

Quality Improvement Plan (QIP)

# Narrative for Health Care Organizations in Ontario

March 14, 2025

## OVERVIEW

Extendicare Sherwood Court is a long-term care home located in Maple, Ontario and part of a large organization which provides care and services for seniors across Canada.

Improving the quality of care we provide for our residents and their families guides all we do. We are committed to continuous improvement, and on an ongoing basis, we seek new ways to evolve our practices and strengthen our services.

Read more about this in our Improving Care Plan.

### Our Purpose, Mission, Vision and Values

In 2024, through broad consultation with stakeholders across our organization including direct engagement of residents, team members and family members of those in our care, Extendicare conducted a refresh of the Mission, Vision and Values. Our goals were to capture who we are, what we can all achieve working together and to put the feelings of communities into words.

Our Purpose?is helping people live better.

Our Mission?is to provide people with the care they need wherever they call home.

Our Vision?is a future where everyone in Canada has access to the care and support, they need to live their best lives.

### Our Values:

We embrace every person for the individual they are.?

We care for each person as we would our own family.

We collaborate with others because we achieve more together.?

We are relentless in our efforts to improve.?

We respect the resources entrusted to us.

In 2023, Revera's long-term care homes joined Extendicare. This has provided an opportunity to combine strengths, learn from one another, establish communities of practice focused on continuous improvement and collaboration, and reinforce Extendicare's deep commitment to long-term care in Canada.

Throughout our organization, integration work continues to be an important focus in 2025 and beyond. We know collaboration allows us to achieve more together. By aligning and standardizing processes, policies and systems across our homes, all Extendicare LTC homes will deliver consistent, quality care.

### Quality Improvement

Extendicare's Quality Framework outlines the ways in which our home is supported to achieve success with a focus on quality of life, safety, regulatory compliance and resident engagement. In alignment with provincial requirements, each Extendicare home in the province is responsible for directing their quality improvement plan, with the support of a dedicated regional team who assist us with our home's quality initiatives. Our strategic direction and the initiatives that support the plan also meet or exceed standards set by Accreditation Canada and meet the requirements of our LSAA.

Our home's multidisciplinary Continuous Quality Improvement (CQI) Committee oversees our quality program. It is led by our home's CQI lead. Membership includes our home leadership team, each designated program lead, Medical Director, Dietitian, Pharmacy Consultant, resident and family council representatives, and care team representatives, including a Personal Support Worker and Registered clinical staff. Our CQI committee meets at a minimum quarterly and uses a CQI Framework in alignment with Extendicare's enterprise-wide strategic quality priorities to identify key areas for quality improvement in our home, make recommendations, monitor and measure progress, identify and implement adjustments, and communicate improvement outcomes for the current and following year. Results are discussed and shared with residents, families, team members and external partners to support our priorities, targets, and activities.

Across our organization, Extendicare measures and monitors our

quality initiatives using data accuracy and quality indicator results. Home-level quality reports are circulated monthly and reviewed by homes and regional teams across our network, to help monitor progress and drive meaningful conversation at each home's continuous quality committee meetings. Performance monitoring is a key part of our relentless efforts to improve performance and include but are not limited to the following:

Monitoring key quality indicators

Internal audits

External audits

Annual Program evaluations

Resident and Family Experience Survey results

In 2024, our home's Quality Improvement priority areas included Falls prevention, Restraint reduction, Antipsychotic deprescribing, and Worsened pressure injury. The following top areas for improvement identified from our 2023 Resident and Family Experience survey results were also included:

Residents would recommend 64.7%

Families would recommend 78.7%

We are proud of the following achievements and improvements that were implemented based on the 2023 survey results and that were part of our 2024 improvement plan: Completion of the manager led projects for the residents, skin and wound program was a huge success the Indicators remained below the average, the home remained at 0% restraints as well as our falls and antipsychotics remained below the targets. The quality improvements in the home are collaborative and will remain Sherwood Courts Focus for 2025.

It is with great pleasure that we announce our success regarding Pressure Injury Reduction and Restraint Reduction. This year, Sherwood Court achieved a total of 0.0% (benchmark 2.5%) Restraint usage in the home and 0.28% Worsening wounds (benchmark 2.0%). Hence our strategic decision to focus our attention on and improve Fall prevention and Antipsychotic deprescribing in 2025.

