

**LONG-TERM CARE HOMES AND SERVICES DIVISION  
ACHIEVEMENT OF 2008 OPERATING OBJECTIVES  
Bendale Acres**

Objective	Success	Indicators of Achievement
<p>1. <b>Falls Reduction</b> To achieve a reduction in the number and severity of outcomes for resident falls.</p>	Not Achieved	<ul style="list-style-type: none"> <li>• Project not extended beyond falls in first month of admission;</li> <li>• Data collection initiated to support initiative and will be brought forward to 2009 as required for survey.</li> </ul>
<p>2. <b>Expansion Of Community Support Programs</b> To determine and implement community needs driven adult day program services within existing resources and to plan and implement the amalgamation of Bendale and Seven Oaks Adult Day Programs.</p>	Achieved	<ul style="list-style-type: none"> <li>• Focus of 2008 was the planning and implementation of the amalgamation of the ADP program from Seven Oaks; this was achieved in September 2008;</li> <li>• Contributed to the development of options for the future of Adult Day Programs with focus on hard-to-serve clients;</li> <li>• Adjustments to programming, transportation and staffing to accommodate the increased number of clients served in ADP;</li> <li>• Placed 4 volunteers in ADP with over 100 hours since June 2008;</li> <li>• Recruitment notices posted on Volunteer TO website and oriented 1 volunteer from Seven Oaks with merger of Program.</li> </ul>
<p>3. <b>Psychogeriatric and Mental Health Services</b> To support the transition and successful integration of applicants with mental health diagnosis into LTC.</p>	Achieved	<ul style="list-style-type: none"> <li>• Identified limits to resources and numbers and types of behaviours of mental health that we can successfully manage;</li> <li>• Expanded role of Behavioural Resource Nurse to accept referrals from all units, develop and do rounds for follow-up with Dr. Barsky and with unit teams;</li> <li>• Successfully introduced and used the mobile crisis team for management of issues beyond the capacity of resources;</li> <li>• Identified numbers and types of mental health diagnosis as part of future planning for location and dedication of education and staffing resources;</li> <li>• Completed year 3 BRU report with analysis of behavioural incidents and evaluation of the impact of BRU;</li> <li>• Completed and submitted a proposal to Health Force Ontario on the development of technology based education for LTC staff based on the BRU model. (Proposal not accepted);</li> <li>• Completion of LTC/Mental Health Framework checklist; home is on target with implementation.</li> </ul>

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<p>4. <b>Risk Reduction</b>            To achieve a reduction in risk to resident safety in a minimum of one area of identified clinical risk.</p>	<p>Not Achieved</p>	<ul style="list-style-type: none"> <li>• Areas of risk identified completion of QI projects remains outstanding and will be brought forward to 2009.</li> </ul>
<p>5. <b>Human Resources</b>            To identify innovative approaches to wellness that will support the physical and emotional wellbeing for all staff and to promote planning and implementation for areas identified in Workplace Violence Survey.</p>	<p>Achieved</p>	<ul style="list-style-type: none"> <li>• SSE implemented <i>Passport to Education</i> to encourage and promote attendance at mandatory inservices as well as opportunities to develop additional skills and knowledge;</li> <li>• Education stats reflect commitment of all staff and managers to education on safety;</li> <li>• Health &amp; Safety information days;</li> <li>• Nutrition month displays and information;</li> <li>• Wellness month celebrated in October 2008 with speakers, events, demonstrations and information available;</li> <li>• Inservices on accessing EAP well attended. Managers encouraged and recommending services to staff in confidence;</li> <li>• Staff attendance and response to inservices on Workplace Violence exceptional;</li> <li>• Regular inservices on Customer Service;</li> <li>• Discussion and planning for succession in Nursing, Building Services, Programs &amp; Services and Administration;</li> <li>• 6 Acting assignments in place to develop staff and managers as part of succession planning;</li> <li>• Reassignment of responsibilities to balance workload.</li> </ul>
<p>6. <b>Volunteers</b>            To enhance the role of Youth Volunteers and develop a revitalized role for the 55+ age group.</p>	<p>Achieved</p>	<ul style="list-style-type: none"> <li>• Developed and distributed recruitment packages for summer opportunities in May and return to school opportunities in August;</li> <li>• Implemented youth volunteer activities based on the suggestions from the Youth Summit:               <ul style="list-style-type: none"> <li>- Saturday Bingo</li> <li>- YOC survey completion</li> <li>- Travelling Ice Cream Cart</li> </ul> </li> <li>• Provided recognition relevant to youth expectations:               <ul style="list-style-type: none"> <li>- Reference letters for scholarships</li> <li>- 100-hour certificates provided at volunteers dinner</li> <li>- Input into changes through satisfaction survey. Results to impact in 2009.</li> </ul> </li> <li>• Provided additional training and orientation in infection control, dealing with difficult</li> </ul>

