
Subject: Seniors Services Quality Improvement Report October-December 2025

Report to: Public Health and Social Services Committee

Report date: Tuesday, February 10, 2026

Recommendations

1. That this report **BE RECEIVED** for information.

Key Facts

- The purpose of this report is to provide Committee and Council with highlights of quality initiatives for Seniors Services.
- Areas of focus in this report are:
 - Accreditation Canada Onsite Survey
 - Registered Nurse (RN) Outreach Initiative: Strengthening In-Home Clinical Care
 - Christmas Glow Up: A Celebration of Connection and Community in Niagara Region Long-Term Care

Financial Considerations

The Ministry of Long-Term Care (MLTC) and Ontario Health West are the primary sources of funding for the Seniors Services division. Other funding sources include user fees and levy.

The MLTC provides a monthly per diem to all accredited long-term care homes based on the number of licensed beds, titled LTCH Quality Attainment Premium Funding. This funding is supplementary to the other funding envelopes and can be used to support expenses in any area of long-term care operations.

Analysis

Accreditation Canada Onsite Survey

From November 24 to November 27, 2025, Niagara Region Seniors Services underwent an onsite survey conducted by Accreditation Canada. During the visit,

surveyors met with staff, residents, families as well as members of Council, including the co-chairs of Public Health and Social Services Committee.

The onsite survey focused on Required Organizational Practices (ROPs), which are essential to delivering safe, high-quality care. These areas of focus included resident-centered care, infection prevention and control, medication management, emergency preparedness, resident experience, and leadership.

The survey provided an important opportunity for staff at all levels to demonstrate the outstanding work taking place across Seniors Services, including innovations implemented over the past several years and strong partnerships built with residents, families, and system partners.

Niagara Region Seniors Services were able to meet 98% of Accreditation Canada standards. This outcome reflects the ongoing commitment and dedication to delivering safe, high-quality, and resident-centered care.

Niagara Region Seniors Services remains firmly committed to continuous quality improvement, innovation, and collaboration. Building on the results of the Accreditation Canada survey, the division will continue to strengthen care delivery, enhance resident and family experiences, and uphold the highest standards of safety, quality, and accountability in long-term care.

RN Outreach Project

In October 2025, Seniors Services received dedicated funding from Ontario Health West to sustain and strengthen the RN Outreach Program. This initiative was designed to reduce avoidable emergency department transfers and to enhance clinical capacity within the long-term care system. Through this investment, two RN Outreach clinicians now support all seven Niagara Region long-term care homes, providing hands-on coaching, targeted education, and real-time clinical support to help nurses confidently manage residents' conditions in home whenever safe and appropriate.

The RN Outreach role is intentionally aligned with one of our most important clinical recommendations: early identification of signs of decline. Outreach nurses reinforce assessment skills, guide the use of evidence-based tools, and coach staff in recognizing subtle physiological or functional changes before they escalate. This work strengthens early detection, timely intervention, and care-escalation pathways ensuring residents receive the right care, at the right time, in the right place.

This support is particularly vital given that current data shows the Niagara Region has one of the lowest ED avoidance rates in the province. The RN Outreach Program helps us sustain the achievement in reducing emergency department transfers by building confidence, competence, and clinical readiness across all homes, allowing residents to remain in their home environment with fewer disruptions, greater dignity, and improved outcomes.

Christmas Glow Up: A Celebration of Connection and Community in Niagara Region Long-Term Care Homes

On the evening of December 3, 2025, Seniors Services seven long-term care homes came alive with light, colour, and holiday spirit as residents, families, staff, and community members gathered for the first-ever Christmas Glow Up celebration. The event marked a shared moment of joy across the Seniors Services, reinforcing the importance of connection, celebration, and belonging within long-term care.

At precisely 6:00 p.m., all seven homes simultaneously illuminated their holiday light displays, creating a powerful and symbolic start to the festive season. Residents watched with anticipation as their homes lit up, many joined by family members, neighbours, and staff who had worked together to prepare the decorations and plan the evening's activities. The celebrations were accompanied by music, warm drinks, and holiday treats, creating a welcoming atmosphere that reflected the spirit of the season.

The Christmas Glow Up was designed with residents at the centre. For some, the moment was experienced outdoors among family and friends; for others, it was enjoyed from windows, balconies, or shared indoor spaces, ensuring every resident could participate in a way that felt comfortable and meaningful. The coordinated lighting across all homes fostered a sense of unity, reminding residents and families that they are part of a larger community within Seniors Services.

The Christmas Glow Up set a joyful tone for the holiday season and served as a visible reminder of Niagara Region's commitment to creating positive, engaging, and supportive environments for residents. The event was a celebration of community, compassion, and shared values that remain at the heart of care delivery across Seniors Services.

Alternatives Reviewed

Quarterly quality improvement reports provide committee and council with important information, supporting accountability, transparency and a culture of best practice and continuous quality improvement. As the governing body for the Region's LTC Homes, it is important that Council receives these reports to ensure high quality of care, understand the successes, challenges and opportunities experienced in these facilities and meet legislative accountability requirements of LTC.

Relationship to Council Strategic Priorities

Seniors Services' implementation of the RN Outreach Program directly supports Council's strategic priority of building an Effective Region by strengthening clinical capacity, improving system integration, and ensuring residents receive timely, coordinated, and high-quality care. The Christmas Glow Up initiative further reflects Niagara Region's commitment to an Equitable Region, intentionally embedding diversity, equity, and inclusion principles by creating accessible, inclusive, and culturally meaningful celebrations that honour residents' varied traditions, abilities, and lived experiences.

The significant achievement realized through the Accreditation Canada survey serves as external validation of Seniors Services' leadership, innovation, and accountability. Meeting 98% of national standards reflects not only the organization's ability to effectively meet the complex needs of residents, but also its standing as an employer of choice, where a skilled, engaged, and committed workforce delivers safe, high-quality, and resident-centred care across Niagara Region.

Other Pertinent Reports

- [COM 27-2025 Seniors Services Quality Improvement Report: April to June 2025](https://pub-niagararegion.escribemeetings.com/Meeting.aspx?Id=5169cad9-1887-4ea5-b28f-7b1b4d7ffdb7&Agenda=Agenda&lang=English&Item=19&Tab=attachments)
(<https://pub-niagararegion.escribemeetings.com/Meeting.aspx?Id=5169cad9-1887-4ea5-b28f-7b1b4d7ffdb7&Agenda=Agenda&lang=English&Item=19&Tab=attachments>)

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