

Trinity Village

by Lutheran Homes Kitchener - Waterloo

2024–2025 Strategic Plan



Trinity Village

by Lutheran Homes Kitchener - Waterloo

CONTENTS

- ABOUT US** 2
- Mission 4
- Vision 4
- Values 4
- STRATEGIC INITIATIVES** 5
- INITIATIVE #1: TECHNOLOGY 6
- INITIATIVE #2: CARE PARTNERS CULTURE..... 7
- INITIATIVE #3: ENVIRONMENT STEWARDSHIP 8
- INITIATIVE #4: HOUSING & SERVICES..... 8
- CONCLUSION**..... 9

Trinity Village

by Lutheran Homes Kitchener - Waterloo

ABOUT US

Trinity Village has been serving our senior community since 1972. We are a not-for-profit, charitable organization owned and operated by Lutheran Homes Kitchener - Waterloo , a ministry of the Eastern Synod of the Evangelical Lutheran Church in Canada. Comprising the Terraces, the Studios, the Care Centre, and an Adult Day Program—Trinity Village is designed to offer independent, progressive stages of living and specialized care.

Like Bee Colonies, Trinity Village staff, residents, and care partners work together and continuously understand their role in creating a positive culture within an excellent organization for a good place to live and work.



DEFINITION

 **Care Partners** = Board, staff, Resident, Relatives, Friends, Volunteers, Students, Service Providers, Neighbours, Education Institutions

Trinity Village

by Lutheran Homes Kitchener - Waterloo

MISSION

A Caring Community Which Values and Fosters the
Worth and Lifestyle of All.

VISION

Trinity Village, a faith-based organization, will be a community
leader in “Continuum of Care” services.

VALUES

People

We are a team of compassionate care partners valuing
the well-being of residents, clients, and staff.

Integrity

We practice honest, ethical leadership, through
transparency, and accountability.

Excellence

We strive for the continuous improvement of services through
partnerships, best practices, research, and innovative technology.

Stewardship

We take responsibility for our infrastructure, land, and
environmental footprint.

STRATEGIC INITIATIVES

TECHNOLOGY

Implement cutting-edge technology to modernize senior care within long-term care.



CARE PARTNERS CULTURE

Educate care partners and grow leadership from within.



ENVIRONMENTAL STEWARDSHIP

To reimagine internal horticulture spaces and expand the Beeden program.



HOUSING & SERVICES GROWTH

Increase in services and housing to support seniors.



Trinity Village

by Lutheran Homes Kitchener - Waterloo

INITIATIVE #1: TECHNOLOGY

OVERVIEW

Trinity Village leverages the latest technologies to:

- ✦ Improve safety and sustainability
- ✦ Increase productivity
- ✦ Contribute to more excellent employee, resident, and care partner satisfaction



Before introducing technology, we spent hours determining actual and factual information. Trinity Village became the first facility to use computerized care plans in the region of Waterloo, and we have since been a renowned leader in technology solutions. Technology has saved many hours of staff time and allowed us to be better informed in providing the right care at the right time, improving resident and staff experience. Technology frees up staff time, allows for more direct care, consistent best practice, and reduces the likelihood of human error in health data documentation. Technology allows real-time information sharing, streamlining reporting, and improved clinical decisions. With technology comes the continuous upgrading of the internet access in a 2002 build. As of 2024, every resident and common room will be hardwired, increased boosters, three wifi providers for no interruption to service, and security for the least risk. Technology has improved the safety of residents and staff, and care partner confidence equates to continuously improving and making Trinity Village a good place to live and work.

2024 TECHNOLOGY ACTION ITEMS

✦ TrueLoo Smart Toilet Seats

- By automating the analysis, TrueLoo frees up staff time, allowing for more direct care and reducing the likelihood of human error in health data documentation.
- Regularly reporting bowel and bladder activity by TrueLoo enables timely interventions by the care team, potentially reducing the need for more aggressive medical interventions.

