

# Building Successful Partnerships Together



## Newsletter

### Our mandate

Peel Long Term Care will continue its tradition of caring for our clients to ensure their dignity, independence, quality of life and ongoing community connections.

### Objectives

- 1 To provide client-focused care to all long-term care residents, adult day program and respite clients.
- 2 To ensure an effective and efficient operational model to support long-term care services.
- 3 To manage and respond to stakeholders' expectations and demands.
- 4 To create a supportive environment in which employees and volunteers can do their best work.



### Director's Message

**T**his is an exciting but also challenging time for Peel Long Term Care. The needs of our residents are more diverse and complex than ever. In addition, there is still a need to educate our community about long-term care services and dispel the myths of long waiting lists in Peel.



The purpose of this newsletter is to inform our key stakeholders about several changes that recently took place in the Region of Peel Long Term Care. You will also find information about our major improvements and upgrades as well as our latest awards and accomplishments.

As some of you may know, our Director of Long Term Care Janette Smith has been appointed Acting Commissioner of Health to replace Peter Graham, who retired in September. I will be Acting Director until December 2005 and then Carolyn Clubine, Administrator of Tall Pines, will become Acting Director through to March 2006.

In the past year, the Region of Peel Long Term Care Centres have celebrated several big successes. We received a three-year accreditation award and opened two new centres – Malton Village in Mississauga and Tall Pines in Brampton. In addition, we've made many improvements to our existing homes to accommodate the needs of our residents and make their living environment more comfortable and home-like.

The challenges of providing customized care and meeting the high expectations of our clients create many opportunities for our homes to make upgrades, explore alternative therapies, train staff, and recruit and retain volunteers. They also create an opportunity to continue building strong and successful partnerships with many of you – our community partners and organizations.

Our successes would not have been possible without ongoing connections with your organizations and agencies. We often rely on your expertise and resources so that our staff can respond to the requests of our clients and support them in a timely manner. We value our growing links with ethno specific organizations which help us connect with multicultural communities and share information about our services among their members. We also welcome opportunities to share information about our long-term care centres with your staff either through presentations or tours of our centres.

Our partnerships with agencies such as Alzheimer's Society, Malton Neighbourhood Services, Hospice of Peel, Caledon Community Services, to name just a few, help us enhance the care and support that we provide to our residents, Adult Day Program participants, their family members and caregivers.

Thank you for your contributions to the health and well-being of our residents and their families. I am confident that our relationships will continue to grow and strengthen in the future.

Linda Instance  
Acting Director of Long Term Care



## What our residents and family members say about our services

Every year, we ask our residents and Adult Day Program participants for their feedback on the care and services at our homes. In 2005, 291 surveys were completed by the residents at our five long-term care centres for a response rate of 45 per cent.

On the overall rating of the centres as a place to live, 95 per cent of the respondents ranked the Region's long-term care centres as excellent or good, and 97 per cent indicated that they would recommend the centres to family and friends.

The top five areas that received an excellent or good rating across all five centres included:

- Availability and helpfulness of the administrative staff
- General repair and upkeep of the building and grounds
- Availability and helpfulness of the programs and services staff
- Medical care
- Cleanliness of the centre

In 2004, 40 surveys were completed by our Adult Day Program clients for a response rate of 66 per cent. Among the Adult Day Program participants who completed the survey, 88 per cent gave the program an overall rating of excellent or good, and 95 per cent would recommend the program to others.

Our 2005 Adult Day Program survey process is currently underway. We look forward to sharing the results with you in an upcoming newsletter.

## Regional Council

Region of Peel Long Term Care reports directly to Regional Council. Members of Regional Council are actively involved in assessing the needs of the elderly living in Peel. They provide advice and direction on our long-term care initiatives, such as building the two new centres and Sheridan Villa redevelopment. Regional Council ensures that we operate according to the standards of the Ministry of Health and Long-Term Care (MOHLTC) and in a way that is accountable, transparent and provides our Peel community with access to timely information.



## Recent Accomplishments

- \* Opened two new centres – Malton Village in Mississauga and Tall Pines in Brampton
- \* Received a three-year Accreditation Award from the Canadian Council on Health Services Accreditation (CCHSA) for all five centres. According to CCHSA, only 48 per cent of surveyed organizations in 2004 were granted this full accreditation status.
- \* The Diversity Manual for staff was acknowledged by CCHSA as a national best practise
- \* Received Quality Workplace Award from the Ontario Association of Non-profit Homes and Services for Seniors
- \* Launched Adult Day Program at Malton Village
- \* Received approval by Regional Council for redevelopment program at Sheridan Villa
- \* Received funds from the MOHLTC to expand Adult Day Program at Peel Manor
- \* Recognized as a leader in addressing long-term care issues, including making presentations to community and key stakeholders



# Residents' and Family Councils

**O**ur residents have an important voice when it comes to improving services or participating in the daily affairs of the centres. This voice is Residents' Council, which plays an instrumental role in the overall success of our homes. Council members meet monthly and provide input into building upgrades, menu selections, activities and outings.

