

CHSLD Bayview Inc.  
**Quality and Performance Measurement Report (2020–2021)**  
**(Q4) Periods 11-13**

|                                 |
|---------------------------------|
| <b>Quadrant: Resident Focus</b> |
|---------------------------------|

**1. Admissions / Discharges**

**A) Admissions Profile**

– Demographics of Bayview residents (Source: 4781-AS-478)

| Age Group        | Admissions |           | Discharges (transfer/death) |           | Population as at March 31 <sup>st</sup> |            |
|------------------|------------|-----------|-----------------------------|-----------|---|------------|
|                  | 2020/2021  | 2019/2020 | 2020/2021                   | 2019/2020 | 2021                                    | 2020       |
| 0-24 years       | 0          | 0         | 0                           | 0         | 0                                       | 0          |
| 25-34 years      | 0          | 0         | 0                           | 0         | 1                                       | 1          |
| 35-44 years      | 0          | 0         | 0                           | 0         | 0                                       | 0          |
| 45-54 years      | 0          | 0         | 1                           | 0         | 2                                       | 3          |
| 55-64 years      | 1          | 0         | 2                           | 1         | 3                                       | 6          |
| 65-69 years      | 1          | 0         | 2                           | 0         | 6                                       | 7          |
| 70-74 years      | 1          | 1         | 1                           | 2         | 10                                      | 12         |
| 75-79 years      | 4          | 4         | 8                           | 0         | 10                                      | 13         |
| 80-84 years      | 10         | 3         | 5                           | 2         | 21                                      | 16         |
| 85-89 years      | 8          | 8         | 7                           | 11        | 23                                      | 22         |
| 90 years or more | 19         | 24        | 24                          | 26        | 44                                      | 46         |
| <b>Totals</b>    | <b>44</b>  | <b>40</b> | <b>50</b>                   | <b>42</b> | <b>120</b>                              | <b>126</b> |

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**Quadrant: Resident Focus (cont'd)**

**B) Resident Turnover**

Admissions department

|                                  | Q1 | Q2 | Q3 | Q4 | Total<br>2020-2021 |
|----------------------------------|----|----|----|----|--------------------|
| <b># of Residents Discharged</b> | 28 | 4  | 8  | 10 | 50                 |
| <b># of Residents Admitted</b>   | 1  | 22 | 6  | 13 | 42                 |

**2. Resident Satisfaction**

Result of the General Satisfaction Survey -- All Residents; every 4 years (Source: DQRS -- Bayview Resident Satisfaction Survey Report)

| Year        | Number of Survey Responses      | Overall Satisfaction Rate |
|-------------|---------------------------------|---------------------------|
| <b>2018</b> | <b>54/120 (in-house survey)</b> | <b>88%</b>                |
| 2014        | 54/120 (in-house survey)        | 86%                       |
| 2011        | 68/123 (AEPC survey)            | 80%                       |

Results of the Annual Resident Satisfaction Survey -- New admissions (Source: DQRS-Bayview Resident Satisfaction Survey Report)

| Year        | Number of Survey Responses | Overall Satisfaction Rate |
|-------------|----------------------------|---------------------------|
| <b>2020</b> | <b>16/40</b>               | <b>92%</b>                |
| 2019        | 20/37                      | 89.21%                    |
| 2017        | 16/36                      | 87%                       |

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**Quadrant: Resident Focus (cont'd)**

