

February 2019

Villa Wide Therapeutic Recreation Events

Every Tuesday – 2:00pm Bingo (A)

Every Thursday – 10:30am Knit & Chat (CnL)

Feb 6th – 2:00pm Monthly Auction (A)

Feb 12th & 26th - 6:30pm Men's Club (CnL)

Feb 13th – 2:00pm Residents Council Meeting (A)

Feb 14th & 28th – 2:15pm Pottery Club (A)

Feb 15th – 2:15pm Valentine's Day Party (A)

A – Auditorium

CnL – Conservatory Lounge



Please refer to home area calendars for more opportunities to get involved

TR Department News

There have been some changes within the Therapeutic Recreation department. Please see the chart below for new RHA assignments as of January 21st, 2019.

Please note: Jennifer Reardon will now be the permanent TR LEAD.

NORTH TOWER	RHA	TR	Phone Number
3 rd & 4 th Floor	Balsam Trail & Tulip Garden	Jason Barros	289-339-4201
	Valley Trail & Lilac Garden	Jason Barros	
1 st & 2 nd Floor	Heritage Trail & Rose Garden	Jennifer Reardon	289-339-4856
	Orchid Garden	Jennifer Reardon	
1 st Floor	Birch Trail	Natalie Mitchell	289-339-6238
SOUTH TOWER	RHA	TR	Phone Number
3 rd & 4 th Floor	Oak Grove & Cherry Lane	Kaitlyn Gallant	289-775-1586
	Cedar Grove & Primrose Lane	Kaitlyn Gallant	
1 st & 2 nd Floor	Maple Grove & Trillium Lane	Pamela Smith	289-775-1639
	Willow Grove	Pamela Smith	
Ground Floor	Pine Grove	Natalie Mitchell	289-339-6238



On behalf of the staff and residents of St. Joseph's Villa –we would like to wish **Larry** well in his retirement after 40 long years of service to our Villa Residents. Best wishes to our “**Red**” friend and **thank you Thornton Family!**

We would like to also take this time to welcome Debbie Vicentijevic as the new operator of the Salon at the Villa. Debbie has over 32 years of experience in the industry and has worked with Larry and team on a part time basis since 2007. Debbie will take over operations of “**Debbie's Hair Studio**” starting February 1st, 2019. The studio will be open Tuesdays to Saturdays 8 am to 3 pm.

This letter will be sent out with your next billing statements to residents and families to update you on the new management and the 2019 Price list. The salon also accepts appointments from any staff, family or community members as well.

To make an appointment please call the salon extension at 2237 or email your request to debbieshair@sjv.on.ca.

Please be advised that effective March 1, 2019 the price list will be updated as follows:

Woman's Wash and Set	\$26.00
Woman's Wash, Cut and Set	\$42.00
Cut Only	\$25.00
Colour & Set	\$52.00
Colour, Cut & Set	\$68.00
Perm, Cut & Set	\$75.00
Scalp Treatment	\$20.00
Men's Cut	\$15.00
Waxing	\$10-\$15.00

Thank you

Tamara Johnson

Director of Programs and Community Services

Dear SIM gym members and Balance Class Participants

Re: Change in structure and programs- Balance Class will become Falls Prevention Class

Over the course of the winter our staff; Lisa and Lori along with our support team of Brenda and Kourtney took a course with the University of Western on Falls Prevention. We want to keep abreast of best practices/ research based foundations in all that we do to support you and our senior population.

The Ministry of Health and current research supports that falls prevention (balance and stability) will assist our aging population to prevent falls and reduce the frequency or severity of adverse health events (injuries, fractures, reduced mobility) that can arise from them.

As a Ministry of Health funded program we will be undertaking a move from the currently provided “Balance Class” to a “Falls Prevention” class and following the format as was taught to our team to start the New Year. **The first class in the new format will begin the week of January 14th.**

Our Falls Prevention class is designed to develop confidence and independence using these fundamentals to improve your stability and balance. This will be run as basic “Falls Prevention” class that is provided in a safe and supportive environment that is suitable for all levels of fitness ability and mobility. As participants successfully achieve their goals; they can continue to participate in the program or try other classes that also incorporates balance principals such as Sit and be Fit or Tai Chi.

The Falls Prevention class will replace the current Balance Class and will be offered on Wednesdays at 8 am and Fridays at 1 pm.

Thank you and we look forward to meeting the global needs of our members to address this important health issue.

Yours in Health

Tamara Johnson RN
Director of Programs & Services

tjohnson@sjv.on.ca

905-627-3541 x 2291

Gift of Love Campaign

**JOIN The Real McCoys on FAMILY DAY
February 18, 2019 in support of
Margaret's Place Hospice at St.
Joseph's Villa.**

Proceeds from each ticket sold will support
this vital service for patients facing an end
of life illness and their families.

