



Director's Message

It's a new era in Long Term Care – and we're there!

If you have a long memory like I do, you can't help but be constantly amazed at the pace and scope of the shifting landscape in Long Term Care.

When I first started working in this field, there was a more laissez faire attitude. Hard to believe, but we enjoyed the luxury of taking our residents to Muskoka for a relaxing vacation every summer! In recent years, Long Term Care has become a very complex business; certainly not one for the faint of heart.

We have always advocated for our ability to serve the more challenging care needs of the elderly, and we got it! LTC has become essential to the health system's ability to serve severely comprised chronically ill persons. With that responsibility has come accountability. We are asked to measure and report, and to be transparent in all that we do.

This year alone we have been impacted by the LTC Homes Act, Quality Management through external agencies such as Ontario's Compliance Program, and the Health Quality Council public reporting.

The good news is that Peel LTC is serious about meeting this challenge. For several years, we've been introducing our own performance management systems and we have been accredited for 20 years. We actively participated in the development of Ontario Municipal Benchmarking Initiative data development and the creation of our own monitoring tools.

I'm proud to say that the new regulatory environment has not completely dominated our energies or activities this year – we have also moved in some exciting creative and innovative directions. Regional Council approved our partnership with the Mississauga Halton Local Health Integration Network to open Ontario's first Special Behaviour Support Unit at Sheridan Villa under the new LTC Homes Act. A unique partnership between Peel Manor, William Osler Health System and the Ontario Telemedicine Network has enabled us to launch our first telemedicine connection. We've added hours and enhanced services to the Adult Day Service at four of our centres, making something that was already a lifeline to caregivers and clients, even better.

Staff is at the forefront of everything we do and we have continued to make educational development opportunities a priority for staff at all levels in our five Centres.

These are exciting times and occasionally exhausting times as we adjust to the new climate of long term care delivery. In this business, we can always look at the older faces around us to keep us in touch with the past, and yet we're also looking forward to something new and something better.

Carolyn Clubine
Director, Peel Long Term Care



Hat's Off to LTC Accreditation Teams

Everyone has joined the Accreditation journey as we learn about 'The World according to CARF'



After an enthusiastic launch in May, staff have been actively participating in Accreditation committees, group interviews and videos. "It's been 'Hat's Off' all the way with everyone talking about their jobs and person-centred care," says CARF Coordinator Rebecca Eveson.

“Why Hat's Off?” was probably the most frequently asked question at Long Term Care Homes this spring. It's a good question, especially when you link it with Accreditation. What can 'hats off' possibly have to do with something as serious and regimented as Accreditation?

A lot as it turns out. “The focus of the Accreditation journey in Long Term Care is to give staff continuous opportunities to learn about standards within their own and other departments,” says Rebecca Eveson, CARF Accreditation Coordinator. “Hence, they're trying on a lot of different hats!”

The CARF (Commission on Accreditation of Rehabilitation Facilities) process is rigorous, but it's also mapped out in a way that makes the process direct and easy to follow. It revolves around a series of surveys that are organized in a framework called ASPIRE to Excellence™.

“At Peel LTC, we take the action-oriented approach of the ASPIRE framework very seriously,” says Carolyn Clubine, Director of LTC. Since it rolled out in May – with Hats Off posters, cakes and CARFateer hats of course – all levels of the organization have been involved in on-the-floor discussions and group meetings.

They have also been participating in videos where individual staff members talk about their jobs and how they contribute to person-centred care. “It's a great

opportunity for staff to learn how each department has a unique and important role in providing quality care for our residents,” says Allyson Mitchell, video participant and Supervisor, Adult Day and Community Services at Sheridan Villa.

With the CARF surveyors due to arrive in February, the LTC Accreditation committees know they're going into the final stretch and are hopeful that success – in this case, the CARF Accreditation gold seal – is within their grasp. “We couldn't have come this far without the dedication and hard work of each team member,” says Rebecca. “They have been motivated to find the gaps and look for better and innovative ways of improving the quality of life of our residents, staff and other stakeholders.”

