

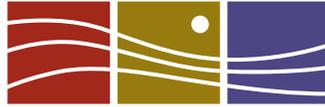
Belvedere Heights

Community Support Services Residences Long Term Care

Strategic Directions

2014 – 2017





Belvedere Heights

Community Support Services Residences Long Term Care

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Welcome To Belvedere Heights!



Dedicated Board, Management Team and Staff of professionals to serve the community.



For the past 48 years Belvedere Heights has provided services to seniors in the community. The campus is composed of a 101 Bed Long Term Care Facility built originally in 1965 and rebuilt in 2003, Community Support Services and 24 Life Lease units. The home is supported by the Municipalities in the District of Parry Sound West and the Ministry of Health and Long Term Care. The complex seeks to offer a wide range of services depending on the needs of the seniors it services by educating families, staff and residents, maintaining accessibility to current resources, and developing partnerships with relevant community agencies. The aging population has created new and complex requirements for Long Term Care and Community Based Services. Pressures from the community, to meet current legislation and funding allocations demand that the Board, Management team and Staff must work to effectively utilize all resources to maximize service delivery knowing the limitations of funding.

The Belvedere Campus

- Long Term Care – Services for people with Long Term Care needs who require 24 hour nursing care. Legislated by the Long Term Care Act 2007 and many other legislative bodies.
- Community Support Services – Services to the community provided by Volunteers. Exercise programs and lunch and learns to keep seniors fit and informed on the issues affecting their lives.
- Meals on Wheels, Transportation , Seniors Safe Keeping.
- Life Lease – Adult lifestyle living for senior over 60 who want ownership with security and freedom.
- Dedicated Board, Management Team and Staff of professionals to serve the community.
- A home with a desire to serve located overlooking Georgian Bay in the Town of Parry Sound.

Executive Summary



Successes: Team collaboration with clear lines of responsibility and accountability

Three Years in Review

- Developed an efficient and effective operational model.
- Implemented Continuous Quality Improvement.
- Implemented Documented Benchmarking Evaluation.
- First Time Achieved Accreditation with Commission on Accreditation of Rehabilitation Facilities (CARF) in 2012.
 - Development of Policies consistent with requirements of legislation
 - Secured funding for New Community Based Program – Seniors Safe Keeping
 - Development of 5 Year Capital Plan
 - Restructuring Management Team to meet Long Term Care Act
 - Formalized QI Reporting to Board
 - Major Capital Projects Completed on Budget
- Improved Communications with key stakeholders
- Created and effective campus interlinking seniors services

Successes

- Team collaboration with clear lines of responsibility and accountability.
- Clear identification of targets and outcomes.
- Gaining broad perspective not just our own.
- Created additional parking to meet needs.
- Developed links to Mental Health Agencies and Services in the Province.
- Implemented OTN Services for residents care and staff training.
- Developing data collection system for Benchmarking.
- Being proactive not reactive.
- Developing principles of transparency.

STAKEHOLDERS

Residents and Families

Councils

Local Health Integrated Network (LHIN)

Ministry of Labour (MOL)

Other Ministries

Professional Bodies for regulated health professionals

Medical Officer of Health

CARF

Supporting Municipalities

Executive Summary



*Strategic Challenges:
Skill level of staff in leadership roles
with multiple requirements*

COMMUNITY PARTNERS

CCAC

Hospitals

Educational Institutions

Public Health

Community Agencies and Organizations

Unions

Other Long Term Care Homes

Strategic Challenges

- Funding Formulas in transition resulting in instability in funding and increased pressures from clients and families.
- Declining income base and pressures on preferred accommodations.
- Increasing demands related to an aging population , greater pressures on complex care clients.
- High expectations and increasing demands from clients and families resulting in more media coverage.
- Local Health Integration Network (LHIN) expectations, increasing regulatory environment and the need for stronger performance measurements.
- Looming Human Resource issues: aging workforce, professional shortages, staff with multiple part time jobs, and competition with other health care providers, collective agreements and challenges introducing change.
- Skill level of staff in leadership roles with multiple requirements.
- Municipal Elections, New Board members with limited knowledge of Long Term Care.
- Ability to adapt to change and address workload issues.

Opportunities

- Establish a stronger profile with LHIN to secure funding for support of capital.
- Interaction with partners.
- Look for ways to better use technology to improve process efficiencies.
- Strengthen Planning processes to build resources and future changes.

