



With healing hands and caring hearts!

300-2 Lorry Greenberg Dr
Ottawa, Ontario
K1G 5H6
Tel: 613-746-7879
Fax: 613-249-0344
E-mail: ohc@ottawahomecare.ca
Website: www.ottawahomecare.ca

Nursing Client Testimonials

*Ottawa Home Care over 15 years in the
community.*



Rosebridge Manor

an OMNI home

131 Roses Bridge Rd., R. R. 2, Jasper, ON K0G 1G0
Tel: 613 283-5471 Fax: 613 283-9012
www.omniway.ca

December 10, 2014

Ottawa Home Care
2 Lorry Greenburg Drive, Suite 300
Ottawa, ON K1G 5H6

Dear Marie Maitre:

Re: Letter of Reference/Support

It is with pleasure that we have been asked for a letter of support. We have had a partnership with Ottawa Home Care since December 2012. Ottawa Home Care was engaged to help us through a staffing crisis on short notice over the holidays in 2012. They were able to provide us coverage with this short notice. We have been working with them ever since.

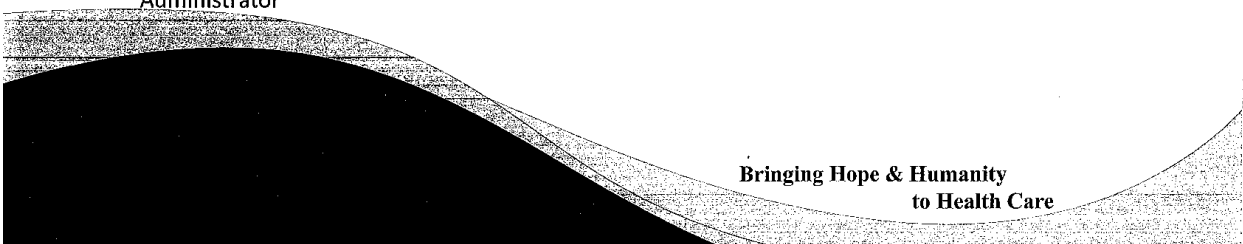
Ottawa Home Care is able to help provide professional nursing staff to fulfill the Home's needs. They are able to provide: registered nurses, registered practical nurses, and personal support workers. During an influenza outbreak this past year they were able to provide the Home with much needed staffing. On the rare occasion when they are unable to staff our last minute requests we are given as much notice as possible. They do work hard to meet our staffing needs, it is apparent in their efforts and results.

The administration staff members of Ottawa Home Care are committed to only sending qualified staff members who have been completed orientated to our Home. Their standards of ongoing excellence far exceed that of other similar agency organizations. Finally, it is important to note that the director of care at Ottawa Home Care has a positive working relationship with Rosebridge's director of care. This type of working relationship is essential for ongoing success.

Please do not hesitate to contact me should you require any further information.

Sincerely,

Tracy Foster
Administrator



Bringing Hope & Humanity
to Health Care

EXTENDICARE

Ready the facility for our arrival

December 4, 2014

To whomever this may concern,

I am writing this letter in reference to my personal interactions with the agency, Ottawa Home Care (OHC).

For the past 8 years I have had the pleasure of working alongside the many staff members of OHC to establish a professional relationship that allows us to collaboratively provide excellent care to the geriatric population that reside within long term care.

No matter what our staffing needs have been the OHC staff has feverishly exhausted all resources possible to ensure our facility was granted the requests we asked of them. Even in the event of any negative issues or disciplinary actions they are swift to handle them so there is no adverse effects for not only our facility, but for their agency and its members as well.

I cannot say enough as to how much they have and continue to provide for us, which ultimately enriches the lives of our residents.

If you have any questions or concerns please feel free to contact me at (613) 224-4915 ext 201

Sincerely,



Cassie Dobbie
Director of Care Clerk



St. Patrick's Home
of Ottawa Inc.

...Keeping the Spirit Alive...

2014 12 10

To whom it may concern:

I have known Marie Maitre for approximately 20 years as a registered nurse, clinical nursing professor first at Bruyere Continuing Care in Ottawa and second as owner-operator and Nursing Director of Ottawa Home Care. Both her and her staff provide effective clear communication in both official languages. Our Long Term Care facility staffs work hand in hand with Personal Support Workers, Registered Practical Nurses and Registered Nurses provided by Ottawa Home Care.