✦ Greeter/Reception Robot

- Streamline entry and exit procedures for visitors
- Non-invasive health screening
- A digital log of visitor entries and exits enhances security and expedites contact tracing when needed.
- Guided Navigation: wayfinding assistance
- Multi-language capabilities

✦ Social Engagement Robot(s)

- Augment resident and staff interactions
- One-to-one resident interaction (music – situation)
- Group program interaction assistance (music – knowledge)
- Immediate address to requests reducing loneliness and boredom

✦ Artificial Intelligence Project expand to all resident rooms

- Record accurate resident/staff room activity
- Improved care planning
- Improved staff and resident safety
- Improved clinical decisions with accurate reporting

Trinity Village

by Lutheran Homes Kitchener - Waterloo

INITIATIVE #2: CARE PARTNERS CULTURE

OVERVIEW

The culture is the heart of the organization's success and is kept alive through the continuous quality improvement annual review. By providing education identified in need by the Continuous Quality Improvement Annual Review Process, we offer the education fund program and inspire growing leadership. We ensure we give opportunities to learn new things and that Care Partners have the information to promote a zero non-compliance environment and financial stability. Together, we can do far more than on our own. Just as the bees are renowned for their teamwork, they work in unison. Each bee performs a vital role that benefits the whole colony. Likewise, each care partner has a role in the care of residents and clients. In support of our philosophy of care, The Eden Alternative strives to create a culture of care for all. It recognizes that improvement is a constant change with no end through the continuous quality improvement annual review process.



CULTURE: *From the Latin word cultus, meaning care.
Culture is a set of living relationships working toward a shared goal.*

2024 CARE PARTNERS CULTURE ACTION ITEMS

Education

- Staff “Healthy Workplace Communication”
- Residents and Care Partners “Overview on Indigenous Culture”
- "New" Learning Initiative Implementing and Programming Social Robot(s)
- Expand the InTouch Link channel from the common area to resident rooms

Informed - Website

- Further, the website will include a store for resident-inspired products.
- Increase the number of programs on the Trinity + Tab
- Build a robust myPortal Care Partner Communication user base
- to expand caregiver support to include education tools and programs both on and off-site

Trinity Village

by Lutheran Homes Kitchener - Waterloo

INITIATIVE #3: ENVIRONMENTAL STEWARDSHIP

OVERVIEW

We acknowledge that we are stewards of the land, the importance of reducing our footprint and for our infrastructure. Offering on-site produced and resident-made gift opportunities providing purposeful resident programming, locally created and inspired by elders opportunities. The Eden Philosophy of Care promotes purposeful programs and the chance to give back.



2024 ENVIRONMENTAL STEWARDSHIP ACTION ITEMS

- ✿ To expand the Beeden program to an offsite partner
- ✿ To trial a plant library program in the care centre
- ✿ To reimagine the plantscapes in the care centre open seating areas

INITIATIVE #4: HOUSING & SERVICES GROWTH

OVERVIEW

We have gaps in our aging continuum of care site, both housing and services. We embarked on an assessment, "Are we doing the best we can with the land we own?" to develop a Master Site Master Plan Strategic Plan for 10+ years leading to the site's sustainability—housing and expanding services of the Well-being body, mind, and soul program.



2024 HOUSING & SERVICES GROWTH ACTION ITEMS

- ✿ Increase housing for seniors to support the housing targets within our region within the Master Site Master Plan project
- ✿ To come to a go-no-go decision on increasing the number of senior housing and Centre for Excellence – Well-being mind soul services

Trinity Village

by Lutheran Homes Kitchener - Waterloo

CONCLUSION

Trinity Village looks forward to building on the successes of the last 52 years and creating a continuum of care site that includes innovation and technology to enrich the aging journey. We will remain true to our values of people, integrity, excellence, and stewardship. We thank all residents and care partners for their feedback and work in our continuous quality improvement process.



We are grateful for the collaborative work to sustain our Mission – a caring community which values and fosters the worth and lifestyle of all—driving our vision as a faith-based organization and community leader in the continuum of care services for seniors. Along with supporting our values of people, integrity, excellence, and stewardship, we can do far more together than we can on our own.

