

# Trinity Village

by Lutheran Homes Kitchener - Waterloo

## 2025 Q4 Strategic Goals

### All Departments

✦ **To move** the audit process to QRM Surge software program by **Q4 2025**.



Moved to Operational Goal

✦ **To increase** staff safety and wellbeing by adding GPA coach team to aid in staff annual training, resident, care partners, & staff incident follow-up by **Q3 2025**.



Achieved

### ADP

✦ **To expand** caregiver support through offering 2 new program opportunities by **Q4 2025**.



Achieved

### Programming

✦ **To offer** a minimum of 2 Feet to the Fire Writer's Workshops by the end of **Q4 2025**.



Achieved

### Horticulture

✦ **To introduce** a plant library/plant mobile for TVCC residents by the end of **Q1 2025**.



Achieved

✦ **To introduce** 13 new plantscape additions into TVCC home areas by the end of **Q4 2025**.



Achieved

### Human Resources

✦ **To introduce** BrightHR to streamline HR services by **Q3 2025**.



Achieved

### Information Technology

✦ **To increase** IT remote service to 60% by **Q4 2025**.



Achieved

### Nursing

✦ **To implement** Artificial Intelligence (AI) - ElephasCare in remaining 4 resident home areas by end of **Q4 2025**.



Achieved

### Nutrition

✦ **To create** a show plate catalogue to assist multicultural and new staff to ensure providing consistency with preparation and service of meals by **Q1 2025**.



Achieved