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Message from the Director

I can't believe that around this time last year I accepted the permanent position as Director for Pioneer Manor. I'd like to thank everyone who continues to support me in my effort to lead a wonderful organization that is committed to professional, compassionate individualized resident care. I am continuously in awe of effort staff put forward caring for our residents. I am reminded of Pioneer Manor's core values: Residents, excellent customer service, families, and friends, implementing best practices, all the while respecting the collective diversity within Pioneer Manor. It is with this in mind I am invigorated as I look forward to the future of Pioneer Manor.

You will recall in my last update I spoke about the approval from the City of Greater Sudbury's City Council to secure an architect to develop schematic designs to redevelop the 149 beds that have been identified as below "A" standard of structural compliance. In the spring Pioneer Manor secured the Yallowega, Belanger and Salach Architecture firm to prepare these schematic designs. Those designs have been completed and Pioneer Manor has submitted a capital redevelopment business case for redevelopment of 149 beds to be considered in the 2019 budget. The anticipated completion date, if approved, would be late spring 2021, barring no unforeseen complications. Once completed, all residents currently located in the old section (Killarney, Lilac, Mallard, York, Ramsey, and Scenic) would be moved over to the new section. With the move there would more than 50,000 square feet of vacant space. Pioneer Manor has retained KPMG to secure business opportunities for the vacant space that would complement the current campus.

Since 2005, City Council has facilitated the implementation of the "Healthy Community Strategy" as a priority. Following community consultations in 2017, City Council endorsed ten priorities for population health in Greater Sudbury. In June 2018 the City released Population Health "A Call to Action on Community Priorities" document. The ten community priorities identified are: Indigenous youth, resiliency, families, mental health, compassionate city, play opportunities, housing, holistic health, age-friendly strategy and healthy streets. Pioneer Manor will use "A Call to Action" as a guiding document as we continue to transform the Seniors Campus to meet the needs of residents and our community.

In closing, I look forward to keeping you up to date in the coming year on Pioneer Manor's capital redevelopment.

Sincerely,

Aaron Archibald

Emergency Department Visits

The Government of Ontario tracks a number of measures in order to monitor the performance of health care providers, including Long Term Care Homes. One of these measures is the number of potentially avoidable visits to the emergency department by residents in Long Term Care. It is preferable that residents be cared for where they live, when appropriate, and consideration is given to certain conditions that are usually manageable without requiring a trip to hospital.

Data for the first part of 2018 is now available and shows that Pioneer Manor averaged 7.6 potentially avoidable emergency department visits for every 100 residents. During the same period, the average for Long Term Care homes in the North East region was 9.0 and for all of Ontario was 7.8.

This suggests we are managing changes in condition effectively on site, which means our residents are able to remain in familiar surroundings, cared for by familiar staff.

Nutrition updates

In our efforts to maximize Resident satisfaction, we are researching a new menu management system to improve efficiency and accuracy and better meet our Resident's individual needs. Stay tuned for updates.

We are also currently working on our Winter/Spring menu and hope to have the snack and meal plans launched before Christmas.

Finally, we held our recent Food Committee meeting in one of the solariums. The meeting was well-attended, so we've determined that we need to continue using a large location, such as this, going forward. The date, time, and location of our next meeting will be posted on the Resident Council board shortly.

Keeping our Residents Hydrated



The Nutrition Team is working together in collaboration with all staff to provide high quality, safe, yet tasty food and fluids for our residents. Residents who experience swallowing difficulties may require thickened fluids and/or modified foods to reduce risk of aspiration pneumonia and dehydration. We have recently upgraded our thickening agent from a powder to a gel thickener. The staff love the new product (Simply Thick) as it thickens more efficiently with less room for error and provides a more consistent/smooth product. The staff are proud to be providing a high quality final product to the residents as the residents are liking it. Some residents are requesting drinks made with the "new stuff" and some are more receptive to trying thickened beverages. The Simply Thick thickening agent will help us reduce the risk of dehydration in the coming summer months, while improving resident satisfaction. The Nutrition Team continues to meet the needs and wishes of our residents while supporting the staff in doing so.

Ontario Association of Residents' Councils

Congratulations to Pioneer Manor resident, Denise Burke, on her appointment to the Ontario Association of Residents' Councils (OARC) Board of Directors.

The OARC supports Residents' Councils across the province and speaks with one voice for residents, promoting a standard of care and influencing legislation so that Residents living in LTC homes maintain their independence, privacy and dignity.

Board members are comprised of Residents who reside in Long-Term Care homes in Ontario. Denise is the only representative from northern Ontario on the Board.

Way to go Denise. We are all proud of you.



Laughter is the Best Medicine

According to philosopher Bertrand Russell, "Laughter is the most inexpensive and most effective wonder drug. Laughter is a universal medicine."

