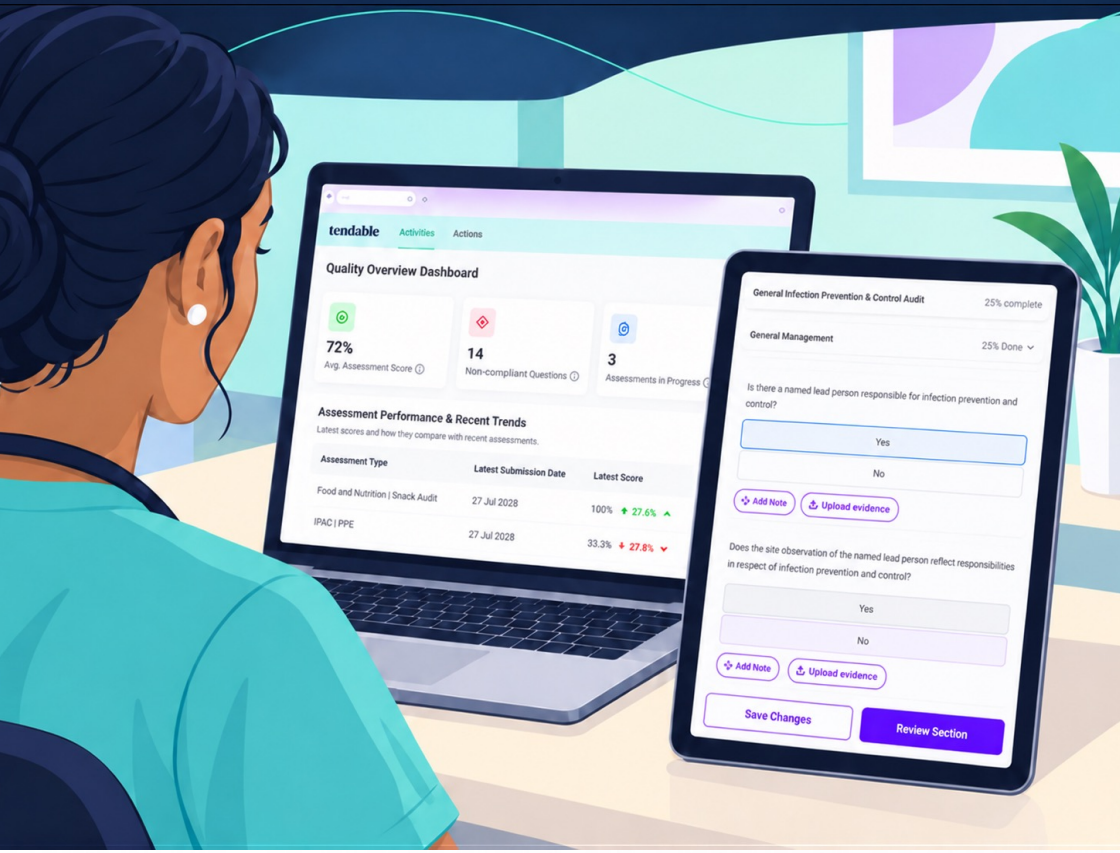
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LONG-TERM CARE

CANADA

Quality audits made simple for LTC homes

Ready-to-use audit templates. No paper binders. A clearer picture of care.



Perley Health Community of Care

primacare LIVING SOLUTIONS

Kensington Health

Sienna Senior Living

ARNPRIOR REGIONAL HEALTH

HUMBER MEADOWS LONG-TERM CARE HOME

Atlantic Baptist Housing

omni Quality Living

Niagara Region

The Salvation Army Giving Hope Today

PointClickCare

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LONG-TERM CARE

Know which audits are done, what they found and what needs to improve

When audits sit across paper forms, binders and spreadsheets, managers spend hours chasing checks and compiling reports. It becomes harder to spot recurring gaps, follow up on actions and see whether changes are working.

- **Hours lost to manual audits:** Paper audits and spreadsheets that take time but give little back.
- **Data that sits in binders:** disconnected, hard to act on, often manually turned into graphs.
- **Risks found too late:** quality & compliance issues surface after the fact rather than before.
- **Scrambles before Ministry visits:** evidence gathered in a rush, not ready and waiting for inspection.



HOW LEADING LTC HOMES MANAGE QUALITY

All audits in one place

Bring your existing clinical & non-clinical audits and ready-to-use templates together, accessible on a tablet, phone or laptop.

Automated reporting

See which audits are complete, what they found and how results change over time with automatic trend analysis.

Clear corrective actions

Assign actions with an owner and due date. Track progress so everyone knows what needs attention and what's resolved.

The goal is simple: a clearer picture of quality, giving you more time to focus on resident care.

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More time improving care.
Less time on paper audits.

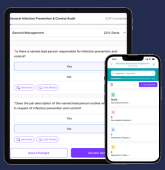
Tendable is a digital audit and quality improvement system for long-term care homes. Choose ready-to-use templates or bring across your existing audits, then schedule checks for your teams.