It has been my privilege to work with and contract services from Marie's healthcare business. As Vice-President Nursing Programs for a large Nursing Home in the Ottawa area for the past 10 years, I have been pleased with the availability and work ethic of Marie's staff for replacement and vacancies. Ottawa Home Care also provided excellent and timely transport service for residents requiring transportation to appointments such as dialysis, external medical specialists etc.

Strict attention to any concerns regarding services has always been the philosophy of the directorship of OHC. Marie offers and provides non-invoiced orientation hours as necessary. She also provides a comprehensive pamphlet on services and expectations of her services. Obviously, safety is of the utmost concern for OHC operation. The Ministry of Health Compliance Branch has commented positively on the education services Marie provides for all her staff before they are deployed to any facility.

Accomplishments I have witnessed as a primary goal of OHC are:

- Concentrating on preventing, addressing and reporting abuse,
- Ensuring education for medication administration systems,
- Instilling respect of the organizational values, goals and priorities while providing care in individual in all care facilities.
- Following all professional standards and quality assurance program,
- Maintaining the importance of responsibility, accountability and autonomy while effectively communicating and working as a respected team member.
- Educating skills to scope of practice

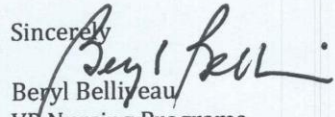
Marie's strength is the ability to be an effective leader, to think strategically and instill enthusiasm, loyalty and commitment in her professional relationships and in her staff. She is very keen to develop the staff of OHC in both personal and professional goals. Marie collaborates and respects the ideas of others. Marie will

constantly strive to endorse mission and values with positive energy within this changing work environment.

It has been satisfying to have a professional relationship with Marie and her staff over the past 10 years in Long Term Care and 10 years in a Complex Care hospital setting.

I am currently on holidays for the next month. I can be reached via email at berylbelliveau@msn.com.
Or by cell at 613 277 2868

Sincerely,


Beryl Belliveau
VP Nursing Programs
St. Patrick's Home of Ottawa

EXTENDICARE

Ready the facility for our arrival

December 1, 2011

To whomever this may concern,

For nearly 5 years we have worked with Ottawa Home Care and continue to work together to ensure needs are met both for our facility and for their agency.

Proper training, understanding of policies and procedures, and general information regarding our facility is necessary for all staff coming from OHC. We work as a team to make sure the staff obtains these skills. Starwood as well as OHC are very adamant on their staff having these training safeguards so they are aware of the environment they are working in.

Liaising with the OHC staff is never a problem. We are always met with a friendly exchange no matter the time of day or how difficult the request. They are efficient, accommodating, and reliable. In the event they don't have the necessary staff we require – which is not often – they are very courteous to inform us right away. Any changes that need to be made with any scheduled bookings are reported immediately so we are aware and to ensure all records are kept up to date.

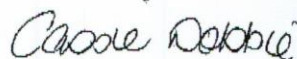
While issues do tend to arise as in any situation there have always been open lines of communication to ensure the issue is handled promptly and the necessary steps are taken to make certain they will not occur again.

If you require and more information or have any questions or concerns, please contact us at our respective numbers.

Sincerely,



Maureen Auld,
Director of Care, RN
224-4915, ext 200.



Cassie Dobbie
Director of Care Clerk
224-4915 ext 201.



December 6, 2011

Ottawa Home Care has been providing *Villa Marconi Long Term Care* with replacement nursing staff for several years. In my daily interactions with OHC as a staffing clerk I find that OHC responds in a timely manner for any short notice requests made.

Their bilingual staff always demonstrates courtesy and professionalism in addressing issues of concerns and in communicating confirmation of booking arrangements. They have always gone above and beyond expectations in meeting our requests.

We are extremely pleased with the service *Ottawa Home care* has provided for us and I would highly recommend this agency to any facility. They are a respectful, valued, efficient, dependable and consistent agency.

Much thanks and respect,

A handwritten signature in blue ink that reads "Elisa Martino". The signature is written in a cursive, flowing style.

Elisa Martino
Staffing Unit Clerk
Villa Marconi Long Term Care Centre



Garden Terrace
an OMNI home

100 Aird Place
Kanata, ON K2L 4H8
Tel: (613) 254-9702
Fax: (613) 254-9743
www.omniway.ca

December 7, 2011

To Whom It May Concern:

Garden Terrace, a long term care home owned by OMNI Health Care, has had a positive professional relationship with "Marie Maitre" and Ottawa Home Care for the past 4 years. We find Marie to be very reliable and follows up on concerns. There administration staff are always prompt and courteous in dealing with any requests that we require of them.

