

**In This Issue**

1. New Horizon's Grant
2. Lost and Found  
BSO Team  
Recognized
3. Dining Room  
Accessibility  
Pharmacy Service  
Coffee
4. Reducing Behaviours  
A better name  
Lactose Restriction  
New provincial  
funding
5. Excellence in  
Resident Centered  
Care  
Sound Ear
6. Emergency  
Preparedness  
Smoking

**New Horizon's Grant**

Pioneer Manor was recently awarded a \$25,000 grant through the New Horizon's for Seniors Program from a proposal submitted to develop Seniors-Friendly Outdoor Exercise Stations. The project will involve the redevelopment of space surrounding an existing walking path around the property of the North East Centre of Excellence for Seniors' Health, of which Pioneer Manor is a part.

The funding will be used for the purchase of exercise & outdoor-related equipment to include in an outdoor adult fitness park geared to seniors and those living with disabilities. The proposed location for this outdoor fitness park is actively being used by the senior and non-senior residents, families, friends, and employees of Pioneer Manor (Municipal Long Term Care Home).

Additionally, other tenants who utilize this space include the City of Lakes Family Health Team, the Sudbury-Manitoulin North Bay & Districts Alzheimer Society, and the North East Specialized Geriatric Centre (located next door), as well as, local citizens. The concept of the Centre of Excellence for Seniors' Health was to provide an area that would be accessible to seniors living alone and seniors with health challenges and/or disabilities. The environment's purpose is to be dedicated to the health and well-being of our aging community where citizens can connect with their family, friends, and the community while being physically active.

The addition of an outdoor fitness park would enhance this outdoor space with unique and beneficial outdoor exercise equipment and other outdoor equipment that will enhance the physical activity programs for seniors living in the community. This, in turn, would promote social participation and inclusion of seniors while providing capital assistance for new and existing community projects and/or programs for senior's program objectives.

The project is scheduled to start in the spring 2019 with the organization of a planning committee. Residents should expect to see completion and a celebration of the new outdoor spaces in early to mid fall.



## Lost and Found and Gift Giving

As part of our ongoing commitment to providing excellence in resident care, we recognize the importance of ensuring that residents' personal belongings must also be properly cared for.

Residents, or their families, are asked to immediately report any lost personal item(s) by completing the *Lost and Found Item(s) Report*. The form can be obtained at the Pioneer Manor Information Centre in Winter Park. The completed form can be left in the drop box at the clothing depot in Winter Park near the Bistro.



We would also like to remind everyone that personal items must be labelled. We will make every effort to locate labelled lost or misplaced items, however, we are not responsible for lost or stolen property. As for items that are gifted to residents we encourage those giving the gifts to have the items labelled prior to giving them to the resident. And please remember to purchase items that are made from fabrics that can withstand hot washing and drying cycles and do not require ironing.

## BSO Team recognized in Community

Earlier this year, Pioneer Manor's Behaviour Supports Ontario (BSO) Team gave a presentation to the Best Practice Network Meeting in Sudbury highlighting the environmental designs that have been made to facilitate the lives of those residents living in Lodge 1.

Design features include: family style dining, coloured plates for residents with visual perceptual and cognitive impairments, towel warmers in spa rooms, and murals painted over high traffic area door frames.

The team, pictured below, was recognized by the City of Greater Sudbury through a Be Wise Award for their work and continued dedication to improving and enhancing the lives of our residents.



## Dining Room Accessibility

Research is currently underway to find accessible dining room furniture to better meet the needs of our residents.

An increasing number of bedside tables have been used to extend tables in order to comfortably sit some residents. We are also exploring specialized dining chairs with a lever that would assist staff to move the resident closer to the table.

Once the work is completed, the type and quantity of tables and chairs will be determined and a purchase plan implemented.

Samples of table types and chairs are pictured here to the right.



## Pharmacy Service Provider

Rexall Health Solutions in Sudbury has been Pioneer Manor's pharmacy service provider for over 20 years. They are dedicated to providing a medication management system that is both safe and accurate for our residents.

Our pharmacist team works diligently with the physicians, management and staff at Pioneer Manor to ensure medication safety for all the residents. The Rexall Health Solutions pharmacists take the time to review all new medication orders to ensure that the appropriate dose has been prescribed based on a variety of resident specific factors. They will also alert the physicians to any potential drug interactions that might affect the outcome of the treatment.

Rexall Health Solutions also has an onsite clinical pharmacist that is available for consultation with health care staff. She completes medication reviews on all residents which includes reviewing consult notes, lab work and other pertinent information in order to provide therapeutic suggestions. She is also available to respond to any concerns brought forward by the staff or residents and their families.

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.

## Coffee

Following a resident taste panel to determine the preferred brand, regular coffee will now be served at breakfast. Decaffeinated coffee will continue to be available and will also be served at lunch and supper.

## Reducing Responsive Behaviours

ABBY, a non-pharmaceutical intervention for reducing responsive behaviours, utilizes person-centered care principles.

