

CARESSANT CARE CONNECTIONS

The monthly newsletter for staff, residents and families



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Seeing the colourful side of life

When McLaughlin Road Activity Director Amber Cockburn needed some decorating advice for her cottage, she knew who to turn to.

Christine (Chris) Boyd has been a resident at McLaughlin Road for a year now and in that time has cemented her reputation as an expert in decorating thanks to her remarkable career operating no less than three Colour Your World paint stores.

Continued...

They call her Nookomis

Chris was born and raised in Waterton, a small Ontario Town between Gananoque and Brockville where she met and married her next-door neighbour. The couple then moved to Manitoba for about five years before coming back to settle in the GTA. That is where she began to work for Colour Your World.

“I used to clean the stores and then one day I was offered a franchise. I didn’t know the first thing about owning and operating a store but decided to take a chance and ended up running three of them.”

She learned quickly about painting and decorating and found she had a natural ability that helped her grow the business. “It was a lot of work – a lot of hours that you had to put in,” she recalls. For 28 years Chris was immersed in the painting and decorating business. Her four children would help too until they found their own paths. Eventually the businesses closed.

Even though it has been some years since she managed a paint store, Chris still has an eye for decorating and painting. She has become the unofficial painting consultant at McLaughlin Road.

“Amber was asking my advice about what to do with an old door at her cottage. I told her to stain it a nice dark colour, varnish it and add two terra cotta planters on either side of the door for dramatic effect.”

Amber was tickled with the results and takes every opportunity to thank Chris for her sage advice.



But painting and decorating aren’t the only things that Chris is passionate about. She also loves dogs, particularly cocker spaniels.

In her younger days she raised them to be show dogs and for close to 15 years travelled all over Canada and the United States to compete. Mementos of those days adorn her room including a wood relief of a cocker spaniel that was a gift from her son.

“I love cocker spaniels and I do miss raising them. My kennel name was Nookomis; it means “My grandmother” in Ojibwe. “



Quality Corner



Do you know what's in your QIP?

The QIP or Quality Improvement Plan is a work plan focusing six domains that form the basis of a Patient Centered health care system.

Safe, Effective, Patient-centred, Efficient, Timely and Equitable. According to Health Quality Ontario, "A Quality Improvement Plan is a public commitment to meet quality improvement goals. By developing a QIP, organizations such as hospitals, long term care homes, primary and home care outline how they will improve the quality of care they provide to their patients, residents or clients in the coming year."

The quality improvement planning process at Caressant Care is underway for the annual submission to Health Quality Ontario (HQP) for 2020/2021. Our homes have done an excellent job in developing a meaningful QIP and we are looking forward to seeing some new initiatives put into action.

The QIP focuses on quality improvement through change. Engaging and empowering staff is important to making change a positive experience for all staff, residents and family. The QIP helps us to stay focused on effecting change that makes a difference. Positive change supports our health care system's priorities by measuring an organization's performance and comparing to similar homes within the industry, to the Local Health Integration Network, Provincially and across Canada.

QIP's are posted publicly in your home for residents, family and staff to review and are online on the Caressant Care website under each long term care home.

RQRs to help homes be ready when the Ministry visits

Resident Quality Reviews (RQRs) are designed to help homes be better prepared for MoH inspections. The goal of RQRs is to reach every home annually, hopefully before a home's RQI, to do our own review.

Proactive not punitive

This process is in no way meant to be punitive but rather to be ready for Ministry inspections and to proactively make changes, if needed, before we are ordered to.

A group of Head Office staff will begin tours in the coming months. After the review, the homes will be expected to develop action plans and follow up on any items that are found in non-compliance and send the plan to the team.

Second check

Most homes know their issues. This is just a second check to assist homes achieve a positive RQI. To learn when an RQR is scheduled for your home, speak with your home's management staff.



Changes at Medical Pharmacies and the impact at Caressant Care



As announced in the spring provincial budget, the government has reduced the amount of funding it provides for long-term care pharmacy. In response to the funding deficit, Medical Pharmacies has made changes to how it delivers services for staff and residents at Caressant Care that became effective January 1st, 2020.