Restraint Reduction – 2.5%

We take great pride in the success of our Restraint Reduction Program, which stands as one of our most significant achievements. We are pleased to announce that our home has successfully met its goal and remained below the target. We are committed to ensuring that our residents remain free of restraints, with effective communication being one of our primary approaches when working with both residents and families. The home provides education on restraint alternatives and the associated risks while also prioritizing

staff training to reinforce best practices. To maintain compliance with our Least Restraint Program, we conduct detailed audits during RAI assessments, as well as upon admission and readmission, to identify and address any potential gaps. We strongly believe that education and communication rooted in best practices are essential to the program's success. As with all aspects of care, this remains an interdisciplinary effort with ongoing collaboration and discussions among team members. We are pleased to continue utilizing Extendicare's Least Restraint Policy and proudly maintain a 0% restraint use rate within our home.

#### Worsened Stage 2-4 Pressure Injury – 2%

The Skin and Wound Program has been one of our proudest achievements, with our home consistently maintaining an average below the target, a milestone we take great pride in. Our approach to this program emphasizes collaboration and partnership with vendors such as 3M, ensuring the correct product selection to promote healing and the ongoing education of advances practice skin and wound care nurses. Additionally, we work closely with the SWAN Nurse and our continence partner from Prevail to ensure proper product sizing and selection, allowing staff to focus not only on wound care and treatments but also on preventative measures. To further support this initiative the home conducts regular reviews of bed surfaces, audits of all care plans and completes PURS screens led by our Wound Care Champion. We also maintain an interdisciplinary approach, collaborating with professionals such as the Registered dietitian, Physiotherapist, Continence Lead, and Behavioural Support Nurse. If wounds are not healing as expected,

we engage with the LHIN Wound Care Nurse to explore additional interventions. Additionally, we emphasize proper turning and repositioning schedules, ensuring they are not only documented in care plans but also consistently implemented and monitored. Continuous staff education remains a priority, with annual re-education sessions reinforcing best practices in skin and wound care to maintain our standard of care.

#### Our areas of focus for 2025:

Our CQI committee has determined that for 2025 our priority areas for quality improvement in our home will include Fall prevention, and Antipsychotic deprescribing, as well as the following areas from our Resident Experience survey as determined following consultation with our Resident and Family Councils; (1) Care Services: I feel my goals and wishes are heard and considered in my care, (2) Dining Services: I am satisfied with the variety of food and beverage options, Laundry, (3) Cleaning, and Maintenance Services: I am satisfied with the maintenance throughout the building and outdoor spaces.

#### Falls prevention-15%

The Activity Bin Project, led by the management team, continues to be an effective initiative in our falls prevention strategy. Our approach is rooted in daily audits of post-fall incidents and assessments, combined with a collaborative interdisciplinary team effort that engages not only residents and families but also key stakeholders. This team includes external partners such as the Mackenzie Health BSO Mobile team, pain consultant, our

physiotherapist and Physiotherapist Assistant, Psychiatrist, and Pharmacist.

Some of the most impactful falls reductions strategies we have employed include:

- Scheduled toileting, with regular continence reassessments for all residents.
- Accurate fall risk screening completed after each fall.
- Annual staff re-education on falls prevention and injury reduction strategies
- Environmental risk assessments and improved falls lighting to enhance resident safety.
- Comprehensive Physiotherapy assessments, where the Physiotherapist assesses each fall and collaborates with residents and families to adjust and implement appropriate falls prevention strategies (such as walkers and wheelchairs).
- Resident reassessments upon admission, readmission, and any status change, ensuring proactive interventions.
- Pharmacist-led medication reviews to identify and mitigate fall-related risks.
- BSO and Mackenzie Health BSO Mobile Team support, providing preventative strategies and individualized interventions.

Our falls Prevention Program is a multidisciplinary initiative designed to proactively reduce fall risks, enhance resident safety, and improve overall quality of life through ongoing assessment, collaboration, and evidence-based interventions.

