

ACTION PLAN – Resident and Family Survey

Date	Priority 1	Action Plan	Responsibility	Target Date	Outcome
May 1	<p>STAFF SHORTAGES Question 9 - Resident Care</p> <p>Question 10 Overall Quality of care</p>	<p>Our Home attempts to fill every open shift, from the moment the first vacancy appears (some Homes wait for between five and ten vacancies before they begin to fill shifts),</p> <p>Fairhaven also holds job fairs regularly to ensure that our current level of employees does not fall far from our optimum level of staffing.</p>	<p>Scheduling</p> <p>HR Dept</p>	Ongoing	<p>The number of vacant shifts, for the Summer of 2019, is down significantly from the numbers seen in 2018. Efforts continue to promote attendance, ensure staff appreciation program is in place, and to continually ensure that we have enough staff to fill shifts.</p>
		<p>Fairhaven ED participates on Committees and attends meeting to try to find solutions to the problem and to lobby for additional funding</p> <ul style="list-style-type: none"> • See attached Memo 	L Towns	Ongoing	<p>Difficult to assess influence of lobbying on Ministry policy; Fairhaven hopes that the effort does have an effect, to a degree, on the sector's funding policies.</p>

Date	Priority 2	Action Plan	Responsibility	Target Date	Outcome
May 1	RESIDENT ACTIVITIES Question 1 – input into activities and increased variety of outings.	<p data-bbox="600 240 1098 337">Agenda Item at May Resident Council meeting for ideas and input into summer outings</p> <p data-bbox="600 508 1098 605">RP staff to ask residents for input into spring and summer program schedules</p> <p data-bbox="600 743 1098 841">Information for giving input into spring and summer activities was put in the May newsletter.</p>	<p data-bbox="1125 240 1360 337">Program and Support Services Manager</p> <p data-bbox="1125 508 1234 540">RP staff</p> <p data-bbox="1125 743 1360 841">Programs and Support Services Manager</p>	<p data-bbox="1388 240 1514 272">May 1/19</p> <p data-bbox="1388 313 1503 345">Ongoing</p> <p data-bbox="1388 508 1514 540">May 2019</p> <p data-bbox="1388 743 1566 776">May 14, 2019</p>	<p data-bbox="1604 240 1932 435">Several ideas brought forward. Given to the Recreation Planner to try to incorporate into the spring/summer schedules.</p> <p data-bbox="1604 508 1923 670">Will continue to add this item to the Resident Council Meeting agenda x2 yearly (spring and fall program changes)</p> <p data-bbox="1604 743 1871 808">New schedules start May 20/19</p> <p data-bbox="1604 881 1934 1044">Information was missed in the newsletter. A sign has been printed and posted on each RHA and program info boards.</p>

Date	Priority 3	Action Plan	Responsibility	Target Date	Outcome																							
May 1	<p>HOME APPEARANCE Question 7 – Building and Environment</p> <p>(#S DO NOT SUPPORT BUT ++ COMMENTS RELATED TO HOME BEING COLD AND DIRTY</p>	<p>Resident rooms are thoroughly cleaned once a week, as per chart below (3rd floor example)</p> <table border="1" data-bbox="602 381 1108 625"> <tbody> <tr> <td>Monday</td> <td>RS3</td> <td>301 - 308</td> </tr> <tr> <td>Tuesday</td> <td>WV 3</td> <td>329 - 336</td> </tr> <tr> <td>Wednesday</td> <td>RS3</td> <td>309 - 316</td> </tr> <tr> <td>Thursday</td> <td>WV 3</td> <td>337 - 344</td> </tr> <tr> <td>Friday</td> <td>RS3</td> <td>317 - 324</td> </tr> <tr> <td rowspan="2">Saturday</td> <td>WV3</td> <td>345 - 352</td> </tr> <tr> <td>RS3</td> <td>325 - 328</td> </tr> <tr> <td rowspan="2">Sunday</td> <td>WV3</td> <td>353 - 356</td> </tr> </tbody> </table> <p>These rooms are cleaned in the morning, then the spot cleaning of the remaining rooms and dining room cleaning after breakfast and lunch. Rooms not on the list, for that day, are spot cleaned and have garbage removed.</p> <p>RHA's also have a list of rooms that require extra daily cleaning due to behaviours, for Infection control purposes or as family requests for extra cleaning. This number of rooms requiring extra cleaning ranges from 8 rooms up to 19 rooms depending on the needs of the residents.</p> <p>New position as of January 2019 - Monday to Friday, there is an infection control cleaner that does</p>	Monday	RS3	301 - 308	Tuesday	WV 3	329 - 336	Wednesday	RS3	309 - 316	Thursday	WV 3	337 - 344	Friday	RS3	317 - 324	Saturday	WV3	345 - 352	RS3	325 - 328	Sunday	WV3	353 - 356	Environmental Services	March 31, 2019	<p>Ongoing effort to maintain cleanliness of Resident rooms, internal areas, and grounds of Fairhaven. Accreditation and Ministry surveyors have commented on how clean our Home appears.</p>
Monday	RS3	301 - 308																										
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	RS3	325 - 328																										
Sunday	WV3	353 - 356																										

		daily touchpoint cleaning in 17 of the rooms home wide that require daily cleaning due to Infection Control protocols. On weekends the daily infection control cleaning is the responsibility of the RHA Housekeeper.			
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** The survey team picked some of our favourite positive comments from the survey and shared them with the staff via email.

Signature: *Rhonda Lustic*

Position: Programs and support Services Manager

Date: May 14, 2019