**3. Complaint / Mistreatment Reports (Source: LSQCC)**

| Report Type   | Q1 | Q2 | Q3 | Q4 | To date<br>2020/2021<br>(periods) | Total<br>2019/2020<br>(periods) | Total<br>2018/2019<br>(months) |
|---|----|----|----|----|-----------------------------------|---------------------------------|--------------------------------|
| <b>Formal Complaints to LSQCC:</b><br>(Dissatisfaction with care or services/violation of rights) | 1  | 1  | 1  | 0  | 3                                 | 1                               | 0                              |
| Founded   |    | 1  | 0  | 0  | 1                                 |                                 |                                |
| Unfounded   | 1  |    | 1  | 0  | 2                                 |                                 |                                |
| <b>Total</b>  | 1  | 1  | 1  | 0  | 3                                 | 1                               | 0                              |
| <b>Assistances by LSQCC:</b><br>(Facilitation to have a concern addressed)                        | 1  | 0  | 0  | 1  | 2                                 | 5                               | 2                              |
| <b>Total</b>  | 1  | 0  | 0  | 1  | 2                                 | 5                               | 2                              |
| <b>Reports of mistreatment of residents:</b><br>(Violence/neglect that causes harm or distress)   | 1  | 0  | 0  | 0  | 1                                 | 0                               | 2                              |
| Founded   |    |    |    |    | 0                                 |                                 | 1                              |
| Unfounded   | 1  |    |    |    | 1                                 |                                 | 1                              |
| <b>Total</b>  | 1  | 0  | 0  | 0  | 1                                 | 0                               | 2                              |

**4. Ethical Issues**

Total number of times the formal consultation process was applied to address an ethical issue (Source SMT)

| Year      | # to date |
|-----------|-----------|
| 2020/2021 | 0         |
| 2019/2020 | 0         |

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**Quadrant: Internal Processes - Clinical Programs**

**1. Restraint Use (per month)**

Overall use of restraints and by type, as per the established minimal use protocol (Source: Nursing Department Restraint Data)

# of residents using the specific restraint type  
 # of residents (128)

**A) % of Residents Using Physical Restraints (excluding, Siderails, AEAB)**

| Year       | P1  | P2  | P3  | P4  | P5**  | P6**  | P7**  | P8**  | P9**  | P10** | P11** | P12** | P13** |
|------------|-----|-----|-----|-----|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 2020/2021  | *   | *   | *   | *   | 1.80% | 2.80% | 2.50% | 2.50% | 3.40% | 3.40% | 4.20% | 2.50% | 2.50% |
| 2019/2020  | 5.5 | 5.5 | 5.5 | 5.5 | 5.5   | 4.7   | 4.7   | 4.7   | 4.7   | 4.7   | 4.7   | 3.1   | 3.1   |
| 2018/2019* | 3.1 | 3.1 | 3.1 | 2.3 | 2.3   | 2.3   | 2.3   | 3.1   | 3.1   | 4     | 4     | 4     | N/A   |

**B) % of Residents Using Siderails as Restraints**

| Year       | P1  | P2  | P3  | P4  | P5** | P6** | P7** | P8** | P9** | P10** | P11** | P12** | P13** |
|------------|-----|-----|-----|-----|------|------|------|------|------|-------|-------|-------|-------|
| 2020/2021  | *   | *   | *   | *   | 0%   | 0%   | 0%   | 0%   | 0%   | 0%    | 0%    | 0%    | 0%    |
| 2019/2020  | 2.3 | 2.3 | 2.3 | 0.8 | 0.8  | 0.8  | 0.8  | 0.8  | 0.8  | 0.8   | 1.6   | 0.8   | 0.8   |
| 2018/2019* | 3.1 | 3.1 | 3.1 | 3.1 | 3.1  | 3.1  | 3.9  | 3.9  | 3.9  | 3.9   | 3.9   | 2.3   | N/A   |

\*Data not collected due to pandemic

\*\*P5 based on 111 residents

\*\*P6 based on 107 residents

\*\*P7, P8 based on 115 residents

\*\* P9 based on 116 residents

\*\*P10 based on 117 residents

\*\*P11 based on 118 residents

\*\*P12 based on 118 residents

\*\*P13 based on 120 residents

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**Quadrant: Internal Processes - Clinical Programs (cont'd)**

