

Trinity Village

by Lutheran Homes Kitchener - Waterloo

2024 Celebrations & Improvements

Date: February 11th, 2025

Department	Celebrations	Improvements
Administration	We reviewed and updated our vendor and supplier master list, resulting in a more accurate and comprehensive database. This improvement facilitated the distribution of sponsorship packages, and we noticed an increase in sponsorships for this year's grand parade compared to previous years.	Incident/Witness Reporting clarification.
Administration	Introduction of CrowdPurr Polling application that enables users to provide real-time feedback through their devices, allowing us to capture valuable data for improving our processes within the organization. The overall results were positive during the implementation at the mandatory training week and site visits.	Creation of a Gentle Persuasive Approach (GPA) coach program.
Administration	Provided additional training to strengthen our DEI initiative by developing a health equity plan. In June, we held land acknowledgement training in partnership with AO CAN, we also had the CEO of AO CAN present a segment each day for a week during Mandatory Training Week for both board members and staff. Additionally, free online Indigenous courses for staff were shared with all employees and care partners.	Streamlining TVS processes.
Administration	Improvements were made to the Complaint Form field during Q3 to ensure that all relevant information, including meeting dates, are collected when submitting a complaint.Q2	Automate QRM Surge (Audit) Software.

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Administration	Two site wide Townhalls were held to enhance communications with our stakeholders - Q2 and Q4	TVT myPortal, Town Hall.
Administration	CARF webinars that provided insightful information for accreditation that will be occurring sometime in Spring 2025. Q3 and Q4	Currently, no TVS Residents Council, TVCC Family Council.
Administration	Increased to weekly staff memos.	streamline e-signature platform service.
Administration	The Fall Town Hall slide deck consisted of 76 slides, featuring two guest presenters. It was a site-wide virtual event, including interactive polls, live demo (myPortal sign up), and a Q&A session. The presentation lasted 45 minutes, which was an ideal duration, allowing for ample information to be shared while maintaining engagement.	
Administration	Implementation of MS365 ticketing system in Maintenance Care – 43 tickets recorded for 2024.	
Administration	Using an annual calendar to ensure that no items are overlooked, leading to a revised agenda format that aligns with the annual organizational events.	

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Administration	Compliments added on website and praise report tracking.	
Adult Day Program	Improved staffing complement post covid.	Increase myPortal registration
Adult Day Program	Clients continued to enjoy entertainment and the more close interactions staff were allowed to have (dancing, sitting at tables for meals, etc.). With smaller team, debriefs at end of program became mini staff meetings, this has continued with full team and they are enjoying the more in-depth look at the day as well as what is coming up.	Providing more notice and regular reminders for site-wide events that ADP has opportunity to participate in.
Adult Day Program	Monthly meetings are being implemented moving into the new year.	Streamline surveys into Microsoft Forms.
Adult Day Program	Staff did a full clear out of the back room, many things were thrown out, replenished, organized, moved to basement storage. Team is now aware of everything we have and will make use of more items in the new year.	
Adult Day Program	Team is completing calendars, monthly staff scheduled re-introduced and team has enjoyed having the set responsibilities for the day.	

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Adult Day Program	Currently at 22 out of 30 people. Seasonal waitlist of 8.	
Adult Day Program	More volunteers added and students each term from UW.	
Adult Day Program	ADP inclusion at Oktoberfest and Festive Market (15 clients and friends attended)	
Beeden Honey	Harvested 347 lbs of honey bottled and packaged 75 seasonal honey boxes; kept one for reserve (Last year was 181.4 lbs of honey)	Need to have a better system for payment for honey. In all the scurry and flurry we took in about \$110 less than what the inventory says we should have. We need better controls for payment and pick up.
Environmental	Hand rails were redone (for IPAC)	Staff shortages that effect having to pull staff from common areas which then results in carpet extraction, deep scrubbing etc not being completed. Currently: 7 FT 3 PT 2 Casual Solution: Cross training.
Environmental	Elevator Updated	Outbreak need extra staff to prevent staff working on multiple houses

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Environmental	Rooftop units done	Laundry schedule - look at going back to day and evening in Laundry
Environmental		To complete laminating the dining room hallway countertops
Environmental		To limit the number of paint types from 10 to 5 by Q4 2025.
Finance	Implementation of the New payroll system	Need to streamline TVS processes to site wide
Finance	Managed the increase reporting to the board audit and finance committee and SDC	Continue to be proactive with process improvements and technology optimization (CCIM GP, Maintenance Care, PCC, Payroll and GP Integration) Continue to develop process integration with TVS to better align organizational goals. Continue to revise and develop payroll audits
Finance	Changing over to Sunlife from RWAM.	Timeline for reporting to ERM dashboard as the timeline is skewed with how the reporting system works with financial reports - data not available until a month afterwards.

