

December 2018



**Christmas is not a time nor a season,
But a state of mind.
To cherish peace and goodwill,
To be plenteous in mercy,
Is to have the real spirit of Christmas.**
- Calvin Coolidge

Christmas is a time to remember, reflect and give thanks for the people around us. Thank you for all the kindness and joy you bring into the lives of many. Thank you for your continued support. May the Season bring peace and hope through the days ahead.

Carolyn Gosse

President
St. Joseph's Villa

Mieke Ewen

Administrator
St. Joseph's Villa

Maureen Ellis

President & CEO
St. Joseph's Villa
Foundation

Christmas Worship Services at the Villa

“For a child has been born for us.” - Isaiah 9:6

Christmas Eve: Monday,
December 24, 3:00 p.m.

Christmas Day: Tuesday,
December 25, 10:00 a.m.

Boxing Day: Wednesday,
December 26, 9:30 a.m.

New Year's Day: Tuesday,
January 1st, 10:00 a.m.



Save the date – Lifemark Therapy Team is Hosting
an Open House

Holiday Cheer Open House-Office-Resident Gym.

Where: Ground Floor East – (behind the elevators, through
automatic door, former Cupe office)

When: Thursday December 13th

Time: 10am to 12noon

Activities: Yes, Holiday Treats Too....

Who's Invited: Everyone – come and see our new resident gym
set-up and celebrate with our Lifemark TherapyTeam.

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	
A leaking air surface mattress was not replaced in a timely manner due to inadvertent miscommunication.	Response – when the situation was brought to the attention of the Resident Care Manager, immediate action was taken to have the mattress replaced. A formal apology was given to the resident involved. No communication process improvements were necessary as a result of this incident.
A resident, who requires assistance to cut their food received their meal without food cut up.	Response – a review of the resident's dietary care plan was completed to ensure accuracy. A discussion with dietary aide's on the home area took place to provide a reminder to make sure resident's receive their meal "ready to eat" as needed and per care plan. For example, food cut up, condiments provided, with adaptive tools.

THE VOICE: FROM OUR RESIDENT'S FAMILIES

A resident fell and was found on the floor by a family member who was visiting their loved one. The resident was not in distress, but remained on the floor for a prolonged period because staff could not be located immediately as they were providing care to another resident behind closed doors.

Response-This unfortunate incident occurred during the evening when staffing levels are lower in comparison to the day shift. Since then (September 2018), staffing levels on the evening shift (PSW floats) have been increased so this will help with monitoring of resident safety and visibility of staff on the home area. In the event a resident or family member encounters a resident who has fallen it is not advised to try to move or lift him or her. Please reassure the resident that you will find help. You can then pull the call bell and wait with him or her for staff to arrive, or if the situation is **urgent**, you can pull the call bell out of the wall to signal an emergency situation to staff on the floor. If the resident does not appear to be in distress, you may provide reassurance that you will find help, leave him or her, and walk about the home area (or adjacent home area) until you find a staff member to provide assistance.

An expression of gratitude goes to staff on Rose Garden for wonderful personal and wound care provided during a respite stay.

This compliment was shared with our amazing staff on Rose Garden!

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.

Thank-you!

NEW SJV Community Engagement Board!

SJV has implemented a community engagement board where residents, family members and staff may share good news or things they are proud of, and suggestions for improvement to care and services.

This is a resident led initiative, and provides a safe place to be engaged with the St. Joseph’s Villa community.

When sharing suggestions for improvement, the individual will be asked if he/she would like to be involved with the initiative if chosen, and outcomes will also be posted on the board for people to see. All suggestions are welcome!

The engagement board is located outside of the Tuck Shop on first floor. Guidelines are posted which will explain how to use it. Everyone is welcome to use this board! Enjoy!

December Villa-Wide Therapeutic Recreation Activities

2- 2:00 **Just for Kicks** in Auditorium

3- 2:00 Monthly Auction in Auditorium

- Toy and Can Food Drive Begins

5- 6:00 **Toronto Male Voices** in Chapel

6 – 10:30 **Westmount 2nd School Band** in Auditorium

9- 2:00 **St. Patrick's Choir** in Auditorium

12 – 2:00 **Brass Quintet Hamilton** in Auditorium

13 – 9:30 **Providence Christian School Band** in Auditorium and
2:00 **Christmas Open House** in Auditorium

19 - 10:30 Salvation Army Donation Pick Up and Cadet Caroling 6:30

16 - 3:00 **Life Community Church Choir** in CnL

17 – 10:30 **St. Anne's Children's Choir** in Auditorium

**19 - Gingerbread House Building Contest on All RHA
(Winner Announced at Christmas Party)**

25 – 2:00 **Christmas Party** in Auditorium

31 –2:00 **New Year's Eve Party** in Auditorium

4, 11, 18 - 2:00 Bingo

4, 18 - 6:30 Men's Club

6, 13, 20, 27- 10:30 Knit and Chat

10, 24 - Monday Manicures

6- Pottery (CnL)





**Residents, Families & Staff
are Invited to a
Christmas Open House**

Date: Thursday, December 13, 2018

Time: 2-4

Location: Auditorium

Entertainment: Sonny Sinclair

There will be Food and Lots of Fun!



