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## *Providence Manor Resident and Family Newsletter, May 2016*

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### **A Message from Shelagh Nowlan, Vice-President, Long-Term Care**



Spring has arrived! The song of the first robin was heard by many this week with more to come.

As we celebrate Holy Week, let us be thankful for the residents and staff at Providence Manor. They bring much joy to the Home.

#### **Ministry of Health & Long-Term Care Annual Quality Inspection**

We have completed the upgrades to security and call bell systems that were identified in our first Quality Inspection visit in October 2014.

Our Second Quality Inspection was held in December 2015. Identified in the 2015 inspection report were a number of cosmetic incidents throughout the Home, such as peeling paint, rusted heat vents, scuff marks along walls, etc. Also, lighting issues were identified throughout the Home. We are pleased to note that approximately 75% of the Quality Inspection report has been completed.

We have been holding additional Resident Council Meetings each month to ensure that residents are aware of the work and to address any of their questions/concerns.

I appreciate the tremendous support that our Facilities Management Team, Planning Office, and contractors have provided to complete the work safely on time and on budget, for both the 2014 and 2015 Quality Inspections.

#### **New Location for Providence Manor**

We are pleased to confirm that our new Home will be built at our Heathfield location (also known as the

Mother House/Sisters of Providence of St. Vincent de Paul), located at 1200 Princess Street.

If you are not familiar with this location, it brings Providence Manor back 'Home' with the Sisters. The grounds are spectacular and encompass several acres of land. The estimated year of the final build is 2022.

Updates will be coming with each newsletter as we identify where we are sitting in the large line-up of Homes in the province who intend to redevelop. Our license (license to build?) ends in 2025 which means that we will need to be in our new Home before that date.

#### **Resident/Client/Patient Engagement**

Providence Care has several robust and active Resident/Client/Patient Councils who are involved in the development of the Quality Improvement Plans.

This year we have held several monthly focus groups on the changes that have been made to Providence Manor's call bell and security systems. We created an 'After Death Experience-Based' Working Group. The group members consisted of a resident, a family member, a Spiritual Health representative as well as a recent family member who was the POA of a recently deceased resident,

The purpose of the group was to introduce the changes that we have been putting in place for the care of the resident after death.

Resident input provides a rich and meaningful contribution into practices which directly affect their own lives. This wise council provides direction and enriches the processes that fit with the every person throughout the Home — residents, family members and staff.



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Quality Improvement Plan 2016-16



## ***Electronic Access to our Newly Formatted Resident & Family Newsletter***



We are pleased to provide access to our Resident and Family Newsletter via the Providence Care Internet.

For our next issue (June/July), we foresee providing electronic emailed copies to family members.

If you wish to receive future Resident/Family Newsletters electronically, please visit [providencecare.ca](http://providencecare.ca) and click on "Sign up for Providence Manor's Family Newsletter." Or, you can also email me (Tracey McCourt, Executive Assistant) at [mccourt@providencecare.ca](mailto:mccourt@providencecare.ca).

Please note that all email addresses will be kept strictly confidential and will be used for the newsletter distribution and for infection control notifications due to Outbreaks in the Home, such as the one we recently experienced in the month of March. By doing so, we will alleviate any concerns pertaining to communication/ voicemail messages or missed calls.

If you do not wish to provide your email address, we will continue to post the newsletter electronically online for easy access, and phone calls will be made ensuring any concerns pertaining to Outbreaks in the Home will be communicated.

***Tracey McCourt***  
***Executive Assistant to the Vice-President,***  
***Long-Term Care***

## ***Advance Care Planning at Providence Manor***

### **Where do I see myself in life?**

"How do I want the rest of my life to look?" "Who and what is most important to me?" These are some of the questions that we all have for ourselves, especially when there is a shift in our life circumstances. Advance Care Planning is thinking about these kinds of questions and telling someone else so that they know your wishes..

Providence Manor has been undergoing a project to incorporate a model of care that includes Advance Care Planning by encouraging and documenting Advance Care Planning conversations. These conversations help the Home to meet the needs of the resident, especially if the resident becomes unable to speak for themselves and cannot direct their own care. This model of care is being incorporated in a few ways.

