

H. J. McFarland Memorial Home

Winter 09/10 News

Quality Life Care...

..To Know, To Listen, To Honour

Administrator's Corner

"There is nothing wrong with change, if it is in the right direction"
Winston Churchill

A new year is upon us. There have been many changes since the last newsletter in the spring of 2009.

Ellen Gervais retired after 25 years as Administrator of the Home and Beth Piper accepted the position of Administrator. She started in August, 2009.

Beth Piper was originally from Prince Edward County. She moved to Bancroft in 1992, and began her career as Registered Nurse. She worked in the community for various Nursing agencies, progressing to the management level. She then went to the CCAC and worked as a Case Manager for 7 years before accepting the position of Director of Nursing at Hastings Centennial Manor. The time came to move back home, so after 3 years as the DON at the Manor, she accepted a position in Kingston as Program Manager at Providence Care, St. Mary's on the Lake Hospital. In August, 2009, she accepted the position here at the Home as Administrator. She is married with 3 children.

Administration News

In the spring of 2009, an outside agency, Silver Meridian, was hired to do a workplace culture survey at H.J. McFarland Memorial Home. A series of recommendations were made to improve the relations amongst staff. Leadership training has since occurred for all Managers and Registered staff, and there were a series of 12 in-services for all staff on various aspects relating to Respect, Teamwork and Communications.

One of the biggest changes that affects Residents directly is our new Pleasurable Dining initiative. We understand that meal times are one of the biggest pleasures in life for many people. We are making every effort to ensure that each dining experience is a pleasant one. We have adjusted our staffing so that all departments are assisting residents at meal times. From ensuring that residents are assisted to the Dining Rooms in a timely manner, topping up the tea and coffees, serving meals smoothly, ensuring that Residents who require assistance with feeding have a dedicated staff member at their table to assist them, to ensuring that residents are offered Wet Wipes and assisted further as necessary to clean up after meals are all aspects of our new initiative. We also have a "Restorative Feeding" program that maximizes Residents' abilities to be independent at meal time while still ensuring they have the help they need to obtain full nutritional value from their meal. The basic premise of this initiative is that it is the responsibility of all staff to ensure that the meal is as pleasant as possible for Residents.

Please be aware that your satisfaction with our services is paramount to us. Please bring any concerns/compliments forward to Beth Piper. Any issues will be investigated and resolved and any compliments will be passed along to staff.

Please be advised that under our Municipal Code of Conduct, staff cannot accept individual gifts and/or tokens of appreciation. As always, gifts/treats/donations that all staff have the opportunity to benefit from are gratefully accepted.

Business Office	2	Nursing News	3	Welcome New Residents	3
Resident Services News	2	Environmental News	3	Coming Events	4
Dietary News	2	Staff Notes	3	Mission, Vision & Values	4

Resident Services

The winter weather might be confining us to the indoors, but the Residents Services Department never has a dull season. You can check the activities on the monthly display and you are welcome to join the Residents at any of the programs. There you will meet our new volunteers such as: Pat Wallwork—Tuck Cart; Tara Clarkson— student of PEI; a marvelous group of Woodworkers from Wellington on the Lake Club; Wilf, Chuck, Charles, Bill and Nick helping the Residents with handicrafts and keeping the community contact alive.

We have 20 volunteers who bring their skills and caring hearts to the Residents.

Thank you to all who supported the Christmas Bazaar with baking, White Elephant items, monetary donations and to the many patrons who enjoyed both the bazaar and the Tea Room.

The proceeds of more than \$1,500 will enhance the Resident's activities.

Business Office

Reminder: Ministry policy is that an itemized quarterly statement of money held by the facility on behalf of the resident, charges made to the resident from these holdings and the balance in the account shall be provided to each resident/ authorized representative. These statements will be available to be picked up at the business office the end of March, June, September and December each year or as requested.

Receipts/statements will be issued to each of the residents by the end of February for the amount received by the H. J. McFarland Memorial Home in the year 2009 for maintenance purposes. The Picton Clinic Pharmacy also issues receipts for 2009 for resident co-payments of medication. These receipts are delivered to the Home if we pay the account for the resident. They can be picked up the end of February or they will be mailed out in March 2010 with the billings.

Please remember that if a

resident resides in basic accommodation and requires a rate reduction from the maximum basic accommodation rate, currently \$ 1,614.21, we will need a copy of the 2009 NOTICE OF ASSESSMENT received from Revenue Canada Taxation after the filing of their 2009 income tax return. Rates change yearly in July and new applications for rate reductions must be completed yearly.

Fundraising News

Over the next year, we will be actively seeking funding and donations to initiate the replacement of our manual beds to electric.

The benefits of these beds are:

- 1) Residents will have increased independence and be able to position their own beds the way they want .
- 2) Safer for staff; no bending and cranking.

Did you know....

That staff, families and friends are able to purchase meal tickets here at the Home. For meal tickets, please see the Business Office.

Dietary Highlights

Once again we had a large crowd at our annual Resident/Family Christmas Dinner; it was great to see everybody enjoying the food and entertainment. A special thank you to Sarah Reddick and Harvey Bradshaw for selling tickets on our fundraising basket; we made \$368 and the winner was B. Chourney.

We are having a Snack Vending machine installed in the Auditorium (for everybody to use). This should arrive the second week of January.

A reminder to families and friends; if you are calling on the week-end to reserve for a meal with one of the Residents, please call the nursing station. The Dietary office is not open to receive messages on the weekend.

