

Building Successful Partnerships Together



Newsletter

2009

Director's Message

As 2009 comes to a close, Peel Long Term Care, like many of you, continues its response to the H1N1 flu virus. Staff members in our homes have been extra vigilant in monitoring the health of our residents and Adult Day Service participants. We have heightened our infection control practices, improved response procedures and updated each centre's Pandemic and Emergency Plan.

This year, Peel Long Term Care has implemented several initiatives outlined in our new operational model. Some of the improvements include having a supervisor available on weekends as well introducing two new positions – Supervisors of Care and Program Support Nurse. These professionals will lead their teams to be more efficient and responsive to the needs of our clients and staff.

Other 2009 highlights include setting up a Resident Assessment Instrument – Minimum DataSet (RAI-MDS) tool to help develop more individualized and holistic plans of care for our residents. We also rolled out an Attendance Support Program to plan and organize our work better, reduce overtime costs and minimize attendance problems. Both of these new initiatives are part of the Continuous Quality Improvement program profiled in this issue.

In October, one of our homes hosted a delegation of hospital executives from the China Medical Department. Their visit was an uplifting and positive experience with delegates interested in all aspects of our long-term care services, especially in funding, client fees and safety.

And lastly, our new website www.ltcpeel.ca is now live. It is an excellent resource with user-friendly navigation and content written in simple language. In the future, we'll use the site to communicate with families faster and more efficiently by posting urgent updates and upcoming events for our centres.

I hope you enjoy reading this issue. I wish you all a happy, safe and healthy holiday season.

Sincerely,

Carolyn Clubine
Director, Peel Long Term Care

Adult Day Service participants enjoy enhanced health services

As long-term service providers we know the importance of supporting participants in our Adult Day Service (ADS). Providing easily accessible services in one location makes a difference to the recipient as well as their primary caregiver, who may not have enough time to get services for their loved one.

Many older adults and their caregivers already enjoy an enhanced level of care offered at some ADS locations including those at Peel Manor, the Davis Centre and Sheridan Villa.

Enhancements to ADS include access to services provided by physiotherapists, registered nurses and dietitians, as well as access to a bathing program and physiotherapy room. Together with stimulating activities – such as, gardening, cooking and outings – the program helps support participants' independence, health and well-being.

“The extra level of support we are able to provide now saves clients and caregivers time managing various appointments, reduces stress and, most importantly, offers a better quality of life for older adults,” says Jennifer D'Amico, Supervisor of ADS at Peel Manor in Brampton.

Since ADS are co-located within our long-term care homes, the clients are able to take advantage of the existing facilities. They are offered a shower or a bath in a relaxing spa environment up to twice a week and will receive individual assessment by a physiotherapist and have access to the centre's fully equipped physiotherapy room.

A registered nurse is available to check blood pressure or blood glucose levels and offer advice on how to manage diabetes, skin conditions, hypertension and other health issues. A dietitian can meet with a participant and their caregiver to discuss special dietary needs and healthier food choices. Educational programs for families and caregivers are also being planned.

“We pay \$19 a day. This service is worth \$190 a day to me. I know my dad is safe, happy and cared for,” says Lynn Stanfield whose father attends ADS at Peel Manor.

These services are made possible through the funding received from the Central West LHIN (Local Health Integration Network) as well as the Mississauga Halton LHIN, as part of the Aging at Home Strategy. Participants pay the same amount they did for ADS before the enhancements – there are no additional fees.

The funding from these two LHINs has allowed ADS to hire additional staff. The ADS team now includes Personal Support Workers who focus on the participants' personal care needs, ensure they take their medication on time, and ensure clients are safe and comfortable. Staff members trained in therapeutic recreation focus on planning and running social, recreational and therapeutic programs.

Families of participants are embracing the enhancements to ADS and are reassured that ADS services compliment the care their loved ones receive from other community agencies.

