



## What's Happening at Vision!

A quarterly summary of happenings throughout the Homes for all employees, families, residents and volunteers:

October 2023: posted on the Vision Web Page.

As things change in the Homes, the following provides a summary of what has occurred and what we are working with. The titles of each area describe how it impacts you. Please read on, and my contact information is at the end of the update if you have questions or comments.

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

- Nursing Home Operational Plan 2023: Our goal is to look at Communication and Documentation System and trial new equipment and systems. We are currently trialing new equipment on the Michigan home area to improve ability to have "real" time documentation as well as increased communication between the team working each shift.
- Nursing Home: New Furniture: we are beginning the process of revitalizing our lounges on each unit in the Nursing Home. We will be working with Resident Council, Family Council and our entire staff to pick design options that will work with our layout. More information to come. If you are interested in being part of this initiative please let Virginnia Bright or Lindsay Vandenberg know.
- Rest Home: we are beginning to look at revitalizing the sinks and counters in the resident rooms in the Rest Home.
- A new Max Lift and Sit to Stand was purchased in the Nursing Home.
- Our WIFI upgrade and switch to fibre is now complete.

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

- Cherie Furlan-Craievich resigned as IPAC Manager in July 2023. We wish her the best in her future endeavors!
- Gayle McDougall has taken on the IPAC Manager position effective August 2023.
- In September, Vision welcomed Candace Lefebvre as our new Nurse Manager. Candace joins us as a seasoned RN. She has worked in previous Homes as their Assistant Director of Care and as the Director of Care. Please welcome her when you see her.
- Jeannine Bastien, Food Service Manager, has moved on to a new opportunity and Casey Haas joined Vision Oct 3 2023. Sharon Stanhope has been contracted to come in to assist the Home in a quality improvement capacity. She will work with Casey to review all Dietary systems: menu planning, therapeutic menus, job routines and service in the dining rooms.
- Chansey McCready (Tobicoe) returned to Vision as the second Resident Care Manager. She will be responsible for Huron and Michigan Residents and teams, Heather Taylor will be responsible for Erie, Superior and Ontario.
- Amanda Cadotte is the new Director of Care in the Rest Home, and Ashley Burnard returned to the Nursing Home as the Admission Nurse/RAI Coordinator.

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

- Behavior Support Ontario (BSO): we have been working with our BSO team to get every member trained in Gentle Persuasive Approach (GPA) techniques. These team members will then become leaders on each unit to work at personalizing resident care through non-pharmaceutical interventions.
- Skin & Wound Care - Medline continues to support our staff by providing quarterly education in-services to our staff on various skin/wound care topics.
- Ellan Dickieson, our Social Worker in the Home is continuing work on their New Horizons Small Group Therapy Project. "Our social work team is working on a project to enhance the mental health and well-being of our

residents through the implementation of small group therapeutic sessions. This project has involved assessing the psychosocial needs of residents (completed) and researching applicable interventions. We are now working with community partners to develop therapeutic group sessions.

At this time, we are exploring therapeutic art, music, and reminiscence. We are even hopeful we can implement laughter therapy! We are planning to trial some small group sessions starting in November, with full implementation in January through March. This project has been made possible through the New Horizons for Seniors federal grants and contributions program. Any questions can be directed to Ellan Dickieson, Social Worker.”

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

- The team has been discussing the rights of a Rest Home resident who we have trained to be an Essential Visitor for their loved one who lives in the Nursing Home. If their loved one is in isolation, do they have the right to visit, when there is a strong possibility they can bring the illness back to the other 33 residents they live with in the Rest Home? I would appreciate your perspective on this, see the contact information at the end of this update.

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

- Unifor 914 Collective Agreement, that covers all staff except the Administrative staff, Rest Home staff and the RNs was successfully ratified by both parties. The union will be providing the home with booklets to be distributed with staff. We will be posting the collective agreements on the Vision webpage in the near future in the staff only area of the website.

