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## Message from the Director

*By Brenda Loubert*



Welcome to our 2016 spring edition of the Pioneer Manor Newsletter.

In this edition we will celebrate milestones and successes, share with you our continued efforts to improve on the quality of care and services, recognize our wonderful volunteers and our employees for their exceptional work and dedication to our residents.

## 2015 Satisfaction Survey Results

*By Brenda Loubert*

On behalf of all the employees I would like to thank the residents and the substitute decision makers (SDM) who took the time to complete the 2015 Pioneer Manor Satisfaction Survey.

The intent of the survey was to allow residents and SDM's to evaluate the services allowing the Home to then develop improvement initiatives to increase the performance in the identified areas. The Home is pleased to advise that the results of the survey indicate that there has been an overall increase of 3% in our "satisfaction level" which has now increased to 95%. Even though we are extremely pleased with the results we pledge to continue to remain accountable and committed to valuing our residents as our highest priority and striving to provide excellence in resident care.



## Rexall Health Solutions

*By Brianne Sager, Clinical Pharmacist*

Rexall Specialty Pharmacy is dedicated to providing a medication management system that is both safe and accurate for residents. The pharmacy team works diligently with management and staff at Pioneer Manor to ensure medication safety for all the residents. The Rexall Specialty pharmacists take the time to review all new medication orders to ensure that the appropriate dose has been prescribed based on a variety of residents specific factors. They will also alert the physicians to any potential drug interactions that might affect the outcome of the treatment. Rexall Specialty also has an onsite clinical pharmacist that reviews lab work and other pertinent information in order to provide therapeutic suggestions in response to any concerns brought forward by the staff or residents themselves.

Families and visitors to Pioneer Manor are encouraged to assist our team in maintaining medication safety. It is important that nursing staff are not interrupted or disturbed when they are administering medication. Please reserve your concerns and questions to nursing staff for after the medication pass is complete. Together we can help to maintain a safe and accurate medication administration process for our residents.

## Celebrating our Medical Director!

Pioneer Manor would like to sincerely thank Dr. St. Martin for his dedication over the past 30 years! This is a milestone to be celebrated and recognized.

Not only has Dr. St. Martin been the Medical Director at Pioneer Manor, he is also recognized as a "Champion" and very well respected by the medical community as an expert in the field of geriatrics. The pearl is the gift one receives when celebrating 30 years of marriage...you could say that Dr. St. Martin is our "jewel in the crown".

***"On behalf of the resident council, we would like to thank Dr. St. Martin for doing a great job. We appreciate his hard work and dedication. Well done.... Thank you, 'Father' St. Martin"***

*Maria Aprea, Resident Council.*



## Update from our Food Committee

By Monique Pigeon, Manager of Food Services

What's cooking?

The Resident Food Committee continues to provide valuable feedback to the Food and Nutrition Services Team on a variety of items. We discuss issues such as changing brands of pickles, food quality and menu suggestions for meals and snacks. From these comments, we continuously strive to improve by modifying the menu and adjusting recipes. Residents continue to provide great feedback to plan special meals and events. In 2016 we celebrated with special menus for Chinese New Year, Mardi Gras, Ash Wednesday, Valentine's Day, St. Patrick's Day, Good Friday, Easter Sunday with many more to come.

Food Committee is an open meeting for all residents to attend and is held the 3<sup>rd</sup> Thursday of every month from September to June in the 3<sup>rd</sup> Floor Leisure Room at 10:45 am. We hope to see you there!

Residents are also encouraged to speak to any member of the nutritional services team if they are having any concerns rather than waiting until the next Food Committee Meeting.



# Looking for information?

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Check out the Information Centre located near the Bistro!

There are a number of brochures that will provide information on topics such as:

- Equipment Rentals
- Volunteer Opportunity
- Adaptive Clothing
- Seasonal Cleaning...and more!

# Therapeutic Services

By Kim Pelkman, Manager of Therapeutic Services

## Equipment Rentals

Did you know that you can rent wheelchairs or walkers from Pioneer Manor?

The answer is **yes**. However, we encourage residents or their substitute decision maker(s) to purchase necessary equipment such as wheelchairs or walkers and we would be pleased to assist in applying for funding through the Assistive Device Program.

*How much will it cost if I rent ?*

Walkers = \$15. per month

Wheelchairs = \$30. Per month



Questions?

Please see the brochure that is located in the "Information Centre" near the Bistro.

## Weighted Blankets

What is a "weighted blanket" and what is it used for?

