**Fairview and Parkwood CommunitIES**

**Parkwood - Operational Plan - 2020**

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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  |
| ***Parkwood will engage with the team to embrace a culture of kindness.***  |
| **Objectives** | **Action Plan** | **Lead** | **Date** | **Measurement** |
| 1. **National Kindness Day**
 | Will be recognised with an event TBD. | Kindness Committee | November 13, 2021  | Comments |
| 1. Engage front line team members in the culture of kindness
 | To help team members understand kindness, Kindness Mentors will introduce a new monthly kindness characteristic for 12 consecutive months. * Kindness Mentors will engage with team members through huddles, one-calls, iTacit messages, and newsletter articles
* Missives will be utilized
* Kindness board will be established for staff to share how they lived the theme for the month, or witnessed others live the theme (consider prize for participation)
* Kindness Mentors will have a colour coded name tag; team members will know who they can approach with questions
* Incorporate Kindness Section into the Employee Handbook to share the Kindness Culture with new team members
 | **Kindness Mentors**Joanne GentileJen KingLaura GormanAlan CookEmily LamprechtRianne Joanne G./Emily L.Office -Emily L.Jen King | May 2021, monthly for 12 monthsMay 8, 2021May 8 2021May 8, 2021May 31, 2021 | Participation Completion of 12 Characteristics Evaluation Employee ParticipationInitiated Conversation with staff and mentors |
| 1. **Community Initiative**
 | Fall Event- Parkwood Cares Events for the greater community | Social Committee/Kindness Committee/Leadership Support | September/October 2021 | ParticipationComments/Feedback |
| 1. **Community Initiative??**
 | Accreditation Canada – Celebration Event to thank everyone for their hard work | Resource Team Leadership Team | Friday October 8th | Successful Accreditation Result |
| kindness through transitions  |
| ***Parkwood 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**
 | Meet or speak with family beforeInvite family to join for lunch together with resident in the dining room (post Covid)One dedicated nurse for the entire admission process. Family council outreach- present at Family council as a request.Resident Buddy for RHWelcome organizer box?? – cellophane wrapped, welcome poster and card from staff, day to day items personal hygieneRecreation team to support resident directed welcome baskets- RH/Garden Home residents create and package, card attached saying lovingly provided by Suites residentsName tags for new residents – consent required by new resident, first name only. | Michelle/Christine Recreation TeamNursing TeamChristineSuites ResidentsRecreation RH and LTC to work together to prepare welcome bags. Include residents from RH/Garden Homes to prepareAlan/ Stella | To be implementedJune 2021June 2021 | Resident Family feedback/surveyFamily Council agreement and participationRH Resident Participation and Feedback |
| 1. **Kindness at End-of-Life**
 | **What do we do well?*** Connect and recognize at end of life
* Quilt as body is taken out by funeral home
* Prayer with transition to funeral home
* Debriefing with staff following death
* Virtual attendance at bedside
* End of life committee meetings
* Meal for family while sitting vigil

**Improvements we can make:*** Reach out to family following the passing of their loved one (card)
* Cards for families and staff to sign to send to grieving family. – Place remembrance candle and card in swabbing clinic for all to sign.
* Share a paper with staff to write down memories etc… then share paper at memorial and give to family
* Provide link on iTacit to funeral home for staff to share condolences
* Address our fears staff burnout and the normalcy of end of life. Reach out to community supports for staff.
* Fundamentals of Hospice Palliative Care, CAPCE, AAPCE education opportunity for team members
* Include residents in the process and knowledge transfer in end of life discussion.
 | Alan/Palliative Care CommitteeAll to participate, Alan to organizeAlan/Joanne Supported by RH residents.AlanAlanJoanne Gentile reach out to HPC for possible webinar session.Chris Bigelow will share detailsPhysician, Chaplain, Nursing Leadership | OngoingJune/July 2021June/July 2021May 2021TBDTBDAdmission or soon after - NursingAlan- care conference | Current PractiseFamily feedback/Family surveyFamily feedbackParticipation from staff, families and residentsFamily feedbackIncreased staff certification within the homeFeed back from families |

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| KINDNESS TO Community  |
| ***Parkwood will support the “Walk the Kindness Way” trek in September 2021*** |
| **Objectives** | **Action Plan** | **Lead** | **Date** | **Measurement** |
| 1. Start Line Celebration
 | The Kindness Mentors will support the “Walk the Kindness Way” trek by providing a ‘Start Line Celebration’ and or support through out the day* Involve Board Members, residents and families/friends, Eastgate community
* Create a fun celebration -Host a Breakfast
* Leading up to Start, this summer – trail inside the home/around outside of the home, for residents to walk/log km’s
 | Kindness Mentors,Leadership TeamParkwood TeamKindness Committee, Leadership TeamKindness MentorsRecreation Team | September 26, 2021 July, AugustDay of EventSummer | Completion of Celebration Comments from participantsResident Feedback and ParticipationFunds Raised  |
| 1. Community Initiative
 | End of Covid Event | Recreation and Leadership team | TBD | Attendance, comments |
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