

My Action Plans

N-size: (185)

Date Created	Selected Issue	Filter Description	SMART Goal	Action Steps	Notes	1st. Review Date	2nd. Review Date	3rd. Review Date
12/18/2023	I enjoy mealtimes.	N/A	Increase the positive response by 5% Also includes " I have enough variety in my meals." And " I enjoy some of my favourite foods"	1. Increase pleasurable dining by improving appearance of dining rooms by adding decorations, music, 2. Increasing QUIS audits and observations 3. Pleasurable dining education 4. Implementing new foods through cultural foods review. 5. Implementing a stand alone food committee.	We have added Alexa music speakers in all of the main dining rooms, for residents to be able to select their favorite music during meal times. We have also started to implement cultural food selections through the menu. Based on resident feedback . We will continue to work on creating a more pleasurable dining ambiance in the next quarter. We have added a display case in the dining rooms for residents to be able to see their meal choices ahead of the meal service. We have regular discussions about meal satisfaction and menu satisfaction at the residents council/ food council meetings monthly. Staff have been trained on QUIS and will work to create more pleasurable environment as work projects.	03/29/2024	06/28/2024	09/27/2024
12/18/2023	I have opportunities for friendship at (my home).	N/A	Increase positive response by 10%.	1. Encourage social connections in the dining room. 2. All staff interaction with residents during meals and activities to assist with making connections. (Set up standardized conversation starters) 3. increase friendship programs 4. Implement Resident ambassador	Introduced Friendships program in Feb/March 2024, this program is designed to bring residents together based on shared interests fostering meaningful peer connections. We also have a Men's Club which offers a platform for male residents to socialized and build camaraderie through shared interests such as engaging in sports discussions, playing card games, and enjoying action movies together. We also host a Ladies Society , providing space for women to cultivate friendships around common interests. We have dedicated days for beauty and pampering sessions, and creating moments for bonding and relaxation among our female residents. We have seen more residents enjoying the lobby area which has been painted and seating has been improved.to create an inviting space for residents to connect with each other. Music is available in the lobby on Alexa platform - residents can easily select thier choice of music. Added a coffee machine to the Lounge area so residents can self serve Keurig coffee and visitors can also access.	03/29/2024	06/28/2024	09/27/2024