

Quality Improvement Plan (QIP)

Narrative for Health Care Organizations in Ontario

March 13, 2026



OVERVIEW

Au Chateau Home for the Aged has proudly served the West Nipissing community as a trusted long-term care provider since its establishment. As a municipally operated Long-Term Care Home, we remain dedicated to delivering compassionate, high-quality care within a safe and inclusive environment. We strive to ensure that residents can live with dignity and respect across all dimensions of their well-being, physical, emotional, social, spiritual, and cultural. Our mission is to foster a welcoming home that meaningfully enhances the quality of life for every resident with our care. Our Home is committed to delivering safe, high-quality, resident-centred care in alignment with the standards and reporting requirements of Ontario Health and the legislative framework outlined in the Fixing Long-Term Care Act, 2021 and Ontario Regulation 246/22.

The Quality Improvement Plan (QIP) reflects our ongoing commitment to continuous learning and improvement. Through structured performance measurement, meaningful resident and family engagement, and strong interdisciplinary collaboration, we work to enhance outcomes, experience, and safety.

The long-term care sector continues to evolve, presenting new and complex challenges as resident acuity rises. The growing aging population has intensified demand for long-term care services, requiring both expanded capacity and a sustained commitment to excellence in care delivery.

In response, Au Chateau has identified recruitment and retention as key strategic priorities to support a stable, skilled, and compassionate workforce. We have strengthened staffing across all departments and continue to maintain service continuity through the consistent use of temporary agency personnel who are regularly assigned to our Home and are known to residents as

familiar and valued contributors to the care team.

Risk management remains central to our quality agenda. We continue to proactively identify, assess, and mitigate risks with the goal of reducing the likelihood and impact of adverse events and promoting the highest level of resident safety.

Our residents, together with their families and caregivers remain at the heart of our continuous quality improvement efforts. Their feedback, insights, and lived experiences are essential in shaping our priorities and strengthening the care and services we provide.

ACCESS AND FLOW

At Au Chateau we are committed to ensuring that residents receive the right care, in the right place, at the right time. Our approach emphasizes optimizing internal capacity, reducing unnecessary hospital transfers, and enhancing the overall resident care experience. Through strong interprofessional collaboration, we prioritize timely access to evidence-based care within our Home, thereby minimizing reliance on emergency departments and acute care settings.

Our rate of avoidable emergency department visits remains low, demonstrating the effectiveness of our proactive and comprehensive in-house care model. We deliver a broad range of clinical services that are traditionally provided in hospital settings, including electrocardiograms (ECGs), bloodwork, bladder scanning, intravenous (IV) therapy, complex wound care, and minor procedures such as simple suturing and staple removal. Our skilled nursing and medical teams are equipped to safely manage these interventions on-site, ensuring prompt treatment in a familiar and comfortable setting that reduce stress for residents and families. We maintain strong partnerships with community and healthcare system providers to support seamless transitions into and out of the

Home. When hospital transfers are required, we ensure thorough communication, complete documentation, and coordinated discharge planning to promote continuity of care and safe transitions.

In addition to expanding internal clinical capacity, we have strengthened access to specialized care through virtual consultations with external healthcare partners, including Senior Mental Health services. These collaborations support timely assessments and individualized interventions without the disruption associated with off-site appointments or hospital transfers. We also benefit from our in-house Behavioral Supports Ontario (BSO) team who provide support not only to residents, but also to families and care providers. By proactively addressing behavioural and mental health needs through early interventions, individualize care planning, and interdisciplinary collaboration, we further reduce avoidable hospitalizations and enhance resident well-being. Our integrated model, combining in-house clinical treatment, virtual specialist consultation, and coordinated care planning, supports improved health outcomes while promoting resident comfort, dignity, and quality of life.

EQUITY AND INDIGENOUS HEALTH

At Au Château Home for the Aged, we recognize the essential role of cultural competence and health equity in providing high-quality care. We are committed to fostering an inclusive, respectful, and equitable environment for all residents, staff, families, and community members. Our approach reflects our belief that every individual deserves care that honours their identity, experiences, and values.

We operate on the traditional territory of Nipissing First Nation, home to the Ojibwa and Anishinabek peoples, under the Robinson

Huron Treaty. We acknowledge and honour the histories, cultures, and rights of First Nations, Inuit, and Métis peoples, and we commit to delivering care that respects their heritage, traditions, and connection to land, community, and culture. This commitment includes supporting culturally safe spaces, respecting traditional practices where possible, and promoting reconciliation through both action and education.

Advancing equity, diversity, and inclusion is a core priority in all aspects of our care delivery and organizational culture. We recognize and respect the diverse backgrounds, identities, and lived experiences of all residents, including individuals of all races, cultures, ethnicities, languages, faith traditions, gender identities, sexual orientations, and abilities. We acknowledge that residents may have differing levels of access to healthcare services due to systemic inequities, and we are committed to identifying, understanding, and reducing these barriers.