On January 5, the Dietary Department purchased KFC lunches for the residents. This was well received and will be done again later in the year.

On February 14, we will have a special lunch to celebrate Valentines Day and the Chinese New Year. (which happen to fall on the same day.)

Did you know....that during the Alaskan Klondike Gold Rush (1897-1898) potatoes were worth their weight in gold. Potatoes were so valued for their Vitamin C content that miners traded gold for potatoes.

3 **Nursing News**

Hand hygiene is recognized as the foundation to an effective infection control program. In the coming months we will be embarking on a campaign to highlight the importance of hand hygiene. Residents and staff have received their flu shots and we are hoping for an outbreak free winter season.

Arrangements can be made for staff to escort resident when going to an appointment. The charge for this \$20.00/hour with a minimum of 4 hours. Please see Karima Lutzak, Director of Resident Care, for details.

Did you know...

That Resident Abuse is any action or inaction that compromises the health, safety, well-being and/or the dignity of any Resident.

For further information, contact Karima or Beth.

Environmental Services

Please be cautious when going outside. We strive to be diligent in removing snow and ice as quickly as possible but some areas can still be slippery and could cause injury.

We finished our Painting Program for 2009. We completed all rooms on Whispering Pines. They look great. Thanks to our Housekeeping Staff for a great job and minimal disruption to our Residents.

Our new elevator will be installed in early 2010. We look forward to this addition.

Palliative Care Room—Due to a generous donation on behalf of the late Eva Monroe, the room has been redecorated including a new floor, a new day bed and area rug. Many thanks to Arlene Wright for your donation and dedication to this project.

Did you know that....We are changing from bottled water to tap water.

Fresh jugs of water will be distributed twice daily to all resident in all wings except Willow Wing. The fridge in Willow Wing will be stocked with water and various juices for Residents.

- Our tap water comes from the municipality and there are strict regulations to ensure its safety.
- Tap water is better for the environment. (less plastic)
- Money saved by changing from bottled to tap water will be re-invested into the food budget for Residents.

Please remember that you must be 9 metres (27 feet) from any entrance to the building if you smoke.

Welcome New Residents

Bud Clarke	June Fox	Barbara Powers
John Murdoch	Leslie Fake	Mrs. Seybold
Sheila Dean	Morley Sills	Lily Ascroft
Bernice Stratton	Pearl Flavelle	Jean Nimmo
Craig Armstrong		Tom Robinson

Staff Notes

We would like to thank all residents, families and friends who brought in treats over the holiday season for staff.

It was greatly appreciated by everyone.

A Big Thank-you to Residents, families and friends who have donated or contributed to our Staff Appreciation Fund. Staff were treated to a Pizza Day in January and will be having "Timmies" days in February.

Please be advised that Dress Down Fridays have been offered to staff.

Special congratulations to Kristen Dunkley as the recipient of the J. B. Edwards Enterprises Limited Bursary.

Kristen is furthering her education at Loyalist College of Applied Arts and Technology in the Culinary Skills-Chef Training Course.

Way to go Kristen!

Welcome New Staff

Beth Piper—Administrator	
Joe Chapman-Dietary/Housekeeping	
Krystal Waldinsperger-Dietary/Housekeeping	
Becky Fraser -PSW	Sue Vigodda-PSW
Shelly Wenn—PSW	Justin Strickland-PSW

COMING EVENTS

Pub Night with Joyful Noise

January 27th @ 6pm

Valentine Dance with Peter Rea

February 14th @ 2pm

St. Patrick's Day Birthday Party with the Bongards

March 17th @ 2pm

Al Powis Entertainment

April 10th @ 2pm

SPRING BAZAAR

May 18th 2-4 pm

Upcoming Activities of the Home

- ⇒ Feedback forms for Compliments/Concerns will be available at the sign in desk.
- ⇒ Initiation of "Town Hall" meetings here at the Home for information sharing that will be open to all residents, families and friends.
- ⇒ Accreditation—November 2010; work to start within the next month.
- ⇒ Review Mission, Vision and Values Statements
- ⇒ Preparing for Accountability Agreement with the Southeast LHIN.
- ⇒ Entering Phase 1 for LTC/MIS project. (Public reporting of Financial Data)

Residents, families and other visitors wishing to provide input on the above items are encouraged to do so— contact Beth Piper.

Mission Statement

Our mission is to provide quality life care that encompasses the physical, emotional, spiritual and social needs of every Resident of the Home and which encourages and supports the Resident's right to freedom of choice. Our mission is reflected in our Home motto:

"To Know, To Listen, To Honour"

Vision Statement

Our vision is that every Resident will always be central to our care. The future of continuing this care must maximize autonomy, life satisfaction, dignity and the rights of each Resident.

Values

We value the Resident and their family: their needs define the care we provide and we believe they are always central to the provision of care.

We believe that life is a continuum; today's needs reflect the past and shape the future.

We value the promotion of wellness, recognizing that in providing care, cure is not necessarily the goal; rather it is the achievement of the highest level of unique wellness for each Resident.

We believe in a culture of safety which is achieved by the active involvement of all of us working together. Teamwork is the key to safety.

We believe in promoting, creating, nurturing a positive ethical climate where all our policy making, accountability, self evaluation, resident and business decisions are made conducive to ethical performance.

We value our co-workers and community partners, recognizing their unique contribution to the provision of holistic, Resident-focused care. We consider ourselves to be a team in which each team member has value and in which all are respected for their contribution to Resident care.



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OUR WEBSITE : www.pecounty.on.ca/mcfarland.html