**C) % of Residents Using AEAB (anti-elopement alarm bracelet)**

| Year       | P1  | P2  | P3  | P4  | P5**  | P6**  | P7**  | P8**  | P9**  | P10** | P11**  | P12** | P13** |
|------------|-----|-----|-----|-----|-------|-------|-------|-------|-------|-------|--------|-------|-------|
| 2020/2021  | *   | *   | *   | *   | 7.20% | 7.50% | 8.60% | 7.80% | 9.40% | 9.40% | 10.10% | 11%   | 8.30% |
| 2019/2020  | 9.3 | 9.3 | 9.3 | 9.3 | 9.3   | 8.6   | 7.8   | 7.8   | 8.6   | 7.8   | 7.8    | 8.6   | 9.3   |
| 2018/2019* | 6.3 | 6.3 | 8.6 | 8.6 | 8.6   | 8.6   | 8.6   | 8.6   | 8.6   | 7.8   | 7.8    | 3.1   | N/A   |

**2. Use of Full Siderails**

Overall % of residents using full siderails that are not intended as a restraint device

# of residents using full rails (not intended as a restraint)

# of residents

| Year       | P1   | P2   | P3   | P4   | P5** | P6**   | P7**   | P8**   | P9**   | P10**  | P11**  | P12**  | P13**  |
|------------|------|------|------|------|------|--------|--------|--------|--------|--------|--------|--------|--------|
| 2020/2021  | *    | *    | *    | *    | 36%  | 25.20% | 32.70% | 39.10% | 39.60% | 37.60% | 37.20% | 38.10% | 37.50% |
| 2019/2020  | 33.6 | 33.6 | 33.6 | 35.1 | 35.1 | 33.6   | 34.3   | 35.1   | 35.1   | 34.3   | 36.7   | 37.5   | 37.5   |
| 2018/2019* | 33.6 | 33.6 | 35.1 | 32.8 | 32.8 | 28.9   | 29.7   | 28.9   | 28     | 28     | 29.7   | 32     | N/A    |

**3. Compliance to Restraint Protocol**

Rate of compliance to the required procedure of safety checks and sign off (Target = Improve by 10% per audit)

(Source: Nursing Department – Audit using Management Grid for the Use of Restraints)

# of flow sheets that indicate compliance

# of flow sheets audited

|                            | # flow sheets in compliance |     |     | # audited flow sheets |     |     | 2020% |     |     | 2019% |      |     | 2018% |     |     |
|----------------------------|-----------------------------|-----|-----|-----------------------|-----|-----|-------|-----|-----|-------|------|-----|-------|-----|-----|
|                            | Night                       | Day | Eve | Night                 | Day | Eve | Night | Day | Eve | Night | Day  | Eve | Night | Day | Eve |
| Audit 1<br>(June 2020)     | N/A                         | 0   | 1   | N/A                   | 2   | 2   | N/A   | 0%* | 50% | 100%  | 100% | 75% | 80%   | 56% | 44% |
| Audit 2<br>(November 2020) | N/A                         | **  | **  | N/A                   | **  | **  | N/A   | 45% | 50% | 100%  | 60%  | 66% | 75%   | 78% | 78% |

\*Only 2 residents who have chair restraint. Noncompliance due to pandemic -- Care plans not updated

\*\* Info lost

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**Quadrant: Internal Processes - Clinical Programs (cont'd)**

**4. High Volume Medication Use**

% of residents that use greater than 9 different, regular medications (excluding: laxatives/eye drops/vitamins/ creams)

(Source: Nursing Department - DON)

# of residents who take more than 9 medications as indicated above (evaluated per period)  
# of residents (128)

| Period                    | # of residents using more than 9 medications | % 2020/2021 | % 2019/2020 | % 2018/2019 |
|---------------------------|--|-------------|-------------|-------------|
| Q1 & Q2<br>(October 2020) | 16/110                                       | 14.50%      | 16.40%      | 16.40%      |
| Q3 & Q4<br>(March 2021)   | 17/120                                       | 14%         | 18.80%      | 14.80%      |

**5. Documentation**

Rate of compliance to the standards of nursing documentation in resident's file (Source: Nursing Department -- Audit of charts)

