

**Fairview and Parkwood CommunitIES**

**Fairview - Operational Plan - 2021**

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| Overarching Goals  To continue organizational practice and growth with a focus on:   1. Championing the Conversation – (throughout the year) 2. Embracing a culture of kindness 3. Embracing kindness through resident transitions 4. Embracing the “Walk the Kindness Way” trek |

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| KINDNESS TO TEAM | | | | |
| ***Fairview will engage with the team to embrace a culture of kindness.*** | | | | |
| **Objectives** | **Action Plan** | **Lead** | **Date** | **Measurement** |
| **World Kindness Date** | Review of Community Initiative (see below)  Launch of Kindness Trees   * Add a tree to Courts and PSA   Small kindness token for staff (such as a snack or treat bag) | Programs Team and Sarah FM | November 12th and 13th  Important not to overshadow Remembrance Day | Participation and Engagement in Kindness trees |
| 1. Engage new staff by welcoming them into the community. | To help new employees feel welcome, each will be ‘buddied’ with a dedicated kindness mentor to help adjust to the community.   * Leadership Team Mentors to assign a buddy to each new team member – when notified by hiring staff person * Create checklist re: role of buddy * Create information package (part of New Employee Handbook) – add to new hire checklist to inform committee of new hires. * Buddy will check in with new employee weekly for the first month and monthly for the next two. | Kindness Mentors  About half of the mentors. | August 31, 2021 | New Employee Evaluation at 6 weeks after start date. |
| 1. Kindness Events | To show appreciation to team members through activities/events initiated by the Kindness Mentors (Social club will fill in other months)   * Kindness Mentors will facilitate 6 events per year (January, March, May, July, September, November)   -guest speakers  -gardening activity  -candy gram thank-yous  -calendar (bingo)   * Each event will focus on a positive element of kindness   **Kindness Huddles**   * On the last Wednesday of each month Kindness Mentors will lead huddles directly in work areas covering Foundational and Conversation kindness topics. * Huddles will be followed up with an iTacit message | Kindness Mentors | Variable  Variable | Participation at events  Engagement in Kindness Huddles |
| 1. **Community Initiative** | Ideas:   * Important to plan around Remembrance Day so as not to overshadow this event. * Include kindness education * Food or snack event included * Target staff/ECG’s/residents * Print Stickers or a button * Pay $1 for a cookie and a pin/sticker to donate to a local cause (ex: House of Friendship on Concession) * This will be part of the summer student job plan. | Summer students / Sarah FM / Heather C | August 13, 2021 | Even participation  $$ raised |
| kindness through transitions | | | | |
| ***Fairview will integrate a culture of kindness for residents and families/loved ones during times of transition.*** | | | | |
| **Objectives** | **Action Plan** | **Lead** | **Date** | **Measurement** |
| 1. **Kindness at Admission** | * Prepare an information sheet for families listing what items to bring/what not to bring when moving in/needed information for move in day/what documentation to bring. * Create video on “how your first day will go”   Designated space for signing paper work   * Currently using dining room * Will look to use quiet room when possible.   Ensuring **all staff** are aware of new admission (for LTC and Retirement) – through iTcit or new platform  - ensure dietary is aware of when to send/plan the first meal.  **Post Admission follow up**   * within 24 hours * check in for whether resident / family have any additional admission needs   **Home and Community**  Send a short bio and photo of who will be coming into your home so they are familiar and maybe even  **Organizational Chart with photos.**  -post on website  -post near reception area | * Heather will create info sheet and video * Person in charge of Admission will **share this with the family when bed is offered/accepted**   Heather/LTC staff  Reception will send message  DOC – to assign staff to complete  Lindsay – for Retirement  Breann/Lindsay/Lorna  Executive Director | July 31,2021  May 1, 2021  May 1, 2021  May 1, 2021  October 2021 | * Completion |
| 1. **Kindness at End-of-Life** | **Communication**  Sign on the door so we know that EOL is happening in that room/send the EOL communication so everyone is on the same page  **Home and Community/Suites** when someone goes EOL they are designated one person to be the go to contact which gives trust and comfort    **Caregiver Area** Need an area for caregivers to go to or have a meal/rest/beverage where they can take mask off when they are there for an extended period of time – pre COVID this was the Family Room   * For time being use family rooms – with door closed and sign posted   **Condolences**  card out to write condolences on supports closure for fellow residents and staff (in area where resident lived) – implement in Suites and Apartments   * Important that all areas communicate deaths | DOC/designate  Breann Lorna Lindsay  DOC/designate  Niamh  DOC/designate & Lindsay/Breann or Designate |  |  |
| KINDNESS TO Community | | | | |
| ***Fairview will support the “Walk the Kindness Way” trek in September 2021*** | | | | |
| **Objectives** | **Action Plan** | **Lead** | **Date** | **Measurement** |
| 1. **Finish Line Celebration** | The Kindness Mentors will support the “Walk the Kindness Way” trek by providing a ‘Finish Line Celebration’   * Involve Board Members, residents and families/friends. Everyone is invited. Also include axillary members. * Create a fun celebration (may have bins for soaking feet afterwards). Pedometer for wandering residents, possibly on the foot. A “thermometer” tracker on each home area. * Host a barbecue | Kindness Mentors  The other half of the mentors. | September 26, 2021 | Completion of Celebration |
| 1. **Community Initiative** | Create some sort of healthy competition with Parkwood . | Sarah FM / Program Teams | Start June 1  ( TBC) | KM Logged |
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