Two booklets, one called, "Caring for My Spirit" and the other called "Speak Up Advance Care

Planning Workbook" are available to help facilitate conversations about Advance Care Planning.

Conversations about Advance Care Planning are documented on an Advance Care Planning Tracking Record form so that the content of the conversations about values and expressed wishes are noted and available when choosing the resident's goals of care. The goals of care are documented on the Goals of Care Designation Form and become instructions that guide a resident's healthcare team about the general focus of the resident's care.

More information is available on Advance Care Planning at: <http://www.advancareplanning.ca/resource/ontario/> or contact me at 613 548-7222 ext. 3128.

***Andrea Thompson***  
***Spiritual Health Practitioner***

## **Charge Nurse Staffing Model Change at Providence Manor**



As part of our ongoing efforts to ensure we are delivering the best care possible to our residents, and as we think towards our plans for redeveloping Providence Manor, we have identified an opportunity to adjust our staffing model.

Effective March 13, 2016, two Charge Nurse Positions on the Day Shift will be restructured to full-time Registered Nurse (RN) positions. There will be no decrease of RN hours as a result of this change.

This change provides greater flexibility in RN coverage for our regular scheduling of shifts, increases staff support and continuity of care for residents in the Home.

As a result of these upcoming changes we will be posting two (2) full-time RN positions. The positions will be posted to include every other weekend and subject to all three (3) shifts.

This is an exciting time for Providence Manor as we transition to a new Home and location. We are committed to continue to provide the high quality, compassionate long-term care services that we are known.

Thank you for your continued support. Together we can make a difference.

**Regina Mitchell,  
Director of Care**

## **IV Therapy: A New Advanced Skill at Providence Manor**

During 2015-16 Providence Manor introduced comprehensive intravenous antibiotic therapy.

We supported three patient/residents/clients who received the therapy in the Long-Term care setting. This achieved a reduced length of stay for the residents in the KGH Acute Care of 62 days and an estimated cost savings of \$92,520.00 (average cost per resident day in LTC/average cost in Acute Care). None of the residents required a return to the hospital during their course of treatment

Two residents said they preferred receiving the therapy in our Home rather than staying in the Acute Care setting.

Staff at Providence Manor took on the challenge of learning new skills and scope of practice. Our partners, St. Elizabeth Health Care and Medical Pharmacies Group Limited, provided education and support.

Important conversations are needed with the residents and families to identify individuals who will benefit from the IV Therapy and is part of our ongoing Advanced Care Planning and Goals of Care discussions.

This achievement shows that our Home has taken on a new advanced skill with the support of residents and families. It enables residents to receive long-term antibiotic therapy in the setting of their choice.

**Shelagh Nowlan  
Vice-President, Long-Term Care**

## **Do You Provide a Companion for Your Loved One?**

We are asking all families/care givers to provide names of the companions that you have hired for your loved one while residing at Providence Manor.

This information will be kept on file in the Nursing Department and will allow us the opportunity to share information that may be of importance to the companion when caring for your loved one in our Home.

Please forward the resident's name, the companion's name and the visiting schedule to Danielle Clair, Nursing Assistant, at 613-548-7222, ext. 3196.

**Regina Mitchell  
Director of Care**

## Staffing Spotlight

We are pleased to announce that Providence Manor now has two Assistant Directors of Care (ADOCs), Vicki Kilpatrick and Chris Pratt.

The two ADOC's provide support to the Director of Care, nursing personnel and to the PSW's.

Vicki works from 7:00 a.m. to 3:00 p.m. daily and is present in the Home every other weekend. Chris works from 1:00 p.m. to 9:00 p.m. daily and is also present in the Home every other weekend.

The roles and responsibilities of the ADOCs include—but are not limited — to:

- ✓ supporting all team members
- ✓ facilitating team meetings
- ✓ assisting with staffing
- ✓ performing audits on clinical practice
- ✓ providing on-call coverage;
- ✓ conducting performance evaluations for PSWs;
- ✓ assisting the Quality Improvement Facilitator with education;
- ✓ assisting and monitoring transitions of admissions
- ✓ a liaison to families and physicians

We are very proud and fortunate to have the two members on our team. They both are available to meet with families if there are concerns or questions!

