**Fairview and Parkwood CommunitIES**

**Fairview - Operational Plan - 2021**

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| Overarching GoalsTo 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 MentorsAbout 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  | VariableVariable  | 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 staffReception will send message DOC – to assign staff to completeLindsay – for RetirementBreann/Lindsay/LornaExecutive Director | July 31,2021May 1, 2021May 1, 2021May 1, 2021October 2021 | * Completion
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| 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/designateBreann Lorna LindsayDOC/designate NiamhDOC/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 MentorsThe 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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