



ACCREDITATION 2026 – SAFETY CULTURE

Safety is one of our Accreditation Quality Dimension. It focuses on creating a culture of safety at Menno Place.

How will the ROPs be evaluated?

Surveyors will tour Menno Home & Menno Hospital and test compliance for each of the ROPs. Specifically, they will gather information by:

- Talking and listening to team members, families, residents, volunteers, and community partners such as physicians, pharmacists, and contractors.
- Observations of what is taking place as they tour the sites
- Reviewing resident health records

Who needs to be aware of the Safety Culture ROPs?

Surveyors will meet with teams so everyone should be aware of the Safety Quality Dimension and the associated ROPs and priority practices. If you are asked a question on an unfamiliar topic, please refer the surveyor to the appropriate individual or supervisor.

ROP: Resident Identifiers

Surveyor Question: Are at least two resident identifiers used to confirm the resident is receiving the correct care, service, or procedure?

Answer: Resident photos are available on medication carts/outside resident rooms and are maintained through collaboration between staff, residents, and families. Second verification is facial recognition through other staff members, families (if they are present), or by resident stating their full name, DOB (if resident is capable).

ROP 2: Workplace Violence Prevention Program

Surveyor Question: Does Menno Place have a documented and coordinated approach to prevent workplace violence?

Answer:

- Yes, we have policies: Workplace Violence Prevention AP 3.41 and Workplace Harassment and/or Bullying AP 3.43 available on Surge.
- The JOSH committee conducts regular reviews and risk assessments.

- All staff (direct and non-direct) are mandated to complete the Violence Prevention modules.
- Hand-on workshops PVPC and GPA offered.

ROP 3: Resident Safety Incident Management System

Surveyor Question: Are there processes in place to review resident safety incidents, recommend actions, and monitor improvements?

Answer:

- Resident safety incidents are reviewed during team huddles to gather staff feedback, identify contributing factors, and support continuous improvement.
- Incident trends are monitored by leadership to evaluate outcomes and guide quality improvement initiatives.
- Policies are available on Surge, including:
 - RCS 1.09 – Incident Reports
 - RCS 1.14 – Reportable Incidents
 - RCS 2.01 – Safety of Residents

ROP 4: Safety Incident Management System

- **Surveyor Question:** What is the process to report safety incidents such as near miss, workplace hazards, and employer incident investigation reports?

Answer: Staff can report safety incidents on Quality and Risk Management (QRM) on Surge. All resident related incidents are reported on Point Click Care- Risk Management.

ROP 3 Resident Safety Incident Disclosure

Surveyor Question: Does Menno Place have a documented and coordinated approach for disclosing resident safety incidents to residents and families?

Answer: Yes, we have a written policy: Disclosure of Harm or Near Miss AP 2.28, available on Surge.

ROP 4: Preventing Falls and Reducing Injuries from Falls

Surveyor Question: How does the team identify residents at risk for falls and implement strategies to prevent falls and reduce injuries?

- Fall risk assessments are completed upon admission and reviewed every 3 months.
- Residents experiencing three or more falls within a month receive a comprehensive care plan review and reassessment.
- Fall prevention strategies are individualized based on resident needs and risk factors.

- Fall trends and quality indicators are reviewed through **QIRM**, Clinical Team Meetings, and in accordance with **RCS 2.02**.

ROP 5: Optimizing Skin Integrity

Surveyor Question: How does the team identify residents at risk for impaired skin integrity and implement interventions to prevent skin breakdown?

- A **Braden Scale** assessment is completed on admission to identify residents at risk for skin breakdown and then completed on a quarterly.
- Care interventions are determined based on assessment results and resident needs.
- Any reported skin concern is promptly assessed, documented, and treated by nursing staff.
- A **WATR** form is initiated when required, and care plans are updated accordingly.
- Referrals to interdisciplinary team members, such as Occupational Therapy and Dietetics, are made as appropriate.
- Preventive measures may include regular repositioning, pressure-relieving surfaces, offloading techniques, and ongoing monitoring.
- **Care staff complete daily skin observation and create POC alerts with their findings.**

Safety Culture: Questions Surveyors May Ask

Safety Culture: Sample Surveyor Questions

Question: Do you feel Menno Place promotes a just and no-blame culture?

Answer: Yes, staff are encouraged to report concerns and incidents openly to support learning and improvement.

Question: How are resident safety concerns discussed within your neighbourhood or team?

Answer: Safety concerns are discussed during huddles, meetings, and quality improvement reviews.

Question: What can you tell us about the incident reporting process at Menno Place?

Answer: Staff report incidents promptly on QRM on Surge. We can fill out Near Miss, Incident Report, Employer Incident Investigation, and Workplace Hazard Report.

Question: Can you describe an improvement initiative that has been implemented in your area during the past year?

Answer: A few of the initiatives that took place in the past year are new call bell system, new full lifts, and safety huddles.

Question: Why do you think Near Miss Reporting is important?

Answer: Near misses are reported so potential risks can be addressed before harm occurs.

Question: How would you define a harmful event? What is the report name?

Answer: A harmful event is an incident that results in physical, emotional, or psychological harm to a resident. Employer Incident Investigation Report on QRM Surge.

Question: How does your team learn from incidents and use that information to improve care?

Answer: We review incidents