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Commitment to quality statement

Niagara Ina Grafton Gage Village commitment to quality is founded on the premise of providing the highest quality of care to our residents. We are committed to continuously seek out new ways to improve our practices and be seen as a leader in long-term care services.

Our mission is dedicated to fostering quality of life for clients through the provision of services that address the needs of the individual.

This will be achieved by creating a framework that will monitor the effectiveness of our quality improvement plan through continuous development involving our Quality Management System; by completing audits, reviewing our company's policies and procedures and ensuring constant communication and feedback from our residents, employees and volunteers within the home.

Our Aims and Goals are to:

- Address the changing needs of our residents and the community by providing our staff with contemporary training opportunities that will allow them to strive in their respective roles, and build a collaborative multidisciplinary team.
- Adhere to the principles of quality by addressing our internal and external suggestions and exceeding expectations.
- Demonstrate leadership in the field of service for our residents and provide effective solutions and practices.
- Ensure "best practice" principles and processes as a standard for care and service.

Our service is motivated by our concern and commitment to meet the needs of our residents, through our belief that each resident has worth and is deserving of respect and dignity. We want to ensure that our residents maintain maximum independence and are included in the decision-making process whenever possible while ensuring that quality is integral in everything that we do.

Our commitment to quality is communicated throughout our home through individual distribution and team-based cooperation initiatives, which are emphasized during internal employee training.

Our commitment to quality encourages flexibility, adaptability and tolerance to ensure that we are accountable to those we serve allowing continuous improvement.



Continuous Quality Improvement Initiative Report April 2026

Designated Lead:

Adam Cesare, Resident Support Coordinator

2026-2027 Quality Priorities:

Please see attached 2026-2027 QIP, which focuses on the following priorities:

- Continue to implement new techniques and strategies to help reduce fall frequency. Recognize and implement individual fall prevention strategies that are positively effective.
- Track and evaluate all ED visits and determine if transfers were avoidable
- Educate all staff, including mandatory education annually and upon hire. Offer educational services to limit hospital transfers and enhance in-house services.
- Increase resident tendency to express opinions without fear of consequence or retaliation.

The priorities addressed in the QIP were identified by the CQIC based on the feedback that we have received from our 2025 resident satisfaction survey.

The attached QIP outlines the processes for measuring progress and implementing adjustments as needed throughout the year. Progress and adjustments will be reported to the CQIC as needed.

2025 Resident Satisfaction Survey:

The survey was distributed in October, 2025.

2025 Resident Satisfaction Survey:

The survey was distributed in August, 2025.

Please see the attached collated survey results.

The collated survey results communicated are as follows:

- We continue to strive to provide a pleasurable dining experience for all of our residents. We have heard your concerns about food temperature, taste of food and noise levels in the dining room. We are currently reviewing alternative options to better control the temperature for food delivered on trays and encourage our staff to be efficient when serving in the dining room.
- We noticed that residents were concerned about the variety of programming and meaningfulness of programs. We encourage all residents to join their Resident Council to suggest programming options that they would like to see implemented. We encourage residents to talk with Activation staff if there are programs they would like to be involved in or added to the monthly calendar.



Records of Improvement:

The individuals who participated in the plan of action and evaluation of our quality improvements are documented in the following minutes:

- CQI Evaluation Review
 - April 29, 2025
 - June 23, 2026
- Falls Prevention Meeting
 - March 27, 2026
 - March 31, 2026
- IPAC Meeting
 - April 14, 2025
 - June 23, 2025
 - October 20, 2025
 - Dec 8, 2025
- Continence Care and Bowel Management Meeting
 - August 7, 2025
- Skin and Wound Care Meeting
 - April 20, 2026
- Resident Council Meeting
 - March 27, 2025
 - April 25, 2025
 - June 26, 2025
 - August 28, 2025
 - October 30, 2025
 - December 18, 2025
 - February 26, 2026