

Rebuilding Our Future

Shoreham Village has been serving the community for nearly 40 years. The task before us now is to plan for its future. We must tackle the challenges facing us. An aging population, increasing need for more complex care and revised standards for care, coupled with continued limited resources and increasing public expectations, means we must carefully consider ways to improve our delivery of care.

Our Quality Improvement Plan, outlined here, reflects the Mission, Philosophy, and Values of Shoreham Village. This plan defines areas for us to focus over the next two years and provides specific actions to enhance our delivery of high quality, resident focused care in a home-like environment.

The plan is the result of conversations with residents, family members, employees, volunteers, physicians, our union, board members, partner organizations and members of our community.

Implementing the plan will require us to be creative, to embrace change and to work together to ensure Shoreham's continued place in our community.

This is an exciting opportunity. We are confident that by working together we will achieve success.

Our Mission

Shoreham Village supports and encourages resident dignity, individuality and independence in a safe, caring environment.

Our Philosophy

Shoreham Village believes in resident centred care, which is an ongoing, collaborative process between residents, caregivers and others. This approach honours the residents' dignity and choices in directing their daily life, and supports their strengths, capabilities, needs, values and culture.

Our Values

Respect • Organizational Support
Safety • Communication • Teamwork
Fiscal Responsibility

Thank You!

We wish to thank all those who have contributed to building the foundation for Shoreham, to the many who have shared their thoughts over the past few months as to what is needed for the road ahead – and to the many dedicated people both within our organization and beyond who have committed their support to help rebuild our future.



Rebuilding Our Future Our Quality Improvement Plan 2014-2016



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Shoreham Village
Senior Citizens Association

Shoreham Village Quality Improvement Plan 2014-2016

Our priorities:

- Providing high quality, safe, resident focused care
- Supporting all employees and volunteers to work at their best
- Engaging community and partner organizations in a way that strengthens both Shoreham and our community

We will achieve success in our priorities by renewing our focus in five areas:

Areas of Focus



Our RESIDENTS

- Provide excellence in care that is consistent with our mission, philosophy and values.
- Moving from a one size fits all approach to a resident focused model, means care is shaped by the unique and individual needs and preferences of each resident.
- Residents and families express satisfaction with the care provided
- Residents will consistently express enjoyment living at Shoreham as “the next best place to home”

Why this is important

What success will look like



Our LEADERSHIP

- Promote a culture and day-to-day operations that reflect how we lead and work together as a team.
- To meet the needs of our residents and adapt to the ever-changing landscape of long term care now and in the future, we must provide strong leadership at all levels in the organization.
- Employees and volunteers express positive changes in workplace
- Employees and volunteers feel valued and supported
- Residents, families and community comment on improvements at Shoreham
- Regular reports show we are achieving our goals



Our EMPLOYEES & VOLUNTEERS

- Ensure a healthy and respectful workplace where employees and volunteers feel pride and satisfaction and where others want to work.
- Our employees and volunteers are our most valuable asset. We must strive to be an organization where people want to work and give of their time and talent.
- Employees and volunteers express enjoyment in coming to work
- Teamwork is seen as a key part of our success
- Employees and volunteers offer solutions to identified challenges



Our COMMUNITY

- Collaborate with all who have a stake in Shoreham to rebuild our future.
- Providing quality long-term care within the community demands effective and efficient use of our existing resources and leveraging new resources through strengthened relationships with all stakeholders
- Shoreham is recognized for excellence and as a valued community asset
- Community receives regular information about Shoreham
- The community is actively involved, supports Shoreham and joins us in celebrating our successes



Our PHYSICAL ENVIRONMENT

- Maintain our facility to provide quality care in the present while we build for the future.
- Delivering excellence in resident focused care requires a homelike environment, state of the art equipment, and a plan for the sustainable management of capital assets.
- Challenges in maintaining the facility are reduced
- Planning is underway for our new facility
- Existing space and equipment are optimized to meet needs of residents and to deliver quality care in the interim