

Equity | Equitable | Optional Indicator

Indicator #5	Last Year		This Year		
	Performance (2025/26)	Target (2025/26)	Performance (2026/27)	Percentage Improvement (2026/27)	Target (2026/27)
Percentage of staff (executive-level, management, or all) who have completed relevant equity, diversity, inclusion, and anti-racism education (Riverview Gardens)	CB	100	100.00	--	NA

Change Idea #1 Implemented Not Implemented In Progress

All staff will complete DEIJ training ("What Diversity is and Why it Matters").

Process measure

- Number of staff that complete the electronic session.

Target for process measure

- 100% of staff will complete the electronic session by December 31, 2025.

Lessons Learned

We had approximately 180/430 staff complete the on-line module (approximately 40% of all staff).

Change Idea #2 Implemented Not Implemented In Progress

All People Leaders will complete additional DEIJ training ("Understand and Counter Bias").

Process measure

- Number of people leaders that complete the electronic session.

Target for process measure

- 100% of people leaders will complete the electronic session by December 31, 2025.

Lessons Learned

While we did not achieve 100% compliance, we did make the training available to all people leaders. Those that have yet to complete the session note a challenge to find time to complete an optional activity.

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

All staff to attend a "cultural competency" training session at Fall training.

Process measure

- No process measure entered

Target for process measure

- No target entered

Lessons Learned

We hosted a guest speaker who attended each of the Fall training sessions. Provide 1 hour session of Cultural bias and cultural competency training The speaker was engaging and the session was one of the highest rated sessions of the day. Inclusive lang and why it matters and bias (30 minutes).

Change Idea #4 **Implemented** **Not Implemented** **In Progress**

All people leaders were asked to complete five on-line training sessions specifically on Indigenous relationship and cultural awareness.

Process measure

- No process measure entered

Target for process measure

- No target entered

Lessons Learned

To date, 62.5% of the non-union group have completed at least 80% of the content.

Comment

This item will not formally be added to the upcoming QIP for 2026/27. Additional education sessions will continue to be offered and all staff will be encouraged to attend.

Experience | Patient-centred | Optional Indicator

	Last Year		This Year		
Indicator #3	51.24	56	50.00	-2.42%	NA
Percentage of residents responding positively to: "What number would you use to rate how well the staff listen to you?" (Riverview Gardens)	Performance (2025/26)	Target (2025/26)	Performance (2026/27)	Percentage Improvement (2026/27)	Target (2026/27)

Change Idea #1 Implemented Not Implemented In Progress

Riverview Gardens will obtain feedback from residents in a timely manner to ensure timely response to concerns.

Process measure

- Number of reports provided to the management committee meeting.

Target for process measure

- 100% of resident council meetings will have a summary report submitted to the management Committee monthly for action, resolution and trending.

Lessons Learned

Resident council meeting is in a private location. All concerns are brought to the attention of the relevant manager for follow up. Follow up is documented and provided to the resident council. In addition, summaries are provided to the management team.

Change Idea #2 Implemented Not Implemented In Progress

Customer service training to be provided to all staff.

Process measure

- Number of staff that attend the customer service training sessions at each of Spring and Fall training.

Target for process measure

- 100% of staff will attend customer service training in Spring (nursing and PSW) and Fall (all staff).

Lessons Learned

100% of staff received customer service training in Fall 2025.

Comment

Customer service training will continue to be a focus at scheduled training events (Fall and Spring) and at monthly floor meetings throughout the year.

Indicator #4	Last Year		This Year		
	Percentage of residents who responded positively to the statement: "I can express my opinion without fear of consequences". (Riverview Gardens)	82.64 Performance (2025/26)	85 Target (2025/26)	77.27 Performance (2026/27)	-6.50% Percentage Improvement (2026/27)

Change Idea #1 Implemented Not Implemented In Progress

Riverview Gardens will obtain feedback from residents in a timely manner to ensure timely response to concerns.

Process measure

- Number of reports provided to the management committee meeting.

Target for process measure

- 100% of resident council meetings will have a summary report submitted to the management committee meeting monthly for action, resolution and trending.

Lessons Learned

Resident Council processes have been improved over the past year to improve timely investigation and response to complainants.

Change Idea #2 Implemented Not Implemented In Progress

Customer service training to be provided to all personnel.