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Health & Safety	Reviewing all the codes	Get some more members certified
Health & Safety	Improved trust and transparency with incidents - increased reporting	Audit drills on home areas
Health & Safety	Online H&S incidents	Investigate - Fully Managed to add Emergency Codes picture to each iPhone
Health & Safety	Table top exercises	More training on WSIB
Health & Safety	Education at Mandatory Training	
Health & Safety	Meeting with Fire Department and update of Fire Plan	

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Health & Safety	Increased # of floor plans on each floor	
Health & Safety	New orientation process for new hires	
Horticulture	Increased amount of garden drip irrigation from 11 in 2023 to 14 2024 - Increase of three as well as an increase in efficiency using an excell spreadsheet to schedule irrigation.	Update flower cart system to better serve community (vases and cloth).
Horticulture	Increased size of flowering bed.	Need more staff in the fall for the transition as there is much to do where there is a good fall honey harvest - We can only handle 6 hives unless we bring on a beekeeper.
Horticulture	Significant Increase in produce 2024 Total produce 843 (veggie & apples 315) compared to 2023 745 vegies 200 apples - this is also noted in the honey harvest	
Horticulture	Logical Landscaping took over shovelling and oversees the sidewalks	

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Human Resources	SSC cleaned up and schedules for all Sitewide are now included in the program. Additionally, sitewide filing is stored at TVCC in HR office.	Change process with keys and the deposit as well, as the final piece of the orientation and new hire process.
Human Resources	Full day orientation has multiple managers completing a meet and greet and going over any high risk items, including a walk through of the building. The orientation is now full day rather than half day.	Lines to be filled - when hiring, if there are open lines, hire right into the lines to ensure our staffing compliment is full
Human Resources	Organization of Process flow for HR. This has helped with workflow, time management and process.	
IT	Hardware replacement/improvements (on going).	Implementing fibre
IT	Remote access through atera has improved and tickets are processed in a more timely manner, progress made with automatic updates system standardization.	Internal communication (date/time stamps to identify trends)
IT	WIFI major improvement	Moving control of Office 365 to 5D

Department	Celebrations	Improvements
IT	Communication. Big improvement over 2023	
JHSC	Online H&S incidents	Audit drills on home areas
JHSC	Improved transparency with incidents/stats in CQI House Report	Investigate - Fully Managed to add Codes picture to each iPhone
JHSC	Meeting with Fire Department and update of Fire Plan	Finalize distress button procedure
JHSC	Increased # of floor plans on each floor	
Nursing - BSO	Significant reduction in antipsychotic rate.	Will need another in-house GPA Coaches - multidisciplinary team developement.

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Nursing	Float lines	Distributing technology information and backups for all systems.
Nursing	Increase in FS roles.	Distibution to appropriate disciplines and assigning backups for each.
Nursing	SUPP lines covered by high intensity.	
Nursing	Increase in direct care hours (>4 hours).	
Nursing	Joined AdvantAge Ontario Nursing and PAC for DORCs	Improve communication with emergnecy services
Nursing - Restraints	Focus on goal to Reduce falls with injury. Highlight preventing injury after a fall	More collaboration between departments to reduce falls (look at the highest times for falls) - start at CO due to highest falls and collaborate with BSO committee for potential interventions

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Nursing - Restraints	Watch the cameras/video of falls in the common areas to analyse and show staff for education purposes.	
Nursing - Restraints	AI - continue partnership to be more proactive in preventing falls. Analyze data	
Nursing -IPAC	Education, huddles on home area for followup and with IPAC hub, much appreciated.	Results from labs - the timeline
Nursing -IPAC	Communication has been great from the IPAC team, well recieved, residents appreciate the commuication change on the home area discussions with residents.	
Nursing -IPAC	Increase lab pick-ups from last year (from 2 to 3).	
Nursing - Palliative Care	Improved process of following EOL checklist includes update POA, provide EOL Care clipboard & EOL Care kit, complete referral to social worker & spiritual Care coordinator.	Better pain assessment scale