Staff complete audits on a tablet, phone or laptop. Results appear automatically in dashboards, where managers can track completion, review findings and follow corrective actions.
Clinical specialists and a community of LTC peers help your team get started and continue improving.

Helping you deliver better care, every day.

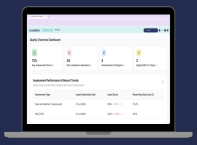


HOW IT WORKS



Audits and actions in one app

Audit from any device. Record findings and raise actions as you complete an audit.



Automated trends & reporting with smart dashboards

Instant insight into your quality programme, ready for any meeting.



Clinical and quality support

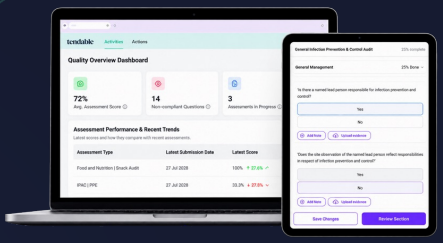
Clinical experts who know long-term care, with you from day one.

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LONG-TERM CARE

A simpler way to manage your audit programme

TODAY	WITH TENDABLE
Paper binders, checklists and Excel	**One system, on any phone or tablet**
Last-minute inspection scrambles	**Inspection-ready, every day**
Insight buried in binders	**Live dashboards by unit, home and group**
Issues found after the fact	**Gaps visible instantly, corrective actions tracked**
Graphs rebuilt by hand every month	**Results compiled automatically, ready to review**
Quality owned by two or three people	**One system for checks across the whole home**
Manual chasing for completed paper audits	**See completed and outstanding audits at a glance**



WHAT GOOD LOOKS LIKE

01

Design

Select ready-to-use audits from our template library or input your own audits, then assign checks to the relevant teams.

02

Audit

Staff answer questions on a tablet, phone or laptop and submit their findings.

03

Analyse

Live dashboards show results as they are submitted. See trends bringing data together and identify quality gaps.

04

Improve

Assign actions, monitor progress and review whether subsequent audits show improvement over time.

A head start on your next audit

Choose from 26 ready-to-use templates developed with Ontario LTC homes and reviewed by Tendable's clinical team. Use a template as it is, adapt it to your policies or take useful questions into an existing audit.

Spend less time writing questions and building forms, with shared experience from other homes to draw on.

1 Ready-to-use audits

Built from the best we have seen across Ontario LTC homes, kept up-to-date by our clinical team as regulations evolve. Preview templates, use them as they are or select useful questions to add to your existing audits.

2 Ministry self-assessments

All twenty Inspection Protocols, pre-loaded. Score yourself before Ministry inspections and know your risk areas in advance.

3 Your own audits

Your standards stay exactly as they are – and this isn't limited to clinical: many homes run finance, facilities, fire safety and training audits on Tendable too.

You stay in control - every audit is editable by you at any time.

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LONG-TERM CARE

Ready-to-use audits across the whole home

From hand hygiene and dining observations to falls prevention and housekeeping, the Tendable audit library gives departments a practical starting point for their audit programs.

Infection Prevention & Control (3)
- Hand Hygiene
- IPAC Self-Assessment (PHO Checklist)
- PPE Observation — donning & doffing

Environmental Services (2)
- Housekeeping Visual Assessment
- Housekeeping & Laundry Management

Food & Nutrition Services (4)
- Food Production & Quality
- Kitchen Sanitation & Food Safety
- Snack Audit
- Dining Observation

Medication & Pharmacy (1)
- Medication & Pharmacy Audit

Health, Safety & Environment (2)
- Workplace Health & Safety Inspection
- Maintenance & Emergency Generator

Governance & Resident Experience (4)
- Resident & Family Feedback
- Business Office — Resident Finance
- Residents' Council
- Family Council

Harms Prevention & Monthly Clinical Checks (10)
- Falls Prevention
- Skin Integrity
- Continence Care
- Pain Management
- Responsive Behaviours
- Restraints & PASD
- Nutrition & Hydration
- Palliative & End-of-Life Care
- New Admissions
- Recreation & Social Activities

20	26	unlimited
Ministry Inspection Protocols	operational audits	your own audits

Any audit. Any team. One easy-to-use platform.

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LONG-TERM CARE

Perley Health
Community of Care

Easier audits, more time supporting staff

At Perley Health, an RNAO Best Practice Spotlight Organization, Tendable supports everyday audits and gives leaders a clearer view of quality across the home.

01 The challenge

Simplify quality audits and give leaders a clearer view of performance.

02 A practical tool for the whole organization

Frontline staff complete room audits digitally. Managers assess practice against standards, while leaders review live dashboards. Teams can customize existing audits and create new ones as risks emerge.

03 Time back where it matters

Less manual data entry and Excel reporting gives teams more time to support frontline colleagues, focus on education and act on findings.

IPAC, Nursing, Housekeeping and Leadership teams each have live dashboards to track trends and gather evidence for Ministry inspections and accreditation.

> ***"What got me really excited was just how practical and easy it is to use."***
> Chief Operating Officer, Perley Health

Used by over 70 LTC homes in Canada

Founded a decade ago in the UK, and launched in Canada in 2023 with Perley Health, Tendable is now live in over 70 LTC homes across 5 provinces.