Overall, the changes have been designed to provide services in a more efficient, cost-effective manner and are not expected to have a negative impact on direct resident care.

New consultants

As a result of restructuring at Medical Pharmacies, many of the current reps that you may be familiar with are no longer in this role. You will see some new faces.

Medication audits

Audits will now be carried out by the Clinical Consultant Pharmacist and not the consultant nurse as this position has been eliminated. Significant audits in the home will be reduced from 11 to 8 for each home. Medical Pharmacies will communicate with each home how audits will be done and when. Leveraging technology for meetings etc. Medical Pharmacies has purchased Go To Meetings, an online meeting, desktop sharing, and video conferencing software package that enables the user to meet with other computer users, customers, clients or colleagues via the Internet in real time. This will enable Medical Pharmacies to reduce physical presence in the home but still maintain service level for consulting.

Medication review

Medication reviews will now be done annually instead of quarterly for each resident. Medical Pharmacies has determined that there is very little change from quarter to quarter and that family physicians don't typically request quarterly reviews. However, if there is a need for a review (serious resident incident, family complaint), a review may be provided on a referral basis as requested.

Staff education

Education/training for staff will be done in person four times per year per home. Medical Pharmacies will also be adding more online education modules to their portal.

Narcotics destruction

There will be no change to narcotics destruction. Medical Pharmacies staff will continue to provide this service as required.

Flu preparation

Medical Pharmacies staff will continue to participate in "Flu preparation" which includes calculating Creatinine Clearance and ensuring a Tamiflu prophylactic order for residents were prepared and logged with pharmacy. There will be no change in this process.

Accreditation

Medical Pharmacies staff will continue to participate in accreditation processes as required.



New mobile app will deliver immediate and reliable access to important resident data

Caressant Care has joined forces with VitalHub Corp. to deliver DOCit Mobile App Solution, an innovative, cloud-based forms and task management mobile app for Long Term Care providers.

The DOCit mobile app will allow Caressant Care’s direct care staff to become truly mobile; replacing manual paper forms, schedules, task lists, etc., providing mobile access through the integration of smartphones and tablets into clinical workflow. DOCit provides the ability to organize tasks and record critical resident activity when it happens in real time. DOCit has demonstrated positive effect on improving care quality, saving time and cost, ensuring data accuracy, and increasing staff satisfaction.

“As part of our ongoing commitment to technology, safety, quality, and innovative processes, we are excited to implement VitalHub’s DOCit solution” said Kim Leuszler, Chief Operating Officer of Caressant Care. “We see tremendous value in a mobile solution that can streamline workflow for our staff, while providing immediate and reliable access to important resident data at the point of care. The implementation of DOCit will help facilitate Caressant Care’s standardization of clinical documentation processes, as we continue to innovate and invest in providing the highest standards of care.”

The implementation comprises two homes (in Woodstock and Cambridge, Ontario) totalling 242 beds, and will serve as a precursor to scaling



across Caressant Care’s additional 13 Long Term Care homes.

“We are excited to work with Caressant Care to deploy DOCit across our first multi-site DOCit customer organization” said Dan Matlow, CEO of VitalHub Corp. “As we continue to grow the business, it is encouraging to see multi-site facilities recognizing the value of the individual solutions which constitute our robust suite of Health IT offerings and services. We hope that this sale to Caressant Care becomes a showcase of the power, flexibility, and accessibility of the DOCit app for other multi-site facilities.”

VitalHub develops mission-critical technology solutions for Health and Human Services providers in the Mental Health (Child through Adult), Long Term Care, Community Health Service, Home Health, Social Service and Acute Care sectors. VitalHub technologies include Blockchain, Mobile, Patient Flow, Web-Based Assessment and Electronic Health Record solutions.



Food First: Making Healthy Choices on the Menu

Seasons Care provides dietary/food services to Caressant Care homes.