Laughter is free, has no side effects, and doesn't need a prescription. And, it is so good for you! When you laugh, your whole body gets into the action: muscles contract and then relax, your heart rate and breathing increase then decrease and when you are done, your blood pressure goes down. It's more fun than exercise, with many of the same benefits to your mood and sense of wellbeing. Laughter triggers the release in your body of naturally occurring feel good chemicals that help you experience less pain. It is known to soothe tension, so stress levels go down. Laughter even makes learning easier.

Studies support the health benefits of laughter. One study involving 109 seniors concluded laughter therapy is useful, cost effective, and easily accessible and has a positive effect on depression, insomnia, and sleep quality. In a group of middle aged women who participated in laughter therapy, the level of natural anti-depressant (serotonin) was found to increase, especially among the most depressed.

Did you know that genuine laughter for 15 minutes increases energy expenditure by 40 kcal in healthy adults? It also helps control increases in blood sugar after meals in people with diabetes.

Men and women both find that humor is the most desirable trait when choosing a partner, although women like men who make them laugh, while men like women who laugh at their humor.

Laughter builds social bonds and is a truly universal language. Have you noticed how contagious it is? Sometimes you can laugh with someone who is laughing, and you don't even know why.

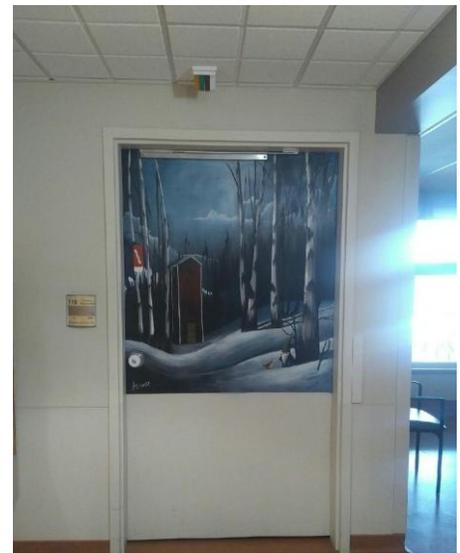
If you want to have a good day, make someone laugh, then laugh along with them!

From your friends at Rexall

Using Art to Create a Calm Environment

In an effort to promote a calming, therapeutic environment, some recent initiatives have been taken in Lodge 1. A couple of young artists, Silvo and Miika Hernesniemi, were hired to creatively paint the doors of some corner rooms. Residents with dementia often wander in a continuous pattern and will follow a circle or a straight line. The rooms at the corner turns of the home area pods have sometimes been challenging when residents wander into these rooms instead of turning the corner. This can and has resulted in altercations between two residents. Since the painting of 4 corner room doors, the staff have seen a noticeable reduction in the number of times residents wander into these rooms and consequently the number of altercations. Residents have been found to turn the corner, or stop and admire the picture but not enter the room. The painting effectively camouflages the door knob.

This is hoped to be only the beginning of some further changes to the physical environment in Lodge 1 to enhance the area to make it more homelike, stimulating to the eye and to reduce responsive behaviours.



Coordinator of Volunteerism and Recruitment

We are pleased to share that a Coordinator of Volunteerism and Recruitment will be coming on board this fall.

This new position will focus on enhancing our complement of volunteers in order to better serve our Residents. The Coordinator will also play a role in recruitment of both volunteers and staff at Pioneer Manor.

We welcome Stacie Reinhardt, who has extensive experience with the City of Greater Sudbury and in the larger Sudbury community in a variety of roles, including the Sudbury District Girls Hockey Association, Human League Association, and Ontario Summer Games. Stacie previously received the Civic Award for Volunteerism and was named Volunteer of the Year. She will be a great asset to the Pioneer Manor team.

Volunteer Milestones

Our annual Volunteer Recognition Luncheon was held on Wednesday, April 18th during National Volunteer Week (April 15th – 21st). What a wonderful opportunity to be able to formally thank our Volunteers for their service over the past year. Volunteers were treated to a lunch, served by Pioneer Managers and Supervisors, along with music provided by local entertainer Just Dave.

As one resident stated, "I don't know what we would do without our Volunteers, they help us so much." No truer words have been spoken. Volunteers expressed that they truly felt appreciated and enjoyed being "spoiled." Thank you Volunteers for all you do to make Pioneer Manor a great place to live and work.

Seven Pioneer Manor Volunteers were recently recognized for their ongoing service through the Ontario Volunteer service Awards. This award "recognizes volunteers who provide committed and dedicated service to an organization by recognizing the length of time individuals have volunteered with one organization". Pioneer Manor is please to share that the following Volunteers were recognized at a ceremony held at the Radisson Hotel on Wednesday, April 25th.