“We collaborate with other providers to offer a complete plan of care and support to our shared clients,” says Jennifer. “Integrating our services with those of other providers creates a continuum of care and an age-friendly community. We are very excited to be part of the Aging at Home initiative.”

For more information on our ADS program, please call 905-799-7700 or visit www.ltcpeel.ca



Finding and keeping dedicated volunteers in long-term care



If you ask Christiane Maris, Supervisor of Activation and Volunteers at Sheridan Villa, what she would do without Jean Lapinskas, the answer would be: “I really don’t know.” Jean is one of this home’s most dedicated volunteers and she is at the centre Monday to Friday, rain or shine.

Jean and other volunteers in our Centres are a vital part of the care team. Volunteers run general stores, help out with special events, accompany residents on trips, assist at meal times, offer companionship and much more. Christiane and her colleagues at other Regional Homes agree that without volunteers we would not be able to offer the same level of service to our clients. Finding dedicated volunteers for long-term care is not as challenging as it was in the past.

On average, our homes receive 15 applications per month. Advertising with Volunteer MBC (Mississauga, Brampton, Caledon) as well as promoting volunteer opportunities on our website, in local schools, community centres and churches or through word of mouth helps with recruitment. Christiane also finds that today, more people have a better understanding of long-term care services and the importance of spending time with older people who may have dementia or other illness.

While finding volunteers may not be difficult, keeping them long-term requires a good strategy.

“It is important to always thank volunteers for what they do. No task is too small or less important,” says Jeannie Papaconstantinou, Supervisor of Activation and Volunteers at Malton Village. “A successful volunteer program depends on matching volunteer positions with the needs and skills of volunteers appropriately, respecting their personal time, recognizing their efforts as well as being visible in the centre and open to communication.”

New volunteers are always welcome at our Centres. For more information, please call 905-791-7800 or visit www.ltcpeel.ca.

A renewed CQI Program empowers staff to make a difference

Do your employees have a say in how to improve your services and programs? Are they empowered to speak up and make suggestions? In Peel Long Term Care, we are proud to say – yes.

Earlier this year, all Regional Long Term Care centres launched a Continuous Quality Improvement (CQI) program to help us provide the best health care possible for our residents and Adult Day Service participants. The CQI program is not entirely new to our service but it needed a revival to enable us to make better decisions. After a year of staff consultations, research and planning, we have developed a more formal and strategic program to ensure our employees can be active players in making our centres a better place to work and live. The program roll-out was led by a Resource Nurse at each home.

To build excitement about the new initiative and encourage staff participation, we needed to educate staff about the program and clearly explain their roles. Information fairs at each home kicked off the education phase of the roll-out and were followed by several in-service and training sessions for all levels of staff.

“It was important to integrate CQI into daily activities of our staff and not to create additional work,” says Wendy Beattie who led the initiative from the beginning. “Our ultimate goal was to change the mind set of our employees so that they strive for quality in everything they do and look for ways to improve our services for our clients.”

To determine which areas should be improved we use many tools, such as audits, survey results and client feedback. Each home has created a Site Quality Committee (SQC) which meets regularly to discuss improvements for each service area and review new initiatives and outcomes. Some of the areas recently reviewed by SQCs included smoking compliance, resident food costs and prevalence of falls.

In addition to SQCs, Site Quality Circles were also established. These groups of front-line staff and management meet regularly to determine root causes of issues. For example, one of our homes is examining ways of reducing the cost of incontinent products by 10 per cent, and another centre is looking at how to reduce the number of restraints by 10 per cent.

Residents and their families are also an important part of the new CQI Program. By filling out an annual Client Satisfaction Survey, dropping off a note in the ‘comments box’ in each centre or speaking directly with our staff, residents and families tell us how we can improve.

Program evaluation is scheduled for Fall 2010.



