



***BUILDING ENGAGEMENT INTO OUR STRATEGIC PLAN
2022- 2025***

Supporting our Strategic Direction, we have created this plan for Renewed Resident Focus through Resident and Family Engagement

| | INFORM | CONSULT | INVOLVE | COLLABORATE | EMPOWER |
|-------------------------------|---|---|--|--|---|
| GOAL | To provide residents and families with balanced and objective information to assist them in understanding the concern, alternatives, opportunities and/or solutions | To obtain resident and family feedback on analysis, alternatives and/or decisions | Work directly with resident/family throughout the process to ensure concerns and aspirations are understood and considered | To partner with the resident/family in each aspect of decision making and preferred solutions. | To place final decision making in the hands of our residents/families |
| IMPLEMENTATION OF PLAN | Admission Package Dedicated staff for Admission orientation Brochures Information Boards Website | Surveys Focus groups Website questionnaires | Care conferences Kiosks Education Sessions Individualize each residents' room area | Resident Council Individualize Plan of Care | Resident/Family are ultimate decision makers |