Process measure

- Number of staff that attend the customer service training sessions at each of Fall and Spring training.

Target for process measure

- 100% of staff will attend customer service training in Spring (nursing and PSW) and Fall (all staff).

Lessons Learned

Customer service training will continue to be a focus at scheduled training events (Fall and Spring) and at monthly floor meetings throughout the year.

Change Idea #3 Implemented Not Implemented In Progress

Provide a welcome bag to all new residents admitted to the Home.

Process measure

- Number of welcome bags distributed through March 31, 2026.

Target for process measure

- 100% of new residents or their family will receive a welcome bag on the day of admission.

Lessons Learned

This initiative was not implemented after discussion with staff. We have not successfully resolved the logistical challenges to date.

Change Idea #4 Implemented Not Implemented In Progress

Enhance signage throughout the Home to include key personnel on each home area.

Process measure

- Number of Home areas with required signage.

Target for process measure

- 100% of Home areas will have signage in the elevator vestibule by June 30, 2025.

Lessons Learned

Each floor now has signage to indicate the relevant staff to contact for concerns and comments.

Comment

Customer service training will remain a key priority during scheduled training events in the Fall and Spring, as well as through monthly floor meetings held throughout the year. A core component of this effort is encouraging residents to express their opinions openly and without fear of consequences. All concerns raised by residents are investigated objectively and followed up in a timely and appropriate manner.

Safety | Safe | Optional Indicator

	Last Year		This Year		
Indicator #1	19.82	17.75	19.23	2.98%	NA
Percentage of LTC home residents who fell in the 30 days leading up to their assessment (Riverview Gardens)	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 a nursing restorative program.

Process measure

- Number of staff hired or transitioned to new roles in the nursing restorative program.

Target for process measure

- The nursing restorative program will be launched by March 31, 2026.

Lessons Learned

This initiative has not been realized.

Change Idea #2 Implemented Not Implemented In Progress

Spotlight fall prevention during fall prevention awareness week 2025.

Process measure

- Number of staff that engage with activities through the week.

Target for process measure

- 75% of staff working during fall prevention awareness week will engage in one or more activities.

Lessons Learned

Fall prevention information was made available at Fall training 2025.

Change Idea #3 Implemented Not Implemented In Progress

Engage falls champions on each Home area.

Process measure

- Number of areas with a designated falls champion.

Target for process measure

- 100% of Home areas will have at least one designated falls champion.

Lessons Learned

Each Home area does have a falls champion. Despite invites to meetings, there is a challenge to relieve the staff from the floor to attend meetings.

Comment

This indicator will be placed on hold until the organization is ready to launch the restorative program.

Indicator #2	Last Year		This Year		
	Percentage of LTC residents without psychosis who were given antipsychotic medication in the 7 days preceding their resident assessment (Riverview Gardens)	41.23 Performance (2025/26)	34 Target (2025/26)	44.56 Performance (2026/27)	-8.08% Percentage Improvement (2026/27)

Change Idea #1 Implemented Not Implemented In Progress

Riverview Gardens will have an interdisciplinary antipsychotic review committee meeting for the purpose of reviewing medication profiles of residents receiving antipsychotic medications with a goal to deprescribe any as indicated.

Process measure

- Number of resident medication profiles reviewed at each monthly meeting.

Target for process measure

- 100% of residents receiving antipsychotic medications will have a medication review completed by March 31, 2026.

Lessons Learned

We were unable to prioritize this item in the past year.

Change Idea #2 Implemented Not Implemented In Progress

Review documentation for residents receiving antipsychotics.

Process measure

- Number of documentation reviews completed per meeting.

Target for process measure

- 100% of residents receiving antipsychotic medications will have a medication review completed by March 31, 2026.

Lessons Learned

Pharmacy sends a report of residents receiving antipsychotics to the home.

Change Idea #3 Implemented Not Implemented In Progress

Education sessions will be provided regarding the use of antipsychotic medications.

Process measure

- Number of staff that attend the antipsychotic education sessions.

Target for process measure

- 100% of registered staff will receive training regarding the use of antipsychotic medications by March 31, 2026.

Lessons Learned

Pharmacy did provide a session.

Comment

There have been conversations recently with members of an interdisciplinary group and we are committed to work towards this in the next year. In the coming year we will extend the receipt of the report to include additional members of the team. We will be requesting additional sessions for the coming year.