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		behaviours, resident safety and escort policies.
<p>7. <b>Continuous Quality Improvement</b>            To increase the profile and relevance of CQI for managers and staff to all levels in the home.</p>	Achieved	<ul style="list-style-type: none"> <li>• Noted improvement in manager’s collection and utilization of data to determine areas for improvement;</li> <li>• Successful In-House Quality Fair profiled the many initiatives and activities over the past year; excellent feedback from residents, staff families and visitors to the home; to continue this in 2009.</li> </ul>
<p>8. <b>Communications</b>            To increase communication to residents, staff, families and volunteers.</p>	Achieved	<ul style="list-style-type: none"> <li>• Communication boards updated and current relevant information available for residents and staff, families, volunteers and visitors;</li> <li>• Other posting areas defined; all postings require initial for approval;</li> <li>• Family newsletter developed and sent quarterly featuring resident safety, infection control and updates on activities and happenings in the home.</li> </ul>
<p>9. <b>Accreditation Survey 2009</b>            To prepare for a successful accreditation.</p>	Achieved	<ul style="list-style-type: none"> <li>• Exceeded divisional requirement for staff participation in survey instruments completion; Volunteer support sought and provided to heighten the profile of Qmentum and identify that we are working in partnership;</li> <li>• Panel for Qmentum set up in communications centre and visual roadmap developed and posted to identify timelines in process;</li> <li>• Bendale hosted Qmentum steering committee for ADP and contributes to completion of survey instruments; will continue to prepare to be the survey site for ADP in 2009 survey;</li> <li>• Quality roadmaps received and presentation prepared for General Staff meetings, Medical staff, Volunteers, residents and families in February 2009.</li> </ul>
<p>10. <b>Mayor’s Priorities</b>            To support and lead assigned Mayor’s Priorities for 2008.</p>	Partially Achieved	<ul style="list-style-type: none"> <li>• Contacted schools regarding opportunities for completion of mural;</li> <li>• Mural artist posted as volunteer opportunity and opportunity of the week;</li> <li>• Meeting with MOW to discuss potential for provision of ethnically diverse meals to address the changing face of the community we serve;</li> </ul>

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		<ul style="list-style-type: none"> <li>• Planning in 2009 for introduction and implementation of program components for Safe Seniors Centre at Bendale:               <ul style="list-style-type: none"> <li>- Nutrition support through low cost meal service and take away</li> <li>- Assistance to entry to community supports</li> <li>- Education on safety and wellness</li> <li>- Drop in activities</li> <li>- Telephone support through current and future volunteers</li> <li>- Expansion of current tax clinics</li> <li>- Provide support and space for other community-based seniors clinics (i.e. VON, foot care, etc.)</li> </ul> </li> </ul>
<p>11. <b>MOHLTC</b>            To ensure achievement of compliance standards.</p>	<p>Partially Achieved</p>	<ul style="list-style-type: none"> <li>• Previous unmet standards cleared in annual review in September 2008;</li> <li>• One unmet standard in annual review; action plan implemented and follow-up audits indicate compliance;</li> <li>• Compliance discussed in team and department meetings; regular reviews required to maintain standards;</li> <li>• Increased regularity of environmental inspections and immediate intervention.</li> </ul>
<p>12. <b>Cultural Diversity</b>            To increase opportunities for involvement of our cultural community partners to influence the care and service at Bendale.</p>	<p>Achieved</p>	<ul style="list-style-type: none"> <li>• Feasibility report on the introduction of Hallal meat completed;</li> <li>• 2009 plan to increase cultural meal availability to Meals-on-Wheels and cafeteria service;</li> <li>• Continued recruitment of French speaking volunteers;</li> <li>• Increasing numbers of volunteers reflect the cultural and religious diversity of our community, i.e. South Asian, Tamil, Filipino and Chinese;</li> <li>• Programs &amp; Services continue to provide special events profiling various cultures and dietary choices;</li> <li>• Expansion of Spiritual and Religious Care events to be more inclusive of all religions.</li> </ul>