this we are extremely proud and grateful for their ongoing support.

Looking to the future, we are being faced with an ever-growing aging population, with a push away from hospitals and towards community supports. The Accreditation process in many ways was a confirmation of these realities and has ensured that J.W. MacIntosh remains at the forefront of modern and effective services within our communities. With this in mind, we realized the necessity to respond to the growing needs of our clients and fill the gaps in meeting their complex care requirements.

Since 1991, J.W. MacIntosh Community Support Services has provided a range of community supports to help seniors and adults with physical disabilities to maintain independent lives at home and in the communities of Dundas County and the Kemptville area. Although we are meeting the needs of many, there is always room for improvements and growth. We have already begun preparations to conduct a needs and gap analysis of our community and the population we serve in order to formulate a new strategic plan which will fuel the expansion of our services.

J.W. MacIntosh would like to recognize our valued team including employees, volunteers, community partners and most of all our clients and their families for their continued support in making our organization the best that it can be. We look forward to continuing our work, together. Thank you.