

**HOMES FOR THE AGED DIVISION
ACHIEVEMENT OF 2007 OBJECTIVES
CAREFREE LODGE**

Objective	Success	Indicators of Achievement
Resident Care and Services:		
To enhance quality of life and quality of care and services that are based on identified residents' needs and implemented within an interdisciplinary framework.	Achieved	<ul style="list-style-type: none"> • 'Live To Eat' Resident Satisfaction Survey. Over 85 percent of respondents are pleased with the taste of our meals and our meal service. This is a slight increase over our 2004 satisfaction rate which was around 82-84 percent of satisfaction. • Ongoing discussion at level meetings, Residents' Council, Quality Site Council, Family Committee and Home Advisory Committee. • Ongoing revision to mealtime assistance schedule for staff and managers to ensure quality meal service. • Urinary Tract Infections (UTI) and the treatment of has been a study this past year. With the implementation of best practice guidelines, we have seen a reduced number of UTIs and the use of antibiotics.
To continue to study and review residents at nutritional risk in order to minimize risk and any negative outcome.	Achieved	<ul style="list-style-type: none"> • Quarterly Monitoring Reports conducted throughout the year with reporting to both QI Site Council and Resident Care and Services Committee. No incidents regarding nutritional care of residents.
To ensure that residents are receiving the best quality rehabilitation program.	Achieved	<ul style="list-style-type: none"> • Quality Monitoring Report conducted and reports to both QI Site Council and Resident Care and Services Committee. Approximately 18 percent of our residents did experience improvement in mobility due to the rehabilitation program they were involved with.
To develop programs based on our resident population: (a) Kosher Food Program (b) Parkinson Program	Achieved	<ul style="list-style-type: none"> • A survey tool was developed and a questionnaire distributed to all of our Jewish residents at Carefree. The questionnaire was designed to ascertain family/resident interest in kosher food. The response rate for our home was low. Based on this, the program will be re-visited in 2008 in terms of resident/family interest. We will also work with our CCAC in terms of trying to assist those potential clients in placing their loved ones who need kosher meals at CFL. Individual arrangements can be done. The Home will work with CCAC in discussing the various strategies that can be implemented for potential clients.

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	Partially Achieved	<ul style="list-style-type: none"> • Parkinson Program: we have conducted educational sessions for staff. We are now ready to strike an interdisciplinary committee and develop a program. One key element of the program will be on medication times.
To promote a culture of resident safety in the Home.	Achieved	<ul style="list-style-type: none"> • Carefree Lodge continues to be restraint free. • Resident falls are monitored and hip protectors are in place to ensure injury to falls is kept to a minimum. • The pharmacy pouch system has been implemented in April, 2007. • The number of infections has declined throughout the year. • The active TB case was handled well. The home worked with Toronto Public Health and the home's Health & Safety Committee. Education sessions were held for staff, residents, families and volunteers. • The home has been successful in working with its Mental Health Framework-Outreach Team from North York General Hospital. The team now visits the Home every two weeks. Resident-to-resident incidents have remained low. In addition, our resident-to-staff incidents have remained low. We have not had to resort to a Form 1. • On our Garden Level, wall murals have been painted along the corridors and in the dining room. Response from residents, families and staff has been positive. • Wall murals have been painted on our Main Level and Gift Shop Area.
Environment:		
To create a more homelike environment for the residents.	Achieved	<ul style="list-style-type: none"> • Garden Level has had new flooring installed. This is much improved and creates a warm feeling on the unit. There has been new furniture and a new piano purchased for the Garden Level. • Washroom Accessible Rooms Project has begun in September and continues to 2008. There will be 13 resident rooms renovated to deal with the barrier to washroom accessibility for residents.

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To enhance workplace health and safety and practice among all staff.	Achieved	<ul style="list-style-type: none"> • Training of staff in the areas of: <ul style="list-style-type: none"> – WHIMS – Code White Response-Violence in the Workplace – Fire Safety – PPE and Infection Control – Lift Training – Pandemic Planning – Slips and Falls – Eye Wash Training – Lockout/Tag Out – Muscular Skeletal with St. John's Rehab • Health & Safety Committee has held successful Health & Safety Week focusing on Wellness for 2007. • Active Health & Safety Committee which met 11 times this year. Eight out of ten members are certified. Two have completed part 1 of the certification program. • Evaluated our disaster policy in terms of our response as a recipient of people from an outside agency requiring assistance. The response was positive and there were no incidents.
Human Resources:		
To continue to strengthen the customer service approach.	Achieved	<ul style="list-style-type: none"> • The home completed the hiring process of more part-time customer service hours. The position is now in place from 6:00 to 20:00 hrs.
To hire part-time staff where needed.	Achieved	<ul style="list-style-type: none"> • The home has hired more part-time staff in Nursing, Housekeeping and Food & Nutrition. The challenge is retention and maintaining our competitive edge when other employers are offering full-time employment.
To recruit more volunteers.	Achieved	<ul style="list-style-type: none"> • Our volunteers have increased in terms of more Youth Volunteers to the home. • The Youth Council won an award at the 2007 Public Service Quality Fair as a concept/model for youth to engage in a long-term care facility.
Leadership and Partnership:		
To increase our community partnerships and to enhance our profile within our community.	Achieved	<ul style="list-style-type: none"> • The Home works well with: <ul style="list-style-type: none"> – North York General Hospital Mental Health Outreach Team – visits the Home every two weeks providing psychiatric expertise;

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		<ul style="list-style-type: none"> - Toronto Public Health – attend Health Advisory Committee Meetings; - Regional Psychogeriatric Program – conducted staff education sessions this past year; - Central CCAC – Administrator and Social Worker have attended Regional Meetings; - Jewish Family Services - St. John’s Rehabilitation Hospital - Parkinson Association - Johnson Diversey - Alzheimers Society - Local Police Community Liaison • The Home is in the process of enhancing its Home Advisory Committee membership. Community agencies contacted include: Toronto Police Services, Beth Tikvah Synagogue, St. Luke’s Lutheran Church, and Blessed Trinity. • Currently working on an arrangement with our Knights of Columbus chapter to ensure volunteers for our Spiritual and Religious Care Group. The Knights of Columbus have worked diligently with CFL on special events such as our annual summer bar-b-que for residents and our three Resident Galas.
To ensure the Home operates in keeping with all policies and procedures as per the Division and Corporate expectations.	Achieved	<ul style="list-style-type: none"> • Divisional Operational Review: positive. • Ministry of Health & Long Term Care Annual Compliance Review: no unmet standards. • Public Health Inspections: passed.
Participate in the Public Service Quality Fair.	Achieved	<ul style="list-style-type: none"> • Our Youth Council Model of Governance won a silver award.
Participate in the Canadian Health Care Excellence in Quality Award.	Achieved	<ul style="list-style-type: none"> • One of the five finalists for the award. The only long term care facility sponsored project among the five finalists was CFL.