



Quality Improvement Plan: Updated to March 19, 2026

Survey	Owner	Timeline	Key notes	
Workforce Survey on Well-Being, Quality and Safety	Admin Assistant	January	Annual Accreditation survey	
Family & Resident Satisfaction Survey	Admin Assistant	January	Annual Licensing Requirement	
Licensing: Long-Term Care Program Requirements	Department HW	April / Nov.	Bi-annual onsite survey	
Risk Management	CEO	April	Annual Assessment & prn	
Board Dashboard	Senior Leaders	Quarterly	Quarterly Quality Improvement Plan	
Resident and Staff Safety Dashboard	Senior Leaders	Quarterly	Quarterly Quality Improvement Plan	
Note: Where a benchmark or a trend is not meeting a target, they are added to the QIP to focus our attention and resources. Where a benchmark or a trend has been successfully addressed, it is removed from the QIP.				
Workforce Survey on Well-Being, Quality and Safety:		Status: Planned		
	Improvement Statement / Owner	Actual	Target	Action
1.	To complete the Workforce Survey on Well-Being, Quality and Safety by March, 2026		Feb. 2026	<ul style="list-style-type: none"> Survey activated Survey results will define the Strategic Plan KPI's
Family and Resident Satisfaction Survey:		Status: Complete		
	Improvement Statement / Owner	Actual	Target	Action
1.	I am familiar with the palliative care process	50%	90%	1) Amend the 6-week Care Conference agenda to include a discussion on palliative care - completed
2.	Concerns are taken care of in timely manner	61%	>75%	1) Revise the Family Satisfaction Survey to create a section specifically for the resident's Substitute Decision Maker - Planned
3.	I am notified of changes in my resident's health	76%	>75%	1) See #2 as it relates to the Substitute Decision Maker - Planned

4.	I am familiar with how lost/damaged eye glasses, dentures or hearing aids are addressed	45%	>75%	1) Website message capturing items in need of clarity - Planned
5.	I understand how to identify the Continuing Care Assistant (CCA) that is assigned to my loved one	67%	>75%	1) Develop a family education tool – for Substitute Decision Makers 2) Add to 6-week Care Conference agenda - Planned
6.	I am satisfied with the telephone answering system	73%	>75%	1) Undertake a review of the internal telephone process - Planned
Board Dashboard Status: has decreased incidents of responsive behavior				
	Improvement Statement / Owner	Actual	Target	Action / Evidence
1.	To follow up on hand washing rates ensuring staff compliance	83%	➤ 90%	1) Update staff on handwashing and reassess handwashing survey in Q1 dashboard - OG
Licensing				
	Improvement Statement / Owner	Actual	Target	Action / Evidence
1.	To secure a one year license to operate a LTC facility	9 /12	12 months	1) Preparing for March, 2026 licensing visit ✓
Risk Management				
	Improvement Statement / Owner	Actual	Target	Action / Evidence
1.	No risk responses required			
Accreditation				
	Improvement Statement / Owner	Actual	Target	Action / Evidence
1.	Doing well 😊			
Family Council				
	Improvement Statement / Owner	Actual	Target	Action / Evidence
1.	Review Terms of Reference			1) TOR review - Ongoing

File: Directors (T) Drive: Quality/QIP 2025/QIP 2026