#### Inappropriate Use of Antipsychotics – 17.3%

The home is committed to enhancing residents' environments, recognizing that research demonstrates the significant impact of surroundings on mood, responsive behaviours, and the reduction of antipsychotic medication use. As part of a quality improvement project, the home has implemented individualized doors and murals in the wandering unit to reduce responsible behaviours and wandering while incorporating a Montessori-based intervention. This initiative complements other ongoing projects aimed at optimizing spaces and environments for residents.

To further support the reduction of antipsychotic medication, use the internal Behavioural Support Nurse collaborates closely with the psychiatrist and a multidisciplinary team. The Behavioural Support Nurse consults with residents and their families to explore alternative interventions to antipsychotic medications. The interdisciplinary team prioritized understanding each resident's individual needs and preferences, utilizing resources such as the activity bin project to foster engagement. Additionally, a recently introduced nursery program featuring real-life dolls, bassinets, and cribs, provides meaningful, life-enriching activities for residents.

The home has also established a partnership with a

Psychogeriatrician who provides on-site consultations, ensuring residents have access to specialized care without the need to leave the facility. Physicians work collaboratively with the multidisciplinary team to review recommendations and implement safe strategies for antipsychotic medication reduction.

To enhance behavioural support, the home leverages various external resources including virtual Behavioral Medicine (Baycrest program), Ontario Shored, the NLOT team, and the BSO mobile team from Mackenzie Health. A structured documentation process has been implemented within the internal system, allowing staff to record delusions and hallucinations through the Point of Care (POC) system.

Monthly meetings are held to ensure RAI audit quality, identify gaps and assess residents using antipsychotic medications without a formal diagnosis. Additionally, the BSO leads weekly unit huddles with nursing and recreation staff to discuss effective interventions and explore new approaches. This multidisciplinary strategy ensures a holistic understanding of each resident, prioritizing person-centered care in all initiatives.

## **ACCESS AND FLOW**

Extendicare is committed to working closely with our community partners including our regional Ontario Health at Home team, hospitals, and business partners to ensure safe, effective and high-quality care of residents across the organization and at the local home level. We do this through ongoing relationship building and partnerships with health system partners such as local long-term care homes, regional IPAC hubs, Ontario Health teams and various regulatory authorities.

In addition, our partnerships extend to our Medical Advisor and Attending Physicians as we work to improve medication management, clinical care and reduce unnecessary ED visits.

We work together with residents, their families and our health system partners to ensure safe, effective admissions to our home, and understand transitions throughout the system are not easy for those we serve. We work to apply additional care and attention to closely engage and support those in our care at times of change or at times where specialized supports are required in their health care journey.

### **Prevention and health promotion**

Throughout the year, we support and participate in organization-wide awareness campaigns that educate team members, residents and families. Our home has access to an annual awareness calendar that highlights key health promotion and professional recognition events, which are supported nationally through communication and education, and locally at our home with activities that are tailored to the home's needs and demographics. Organization-wide campaigns include:

**Safe Spaces:** Combining four key autumn safety awareness events – Infection Control Week, Canadian Patient Safety Week, Seniors' Safety Week, and Fall Prevention Month – Safe Spaces is a six-week sustained safety campaign. Aimed at promoting a culture of safety across the organization through education, resources and home-level activities, the campaign equips our team members with knowledge and tools to continuously improve quality and safety

and engages residents and families as partners in care.

**Stick it to the flu:** Through Extendicare's annual influenza vaccination campaign, all homes are encouraged to aim for 90% vaccination of residents and staff. Individual and home-wide incentives are provided for achieving this benchmark, and our home hosts on-site vaccination clinics.

**Hand Hygiene Day:** Led by our IPAC team, this annual day is marked with an intensive focus on tools and education to promote proper hand hygiene practices for team members, residents and families. Homes across Extendicare participate in a friendly challenge to find the most creative and engaging ways to promote hand hygiene – from writing jingles to hosting events.

**Alzheimer's awareness:** We care for a population that is impacted by rising rates of Alzheimer's and dementia. In addition to intensive communication focus during Alzheimer's Awareness Month every January, our home has access to tools and education year-round that helps our team members to tailor care to the unique needs of those living with dementia – from Gentle Persuasive Approaches (GPA) training to dementia-focused tools for skin and wound care.

