

Quality Improvement Plan (QIP)

# Narrative for Health Care Organizations in Ontario

March 31, 2026

## OVERVIEW

Parkview Meadows is a Christian not-for-profit community established in 1984 by Nanticoke Senior Citizen Homes Inc. The community consists of 140 apartments/suites and a 64-bed long-term care home, making it a medium-sized rural facility.

Parkview Meadows provides affordable, community-based living arrangements for individuals aged 55 and older. The organization is committed to supporting each resident in functioning at their highest level of independence while living with dignity and a sense of worth and value.

This commitment is carried out within the context of a Christian community that supports residents' physical, spiritual, emotional, social, and financial needs.

Parkview Meadows is located in a beautiful natural setting in Townsend, Ontario, in the heart of Haldimand–Norfolk. The facility is a fully secured community that includes rental units, life lease units, assisted living units, and a long-term care home. It is situated close to parks and walking trails, providing residents with opportunities to enjoy the surrounding natural environment.

## ACCESS AND FLOW

Gardenview LTC takes pride in fostering strong community partnerships, including Behavioural Supports Ontario (BSO), Specialized Geriatric Services (SGS), Roulston's Pharmacy, and, most recently, the Nurse-Led Outreach Team (NLOT) based out of Norfolk General Hospital, which serves our local communities. The NLOT team, consisting of a Nurse Practitioner and a Registered Nurse, is dedicated to addressing emerging healthcare needs of LTC residents within the home. This consultative and collaborative approach often allows conditions to be safely managed on-site, reducing the need for emergency room visits.

To further enhance our medical services, Gardenview welcomes a phlebotomist weekly and provides in-house access to diagnostic imaging, reinforcing our commitment to comprehensive and accessible healthcare for residents.

Each resident undergoes a thorough assessment, and an individualized care plan is developed with a strong focus on the resident's goals of care. These goals are regularly reviewed through interdisciplinary forums, including annual care conferences, to ensure proactive identification of needs and alignment of resources to support the best possible outcomes.

## EQUITY AND INDIGENOUS HEALTH

At our home, we prioritize the diverse needs of the residents in our care. During admission and the first few weeks, residents are encouraged to share important aspects of their cultural background, values, traditions, wishes, and beliefs.

Parkview Meadows, including Gardenview LTC Home, is an equal opportunity employer. Our Code of Conduct reflects our commitment to anti-violence and anti-harassment policies, while upholding the highest standards of respect for all employees.

We recognize the importance of educating our staff on complex topics such as equity, inclusion, diversity, anti-racism, and Indigenous health. To support this, we are actively developing training programs designed to address these areas. This ensures we remain proactive in adapting to the evolving diversity of our community and any demographic changes, thereby enhancing education, training, and the quality of service we provide.

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

Residents and their families play an active role in the care and services provided at Gardenview LTC. We have active Resident and Family Councils that meet regularly. The home also conducts an annual satisfaction survey for both residents and their families.

Newly admitted residents participate in a six-week care conference with the interdisciplinary team to review the plan of care and to meet and greet the team.

Our LTC home has a responsive concern management process, and the team is committed to resolving issues promptly. This process is evaluated annually and monitored as part of our Quality Improvement Program.

## **PROVIDER EXPERIENCE**

Given the rural location of our home, we have faced challenges in recruiting talent for some positions. Over the past year, the home has welcomed more than 20 students for PSW placements within our facilities, some of whom have joined our team as staff members following graduation. This initiative, in partnership with local colleges, will continue, as it has proven to be an effective way to strengthen our staffing levels.

Our Recreation program has also benefited from students in the Social Services program.

Staff education remains an ongoing priority, as we believe supporting continued learning contributes to positive outcomes for our residents.

## **SAFETY**

Gardenview Long-Term Care has embedded a culture of safety and accountability within both clinical and non-clinical programs.

Ministry of Long Term Care inspection and compliance reports, Ministry of Labour inspection reports and Public Health inspection reports are also considered in the analysis and development of safety plans.

All residents are assessed upon admission, routinely thereafter, and whenever there is a change in condition. These assessments allow the care team to proactively identify potential risks and implement interventions to prevent adverse events. This approach is reinforced through annual mandatory education delivered through the Surge Learning platform.

The home maintains an active Joint Occupational Health and Safety Committee (JOHSC) that includes representation from frontline staff and management. The committee conducts regular inspections and reviews incidents or system failures to support a safe working and living environment.

In addition, the home's Quality Improvement Team actively participates in safety initiatives and monitors quality indicators. Each program within the home undergoes an annual program evaluation. Findings from these evaluations are reviewed, and opportunities for improvement are identified and implemented to support continuous quality improvement.

## PALLIATIVE CARE

Our home supports an active palliative and end of life care program.

Additions to these have been made in the past year, adding palliative care carts and kits that are offered to family during these times.

Our initiatives continue to focus on enhancing the information and knowledge available to residents and families about palliative care, with the goal of helping them better understand the progression of illness from a curative approach to a palliative and end-of-life approach. This understanding will support the care team in working collaboratively with residents and families to establish meaningful goals and priorities of care.

As part of this initiative, an interdisciplinary palliative care team will continue to meet and further develop processes to review residents who may be experiencing decline. The team will regularly monitor indicators such as quarterly PPS and CHESS scores, residents with a 10% or greater weight loss, and those showing significant changes in condition.

Our initiatives also include a bereavement care process to honour residents who pass away. This provides opportunities for staff, families, and co-residents to gather and pay tribute to the resident's life and say goodbye. The process will include the use of a dignity blanket, a brief tribute shared as the resident leaves the Home when possible, and a card mailed to the family filled with memories and condolences.

## POPULATION HEALTH MANAGEMENT

Given the rural location of our LTC home, we face challenges in recruiting talent for nursing and allied health positions. The home maintains active partnerships with community and private career colleges, providing placement opportunities for PSW, Recreation, and Social Services programs. With increased per diem funding, the home is working with the Union to expand staffing levels to better support the care needs of our residents.

Infection and disease prevention remains a core component of our population health approach. In collaboration with Ontario Health, our local IPAC Hub, and Public Health, we track infections and disease trends with a focus on local patterns. These insights guide our prevention strategies, including protective measures, education for families and staff, vaccination schedules, and ensuring the necessary equipment and supplies are in place to safeguard residents, staff, and families.

Gardenview's resident population is diverse, including individuals living with dementia, residents with complex care needs, and those transitioning from supportive housing environments.

The home works closely with Behavioural Supports Ontario (BSO), which is scheduled regularly on-site to provide any necessary support. Additionally, the Psychogeriatric Resource Consultant (PRC) provides ongoing education to staff, enhancing their knowledge and skills in managing residents with complex responsive behaviors.

Our local Nurse-Led Outreach Team (NLOT) has recently begun offering their services to our home. Through their involvement, we are able to minimize unnecessary hospital transfers and continue

supporting residents in their home environment.

## CONTACT INFORMATION/DESIGNATED LEAD

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## 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 16, 2026**

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**Tom Vandertuin**, Board Chair / Licensee or delegate

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**Ken Callaghan**, Administrator /Executive Director

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**Krystal VanKessel**, Quality Committee Chair or delegate

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Other leadership as appropriate

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