**6. Accreditation:**

- Sept 18-20 the Surveyors were on site. We have received the draft report at the time of writing but have not received the final report with their decision. I would like to point out the Best Practices they noted in their report that are unique to our sector:
  - ✓ Life Enhancement Aides (LEAs), these full time positions assist residents with their activities of daily living and work collaboratively with staff and physiotherapy to promote resident’s well—being.
  - ✓ The Home’s ability to plan for succession planning by bringing on an Assistant Administrator to ensure a seamless transition in the leadership team.
  - ✓ Our focus on safety and our workplace violence prevention program. They loves our Emergency Plans and our debriefing that occurs following each event. The learning moments that occur are then used to revise and improve our processes
  - ✓ Community Partners feel Vision is: “innovative”, “open to new initiatives”, and “all about resident care”.
  - ✓ Our full time Nurse Practitioner.
  - ✓ Our staffing levels, we are in the “top 1% of homes” that are almost fully staffed in the Province. In the summer, we were able to stabilize our RPN department with new hires, allowing our contracted RPNs to return to their agency. We still have periodic agency staff on an as needed through Hughes Security. We have a group of RPNs that we have been trained at Vision so they can easily cover unfilled shifts at last minute.
  - ✓ Our International Student Program that provides housing along with a commitment to bring the students on as staff while they transition into the Canadian Workforce.
  - ✓ The partnership with Lambton College to create a micro-credentialling system to onboard new staff through an online credit program. The course completion is kept in the employee’s passport and can be used if they transition to a new home. Lambton College students complete this as part of their curriculum which reduces our general orientation program allowing us to focus on other areas.
  - ✓ Essential Visitor face to face training. They were impressed that we educate families and friends on PPE use to ensure they are save in the Home during outbreaks.
  - ✓ Our “Go Green” award from the city on reducing our carbon footprint. By the end of 2023 we will compost all of our food waste and we have transitioned our lighting to LED lights!

7. **Any Family Council or Resident Council communication that will impact me:**
- The Accreditation Surveyors noted we were not unique in having a small Family Council. Some homes have had a harder time getting their families involved and advocating for their loved ones. They provided us with a Mentor Ship program template, which was discussed at our most recent meeting in September.
  - Please consider getting involved in Family Council. You then have a unique opportunity to focus on improving care and services for the collective group of residents living in both Homes!
  - For more information on the Family or Resident Council please contact Kerri Hill at [khill@vision74.com](mailto:khill@vision74.com)
8. **Any Infection Control concerns I need to be aware of:**
- As COVID/Viruses begin circulating this fall – the following is the guidance that will be used for Visitors. There is also a reference on the Vision Web Page in the Resource Section. (it is from the most recent guidance document in June of this year)
- General Visitors:**
- ✓ COVID Illness: 10 days out of the home
  - ✓ Respiratory and Gastro: 48 hours symptom free.
- Essential Visitors:**
- ✓ COVID Illness: Essential Visitor strongly recommend 10 days out of the home as all residents are immunocompromised, if they provide care and have to come in, they can come in after a minimum of 7 days AND 24 hours symptom free, then they need a tight fitting N95 mask until day 10 and social distance from others.
  - ✓ Respiratory and Gastro: 48 hours symptom free.
- At time of writing almost all LTC Homes in Sarnia Lambton are in outbreak status: either the entire home, or a single unit. Please do not visit when you are not feeling well!
  - Vaccinations: we are providing vaccinations this year for COVID, Influenza and RSV. They are highly encouraged for both staff and residents. Our Condition of Employment policy requires any new hires to agree to take the vaccination or the recommended preventative prophylactic prescribed by Public Health. This policy is in place to ensure we have staff committed to keeping themselves safe, their co-workers safe, and be able to work when the Home is in outbreak.
9. **Any Inspection results that I need to be aware of:**
- Public Health was in to complete the required Vaccine Fridge inspection. As a result, the vaccine fridge was moved to a “red” plug and is now on the generator in case of a power outage.
  - Ministry of Health Inspector arrived for a surprise inspection Oct 3 and will be here for the week. Inspection report will come on the next update.
10. **Health and Safety concerns and risks that I need to be aware of for Resident and/or Employee (debriefings following resident and employee safety events):**
- **July 4 2023: Sentinel Event Nursing Home: Workplace Violence:** Meeting held with family to discuss this incident, and instruction provided that performance concerns are to go through Administrator or DOC in the future. Joint general letter sent to all families to follow the Code of Conduct in the Home. Supported by Family Council. (Work Place Violence Incident in Quarter 2 required a 911 call the police for family physically assaulting an employee)
  - **Code Yellow July 17 2023:** 2 family members were seen in the door at approx. the same time it was determined a resident left the home. Resident was then seen at the library by another family member. An employee was sent to the Library, but resident was no longer there. Code Yellow was implemented, and resident was found uninjured. Apple Air Tags were purchased and are being used on residents that are a risk of wandering out of the Home. We can then easily track the residents, as long as the Air Tag is with them. It needs to be on an item they use regularly. This is in addition to our Wander Guard system. Neither system is 100% fool proof but do provide ways to track or potentially stop a resident from leaving the Home.
  - **Code Red July 18<sup>th</sup> Student Wing:** Students in student wing were cooking and burnt their food, setting off detectors. Fire Department responded, students evacuated, and area was cleared of smoke by the Fire Department.