**Right care in the right place at the right time**

On an ongoing basis, we work hard to support, train, retain and recruit qualified and compassionate team members to work together in the service of quality care for residents. We know strong interdisciplinary teams are essential to the delivery of quality care and we foster a culture of collaboration to contribute coordinated expertise, as resident plans of care are executed. In

addition, we are actively recruiting Nurse Practitioners to support our collaborative models of care, continue to invest in building credentials among our team for advanced wound nurses (SWAN's), provide training and resources for our team to enhance skillsets in IV therapy with multi-venous IV training arms, compassionate end-of-life care and more.

**Building capacity**

We recognize how important long-term care is within our health system. At an enterprise-wide level, Extendicare is actively working to increase access to care through the construction of new homes built to modern design standards with the ability to welcome more people on the province's long-term care waiting list. In communities across the province, Extendicare is building for the future, with plans to redevelop every older home in our network. New homes are designed to deliver significant improvements to resident quality of life, with private bedrooms for all, enhanced communal lounges for activities and family visits, increases in space for restorative therapies and more.

## **EQUITY AND INDIGENOUS HEALTH**

Extendicare is committed to improving equitable access, experience and outcomes to reduce health inequities and advance indigenous health across our organization.

At Extendicare, we embrace every resident for the individual they are, and care for them as we would our own family. Our Equity and Indigenous Health program reflects our core values by recognizing and honouring the diverse identities, cultures, and experiences of each resident. By integrating culturally appropriate care and



Indigenous traditions, we affirm the importance of personal heritage in shaping well-being. Through culturally diverse programming, menu selection, staff education and meaningful community partnerships, we create a safe and inclusive environment where residents feel valued, respected and empowered to be their authentic selves. This commitment is essential to providing compassionate and equitable care.

Our Equity and Indigenous Health program is informed by our Resident Council and Family Council, and by the data we gather from our annual Resident and Family Experience Survey. Through partnerships with local Indigenous Elders, Knowledge Keepers, and regional health organizations we are able to integrate healing practices and culturally significant activities into care plans. Personalized support ensures residents feel seen, respected and connected to their heritage.

Implementing mandatory training on cultural safety, anti-racism, and the history of Indigenous Peoples in Canada for all staff, fosters awareness and equips caregivers with the skills to address systemic barriers and biases. Identifying and addressing systemic gaps in care, including access to interpreters, culturally appropriate meals and resources, and the provision of trauma-informed care, are skills taught in staff training. Regularly assessing program outcomes through resident feedback, and staff input, helps us ensure continuous improvement

At Sherwood Court we also offer various initiatives to enhance awareness and education for our staff, and ensure they are equipped to provide inclusive and culturally sensitive care. We regularly host events such as multicultural heritage days, where

residents can share their traditions through food, music and storytelling. Our LGBTQ+ inclusion initiatives ensure that all residents feel safe and respected through pride celebrations. Additionally, we provide faith-based services and spiritual care for diverse religious backgrounds offering spaces and programs tailored to individual needs. At Sherwood Court, we are currently transforming our multi-faith room into a welcoming, neutral space where all residents can find comfort and practice their faith. We are pleased to have collaborated with our Chaplain and the resident-led Painting and Decorating Committee to create an inclusive environment that respects and accommodates the diverse spiritual needs of our community.

Sherwood Court has successfully celebrated and will continue to recognize culturally significant and faith-based days, some examples include:

- Black History Month
- Pink Shirt Day
- Eid
- Lent
- Hannukah
- Ash Wednesday
- Christmas

- International Women's Day
- Chinese New Year

In 2025 we commit to continued support and recognition for diversity and inclusion for staff, residents and families in our home.

## **PATIENT/CLIENT/RESIDENT EXPERIENCE**

Active engagement of residents and families is essential to our values. Annually, through an anonymous survey, we seek feedback from residents and their families about what is going well and what we can do to improve. The annual survey provides our home with a summary of the scores and comments for each of the areas of care and services offered. We use this report to collaborate with the residents and family councils to determine an action plan to improve the experiences of those we serve. On a regular basis during the year, we discuss progress updates and strategies for improvement via town halls, resident and family council meetings and newsletters.

