

**Series 431 - Homes for the Aged Quality Management
Program Files**

Thunder Bay Fonds

1986-1995

62 cm

Quality Management / Quality Assurance programs are run in a coordinated fashion in all operating Homes. Some files relate only to a particular location while some deal with policy across all.

Most notably, the Quality Management program and program revisions are being preserved. The program details the mandate for the Homes for the Aged, and subsequently, the standards for specific sections (Administration, Dietary Services, Housekeeping, Laundry, Nursing, Maintenance, Recreational, Pastoral). Similarly, a number of sectional Quality Assurance handbooks are being preserved.

Additionally, there are minutes, agendas, and reports that reflect the committee work being conducted to maintain quality in the homes (e.g. Medical Advisory Committee or the Health and Safety Committee), and a number of focus group activities produced completed surveys and questionnaires that show tenants' satisfaction with the services provided at Thunder Bay's Homes for the Aged.

The records transferred from all Homes were primarily under series CS353.

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File list available.

Further accruals are expected.

Related Records can be found in Series 333, Series 334, and Series 436. The Archives also has a number of relevant publications available, under the subject heading: Homes for the Aged - Thunder Bay.

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