

# Radiant Care

MANUAL: ADMINISTRATION SUBJECT: **COMMITMENT TO QUALITY**

DISTRIBUTION: ALL DEPARTMENTS NUMBER: 1-P-05

APPROVAL:  DATE: MARCH 2013

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## **COMMITMENT TO QUALITY STATEMENT**

The aim of Radiant Care is to succeed in business by providing the highest possible quality service to senior citizens living within the homes, and to be seen as a leader in the Long-Term Care and community support services sector.

The mission of the homes is to provide with excellence, love and dignity a full continuum of housing and services to senior citizens. We serve seniors who wish to live in a community of Christian faith.

This will be achieved by means of providing a framework for monitoring effectiveness, suitability and continuous improvement of the overall Quality Management System through internal audits and ongoing reviews of the company's policies, manuals, procedures, objectives and customer feedback from residents, tenants, employees and volunteers.

Our Aims and Goals are to:

- Build on our reputation of quality and commitment with the goal of exceeding both our internal and external customer requirements and expectations.
- Apply "best practice" principles and practices as a business objective.
- Provide our employees with contemporary training experiences that will help them excel in their respective roles.
- Provide competent and sufficient resources to meet intended needs in a timely manner and to promote continuous quality improvement within the organization.
- To deliver a polite, efficient and professional level of customer service that meets the requirements of business, both timely and cost effectively.

We are totally committed to maintaining a quality management system and it is mandatory that all employees accept this responsibility and comply with the specified system requirements. For more information, please refer to our Quality Management System Policy located in the Administration Manual.

Our commitment to quality is communicated to all employees through the homes' orientation program, individual distribution and it is emphasized during internal employee training programs and the performance evaluation program.

Our commitment to quality will be continuously maintained to ensure continuous improvement, particularly as the business evolves.

To ensure this, the commitment to quality statement and its implementation will be reviewed regularly and amended as necessary.

# Radiant Care

## **REFERENCE**

*Excellent Care for All Act*, 2010, S.O. 2010, c. 14,  
<https://www.ontario.ca/laws/statute/10e14>

O. Reg. 236/16,  
<https://www.ontario.ca/laws/regulation/160236>

O. Reg. 188/15,  
<https://www.ontario.ca/laws/regulation/150188>

O. Reg. 187/15,  
<https://www.ontario.ca/laws/regulation/150187>

O. Reg. 445/10,  
<https://www.ontario.ca/laws/regulation/100445>

O. Reg. 444/10,  
<https://www.ontario.ca/laws/regulation/r10444>

## **CROSS REFERENCE**

1-P-14: Quality Management System

## REVISIONS

Revision	Date	Changes	Requested By
1.0	Aug2023	Manual updated from 'Operations' to 'Administration'; 'staff' updated to 'employees'	T. Siemens

