

**Alice Choi, R.N., M.S.N., Administrator**

S.U.C.C.E.S.S. Multi-Level Care Society had the survey visit from Canadian Council on Health Services Accreditation (CCHSA) on March 10 and 11, 2008. The surveyors: Ms. Queenie Choo, Mr. Karl Samuelson and Ms. Norma Jackson are very complimentary about the organization—sound governance, a visionary and committed board, quality care and services, excellent clinical practices, sound preventive maintenance program, focus on client and staff safety, effective communication, excellent information management especially in the area of IT, compassionate and committed management team, staff and volunteers. Our organization is a model for all other care homes, a trend setter, and our sick time per FTE is the lowest of the nation. There are a few areas for improvement, e.g. developing a policy on disclosure of harm in case of adverse and catastrophic events, proactive pandemic preparation.

My deepest appreciation to the Board especially Mr. Ken Tung, Ms Maggie Ip, Mr. Peter Kwok, Dr. Tom Yuen, Ms. Janet Tsoi, Dr. Wendy Leong, Dr. Wong and Dr. Susan Kwan. Salute to our fearless leader, Tung and my comrades—Joseph, Francis, and Nicholas for support me and my team all along. Kudos to the IT team for giving us the support we need though they have been extremely busy with other projects.

Last but not the least, my hat off to my management team and all the staff—it is all your continuous hard work and dedication that make all the differences. I couldn't have done it without all your support!

