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## NEWS RELEASE

### **VON FIRST AND ONLY NATIONAL HOME AND COMMUNITY CARE ORGANIZATION TO IMPLEMENT CARE AND SERVICE MODEL**

#### **FOR IMMEDIATE RELEASE**

**January 4, 2007 (Ottawa, ON)** — VON (Victorian Order of Nurses) is taking the next step in providing innovative comprehensive home and community care by launching a new Care and Service Model - a visual and narrative description of how care and service is delivered in VON.

“VON is once again leading the way in home and community care,” says Dr. Judith Shamian, VON President and CEO. “This model reinforces that the person receiving care and services from VON, and their caregiver, are at the centre of all that we do and are mutual decision makers.”

The model integrates all care and services offered to the client, is client-focused, and reflects the organization’s vision, mission and core values. It focuses on population health, community health and determinants of health and guides the development of a comprehensive quality management strategy. The model links research, policy and practice and promotes evidenced-based practice and outcome measurement.

The model was developed through an extensive consultation process with focus groups, service providers, caregivers, volunteers, management and a steering committee. Full implementation of the model is expected by the end of 2007.

The model will be used:

- to enhance care and service to our clients;
- to create new programs and services;
- in the design of an orientation program;
- to provide a framework for position descriptions;
- to facilitate performance appraisals;
- to align employees' and volunteers' values with VON's values;
- as a framework for research; and,
- as a common lens for all staff and volunteers to view their work as a care and service organization.

VON is dedicated to being a leader in the delivery of innovative comprehensive health and social services and to influencing the development of health and social policy in Canada. We are a national health organization and registered charity offering a wide range of community health care solutions that meet the needs of Canadians from coast to coast. VON is committed to quality improvement and is accredited by the Canadian Council of Health Services Accreditation.

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