# of files with proper documentation  
# of resident files audited

|                           | # files documented as per criteria | # audited files | % 2020/2021 | % 2019/2020 | % 2018/2019 |
|---------------------------|------------------------------------|-----------------|-------------|-------------|-------------|
| Audit 1<br>(July 2020)    | 26                                 | 32              | 81.30%      | 78.10%      | 71.80%      |
| Audit 2<br>(January 2021) | 21                                 | 32              | 65.60%      | 78.10%      | 78.10%      |

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**Quadrant: Internal Processes - Risk and Safety**

1. Incident/Accident Report Data (per quarter of fiscal year) (Source: Risk Management Committee -- Event Report Summary)

**A) Total Declared Events**

|  | Q1 | Q2  | Q3  | Q4  | To date<br>2020/2021<br>(periods) | Total<br>2019/2020<br>(periods) | Total<br>2018/2019<br>(months) |
|--|----|-----|-----|-----|-----------------------------------|---------------------------------|--------------------------------|
| <b>Total Events:</b>                                   | 99 | 111 | 113 | 135 | 458                               | 532                             | 649                            |
| <b>Accidents<br/>(consequences)<br/>(E1 – F)</b>       | 52 | 37  | 48  | 57  | 194                               | 217                             | 311                            |
| -Minor (E1)  | 51 | 37  | 34  | 56  | 178                               | 215                             | 304                            |
| -Major (E2)  | 1  | 0   | 0   | 0   | 1                                 | 2                               | 4                              |
| -Major (F)   | 0  | 0   | 3   | 1   | 4                                 | 0                               | 3                              |
| <b>Sentinel Events<br/>(G – I)</b>                     | 0  | 0   | 0   | 0   | 0                                 | 0                               | 0                              |
| <b>Accidents (no<br/>consequences) (C<br/>&amp; D)</b> | 45 | 73  | 62  | 71  | 251                               | 303                             | 319                            |
| <b>Incidents (A &amp; B)</b>                           | 2  | 1   | 3   | 7   | 13                                | 12                              | 19                             |

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**Quadrant: Internal Processes - Risk and Safety (cont'd)**

**B) # of Events by Type**

| Type of Event                                       | Current | Last Year | Current | Last Year | Current | Last Year | Current | Last Year | To date<br>2020/2021<br>(periods) | Total<br>2019/2020<br>(periods) | Total<br>2018/2019<br>(months) |
|---|---------|-----------|---------|-----------|---------|-----------|---------|-----------|-----------------------------------|---------------------------------|--------------------------------|
|   | Q1      |           | Q2      |           | Q3      |           | Q4      |           |                                   |                                 |                                |
| <b>Falls (A)</b>                                    | 52      | 57        | 63      | 42        | 66      | 52        | 54      | 60        | <b>235</b>                        | 211                             | 246                            |
| <b>Medication errors (B1)</b>                       | 18      | 70        | 18      | 27        | 12      | 27        | 36      | 17        | <b>84</b>                         | 141                             | 140                            |
| <b>Other Clinical Events (B2, B3)</b>               | 0       | 6         | 1       | 4         | 4       | 4         | 14      | 7         | <b>19</b>                         | 21                              | 26                             |
| <b>Diagnostic Tests (C)</b>                         | 0       | 0         | 0       | 0         | 0       | 0         | 0       | 0         | <b>0</b>                          | 0                               | 0                              |
| <b>Material/Equipment (E)</b>                       | 0       | 0         | 0       | 0         | 0       | 0         | 0       | 0         | <b>0</b>                          | 0                               | 3                              |
| <b>Abuse/Aggression (F)</b>                         | 2       | 4         | 3       | 0         | 3       | 0         | 0       | 0         | <b>8</b>                          | 4                               | 2                              |
| <b>Other (G)</b>                                    | 27      | 48        | 28      | 42        | 27      | 37        | 31      | 28        | <b>113</b>                        | 155                             | 232                            |
| -Injury of known origin                             | 3       | 2         | 7       | 6         | 2       | 7         | 7       | 6         | <b>19</b>                         | 21                              | 43                             |
| -Injury of unknown origin                           | 15      | 34        | 18      | 33        | 18      | 22        | 20      | 15        | <b>71</b>                         | 104                             | 155                            |
| -Newly acquired pressure sore<br>(Stage II or more) | 3       | 0         | 0       | 1         | 0       | 2         | 2       | 1         | <b>5</b>                          | 4                               | 11                             |
| -Restraint related                                  | 0       | 0         |         | 0         | 0       | 0         | 0       | 0         | <b>0</b>                          | 0                               | 1                              |
| -Misc   | 6       | 7         | 12      | 2         | 7       | 6         | 2       | 6         | <b>27</b>                         | 21                              | 22                             |