Our ongoing goal is to incorporate feedback to continually improve the quality of care we provide by ensuring the care each resident receives is reflective of their individual needs and wishes.

Extendicare is proud to have a National REACH (Resident Experience Action Council for Homes) comprised of resident and family representatives from our long-term care homes in each province we serve. The council is co-led by resident and family members and provides valuable input on organizational initiatives and decisions. A head-office supported community of practice meeting is held bimonthly and is open to all residents and families interested in

sharing best practices and learning new ways to approach engagement, co-design, and council roles and responsibilities.

Our 2024 Resident and Family Experience Survey Results:

Date of 2024 Annual Resident and Family Experience Survey:  
September 3 – October 11, 2024

Resident: Would you recommend this home? 73.9%

Family: Would you recommend this home? 33.3%

Survey results were reviewed by CQI committee: January 24th, 2025

Survey results were shared and discussed with Resident Council: February 11th, 2025

Survey results were shared and discussed with Family Council: February 11th, 2025

A copy of the survey results was provided to Resident Council: February 11th, 2025

A copy of the survey results was provided to Family Council: February 11th, 2025

Survey results were posted on our bulletin board: January 24th, 2025

Survey results shared with staff in the home: January 27th, 2025

During discussions with the Residents and Family council when sharing our 2024 results, three areas were determined to be most important priorities for us to focus on and these are included in our 2025 QIP.

Top three areas Resident Experience survey priorities for improvement in 2025:

Resident and Family Councils Care Services: I feel my goals and wishes are heard and considered in my care, 45.5%.

To better serve our residents, our interdisciplinary team has taken multiple steps. Firstly, we will be providing residents with physical invitations to their interdisciplinary care conferences alongside verbal reminders up to and including the week of their conference. We have implemented the invitations as of February 2025 and aim to have any troubleshooting completed by March 2025. We will also include an analysis of invitation acceptance and refusal monthly to ensure that our residents are actively engaging in this measure by March 2025. Lastly, the rollout of these invitations will be informed during residents and family townhall's which occur monthly at Sherwood Court. During resident town hall, the interdisciplinary team will also continue dialogue to assess and reassess the effectiveness of the implemented interventions. We will be creating an open space for residents to share general experiences while supporting individuals after the meeting who require a tailored approach. We aim to have feedback by March 2025. With the inclusion of our root cause champion, we will analyze resident responses starting March 2025 and work to

improve processes, implement change, and increase resident satisfaction regarding this indicator.

Dining Services: I am satisfied with the variety of food and beverage options, 34.8%.

Our team has employed a collaborative approach to ensure resident satisfaction with this indicator. We are committed to completing a monthly review of desired food and beverage options during resident town hall/council. We will aim to implement collaborative conversations by mid-March 2025. We aim to have implemented items recommended by our residents upon the rollout of the new menu. Additionally, we have added this conversation to be followed up on by mid-April 2025 as members of the interdisciplinary team will complete Manager-by-Walkabouts with an added section for resident feedback. We aim to gain a better understanding of our residents' satisfaction on a consistent basis and provide updates, feedback and implement requests to the best of our ability.

Laundry, Cleaning, and Maintenance Services: I am satisfied with the maintenance throughout the building and outdoor spaces, 60.9%.

To begin with, our focus will be on ensuring the utilization of our maintenance care application by all staff to ensure they are empowered and optimizing the application. This will ensure a consistent, reliable and documented flow of communication through our departments. This will be completed by the end of April 2025 and will require completion by 100% of staff. With this intervention, we aim to improve the communication of residents' requests and the home's response. Next, to address the outdoor spaces at Sherwood Court, the implementation of a gardening

committee has commenced as of February 2025. The gardening committee will consist of residents, family members, volunteers and staff of Sherwood Court. The primary goal of this committee is to plan, design and maintain the gardens to make sure they are accessible and safe for residents. They will collaboratively decide on the types of plants, flowers, and vegetables that will be grown while assisting in the planting, watering, weeding, and pruning of the garden. We further aim to enhance aesthetics and promote physical and mental well-being with the implementation of the garden and its committee. Additionally, Sherwood Court has re-vamped our Lost and Found for 2025 to enhance focus on tracking, identifying, and returning misplaced items more efficiently, ensuring residents' personal belongings remain secure. All key components will be logged, categorized, and stored in a designated area where residents and family members can collect their items based on the resident-specific labelling attached. By implementing this measure, we aim to enhance resident satisfaction, reduce the stress of lost belongings, and have an accountable system for item management.

