

## August 2018

### Villa-Wide Therapeutic Recreation Programs & Events for August 2018

- 2, 16, 30 – 10:30 Knit and Chat in the Conservatory Lounge
- 6, 20 – 6:00 Monday Manicures in the Conservatory Lounge
- 7, 14, 21, 28 – 2:00 Bingo in the Auditorium
- 9, 29 - 6:15 Campfire in the Auditorium Parking lot
- 14, 28 – 6:30 Men's Club in the Conservatory Lounge
- 15 – 2:00 Monthly Auction in the Auditorium
- 17 – 2:30 Blueberry Social in the Auditorium
- 21 – 12:00 Diner's Club in the Auditorium
- 22 - 1:00 Fun Fair in the Auditorium Parking lot



**St. Joseph's Villa Compliance News**  
**Edition #6**  
**July 27, 2018**

It has been a few months since our last 'Compliance News' Edition, as we received our annual Resident Quality Inspection (RQI) between May 2<sup>nd</sup> and May 25, 2018, receiving our final report regarding this inspection on July 13, 2018. The public copy will be released by the ministry in the near future.

We are pleased to advise that our results show a dramatic improvement from the 2017 Report and our written "Orders" and "Written Notifications" are at the lowest level as compared to prior years. Please see below:

<b>St. Joseph's Villa Compliance History</b>		
<b>Annual Resident Quality Inspection (RQI)</b>		
<b>Year</b>	<b>Compliance Order's</b>	<b>Written Notifications</b>
2014	17	24
2015	9	19
2016	3	17
2017	6	29
2018	2	16

The two orders we received we related to two key areas. One area is related to resident to resident behaviours. This order is specific to two residents and must be in compliance by August 7th, 2018.

The second order is related to “Skin and Wound” specific to weekly skin and wound assessments. This order is related to all residents with altered skin integrity and must be in compliance by September 5th, 2018.

This improved inspection is a credit to the entire Villa team - our board members, leadership team, all staff, managers, physicians, and volunteers together with support from our residents and family members - so thank you!

That being said there are opportunities for further improvement in our service to those in our care and we will continue to focus on our priority areas –especially our strategies for *Sustainability*. We will be working diligently over the next coming weeks to complete a plan for the areas of non-compliance and will share this as was done last year once complete.

**As always, if you have any questions or concerns regarding this matter or any others, you are encouraged to speak to a member of the Nurse Management Team or Director of Quality and Performance Systems.**

**Thank-you!**

## THE VILLA VOICE

In the spirit of engagement, communication and transparency, The VILLA VOICE is a quarterly snapshot used to illustrate what we do with valued feedback received from Residents and Families *via written concerns/complaints/compliments*.

St. Joseph's Villa continually strives to improve the quality of care and services we provide based on input obtained by engaging with residents and families through one-on-one conversations, satisfaction surveys, Walk-Abouts, written concerns/complaints/compliments, or engagement groups. We feel it important to share some of this in an organized forum, and hope you enjoy!

**Green** lettering: favourable outcome(s)

**Red** lettering: less than favourable outcome(s)

### THE VOICE: FROM OUR RESIDENTS

<p>A resident expressed concern why they had to lie down on the bed while compression stockings were being applied. Why could they not sit on the toilet or side of the bed?</p>	<p>Response - The Resident Care Manager spoke with staff on the unit to determine whether the resident could sit on the bed or toilet while compression stocking were being applied. Staff explained that it is difficult to apply bi-lateral stockings properly while knees are bent and that the resident has difficulty spreading the legs wide enough apart while standing to apply the stockings properly without posing a fall risk. A few options were trialed to find the best solution. This strategy was explained to the resident who was more understanding once they understood the rationale for applying the stockings while lying down.</p>
<p>Feelings of anxiety about moving into the Villa were quickly allayed when I observed the kind and efficient manner</p>	<p>Response-a copy (for posting) of this lovely compliment was provided to all departments mentioned. The compliment was scanned and shared</p>

of the nursing staff and my comfortable accommodations. I appreciate the kindness bestowed upon me by the nursing, housekeeping, laundry, volunteers, and hair salon staff. The presence of the chapel and resident chaplain is most gratifying.

with all department staff via email as well. The resident who gave the compliment was thanked for expressing such kind words, which is very encouraging for staff and volunteers.

**THE VOICE: FROM OUR RESIDENT'S FAMILIES**

- 1) A meal tray was left in a resident's room for a few hours after the meal was done, and
- 2) the resident was not toileted in a timely manner on more than one occasion.

Response-The Director of Care spoke with staff on the unit during that shift to ensure the tray was removed and the resident toileted. The care plan was reviewed with all staff. The resident and family were satisfied with the outcome. There have been no further concerns.

**Family member expressed concern regarding cigarette butts on the grounds of the Villa.**

Response - the Environmental Services Manager spoke with the family member regarding this concern and strategies in place including frequent walk-about to remind staff, residents and visitors where to smoke and dispose of cigarette butts, on-going education, support from smoking by-law enforcement officer, frequent clean-ups, placement of proper cigarette butt containers to place butts, and exploring strategies for the Villa to become smoke free in the future. These strategies are carried out and monitored on a daily basis; however, unfortunately, we continue to see cigarette butts on the grounds.