**Regina Mitchell,**  
**Director of Care**

## A Gift from the Heart

Did you know Providence Manor has a Veterans' Committee? The committee was formed in 2002 and meets on a regular basis.

Sponsored by the DVA (Department of Veterans Affairs), our veterans receive Valentine cards, on a yearly basis.

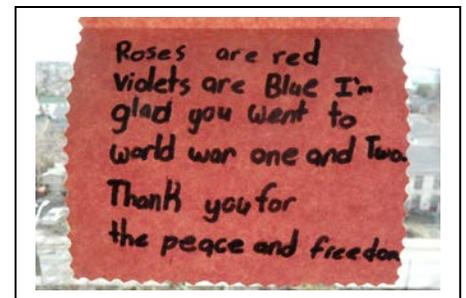
Children, members of the community and organizations from all over Canada volunteer their time to make these cards and share them with veterans residing in Long-Term Care Homes.

The words of thanks, appreciation and remembrance written on the Valentines are a special way to tell all veterans that their valiant sacrifices are remembered.

Each veteran was personally presented with a special

Valentine card made by Grade 3 children from many provinces across Canada, including Ontario. The veterans were so appreciative of the cards — they are a gift they will surely treasure.

Some of the Valentines are displayed in our Veterans Lounge, located on Montreal 4. Please take a moment to read and enjoy some of the beautiful sentiments — they are priceless!



**Ann St. Denis,**  
**Family Council Chair**

## Recipes from Home



*Alice Raposo,*  
*Holding recipe box*

Do you have a favourite recipe you would like to enjoy once in a while?

Providence Manor Food & Nutrition Services is happy to introduce the **"Recipes from Home"** program.

Bring in a copy of your favorite recipe(s) and we will

be happy to see if we can incorporate it into our menu for you to enjoy.

Please provide a copy of your recipe(s) to Joelle Babcock, Manager Food & Nutrition Services, Dianna Medeiros, Supervisor Food & Nutrition Services or Danielle Gowdy, Recreation and Volunteer. (perhaps include their emails here?)

**Joelle Babcock**  
**Manager for Food and Nutrition Services**

## ***Spiritual Health Update***



Lately, the early morning sky has resembled a William Turner painting. I often go for a morning walk and the sky –softly softly laid out–gently invites the beauty of the day to unfold.

Swathed in pastel, the early morning sky feels promising – and like the promise of Easter – is reborn every morning.

Lent and Easter religious celebrations at Providence Manor took place throughout March. An annual highlight was when Archbishop Brendan O'Brien visited our Home and celebrated Holy Thursday Mass with us on March 24 at 2:00 pm. At this time he will also bless the new ceramic Memorial Wreaths and Memorial Doves that will be used to commemorate resident deaths in our Home.

Below is a list of our Lent and Easter celebrations. May the beauty and joy and the promise of Easter be with you all.

**Andrea Thompson**  
**Spiritual Health Practitioner**  
[thompsa@providencecare.ca](mailto:thompsa@providencecare.ca)

### **Is it necessary to share the masses since they've passed?** **Special Masses in Our Lady of Sorrows Chapel**

#### **Palm Sunday Mass:**

Sunday, March 20 at 10:00 am with Father Francesco

#### **Holy Thursday Mass:**

Thursday, March 24 at 2:00 pm with Archbishop O'Brien

#### **Good Friday Mass:**

Friday, March 25 at 3:00 pm with Father Francesco

#### **Easter Vigil Mass:**

Saturday, March 26 at 6:30 pm with Father Francesco

#### **Easter Mass:**

Sunday, March 27 at 10:00 am with Father Francesco

### **Anglican Services in Our Lady of Sorrows Chapel**

#### **Lenten Service:**

Tuesday, March 1 at 2:00 pm with Reverend Valerie Kelly

#### **Easter Service:**

Tuesday, March 15 at 2:00 pm with the Venerable Michael Caswell

### **Ecumenical Service in the McKinley Room**

#### **Easter Service:**

Thursday, March 24 at 10:00 with Reverend Ruth Wood

### **Celebrating Spring Ceremony in Our Lady of Sorrows Chapel**

**Everyone is invited to join us for music, liturgy and music to celebrate the season.**

Monday, March 21 at 2:00 pm

# ***Introducing Our New Responsive Behaviours Team***

Providence Manor now has a dedicated, in-house, multi-disciplinary team to help identify and intervene when issues arise in terms of *Responsive Behaviours*.

