



What's Happening at Vision!

A quarterly summary for all employees, families, residents and volunteers: Oct/Nov/Dec 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. These highlights are only a few of the amazing things happening in our Home.

1. New equipment or replacement equipment ordered.

- The Nursing Home continues to refresh furniture and fixtures with Ontario Unit. New beds, mattresses, bedside tables, window coverings, lounge furniture and painting. We plan to continue unit by unit into 2025.
- New Bathing and Lift equipment purchased: Carendo Shower Chair, Carino Shower Chair, Rhapsody P300 Bathtub, Sarah lifts X4
- Weigh scales x 5

2. Changes in key administrative personnel:

- **Volunteer Coordinator/Recreation Facilitator Rest Home:** Jill Hillman assumed a new position outside of Vision and in September we welcomed Danielle Devlin to our team.
- **Dietitian Services are provided temporarily through Vida Dietetics to cover a maternity leave.** Safura Syed RD will be onsite for one month mid-Dec to mid-Jan. Then Aya Algheriany RD will return to Vision.

3. Education, research and training opportunities:

- In May we are planning our second full day of in-depth training on transfer and lift equipment for 10 nursing team members. This is a comprehensive review of resident abilities, sling type for abilities and training for our front line team members.
- Gentle Persuasive Approach (GPA) in Dementia Care- sessions scheduled Feb. 14; May 8 & 22; Sept. 12; Oct. 9; Nov. 14, 2025 to continue to educate staff on the importance of understanding each residents unique, individual needs. It teaches team members to approach care knowing how to avoid triggering responsive behavior.

4. Ethical discussions

- Did you know that a Power of Attorney (POA) or Substitute Decision Maker (SDM) is legally obligated to uphold the resident's wishes regarding their care? An example of this obligation is if you are a POA and your loved one becomes incapacitated to make their own decisions: *if you know your loved one no longer wants to be transferred the hospital for life saving treatment and only to be kept comfortable here in their home, the POA/SDM must respect their decision, despite their own desire to have the resident transferred to hospital.*
- Can Vision support only Female Care provision? The teams discussed the care provided and our ability to commit to having only female care providers if requested. While we cannot guarantee this, we will continue to strive to meet resident needs. We will inform both residents and families there may be times that a resident will need to wait for care to be provided, while the team switches employee's duties to make this work.

5. Any change in legislation, law or company code of ethics. NTR

6. Accreditation:

- Each team is beginning to complete their self-assessments which will guide our action plans through the upcoming 4 year Accreditation

7. Quality Plan Update: Our Data – how are we doing?

- Our Annual Management Retreat in 2025 will review our goals and data trends from 2024. This allows us time to reflect and set our goals for 2025.

8. Family and Resident Council Communication:

- We are planning to return to our past practice of hosting two All Family Meetings in 2025. We can provide updates and education to our Families as well as a chance to answer any questions you may have. Our Dept. Managers will provide small updates and be available to answer questions. A save the date will be coming soon.
- This Spring we will host the author of book *Now What – Managing the Emotional Journey of LTC For Families*; Deborah Batki. Deborah worked in LTC for years but struggled with the admission of her spouse and father into LTC. She will present on her family's path and describe how the Myths of LTC were developed. Vision has provided specific answers to these Myths (attached). Copies can also be downloaded from on our website).

9. Infection Control update:

- We continue to provide vaccinations as residents become due for their next booster or vaccine. This date changes related to the date of contracting the illness.
- The three Ministry and Public Health Guidance Documents have now been combined into one document, which greatly simplifies things. All our policies and processes have been changed to mirror the new changes.

10. Inspection results:

- All Nursing Home Inspections are publicly reported, found using the link: Search Selections for Long-Term Care homes (ltchomes.net) The Annual Inspection Nursing Home Dec 9, 10, 12 and 13th: with one written notification related to Resident Council related to not responding in 10 days to a Resident Council Concern. Four Inspectors arrived unannounced to inspect the home based on all legislated requirements listed under the Fixing LTC Act 2021. This was a very well done inspection by the Home and our team!
- Rest Home: NTR

11. Health and Safety: for Resident and/or Employees

- Our Health and Wellness Team is excited to be working on implementing the National Standards for Mental Health in LTC. This 6-month program is offered through the Ontario's Centre for Learning, Research and Innovation (CLRI). In Q4 a gap analysis and employee survey were created to guide the development of an action plan for 2025.
- A second Employee Assistance Program was purchased to provide all employees and families with enhanced services and programs. The most exciting is immediate counselling services – every call is responded to by a clinician for help and assistance.

12. Emergency Preparedness:

- NH Mock Outbreak: completed Dec 19th as a table top exercise. We simulated an evacuation that would occur at 2 am, with our smallest staffing levels in the Home. As a result of this exercise we are developing an action plan for evacuations that will mirror our action plan for outbreak implementation. We are planning to do the "live" Mock Evacuation that was postponed due to outbreak in the warmer months of 2025.
- Fire Department completed their inspection of the two Homes in November, and we passed. This is an annual process where they review all of our inspections, preventative maintenance to fire equipment and our fire drills.
- December 19th – Annual Fire Drill exercise with Fire prevention officers. Both homes passed with flying colours.

13. Things in the home that has had a positive impact on our reputation or performance related to client centered care delivery (Quality Improvement).

- Vision is proud to have participated with Destination Canada and have sponsored three new employees and their families to come to Canada and work at Vision.
- We are actively recruiting a part time bus driver! We are planning to increase the outings our residents can participate in through this new initiative. If you know anyone, please ask them to call Kerri Hill at ext. 7179.

- We were excited to have a staff awards presentation again at our annual Christmas Party. We had the following awards:

25 Year Pin

Heather Gismondi RPN

20 Year Pin

Marta Montero PSW

Crystal Curtis PSW

15 Year Pin

Katelyn Vandergulik RPN

Katherine Hamel RPN

Chelsey Lumley PSW

Tyler Spain PSW

10 Year Pin

Leigh-Anne Van Den Berge RPN

Brenda Bruner PSW

Gwen Murray PSW

Carolyn Dunn PSW

Paul Duarte PSW

Deborah Reiner Gardener

5 Year Pin

- Samantha Schoch RN
 - Monika Stalmach PSW
 - Harjinder Kaur PSW
 - Gurminder Kaur PSW
 - Richard Webb PSW
 - Micaela Durocher PSW
 - Katelynn Dawson PSW
 - Hilary Clouatre PSW
 - Patricia Hicks HSK/Laundry
 - Wendy Webb Reception
- Meal Suite is a new Menu and Meal Service program that will make our back of the house Dietary systems completely paperless. At the end of 2024 you will see the team begin using iPads for meal selection in the dining room. This technology also allows the Dietary Care Plan needs in PointClickCare (electronic Health Record) blend seamlessly with the menu technology in the kitchen allowing for better forecasting of menu items and ensuring resident individual nutrition needs are met at point of service.
 - Theme Days began in Quarter 4; providing an all day full experience for residents that included programming and meal times. The themes in this quarter included: 1950s Day, Octoberfest and Christmas. These days were very well received and plans are in place to continue in 2025.

14. Customer Satisfaction Results:

- Our Customer Satisfaction Survey was completed for 2024. We will be working with our Family Council and Resident Council in 2025 to revise these questions and the reporting process. More information to follow.