Strategic Directions and Priorities



Belvedere Heights is a community in which all residents live with dignity and respect in a caring environment where wellness, self-fulfillment and self-determination are promoted.



1 Excellence in Care

Introduce a plan to meet the requirements of Accreditation.

To develop a healthy, safe and positive environment to live, visit and work.

To create a center for excellence in healthy aging.

Quality of Life through the provision of above average care.

2 Human Resources

Be the employer of choice in the field of Long Term Care.

Develop a Human Resources plan to meet emerging needs.

Build a skilled workforce.

Promote staff engagement and a fulfilling work life experience.

100% Completion of Performance Appraisal.

3 Performance Management

Apply Performance Management practices to assess effectiveness and facilitate continuous improvement and decision making.

Maintain CARF Accreditation as an integral part of the operations.

Maintain Key performance indicators.

Remain "Current" in all areas of Technology as required to meet mandates of legislative bodies.

Benchmark Data. Open and willingly participate with other Long Term Care Facilities.

To leverage information technology to improve service delivery and support operations.

Strategic Directions and Priorities



Meeting the needs of each senior! Our services are designed to help maintain self-esteem for each individual. Each resident's personal ability and privacy are always respected.



4 Finance

Optimize the delivery of service through effective financial management and creative, progressive leadership.

Finalize 3 Year Plan.

Refine 5 Year Capital Plan.

Endeavour to Fill Semi and Private Rooms.

Communicate Financial Needs.

5 Legislation

To meet changing legislative requirements.

Communicate variances to Board of Management.

Identify and respond to all legislative changes.

6 Planning

Maintain positive relationships with our partners, and be proactive in shaping change to maximize opportunities.

Develop a 10 year plan for the home within the community.

Philosophy



*Belvedere Heights is
a District Home
Established in 1965*

MUNICIPALITIES

McKellar

McMurrich/Monteith

Whitestone

Carling

McDougall

Archipelago

Sequin

Town of Parry Sound

Person-Centred Care

Person-centred care guarantees that individuals and their families will experience the following:

Involvement

- Ensuring that the individual participates in care decisions.
- Supporting the individuals choice where it is appropriate.

Individuality

- Individualize and personalize care for individuals.
- Focused on independence and autonomy.
- Offering Choices.

Respect

- To recognize past life patterns of the individual.
- To respect their values and beliefs.
- To maintain the individuals lifestyle.

Teamwork

- Encourages communication among departments by building relationships between the front line workers and the individual served.
- Encourages communication between shifts.
- Looks at the entire 24 hours in a day when planning care.
- Considers the impact on the Person when changes are made.

Our philosophy of Person-centered care is also of benefit to our staff members. Employees appreciate the participative team approach and the positive work environment. Satisfaction in the workplace translates into better care. Team interaction and empowerment that employees have ensure faster response and quick problem solving when it comes to the quality of care delivered to our Persons.

Persons Centred Values

Patience, Compassion, Sensitivity and Empathy.



Belvedere Heights

Community Support Services Residences Long Term Care

Our residents represent a heritage of individuals who have helped to build this country. They have fought for our freedom in wars and developed the communities that make up the District of Parry Sound it serves.

Long Term Care

Belvedere Heights
21 Belvedere Avenue,
Parry Sound, Ontario P2A 2A2
Telephone: (705) 746-5871
Fax: (705) 774-7300
Email: bh@zeuter.com
Website: www.belvedereheights.com

Community Support Services

Diners Club & Lunch and Learn,
Friendly Visiting, Meals on Wheels,
Seniors Safe Keeping, Transportation.
21 Belvedere Avenue,
Parry Sound, Ontario P2A 2A2
Telephone: 705-746-5602
or 1-800-883-0058.

Residences

The Life Lease at Belvedere Heights is a 24 unit building geared to independent seniors aged 60+. Direct Inquiries to bh@zeuter.com or call (705) 746-5871.

Come visit us

Tours of Belvedere Heights long term care facility are held Thursdays of each week. You can also visit our website at www.belvedereheights.com

Mission Statement

Belvedere Heights is committed to excellence in care and community services.

Vision Statement

Belvedere Heights is a community in which we grow together with our partners (associates/colleagues) in a continuum of care.

Values

Compassion

Dignity

Integrity

Accountability

Continuous Improvement

Team Work