## **What are Responsive Behaviours?**

Responsive Behaviour is best described as a term used to define those residents with some form of Dementia and how they may respond to external stimuli. It is beyond the disease process and may be a response to something perceived as negative, frustrating, or disorienting in the person's environment. Common forms of Responsive Behaviours include: yelling, cursing, pacing, restlessness and physically striking others.

## **Why a Dedicated Team?**

Responsive episodes are rising in Long-Term Care Homes throughout the Province. Many residents are being admitted with some form of cognitive impairment, a diagnosis of Dementia and/or an increase in acuity level. Behaviour Support Ontario (BSO) – with the support of the SE LHIN – felt it important for Long-Term Care Homes to develop a dedicated, in-house team to act as the first point of contact to assist staff with the increase of responsive episodes..

In collaboration with the Care Team, the goal is to help assist in assessing possible reasons/triggers for the Responsive Behaviour, using the PIECES (*Physical, Intellectual, Emotional, Capabilities, Environment and Social and Cultural factors*) framework (a tool to help assess and plan for complex situations using a person-centred approach).

Our team, –working in conjunction and collaboratively with staff–will look at interventions available within the Home before we look to our outside resources, such as BSO. For example; MRT (Mobile Response Team) and Seniors Mental Health fall under the umbrella of the BSO team and are available for consultation and assistance with a resident having a responsive episode.

All staff of Providence Manor are provided with Gentle Persuasive Approach training and a high percentage of our registered staff are PIECES trained. The focus is always the safety of our residents, staff and visitors to Providence Manor.

Data will be collected by our Decision Support members in order to retrieve evidence-based information for analysis (e.g., in the form of the number of times the team is contacted). Findings will be shared with all stakeholders when available.

## **Who is Part of The Team?**

1. *Rose Doucette* — Registered Nurse
2. *Rachel Filteau* — Admissions/ Family & Resident Coordinator
3. *Danielle Gowdy* — Coordinator of Recreation, & Volunteer Program
4. *Cheryl Knott* — Nurse Practitioner
5. *Chris Pratt* — Assistant Director of Care



6. *Lisa Prest* — RPN, Asst. RAI Coordinator

Each member of this team contributes and shares varying experiences, attributes and credentials, which makes for a true Multidisciplinary Team.

Please feel free to contact any person on this team should you have questions/concerns or comments and watch for updates from the team in the future.

***Lisa Prest, RPN, Assistant RAI Coordinator,  
on behalf of the Responsive Team Members***

## After Death Care

At a recent Resident Council meeting, we were discussing the new after-death care practices that a working group at Providence Manor is proposing for the Home. A resident shared his dismay that the death of his friend and roommate was not shared with him right away.

This resident's feelings confirmed the findings of the Working Group — that we needed to pay closer attention to how we care for our residents, our families and our staff through the transition of death. How might we best provide compassionate, respectful care that honours life and respects the sacredness of death?

The Working Group is composed of leaders from Administration, Social Work, Spiritual Health, a Personal Support Worker (PSW), a resident and a family member.

After completing a literature review, many fruitful discussions, and surveying other faith-based homes, the Working Group developed a proposal for after death care that involves several new practices.

Starting this spring, a brief End-of-Life Ceremony will be offered at the resident's bedside at the time of death. This ceremony will be led by the Spiritual Health Practitioner. Residents, family members and staff will be invited to join the ceremony to honour the unique life of this resident.

To commemorate the death of the resident and to signify that an important passage has taken place, a beautiful pottery wreath—commissioned from a local artist— will be hung on the resident's door and a pottery dove will be hung near the Nursing Station where the resident resided.



A beautiful Dignity Quilt will shroud the deceased resident for their final departure from our Home. An overhead announcement will invite the Providence Manor community to pause and offer a moment of silence as the resident is escorted from their room, through the Lobby and the front door of the Home by the family's chosen funeral director.