Food and fluid intake in Long Term Care can often be a challenge. Along with all the changes that occur in a resident's lifestyle when moving to a LTC home, the change in meal eating pattern and menu is a significantly great one. In addition to the change, common conditions, such as dementia, Parkinson's disease and stroke may affect ones' ability or desire to eat. Poor intake may put residents at risk of malnutrition, dehydration and other health concerns.

Nutrition supplements are often used as a means to combat the risk of malnutrition, and in some cases, these supplements may be necessary to protect the health of our residents.

At Season's Care, we believe in a Food First approach. This philosophy is based on our firm belief that foods are more enjoyable and satisfying than supplementation, and all measures should be taken to adapt the normal diet to fit our residents' needs.

Typically, the Food First Approach works like this:

1. A resident requires additional nutrition due to weight loss, a wound, malnutrition, poor intake etc.
2. The Dietitian will assess the resident and provide nutrient dense items using the High Energy High Protein Intervention (such as High Protein Milk, Super Cereal, HEHP Pudding etc. or other items/snacks based on the residents' preference
3. If these are refused or not effective on their own, the Dietitian will add in, the use of a nutrition supplement to enhance the Food First Approach

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Other ways to promote food first!

Individual Food Preferences

One of the easiest ways to improve resident's intake at meals and snacks is to provide foods the resident enjoys. The Registered Dietitian or Nutrition Manager obtains resident food preferences upon admission and ensure these are clearly communicated to the staff.

This a great way to promote Food First, allowing front line staff to offer items that are preferred by the resident. As preferences change with time, communicating these changes to the Nutrition Manager/Dietitian is essential.

Optimizing the Core Menu

Good food = good intake! The core menu developed for Caressent Care is adapted to meet the preferences and culture of the residents as much as able, incorporating familiar foods and dishes.

There are always 2 choices available at meals with the option to mix and match in order to better meet resident preferences.

For example: A Lunch meal will provide residents with a choice of beverages, a choice of entrees and a choice of desserts. As per individual preferences, a resident may choose and mix and match menu items from all choices offered. If an individual is looking at gaining weight, they can select the ice cream as a dessert option. If a resident is looking at maintaining or losing weight, they may choose only water as a beverage and choose the fruit option for dessert. It is that simple!

If the residents are not satisfied with the Menu, residents and families are encouraged to join and partake in Resident's Council meetings to



provide feedback on ways to improve the menu.

There is Always an Option.

If a resident refuses to eat, remember the meal does NOT end here. We want to work with the resident and offer some of their preferences. The goal is to try to have the residents consume at least something to eat or drink before they leave the dining room.

It is ideal to try and replace the protein source of the meal. Some examples of protein sources include:

- A glass of milk / bowl of ice cream / yogurt cup
- PB&J or meat sandwich
- Toast/crackers with PNB/Jam or Cheese
- Cereal with milk

Snacking Between Meals

Snack times are as important as meal times to promote Food First. Especially for those that eat small meals. Snacks are offered at Afternoon and Evening times. A mid morning drink is also offered to the residents. Some residents have special labeled snacks ordered by the Dietitian, as part of their nutritional needs.

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A Multidisciplinary Approach

By offering food in small quantities throughout the day, we attempt to meet the nutritional needs of the residents.

The Food First Approach requires a team effort! Communication among nursing, PSWs, food service workers, nutrition managers and dietitians is essential to optimize resident food intake and overall nutritional status.

Food is more enjoyable and satisfying than supplementation.

Let's work together to do our best and offer Food First!



Doing Great Work!

Activity staff are the souls of our homes

Health experts agree that recreation therapy has an essential role in enhancing the mobility of older adults living in long-term care. Recreation therapy is a practice that uses recreation and leisure-based activities to improve functioning and independence, as well as to decrease or eliminate the effects of illness or disability.

For older adults in long-term care or retirement living, participating in recreation therapy programs leads to improvements in their social, mental and physical health.

February is Recreation Therapy Awareness Month and we pay tribute to our activity staff who work tirelessly to ensure our residents enjoy quality of life.

