**Examples of Bad Goals**

We will increase awareness of customer service.

We will enhance our volunteer program.

To explore how we might include more art in the home.

We will have better outdoor spaces.

**Examples of Good SMART Goals**

In order to support LIVING for all residents and promote better staff-resident and family-resident social engagements, by September 1st, 2017, we will have one portable recreation cart in each of the home areas (total of 4 carts) AND a clear plan for how these carts will be regularly utilized in the home designed by the recreation team using clear guidelines from the literature.

By January 4th, 2018 a committee led by the Social Worker will have developed and implemented a Grief Support Program relevant to and available for all residents, family members and staff so all are better supported in addressing the grief associated with loss experienced in the home.

In order to improve communication between team members and develop a learning culture within the home, by June 1, 2018 all home areas will have daily team huddles at a specified time led by managers in the home area where all team members come together to share information and learn from each other.

As a way to include more voices in decision-making, by December 31st, 2018 we will have at least one resident, family member, and front-line team member actively included on all of our committees within the home.