Built to work with PointClickCare

Your team uses PointClickCare to support resident care. As PCC's quality partner, Tendable brings your audits, findings and corrective actions into one digital system.

Less paper. More value from your existing devices.
Complete checks on the tablets and laptops already in your home. Results feed straight into dashboards, saving time compiling reports and chasing follow-up.

LTC expertise behind your audit library
PointClickCare's sector knowledge and Tendable's clinical expertise help shape ready-to-use templates for Canadian homes, giving your team a stronger starting point for everyday quality checks.

The Tendable Touch: a global community of care quality

Other LTC teams to learn from. Wider expertise to draw on.

Reviewing an audit or tackling a recurring gap? Tendable can connect your team with Canadian LTC operators who have faced similar challenges. Connect with long-term care teams across Canada who understand the challenges your home faces. Share questions, compare approaches and learn how others put improvements into practice.

Fresh ideas from the wider community

Through events and online sessions, your team also joins Tendable's international healthcare community of nursing leaders & quality champions. The community brings opportunities to explore new ideas and learn from different approaches to improving care across a variety of clinical settings – spanning research & teaching NHS hospitals in the UK, to private care providers in South Africa and rural disability services in Australia's outback.



Support to get started and keep improving

Our implementation team helps you select templates, bring across existing audits and set up your home. Training and ongoing support help your team make the most of Tendable.

01

Set up

Choose ready-to-use templates or bring across your existing audits. Set up departments, units and staff access.

02

Train your team

Train staff and managers, run test audits and review the results together so everyone feels ready.

03

Go live

Start completing audits across your home. Track completion, review findings and assign corrective actions.

04

Keep improving

Use dashboards in quality and leadership meetings. Review trends, follow up on actions and track progress.

Ongoing support

Your account manager and clinical specialists help you use the findings and adapt your audit program as priorities change.

Your data stays yours

Canadian customer data stays in Canadian data centres. Export your reports and audit data whenever you need them. If you ever decide to say goodbye, we'll send you everything and delete our copy.

The questions LTC homes ask

01 Can we keep our existing audits?

Yes. Bring across your current audits, use ready-to-use templates or combine both. Your team can create and edit questions at any time.

02 Is it easy to use across the home?

Staff complete audits on a tablet, phone or laptop, adding comments and photos. Each department sees the audits relevant to them.

03 How do we get started?

Our team helps configure your audits and train staff. Homes typically go live in around twelve weeks, with ongoing clinical and account support.

04 Are templates kept up to date?

Our clinical team reviews regulatory changes, updates templates and tells you what has changed, including Ontario's LTC requirements.

05 Does it work with PointClickCare?

Tendable is PointClickCare's quality partner, with single sign-on. An open API supports connections to tools such as Power BI.

06 Do we own our data?

Yes. Export reports and audit data whenever needed. If your agreement ends, Tendable returns your data and deletes its copy.

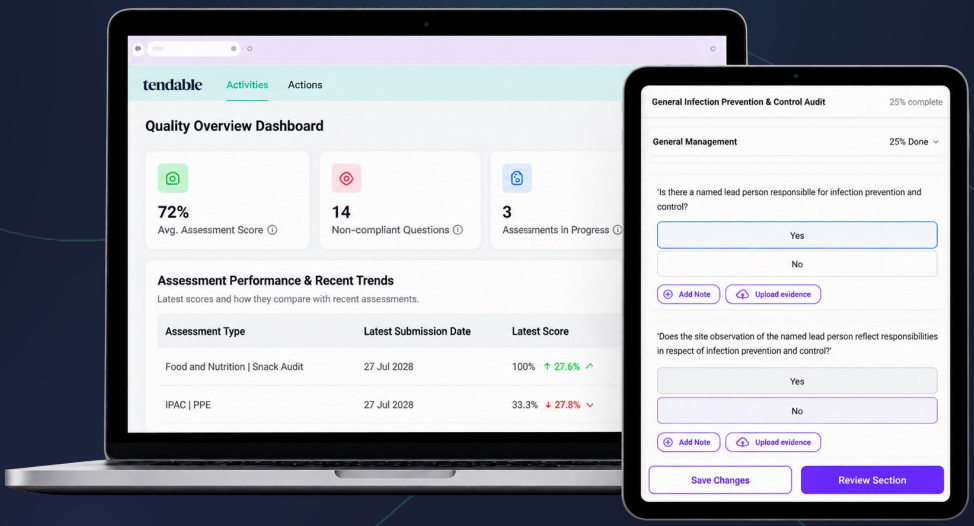
07 What data is needed, and how is it protected?

Only your home's structure and staff account details are required. No resident records or personal health information are needed. Canadian customer data stays in Canadian data centres, protected by encryption and an ISO/IEC 27001-certified information security management system.

Ready to ban the binders and experience the Tendable Touch?

Join the movement

Explore the audit library, see the real-time dashboards and discover how Tendable could work in your home.



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Inspection-ready, every day