Incivility in the Workplace Peel Manor and Humber College join forces to educate staff on bullying

Workplace aggression, commonly known as bullying or misuse of power, is a serious matter. Many organizations have placed bullying into the category of unthinkable behaviours such as sexual harassment or drunkenness (Canada Safety Council). It can affect the overall health of an organization and cause a number of issues, including: increased staff absenteeism, turnover and stress, as well as poor customer service.

Educating all levels of staff to increase their awareness is essential in recognizing bullying and knowing how to work as a team to resolve a conflict and diffuse a stressful situation.

In Spring 2008, Peel Manor staff in Brampton participated in an educational pilot program on bullying and interpersonal skills in the workplace led by Humber College.

“We wanted our staff to be more aware of bullying behaviours and be more accountable for their actions,” says Rani Calay, Peel Manor Administrator.

Rani asked Humber College to develop and deliver an educational program to equip staff with knowledge and skills they needed to recognize bullying behaviours and use appropriate coping mechanisms to respond proactively. Humber College embraced the idea and, together with Peel Manor, engaged in the pilot project named “Incivility in the Workplace.”

“There is evidence that team functioning and quality of work life have an impact on patient care in hospital settings but no data are available for long-term care. The purpose of this project was to assess the effect of the educational program on staff experience of working in a long-term care environment,” says Kathleen McMillan, Dean, School of Health Sciences at Humber College, who was involved in the project.

The program included educational sessions on identifying personal values; recognizing the behavioural styles of others; proactive response; assertiveness and accountability; conflict resolution; and team building.

“We received positive feedback from staff. For many, it was their first personal development course and at the end they felt enlightened and empowered,” says Rani.

To determine that the pilot project achieved measurable and sustainable outcomes, an evaluation is being conducted. Evaluation results are expected in early 2010. The next steps for Peel Manor could include additional training, a review of practices and policies, and/or further research. The evaluation data may be of benefit to other organizations that are trying to improve staff relationships and team functioning.



Happy 25th, Davis Centre!

“When you do good things, time flies by,” said Regional Chair Emil Kolb at the Davis Centre’s 25th Anniversary celebration in September. His words couldn’t be truer. Today, this home remains the same small, cozy and caring place in the heart of the Bolton community as it was when it first opened its doors in 1984 as the Vera M. Davis Community Care Centre.

Named after Mrs. Vera Davis – mother of the former Premier of Ontario, William G. Davis – the centre shares with its namesake a commitment to helping the community.

Over the years, this home has undergone several renovations to meet the growing needs of its residents. In 2005, the dining room, a main gathering place at the home, was expanded to become more accessible and comfortable. A stone fireplace and a unique chalet-like ceiling has made the space brighter and provided an outdoor feeling all year long.

The gardens have also grown to stretch throughout the back of the entire building and feature low-level planting beds where residents can plant vegetables. Many quiet areas in the garden are great for bird watching and enjoying time with family and friends.

Many thanks to the Bolton community, numerous partners and volunteers for being part of the Davis Centre history and for making the lives of our residents and Adult Day Service participants so much richer and fulfilling.



State-Of-The-Art Garden Opens At Malton Village

In our 2008 issue, we wrote about green walls at Malton Village. This past spring, 'green' projects continued to flourish at this centre with the unveiling of its new state-of-the-art sustainable Adult Day Service (ADS) garden. In this new outdoor space you won't see any grass but the garden is definitely green.

Residents and ADS clients who provided ideas for the garden preferred the sidewalk style paving over grass, to reduce trip hazards and make the area accessible for everyone. The lower-level planting beds installed around the perimeter and 45 native plants make the garden a popular spot and keep ADS participants busy during the summer months. An awning extending from the wall provides a shelter from the sun, while honey suckle vines serve as additional shading.

"Building a fully accessible, self-sustainable and environmentally friendly garden was very important to us," says Ben Sutton, Facility Supervisor at Malton Village. "The garden has several state-of-the-art environmental features that help preserve and reuse many of our natural resources."

