

Sprucedale is a moderately sized home with 96 residents and approximately 150 staff. Currently we do not collect data on our staff with respect to race. However, we have implemented Gender nonspecific to help better understand staff so that we are respectful on how individuals want to be identified. This past year we also took our employee agreement and handbook and created a non gender specific when relating to the person instead of he or she. Other ways that we ensure health equity amongst our staff is to ensure education of all different types of social demographic information is shared. Culture and Diversity training, this is done upon hire and annually there after.

Residents unfortunately have no information upon admission other than Language, sex and identification of Indigenous status. Sprucedale admission assessment with the RAI-MDS and Activation psychosocial assessments helps identify Residents race, culture, customs, Religions as well as gender. With the new BPG Clinical Pathways Admission assessment there is questions to identify the pronoun that the individual would like to be addressed as.

All assessments upon admission assists us to get to know the person better and to collaboratively identify any barriers that may impact overall health and wellbeing of the resident when they reside at the home. Once any barriers are identified interdisciplinary team will work together with the Resident and family to care plan appropriately for the resident. E.g., such as religious or cultural food choices and or holiday programming for activities.

Sprucedale Care Centre uses PointClickCare Risk Management to manage all incidents of risk relating to residents. Incidents involving only volunteers, family and/or staff are to be reported using the Employee Incident Reporting. Incident is identified as any potential hazardous situation that may or may not result in an injury, for example, a resident found on the floor, fall, hitting, biting or pushing between residents, resident assault to staff, inappropriate behaviour (sexual advances to another resident or staff), an unauthorized elopement of a resident. All skin tears, abrasions or bruises of unknown origin, noticed by staff are all considered incidents and must be documented as such. Policies and Procedures are in place to ensure standardized information is captured to track and identify trends. Statistics and trending of all incidents are reviewed monthly and corrective action taken, as required through Health and Safety Team, BSO team and Leadership. Quarterly reviewed with the Professional advisory committee. Service providers consulted as necessary.

Annually Sprucedale Care Centre reviews our risk management matrix tool. This tool is used in project planning. It identifies and captures the likelihood of project risks and evaluates the potential damage or interruption caused by those risks. This tool offers a visual representation of the risk analysis and categorizes risks based on there level of probability and severity or impact.

Especially during the pandemic, we ensured our Residents care and Staff wellbeing were top priority, we ensured every effort was made to address the LTC workforce crisis and evaluate best practices for supporting our staffs overall and or individuals who may have been experiencing mental health concerns during and post-COVID-19. Sprucedale Care Centre's open door culture created an atmosphere of encouragement, kindness, and resilience amongst our staff. One of the ways we increased our employee assistance program to be available for all staff not just full-time employees. Management was on the front lines during the pandemic which brought a team approach to the fore front.

Continually monitoring our resident data and outcomes to ensure the focus of resident care was our top priority. Quality improvement initiatives continue to follow in line with our strategic plan. As we move forward with still addressing the possible changes with respect to COVID-19. Some of the key 2022/2023 QIP objectives were as follows; reducing inappropriate use of anti-psychotics, reduce the use of restraints. Reduce unnecessary ED visits. Enhance our Pain and Palliative program, Prevention of falls/reduce injury r/t falls. Improve outcomes related to continence care. Enhance infection prevention program.

Sprucedale Care Centre believes that all our residents and staff have the right to be free from any form of disrespect and abuse, always. The goal of our organization is to demonstrate respectful, abuse free values, attitudes, knowledge, and practices among all partners. To achieve this goal, Sprucedale is committed to ensuring that all partners are educated upon orientation to the facility and then educated annually with Sprucedale Respecting life program and relevant policies and procedures . Sprucedale ensures that all partners make a personal commitment to implement and promote the associated philosophy and policies. The Executive Director oversees the implementation of this program and shall act as a resource to the home and staff members in the current process and on-going compliance.

Sprucedale works closely with partners such as the Strathroy Caradoc Police Department and the Women Resource Centre and any other outside agencies if needed to ensure that we are in line with current safety practices.

Due to the pandemic Sprucedale EAP (Employee Assistance Program) is now available to all staff part-time and full time for counselling services.