

In Action – Integrity

It's not easy to make a long-term care facility feel like home. But that's what has happened on Angus Road in Regina. Whether you're a resident, staff or a family member, walking through the door of the William Booth Special Care Home is like coming home. That's due to a lot of things, according to the Executive Director, Ivy Scobie. From interviewing a potential employee to ensuring sufficient staff presence at meal times to participating in one of the facility's family events, the well-being and dignity of the residents are paramount.

One of the initiatives at WBSCH that has contributed to their success is known as the 'Visibility Wall'. It's an ordinary portable white board, but its significance is anything but ordinary. The Visibility Wall is not in itself the goal; the discussions, actions and accountability are what are important. The components consist of:

- The purpose statement of the service area (mission of the organization and how the services are delivered)
- Communications section / Training schedule
 - Educational sessions
 - CQI activities
 - Corporate Communications, e.g. notices from the Salvation Army, Ministry of Health, regional health alerts, etc.
- Staff Bouquets
- Improvement areas, e.g. safety, WCB and absence stats, educational opportunities,
- Salvation Army Values (monthly value reviewed), along with things to inspire – a 'why we're here' message

The Visibility Wall has heightened awareness of how everything that happens on a shift impacts both the well-being of the residents, the efficiency of the unit and the impact on other departments in the facility. Twice weekly, on each unit and department, staff gather for 10 minutes where the board is reviewed and updated. The board is then posted in a central spot in the staff room for all staff to see. This process occurs on each unit and in each department.

The Visibility Wall is an ongoing reminder of good practice and each team's commitment to excellence. It also helps build an accountable and transparent workplace. It's a great model of integrity in action.

