



**NL Health
Services**

**The Agnes Pratt Home, Long Term Care
Eastern Urban Zone**



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The Agnes Pratt Home Annual Report

Executive Summary

I am pleased to provide you with this annual report for The Agnes Pratt Home (APH) on behalf of Nikki Williams, Administrator. My name is Robyn Viau, and I assumed the role of Acting Administrator on February 23rd, 2026 covering for Nikki during her extended leave. I am a registered nurse with extensive management experience in Long Term Care and Quality, Accreditation and Risk Management. This report summarizes major activities, accomplishments, and challenges during April 1st, 2025 to March 31st, 2026. It reflects ongoing commitments to high-quality care, operational excellence, collaboration, and continuous improvement.

Leadership

The home experienced several leadership transitions throughout this past year which impacted workflow stability and required significant onboarding and support processes. As mentioned, I was onboarded as acting administrator in February 2026. Flora Brushett joined the Resident Care Manager Team in September 2025 covering Catherine Dillon, RCM, who has worked with APH for 23 years. Catherine is currently transitioning back to the workplace while Flora continues to provide RCM coverage. Despite these changes, leaders have been integrating well into their roles, helping restore continuity and strategic alignment. Lastly, a new Infrastructure Support manager was hired in March 2026. Jim Yetman will be responsible for APH, Glenbrook Lodge and Saint Luke's Homes. We welcome Jim and look forward to collaborating with him to address the many infrastructure needs of the facility.

Spiritual Care

A new Chaplain, Rev. Kathy Brett, joined the organization this year, restoring a vital component of holistic resident-centered care. Spiritual care services have been re-established and have already made a meaningful impact on residents and families seeking emotional and spiritual support.

Foundation

The Foundation continued to provide generous support for many initiatives benefiting residents and staff. The Home's Pastoral Care program was reinstated thanks to the funding provided for the new chaplain. Wall painting and new local prints were purchased for our front entrance, and the Hair Salon underwent a beautiful transformation. A new sound system for recreation activities was gratefully received, and the Fry Family continues to sponsor garden work that saw the addition of flowers, decor, and the purchase of durable furniture for gardens and patios. New chairs and prints were also provided for our staff lounge. All these upgrades have contributed to a more uplifting, therapeutic, and welcoming environment for residents, families, and staff.

Quality Improvements

Quality improvement efforts continued through participation in various initiatives:

- The Agnes Pratt Home participated in the AUA Collaborative, resulting in improved dementia care outcomes and recognition through the Sparking Change in AUA Awards Program, including \$27,000 in awarded funding. Core strategies introduced through AUA, such as structured biweekly Behaviour Management Rounds, interdisciplinary review of residents experiencing responsive behaviours, and ongoing antipsychotic medication monitoring remain embedded in daily practice. Award funding is being reinvested to enhance dementia friendly environments, including improvements to outdoor spaces, dining experiences, murals, and bathing areas, further promoting comfort, dignity, and quality of life for residents.
- Preparations for the implementation of CorCare, the new provincial electronic record, have added an additional workload for management and staff. However, this will ultimately result in better coordination and clinical workflows across the system and safer care for our residents.
- The LTC program was also audited by the Office of the Auditor General with frequent requests for information and short turnaround times. We look forward to the reports and recommendations that will result from this audit.
- Work also began on restarting the renovation program, representing a key step toward addressing long-standing infrastructure needs. Aging infrastructure continues to challenge daily operations despite renovation progress.

Simultaneous implementation of new programs and initiatives increased management pressures however these initiatives will strengthen documentation, clinical workflows, accountability structures, and interdisciplinary communication.

Memorandum of Understanding (MOU)

Discussions to establish a new MOU are set to resume in May 2026. A renewed agreement will be essential in clarifying roles, expectations, and collaborative processes between NL Health Services (NLHS) and The APH Board of Directors. Strengthened alignment will support shared priorities, including addressing infrastructure needs, improving standardization, enhancing operational support from NLHS, advancing our collective goal of delivering the highest quality care to residents.

In conclusion, I would like to thank the dedicated team of the APH for their continued efforts to provide compassionate, safe and high-quality care, and promoting a home-like environment for our residents and their families.

Respectfully,



Robyn Viau BNRN MBA CHE
Administrator (acting), The Agnes Pratt Home