



## News Flash External

Tel/Tél: 519 883 5500  
888 883 3313  
Fax/Télé: 519 883 5555

[wwwccac.org](http://wwwccac.org)  
[wwwhealthline.ca](http://wwwhealthline.ca)

### **Waterloo Wellington Community Care Access Centre (CCAC) Achieves Highest Accreditation Award**

Accreditation Canada has awarded the CCAC with the highest level of achievement, "Accredited with Exemplary Standing."

Accreditation is a voluntary peer review process that health care organizations undergo to understand what they're doing well and where they can improve. After months of preparation, the CCAC hosted an accreditation team visit in November. The surveyors probed every aspect of the organization and then produced a glowing report.

"We are delighted to receive this confirmation of the quality of our important work," says Michael Delisle, CCAC Board Chair and President and CEO of Registrar Company Inc. "In my day job, I'm well aware of the value of third-party validation. Accreditation is an opportunity to get an objective view of the organization, and the CCAC is clearly performing extremely well by national standards."

Gordon Milak, CEO of the CCAC, credits a skilled and dedicated staff with achieving this result. "Our care coordinators and other staff members are focused on delivering outstanding care," he says. "They go above and beyond to help people stay well, get better and stay in their own homes and communities. I am very proud to be associated with this organization."

Milak adds that the accreditation process has also provided some excellent opportunities for continuing quality improvement. "We won't be resting on our laurels," he says. "There is always more we can do to improve quality and safety. At a time when our health system faces significant challenges, we continue to look for innovative ways to make care better."





## **About the Waterloo Wellington CCAC**

The Waterloo Wellington CCAC gets people the care they need to stay well, heal at home and stay safely in their homes longer. When home is no longer an option, we help people make the transition to other living arrangements.

CCAC care coordinators are nurses, social workers and other dedicated professionals. Through personal visits and regular check-ins, we help determine the right care and support for our patients. This may include in-home nursing and personal support, visit to CCAC community clinics, and connections to community organizations.

We work hand-in-hand with the people we care for to build trusting relationships, understand the challenges they face, and co-create solutions.

For additional information contact:

Nadine D. Bell, Communications Assistant

Partnerships & Performance

Office: 519 883 5500 or 888 883 3313 extension 5638

Email: [nadine.d.bell@ww.ccac-ont.ca](mailto:nadine.d.bell@ww.ccac-ont.ca)

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