Garden Terrace also uses medical transportation from Ottawa Home care for appointments and our residents are always very pleased with the staff. Ottawa Home Care has provided our home with RN's, RPN's and PSW's who are qualified and professional in providing the level of care our home demands.

Sincerely,

Anna Penny,
Nursing Administrative Services Manager



Our passion is people

Our elderly father had to have emergency surgery. Even though the surgery was a success, his recovery took another 8 weeks during which we engaged additional nursing care in his place of residence.

We were relieved to have had the expert and professional nursing assistance from the staff at Ottawa Home Care. We relied on their expertise and welcomed their input into my father's care. They were professional, knowledgeable and caring. Led by Marie Maitre, Director of Care, the staff was always responsive to concerns and informed about next steps for his recovery.

We appreciated their professionalism and would recommend their services to anyone in need of additional medical support.

Jane Cronin



"Ottawa Home Care was there for us when we came home from the hospital with our newborn. The nursing services provided for both mom and baby were by far better than we could have ever expected.

Ottawa Home Care provided more than just a nursing service, the company and the staff exuded confidence and caring and were an absolute delight to have in our home for the first few months after the birth of our first baby. As a couple with aging parents that are not able to help out as much as we would like with a newborn, it was amazing to have a nursing service that could meet our needs.

My husband and I are often recommending the services of Ottawa Home Care to other couples that find themselves needing some extra help after the birth of child."

Catherine

ST. JOSEPH LONG TERM CARE FACILITY

Over the past six years, St. Joseph Nursing Home had the pleasure, to have *Ottawa Home Care* as a partner in addressing staffing on short notice.

The agency staff demonstrated great efficiency in a timely fashion, providing appropriately qualified staff to meet resident needs. Their nursing staff displayed much professionalism and skills. In an effort to monitor quality of service, *Ottawa Home Care* will follow up with telephone inquiries to immediately address any concerns our staff or residents may have encountered.

Ottawa Home Care really cares, when it comes to meet your staffing needs. We highly recommend *Ottawa Home Care* for quick, reliable and efficient services for staff replacement.

Ottawa Home Care is cut above the rest.



Ginette Whittingham, Administrator



Mario Jacques, Director of Care

St. Patrick's Home of Ottawa Inc.

St Patrick's Nursing Home is proud to collaborate with such a trusted and efficient agency as *Ottawa Home Care*.

The need for flexibility and timeliness in the nursing profession has been practiced and exemplified by the agency as a whole and equally represented by all staff members.

We have seen *Ottawa Home Care* grow from the infancy stages of the agency to a flourishing network. We definitely look forward to many more years of collaboration and paralleled growth.

Ottawa Home Care is our trusted name.



Angela Bellantoni
Staffing Clerk
St. Patrick's Nursing Home

March 19, 2007

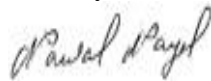
Ottawa home Care is a leader in health services with a support staff that is honest, reliable, dependable and trustworthy.

My husband had a car accident in 2001 and we have been receiving their service for the past 2 years. One visit per week.

The management takes their business very personal, that's why they excel in what they are doing.

We are very satisfied with *Ottawa Home Care* service and we recommend it strongly.

Thank you



Nawal Nayel

EXTENDICARE

March 21, 2007

Ottawa Home Care is a great company. They have professional staff available anytime we are in need. The administration and healthcare staff are very friendly, punctual and caring. They always meet our needs as they arise (very helpful).

The communication is very good and they will meet all requirements requested. I am very happy with Ottawa Home Care and the service they provide. I would highly recommend. Thank you OHC.



Doris Krajcar
Medex Nursing Home



Sent: September-25-13 8:30 AM

To: ohc@ottawahomecare.ca

Subject: To: Ivy's Manager

RE: Patient Mrs. Z, New Edinburgh Square,

On behalf of the Ziegler family, I wish to express our joy at having you send **IVY** to care for my Mother.

Ivy is unfailingly professional, polite, caring and cheerful. She sings for my Mother and even manages to make my Mother smile, which is unusual in end-of-life care. My Mother feels safe and happy because of Ivy's genuine care and medical knowledge. Ivy always has a solution to any problem. They listen to music together. Ivy goes that extra-mile to make my sick Mother comfortable and well.

This is to inform you that we are grateful to you, OHC and Ivy and thank you sincerely.

In deep appreciation,
A. Z. L. (daughter)