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**Quadrant: Internal Processes - Risk and Safety (cont'd)**

**C) Number of Reported Events Related to Falls**

|  | Q1 | Q2 | Q3 | Q4 | To date<br>2020/2021<br>(periods) | Total<br>2019/2020<br>(periods) | Total<br>2018/2019<br>(months) |
|--|----|----|----|----|-----------------------------------|---------------------------------|--------------------------------|
| <b>Total # of Falls</b>                        | 52 | 63 | 66 | 54 | 235                               | 211                             | 246                            |
| <b>Flagged as frequent fall events</b>         | 7  | 14 | 19 | 8  | 48                                | 42                              | 51                             |
| <b>Total # of different residents who fell</b> | 24 | 27 | 25 | 32 | 108                               | 97                              | 73                             |
| <b>Falls with severe consequence (E2-I)</b>    | 1  | 0  | 0  | 1  | 2                                 | 2                               | 4                              |

**D) Number of Reported Events Related to Medication Errors**

|  | Q1 | Q2 | Q3 | Q4 | To date<br>2020/2021<br>(periods) | Total<br>2019/2020<br>(periods) | Total<br>2018/2019<br>(months) |
|--|----|----|----|----|-----------------------------------|---------------------------------|--------------------------------|
| <b># of Medication Errors</b>                              | 18 | 18 | 12 | 36 | 84                                | 141                             | 140                            |
| <b>Errors with Consequence (Severity of E1 or Greater)</b> | 0  | 0  | 0  | 0  | 0                                 | 0                               | 4                              |

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**E) Medication Errors By Type**

| Type               | Q1 | Q2 | Q3 | Q4 | To date<br>2020/2021<br>(periods) | Total<br>2019/2020<br>(periods) | Total<br>2018/2019<br>(months) |
|--------------------|----|----|----|----|-----------------------------------|---------------------------------|--------------------------------|
| 1.Wrong Medication | 1  | 0  | 0  | 0  | 1                                 | 3                               | 3                              |
| 2.Wrong Time       | 0  | 0  | 0  | 3  | 3                                 | 5                               | 3                              |
| 3.Wrong Dose       | 2  | 0  | 0  | 5  | 7                                 | 11                              | 22                             |
| 4.Wrong Resident   | 2  | 0  | 0  | 0  | 2                                 | 2                               | 3                              |
| 5.Omission         | 5  | 10 | 9  | 14 | 38                                | 75                              | 64                             |
| 6.Transcription    | 1  | 1  | 1  | 2  | 5                                 | 2                               | 5                              |
| 7.Disc./Given      | 0  | 0  | 0  | 0  | 0                                 | 2                               | 2                              |
| 8.Patch            | 3  | 5  | 2  | 5  | 15                                | 31                              | 23                             |
| 9.Other            | 4  | 2  | 0  | 7  | 13                                | 9                               | 15                             |
| <b>Total</b>       | 18 | 18 | 12 | 36 | 84                                | 143                             | 140                            |

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**Quadrant: Internal Processes - Risk and Safety (cont'd)**