## PROVIDER EXPERIENCE

Sherwood Court Long-term Care is part of a large organization in which there are many opportunities to engage with staff and leadership in sharing quality improvement goals and commitments. This is achieved through employee engagement surveys, sharing of best practices organization wide, regional quality labs and participation in the Ontario Long Term Care Association Quality Committee and annual quality forums.

Our annual employee engagement survey provides an opportunity for team members to give their feedback on various issues such as staff satisfaction, innovation, and work environment. Based on

previous employee engagement results we worked this year to improve two-way communication to better engage our team members?. This included the launch of two communication forums accessible to all, enabling employee access to timely information and updates from across the organization. ?

The resulting improvements include Quarterly turnover improving from 9.6% to 6.8% across Extendicare ?and employee engagement increased by 6 points with almost 16,000 surveys completed.

Extendicare has a nationwide Care Champion Program which celebrates the meaningful work, commitment and passion demonstrated by our dedicated team members. This program places a spotlight on team members who go above and beyond to improve care, every day for our residents. Active team members at our long-term care homes can be nominated by our residents, family members, co-workers or managers for special recognition of the extraordinary care they provide.

At Sherwood Court, we are committed to fostering a workplace where employees feel valued, supported, and motivated to grow. To enhance recruitment, retention, workplace culture, and staff experience, we have implemented several impactful initiatives. Our staff social committee was established to promote camaraderie and engagement, creating a stronger sense of community among employees. To attract top talent, we have introduced sponsored job postings, ultimately expanding our reach and increasing recruitment success. Recognizing the dedication of our team, our staff appreciation program highlights employee contributions through certificates and a dedicated section in our monthly

newsletter. We also maintain an open-door policy, ensuring that every staff member's voice is heard and fostering an inclusive and supportive environment. Additionally, our monthly staff town halls provide a platform for employees to request education topics that support their professional development while facilitating collaboration between staff and management on new initiatives and workplace improvements. Through these efforts, Sherwood Court continues to cultivate a positive dynamic work culture where employees feel motivated to grow within our home.

## SAFETY

At Extendicare, we take a system approach to preventing and reducing resident safety incidents. At the core of this approach is system learning and process improvement.

Incidents and risks are escalated rapidly within the organization, so that they can be addressed and mitigated, with rapid response support provided to home care teams by specialized organizational support team members. When a root cause from an incident in one home is identified that may pose a risk elsewhere, an alert is sent out to all care teams across our organization. These alerts flag issues and risks home leaders should be aware of, and preventative measures homes need to take in relation to care practice and risk prevention.

Safety data is analyzed continually from all Extendicare homes, to identify improvement opportunities. Standardized process, policy, practice and technology improvements are developed in response, and shared through education with care teams across all our homes. Biweekly education and question and answer (Q&A) webinars are held on safety and clinical practice topics derived from this analysis and attended by leaders and clinicians from all Extendicare homes throughout the year.

From front-line to senior leadership, safety incident reporting, awareness and response, is embedded in our roles and daily work. All these program elements, and more, comprise our safety culture program.

## PALLIATIVE CARE

Residents and families in long-term care deserve compassionate, high-quality care. Our teams collaborate with residents and families to tailor plans of care based on each residents' individualized needs.

We provide enhanced palliative care training for interdisciplinary teams, in partnership with Pallium Canada, enabling high-quality clinical, spiritual and emotional palliative care supports for residents and their families. In 2025 as an organization, we are training additional facilitators so we can provide ongoing educational opportunities as we continue to build a culture utilizing a palliative approach to care.

In collaboration with Pallium all Extendicare homes have a registration link to family caregiver education on palliative care. The CARERS course is available free of charge and is an excellent educational opportunity we promote for caregiver support.

We are currently updating our Palliative Program policies and procedures to further emphasize the importance of a palliative care philosophy. The revised policies and procedures will be implemented in 2025 with associated staff education and training. The focus will be on earlier awareness and identification of those who require a palliative approach to care through implementation of a standardized Palliative assessment which is designed to guide staff in addressing the holistic needs and symptom management of each resident.

