

Quality Improvement Plan (QIP)

Narrative for Health Care Organizations in Ontario

March 30, 2026

OVERVIEW

King City Lodge Nursing Home continually strives to enhance the quality of care and the overall experience for everyone connected to our home—residents, families, and staff—through a focus on program efficiency, equity, resident experience, safety, and continuous improvement to our physical environment.

Improving program efficiencies around Access and Flow remains an ongoing focus. Our current population has presented an increase in complex, risk-laden behaviors that sometimes require specialized interventions beyond our in-house expertise. When these situations arise, hospital transfers are necessary to access advanced critical assessment and care equipment not available on-site. Through strengthened partnerships with Behavioural Supports Ontario (BSO), the North Local Outreach Team (NLOT), and our Nurse Psychogeriatric Educator, along with ongoing education, we continue to expand our team's capacity to manage complex situations safely and effectively within the home.

Our commitment to Equity continues to grow through awareness initiatives and planned training in diversity, inclusion, and anti-racism for the leadership team, which will extend to all staff. By leveraging Surge Learning and other educational platforms, we aim to provide equitable learning opportunities and foster an inclusive environment for everyone.

Resident-centered Experience remains at the heart of what we do. It is evaluated annually through Resident and Family Satisfaction Surveys and supported by continuous daily monitoring of feedback and concerns. Upholding residents' rights, ensuring safety, and providing peace of mind for both residents and families are central

to our mission.

In addition, we are committed to continually improving and modernizing our building environment. By investing in facility upgrades and accessibility enhancements, we aim to create a welcoming, comfortable, and safe space for all stakeholders—residents, families, and staff—supporting our shared goal of providing compassionate, high-quality care.

ACCESS AND FLOW

King City Lodge Nursing Home remains dedicated to collaborating closely with our community and health system partners to ensure the safe, effective, and holistic care of our residents. We actively maintain and strengthen relationships with regional Home and Community Care Support Services, local hospitals, neighbouring long-term care homes, Ontario Health Teams, IPAC hubs, and various regulatory authorities.

Our partnerships also include collaboration with our Medical Director and Attending Physician to enhance clinical quality, improve medication management, and ensure timely access to appropriate care. Key partnerships specific to King City Lodge Nursing Home include Ontario Health atHome, Southlake Regional Health Centre, Behavioural Supports Ontario (BSO), and the North Local Outreach Team (NLOT), among others.

Resident and family engagement remains a central priority in all that we do. The success of our Quality Improvement Plan (QIP) is built on continued collaboration with our healthcare partners, physicians, and external vendors, ensuring a coordinated and resident-focused approach to care.

EQUITY AND INDIGENOUS HEALTH

King City Lodge Nursing Home is committed to advancing equitable health outcomes and reducing disparities within our organization by ensuring that all individuals—residents, families, and staff—are treated with dignity, respect, and fairness regardless of race, gender identity, or expression.

All members of our leadership team have completed cultural awareness and safety training, including courses on Indigenous Relations and Cultural Awareness, anti-Black racism, and gender diversity. Building on this foundation, we are planning to broaden these educational initiatives across all departments to promote a more inclusive environment throughout the home.

Looking ahead, we aim to strengthen partnerships with local community organizations and advocacy groups that share our commitment to Equity, Diversity, and Inclusion (EDI). Through these collaborations, we will enhance staff education, refine culturally responsive care practices, and ensure our services reflect and meet the diverse needs of those we serve.

PATIENT/CLIENT/RESIDENT EXPERIENCE

The Family Council and Resident Council at King City Lodge Nursing Home work in close collaboration with the leadership team to support quality of life and promote resident-focused care. A central goal of our long-term care home is to work collaboratively with residents and families to continuously enhance the resident experience. As part of our commitment to quality improvement, we believe it is essential that the voices of residents and families are included at every stage of decision-making.

Resident and family feedback is gathered through multiple channels—including post-admission interviews, ongoing and annual care conferences, Resident and Family Council meetings, and annual satisfaction surveys. Areas for improvement are identified through these discussions, followed by leadership team review meetings to determine appropriate actions and next steps.

At King City Lodge Nursing Home, we recognize that quality improvement requires input from everyone within our home. Engagement and contributions from staff across all departments and all shifts are encouraged through team meetings, committee participation, town halls, and weekly huddles. Our open-door policy ensures that every team member, resident, and family feels heard, supported, and empowered to share ideas and feedback at any time.

Collaboration also extends beyond the walls of our home through partnerships with primary care teams, Ontario Health atHome, and other health system partners. By maintaining strong communication and engagement across all stakeholders, we continue to strengthen our culture of teamwork, transparency, and continuous improvement.

PROVIDER EXPERIENCE

King City Lodge Nursing Home fosters a collaborative, positive, and supportive workplace culture built on mutual respect and strong leadership. Our leadership team leads by example, clearly communicating expectations and values that promote professionalism, teamwork, and accountability across all departments.

We recognize and appreciate the dedication and hard work of our employees, celebrating their contributions through various appreciation initiatives such as coffee break treats, an annual staff BBQ, and recognition events. These gestures strengthen morale, enhance job satisfaction, and contribute to improved staff retention.

Engagement and collaboration are central to how we operate. Staff are actively involved in process reviews, policy updates, and procedural changes through regular meetings, shift huddles, and one-on-one discussions. This inclusive approach ensures that all voices are heard and that every team member feels valued and empowered to contribute to ongoing improvements.

Our partnerships with the Nurse-Led Outreach Team (NLOT), Behavioural Supports Ontario (BSO), our Nurse Psychogeriatric Educator, Medical Director, and Attending Physician provide vital education and mentorship to our staff. These collaborations reinforce our commitment to professional growth by offering ongoing learning opportunities, skill development, and supportive guidance—demonstrating that King City Lodge Nursing Home is deeply invested in the success and development of every employee.

PALLIATIVE CARE

At King City Lodge Nursing Home, we are deeply committed to providing compassionate and dignified palliative care that honors the wishes and comfort of each resident. Our approach focuses on holistic support—addressing physical, emotional, spiritual, and psychosocial needs—to ensure residents experience peace, comfort, and respect at the end of life. The home’s Medical Director, who is specialized in palliative care, works closely with our interdisciplinary team to guide best practices and ensure individualized care planning. Families are supported throughout the process and encouraged to be fully involved in decisions and care discussions. Staff receive ongoing education and guidance in pain management, comfort measures, and communication to uphold our high standards of care. At King City Lodge, we take pride in being there for residents and their families during this important time—providing comfort, compassion, and care when it matters most.

CONTACT INFORMATION/DESIGNATED LEAD

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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