Our Home is committed to strengthening equitable care for Indigenous residents and recognizes the historical and ongoing impacts of colonization, systemic racism, and intergenerational trauma. While we are at the early stages of this work, we are actively seeking opportunities to enhance cultural safety within our Home. This includes building staff awareness, incorporating trauma-informed approaches, and exploring meaningful engagement with Indigenous partners to help guide future improvements. We also aim to better understand and respect cultural protocols and family involvement as we continue developing more culturally responsive and inclusive care practices.

Our equity commitments extend to all racialized, newcomer, 2SLGBTQ+, linguistic minority, and diverse communities within our Home. While we continue to build capacity in this area, we are working toward reducing disparities in health outcomes by

promoting more individualized and culturally responsive care planning, strengthening access to language supports as resources allow, and advancing inclusive policies that prioritize psychological safety, dignity, and respect for all residents

Through ongoing staff training, equitable hiring and recruitment practices, continuous policy review, and engagement with residents and families, we work to ensure that equity is a lived organizational practice. Our goal is to create a Home where diversity is embraced, residents feel valued and understood, and all individuals can experience safe, high-quality, and culturally appropriate care.

PATIENT/CLIENT/RESIDENT EXPERIENCE

Our Long-Term Care Home is committed to continuously improving the resident care experience by meaningfully integrating resident and family feedback into our quality improvement initiatives. We value the perspectives of residents, families, and caregivers, recognizing that their experiences are essential in shaping safe, high-quality, and person-centred care. Their input guides our decision-making processes, helps refine our services, and ensures that care remains aligned with individual needs, values, and preferences.

We strive to maintain a welcoming, supportive, and person-centred environment where residents feel heard, respected, and empowered to participate in their care. Feedback is gathered through multiple channels, including satisfaction surveys, care conferences, informal discussions, and the active engagement of our Resident and Family Councils. Insights from these sources directly inform our quality improvement priorities and help strengthen the overall care experience.

To support equitable and meaningful engagement, we have expanded the accessibility of our resident and family experience

surveys. Surveys are now available in both French and English, helping to reduce language barriers and promote broader participation among our diverse community.

As part of our commitment to ongoing improvement, we regularly review and adjust PSW-resident assignments to support timely care delivery, reduce average call bell response times, and reinforce our consistent assignment model. This approach fosters familiarity, trust, and relationship-building, which can reduce responsive behaviours and enhance residents' dignity, comfort, and overall satisfaction.

During the past year, we have also prioritized improvements to the dining experience. By expanding meal choices and incorporating resident feedback into menu planning and dining room practices, we continue to promote a more person-centred, enjoyable, and responsive dining environment.

PROVIDER EXPERIENCE

At Au Château, we recognize that a positive workplace culture and strong staff engagement are foundational to delivering safe, compassionate, and high-quality resident care. Our team members are our greatest asset, and we are committed to fostering an environment where staff feel welcomed, supported, valued, and empowered to succeed. Strengthening recruitment, improving retention, and promoting staff well-being remain key organizational priorities, as workforce stability is essential to continuity of care and resident outcomes.

We continue to build a workplace culture grounded in respect, collaboration, and open communication. By creating opportunities for staff to share their experiences and provide meaningful feedback, we ensure that their voices inform organizational decision-making and support ongoing quality improvement.

To better understand the experiences of new employees and enhance our onboarding process, we will continue to utilize our Orientation Experience Survey. This structured feedback tool is administered following completion of the initial training and orientation period and provides insight into role clarity, preparedness for clinical responsibilities, access to training resources, mentorship effectiveness, and overall integration into the team. Survey responses are reviewed by leadership to identify strengths and highlight opportunities to improve onboarding and training supports.

Recognizing that the first 90 days of employment are critical to engagement and long-term retention, we will further strengthen our onboarding approach through formal check-ins at 30, 60, and 90 days. These structured conversations allow new staff to discuss workload expectations, team integration, workplace culture, and access to necessary supports, while enabling leadership to proactively address concerns, clarify expectations, and reinforce a supportive environment.

In addition to survey feedback and scheduled check-ins, we will continue to enhance mentorship opportunities and peer support systems to facilitate smooth transitions into practice. Emphasis will be placed on supporting strong interdisciplinary collaboration and ensuring that new team members feel comfortable seeking guidance and contributing to resident care discussions.

By continuously refining our orientation and training processes based on staff feedback and measurable outcomes, we aim to cultivate a more supportive and engaging workplace that promotes job satisfaction, builds confidence, and strengthens staff retention. Au Château remains committed to exploring additional initiatives that advance professional growth, psychological safety, recognition, and overall workplace well-being, contributing to a resilient and

dedicated team equipped to provide exceptional care to our residents.

