

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

Objective	Success	Indicators of Achievement
To operate Lakeshore Lodge in a manner that maintains compliance with applicable legislation, while maintaining innovation and creativity.	Achieved	<ul style="list-style-type: none"> <li>• No unmet standards.</li> <li>• Continued to monitor our practices with regular rounds and audits.</li> <li>• Responded to all complaints and expressions of concern by all clients/client groups in a timely manner.</li> <li>• No repeat complaints.</li> </ul>
To continue to implement and maintain systems and educational processes to achieve a demonstrable culture of safety.	Achieved	<ul style="list-style-type: none"> <li>• Implemented the Divisional revised core H&amp;S training at Lakeshore Lodge.</li> <li>• Increased the involvement of the JHSC in plans and implementation strategies.</li> <li>• Evaluated the effectiveness of training of the staff in Safe Resident Handling, ceiling lifts, floor lifts, high-low beds, Carendo chair, on reduction of MSDS.</li> <li>• Enhanced workplace wellness at Lakeshore Lodge, consistent with Divisional policy; inservice provided to staff on the new <i>Canada's Food Guide</i>.</li> </ul>
To implement minimum one new mechanism to assure consistent staffing.	Achieved	<ul style="list-style-type: none"> <li>• A push was made in hiring new registrants, with success.</li> <li>• A number of enhancements were made to improve calling-in practices by the Customer Service Office.</li> </ul>
To participate in the Divisional plans to facilitate staff learning related to computer literacy.	Achieved	<ul style="list-style-type: none"> <li>• Provided training to staff related to their use of the RAI-MDS system.</li> <li>• On-the-spot training provided to staff completing Accreditation questionnaires.</li> </ul>
To increase awareness of availability of opportunities for professional development of staff, including courses offered by the City of Toronto.	Achieved	<ul style="list-style-type: none"> <li>• Developed action plan at HMC meeting to improve communication to staff individually and in groups.</li> </ul>
To implement the best practice guidelines related to delirium/depression/dementia at Lakeshore Lodge.	Achieved	<ul style="list-style-type: none"> <li>• During 2007, all the training for PCAs has been completed, while training of the registered staff is very near completion. The Evaluation tool will be developed and implemented in 2008.</li> </ul>
To evaluate the implementation of <i>Live to Eat</i> and mealtime assistance enhancements, and modify as required.	Achieved	<ul style="list-style-type: none"> <li>• HMC assessed the extent of implementation of <i>Live to Eat</i> and developed action steps to modify approaches as required and began implementation of action plan.</li> </ul>

**ACHIEVEMENT OF 2007 OBJECTIVES  
LAKESHORE LODGE**

Objective	Success	Indicators of Achievement
To enhance customer service by taking steps to ensure consistent staffing in the support assistant C (customer service clerk) function.	Achieved	<ul style="list-style-type: none"> <li>CSO currently staffed consistently.</li> </ul>
To train all staff on new Divisional modules related to residents' rights and safety.	Achieved	<ul style="list-style-type: none"> <li>Implemented (2007 portion of) training plan.</li> </ul>
To strengthen communication to residents and families in order to improve satisfaction with our information management.	Achieved	<ul style="list-style-type: none"> <li>Posted Assignment Boards on all units; made business card holders for Nurse Managers and Social Workers available for contact information.</li> </ul>
To enhance the role of Lakeshore Lodge Programs & Services staff involvement in the MOHLTC's LTC-MH framework.	Achieved	<ul style="list-style-type: none"> <li>Manager of Programs &amp; Services and FT Social Worker attended training.</li> <li>Social Worker also trained to be PIECES Enabler.</li> </ul>
To participate in Divisional plan to improve resident safety.	Achieved	<ul style="list-style-type: none"> <li>Researched CCHSA's Required Organizational Practices; and developed a plan to implement ROPs at LL.</li> </ul>
Continue the implementation of MDS-RAI.	Achieved	<ul style="list-style-type: none"> <li>MDS-RAI implemented according to MOHLTC schedule.</li> </ul>
To participate in Divisional plan to provide opportunities for staff to upgrade their computer skills.	Achieved	<ul style="list-style-type: none"> <li>During 2007, there has been full implementation of RAI-MDS which is all computer based. There has been a marked improvement in staff using PTAC (which is a computer model of ordering non-emergent transfer ambulances).</li> </ul>
To minimize the number of unmet standards related to MOHLTC compliance.	Achieved	<ul style="list-style-type: none"> <li>No unmet standards in 2007.</li> </ul>
To complete the 2007 capital maintenance projects as identified and prioritized through HFA analysis and the <i>Building Condition Assessment</i> thus contributing to safe environments and the reduction of accidents and incidents.	Achieved	<ul style="list-style-type: none"> <li>Identified and communicated home project list, scheduled projects and carried out projects through contractors as indicated and adjusted project schedule as per operational needs and available budget.</li> </ul>
To improve the living environment with a view to making it more homelike.	Achieved	<ul style="list-style-type: none"> <li>Maintained vigilance and acted on any need for ongoing minor maintenance (e.g. painting touch-up, minor wall repair, minor ceiling tile replacement, minor floor damage, etc.).</li> <li>Paid particular attention to and prioritized any safety concerns.</li> </ul>

