

Experience | Patient-centred | Custom Indicator

	Last Year		This Year		
Indicator #1	49.00	60	69.00	--	NA
Percentage of residents responding positively to "I like the food here". (Queens Garden LTCR)	Performance (2025/26)	Target (2025/26)	Performance (2026/27)	Percentage Improvement (2026/27)	Target (2026/27)

Change Idea #1 Implemented Not Implemented In Progress

Launch Sequence of Dining Service

Process measure

- Number of staff receiving education per quarter

Target for process measure

- 100% of leadership and team members will attend education session by Jun 30, 2025

Lessons Learned

Education sessions were conducted by the Corporate Dietitian for all team members on the new dining service sequence.

Leadership reinforced the training by reviewing key points during daily team huddles.

Ongoing real-time coaching and observation were provided during meal service.

Improved staff understanding of the standardized dining sequence.

Increased consistency in meal service delivery.

Improved timeliness and coordination during tray line and dining room service.

Enhanced resident/patient dining experience through smoother service flow.

Increased staff confidence and accountability in following the process.

Change Idea #2 **Implemented** **Not Implemented** **In Progress**

Food committee monthly meetings

Process measure

- Number of residents attending and new residents who have not had an opportunity to attend food committee in the past

Target for process measure

- Increase of number of residents attending food committee meetings will increase by 20% by Sept 2025

Lessons Learned

Continued monthly Food Committee meetings with active resident participation.

Implemented and incorporated feedback from the Traveling Food Committee, which has increased resident attendance and engagement.

Ensured a Dietary team member attends each meeting to hear feedback firsthand and provide real-time clarification.

Reviewed results from resident meal satisfaction surveys during Food Committee meetings.

Hosted food tasting events to gather input on menu items prior to implementation.

Promoted and reinforced awareness of the “Always Available” menu options.

Change Idea #3 **Implemented** **Not Implemented** **In Progress**

Corporate Dietary Consultant to attend Resident Food Committee meeting to speak to how the menu is developed and food sources

Process measure

- Number of residents attending and participating in meeting with Dietary Consultant

Target for process measure

- Increase of 20% resident attendance at Food Committee Meetings

Lessons Learned

The Corporate Dietitian attended Resident Food Committee meeting.

Provided education on:

How menus are developed.

Nutritional guidelines and regulatory requirements.

Food sourcing and product selection processes.

Answered resident questions to promote transparency and understanding.

Gathered resident feedback during the meeting.

Updated selected recipes based on resident input and preferences.

Comment

Home exceeded target and will continue to work towards further enhancing the dining experience using strategies implemented and lessons learned.

	Last Year		This Year		
Indicator #3	CB	50	89.00	--	NA
Residents will have their spiritual needs met (Queens Garden LTCR)	Performance (2025/26)	Target (2025/26)	Performance (2026/27)	Percentage Improvement (2026/27)	Target (2026/27)

Change Idea #1 Implemented Not Implemented In Progress

Hire a Chaplain

Process measure

- # of resumes received and # of interviews conducted

Target for process measure

- We are aiming to increase the satisfaction percentage of the variety of spiritual care services by hiring a chaplain by July 2025

Lessons Learned

Recruited and hired a Chaplain to expand spiritual care services.

Defined job expectations, including:

Regular worship services

Resident visitation

End-of-life spiritual support

Documentation

Monitored performance and service delivery.

The Chaplain did not consistently meet established job expectations and service standards.

After performance review, support and evaluation, employment was discontinued.

Change Idea #2 Implemented Not Implemented In Progress

Include all religious holidays on the monthly calendars

Process measure

- All 12 monthly calendars to have a religious holiday included

Target for process measure

- 100% of calendars will have religious holidays included by June 2025

Lessons Learned

After review and discussion, the team determined that including all religious holidays on the monthly calendar was not operationally feasible. There are numerous religious observances across many faith traditions throughout the year, and listing all holidays could:

Overcrowd the monthly calendar and reduce readability for residents

Create confusion regarding which holidays are being formally recognized or celebrated within the community

Increase the risk of unintentionally omitting certain observances, which could lead to concerns about inequity

Change Idea #3 Implemented Not Implemented In Progress

All residents will have their spiritual needs incorporated into their plan of care

Process measure

- Number of admission interviews and care conferences by Programs, adding to the residents plan of care

Target for process measure

- All residents will have spiritual needs incorporated in their plan of care by Oct 2025

Lessons Learned

Recreation staff reviewed spiritual preferences for all residents.

Confirmed that each resident expressing a spiritual interest has documented interventions in their care plan.

Incorporated spiritual preferences into the care plan:

Upon admission.

During quarterly reviews.

With any significant change in condition

Coordinated with interdisciplinary team members to ensure spiritual needs are supported through programming, clergy visits, and community partnerships.

Comment

Home exceeded target. Key success was having a chaplain who was able to lead the program and make connections to meet our residents spiritual needs.

	Last Year		This Year		
Indicator #2	25.00	50	77.00	--	NA
Residents will experience enjoyable activities on the weekends (Queens Garden LTRC)	Performance (2025/26)	Target (2025/26)	Performance (2026/27)	Percentage Improvement (2026/27)	Target (2026/27)

Change Idea #1 Implemented Not Implemented In Progress

Calendar planning meetings with Residents

Process measure

- Number of residents attending the planning meetings.

Target for process measure

- Will have an increase in participation of 10% by the target date of Sept 2025

Lessons Learned

The full time Rec Aid met with each neighborhood prior to finalizing the upcoming monthly calendar.

Reviewed proposed activities with residents and:

Added requested activities.

Removed activities with low interest.

Adjusted days of the week based on resident preference and attendance patterns.

Reviewed and selected themed events with resident input.

Incorporated new resident-suggested events, including a Grandparents Day Breakfast.

Encouraged open discussion to ensure all residents had the opportunity to provide feedback.

Change Idea #2 **Implemented** **Not Implemented** **In Progress**

Increase staffing on weekends to support programs being offered on weekends.

Process measure

- Staffing complement on weekends. # of weekend programs on the calendar available each month. Increase in resident satisfaction of experiencing enjoyable activities on the weekends

Target for process measure

- Resident satisfaction, on the annual survey of very satisfied and satisfied, of enjoyable activities on the weekends to increase to 50% by next survey date.

Lessons Learned

Our challenge: Weekend programming required additional support; however, increasing staffing levels was not feasible within budget.

Reorganized and adjusted existing staff schedules to ensure consistent weekend coverage.

Created a more structured weekend staffing plan for reliability and continuity.

Shifted programming focus from primarily 1:1 activities to more group-based activities to maximize staff efficiency and resident engagement.

Introduced new group programming, including:

A new church group service. Weekend sing-alongs. Expanded small-group social activities

Comment

Home exceeded target but change initiative required staffing adjustments to be able to meet programming needs on weekends which made implementation more challenging but still successful.