

**To: Resident's Council**  
**From: Pamela Kulas, Executive Director**  
**Date: May 16, 2024**  
**Re: 2023 Program Evaluations**

Annual program evaluations for the period of January 1, 2023 to December 31, 2023 were reviewed. Annual program evaluations were completed for the following required and departmental programs:

<ul style="list-style-type: none"> <li>Accommodation Services – Housekeeping, Laundry &amp; Maintenance</li> </ul>	<ul style="list-style-type: none"> <li>Nursing &amp; Personal Support Services</li> </ul>
<ul style="list-style-type: none"> <li>Complaints</li> </ul>	<ul style="list-style-type: none"> <li>Pain Management Program</li> </ul>
<ul style="list-style-type: none"> <li>Continence Care &amp; Bowel Management Program</li> </ul>	<ul style="list-style-type: none"> <li>Palliative Care Program</li> </ul>
<ul style="list-style-type: none"> <li>Critical Incidents</li> </ul>	<ul style="list-style-type: none"> <li>Prevention of Abuse &amp; Neglect Program</li> </ul>
<ul style="list-style-type: none"> <li>Dietary Services &amp; Hydration and Menu Planning</li> </ul>	<ul style="list-style-type: none"> <li>Recreational &amp; Social Activities, Volunteer Program, &amp; Religious &amp; Spiritual Practices</li> </ul>
<ul style="list-style-type: none"> <li>Ethics Committee</li> </ul>	<ul style="list-style-type: none"> <li>Responsive Behaviours</li> </ul>
<ul style="list-style-type: none"> <li>Fall Prevention Program</li> </ul>	<ul style="list-style-type: none"> <li>Restorative Care</li> </ul>
<ul style="list-style-type: none"> <li>Infection Prevention &amp; Control Program</li> </ul>	<ul style="list-style-type: none"> <li>Restraint Minimization Program</li> </ul>
<ul style="list-style-type: none"> <li>Information &amp; Referral Assistance</li> </ul>	<ul style="list-style-type: none"> <li>Skin &amp; Wound Care Program</li> </ul>
<ul style="list-style-type: none"> <li>Joint Health &amp; Safety Committee</li> </ul>	<ul style="list-style-type: none"> <li>Staffing Plan</li> </ul>
<ul style="list-style-type: none"> <li>Medical Services</li> </ul>	<ul style="list-style-type: none"> <li>Training &amp; Orientation Program</li> </ul>
<ul style="list-style-type: none"> <li>Medication Management System &amp; Emergency Drug Supply</li> </ul>	

The 2023 program evaluation process involved individuals, committees, and/or required program leads who reviewed:

1. Any relevant terms of reference, policies and procedure, inspection protocols (audits utilized by the Ministry of Health during inspections) and/or evidence based best practices

2. Goals and objectives set for the evaluation period to determine if targets and outcomes were met.

Upon completion of the evaluation process, goals and objectives that align with the home's operation plan were set for the period of January 1, 2024 to December 31, 2024.

If you have any questions regarding the 2023 program evaluations, please contact Pamela Kulas, Executive Director.