

**LONG-TERM CARE HOMES AND SERVICES DIVISION  
ACHIEVEMENT OF 2009 OPERATING OBJECTIVES  
CUMMER LODGE**

Objective	Success	Indicators of Achievement
1. To complete all the reports required at their scheduled time.	Achieved	<ul style="list-style-type: none"> <li>• Due Diligence, internal checklist completed as scheduled.</li> <li>• All surveys sent out as planned.</li> <li>• Flu shot and vaccine letters sent.</li> <li>• Inventory count completed.</li> <li>• MSDS sheets and Disaster box and supplies signed off as scheduled.</li> <li>• Needle sticks injury and reproductive risk infection control checklist reported as required.</li> <li>• RM and QM reports on time.</li> <li>• Quarterly review of emergency plans at home management meetings.</li> <li>• MAPIT not introduced this year.</li> </ul>
2. To maintain a minimum of 97% occupancy in the home.	Achieved	<ul style="list-style-type: none"> <li>• Tours offered evenings and weekends.</li> <li>• As of September toured 656 people.</li> <li>• CCAC and discharge planners met with Home.</li> <li>• Lost residents days due to outbreak accounted for.</li> </ul>
3. To closely monitor expenditures and to increase reviews in order to operate within 2009 allocated budget by year end.	Achieved	<ul style="list-style-type: none"> <li>• Cummer will end the year with a positive expenditure variance.</li> <li>• All monthly and quarterly reports submitted.</li> <li>• Managers followed absenteeism guidelines.</li> </ul>
4. To minimize the number of Ministry of Labour (MoL) orders by meeting all the expected requirements outlined by the Long-Term Care Homes & Services Division.	Achieved	<ul style="list-style-type: none"> <li>• All monthly inspections completed.</li> <li>• All pertinent policies reviewed.</li> <li>• Slips and falls inservices.</li> <li>• All MSD related incidents were investigated.</li> <li>• Monthly review of incidents completed.</li> </ul>
5. To clear unmet standards from B 2.4 and P 1.27.	Achieved	<ul style="list-style-type: none"> <li>• Unmet standards were cleared.</li> </ul>
6. Infection Prevention and Control	Achieved	<ul style="list-style-type: none"> <li>• Procedure in place in every dirty utility room for sanitizing equipment.</li> <li>• New sanitizers have been purchased, extra basins as well. Painting done in rooms to designate clean and dirty, each item sanitized after single use, placed in bag on labelled shelf.</li> <li>• Staff immunization rate not improved; with H1N1, 62% of staff immunized, for seasonal flu, clinics are ongoing.</li> <li>• 97% of full-time staff tested, 75% of part-time.</li> <li>• Rec/rehab staff have R2A and cloths to disinfect all equipment between uses.</li> </ul>

**ACHIEVEMENT OF 2009 OPERATING OBJECTIVES  
CUMMER LODGE**

Objective	Success	Indicators of Achievement
7. Educational Programs	Achieved	<ul style="list-style-type: none"> <li>• Smart Serve offered to several staff and volunteers who successfully completed: 3 staff; 3 volunteers.</li> <li>• 262 frontline staff and managers attended <i>Bullying in the Workplace</i> training in June.</li> <li>• 70 registered staff received training on HOBIC in March and April.</li> <li>• Several inservices were delivered on <i>Living our Values</i> – 56 staff attended.</li> <li>• Other method of disseminating info was distributing flyers with 9 values and requesting staff to give example of how they lived out one of the values at work; 50 were handed out and ¼ returned responses.</li> <li>• A poster was developed.</li> </ul>
8. To review the number of companions, the quality of service provided and the level of risk the home may have with the large number of companions.	Achieved	<ul style="list-style-type: none"> <li>• Sitters are invited to all inservices, and Staff Education has done special inservices just for them on bullying in the workplace.</li> <li>• All units have been made aware that nursing staff is ultimately responsible for all care given to the residents including overseeing the sitters.</li> <li>• We have started a new sign-in system in ASU for all sitters.</li> <li>• At each conference, Nurse Managers ensure that they have an up-to-date list of sitters and acknowledgements signed from sitters and families.</li> <li>• ICP nurse includes sitters in her inservices and walk arounds, i.e. hand hygiene and will re-instruct as necessary.</li> </ul>
9. To expand role of Family Council.	Partially Achieved	<ul style="list-style-type: none"> <li>• Family Council did not participate in staff appreciation.</li> <li>• Received annual education.</li> <li>• There is no chair of Family Council to attend Home Advisory Committee.</li> </ul>
10. Prepare for Accreditation Canada survey.	Achieved	<ul style="list-style-type: none"> <li>• All preparations completed.</li> <li>• Successful survey in the Division.</li> </ul>
11. Staff replacement	Achieved	<ul style="list-style-type: none"> <li>• All issues resolved.</li> <li>• All departments are following same practices as per policy.</li> <li>• Issues related to deadlines and call-in sick daily were resolved through labour relations consultant.</li> <li>• Only few grievances or complaints were related</li> </ul>

**ACHIEVEMENT OF 2009 OPERATING OBJECTIVES  
CUMMER LODGE**

Objective	Success	Indicators of Achievement
		to call-ins.
12. To implement new regulations Bill 140 related to secure units.	Not Achieved	<ul style="list-style-type: none"> <li>• Regulations for Bill 140 still not completed.</li> </ul>
13. HR Plan	Achieved	<ul style="list-style-type: none"> <li>• All employees' files' contents have been reviewed and standardized.</li> <li>• HR policies and procedures have been reviewed by all managers.</li> <li>• Youth volunteer sits on volunteer executive.</li> </ul>