

## SAMPLE BOARD LETTER

### **Safe Care for Seniors: Our Calling. Our Commitment. Our Culture.**

Caregiving is our calling. I am filled with gratitude each day for the work that we do to treat our residents with respect and dignity, to prevent harm in the course of caregiving, and to work as a team to help us live our mission to (Insert Mission).

Sometimes we are faced with challenges in our work to provide safe, quality care – a fast-growing aging population whose needs are growing increasingly complex, concerns regarding safety and quality in aging services settings, the need for skilled, compassionate staff who are empowered to respond appropriately in difficult situations, and increasing expectations from residents and families combined with a desire for open, ongoing and effective communication.

At (Insert Organizations) we are about to undertake some of most meaningful work we will ever do in launching a new initiative called Safe Care for Seniors.

### **What is Safe Care for Seniors?**

Safe Care for Seniors is a new way of thinking and doing things to prevent the risk of harm before it occurs. The program provides the structure and support for our staff and our entire organization to keep those we serve safe from harm and to treat everyone who lives and works here with respect and dignity -- always. The plan begins with individual pledge and is followed up by a five-step action plan.

### **What is the Safe Care for Seniors Pledge?**

The [Safe Care for Seniors Pledge](#) is our public commitment to do all that we can as caregivers to prevent harm that can occur in the course of caregiving. It is a commitment we make as individuals and as an organization, and one we share with staff, residents and families.

### **What is the Safe Care for Seniors Action Plan?**

The 5-Step Action Plan is focused on opportunities for improvement in safety, quality and communication. You will see a strengthened commitment from leadership to safe care, safety champions from throughout our organization, new opportunities for learning and training, a focused effort on improving communication with our residents and families and engaging them in our safety and quality work, and creating a stronger safety culture that encourages speaking up, reporting and learning from mistakes.

### **When Does Safe Care for Seniors Begin?**

You will soon receive an invite to join us for our **Make the Pledge: Safe Care for Seniors** event. This event will celebrate all we do today and renew our commitment to treating people with respect and dignity – always – and speaking up and doing all we can to prevent harm. I encourage you to join us at this event, and to make the pledge.

We will share more information on this initiative at our upcoming board meeting. In the meantime, please don't hesitate to contact me if you have any questions.