A Room Blessing will be offered to honour the resident who died, with residents and staff in attendance if they wish, and then prepare for the new resident who will be welcomed to our Home. Drawing on our faith roots, and trusting in Providence, our working group is confident that these new practices will help us all to slow down and honour every aspect of life, including death.

**Lynne Hendry**  
**Quality Improvement Facilitator, on behalf of the After Death Care Working Group**

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## Keep In Touch with Your Loved One!



Ruth Flores with  
Angelina Vinchilli

Staying in touch with your loved one when you're out of town is a tremendous highlight to a resident's day — especially when receiving a letter by email — and we have an address for that!

Simply address your email message to

[pcccpmpostcard@providencecare.ca](mailto:pcccpmpostcard@providencecare.ca); in the subject line of the email, please include the resident's name and, if possible, his/her room

number. In the body of the email, type any messages you wish to send to your loved one! Emails to residents are considered confidential and can only be accessed by the Activities staff. The Recreationist will print your email and deliver it directly to the resident.

The Recreationist is more than happy to read the email to the resident, if they so wish.

**Danielle Gowdy**  
**Coordinator Recreation, Leisure, and Exercise Programs and Volunteer Services**

## ***Building our Future***



You may have seen the new *Extraordinary People, Innovative Health Care* brochures at Providence Manor.

Produced by the University Hospitals Kingston Foundation (UHKF), these pieces provide an update on the building fund in support of the exciting future for our Home.

As you are likely aware, we are planning to build a new Long-Term Care Home, one that is designed to better meet the needs of tomorrow's residents. Pending government approvals and necessary planning work, the work to redevelop Providence Manor is expected to take place over the next five to 10 years. The University Hospitals Kingston Foundation (UHKF) is now raising funds in support of the building project as part of its Extraordinary People, Innovative Health Care campaign.

Our population is aging rapidly – and close to 30 percent of our region's population will be over the age of 65 by the time the new Providence Manor is opened. Today, more than 86 percent of our residents have some form of dementia or cognitive impairment. Our new Home will provide residents with better space in a living environment designed to their needs.

A new design will ensure that residents have a more accessible, safer place to live, and result in improved energy efficiency. As you know, the current electrical system at Providence Manor is limited. Resident rooms have two electrical outlets – but need them for electrical lifts, beds and air mattresses, let alone any personal devices such as a clock, monitoring device, fan, computer, radio or lamp.

New space will offer a quieter environment which provides each resident with increased privacy. It will be designed to reduce the distance in which residents need to travel to access services and supports. The new site also features better access to outdoor spaces and improved parking for visitors and staff.

To learn more about the building fund, pick up a copy of the brochure, located in the Providence Manor Lobby, or contact Nicole Pierce, UHKF Associate Director - Major Gifts, at (613) 548-7222 ext. 3169 or by email at [Nicole.Pierce@uhkf.ca](mailto:Nicole.Pierce@uhkf.ca).



Nicole also has an office at Providence Manor and is located in the Administrative Wing (to the right of the Reception desk) if you wish to speak with her directly.

*UHKF's role is to inspire generosity for the health of our families, our region and beyond. As the charitable foundation supporting Hotel Dieu Hospital, Kingston General Hospital and Providence Care, UHKF raises funds for programs, equipment, education and research that benefit the 500,000 people living in Kingston and southeastern Ontario. UHKF is accredited through Imagine Canada's The Standards Program.*

***Julie White***  
***Director, Marketing & Communications, UHKF***

## Volunteer Services



As Providence Manor offers more services to our residents, we are looking for new volunteers to join our dedicated team.

We are reaching out to family and friends (or if you know of someone) who may be interested in volunteering. Please contact me at 613-548-7222, ext. 3141. Or, a Volunteer Application form can be completed online at [www.providencecare.ca](http://www.providencecare.ca) under 'Volunteering for Providence Manor'.

Currently, we are looking for volunteers for the following roles:

- Country Store
- Pub Keeper
- Resident Escort

### Welcoming Queen's Students

We are pleased to have Queen's Students volunteer with us again this year! We have eight new students from Queen's University Newman House with us for 2 hours every Saturday.

