

Executive Summary

Accreditation Report

Overview

From **May 26 to May 30, 2025**, Bayshore HealthCare's Integrated Care Solutions' (ICS) participated in a comprehensive on-site accreditation survey as part of Accreditation Canada's Qmentum Global™ program. This includes the At-Home/Community programs, the Neurological Rehabilitation Institute of Ontario (NRIO) residential homes and the Transitional Care Units (TCU) program.

A team of expert surveyors visited multiple ICS locations across Ontario—including client homes and NRIO residences—and conducted virtual assessments with leadership and frontline staff. Through interviews and on-site observations, they evaluated ICS against international best-practice and quality standards.

The ICS division was awarded **Accredited with Commendation**, recognizing its excellence in exceeding fundamental accreditation requirements.

The global standards ICS was assessed against includes:

- Leadership
- Medication Management
- Infection Prevention and Control
- Home Care Services
- Service Excellence
- Residential Homes for Seniors
- Healthcare Staffing



Integrated Care Solutions (ICS) has received **Accredited with Commendation** status, one of the highest awards from Accreditation Canada

ICS Accreditation 2025 Highlights

What the surveyors said about ICS:

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ICS has developed strong relationships with community partners in Ontario. Community partners value the responsiveness and willingness of the organization to co-design models of care and services that meets the unique needs of partnering organizations.

ICS Division leadership and staff are dedicated to making clients feel special through safe, reliable, professional, friendly and compassionate service.

Families consistently reported feeling deeply involved in care-planning and decision-making, often describing communication as “beyond excellent”. The co-design of goals between staff, clients, and families fosters trust, collaboration, and a sense of shared purpose.

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Out of 2,000+ standards:

98%

of Required
Organizational
Practices met

93%

of High Priority
criteria met

96%

of Normal
Priority criteria
met

Surveyors visited and engaged with:

4

residential homes in the
NRIO program

13

client homes enrolled in
the community program

6

community partners
across ICS