**Fairview and Parkwood CommunitIES**

**Resource Team - 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  |
| ***The Resource Team will engage with the team to embrace a culture of kindness.***  |
| **Objectives** | **Action Plan** | **Lead** | **Date** | **Measurement** |
| 1. **National Kindness Day**
 | Engage the Resource Team / Finance Team, to acknowledge and celebrate National Kindness Day. * Show appreciation to the homes by sharing a message of gratitude to be distributed by members of the Resource / Finance Team
 | Elaine ShantzAlex Normandeau | November 13, 2021  | Completion  |
| 1. **Resource Team Connection**
 | Tuesday Connection: The Resource Team / Finance Team works in various locations. This has had an overall impact on how the team connects on a day-to-day basis. The team will work to re-connect. * Team members will work at the office on ‘Office Day Tuesdays’
* morning huddle
* kindness thought
* walk at lunch
* wear kindness shirt
* monthly shared meal
 | Sarah Smith Doug Walker | Ongoing  | Becomes part of regular routine  |
| 1. **Connecting with the Homes**
 | Staying Connected: The Resource Team / Finance Team will create initiatives to remain connected with the Homes.* Work in a home one scheduled day per month; be available for questions
* Participate in staff events at the Homes
* Develop events to show appreciation; serving the front line and leadership team (e.g. ice cream cones, food truck, barbecue)
 | Brent Martin Chris Brissette  | Ongoing | Complete two events per year at each home |

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| kindness THROUGH TRANSITIONS  |
| ***The Resource Team 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**
 | Engage with the homes to provide information to new residents and their families * Create a document (e.g. letter) for new residents with information regarding the role of the finance team including the billing process and contact information
 | Karen JolleyErna Koning  | September 1, 2021 | Completion  |
| 1. **Kindness at End-of-Life**
 | Engage with homes to provide information to families about the process at end-of-life (discharge)* Create a personal letter for family
* Create process for final settlements with the resident/family at the centre; adhere to process for consistency
* Provide information re: financial implications including how final settlements are processed to families
 | Sheila StoreyErna Koning | September 1, 2021 | Completion  |
| KINDNESS TO Community  |
| ***The Resource Team will support the “Walk the Kindness Way” trek in September 2021*** |
| **Objectives** | **Action Plan** | **Lead** | **Date** | **Measurement** |
| 1. Team Initiative
 | The Resource Team will support the “Walk the Kindness Way” trek. Team members will be involved in at least one of the following: * Assist with the registration
* Assist the ‘route medic’
* Participate by trekking
 | All  | September 26, 2021 | Completion  |
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