**Please Note:**

When submitting a concern, complaint, suggestion for improvement or compliment, you will be asked whether you are willing to share your experience via the VILLA VOICE. This is completely optional – you are under no obligation whatsoever.

For confidentiality purposes, personal information will not be shared (name, home area, etc.). This newsletter is a quarterly snapshot, so not all comments can be shared. Please let us know whether we can share parts of your experience for communication, learning and transparency purposes.

If you wish to share feedback or submit a concern/complaint or compliment, you may do so by filling out an amber “Tell Us How We Are Doing” form – copies are located outside of the elevator on each Home Area and at the main reception desk; alternatively, you may contact Jaimie Williams, Director of Quality, Performance & Food Services at 905-627-9011 ext.2224 or email: [j\\_williams@sjv.on.ca](mailto:j_williams@sjv.on.ca).

Thank-you!



## Heat Wave Safety Tips

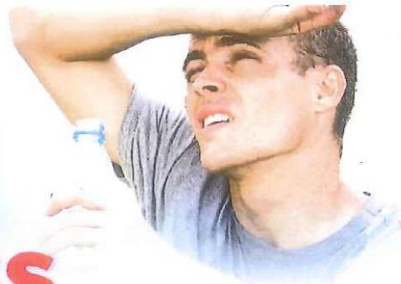
### Things you need to do to keep both yourself and your resident's safe during a heat wave

1. Maintain adequate fluid intake – drink lots of water, juice, eat popsicles etc.
2. Avoid caffeinated drinks such as coffee and alcohol
3. Wear only light weight, loose fitting clothing
4. Remove yourself or a resident to a cooler area (different area's throughout the building such as the Providence room, the dining area on CCU, these cooler areas are different on every floor) if you or your resident are feeling any symptoms of heat stress.
5. Keep window blinds closed in any room/area where sun is a concern
6. If you personally or a co-worker appears to be experiencing symptoms of heat stress and you need assistance (FIRST AID) please report this to your supervisor/manager immediately
7. Redistribute work tasks as required if heat is an issue – do bed bath vs. a shower, limit physical activity as able (do more sedentary work or redistribute the workload)
8. Report to your supervisor/manager/ immediately if you have any concern related to temperature/humidity in your area;
  - need for more fans,
  - request to check that air system is in working order in your area
  - Take your assigned breaks AND if your unit/area is in need of assistance ASK for it so staff can take their required rest breaks due to heat,
  - if your unit/ area is in need of the water coolers being refilled
  - If your area requires more popsicles.

**During the summer months when heat waves occur, always be aware that heat stress can be very dangerous and needs to be addressed immediately. Always report if you, a co-worker or resident appear to be experiencing symptoms. Know your own risk factors (any medical issues that place you at higher risk)**



# THE HAZARDS OF heat stress



Heat and humidity are a normal part of Ontario summers, but how your body reacts to the heat depends on how hard you are working, how much water you have been drinking, how fit you are, whether you have become acclimatized to the higher temperatures, etc.

Heat stress can occur wherever physical work is being done in a hot, humid environment. The body tries to cool itself by increasing the heart rate to move blood—and heat—to the skin and by sweating to help cool the blood and body. But when too much water is lost through sweating, dehydration occurs. This can lead to heat-related illnesses.

Illness	Symptoms	Treatment	Severity
<b>Heat Rash</b>	<ul style="list-style-type: none"> <li>Red blotches and extreme itchiness in areas persistently damp with sweat</li> <li>Prickling sensation on the skin where sweating occurs</li> </ul>	<ul style="list-style-type: none"> <li>Rest in a cool place.</li> <li>Take a shower or rinse skin with cool water.</li> <li>Change into dry clothes.</li> </ul>	If treated, symptoms usually disappear after a few days.
<b>Heat Cramps</b>	<ul style="list-style-type: none"> <li>Painful cramps or spasms in the arms, legs, back, or stomach that occur suddenly at work or later at home</li> <li>Hard, painful lumps in the muscles as a result of the cramps</li> </ul>	<ul style="list-style-type: none"> <li>Rest in a cool place.</li> <li>Remove or loosen clothing.</li> <li>Drink cool water or a sports drink containing electrolytes.</li> <li>Stretch and massage muscles.</li> <li>If the cramps are severe or don't go away, seek medical aid.</li> </ul>	If not treated promptly, heat cramps can lead to more serious heat-related illnesses.
<b>Fainting</b>	<ul style="list-style-type: none"> <li>Sudden fainting after at least two hours of work</li> <li>Cool, moist skin</li> <li>Weak pulse</li> </ul>	<ul style="list-style-type: none"> <li><b>GET MEDICAL ATTENTION.</b></li> <li>Assess the need for CPR.</li> <li>Rest in a cool place.</li> <li>Remove or loosen clothing.</li> <li>If conscious, make the person lie down.</li> <li>If conscious, give the person sips of cool water.</li> </ul>	If not treated promptly, fainting can lead to more serious heat-related illnesses. Fainting may also be due to other illnesses.
<b>Heat Exhaustion</b>	<ul style="list-style-type: none"> <li>Weakness</li> <li>Headache</li> <li>Breathlessness</li> <li>Nausea or vomiting</li> <li>Feeling faint</li> </ul>	<ul style="list-style-type: none"> <li><b>GET MEDICAL ATTENTION.</b></li> <li>Rest in a cool place.</li> <li>Remove or loosen clothing.</li> <li>Lie down with feet raised.</li> <li>Drink cool water or a sports drink containing electrolytes.</li> <li>Do not leave affected person alone.</li> <li>Take a cool shower or rinse skin with cool water.</li> </ul>	If not treated promptly, heat exhaustion can lead to heat stroke, which can be fatal.
<b>Heat Stroke</b>	<ul style="list-style-type: none"> <li>Irrational behaviour</li> <li>Confusion</li> <li>Loss of consciousness (fainting)</li> <li>Convulsions</li> <li>Hot, dry skin (not sweating)</li> <li>Rapid heartbeat</li> <li>Rapid and shallow breathing</li> </ul>	<ul style="list-style-type: none"> <li><b>GET MEDICAL ATTENTION. Call 911 or get the person to hospital immediately.</b></li> <li>Move the person out of the sun and into a cool place.</li> <li>Cool the person's body by covering with damp sheets, spraying with cool water, or using a fan.</li> <li>If conscious, give the person sips of cool water.</li> </ul>	Can be fatal if medical assistance is not obtained immediately.