The ASPIRE framework is linked to 6 actions:

- A** Assess the environment
- S** Set strategy
- P** Persons served and other stakeholders obtain input
- I** Implement the plan
- R** Review results
- E** Effect change

INSIDE

'VolunTeens' embrace their role at Tall Pines	Pg. 2
Special Behaviour Support Unit opens at Sheridan Villa	Pg. 2
Davis Centre launches Vaccine Fridge Program	Pg. 3
Telemedicine comes to Peel Manor	Pg. 3
Over 100 Years of Caring in Peel	Pg. 3
A secret no more	Pg. 4
Up, up and safely moved	Pg. 4

‘VolunTeens’ embrace their role at Tall Pines

Start off fulfilling volunteer hour requirement, stay on for the joy of it

For most young people, the idea of hanging out at a seniors’ centre and getting to know the residents would seem a recipe for that that most dreaded teen emotion – boredom. But, as proof that none of us really understands the generations that follow us, a group of enthusiastic 14-18 year olds have jumped into a volunteer program at Tall Pines with both feet.

“There was a dual purpose in creating the VolunTeen Program,” says Cathy Fisher, Supervisor of Activation and Volunteers at Tall Pines. “We wanted to help secondary school students in Peel meet the 40-hour community volunteer hours required to graduate and there was also a need for volunteers at the centre.”

To ease the teens’ transition into life at the centre, Tall Pines developed an extensive training and orientation program. Once they arrived, the young people quickly discovered that their services were both needed and appreciated. They’ve been working in

the general store, assisting with recreation activities, accompanying residents on outings, and tackling a wide variety of tasks. For their efforts, they’re rewarded with pizza and movie nights as well as larger special events.

For Tall Pines, the program has been a wonderful lesson on the value – for all parties – of bridging the generation gap. Residents and staff say that mingling with the young volunteers has been invigorating. “They bring a positive energy into the facility and add a wonderful dynamic,” says Cathy. “The residents are exposed to the things that interest young people today, things like technology and fashion.”

The real surprise is the pleasure the teens are taking in their roles at the centre. They say they like the first-hand experience of working in senior care, and many actually stay on after they have met their 40-hour volunteer commitment. “Many teens have put in over 200 hours!” Cathy says proudly.



Residents and staff say that mingling with the young volunteers has been invigorating. “They bring a positive energy into the facility and add a wonderful dynamic,” says Cathy Fisher, Supervisor of Activation and Volunteers at Tall Pines.

So far, 56 teens have participated in the VolunTeen Program and Cathy expects the participation rates to keep growing. “Through this experience they really get to know older adults and see things that they

wouldn’t normally see in their community.”

For more information or to volunteer contact Cathy Fisher, Supervisor of Activation and Volunteers at 905.791.2449 Ext. 2305.

Special Behaviour Support Unit opens at Sheridan Villa

First of its kind in Peel

In response to high community need – and the fact that a redevelopment project was already underway – earlier this year Sheridan Villa was asked to create a Special Behaviour Support Unit (SBSU). After months of close collaborative work with the local CCAC, hospital representatives and other community partners, the SBSU opened in early September.

Now known as Spruce Lane, the unit is designed to accommodate 19 clients who have a diagnosis of dementia with responsive behaviours. It is a transitional unit for the treatment and stabilization of the resident’s disruptive behaviours. After approximately four months, the resident should be able to return to or be admitted to a normal LTC setting.

In addition to Sheridan Villa staff, psycho-geriatric outreach teams, nurse practitioners and a psychiatrist will

partner in the care and treatment of these residents.

A tour of the unit reveals the thought and care that went into creating an environment that is both calming and stimulating to this resident population. There is lots of natural light coming in large windows in the resident bedrooms, lively murals adorn the walls and the doors leading in and out of the unit, there are comfortable sitting areas, and the feeling of home is reinforced with natural wood and the colours of the harvest – green, deep red and gold.

“The whole purpose of this unit is to stabilize individuals to the point where they are able to manage in a regular long term care setting,” says Inga Mazuryk, Sheridan Villa Administrator. “We encourage families to bring in photo albums and familiar objects to help residents focus and relax.”

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In the new SBSU, now known as Spruce Lane, lively murals adorn the walls and the doors leading in and out of the unit, there are comfortable sitting areas, and the feeling of home is reinforced with natural wood and the colours of the harvest – green, deep red and gold.

“We are thankful every day for the good fortune of finding Sheridan Villa”
One family’s story



Gord was welcomed at Sheridan Villa.

Change is never easy, especially when it involves making a life-altering decision to move a loved one into long term care.

