



What's Happening at Vision!

A quarterly summary for all employees, families, residents and volunteers: January 2024. Posted on the Vision Web Page. This communication is a two-way process. If you read anything here you have questions about, please email Lindsay Vandenberg, Administrator, at lvandenberg@vision74.com. Please allow up to 10 days for a response.

1. **New equipment or replacement equipment ordered that affect me**

- Nursing Home Operational Plan 2023: The trial of new routines on Michigan gave us an opportunity to collect feedback to ensure that everything was running smoothly before rolling out the on all units. The new routines have been finalized and were implemented on January 8th.
We are purchasing new equipment to enhance our communication practices. Our Nursing Admin team and Resident Care Managers continue to support the staff with these changes.
- Nursing Home: New Furniture refresh for 2024. Sample chairs should be by the end of February so residents can have a look, try them out and give us feedback. There is a poster board at the front Brock St. entrance – please have a look!
- Rest Home: Full Occupancy at year end with the Transitional Care Program meeting our Goal for 2023!

2. **Changes in key administrative personnel and staffing concerns that affect me:**

Admin staffing changes:

- IPAC Assistant – Trish Vaillancourt will be assisting our IPAC Lead to help ensure our IPAC standards and expectations are being achieved; Trish will continue to conduct tours of both Homes.
- Part Time Resident Care Manager – Lorrie Ann Timmers RN comes to us with several years of nursing experience. She is passionate about senior care, and we are thrilled to welcome her to the team.
- Registered Dietitian – After 11 years of service, Mark Smith has moved on to new endeavours. We are pleased to welcome Shelby Sullivan as our new Full Time Registered Dietitian.
- HR/Accounting Clerk –welcome Rojay Mills. Jay will be assisting both departments with their daily duties.

3. **Any education, research and training opportunities that are coming up I can attend?**

- Upcoming education: Hospice Palliative Care Ontario (HPCO) is offering online education, which must be completed by March 31, 2024. Eligible courses include PACE for PSWs and Person-Centered Decision Making. Please let your dept. supervisor know ASAP if you are interested.
- AIS Annual testing is underway for registered staff. Please be sure to reach out to Melissa Babcock at Ext. 7375 if you require assistance with your test.
- Mandatory Education – Annual Mandatory Education is Underway. **Employees - check for emails from the Co-operative Web portal for notification of expired courses.** Payouts for Mandatory ed will coincide with the month you completed your education.

4. **Any ethical discussion that will impact me?**

- Crossover between Nursing and Rest Home during outbreaks is challenging. The interdisciplinary team consensus is Vision will do all we can, within directives, to keep spouses together, even during outbreaks.

5. **Any change in legislation, law or company code of ethics that affects me.**

- All Collective Agreements have been posted to the Vision Website. Find them in the Staff Section under the BE INVOLVED tab. If you have not signed up for staff access to the website – please do so today!

6. **Accreditation:**

- We have been **Accredited with Commendation**. Our continuously strives to ensure we are incorporating best practices in our day-to-day work. There were noted areas for improvement - delivering safe and reliable care, and medication management. Our QI Manager has an action plan to meet this criteria by April 2024.

7. **Any Family Council or Resident Council communication that will impact me:**
 - We would like to encourage all families to come out to join the Family Council Meetings. They are held in person or via zoom. This is an opportunity to advocate for the care of all residents in both Homes. Please see our website for more details: www.vision74.com
 - Family Council submitted a motion to encourage enhancements to our programs under the “Safe and Secure Home” legislation. These were discussed at team meetings in January and a response will be provided to Family Council in February. Council also provided great feedback to our Elopement, Intruder, and draft Air Tag policies.

8. **Any Infection Control concerns I need to be aware of:**
 - Rest Home Covid Outbreak was declared over Dec 8th, 2023. 16 residents affected and 5 staff, all recovered quickly. The COVID vaccinations were delayed due to the date of the initial outbreak

9. **Any Inspection results that I need to be aware of:**
 - Ministry of Long Term Care Inspection December 13 to review a previously issued Compliance Order from Oct 3, 2023 surrounding “Safe & Secure Home”. The inspection was completed, and the compliance order resolved. Two complaints were also inspected under “Safe and Secure Home”, no citations as a result of the inspection.
 - Ministry of Labour inspection: An inspection occurred on November 3, 2023, and no areas of concern identified. The focus of the inspection was Musculoskeletal Injury Prevention.

10. **Health and Safety concerns and risks for Resident and/or Employees. Staff are provided with debriefing result. This can be a supplement to the report that is posted separately in the staff area only.**
 - Med Sled Training, Fire Inspection and Fire Drill Scenario in both homes was completed in Nov/Dec, 2023. Both drills ran very smoothly, and it was a great exercise for our employees.
 - Code Yellow: Dec 25, we had a Code Yellow (missing resident) as a result of a Rest Home resident welcoming a Nursing Home resident into the Rest Home. The NH resident then went to sleep in an unoccupied bed. Our Security Cameras helped to determine what happened and have been added to our response process.

11. **Emergency Preparedness: how do I keep our residents safe:**
 - Code Brown (Environmental Spills): new spill kits were purchased for the Rest Home.

12. **Anything in the home that has had a positive impact on our reputation or performance related to client centered care delivery (Quality Improvement).**
 - Vision Rest Home has partnered with Bluewater Health to take select patients into a newly created Transitional Care Program (TCP). We will transition rooms as available. Currently have 7 residents in the program.
 - Website changes: to provide families and residents access to information they need to stay abreast of what is happening in the Home: Family and Resident Council Minutes, Outbreak Updates, Inspections etc. Log in is required for the staff and volunteer areas. We are developing an area for showcasing the Board of Directors.
 - Monetary Donations: the website was redesigned to simplify the process of making donations to Vision. You can now just click on the link and donate from the website.
 - Huddles – team huddles are being implemented throughout all areas in the home. The intent is to give our staff the opportunity to talk about specific resident plans of care; to discuss improvement ideas; problem solve; and to celebrate each other and the care of the residents within dept and home areas.

13. **Our Data – how we are doing?**
 - The administration team will be meeting mid-February to set the operational goals for 2024. More to come!

14. **Customer Satisfaction Results:**
 - 100% of those surveyed would recommend Vision to others
 - 93% of responses indicated that they can express their concerns without fear of consequences
 - Average response to question “What # would you use to rate how well staff listen to you between 1-5? (1 low 5 high) was 4.6/5