A drip irrigation system helps reduce demands on water requirements for the plants. The water pump is operated from the solar panel system located on the roof and uses a recirculation system within the planting area.

The garden was a joint effort of the Real Property Asset Management division at the Region of Peel, numerous community partners, volunteers and local businesses who contributed their time and resources to plan, design and build it.



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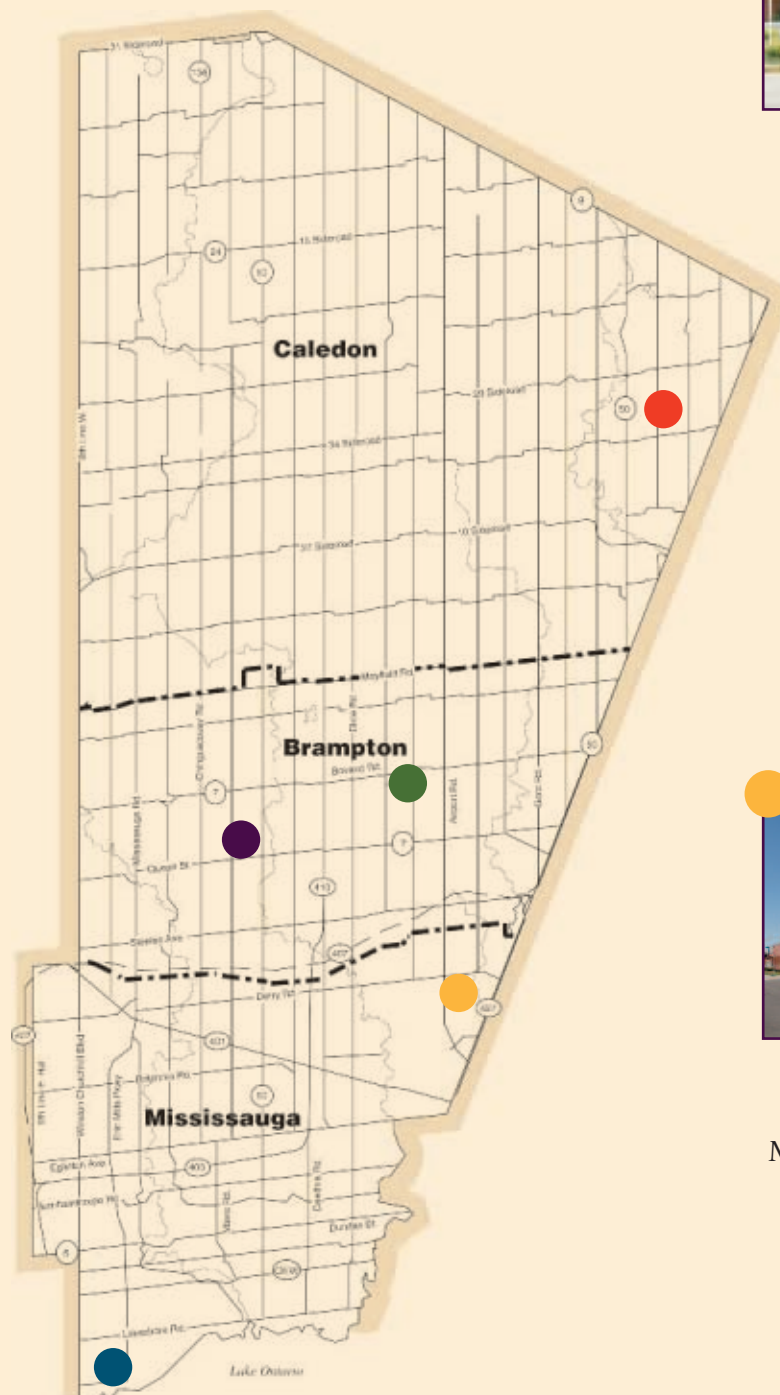
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For more information about the Region of Peel's Long Term Care Centres and Adult Day Service, please call

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