- **July 19 2023: Sentinel Event: Public Elevator not working.** Otis (contractor) was able to get the elevator started but elevator would not respond to key pad. An employee was assigned to assist persons on and off the elevator for approx. an hour until a temporarily fix could be installed. Permanent fix occurred next morning.
- **Code Olive July 20 2023:** Lots of learning points specifically for the RH. Originally Rest Home residents were to shelter in their private bathroom with the door closed. The policy was revised to have all residents go to the auditorium and shelter together to provide support to one another. Education provided to the residents and staff. Ontario Weather Watch on Facebook has a live stream and radar to monitor incoming storms. Added to policy. It was accurate to the minute of when the storm was coming and that it was a direct hit with potential for a tornado to develop.
- **July 21, 2023: Sentinel Event:** Main Kitchen Fume Hood had an electrical short. Electrician responded right away; Fire Suppression technician also had to be called to fix the overload switch. This was not able to be fixed and the part was ordered. Electrician was able to get the fume hood online. Menu was changed during the day to compensate for the equipment failure. Fire Suppression technician needed to find main Fire Panel; policy does not say this is in the basement of the NH in the electrical room. This has been fixed. Damar was notified. We had difficulty notifying the Fire Department answering machine looped continuously without putting the call through to a person. The Fire Department is fixing this. Communication was achieved by email. Receptionist announced all staff to be aware of fire and complete rounds, to call 911 if fire noted.
- **July 23, 2023: Sentinel Event: Rats outside Main Kitchen.** Orkin called. Road work, water and sewer main construction causing more rodent/bug sightings. Rats caught July 31<sup>st</sup>. Road work done in early Aug.
- **July 23, 2023: Supervisor Accident Investigation Report: Resident Aggression.** Volunteer left alone with residents on bus while staff got ice cream at McDonald's. Resident became aggressive and pushed volunteer. Process was changed to ensure volunteers are not alone with residents in the future.
- **Temperature monitoring Nursing Home:** Building temperature is 19/20 in Ontario Lounge, required to be between 22-26 degrees. Currently investigating if new booster on third floor is cooling it too much.
- **Temp Monitoring in Main Kitchen:** staff complaining the kitchen is too hot. Thermometer installed Aug 3 to monitor temps: Abrams also in Aug 3 to look at unit. Unit S400 control module failed, and a new PRI board was installed. Issue resolved.
- **Debriefing COVID & Rhinovirus Outbreak (Michigan unit) August 22-Sept. 1.**
- **Debriefing Code Yellow RH – August 23, 2023:** Resident left the RH, noticed by Attendant. Charge RN iPad was checked for her Air Tag. Resident was quickly located and brought back to the Home. Air Tag/Wandering Resident Policy updated.
- **Optometrist Sentinel Event Aug 25, 2023.** Medication Error. Script was faxed to Vision and put in mailbox of QI Coordinator. Risk for resident safety r/t not receiving medical care as ordered by optometrist. Optometrist orders not clear, not dated. This will be taken to PAC for further discussion and corrective action to ensure it does not occur again.
- **Sept 8, 2023 – Sentinel Event Property.** Resident on Michigan had \$40.00 taken from her wallet in her room. Daily sheet copied to track who was working on E and Night shift on that unit. Advised resident to get lock box for her valuables. To monitor for further occurrences. If you know of other incidents of valuables going missing please report them so we can track these types of incidents.