From special outings to hosting game nights, paint nights, fundraisers, prom nights, community events, animal shows and special occasion celebrations our activity staff have it all covered.

Thank you for your passion and creativity and for all you do in support of our residents.



Celebrating Food Service Awareness Week February 3-7 2020

Let's take a moment to celebrate our amazing food service workers who make sure that our residents enjoy delicious, nutritious meals every day.

Thank you for making the lives of our residents taste delicious.

From the Food Service managers to the cooks and serving staff your work is much appreciated.



How Caressant Care is responding to the Novel Coronavirus infection



What we are doing to ensure the safety of our residents and staff

- Caressant Care receives daily updates from the Ontario Ministry of Health and shares this information with all of our long term care and retirement homes

- Required signage is posted on doors to remind people not to visit when ill
- Screening for signs and symptoms (including asking about recent travel to china) is being conducted at all front entrances and reception areas
- Homes are ensuring they have adequate supplies on hand – 72-hour stock pile of gloves, masks, gowns, eye shields, and 72-hr stock pile of non-perishable food items
- Enhanced Hand washing audits and education are being completed with residents and staff
- Ensuring all staff have been fit tested for N95 masks

We are actively taking every precaution that we can to ensure the safety and wellbeing of our residents and staff.

For more information on the Novel Coronavirus, please visit the Health Canada website.

We again thank you for **NOT** visiting our homes if you are ill.

<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html>

Welcome to our Home

There is no doubt that our homes are the heart and soul of Caressant Care.

Welcome to Caressant Care Marmora.

Highlights & History

BE WARM...BE WELCOME...BE AT HOME

We are nestled along Highway #7 in the Heart of Hastings County. Marmora is a quiet and peaceful area that offers an array of activities along the local lakes and rivers and ongoing festivities in the neighbouring communities of Havelock, Madoc and Stirling.



Caressant Care Marmora is a single storey nursing home with 84 accredited nursing home beds including ward, semi private and private accommodation and an adjoining 40-bed retirement home .



Our commitment to each resident is to provide a supportive, caring and respectful environment.

In April 1992, Caressant Care purchased 63 licensed and 17 unlicensed beds from Fabeth Nursing Home in Marmora. In October, a further 20 licenses were purchased. In July 1993 the 40-bed retirement home was added and in 1994 one new nursing home bed was added.



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Message from ED Cindy Brandt

When I started at Caressant Care in 2011, I was coming from Acute Care and had been extensively working with paramedics teaching and providing QI support through the Ottawa Hospital. A job came up for a teaching position in Marmora, that intrigued me as it was 20 minutes from home and one coffee! I had been doing a lot of traveling as I was responsible from the Quebec border in Plantaganet area to border of Cobourg.

I arrived here and Quality Assurance wasn't really a thing. But, the current team wanted it to be a "thing". So I set to work to create a baseline and then worked upward from there. Needless to say, QA is a priority in Long Term Care and has grown exponentially over the years.

The gratifying piece of this puzzle is that we can compare where we were to where we are now.

Message from RHM Jackie Fraser



Working at Caressant Care has been very rewarding and I'm grateful for the experience. I had no idea what career direction I should take but quickly realized that I felt comfortable with the people I served and could benefit from their wisdom. The elderly has an extreme sense of loyalty and concern for others and always made me feel needed and welcomed and 30 some odd years later I still feel the same.



Our home focuses a lot of time and energy on improving current systems and challenging all the theories of best practice.

My team is well established. They all have it going on.

During my years at Caressant Care I have worked in every department and realize that there is no one needed more than the other.

Just as it takes a community to raise a child, it takes a team to care for our residents.

I have stayed at Caressant Care because it has given me a chance to stay in my hometown and close to those, I have known all of my life.

A large number of residents, who I have served, were friends of my parents or grandparents and I remember their life before they were a "resident". These residents and the staff I have worked with became my work family and I have spent many hours visiting and laughing with them. They have made my 30+ years memorable and have helped me become who I am.

Continued....