With her husband suffering from Huntington disease, an inherited brain disorder that causes cells in specific parts of the brain to die, Daryl was doubtful there would be a facility willing to care for him. While Gord languished in hospital, she submitted numerous applications to long term care facilities.

To Daryl’s joy and relief, Gord was finally welcomed by Mississauga’s Sheridan Villa. To facilitate a smooth transition, Director of Care Susan Ash invited a social worker from the Huntington Society of Canada to conduct two information sessions for staff so they could learn about his condition.

“Moving my husband from the hospital to long term care was made much easier with the kindness and support of the staff at Sheridan Villa,” says Daryl. She now feels Gord is home.

“He is receiving the best of care from understanding and cheerful staff who accommodate his needs despite their very busy schedules. We are thankful every day for the good fortune of finding Sheridan Villa.”

Davis Centre launches the Vaccine Fridge Program

Playing a critical role in moving vaccines from physicians to the community

Life in a rural location has all kinds of advantages, including friendly neighbours, clear country air and nature walks right outside your door. It also means being farther away from the services and conveniences that city people take for granted. Taking care of that little problem sometimes requires daring and innovative thinking and that's exactly what happened at the Davis Centre in Bolton.

In one of those, 'we can do that' moments, the Davis Centre has lately become an important link in the chain of moving vaccines safely from physicians to citizens.

It all came about in response to requests from Peel Region's medical community for increased accessibility to publicly-funded vaccine. Publicly-funded vaccine is distributed to Peel physicians by Peel Public Health as mandated by the Ministry of Health and Long-Term Care. That requirement created no shortage of headaches for the Bolton-area physicians, their staffs and the staff of the Davis Centre who faced a 30-minute commute there and back to pick up the vaccine in Brampton.

Amidst a chorus of louder and more incessant cries for improved accessibility, staff at the Davis Centre came up with the idea of being the central depot for the vaccines. "We have the space, we're central to the physicians' offices, all we needed was the fridge," says the Director of Care, Kathy Topping.

Everyone at the Davis Centre worked together on this because we know how important this service is to our community."

With a strong motivation to bring improved vaccine safety to citizens in their community, all the pieces started moving into place. Members from Infection Prevention and Surveillance and Communicable Disease helped make the arrangements to ensure the site was equipped with the appropriate vaccine fridge and that the correct procedures were followed to ensure vaccine safety.

"We had to make sure that the vaccine cold chain would be maintained at vaccine pick up and drop off times," said Kathy.

After exploring several options, the plan to use a vaccine courier with the Davis Centre equipped to be the pickup and drop-off point was finalized in June.

In early August, the Davis Centre formally partnered with the Caledon Community physicians' offices and the Vaccine Fridge Program was born.

It's been three months since the launch and the medical community is thrilled with a program that has made the lives of their staffs and their patients not just easier but safer.

"There are so many benefits to this program, including reducing the multiple trips to pick up vaccine, decreasing the risk of cold chain breaks, and improved vaccine safety," says Kathy.

"Everyone at the Davis Centre worked together on this because we know how important this service is to our community. Sometimes you have to experiment a bit to get a great result!"



"There are so many benefits to this program, including reducing the multiple trips to pick up vaccine, decreasing the risk of cold chain breaks, and improved vaccine safety," says Kathy Topping, Davis Centre's Director of Care. With the Vaccine fridge (from left): Kathy Topping, Susan Seguin, Kelly McKenna.

Connecting Communities

Telemedicine comes to Peel Manor

For frail and elderly residents of our long term care facilities, a medical emergency or traumatic episode invariably involves transfer to a busy ER and a long wait. Now, with the arrival of telemedicine at Peel Manor, residents will have faster access to medical assessments and hopefully, be making fewer trips to the hospital.

The telemedicine connection, made possible through a unique partnership between Peel Manor, William Osler Health System and the Ontario Telemedicine Network, will roll out in December 2010.

Telemedicine is the delivery of clinical care using two-way video conferencing and the use of tele-diagnostic instruments when necessary. Videoconferencing gives medical staff the ability to chart, talk and visually diagnose patients without having to see them in person.

"This service is going to make a huge difference in the lives and health of our residents," says Allison Bricker, Director of Care at Peel Manor. "The connection will enable the Nurse Practitioner at William Osler Health System to see images and discuss symptoms with the resident and the telemedicine nurse from the comfort of their home, in this case, Peel Manor."