### National Volunteer Week April 10 to April 16

Our Annual Volunteer Appreciation Luncheon took place on April 14, during the National Volunteer Week.

We are very grateful to our many volunteers who make activities possible for our residents in our Home. Without them, we would not be able to offer many of the services that we currently have in place.

Next time you see a volunteer extend a "thank you" — they are truly invaluable to our Home!

**Danielle Gowdy**  
**Coordinator of Recreation, Leisure, Exercise Programs and Volunteer**

## Recreation Update

It has been a busy winter season, and we are very excited for spring to arrive.

We have many new activities coming to our Recreation Calendar. We are offering intergenerational programming to our residents while incorporating the community. We have ten residents participating in a choir at Holy Cross Secondary School. Practices are every Wednesday, with a concert occurring in



May. We have also created a 'Students and Games Program' with students from Our Lady of Lourdes to help the students with relationship building.

We have made some changes to the Recreation Calendar and are offering some new recreational activities, two morning programs and – most days – two afternoon programs. This change was made in response to the feedback on our yearly Satisfaction Survey from residents, staff and families. We hope this will encourage more residents to engage in programs that meet their needs.

We are excited to have three students joining us in March to help with our recreation activities, exercise, sports and relaxation programs until the end of April.

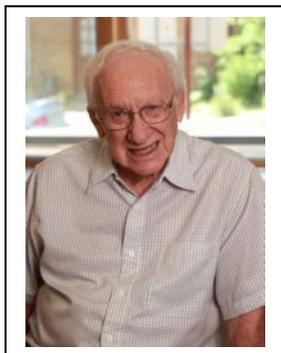
The Recreation Team has worked diligently to offer bus trips and dine-in's to a variety of residents. Please let your Recreationist know if you are interested in participating.

We are always looking for ways to meet residents' needs and bring new, exciting, and fun things to the department. If there are any opinions, suggestions, or requests please inform any of the Recreation staff!

If you would like an electronic calendar emailed to you please contact Danielle Gowdy at [gowdyd@providencecare.ca](mailto:gowdyd@providencecare.ca) or 613-548-7222, ext. 3160.

**The Rec Team — Danielle, Grace, Kelsey, Shannon, Bonnie, Michaela, Kaitlin, Ruth, Kim, & Darren**

## Resident Council Update



The sun rises earlier and the days are getting longer which indicates spring is just around the corner! This means it's almost time for the Residents Council Annual General Meeting (AGM).

Residents were encouraged to attend the AGM on

March 11 to help elect (or re-elect) any of the available Resident Council positions.

Resident Council meetings are held on the second Tuesday of each month at 2:00 p.m. in the McKinley Room. It's an ideal place to voice any compliments, concerns, or complaints.

Resident Council is extremely grateful to have Ann St. Denis as the Resident Council Assistant. She does a great job at keeping the Council organized.

All residents are welcome and have an opportunity for their input.

A reminder that The Activity Advisory and Food Advisory Meetings are held bi-monthly and Resident Council receives a copy of the reports.

Listed below are the Resident Council Members for 2016.

**Father Chuck Gazeley**  
**President, Resident Council (2015-2016)**

### Providence Manor Resident Council Members

#### Executive Officers

*President* ..... *Father Chuck Gazeley*  
*Vice-President*.....*Bill Taylor*  
*Secretary* ..... *Dianne Maybe*  
*Treasurer* .....*Ann McAndrews*

#### Councilors:

*Welcoming Committee Report* ..... *Darlene Mullins*  
*Special Events/Activity/Recreation Report* ..... *Staff person*

#### Standing Committee Members:

##### Resident Home Area (R.H.A.) Welcome Representatives

*Sydenham 3* ..... *Ann McAndrews*  
*Montreal 3*.....*Joyce Dudley*  
*Sydenham 4* ..... *John McLean*  
*Montreal 4*.....*Betty McAuley*  
*Sydenham 5* ..... *Genevieve Mayell*  
*Montreal 5*..... *Ann St. Denis*

#### Resident Council Assistant:

*Ann St. Denis*