Gloria Fluke says she doesn't have to worry about her mother, Stella Smith, 94 years old, living at Marmora Nursing Home. "They really treat her well there. She's been a resident now for two years following a stroke and I can't say enough about how fantastic the staff are."

Gloria likes that there are lots of activities happening at the home, especially music. She also notes that the food is a big hit with her mom.

"She quite enjoys her meals. In fact she eats more at the nursing home than she ever did before."

But Gloria wasn't sure about placing her mom at Marmora at first. "I was skeptical at first because mom doesn't deal well with change. But she really adapted well. Now when we take her out somewhere, she wants to get back "home" to Marmora Nursing Home.

Gloria also says that she likes how the staff are on top of things and how her mom's health has improved since coming to Caressant Care Marmora.

"She really feels welcome at the home and we can't ask for more than that."

Resident profile: Murray Walker

When Murray Walker came to Caressant Care Marmora Nursing Home two years ago he couldn't walk six feet.

Murray had suffered a brain injury from a fall down the stairs at his home. The injury impacted his mobility including a broken shoulder. But today, thanks to the work of the staff at the home including physiotherapy and nursing staff, he can now walk 150 feet from the physiotherapy room to his own room.

He spends his days building up strength, watching sports on TV and listening to country and gospel music.

"It is very satisfying living here. I am improving everyday and they treat me very well here."



Continued....

Resident profile: Sheila Gordon



Sheila is a country girl who loved to drive her father's tractor on the family farm. She was born in Trenton, Ontario and was adopted by a family when she was five. The family farm was located in Queensborough near Madoc and Sheila grew to love country living.

As a young woman, Sheila left the farm life and after high school took a secretarial course and then got a job in Deloro in Marmora township. She worked for four years then got married and took time to raise a family of three children.

She has been living in the Marmora Retirement Home since February 2019 and says she really enjoys the people and the food. "My favourite meal is the chicken and sometimes they make baked apples that are really delicious."

Family is important to Sheila so she looks forward to visits from her children, grandchildren and now great grandchildren.

But the country life still beckons her and she enjoys walking around the grounds enjoying country living once again.

Staff Profile: Wayne Spicer ES



Wayne hasn't always worked in environmental services. Before joining the team at Marmora 10 years ago, Wayne worked in retail at the local Value Mart in his home town Tweed, Ontario where he was born and raised.

But he has always had a passion for maintenance and dabbled in doing renovation work on the local community hall. You could say Wayne is a real "Mr. Fix it" kind of guy.

But, as often happens in life, Wayne decided he needed to do something different than retail. Wayne says the days go fast as he keeps busy fixing plumbing issues, doing lots of painting to make the home look its best and other things that pop up and need his special touch.

"I am lucky that I got to turn my passion into a career. I don't mind getting up for work and I really like the people here."



Privacy Corner

What is a privacy officer and why do we need one?



“Can’t say. It’s private.”

In Ontario, a Health Care Organization must have a “contact person” to do the following five tasks. Our privacy officer, Marjorie Joly, works in collaboration with the Executive Directors to ensure the tasks are accomplished.

- Facilitate compliance with the health privacy law, PHIPA
- Ensure that everyone who works for the organization is informed of their privacy duties
- Respond to inquiries from the public about their information practices
- Respond to requests of an individual for access of their health information
- Receive complaints from the public about privacy breaches

As privacy officer, Marjorie is responsible to oversee the following tasks:

- Oversees the design, implementation, monitoring and reporting on the privacy compliance program and control measures to comply with legislation and best practice
- Maintains the relevant documentation of the privacy program
- Acts as organizational go-to person for privacy (answers questions from team members)
- Answers questions from the public and patients and their families
- Tracks privacy incidents and themes
- Keeps up-to-date on privacy developments and shares those with the team and leadership – including in Ontario the transition and development of a provincial health record and opportunities for sharing of information with other health care organizations to coordinate care
- Liaises with the external privacy consultants
- Organizes privacy training
- Responds to requests for access
- Responds to requests for release of information to third parties as needed
- Reviews vendor agreements to ensure adequate privacy terms are included
- Conducts or coordinates the privacy impact assessments and threat risk assessments with security
- Initiates, investigates and manages the privacy breach protocol (including communicating with team members and affected residents/individuals and liaising with key internal and external stakeholders such as the Privacy Commissioner, regulatory Colleges, and manages mandatory reporting obligations)