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Nursing - Palliative Care		EOL care sign-in clipboard (need detailed care provided, ex: turning, reposition, mouth care, etc.)
Nursing - Palliative Care		Update spiritual care coordinator after hours or on weekend for EOL residents. Post Outbreak touch base huddles.
Nursing - RAI MDS	RAI RPN Team, CMI 1.27 (From Jan. 2024-Dec. 18, 2024), continuing to work with Lilly- corrections are less each month	Education for staffing
Nursing - Skin & Wound		Tracking for acquired wounds (where - internal vs external) and chronic wounds that will not heal (and those with the potential to heal).
Nursing - TENA		Should have Tena Reps for days and evening shift in all houses.
Nutrition	Square Terminal option for Café customers	Photo catalogue of all meals to assist multicultural and new staff (to ensure consistency with plating and meals)

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Nutrition	Increase from 3 to 4 weeks menu rotation for both spring/summer & fall/winter menu	More cross training in café
Nutrition	Showplate photos in tablets.	
Nutrition	Caffeinated coffee at breakfast for residents (resident council request)	
Nutrition	89.4% resident satisfaction survey	
Nutrition	Tray service	
Nutrition	Increased cafe services usage	

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Programming	Dementiability & GPA Training	Increase the number of pastors visiting for church services
Programming	Full time Music Therapy Supervisor and Volunteer Coordinator	SSMSE to be done by Nursing and/or BSO team not recreation staff.
Programming	Intouch link app	Maximize bus outings
Programming	2nd floor cat - Sparky :)	wellbeing survey to provide more content prior to questions (boredom, loneliness, etc)
Programming	hymm program on each home area and singing during dignity walk.	OMA training
Programming	Welbii improvement and integration of one report to amulgamate data (Add stats)	GPA coach

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Programming	Outings per home area or per floor went better than building wide - IPAC protocols	
Programming	Social engagement robot.	
Programming	Increased to weekly care partner memos on myPortal.	
Programming	Fabric canopy on third floor balcony for increased programming opportunities	
TVS/TVT Administration	Implemented new resident move in welcome letter and handbook. The new website and increased advertisements has increased the number of inquires. The Sales staff role has been helpful in marketing, and other areas. New maintenance staff has been a great addition, more efficient and open to tasks that need to be completed. Weekly staff memos went out, however I found that not all staff are reading the emails.	Update Employee Handbook. HW Manager communication training needed. Better Interview process. New staff orientation processes are not being followed consistently. New resident move in processes nad current resident new furniture. Wil be adding regular steam cleaning in all areas. Decrease the number of bed bug incidences. RM to consistently complete monthly report and goals update on time each month
TVS IPAC	Reduction of length of outbreaks for both ARI and COVID 19 reduced to under 20 days. Total Number of Outbreaks for 2024 - 2, Total number of Gastro outbreaks for 2024 - 1, Offered vaccine clinics for both staff and residents. 10-15 team members have completed IPAC Champion Training	Would like to use DOCit for staff to sign off on high touch cleaning, more staff education and IPAC "buy in", policy updates needed.

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TVS Nursing	Increased number of student placements helped in supporting staff and residents.	Ongoing training.
TVS Nursing	Fully staffed for the majority of the year.	Team building exercises.
TVS Nursing	New fridge was delivered for vaccines only.	Need to increase the number of team members for cross trained for different department.
TVS Nutrition	Resident satisfaction and consistency of meal delivered.	Encourage staff to join the different committees Site- wide
TVS Nutrition	Service in the dining room.	Communication with other departments to facilitate the work load and service we provide. Examples: residents in or returning from hospitals, soiled resident showing up for service in the dining room, laundry not done overnight leading to shortage of rags, mops...
TVS Programming	Adding to the volunteers coming in, having more high school students, having more recreation and leisure students coming in for placements.	having more volunteers to help run programs, having a volunteer to run the General Store, increase 1:1 visits by Lifestyle & Programs Manager/volunteers.

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TVS Programming		More surveys from residents.