The team is already anticipating expanding the service to having

specialists (for example, cardiologists, psycho-geriatricians) involved in the telemedicine program.

Peel Manor has recruited a part-time Telemedicine (Registered) Nurse, Winsome Duncan, who will organize and manage the virtual clinics. "It is Winsome's job to facilitate the case conference using the Ontario Telemedicine Network technology," says Nanci Moore, Supervisor of Administration Services.

The telemedicine clinics at Peel Manor will be scheduled for 4 hours, 3 days per/week.

Residents can request a referral to the on-site clinic, or it can be done by their families in collaboration with registered staff, based on the resident's medical or acute needs.

"At a time when medical costs are escalating, there are both economic and compassionate reasons

to give our residents improved access to clinical assessment, diagnostics and treatment before a crisis develops," says Rani Calay, Peel Manor Administrator. "Telemedicine has already proven it's at the forefront of improving access to healthcare professionals and services, and so we're very excited to now have it at Peel Manor."



Over 100 years of caring in Peel

This year, Peel LTC launched its new 3-year Strategic Plan – "Shaping our World – A three-year plan for growth and innovation". Residents and visitors to LTC centres can read about our new mandate and our promise on a colourful new plaque. The mandate is our roadmap, our own Global Positioning System (GPS) guiding us towards being an employer of choice, providing excellent care to our residents and community clients, and reaching out to our partners for ideas on how to meet the challenges of the future. We're calling it 'Operation Enthusiasm' and want everyone to know that "Today is going to be a great day... in Peel LTC!"



Over 100 Years of Caring in Peel

Peel Long Term Care Mandate

Peel Long Term Care optimizes the quality of life of its residents and community clients through its quest for excellence and provision of services that are responsive, respectful and reliable.



Our Promise

- We will build a leading workforce of individuals who are engaged in their jobs and have the necessary skills to meet the emerging needs of our clients.
- We will be strenuous advocates for maintaining standards of care of the elderly and people with special needs.
- We will develop programs and practices, including the adoption of equipment and technology, to support independent living and ensure the health, safety and well-being of our residents, community clients and staff.
- We will be vigilant in addressing the challenges and adopting innovative approaches to changing conditions in the long term care environment.
- We will operate according to the direction and strategic priorities established by the Region of Peel and the broader health system.



A secret no more

LTC shines the light on Adult Day Services

It is often called one of the best-kept secrets in elder care, but that's rapidly changing at the Peel Long Term Care Centres where the Adult Day Service is offered. An infusion of funds from the Local Health Integration Networks through the "Aging at Home" initiative, has enabled the Adult Day Service at four Region of Peel Long Term Care Centres to expand their hours and introduce new programs and services to a greater number of clients.

The funding has enabled Peel Manor to provide the service 7 days a week, a development that's being welcomed by Jennifer D'Amico, Supervisor of Adult Day and Community Services at Peel Manor. "Current demand for the program is outpacing our ability to meet the need," she says. "The expanded hours are being well received by many of our existing clients and those who have been waiting for space to open up."

Expanded hours are just one part of the transformation. The four centres – Davis Centre, Sheridan Villa, Malton Village and Peel Manor – are now offering enhanced services that include physiotherapy assessment and treatment, bathing and showering programs, and holistic therapies like gardening, aromatherapy and music therapy.

At Malton Village and Sheridan Villa, where there is capacity for more new clients, the teams are putting

their energies into a public relations and marketing campaign. An article about ADS recently appeared in *The Brampton Guardian*; informational flyers are being distributed to the CCAC reps; and the new enhanced services are featured in colourful brochures geared to potential clients.

"We're definitely seeing more interest," says Malton Village ADS Supervisor Jeanie Papaconstantinou, who has been giving a steady round of tours since the marketing blitz got underway. "Families are intrigued to learn that they can bring their father or mother to a place where they can build meaningful friendships and engage with the surrounding community again. The program provides meaning and a sense of purpose for those who may be socially isolated."

If the numbers of seniors in Peel is any indication, interest in this service is unlikely to drop off any time soon. The Peel Data Centre is projecting a 90 per cent increase in the population of seniors living in the Region of Peel by 2016.

