

Quality Improvement Plan 2026-27

Apotex Centre, Jewish Home for the Aged

We are working to improve care and safety for all residents. Our goal is to make sure every resident feels safe, respected and well cared for.



Using Antipsychotic Medications Safely

Antipsychotic medications can help in some situations, but they can also be harmful in some cases. We will make sure these medications are only used when needed, at the right dose and for the shortest time needed. Staff will also use other approaches first, such as calming activities and supportive care.



Preventing Falls and Injuries

Not all falls can be prevented, but we can reduce the risk of injury. We will assess fracture risk, review medications and create personalized care plans. Exercise and recreation programs will help support strength, mobility and independence.



Reducing Emergency Hospital Visits

Trips to the emergency department can be stressful and disrupt care. We will focus on better managing conditions like heart failure by spotting early warning signs and following clear care steps to help treat residents in the home when possible.



Helping Residents Speak Up Safely

Residents have the right to share concerns without fear. We will improve communication, support staff in listening and responding, and build trust so residents feel safe, heard and respected.



Preventing Pressure Injuries

Pressure injuries can be serious, especially for residents with limited mobility. We will identify residents at risk early, create prevention plans and act quickly at the first signs of concern.



Advancing Equity, Diversity and Inclusion

We are committed to inclusive and respectful care. Staff will take part in learning on topics like bias, cultural awareness and psychological safety to better support all residents



Preventing Workplace Violence

Everyone deserves a safe environment. We will strengthen prevention efforts and improve support for staff after incidents, helping create a safer and more respectful workplace