A Note from the Boy in the Red Shirt:

Once again I find I cannot be at SJV as I am at Joe Brant Hospital. In the meantime, my family is going to substitute for me. I don't know how long I'll be there yet, but I believe that it won't be long until you'll see a flash of red whizzing by you.



The staff and fellow residents are super. My roommate is named Wayne and we have labelled ourselves "Larry the Hair Guy Meets Wayne's World". He's a joker like me and we get along famously. His wife, Shirley and kids Kyle and Ashley are great and treat me like a friend of theirs. This will speed up the process for me and I hope to reciprocate.

Thank you for the prayers – they work! So far they have got my right leg going, and my right arm is progressing (from the top (100%); to the elbow (60%); to the wrist (30%). But the fingers are still resting (I am working at it.) My speech needs work (Kim likes this part).

I will close now with Thanks and keep up the good work. Together we will be back.

P.S. – Don't send cards but send LOVE.

L. P. Thornton



MEMO

To: Residents and Family
From: Medical Pharmacies
Subject: **Over the Counter Medications**

Under recent legislation governing Long Term Care homes, prescription and over the counter medications and natural health products (vitamins, minerals and supplements) must be dispensed through your long term care home's pharmacy services provider (such as Medical Pharmacies). Residents and their families **may no longer** bring their own natural health products, prescriptions or over-the-counter (OTC) medications into the home for nurses to administer. This regulation ensures the **safe administration and storage** of these products. It will also help **prevent harmful effects** that can be caused by interactions between natural health products and other medications or medical conditions.

Medical Pharmacies will provide all natural health products, prescriptions and over-the-counter (OTC) medication on your behalf and coordinate their administration with long term care home staff. We only charge the regular retail price for these products – the same you would pay at your local community pharmacy except that, unlike your neighbourhood pharmacy, Medical Pharmacies repackages and properly labels this medication with your other medications and does not charge you HST tax on these products. We also do not charge a dispensing fee on any over-the-counter (OTC) product your doctor may prescribe.

To learn more about this legislation please visit the Ministry of Health and Long-Term Care website at http://www.health.gov.on.ca/english/public/legislation/ltc_homes/ltc_homes.html.

Please refer to the reverse for important questions and answers regarding this issue.



**MEDICAL
PHARMACIES**

QUESTIONS & ANSWERS

Q: How will I be billed for my prescriptions, over-the-counter (OTC) or natural health products?

A: The over-the-counter (OTC), natural health products and prescriptions will be itemized on your statement from Medical Pharmacies.

Q: What will you charge for my over-the-counter (OTC) or natural health products?

A: Medical Pharmacies will charge the retail price for any over-the-counter (OTC) and/or natural health product prescribed for you by your doctor. No dispensing fee will be added, nor will HST be applied.

Q: Will this change how these products are administered?

A: No. Medical Pharmacies will continue to monitor your total medication therapy, working with your doctor and your care team at your long term care home. Your home's policies on safe medication use and storage will continue to apply.

Q: Why is this change being made?

A: The Long-Term Care Homes Act (LTCHA 2007), requires we make this change.

To learn more about this legislation please visit the Ministry of Health and Long-Term Care website at http://www.health.gov.on.ca/english/public/legislation/ltc_homes/ltc_homes.html.

Room 217 Foundation - Music Matters Project – October 19th to December 14th, 2018.

The Music Matters program has 18 residents involved in 1:1 initiatives:

15 residents on Birch Trail

3 residents on Orchid Garden.

The Music Matters program also encourages group music initiatives with all residents on both areas.



These music initiatives are easy to complete and are all planned for you; staff just need to select a popsicle stick task and carry it out with our Residents. Once the task(s) is completed we are asking if you and others you work with on these 2 RHA's observe any changes with residents, it could be a simple smile; the resident leaves after to be quiet for a few minutes or has a positive interaction with another.

We have less than 3 weeks left of this project and need to have as much data as we can to challenge the project goals – does music within care and service make a difference with our residents, it shows us how easy it is to carry out and will hopefully show us with the collected data how it can make positive changes and outcomes when working with residents.

The Project Site Team would again like to thank and congratulate the following staff for completing Music Matters initiatives. These staff will receive Good Catches.

Crystal P – Housekeeping

Rachel T. – BSO

Marissa F. – Nursing Care

Ida B – Nursing Care

Shirely S – Nursing Care

Please help us keep the momentum up for the remaining days in the project, if you haven't checked the project out yet do so; both Birch Trail Residents and Orchid Garden Residents are awaiting your music initiative.

Thank You - Music Matters Site Team Members.

