

SILVER CITY GARDENS SUPPORTIVE LIVING - Program Plan April 1st 2016 – March 31st 2017

Category	Findings (last Year)	Activities (Current Year)
<p><u>Effectiveness:</u></p> <p>a. Promote aging in place (70% of tenants)</p> <p>b. Maintain health and minimize hospital visits (70% of tenants)</p> <p>c. Maximize involvement in social and community activities (70% of tenants)</p>	<p><u>Effectiveness Findings (Last Year) 2015-16:</u> Eighty eight percent of the targeted 70% of SCG tenants sustained their housing throughout the year. Staff monitored hospital visits/stays of tenants and determined that 85% were not hospitalized through the course of the year. All hospitalizations that did occur for more than 24 hours were due to health issues and 4 were due to higher level of care required. Of the 4 requiring a higher level of care and transferred to complex care 3 became deceased shortly thereafter. 91% of tenants regularly attended social activities both on and off site. Examples of activities include, but are not limited to: bingo, church, sit-and-be fit, card games, coffee club, musical entertainment, senior centre activities, aquatic centre exercise programs and health seminars, and Interior Health day program. Data is indicating that tenants are remaining at SCG until transfer to higher level of care or through to end of life demonstrates tenants are successfully aging in place.</p>	<p><u>Effectiveness Activities (Current Year) 2016-17:</u> Continue to promote aging in place (target 70%) and maintain tenant health particularly through nutrition, appropriate referrals to community health care supports, and social involvement on and off site. Continue to monitor hospital stays and promote community involvement so that tenants remain active and the potential of isolation is reduced.</p>
<p><u>Efficiencies</u></p> <p>a. To maintain occupancy rates at 99%</p> <p>b. To maintain costs of food service without compromising nutrition</p>	<p><u>Efficiency Findings (Last Year) 2015-16:</u></p> <p>i. There are a total of 34 units available at SCG. During the course of the 12 month reporting period there was a total of 22 vacant units for the year. In calculating the occupancy / vacancy rates our formula is as follows: 22 vacant units / 408 total units =5.39% vacancies. The corresponding occupancy rate is 95%. This is the result of a larger turn-over in tenants this year due primarily to aging tenants who either went on to higher care or were deceased. ii. The meal costs are tracked monthly to determine average cost pp/ per day. This year the cost per person per meal increased by 5%, well under the targeted 13% increase. This is due in part to our endeavors to be more health conscious by moving away from, whenever possible, the use of preserved or processed foods. During the year we chose to make more ‘in house’ prepared foods (i.e. homemade desserts, sauces, salad dressings, etc.) with the goal to provide an enhanced nutritional diet to tenants.</p>	<p><u>Efficiency Activities (Current Year) 2016-17:</u> Staff will continue to monitor and attempt to achieve an occupancy rate of 99% for the 2016-17 year. Staff will continue to comparison shop and keep processed food purchases to a minimum. This will result in continued healthy dietary intake for tenants and maintain reasonable food purchase costs. Staff will strive to average a meal cost per person at a rate that does not exceed a 13% increase over the year while also ensuring these efficiencies do not compromise nutritional value.</p>
<p><u>Accessibility:</u> - To increase tenants access to health and personal care services in the community to ensure such barriers are minimized and thus reduce health and safety risks and tenant isolation. (80% target)</p>	<p><u>Accessibility Findings (Last Year) 2015-16:</u> This objective was achieved by monitoring tenants that receive on and off site care services. Data shows that necessary referrals were made 100% of the time. Also, a community resource information area and bulletin board were maintained which increased tenant education on community supports. Eight of 8 tenants who made application on the Housing Registry waitlist were housed at Silver City Gardens.</p>	<p><u>Accessibility Activities (Current Year) 2016-17:</u> Continue to build relationships with seniors’ community services representatives as there is an increase in the number of tenants who require additional services in order to remain independent as they age in place (target 80% achievement ratio). Continue to house individuals whose applications are posted on the BC Housing Registry (target achievement ratio: 100%).</p>

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<p><u>Satisfaction</u> - Maintain client and stakeholder satisfaction levels at 85%</p>	<p><u>Satisfaction Findings (Last Year) 2015-16:</u> All Tenants who completed surveys rated the overall services at SCG satisfactory and noted improvement in meals and social activities. Predominately the responses were positive. Stakeholders reported a positive working relationship with staff and were comfortable with approaching staff when needed.</p>	<p><u>Satisfaction Activities (Current Year) 2016-17:</u> Continue to be open to tenant feedback regarding services and continue to work with staff to achieve the 85% target goal and a higher standard of service. Maintain good relationships with stakeholders and community members. To solicit stakeholder feedback surveys at 2 per month to increase feedback rates. (satisfaction achievement ratio targeted @ 85%)</p>
<p><u>Administrative Objectives</u> 1. Expand staff development opportunities 2. Recruit and orientate new Property and Operations Manager reporting to Housing Administrator 3. Ensure staff continue to meet all accreditation program standards consistently throughout the year</p>	<p><u>Administrative Objectives (Last Year) 2015-16:</u> Staff accomplished all three administrative goals. To meet objective one, management has implemented staff development as a component of monthly staff meetings. For objective two, the incoming manager has worked with the Administrator who was the former manager to provide support with all issues required. To meet objective three, staff performance appraisals were performed for and with all staff by the manager.</p>	<p><u>Administrative Objectives-Current Year: 2016-17:</u> a. Going forward an additional risk or barrier will be measured, as it is the opinion of staff, that as tenants' age in place, there will be a rise in the number of tenants experiencing barriers due to increasing physical and health needs. b. It is recommended that the objective of expanding staff development opportunities continue for the 2016-17 year. c. Develop and build the distribution, return rates, and collection of statistical information for both tenants and non-tenant stakeholders.</p>