Maureen Howard – 5 years

Faye Moffatt – 5 years

Braedan Powers – Youth – 10 years

Lois Vincent – 20 years

Marc and Lillian Forget – 25 years of service

Jeannine Desrochers – 25 years

The gift of time is the most important gift we can give someone. A little goes a long way. Thinking about sharing your time? Love food and would like to help others enjoy their meal time experience? Are you musical and enjoy performing? Or maybe you would like to spend time one on one with someone? Should you be thinking about volunteering, please contact the Volunteer Office at 705-566-4282 x 3225 to discuss how you can make a difference. Opportunities to work directly with residents, providing assistance with programs/activities are available during the week and weekends. Let's work together to find the volunteer opportunity that works for you.

Gisele Martel started Volunteering at Pioneer Manor in October of 2014. Gisele is part of the Sudbury Developmental Services family and lives in one of their group homes. Gisele enjoys helping others and states that she is always greeted with smiles and a good morning when she comes to assist residents to the Optometrist. "When I visit at Pioneer Manor I see how awesome the care is and how attentive everyone is to the residents." Gisele decided that she wanted to do a little more for the residents and since she enjoys baking, she had the staff at Sudbury Developmental Services help her with a bake sale.

Gisele shared, "All my friends at Sudbury Developmental Services bought my muffins and I was able to raise \$100.00 – WOW." Gisele decided to give the proceeds from her bake sale to the Residents' Council at Pioneer Manor. Gisele states that she enjoys her volunteer work and feels great while helping others. "I look forward to each week and the time I spend with the residents." Residents' Council President Maria Aprea was impressed by Gisele's hard work and appreciative that she wanted to donate to the Council.

Scheduling update

We have extended the part-time line trial, in an effort to continue providing employees with consistency of schedule, as well as area of assignment. The number of part-time lines available increased with this extension, giving employees greater opportunity to determine when and where they work.

Based on employee feedback, the practice of calling in availability has been discontinued. In an effort to move toward the eventual deployment of the TeleStaff scheduling system, we have modified the process for offering and accepting shifts via Staffstat. The main differences are that available shifts will remain on the Staffstat calendar until the shift start time has passed, and shifts will be available on a first-come, first-served basis once the initial seniority-based deadline has expired. Staff can log in to Staffstat at any time to see accepted and available shifts.



Resident Council Chair Maria Aprea,
Volunteer Gisele Martel

Staff and Volunteer Recruitment

In our ongoing efforts to attract and maintain quality personnel and volunteers, Pioneer Manor participated in Cambrian College's Career Fair on February, meeting students in the pre-health, practical nursing, nursing, and personal support programs, as well as, those still undecided about their career choice.

Lydia Shea Allard and Maria Casas participated in the full day event.

The Home also participated in a job fair organized through CTS Canadian Career College held at the Steelworker's Hall in March, where the majority of attendees were personal support worker students and graduates.

Wi-Fi Connectivity

Recognizing the importance of residents staying connected with family and friends, the Home has recently expanded Wi-Fi access to all areas within Pioneer Manor.

This is a free service at no cost to our residents and guests. Feedback to date has been positive.



Medical Director

Dr. Maurice St. Martin will be speaking to Family Council on November 22, 2018 regarding the role of the Medical Director and Attending Physicians in Long Term Care.

All residents and families are welcome.



Je suis Francophone

St-Jean Baptiste Day celebrations started early at Pioneer Manor with the raising of a permanent Franco-Ontarian Flag at the front entrance of our home on June 22nd. Residents, His Worship Mayor Brian Bigger, members of Parliament, Francophone Community Groups, and community residents participated in this special celebration. In the afternoon, Residents, Families and Visitors continued to celebrate with an afternoon of music with the group Harmonie. Of course, no celebration is complete without traditional francophone treats.

On September 25th, Pioneer Manor participated with other community residents and facilities throughout the City in "lighting up green" to celebrate Franco-Ontarian Day; green spotlights illuminated the front of our building. In addition, Residents, both French and English, participated in an evening of reminiscence and discussion regarding Francophone culture and what it means to be Francophone.

On October 9th, Pioneer Manor partnered with the Centre franco-ontarien de folklore's to host a storytelling evening as part of their annual Festival les view m'on conté to present, "Un Papa s'amuse a Conter ti-Jean de Laurent Glaude." This free event was open to Pioneer Manor Residents, Families, and Community members.

On a weekly basis, Francophone Residents have the opportunity to engage in a variety of French programs, both in groups and individually. These may include reminiscence activities, crafts, music, games, and one-on-one visits. Residents engage and share with each other and also give input and direction regarding the types of programs they would like to engage in.



