

**LONG-TERM CARE HOMES AND SERVICES DIVISION
ACHIEVEMENT OF 2009 OPERATING OBJECTIVES
COMMUNITY PROGRAMS**

Objective	Success	Indicators of Achievement
1. To open an additional Supportive Housing site, if approved and funded by the Central LHIN, that will support clients to age in place.	Achieved February 8, 2010	<ul style="list-style-type: none"> • Site selected. • Contracted Service Provider selected and agreement completed. • Agreement completed with TCHC. • Report to City Council. • Staff hired. • Program accepts clients.
2. To submit a proposal to the appropriate LHIN for the establishment of an additional supportive housing site	Achieved	<ul style="list-style-type: none"> • Selected potential sites before request for proposal is released. • Proposal completed and submitted for additional funding if opportunity arises.
3. To prepare for a successful accreditation survey in 2009.	Achieved	<ul style="list-style-type: none"> • Provided staff education including sessions on tracers. • Reviewed ROPS and accreditation standards at staff meetings. • Displayed quality improvement project. • Ensured that staff are knowledgeable about accreditation language.
4. To review ROPs and provide evidence that ROPs are incorporated into the daily work of both HMNS and SH.	Achieved	<ul style="list-style-type: none"> • Reviewed current ROP documents (or revisions) at staff meetings in September, 2009. • ROPs on suicide reviewed at staff meetings in May, 2009.
5. To incorporate findings from 2009 accreditation survey into daily practice as required.	Achieved	<ul style="list-style-type: none"> • Reported on accreditation survey and implemented identified changes.
6. To expand FIT program in conjunction with Public Health into Broadview Manor and Dundas/Mabelle.	Partially achieved	<ul style="list-style-type: none"> • Falls Program implemented at three sites (one current plus two additional). • Analyzed falls data and implement strategies to prevent falls. • Continued to work with Public Health FIT program.
7. To provide client safety training.	Achieved	<ul style="list-style-type: none"> • Scheduled safety sessions for SH staff (heat safety, medication safety, bed bugs, ICE). • Provided safety information for HMNS staff (hand hygiene, bed bugs, heat). • Scheduled sessions and planned distributions were completed including audits where appropriate.

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8. To provide environment supportive of worker safety.	Partially achieved	<ul style="list-style-type: none"> • Ensured all members of the JOHSC were certified. • Held JOHSC meetings according to the JOHS Act.
9. To ensure the iGuard program is successfully implemented in HMNS.	Achieved	<ul style="list-style-type: none"> • Each staff member has a device and has been trained in its use. • System is live. • Quality Project completed including evaluation of the program.
10. To ensure all staff receive mandated training on violence in the workplace.	Achieved	<ul style="list-style-type: none"> • Sessions provided to all staff on violence in the workplace. • Sessions provided to all staff on de-escalation techniques.
11. To complete one prospective analysis with staff in each group.	Achieved	<ul style="list-style-type: none"> • Prospective analysis completed.