SAFETY

At Au Château, we are committed to creating and sustaining a strong culture of safety by implementing evidence-based practices that enhance resident care, prevent harm, and support staff in delivering high-quality services. Our approach to safety is proactive and system-driven, recognizing that consistent clinical standards, robust documentation, and ongoing staff education are essential to reducing risk and improving resident outcomes. As part of our continuous quality improvement efforts, we are advancing the integration of Registered Nurses' Association of Ontario (RNAO) Clinical Pathways into daily care practices.

RNAO Clinical Pathways are structured, evidence-based implementation tools grounded in RNAO Best Practice Guidelines. These pathways translate current research into practical, step-by-step clinical guidance that supports staff in assessment, intervention, monitoring, and evaluation. In the long-term care context—where resident needs are increasingly complex due to frailty, dementia, chronic disease, falls risk, skin integrity challenges, and responsive behaviours—this structured, standardized approach plays an important role in promoting early identification of risk and enhancing clinical decision-making. Embedding these pathways into our workflows helps reduce variation in care, strengthen staff confidence and competence, and align clinical practice with professional standards and legislative requirements.

The pathways are delivered through the Nursing Advantage Canada platform within PointClickCare, enabling clinical guidance to be embedded directly into our electronic documentation system. This integration streamlines charting, prompts staff at appropriate

intervals, and aligns assessments, care planning, and documentation within a unified digital platform. These efficiencies enhance communication across the care team, support real-time decision-making, and improve documentation accuracy—strengthening our ability to monitor safety indicators and identify trends that inform ongoing quality improvements. By incorporating evidence-based pathways into everyday practice, Au Château continues to strengthen its culture of safety, improve consistency in care delivery, and align its clinical practices with provincial standards. Through continued education, monitoring, and quality review, we will evaluate the impact of this initiative and make adjustments to ensure sustained improvements in resident outcomes and overall care quality.

PALLIATIVE CARE

At Au Château, we are committed to delivering compassionate, resident-centred palliative care grounded in best practices and aligned with the recommendations of the Ontario Palliative Care Network model of care. Our approach ensures that each resident receives dignified, holistic, and high-quality end-of-life care that honours their values and preferences while providing meaningful support to families throughout the journey.

Over the past year, we have strengthened our palliative care approach through the implementation of a dedicated Palliative Care Team, supported by a Clinical Care Palliative Coach. This collaborative structure has enhanced our ability to identify residents who may benefit from a palliative approach earlier in their illness trajectory, rather than reserving palliative care for the final days of life. This proactive, person-centred model promotes earlier symptom management, meaningful goals-of-care discussions, and increased support for residents and families.

The Palliative Care Team focuses on comprehensive and timely assessment and management of symptoms, including pain, respiratory discomfort, delirium, and emotional distress. Individualized care plans are developed in partnership with residents and substitute decision-makers to ensure that care aligns with each resident's values, preferences, and cultural considerations.

Advance care planning remains a key component of our palliative approach. Structured goals-of-care conversations occur upon admission, during significant changes in condition, and as part of regular care conferences. These discussions support informed decision-making, promote comfort-focused care, and help reduce unnecessary hospital transfers.

To enhance consistency and overall quality, the Palliative Care Team continues to integrate evidence-based practices into daily care and provide education to frontline staff. This ongoing support helps strengthen staff confidence and skill in providing comfort-focused care. Emphasis is placed on interdisciplinary communication, early identification of changes in condition, and engaging families throughout the end-of-life journey.

POPULATION HEALTH MANAGEMENT

At our Home, we recognize that strong population health management and collaborative partnerships are essential to ensuring residents receive proactive, person-centred, and equitable care that addresses both clinical and social needs. By working closely with system partners, we aim to support coordinated care delivery that improves outcomes and enhances the overall health of our community.

As part of our commitment to supporting the broader healthcare system, we have established meaningful partnerships with local colleges and universities to facilitate the education and training of nursing students and unregulated healthcare workers. These partnerships offer valuable clinical placement opportunities that allow learners to gain hands-on experience in long-term care while developing competence, confidence, and a strong foundation in resident-centred practice. By contributing to workforce development, Au Château helps prepare the next generation of healthcare professionals to meet the evolving and complex needs of seniors within our community. These initiatives support the sustainability of the healthcare workforce and help address the growing demand for skilled providers. Investing in education and mentorship not only strengthens our internal capacity but also contributes to broader system resilience.

Looking ahead, we remain committed to exploring additional collaborative opportunities with health service providers and community organizations. By enhancing integration, improving care coordination, and supporting efficient service delivery, we will continue to advance a comprehensive population health approach that benefits both our residents and the wider community.

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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

Board Chair / Licensee or delegate

Administrator /Executive Director

Quality Committee Chair or delegate

Other leadership as appropriate