**Symptoms of heat stress should never be ignored.** They are your body's way of telling you that something needs to be done to balance your body's heating and cooling system. For more information on heat stress and helpful resources on how to prevent it, visit the Heat Stress topic page on [ihsa.ca](http://ihsa.ca).

## Prevention tips for workers

- **Be aware of the symptoms.** Watch out for heat-stress symptoms in yourself and your co-workers.
- **Drink water.** You need to drink one cup of cool water every 20 minutes, even if you're not thirsty.
- **Avoid alcohol and caffeinated drinks.** Alcohol and caffeinated beverages such as tea, coffee, and cola are diuretics and will dehydrate your body.
- **Wear light, loose-fitting clothing.** Wear clothes that allow sweat to evaporate. Light-coloured garments absorb less heat from the sun.
- **Know your personal risk factors.** Any of the following conditions could increase your risk for heat-related illness: excessive weight, poor physical condition, previous heat-related illnesses, older age, heart disease, high blood pressure, recent illnesses, and certain medications.

## Prevention tips for managers/supervisors

- **Training.** Make heat stress your next safety talk and remind workers about it periodically throughout the summer. Visit [ihsa.ca](http://ihsa.ca) for free safety talks on heat stress and sun protection.
- **Breaks.** Give workers frequent breaks in cool areas.
- **Scheduling.** Schedule hotter jobs during cooler parts of the day.







**Please Join St. Joseph's Villa Foundation on October 2, 2018 for the 15th Annual Neil McArthur Memorial Golf Tournament at Dundas Valley Golf & Curling Club.**

All funds raise support the most critical needs for St. Joseph's Villa residents.

Over the next 3 years, the Foundation has committed to funding the floor replacement of all carpets Villa-wide.

We are proud to work together with our donors to make this possible.

**Every gift matters!**



**Please join us for 18 holes on this beautiful private course!**

Lunch, Dinner, Silent Auction & Prizes included.

Sponsor, Golf, Donate!

Limited spots available.

**Please contact SARENA 905-627-9011 x2236 S Paton@sjv.on.ca**

## **St. Joseph's Villa Family Council**

The St. Joseph's Villa Family Council began in September of 2005. The Family Council is an engagement opportunity for family members and friends of residents who come together on a monthly basis to discuss items regarding resident quality of life. For example, care and service design and delivery, resident/family satisfaction, quality improvement, strategic initiatives, and much more!

The members also act as a support network for one another and all families of the Villa. The meetings present an opportunity for friends and families to discuss ideas and concerns and to make recommendations for improvement within the home. The Family Council serves as an advocate for the residents of the Villa, as well as a line of communication between staff and families. The St. Joseph's Villa Family Council is also a member of the LHIN Four Regional Family Council Network.

As of January 2018 the Villa is without a Family Council and cannot function without someone to Chair the group. **If you are interested in Chairing the Family Council or would like more information please contact Mieke Ewen, Director of Operations either by calling 905-627-9011 ext. 2223 or email: [m\\_ewen@sjv.on.ca](mailto:m_ewen@sjv.on.ca).**

Thanks for your consideration!

# COMING SOON TO A DOOR NEAR YOU!

The Emergency Preparedness Committee is making changes to increased resident safety! We will be using visual indicators which will be placed on all doors in resident areas, and used in the event of an evacuation.

Staff is to check the room, and once clear - will flip the indicator up and close the door to indicate the room is checked and clear. These will be used in a drill or real situation. If you have any questions contact, please contact any member of the Emergency Preparedness committee or Wendy at ex. 2242.



## YOUR SAFETY IS OUR PRIORITY!