**2. Infection Rates** (Source: Nursing Department - Infection Control Binder)

**A) % of Nosocomial Infections**

$\frac{\text{\# of reported infections}}{\text{\# of residents (128)}}$

| Year       | P1   | P2    | P3   | P4   | P5   | P6   | P7   | P8   | P9   | P10  | P11  | P12  | P13 |
|------------|------|-------|------|------|------|------|------|------|------|------|------|------|-----|
| 2020/2021  | 20   | 36    | 49   | 13   | 9.3  | 13.1 | 6.5  | 13.8 | 18.2 | 2.2  | 21.4 | 17.9 | 8.3 |
| 2019/2020  | 19.5 | 11.7  | 29.7 | 14.8 | 18   | 10.9 | 10.2 | 14.8 | 13.3 | 10.9 | 10.1 | 19.5 | 21  |
| 2018/2019* | 19.5 | 17.19 | 24.2 | 24.2 | 21.9 | 17.2 | 25   | 25   | 10.9 | 27.3 | 22.6 | 16.4 | N/A |

\*Data collected in months.

**B) Number of Nosocomial Infections by Type (per quarter of fiscal year)**

| Type      | Q1  | Q2 | Q3 | Q4 | To date<br>2020/2021<br>(periods) | Total<br>2019/2020<br>(periods) | Total<br>2018/2019<br>(months) |
|-----------|-----|----|----|----|-----------------------------------|---------------------------------|--------------------------------|
| UTI       | 27  | 18 | 18 | 10 | 73                                | 76                              | 81                             |
| URI       | 68* | 1  | 7  | 6  | 14                                | 66                              | 22                             |
| Pneumonia | 1   | 2  | 2  | 1  | 6                                 | 22                              | 18                             |

\*47/68 related to Covid +

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**Quadrant: Internal Processes - Risk and Safety (cont'd)**

**3. Resident Vaccination Rate**

- % of residents who receive vaccination (Source: Nursing Department - Infection Control Binder)
- # of residents vaccinated  
# of residents
- Number of Pneumovax given

| Year      | % Influenza | Number of Pneumovax given/year | % COVID |
|-----------|-------------|--------------------------------|---------|
| 2020/2021 | 88%         | 8                              | 95%     |
| 2019/2020 | 79.70%      | 0                              | N/A     |
| 2018/2019 | 97.60%      | 0                              | N/A     |

**Note: Pneumovax is assessed on admission and provided as needed.**

**4. Emergency Drills**

# of Drills (Target = one drill type per quarter / \*one Code Green per year per shift) (Source: Technical Services Manager)

| Period       | Code Red Drill | Code Yellow Drill | Code White Drill | To date 2020/2021 (periods) | Total 2019/2020 (periods) | Total 2018/2019 (months) |
|--------------|----------------|-------------------|------------------|-----------------------------|---------------------------|--------------------------|
| Q1           | 0              | 0                 | 0                | 0                           | 0                         | 0                        |
| Q2           | 0              | 0                 | 0                | 0                           | 1                         | 3                        |
| Q3           | 2              | 0                 | 0                | 2                           | 1 (Code Brown)            | 1                        |
| Q4           | 1              | 1                 | 0                | 2                           | 2                         | 6                        |
| <b>Total</b> | <b>3</b>       | <b>1</b>          | <b>0</b>         | <b>4</b>                    | <b>4</b>                  | <b>10</b>                |

| Shift        | Code Green Drill |          |          |          |
|--------------|------------------|----------|----------|----------|
| *Day         | 1                | 1        | 1        | 0        |
| *Evening     | 1                | 1        | 0        | 1        |
| *Night       | 1                | 1        | 0        | 0        |
| <b>Total</b> | <b>3</b>         | <b>3</b> | <b>1</b> | <b>1</b> |

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| <b>Quadrant: Finance</b> |
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**1. Employee Education**

**A) Employee Education Rate**

– % of paid education hours (Source: Payroll Department /AS471)

| Year      | # Of Paid Education Hours | # Of Total Paid Hours | %     |
|-----------|---------------------------|-----------------------|-------|
| 2020/2021 | N/A                       | N/A                   | N/A   |
| 2019/2020 | 1487                      | 223,292               | 0.67% |
| 2018/2019 | 2676                      | 223,848               | 1.19% |

