

**Fairview and Parkwood CommunitIES**

**Parkwood - Operational Plan - 2020**

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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 | | | | |
| ***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 Gentile  Jen King  Laura Gorman  Alan Cook  Emily Lamprecht  Rianne  Joanne G./Emily L.  Office -Emily L.  Jen King | May 2021, monthly for 12 months  May 8, 2021  May 8 2021  May 8, 2021  May 31, 2021 | Participation  Completion of 12 Characteristics  Evaluation  Employee Participation  Initiated 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 | Participation  Comments/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 before  Invite 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 RH  Welcome organizer box?? – cellophane wrapped, welcome poster and card from staff, day to day items personal hygiene  Recreation team to support resident directed welcome baskets- RH/Garden Home residents create and package, card attached saying lovingly provided by Suites residents  Name tags for new residents – consent required by new resident, first name only. | Michelle/Christine  Recreation Team  Nursing Team  Christine  Suites Residents  Recreation RH and LTC to work together to prepare welcome bags. Include residents from RH/Garden Homes to prepare  Alan/ Stella | To be implemented  June 2021  June 2021 | Resident Family feedback/survey  Family Council agreement and participation  RH 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 Committee  All to participate, Alan to organize  Alan/Joanne Supported by RH residents.  Alan  Alan  Joanne Gentile reach out to HPC for possible webinar session.  Chris Bigelow will share details  Physician, Chaplain, Nursing Leadership | Ongoing  June/July 2021  June/July 2021  May 2021  TBD  TBD  Admission or soon after - Nursing  Alan- care conference | Current Practise  Family feedback/Family survey  Family feedback  Participation from staff, families and residents  Family feedback  Increased staff certification within the home  Feed 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 Team  Parkwood Team  Kindness Committee, Leadership Team  Kindness Mentors  Recreation Team | September 26, 2021  July, August  Day of Event  Summer | Completion of Celebration  Comments from participants  Resident Feedback and Participation  Funds Raised |
| 1. Community Initiative | End of Covid Event | Recreation and Leadership team | TBD | Attendance, comments |
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