A weighted blanket is a therapeutic **blanket** that is made with weights that actually swaddles the resident. Weighted blankets are a safe and effective non-drug therapy that Pioneer Manor is now using for residents who are at risk of falls, who are increasingly agitated or are experiencing responsive behaviours related to anxiety. If you are interested in knowing more about this please contact Kim Pelkman, Manager of Therapeutic Services.

**2023-30R**



*Many of you noted in the Satisfaction Survey that lost clothing was an issue. We will continue to work towards finding solutions to improve in this matter.*

*We do kindly ask Residents and Families to help us by ensuring that all resident clothing or personal items needing to be labeled be dropped off in the convenient "Depot" located close to the Bistro.*

## Pioneer Manor Choir: Then and Now

By Joanne Polack, Activity Aide

In 2013 Sudbury award-winning Barber Shop Chorus, Nickel City Sound, challenged employees of different organizations to participate in its "When I Sing" Community Wellness Project. Kim Pelkman, Manager of Therapeutic Services at Pioneer Manor, rose to the challenge and set about forming a Pioneer Manor Choir.

The recruitment for the Pioneer Manor Choir started in January 2013 and there was significant interest generated among residents who were former residents of choirs as well as among residents for whom this would be a new experience. Once the 18 member choir was formed, they began to work towards participating in the "When I Sing" challenge. The Nickel City Singers volunteered their time and came to Pioneer Manor for weeks leading up to the concert to work with the choir members on the vocal arrangements for 2 songs chosen for their concert. Kim also asked Pioneer Manors Activity Worker/Musician Joanne Polack if she would like to assist with the vocal coaching leading up to the event, so that during the week days she could spend time with choir members one-on-one to (fine tune) their individual vocal parts.

The pilot "When I Sing" festival took place in April 2014 before an audience of over 200 people. The concert featured children as young as 5 and seniors 80+ sharing the joy of singing together in concert. A resounding success, the initiative won the Healthy Community Recognition Award from the City of Sudbury.

Every Wednesday morning the choir practices for an hour in one of the leisure rooms at Pioneer Manor. The choir has grown to over 30 residents along with the welcome addition of choir conductor/choir member/resident Ginette Bujold and volunteers Pat Stanley & Tiffany. The Pioneers now have over 24 songs in its repertoire of which 6 were recorded. A limited number of copies of the Pioneer Manor CD are available for purchase for a price of \$10 each...please contact Lydia Shea Allard at 705-566-4282 ext. 3225.



"Music does bring people together. It allows us to experience the same emotions. People everywhere are the same in heart and spirit. No matter what language we speak, what color we are, the form of our politics, or the expression of our love and our faith, music proves; we are the same." - John Denver

# What is happening in construction?

By Tony Cardamone, Manager of Physical Services

Physical Services has a few projects on the go that are worth sharing. First, the Solar Power Project will take place from April until mid June. This is in collaboration with the City of Greater Sudbury whereby solar panels will be installed on the roof of Pioneer Manor. Secondly, across from the Hairdressing Salon construction of three offices is underway in existing space that was not being used. We will also be upgrading our boiler system. Finally, we are currently changing all of our light bulbs over to LED. This upgrade to our lighting system will see a significant yearly savings. With all of these projects we anticipate that there will be limited noise or disruption, however, we do apologize for any inconvenience.



Thank you to all of our wonderful volunteers and employees who value and respect the Residents of Pioneer Manor

## Your Privacy

By Glenda Gauthier, Manager of Resident Care

On November 1, 2004, the *Personal Health Information Protection Act* (PHIPA) came into effect.

As it pertains to the resident's Personal Health Information (PHI) Pioneer Manor is, by law, required, to collect only that information necessary to provide residents with the highest quality of care. Note, that PHI is only viewed by authorized personnel who deliver care or provide services to our residents. Pioneer Manor is required to safeguard such information. Confidentiality forms part of our informational package for all students, volunteers, new and current employees. A signed "Pledge of Confidentiality" is required before attending to resident information. All contractors conducting work in the home are also required to sign the pledge. Residents or their Substitute Decision Maker have the right to: make decisions based on the Personal Health Information, see the information, correct any omissions or errors and decide to share information with other health service providers if they so choose. A pamphlet outlining the privacy policy in detail will soon be available. Should you have any questions pertaining to the Home's access or dissemination of personal health information please contact the Manager of Resident Care, Ms. Glenda Gauthier at 705-566-4282 ext. 3223.