**B) Education Costs**

– % of costs for education (Source: Finance Manager)

| Year      | Total Cost of Education | Total Salary Cost | %     |
|-----------|-------------------------|-------------------|-------|
| 2020/2021 | N/A                     | N/A               | N/A   |
| 2019/2020 | 47,197                  | 6,512,634         | 0.73% |
| 2018/2019 | 80,227                  | 6,414,017         | 1.25% |

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| <b>Quadrant: Finance (cont'd)</b> |
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**2. Salary Insurance Hours**

- % Salary Insurance Hours (Source: Finance Manager)

| Year      | # of Salary Insurance Hours | # of Worked Hours | %     |
|-----------|-----------------------------|-------------------|-------|
| 2020/2021 | N/A                         | N/A               | N/A   |
| 2019/2020 | 15,700                      | 223,292           | 7.03% |
| 2018/2019 | 8777                        | 209,488           | 4,19% |

**3. CSST**

- CSST information and cost rates (Source: Administration - CSST Reports)

| Calendar<br>Year | # of CSST Accidents | # of CSST Accidents with<br>costs over 3,200 | CSST Bayview Rate/CSST Unit<br>Rate (59030) |
|------------------|---------------------|--|---|
| 2020             | N/A                 | N/A  | N/A   |
| 2019             | 15                  | 6  | 40%   |
| 2018             | 6                   | 4  | 90%   |

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**(Q4) Periods 11-13**

|                            |
|----------------------------|
| <b>Quadrant: Work Life</b> |
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**1. Employee Vaccination**

- % of employees who receive influenza vaccination (Source: Nursing Department - Infection Control Binder)
- # of Employees Vaccinated (Influenza)  
# Employees (total)

| Year      | % Influenza | % COVID |
|-----------|-------------|---------|
| 2020/2021 | 52%         | 53%     |
| 2019/2020 | 45%         | N/A     |
| 2018/2019 | 46%         | N/A     |

**2. Annual Performance Evaluation Completion Rate** (Source: Service Directors)

- % of completed annual performance evaluations
- # of completed performance evaluations  
# of permanent employees in the service area

|                          | # of permanent posts | # of completed evaluations | % 2020/2021 | % 2019/2020 | % 2018/2019 |
|--------------------------|----------------------|----------------------------|-------------|-------------|-------------|
| <b>Nursing Service</b>   | 100                  | 95                         | 95%         | 92.30%      | 97%         |
| <b>Resident Services</b> | 9                    | 9                          | 100%        | 100%        | 100%        |
| <b>Support Services:</b> |                      |                            |             |             | 82%         |
| -Housekeep/Laundry       | 10                   | 10                         | 100%        | 90%         |             |
| -Kitchen                 | 9 + 1 (oncall)       | 10                         | 100%        | *           |             |
| -Maintenance             | 1                    | 0                          | 0           | *           |             |
| -Reception               | 2                    | 0                          | 0           | *           |             |
| <b>Administration</b>    | 5                    | 2                          | 40%         | *           |             |

\*Due to organizational transition, these services did not implement performance evaluations

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|                                     |
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| <b>Quadrant: Work Life (cont'd)</b> |
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**3. Volunteer Contribution**

– Total hours contributed (Source: Volunteer Department Statistics)

| Year      | Total Hours |
|-----------|-------------|
| 2020/2021 | 925.75      |
| 2019/2020 | 7392.5      |
| 2018/2019 | 7718        |

**4. Overtime Use**

– % of hours in paid overtime (Source: AS471)

| Year      | # of Hours Overtime | Total Paid Hours | %     |
|-----------|---------------------|------------------|-------|
| 2020/2021 | N/A                 | N/A              | N/A   |
| 2019/2020 | 996                 | 223,292          | 0.45% |
| 2018/2019 | 596                 | 223,848          | 0.27% |

**5. Employee Assistance Program Use**

– Employee requests made for service (Source: EAP Provider Report)

| Period  | # of employees requesting services | To date 2020/2021 (periods) | Total 2019/2020 (periods) | Total 2018/2019 (months) |
|---------|------------------------------------|-----------------------------|---------------------------|--------------------------|
| Q1 & Q2 | N/A                                | N/A                         | 7                         | 0                        |
| Q3 & Q4 |                                    |                             | 8                         | 0                        |
| Total   | N/A                                | N/A                         | 15                        | 0                        |