ABBY is composed of interactive touch screen monitors, sensors and programming that provides familiar and tactile manipulative activity experiences such as turning a wheel, flipping a switch, or petting a cat.

We will be introducing ABBY to our Home in the near future.

## A Better Name

The title, Program Coordinator, has recently been changed.

To better reflect their role, Program Coordinators are now called *Resident Care Coordinators*.



Resident Care Coordinators oversee a number of Home Areas, manage various clinical programs, and supervise the staff who provide care to our Residents. The new title provides better clarity about who they are and what they do.

## Volunteer Opportunities

It was wonderful to be able to celebrate our amazing volunteers for their contributions during the Annual Volunteer Recognition Luncheon on April 3, 2019. Over 140 caring individuals and families generously give their time to assist with activities such as Bingo, Pet Therapy, Entertainment, Portering to internal appointments, meal time assistance, pastoral services, one-on-one visits and tuck shop.

If you are thinking about volunteering, please feel free to drop by the Volunteer Office located beside the main desk or email [pmvolunteer@greatersudbury.ca](mailto:pmvolunteer@greatersudbury.ca). There are opportunities available during the week and weekends to work directly with residents and provide assistance with programs/activities. Together we can find the right volunteer opportunity that will continue to enrich the lives of our residents!

## New provincial funding

As a result of new funding specifically targeted for Registered Nursing hours, a dedicated full time Registered Nurse (RN) has been hired to oversee wound care.

This ensures that all residents with wounds have a thorough and consistent weekly assessment. It also frees up our remaining RNs to concentrate on other important aspects of resident care.

## Excellence in Resident Centered Care



Excellence in Resident-Centered Care (ERCC) courses build practical skills using a person-centered approach. The courses are designed for personal support workers (PSWs) and cover a number of key topics including palliative care, safety and mobility, continence, infection prevention and control, oral care, nutrition and hydration, and pain and comfort.

The goal of ERCC is to support better care and better outcomes for older adults. ERCC has been shown to increase team member self-confidence, job satisfaction, team retention, and team morale.

Using a train-the-trainer approach, select PSWs completed the ERCC Trainer Course to become Trainers and deliver the ERCC Team Member Course to others within the Home.

At Pioneer Manor, full-day training was delivered to our most senior, full-time PSWs on each shift, reaching a total of 46 staff. Evaluation feedback from the trainees was overwhelmingly positive.

Going forward, the trainers will deliver individual modules to the remaining PSWs in shorter sessions, with the goal of reaching every PSW in the Home.

Our trainers are Jennifer Fex, Chantal Cashmore, Maria Halden, and Terry Rochefort.

## SoundEar

Even in small doses, noise can affect our concentration and our stress levels. Stress can be detrimental to everyone and, especially so for those dealing with dementia.

Creating awareness and reminding everyone to quiet down are effective ways of reducing noise levels. The SoundEar, recently installed in the first floor Lodge, helps manage noise by

- 1) making it visual; making everyone aware of when they need to quiet down, and
- 2) creating awareness; often we do not even realize that we are too loud.

Our hope is to improve our residents' quality of life and reduce untoward behaviours.



## Emergency Preparedness

At 0800 on March 15<sup>th</sup>, the Acting Manager of Physical Services was informed that an intermittent odour of gas was present on the first and second levels of the Lodge. The mild odour was attributed to the regulator releasing gas to maintain pressure which can result in a faint odour. Typically, the odour dissipates within a half hour.

At 0930, the odour remained and our HVAC contractor was contacted. When it was believed that potentially unsafe levels of gas were present, the gas supply was immediately shut off, a Code Green initiated, and EMS notified.

Code Green is an emergency response requiring evacuation of part or all of a building. When the Code Green was called, 64 residents from the first and second floors of the Lodge were evacuated to alternate areas of the Home in less than seven (7) minutes.

On arrival, the Fire Department rechecked the levels and determined them to be safe. The Code Green was cancelled and residents returned to their rooms.

There were no injuries or adverse effects as a result of the gas leak and evacuation process. A gas line break was determined to be the cause of the leak and the weight of the snow on top of the line suspected to be the cause.



## Smoking

In order to address concerns from families and visitors about walking through smoke when entering the building, Pioneer Manor relocated the ashtray further down the walkway.

Additionally, as a result of concerns about the smell of smoke in Winter Park, an air curtain was installed at the entrance to the resident smoking area, off the back hallway. An air curtain is a device used to prevent air or contaminants from moving from one open space to another. The most common type, which was used here, is a downward-facing blower fan mounted over the entrance. In addition to preventing smoke from entering the building, the curtain also helps keep the cold winter air out.

Code	Definition
Code Black	Bomb Threat
Code Blue	Adult Cardiac Arrest
Code Brown	Hazardous Spill
Code Green	Evacuation
Code Grey	Loss of Essential Service
Code Orange	External Disaster
Code Pink	Paediatric Cardiac Arrest
Code Purple	Hostage Taking/ Person with Weapon
Code Red	Fire
Code White	Violent Patient
Code Yellow	Missing Patient