



NEWS RELEASE

There's no place like our Home: Kingston's Providence Manor top-ranked long-term care home in Ontario

May 4, 2011 (KINGSTON) – [Providence Manor](#) is a provincial leader in long-term care after scoring above the Ontario average in its most recent Resident Satisfaction Survey conducted by [NRC Picker](#). Respondents who participated in the November 2010 independent survey ranked Providence Manor as the “High Performer” in Ontario for overall quality of care/services; activities; medical care/treatment; and all categories combined. Providence Manor’s scores in these categories were higher than the scores of other participating long-term care/complex continuing care organizations.

Notably, over 95% of residents at Providence Manor said staff address them by name and over 98% said they receive help when they are in pain.

“I am so pleased that staff at Providence Manor are being recognized for the compassionate care they provide for residents,” says Shelagh Nowlan, Vice-President Long-Term Care at Providence Care. “Staff here strive to deliver resident-centred care. This is the residents’ home and they are partners in making this a special place.”

“Providence Manor is an extension of your own family,” says Jim Stinson, a resident at the Manor and President of Resident Council. “We care about each other, worry about each other and look out for each other.”

Families of residents at Providence Manor are also confident in the Home. Results of the Family Satisfaction Survey conducted by NRC Picker in November 2010 include 80% of family members saying that care is excellent at the Manor. Over 95% said that staff were polite and courteous towards them, and that the home maintained the residents’ dignity.

Ann St. Denis, President of Family Council and a volunteer of over 10 years, says she isn’t surprised by the results. “There’s a lot of transparency in this organization and a lot of participation from residents. They feel very comfortable about making suggestions and expressing their likes and dislikes. Each resident is treated like a unique individual and the support from administration and management is excellent.”

Located in downtown Kingston, Providence Manor is a 243-bed long-term care home for frail seniors whose medical conditions are stable. The residents are not acutely ill, but they do need 24-hour nursing care and supervision.

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Providence Care is southeastern Ontario's leading provider of specialized mental health care, physical medicine and rehabilitation, specialized geriatric services, complex continuing care, palliative care and long-term care. Affiliated with [Queen's University](#) in Kingston, and as a member of the [Council of Academic Hospitals of Ontario](#), Providence Care is a major centre for health education and research. Providence Care is sponsored by the [Catholic Health Corporation of Ontario](#). In 2011, Providence Care is celebrating its 150th anniversary – over 150 years of “enhancing the quality of life” of those we serve.

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