**ACHIEVEMENT OF 2007 OBJECTIVES  
LAKESHORE LODGE**

Objective	Success	Indicators of Achievement
		<ul style="list-style-type: none"> <li>• Maintained attention to décor, using donations accounts as approved for décor items.</li> <li>• Consulted with Residents' Council re their priorities.</li> <li>• Communicated with and reported to D. Tulk regarding any unanticipated needs.</li> <li>• Implemented action plans to improve the front lobby, dining rooms, activity rooms, shower rooms and prioritized areas to be painted.</li> </ul>
To plan for and purchase equipment to improve occupational health and safety.	Achieved	<ul style="list-style-type: none"> <li>• Developed prioritized list of furnishings, equipment for multi-year capital replacement plan;</li> <li>• Completed bed replacement to achieve 100% electric beds.</li> <li>• Identified furniture and equipment requiring replacement (e.g. feeding chairs, hot food carts, etc.) to reduce risks to staff safety and acted on prioritized list, in accordance with available resources.</li> <li>• When new furniture, equipment were purchased, preceded the introduction with appropriate staff training and revision of written protocols/ guidelines as needed.</li> <li>• Monitored introduction of any new equipment through audits and evaluations.</li> </ul>
To further strengthen staff knowledge re infection prevention and control (IPC).	Achieved	<ul style="list-style-type: none"> <li>• Trained staff and fully implemented revised procedures re high and low disinfection.</li> <li>• Continued to develop and expand staff education plan re IPC.</li> <li>• Mask fit tested new staff and any current staff who had significant facial changes. 90% of staff mask fit tested.</li> </ul>
Begin the preparation of the Home for accreditation survey in 2008.	Achieved	<ul style="list-style-type: none"> <li>• Preparation process well under way for survey in June 2008.</li> </ul>
To assess the need to further develop community partnerships.	Achieved	<ul style="list-style-type: none"> <li>• Reviewed existing community partnerships.</li> <li>• Discussed potential new community partnerships at HMC.</li> <li>• Enhanced partnerships with several community partners.</li> </ul>
To develop a plan to create a therapeutic outdoor environment.	Achieved	<ul style="list-style-type: none"> <li>• Struck task force, including resident, family and HAC reps.</li> <li>• Developed a plan.</li> <li>• Published minutes.</li> </ul>

**ACHIEVEMENT OF 2007 OBJECTIVES  
LAKESHORE LODGE**

Objective	Success	Indicators of Achievement
		<ul style="list-style-type: none"> <li>• Process to begin with Humber students in January 2008.</li> </ul>
To explore feasibility of increasing the presence of pets in the home.	Achieved	<ul style="list-style-type: none"> <li>• Reviewed policy and weighed interest of Residents' Council, Family Committee.</li> <li>• Developed a plan (implementation of plan contingent on acquiring PRCs for pet handlers).</li> </ul>
To implement a resident wish program.	Achieved	<ul style="list-style-type: none"> <li>• Reviewed plan of M/HAC.</li> <li>• Began implementation of discussions at annual CT conferences.</li> </ul>