





**Shalom Village**

*Honouring our Fathers and our Mothers*

 (905) 529-1613

 70 Macklin St. North  
Hamilton, ON

# Continuous Quality Improvement Interim Report 2022

*Honoring our Father's and Mother's*



*A place to call home*

## OVERVIEW:

### CONTINUOUS QUALITY IMPROVEMENT INTERIM REPORT- 2022

#### **Mission, Vision, Values**

At Shalom Village we use the acronym AT HOME to provide a clear link between our vision, mission, values, and most importantly how these guiding principles are brought to life for all who live, work, volunteer or visit at Shalom Village.

#### **Our Vision**

Shalom Village...

Honoring our Fathers and our Mothers

#### **Our Mission**

To provide opportunities for the continuity of life interests, values, and relationships for those who need supportive housing, long term care, convalescent care, adult day services and specialized fitness facilities within the context of Jewish Values and Kashruth. We want all those who need our services to feel AT HOME.

#### **Our Values**

**Acknowledge:** we will listen to each other and commit to being approachable, trustworthy, and helpful while valuing each person's contributions, perspectives, and differences.

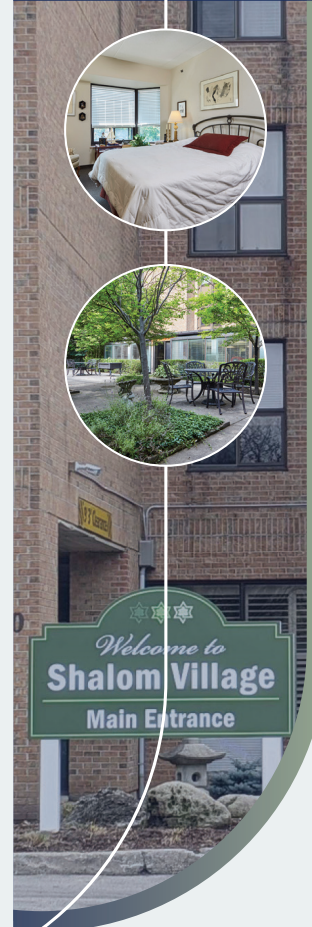
**Together:** we will support each other and believe that together we can achieve anything.

**Home:** we will create a feeling of comfort, trust, familiarity, and safety that honor's Jewish Values and brings about each individual person's feeling of being at home.

**Organization:** we will strive for learning, innovation, accountability, transparency, and excellence in all we do.

**Memories:** we will share memories and create new ones through relationships, sharing, and celebrations.

**Enablement:** we will empower, encourage, and focus on each other's strengths to make possibilities possible and accomplish our goals.



## **PATIENT/CLIENT/RESIDENT PARTNERING AND RELATIONS**

The COVID-19 pandemic has challenged Shalom to meet the physical, emotional, and spiritual needs of the residents while still adhering to all provincial standards and guidelines pertaining to COVID-19.

Shalom Village uses communication tools that are tailored to the specific improvement initiatives which includes but not limited to: posting/s at nurses' station, presentation at town halls, resident and family council meetings, daily departmental huddles plus the use of coaches to communicate directly with peers.

## **PROVIDER EXPERIENCE**

A strong interdisciplinary management team continues to demonstrate support and mentor staff helping them to find satisfaction and joy in providing care to our residents.

## **RESIDENT EXPERIENCE**

Shalom is in the process of updating the home's current Resident and Family Satisfaction Survey. Monthly town hall meetings will continue for the purpose of updating and keeping all parties well-informed of the daily activities of the home.



## **Contact Information**

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