**THE REAL McCOYS vs. THE
GENERALS**

**FAMILY DAY – MON. FEB. 18, 2019
2pm**

**Harry Howell Arena
27 Hwy 5 W, Flamborough, ON**

**Tickets: \$15 Adults - \$12
Students/Seniors**

**CONTACT: Sarena - Foundation Office
905-627-9011 x2236 s_paton@sjv.on.ca**



**MONDAY
FEBRUARY 18, 2019
FAMILY DAY
2 PM**

**Harry Howell
Arena
27 Hwy 5 W**

in support of

Quality & Performance Update

Below is a summary of the Villa's performance on the 2018-19 Quality Improvement Plan (QIP). We are very pleased to report that we have met or surpassed all targets set for the current QIP year! CONGRATULATIONS on your commitment and hard work, let's keep it up!

2018-19 QIP Performance

Indicator	Baseline	Target	Current Performance (2018-19 Q2)
% of Res. Who Experienced a Fall in the Past 30 Days (*maintain)	24.20%	24.20%	20.80%
% of Res. With Worsening Stg. 2-4 Pressure Ulcers (*maintain)	3.50%	3.50%	2.90%
Improve Communication	Collect Baseline	8 (1 per month from April to December '18)	8 (Target Achieved)
WPV – Support to Report Incidents of Res-Staff Abuse	43 Incidents Reported (Annual Avg. from 2015-17)	52 Incidents Reported in '18	116 Incidents Reported in 2018 (Target Surpassed)

Currently, plans are being established for the 2019-20 QIP. Areas that we have chosen to focus on this year are **Safe Emergency Department (ED) Avoidance** and **“Support to Report” Incidents of Workplace Violence – Stage 2**. We have chosen these areas because we want to be able to provide the best possible care to our residents safely here at home rather than transfer them to the ED where the care experience can be unpleasant or stressful. There are added measures we will put in place or enhance, including diagnostic and treatment options for residents that have experienced an injury from a fall, increasing pneumococcal vaccination rates, and improving tools for communication between the staff, family members and physicians.

We would like to focus attention on the support to report initiative for a second year. Focus in 2018-19 was around education on what constitutes an incident of workplace violence, and how to report these incidents. Stage 2 will continue to focus on education, but we will also put in place mechanisms for trending and analysis to be used by SJV leadership to identify where further support or coaching is needed for staff on management of responsive behaviours.

Details on initiatives and targets are currently being finalized with the teams. Once this is complete, residents, family members and staff will be engaged for final feedback.

SJV Community Engagement Board

A reminder about the SJV Community Engagement Board, located just outside of the Tuck Shop on the first floor. This is a resident led initiative whereby residents, families, staff members and visitors are encouraged to share things that they are most proud of, or ideas for improvement.

Everyone is welcome to use the board. If you provide a suggestion for improvement, be sure to give your name if you would like to participate in planning or implementation of the initiative. Outcomes on suggestions for improvement will be posted for information sharing purposes.

As a result of suggestions received, we have implemented the following improvements since last summer:

- 1) Green med pass (suggested by a staff member) – we are removing Styrofoam cups and plastic spoons used for med passes. Styrofoam cups are currently being phased out and switched to biodegradable paper Dixie cups. Stainless t-spoons are on order and will replace plastic spoons once a procedure for cleaning/re-processing is in place.
- 2) A designated parking spot (suggested by a staff member) has been established near the Juravinski main entrance for new residents and their families to use on the day of admission to SJV. The goal of this initiative is to make move-in day a little less stressful.
- 3) Signs have been ordered and will be placed at each of the main entrances (suggested by a resident) of the building describing when the doors are locked in the evening and re-opened in the morning (lock at 11:00pm and re-open at 6:00am).

A friendly reminder not to remove items from these boards as the information is needed for administration purposes! Thank-you!

Action items to address areas of concern identified by the 2018 resident/family satisfaction surveys and Walk-Abouts performed by Management Team members have been completed. If you wish to have a copy, please request it from Jaimie Williams. The Resident Satisfaction Survey results are posted in the three posting binders in the entrances and in the Communication Binders.

If you have any questions, comments or concerns, please contact Jaimie Williams, Director of Quality, Performance Systems & Food Services at 905-627-9011 x2224 or email: j_williams@sjv.on.ca. Thank-you!

Carpet Replacement

The flooring project continues and is moving along as per schedule. Willow, Tulip, Balsam and Maple have been completed and the crew is currently working on Trillium Lane. The crew work hard to control dust and mess that the removal of the old carpet may cause. Masks are available to anyone who wishes to wear one on the RHA. The next area to be completed is 2 North. A huge thank you is extended to the installation crew, the housekeeping team and the staff on the completed RHA for their patience and hard work during this project.

Further to the above information we learned that Kosco is awaiting the delivery of more flooring product, so once the current units are finished, they will stop work until this has arrived. They had ordered based on our original timelines (spring of 2019 / fall of 2019), and have rushed this order, however it will not arrive until mid-March as it comes from overseas. As soon as the flooring arrives, work will continue.

January 25th, 2019

To: All Residents and Families

Re: Staffing Office Changes

From: Mieke Ewen, Administrator

Pam George has decided to return to her previous role as Food Service Supervisor effective Feb 2nd, 2019. We wish Pam all the best and are so glad she will continue a role within the Villa!

At this time, we will be using expertise within the Villa for the staffing supervisor role, and have decided on a six month secondment internally to cover this. This secondment will be reassessed after a few months to determine permanent coverage.