Are you francophone and interested in volunteering with our *Je suis Francophone* programs and activities? Are you aware of upcoming community events/activities that promote Francophone Culture and would be of interest to our residents.

Please contact Lydia Shea Allard @ lydia.sheaallard@greatersudbury.ca or 705-566-4282 x 3225.

Message from your Family Council Chair – Dianna Foster

The Family Council at Pioneer Manor was organized in 2008 as outlined in Ontario's Long Term Care Act, 2007. The council is composed of relatives and friends of residents at Pioneer Manor and meets monthly from September to June. Our Mission Statement is "to improve the quality of life and quality of care for all residents of Pioneer Manor by promoting an atmosphere of sensitivity, respect, and support."

The Family Council is here to offer assistance and advice to family members and to provide opportunities to educate and inform families about the regulations, practices and procedures at Pioneer Manor. Our role is to advocate on behalf of all residents and their families. As a Council, we examine concerns raised by family members and meet to share ideas for the purpose of problem solving. We report any concerns and recommendations to Administrative Staff for clarification and/or action to resolve these issues.

Family Council at Pioneer Manor is also a member of the Grand Family Council of Greater Sudbury as well as the North East Family Councils Network. We work together and share ideas in order to improve the conditions at Long Term Homes in Sudbury and in the North East.

New members are welcome to join the Family Council-Pioneer Manor. Information is available in our information display case in the front lobby of Pioneer Manor.

Benches



Pioneer manor has purchased 15 benches like the one shown; 3 in this colour and 3 in each of orange, red, fuchsia and yellow. The benches, made of a composite material, will stand up to the weather and can be left out all year long.

The older wooden benches will be evaluated and the best ones kept and refurbished for next season. It is anticipated that, in the coming years, more benches, chairs and tables of this new material in bright colors will also be purchased for the enjoyment of the residents and their families and visitors. Already, we've received reports from family members and residents about how much more comfortable these new pieces are to sit on.

Pictures and video

Upon admission, residents are asked to sign a "Consent to Publicity" Consent Form. This form gives the organization permission to take photographs of the resident at events and use these for very specific purposes. That said, staff members, volunteers and students are not allowed to take photographs of you with their personal cell phones or cameras.

Like you, our staff and other residents have the right to privacy. Please do not take pictures or video of our staff members or other residents unless you have verbal permission to do so from all of the people who will be photographed or videotaped. In addition, please do not post the pictures or video you've taken on picture sharing or social media sites unless you have been given verbal permission to do so.

Food Services News

A reminder that the Bistro is open Monday through Sunday from 9:30 a.m. to 1:15 p.m. Hot meals, fresh salads, and beverages are available for cash purchase.

Frequently Asked Questions

Can I come eat with a resident?

Meal tickets are available for purchase in the Bistro during normal Bistro hours.

Can I bring a resident food?

Yes, as long as the food is safe and suitable for their dietary needs.

Do you offer catering?

Catering is offered for events held at Pioneer Manor. Please contact Vicky at ext. 3208 for information.

Accreditation

Accreditation, a self-assessment and external peer assessment, is a process Pioneer Manor voluntarily undergoes in order to accurately assess its level of performance in relation to established standards and to implement ways to continuously improve.

Pioneer Manor recently underwent a survey with Accreditation Canada and was awarded accreditation in April. We are proud of this accomplishment and acknowledge the contributions of our staff, volunteers, and partners in achieving this milestone.



Influenza

Influenza is most often referred to as the “flu.” It is a respiratory infection caused by a virus, and infects people of any age, causing mild to severe illness. Influenza typically circulates from November through April each year.

Those at highest risk of complications include the very young, elderly, pregnant women, and people with long-term health conditions. Symptoms of the flu include fever, headache, sore throat, extreme weakness, chills, cough, stuffy nose, muscle aches and pains, and fatigue. While most symptoms will usually go away in a few days, the cough and fatigue may last for weeks. Certain medications may be given to people who are at high risk of having complications from the flu.

The flu virus is found in the nose and throat, and can be spread from person to person by kissing, and through droplets from coughing or sneezing that reach another person’s nose or mouth. Droplets may also land on objects and surfaces in the environment and can then be transmitted onto the hands of an individual.

Flu vaccine will be available to all residents and staff beginning in mid-October. It is important to receive the vaccine each year as flu viruses change from year-to-year, and vaccination is the best protection against this year’s circulating strain of influenza.

Additionally, all residents, staff, families and visitors are reminded to wash their hands often especially after wiping their nose, sneezing, handling used tissues, preparing food, providing personal care, or using the toilet. When soap and water is not available, hand sanitizers with an alcohol content of 70-90% are effective in preventing the spread of infection.