We welcome and encourage active family participation in the care provided to our residents. Each one of our centres has a Family Council and hosts Family Nights so that family and friends can become involved and advocate on behalf of their loved ones.

Family Nights also offer opportunities for community agencies to make presentations to families on the services that are available to them.

## Our successes and future initiatives

We have completed several major upgrades at our centres and embarked on new projects to improve programs and services for our residents and Adult Day Program participants.

**Davis Centre** – The centre's dining room was expanded to meet the growing needs of the residents. With more residents using wheelchairs and walkers, the space of the old dining room was limited and did not comply with current MOHLTC standards. The new dining room is more accessible, comfortable and allows for more efficient service delivery.

The design of the dining room was developed with input from residents, staff, volunteers and family members. It includes a stone fireplace and a unique chalet-like ceiling, which provides an outdoor feeling all year long.

**Malton Village** – Malton Village achieved full occupancy earlier this year. Malton Village has opened its Adult Day Program and celebrated its Grand Opening in June. The centre is working closely with the community and has partnered with the Malton Neighbourhood Services Ontario Early Years Program at Bramalea-Gore-Malton-Springdale. This partnership provides intergenerational programming for seniors who participate in the Adult Day Program.

**Peel Manor** – The centre has expanded its Adult Day Program area to accommodate more participants. The courtyard was also recently renovated with wider paths to allow residents to go out and spend time outdoors. A new gazebo is a wonderful addition and a nice area to relax with family and friends. Additional upgrades currently underway include front door renovations, upgrades to the nurse call and fire alarm systems, roof replacement, and air conditioning enhancements in the kitchen and dining areas.

**Sheridan Villa** – The centre is preparing for redevelopment to upgrade the building to new design standards. After this major project, the home will have 142 beds, down from the existing 236. Residents, staff, family members and volunteers provided their input into the new design. Redevelopment construction will begin in the spring of 2006 and is scheduled to be completed in 2008.

**Tall Pines** – Tall Pines achieved full occupancy earlier this year. Tall Pines is working with its neighbours, Chinguacousy Wellness Centre and the new William Osler Hospital, to ensure that the needs of its clients are met once the hospital is opened. The centre has also established several community partnerships with local schools, churches and organizations including Chinguacousy Garden Club, Chinguacousy Secondary School, and a childcare program at the Wellness Centre.

## Volunteers

We are proud to have many dedicated volunteers who enrich the lives of our residents and help them stay connected to the community. Our volunteers play an important role in the lives and overall well-being of our residents. They are regarded as valuable members of the care team. They visit our homes to assist residents during meal times, to help out with community outings and to support gardening activities. They also assist with planning spiritual programs and special events. Several former volunteers are now residents at our homes demonstrating the Region of Peel's commitment to quality care and services.



# Frequently Asked Questions

## Do you have vacant beds in your centres?

Currently, we have beds available at some of our centres. Our waiting list is managed by the Community Care Access Centre of Peel (CCAC). You can contact the CCAC at **905-796-0040** or **1-888-733-1177**.

## Do your long-term care centres offer support groups for caregivers?

Our long-term care centres offer social work services for residents and caregivers that require support during the transition to the long-term care setting and beyond. Support groups can also be arranged as needed.

## What are the accommodation costs?

The rate schedule for long-term care accommodations is issued by the MOHLTC on a yearly basis. The MOHLTC sets the accommodation co-payment rates for long-term care residents. The rates vary depending on the type of accommodation requested by the resident. Rate reductions and subsidies may be granted by the MOHLTC to qualified residents.

In addition to the provincial funding and the resident co-payment, the Region of Peel also contributes funding to the operations of our five long-term care centres to enhance the services we provide for our residents.