Amy Dorcas has been in the role of Human Resources Assistant over the last few years, and we will be using her departmental knowledge and human resources link and expertise to cover this role.

Amy will be working Monday to Friday, from 0530 – 1330 hrs as the Staffing Supervisor, and she will be responsible for overseeing all postings, offers and letters from the staffing office, as well as schedules and day to day organization of the staffing office.

Amy will be the primary link for staffing office requests. ALL requests from managers and staff through email should be directed to her. The staffing office will now also be reporting directly to Kathy Campbell, Manager of Human Resources.

Coverage in the staffing office will continue from 0530 – 1630 hours daily, and reception and charge nurse will continue coverage outside of these hours at this time.

We understand the importance of the staffing department and the impact that it has on all aspects for staff and residents. We will continue to assess the staff office team roles, practice and coverage to support positive outcomes.

Please let us know if you have any questions, and we appreciate your understanding and patience with this change.

Thank you, Mieke Ewen, Administrator, St. Joseph's Villa

Sisters of St. Joseph of Hamilton

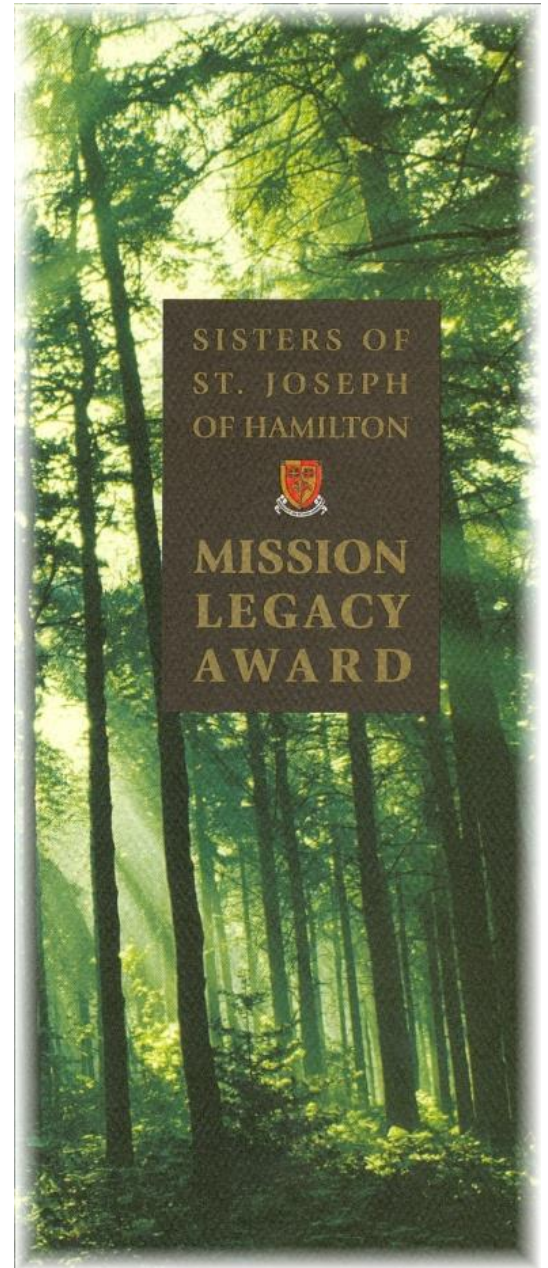
Mission Legacy Award – St. Joseph’s Villa

The Sisters of St. Joseph of Hamilton initiated the Mission Legacy in the facilities in the St. Joseph’s Health System. The Villa’s Mission wall ceremony was dedicated to the recipients in November 2007. The wall is located in the Anne & Neil McArthur Family Wing near Willow Grove.

The award recognizes key individuals who have contributed in an exceptional manner to the long term care Ministry of the Sisters of St. Joseph of Hamilton and St. Joseph’s Villa Dundas. These individuals can be staff, volunteers, physicians, Sisters, Board members.

The brochures are available from Reception or from Linda in Administration. Please feel free to nominate someone you believe worthy of this great honour. Nominations can be submitted to Linda Dennis in Villa Administration before March 1, 2019 or throughout the year as this is an ongoing process. If you have submitted a nomination previously, the candidates name remains on the list.

If you need assistance with the process please contact Linda at ext. 2260.
Keep It Simple.



GIFT OF LOVE CAMPAIGN

MARGARET'S PLACE
Hospice at St. Joseph's Villa



"Margaret's Place Hospice at St. Joseph's Villa will be a centre of excellence in quality palliative and end-of-life care providing the support that is needed for patients, families and caregivers. Giving back is the greatest feeling in the world. It doesn't matter how much – make your gift of love today and the Juravinski Foundation will match it dollar for dollar!"

*Margaret & Charles
Juravinski*

Make your
gift of love
today and the
Juravinski
Foundation
will match
your gift!

St. Joseph's
Villa Dundas



ST. JOSEPH'S VILLA
FOUNDATION

GIVE TODAY! margaretsplacesjv.ca

A community of care. A network of hope.

DOUBLE YOUR IMPACT

\$1 + \$1 = \$2