

My Action Plans

N-size: (51)

Date Created	Selected Issue	Filter Description	SMART Goal	Action Steps	Notes	1st. Review Date	2nd. Review Date	3rd. Review Date
01/09/2023	I enjoy mealtimes.	N/A	To increase favorability responses with regards to enjoying mealtimes during 2023 resident engagement survey by 15%	1. Enhance resident meal experience by including colourful placemats for all meals, centerpieces , meal music, conversation cards. 2. Themed meals to be incorporated into monthly calendar with regular menu (ie. Italian night, Chinese night etc). Themes to include: music, decor, fancy napkins/placemats, centerpieces, conversation cards etc. 3. Provide all dietary staff (LTC AND RET) with training on enhanced service before, during and after meals. 4. Create more of a connection between residents and the dietary staff through: Personnel Profiles (your server is), colourful aprains (as conversation starter). 4. Implement new dinnerware that creates a more enhanced experience for residents (including conversation starting coffee mugs, colourful dinner plates etc).				
01/09/2023	I enjoy some of my favourite foods.	N/A	To increase favorability of this question during 2023 Resident Engagement Survey by 15%.	1. Increase residents choice meals from once every three weeks to bi-weekly. To be reviewed during residents council on monthly basis by Food Service Manager. 2. Residents to be offered on a monthly basis order in program whereby they choose which restaurant to order food in. To be discussed in residents council monthly by Programs Manager. 3. Cooking classes to be added as a to the monthly programs calendar to encourage resident engagement in previous life activities and provide further meal choice opportunities. To be reviewed in Residents Council by Programs Manager. 4. New Menu to be reviewed using taste test and sampling with residents to provide further opportunity for informed decision making with regards to foods available and meal preference.				
01/09/2023	I participate in meaningful activities.	N/A	Increase positivity rating for this question during the 2023 resident engagement survey by 11%.	1. Complete Welbi assessments, and continue and enhance Getting to Know You profiles from admission in order to provide meaningful programs related to residents past life experiences (cooking, home making, previous careers etc). 2. Resident cooking classes to take place at minimum of monthly basis, with possibility of creating a cookbook with recipes'. 3. Increase resident outings at minimum to a monthly basis for residents. 4. QUIS Training to be expanded with goal of training at minimum 30 team members during the 2023 calendar year. 5. Continue to enhance our residents environment with colour, busy boards/walls, increased supplies availability for all team members to have the opportunity to engage in meaningful moments.				
01/15/2024	I have opportunities for friendship at (my home).	N/A	To increase the favorability responses to this question during the 2024 resident engagement survey by 11%.	1. Dining room seating to be arranged in Family Style to promote increased resident engagements during meal times. 2. Introduction of monthly residents choice joint programming with LTC and RET residents to promote establishing of relationships. 3. Basement lounge to be staged with activities, coffee bar, etc to be utilized better for residents to socialize together. 4. Increase the frequency of "socials" with retirement residents from 1 per month to 2 with the opportunity to re-assess in frequency throughout the calendar year.				
01/15/	I have	N/A	Increase the	1. Evening Leadership Team schedule to be initiated in Q2/2024 to provide enhanced oversight of resident				

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2024	enjoyable things to do in the evenings & on weekends.		favorability responses to this question during the 2024 resident engagement survey by 10%.	bedtime routines. 2. Increase family involvement in group activities to enhance sense of community by creating invitations to one monthly program in the evening OR weekend. 3. Coordinate larger programs in the evenings and encourage family members to attend such as pub night, wine & cheese, trivia and entertainment. 4. Increase the amount of Recreation staff working in the evenings by an extra 2 shifts per, week and every other weekend.				
01/15/2024	Staff have enough time for me.	N/A	Increase the favorability rating for this question during the 2024 resident engagement survey by 10%	1. Review of ALL job routines in the home and inclusion of engagement times for "task" of enjoying residents company. 2. Staff education on customer experience and service by the end of Q2/2024 3. Increase direct resident care hours from 3.7 to 4 during the 2024 calendar year.				
02/15/2024	Staff respect what I like and dislike.	Home Name = Orchard LTC	To increase favorability of the question "staff respect what I like and dislike" during our 2024 resident engagement survey.	1. 100% of new team members to receive QUIS training as a part of general orietnaiton.				