"This kind of program is a lifeline to many people who might otherwise be sitting home alone with the TV remote or have to move into a long-term care home because they can't stay home alone," says Wendy Beattie, Administrator at Malton Village. "We hear



Expanded hours are just part of the transformation happening in ADS. New enhanced services include physiotherapy assessment and treatment, bathing and showering programs, and holistic therapies like gardening, aromatherapy and music therapy.

from caregivers all the time who are grateful to have some time to attend to errands and their own jobs."

Up, up...and safely moved

State-of-the-art ceiling lifts installed in all LTC centres

The many lifting and transferring tasks associated with elderly residents have become high-risk activities for health care workers. "Our nurses and personal care staff are on the frontlines of delivering patient care," says LTC Director Carolyn Clubine, "and sadly they are also the workers who most often suffer musculoskeletal injuries."

"When you start looking at the best ways to mitigate the risk of musculoskeletal injuries to staff, many studies confirm that ceiling lifts are the most effective," says Lisa McMurray, Health and Safety Associate for LTC. Today, after months of careful planning and feasibility studies, the installation of 66 state-of-the-art ceiling lifts in all five centres is close to completion.

Nancy Polsinelli, Manager, Quality and Program Development for LTC is providing support to the Homes staff on the project, while Mark Centrone of Health Facilities Planning (HFP) is responsible for overall program management.

At the beginning of the project, a Ceiling Lift Committee was created with representatives from each home, to ensure the ceiling lift system and supporting programs are tailored to meet the needs of staff and residents.

The installation crews arrived at the LTC homes in early September and by mid-October, 21 lifts had been installed in 3 homes: Tall Pines, Davis Centre and Malton Village. Davis Centre received four of those lifts and the work there is 100% complete. In the second phase of the installation, Tall Pines and Malton Village will receive the balance of their lifts, 6 and 11 respectively, and Sheridan Villa and Peel Manor, will receive 18 and 10 lifts respectively.

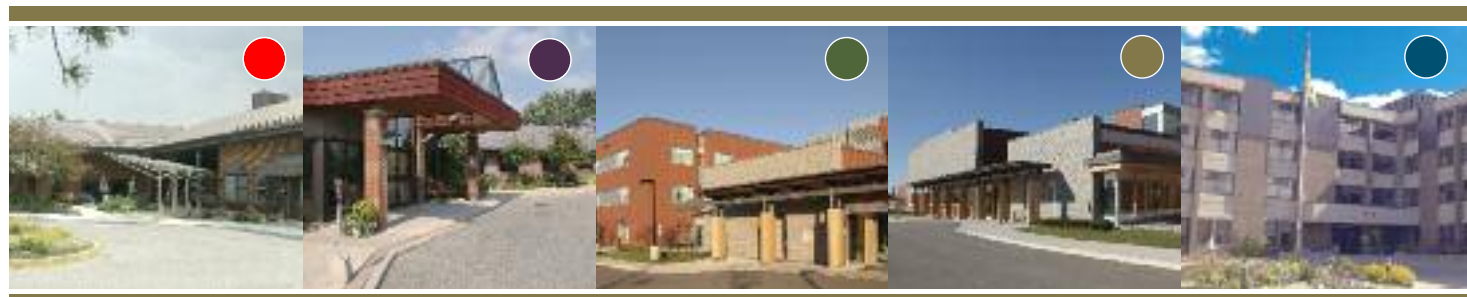
"This lift is one of the most technologically advanced on the market."

The lift being installed is the Maxi Sky 600, manufactured by ArjoHuntleigh and is simple for staff to operate. "This lift is one of the most technologically advanced on the market," says Mark. "It's an easy-to-operate system that allows the caregiver to transfer a resident using handset control, thus reducing manual lifting and stress and strain on LTC staff."

Peel Manor PSW Jill Foster says the effects of the lifts may not be apparent immediately, but in the long run she is certain they will see a reduction in back and shoulder injuries among staff. "Anything mechanical that takes the weight off is a good thing," says Jill. The lift will also enable residents to move directly from the bath to the toilet area. "It provides another level of dignity and privacy for residents and that's a step in the right direction."



The Maxi-Sky 600, recently installed in all five LTC centres, is one of the most technologically advanced on the market. "When you start looking at the best ways to mitigate the risk of musculoskeletal injuries to staff, many studies confirm that ceiling lifts are the most effective," says Lisa McMurray, Health and Safety Associate for LTC.



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For more information about the Region of Peel's Long Term Care Centres and Adult Day Service, please call

905-799-7700

or visit www.ltcpeel.ca

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