#### **11. Emergency Preparedness: how do I keep our residents safe:**

- Emergency Codes: each code is being revised to ensure the Rest Home and the Nursing Home are fully trained and equipped to manage any emergency that occurs. The Rest Home Attendants are assuming more responsibility with the emergency codes in the Rest Home, and they will receive training at their October Department meetings. The Charge RNs and administrative team will also receive training on the emergency codes in October.

#### **12. Policies or procedures new or changed that affect me:**

Revised Policies:

- Code of Conduct poster revised, re-printed and posted throughout both homes. The Policy is also part of the admission package.

- 250-IV-A25 Fire Response in Outbreak, Fire Department responsible for own PPEs and decontamination process.
- New Form 350-460 Management of Acute Respiratory Symptomatic Residents – Revised with new directives.
- Memo Re: Changes to Sick Calls. All staff to call the Scheduling Phone not the RN.
- Operational Plan 2023 – Day and Evening PSW, Dietary, Housekeeping, LEA and Laundry Student Routines have been revised related to staff input. The new routines will be used during the trial on Michigan unit which began September 11, 2023
- All Emergency Plans Revised:
  - ✓ 250-III-05 - Emergency Plan Codes
  - ✓ 250-IV-A-20AB - Fire Emergency Plan
  - ✓ 250-IV-B-05AB - Evacuation Emergency Plan
  - ✓ 250-IV-C-10A - Violent Person Emergency Plan
  - ✓ 250-IV-E-10 - Medical Emergency Plan
  - ✓ 250-IV-F-10 - Community Disaster, Sarnia Emergency Plan
  - ✓ 250-IV-H-05 - Missing Resident Emergency Plan
  - ✓ 250-IV-I-05 - Severe Weather Emergency Plan
  - ✓ 250-IV-J-05 - Hazardous Spill Emergency Plan
  - ✓ 250-V-23 - Extreme Internal Temperatures Emergency Plan
- Form 200-207 Fluid Volume Poster – revised to capture volume of fluids residents on isolation are receiving. Increased cup size to push fluids for residents that are ill.
- 550-S-527 Infuser Policy revised for new processes.
- MRSA/VRE Tip Sheet updated for new guidelines
- 650-640 Job Hazard Analysis Audit updated and removed outdated COVID practices.
- 550-F-6 and 500-IV-40 Foot Care Policies revised to reflect current practices.
- Essential Visitor and General Visitor policy revised and posted on the website in the Resource section. Please take a look there.
- Huddle form added to the manual.
- 550-W-25 Wound Assessment/monitoring revised to reflect current practices.
- 500-III-30 Readmission from Hospital revised to reflect current practices.
- 550-S-22 Complete Skin Assessment revised to reflect current practices.
- 550-R-10 Restraints revised to reflect current practices.
- Nursing Home and Rest Home Tour Packages Updated
- 550-T-10 A-C Tuberculosis Screening Policy updated with current guidelines
- 350-358 Daily Isolation Cleaning Audit form revised to remove any confidential disease information.

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

- The Operational Plan 2023 Update: On Monday September 11, 2023, we began the implementation of the updated job routines for PSWs, Housekeeping, Dietary, LEAs, and Laundry Students on the Michigan Unit only. These changes result from several multidisciplinary team meetings that were held with our employees and residents to determine how we can improve all aspects of care that we provide to our residents. Several changes behind the scenes are underway to help with this change process. The team on is currently trialing new documentation equipment to assist with real time documentation. This trial period will continue until mid-October on the Michigan Unit and feedback on the changes is welcome as we continue fine tune the provision of resident care and meal/snack delivery. Once we complete the trial period the team will meet to determine the next steps for rolling out this initiative throughout the home on all units.

**14. *Our Data – how we are doing?***

- October Quarterly Update: at time of writing this was not available. The update will be sent to families once available and posted for all staff on the website.

This communication is meant to be a two-way process. If you read anything here you have questions about, please email the Administrator Virginia Bright, Administrator, at [vbright@vision74.com](mailto:vbright@vision74.com) for a response. Please allow 10 days for the response to follow.