Advanced Care Planning Project

It's good to plan ahead

As reported in the December issue of *Caressant Care Connections*, *Caressant Care is partnering with the Ontario Palliative Care Network* on a year-long project that aims to ensure that appropriate conversations related to Advance Care Planning (ACP), Goals of Care (GoC), and Health Care Consent (HCC) are part of everyday care planning.

All 15 Caressant Care Long Term Care Homes will be participating in a training program designed for best practice in ACP, GoC, and HCC.

Caressant Care homes that will be participating in the first wave of the project, beginning February 2020, has changed from what was reported in December and includes homes in Tavistock, Marmora, Lindsey and Listowel! We welcome the new Wave One homes.

The remaining homes will be participating in the coming months.



Question of the month



What is an SDM? Who is YOUR SDM? Are you an SDM for SOMEONE?

An SDM (Substitute Decision-Maker) is someone who makes healthcare decisions on behalf of someone who is no longer capable of doing so themselves. If you are an SDM, you will probably need to make decisions around treatment plans for someone you care about if they are unable to communicate.

Everyone has an automatic SDM, by law. Find out who yours is by visiting speakupontario.ca. You can ask a member of the care team too! It is important to have these conversations so that you can make sure you know what your role is and can make health care decisions with confidence.

Advance Care Planning is a process of reflection and communication. It is a time for you to reflect on your values and wishes, and to let others know what kind of health and personal care you would want in the future if you become incapable of consenting to or refusing treatment or other care.

Pamphlet adapted from the CHPCA ACP Quick Guide by the Ontario Health Care Consent Advance Care Planning Community of Practice, July 2013.

On the Home Front

Team Care raises \$2,000 for Alzheimer Society of Oxford

Team Care once again showed heart at the annual IG Wealth Management Walk for Alzheimer's in support of the Alzheimer Society of Oxford in Woodstock on January 25th.

Staff, residents and neighbours joined forces to raise \$2,000. It was also an emotional day as everyone took a moment to remember one of our own who passed away: Terry Geerlinks.



Terry was not only a much-loved resident in our Woodstock Nursing Home she was also a top volunteer and fundraiser for the Alzheimer Society of Oxford having lost both her husband and son to the disease.

Thank you to everyone who supported us and to the Alzheimer Society of Oxford for all the great work you do.



Caressant Care Centenarian Club:

Saluting residents who celebrated 100+ birthdays in January:

Esther McDougall, Woodstock RH turned 100 January 17th.

Vera Thompson, Listowel RH turned 102 January 24th.

Brigitta Colman, Courtland NH turned 100 on January 30th.



Darlene at Courtland retires

Darlene Spencer, our Laundry Liaison at Courtland Nursing Home, is retiring in her 24th year at Caressant Care.

Darlene started out as a Health Care Aide spreading her smile throughout the home every day and serving the Residents with her calm, quiet and professional demeanor. She then transferred into laundry for the last several years where she meticulously folded clothing to a perfected art.

We wish her well in her endeavours and new travels with her husband.

Thank you Darlene for your years of loyalty, service and devotion.



Activity Professionals Week at Caressant Care Listowel



Listowel Activity staff (nursing and retirement home) were honoured with a thank you card and a small plant as appreciation for and in celebration of Activity Professionals Week (January 19 -25).





Here is a taste of what's to come in March

- Nutrition Month
- Heart of Gold Winner 2019
- National Social Work Month
- Welcome to our Home: Cambridge Country Manor

Caressant Care Connections is published 11 times per year for staff, residents and families.

Please send story ideas to Stuart Oakley, Communications and Marketing Manager, soakley@caressantcare.com