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**Quadrant: Work Life (cont'd)**

**6. Work-related Accident Event Reports**

– Total number of work-related accident events by type (Source: OHS Committee)

|                         | Q1        | Q2       | Q3        | Q4       | To date<br>2020/2021<br>(periods) | Total<br>2019/2020<br>(periods) | Total<br>2018/2019<br>(months) |
|-------------------------|-----------|----------|-----------|----------|-----------------------------------|---------------------------------|--------------------------------|
| 1. No injury            | 0         | 0        | 1         | 2        | 3                                 | 3                               | 3                              |
| 2. Musculo-skeletal     | 2         | 0        | 5         | 5        | 12                                | 14                              | 15                             |
| 3. Bruise/cut/scrape    | 4         | 2        | 4         | 2        | 12                                | 7                               | 8                              |
| 4. Needlestick          | 1         | 0        | 0         | 0        | 1                                 | 1                               | 0                              |
| 5. Burn                 | 1         | 0        | 0         | 0        | 1                                 | 0                               | 0                              |
| 6. Other*               | 35        | 0        | 2         | 0        | 37                                | 0                               | 2                              |
| <b>Total</b>            | <b>43</b> | <b>2</b> | <b>12</b> | <b>9</b> | <b>66</b>                         | <b>25</b>                       | <b>28</b>                      |
| <b>Lost time events</b> | <b>34</b> | <b>0</b> | <b>0</b>  | <b>0</b> | <b>34</b>                         | <b>11</b>                       | <b>3</b>                       |

\*(Q1) 34/35 were related to Covid+ / (Q4) 4 events were caused by WPV (Resident aggression/verbal abuse)

**7. Workplace Violence**

– Total number of reports made (Source: Administration)

| WPV Classification   | Q1       | Q2       | Q3       | Q4       | To date<br>2020/2021<br>(periods) | Total<br>2019/2020<br>(periods) | Total<br>2018/2019<br>(months) |
|--|----------|----------|----------|----------|-----------------------------------|---------------------------------|--------------------------------|
| Type 1 (Criminal Intent) Perpetrator has no relationship to the workplace                                    | 0        | 0        | 0        | 0        | 0                                 | 0                               | 0                              |
| Type 2 (Client) Resident, family member or visitor becomes violent towards an employee                       | 0        | 0        | 0        | 0        | 0                                 | 1                               | 0                              |
| Type 3 (Employee) Perpetrator is an employee or past employee of the workplace                               | 0        | 0        | 2        | 0        | 2                                 | 1                               | 1                              |
| Type 4 (Personal Relationship) Perpetrator has a personal relationship with the employee (domestic violence) | 0        | 0        | 0        | 0        | 0                                 | 0                               | 0                              |
| <b>Total</b>   | <b>0</b> | <b>0</b> | <b>2</b> | <b>0</b> | <b>2</b>                          | <b>2</b>                        | <b>1</b>                       |

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| <b>Quadrant: Work Life (cont'd)</b> |
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**8. Employee Grievance Rate**

- Total # of grievances made (Source: Executive Director)

| Total<br>2020/2021 | Total<br>2019/2020 | Total<br>2018/2019 |
|--------------------|--------------------|--------------------|
| 3                  | 4                  | 2                  |

**9. Employee Departure**

- Total # of employees who departed after period of probation (Source: Payroll Department)

| Reason for departure | Total<br>2020/2021 | Total<br>2019/2020 | Total<br>2018/2019 |
|----------------------|--------------------|--------------------|--------------------|
| Other employment     | 1                  | 3                  | 2                  |
| Retirement           | 6                  | 7                  | 4                  |
| Termination/Quit     | 10                 | 7                  | 2                  |
| Other                | 8                  | 3                  | 8                  |
| Total                | 25                 | 20                 | 16                 |