## POPULATION HEALTH MANAGEMENT

Extendicare Sherwood Court considers the unique demographics in

our home when planning care delivery requirements, programs, resources and external partnerships. At Sherwood Court, we take pride in providing culturally sensitive and specialized care tailored to the unique needs of our residents, the majority of whom are of Italian descent. Our residents' rich heritage is reflected in their spoken language, deep-rooted spiritual traditions, and the celebration of meaningful holidays such as Saint Giuseppe Day. To honour and support these traditions, we have implemented several initiatives that foster cultural connection and enhance the overall resident experience.

To celebrate Saint Giuseppe Day, we provide residents with traditional Zeppole allowing them to actively participate in and preserve their cultural customs. Recognizing the deep faith within or community, we have also incorporated Roman Catholic Mass in Italian, led by a volunteer priest and arranged by a former resident's daughter, as well as a Rosary program in the residents' native language to ensure their spiritual needs are met.

In addition to cultural programming, we are dedicated to overcoming language barriers to enhance communication between residents and staff. Through partnership with Alzheimer's Society and the BSO team at Mackenzie health, we have introduced communication cards in Italian, along with Google Home technology, which is used by our BSO Lead to further assist residents.

Beyond cultural considerations, Sherwood Court is committed to addressing the complex needs of residents living with Dementia and Responsive Behaviors. Our ongoing collaboration with the Mackenzie Health BSO team ensures that specialized support is

provided, including a BSO Lead fluent in Italian to assist with both behavioural and language-related challenges. Additionally, we have partnered with Dr. Kugelmass, a psychiatrist, who offers virtual consultations, significantly reducing wait times from 10-12 months to just 2-3 weeks, ensuring residents receive timely mental health support.

Further enhancing our commitment to responsive behaviours, we have introduced the Virtual Behavioural Medicine program from Baycrest, which allows residents experiencing increased symptoms of their illness to receive in-depth assessments through a collaborative, multidisciplinary approach. This program includes input from a social worker, psychiatrist, pharmacist coordinator, and other healthcare professionals, all while allowing residents to remain comfortable in their familiar environment at Sherwood Court.

### **CONTACT INFORMATION/DESIGNATED LEAD**

Executive Director/Quality Lead and CQI Committee Chair

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### **OTHER**

Sherwood Court has remained focused on quality Improvement in the home, many committees to name a few: The Gardening committee led in collaboration with residents, families and staff, the Welcome Committee led by a resident with collaboration of the Resident Service Coordinator, Social committee led by the staff and the resident-led Painting and Decorating Committee.



Additionally, Sherwood Court holds monthly town halls for residents, families and staff which plays a vital role in fostering transparency, communication and collaboration. These gatherings provide an open forum for residents, families, and staff to share feedback, and stay informed about important updates and upcoming initiatives. We aim to foster an inclusive and supportive environment, and we believe that monthly town halls will contribute to continuous improvement, resident satisfaction and a stronger sense of community within the walls of Sherwood Court.

One of the most exciting Quality Improvement projects that the home has been working on is the Residents' Espresso Café Experience, which is nearing its grand opening. This initiative is especially meaningful to Sherwood Court and the leadership team, as it reflects our commitment to enhancing the quality of life for our residents. Our goal is to create a warm and inviting space where residents can relax, connect with loved ones, and engage in meaningful social interactions. The café will also serve as a venue for social programs and activities, fostering a sense of community and belonging. Additionally, this change of environment will provide residents with the opportunity to step outside of their daily routine, enjoy a refreshing atmosphere, and experience a renewed sense of comfort and engagement within their home.

## SIGN-OFF

It is recommended that the following individuals review and sign-off on your organization's Quality Improvement Plan (where applicable):

I have reviewed and approved our organization's Quality Improvement Plan on **March 14, 2025**

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**Erin Coreno**, Board Chair / Licensee or delegate

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**Agnes Colonna**, Administrator /Executive Director

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**Tiana Hill**, Quality Committee Chair or delegate

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**Yvonne Carvalho**, Other leadership as appropriate

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