

Areas of Focus Criteria (>10% to average; less than 80% satisfied)	ITEM	GOAL	ACTION PLAN	Person Responsible
down 13% to LY down 10% to 4-year average 80% satisfied	I am satisfied with the Hairdressing services provided to my loved one.	90% Satisfaction in Hairdressing services by end of 2024	Hiring and onboarding of new Hairstylist	Recreation Supervisor
			Formulizing the process with the new stylist on booking in residents	Administrator
			Communication to families of the new process	Admin Associate
			Pamphlet available in information center	
down 14% to LY down 12% to 5-year average 75% satisfied	Team members (nursing staff) answer when I call (when they do so, they are respectful - knock on my door, introduce themselves, etc.).	10% increase in satisfaction (to 85%) for all team members responding to calls	REFER TO QIP	Each department
down 6% to LY down 3% to 4-year average 76% satisfied	I am aware of how I could access external healthcare services (i.e. dental, advanced foot care, hearing services).	90% satisfaction in knowing how to access external healthcare services	REFER TO QIP	Admin Associate