Type of Accommodation	Resident Pays (monthly rate)
Basic or standard	\$1,480.99
Preferred semi-private	\$1,724.32
Preferred private	\$2,028.49

## Contact Us



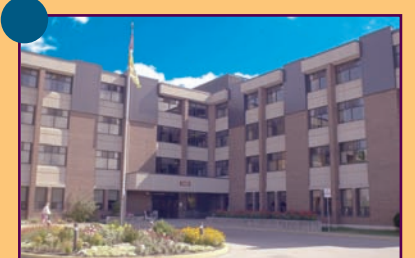
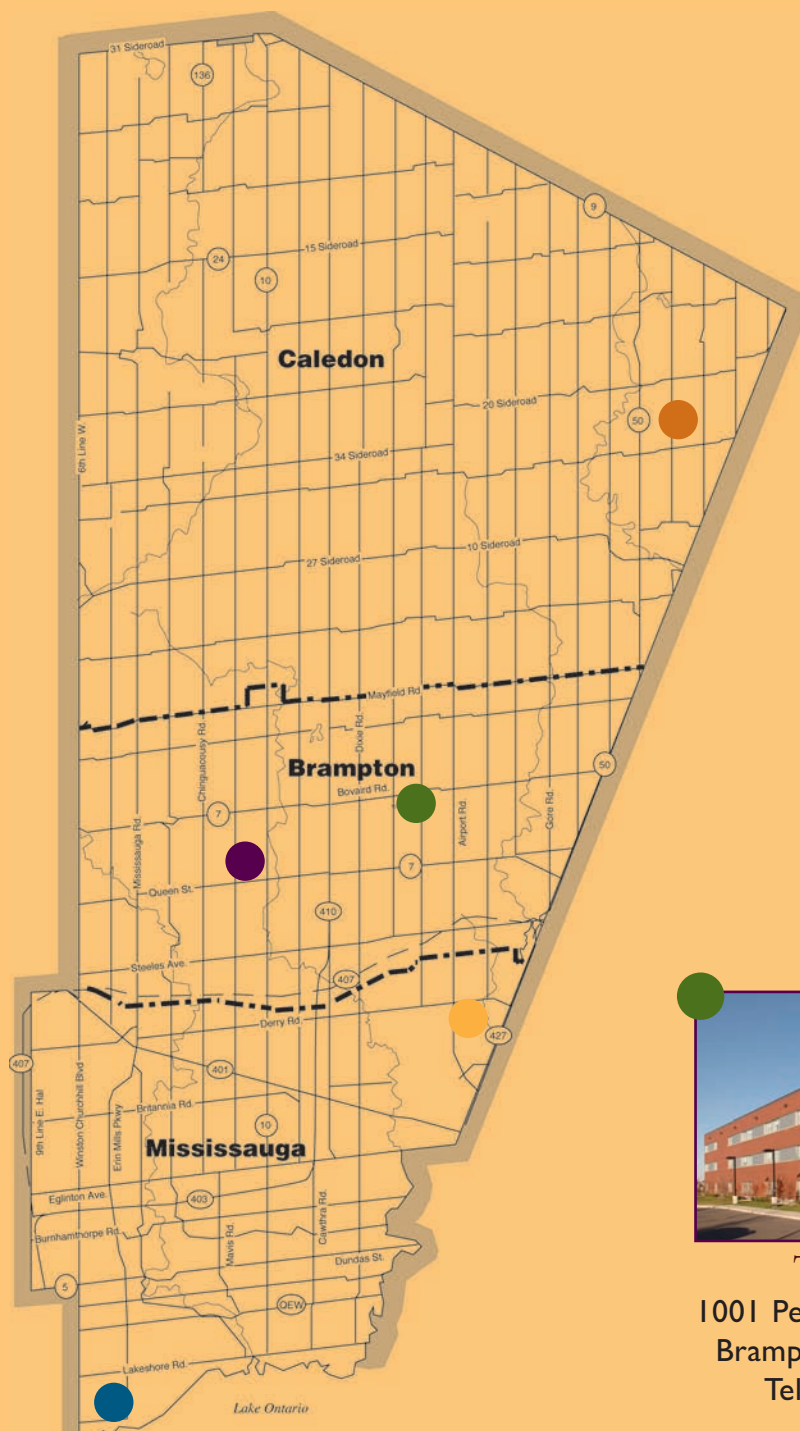
**Davis Centre**  
80 Allan Dr.  
Bolton, ON L7E 1P7  
Tel: 905-857-0975



**Malton Village**  
7075 Rexwood Rd.  
Mississauga, ON L4T 4M1  
Phone: 905-791-1179



**Peel Manor**  
525 Main St. N.  
Brampton, ON L6X 1N9  
Phone: 905-453-4140



**Sheridan Villa**  
2460 Truscott Dr.  
Mississauga, ON L5J 3Z8  
Tel: 905-791-8668



**Tall Pines**  
1001 Peter Robertson Blvd.  
Brampton, ON L6R 2Y3  
Tel: 905-791-2449



For more information about the Region of Peel's Long Term Care Centres, please call **905-799-7700** or visit [www.peel-longtermcare.ca](http://www.peel-longtermcare.ca)

