

**Fairview and Parkwood CommunitIES**

**Resource Team - 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 | | | | |
| ***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 Shantz  Alex 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 Jolley  Erna 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 Storey  Erna 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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