

August & September 2024 Victoria Manor Operations Report December 9, 2024



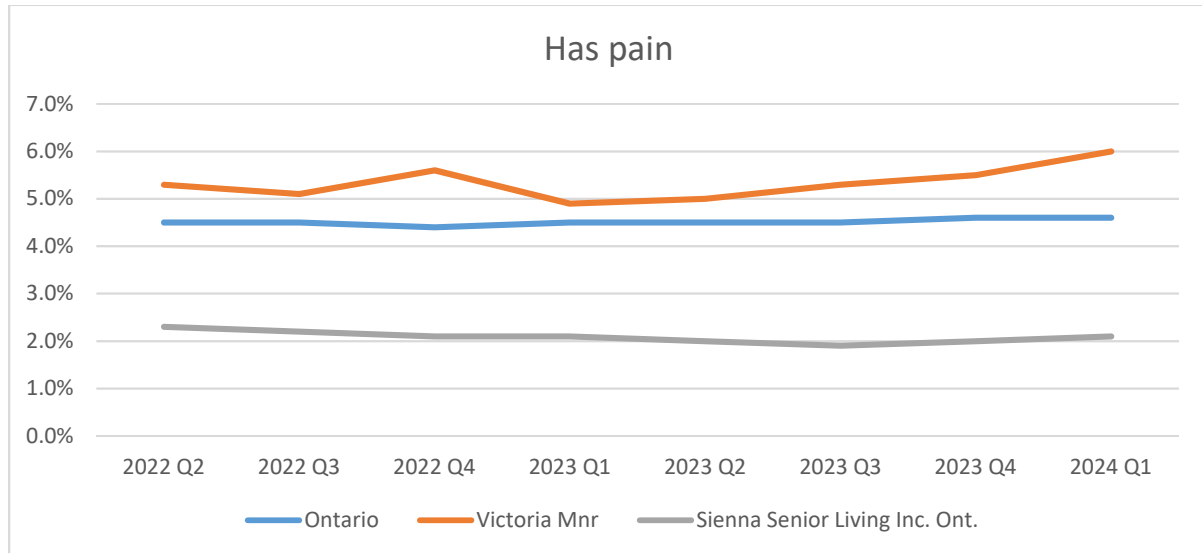
Scorecard: Financial

	Year-to-Date		
	Actual	Budget	Variance
Resident Days	44,658	44,638	20
Occupancy %	98.5%	98.5%	0.0%
Nursing Ministry Funding	9,611,149	7,671,074	1,940,075
Nursing Expenses	10,227,432	8,587,683	(1,639,749)
Net Nursing Envelope	(616,282)	(916,609)	300,326
Program Ministry Funding	581,876	576,700	5,176
Program Expenses	988,263	1,105,005	116,742
Net Program Envelope	(406,388)	(528,305)	121,918
Food Ministry Funding	579,370	556,325	23,045
Food Expenses	581,837	556,325	(25,511)
Net Food Envelope	(2,467)	(0)	(2,467)
Over/Under Adjustment	(110,279)	-	(110,279)
Envelope impact to NOI	(1,135,416)	(1,444,914)	309,498
Accommodation Revenue	4,372,819	3,439,656	933,163
Accommodation Expenses			
Dietary Expenses	1,077,243	992,252	(84,991)
Housekeeping Expenses	613,490	541,989	(71,501)
Laundry Expenses	211,981	206,516	(5,465)
Maintenance Expenses	643,254	674,542	31,288
Administration Expenses	681,224	565,200	(116,023)
Facility Expenses	965,707	941,574	(24,134)
Accommodation Expenses	4,192,898	3,922,073	(270,825)
Other Accommodation - NOI	179,921	(482,416)	662,337
Net Operating Surplus	(955,176)	(1,927,331)	972,154
Capital Reserve	-	-	-
Net Surplus (Loss) with Ministry Funding	(955,176)	(1,927,331)	972,154
Revenue - Tax Levy	1,888,943	1,888,943	-
Net Surplus (Loss) with Tax Levy	933,766	(38,388)	972,154

Scorecard: Quality

Leadership & Quality

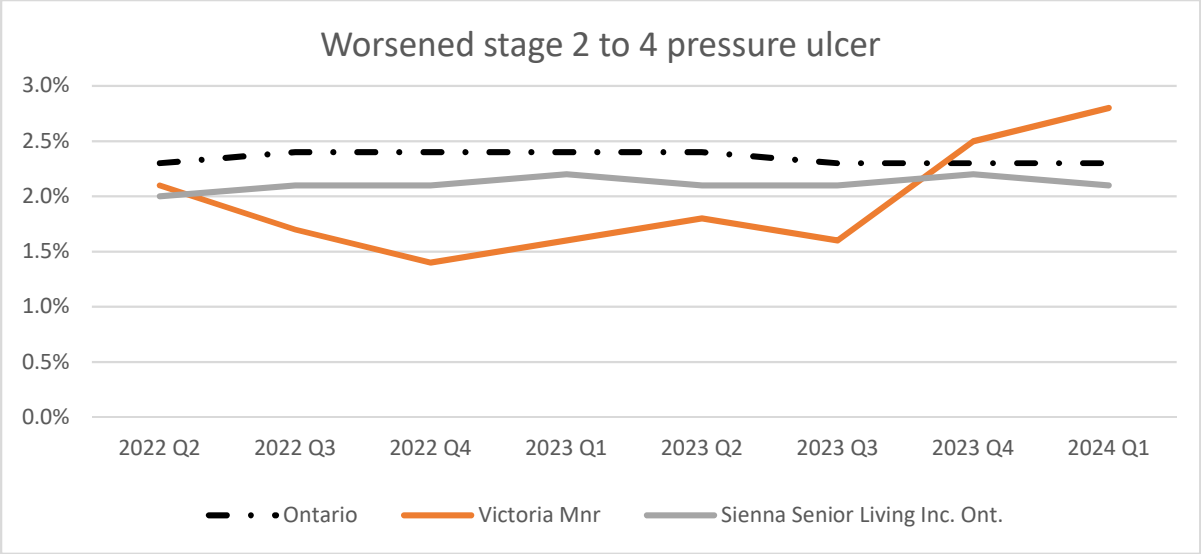
- Quarter 1 CIHI Data 2024 (April to June 2024)



Clinical performance for **Has Pain** continues to trend higher than provincial average.

Actions that have been implemented include:

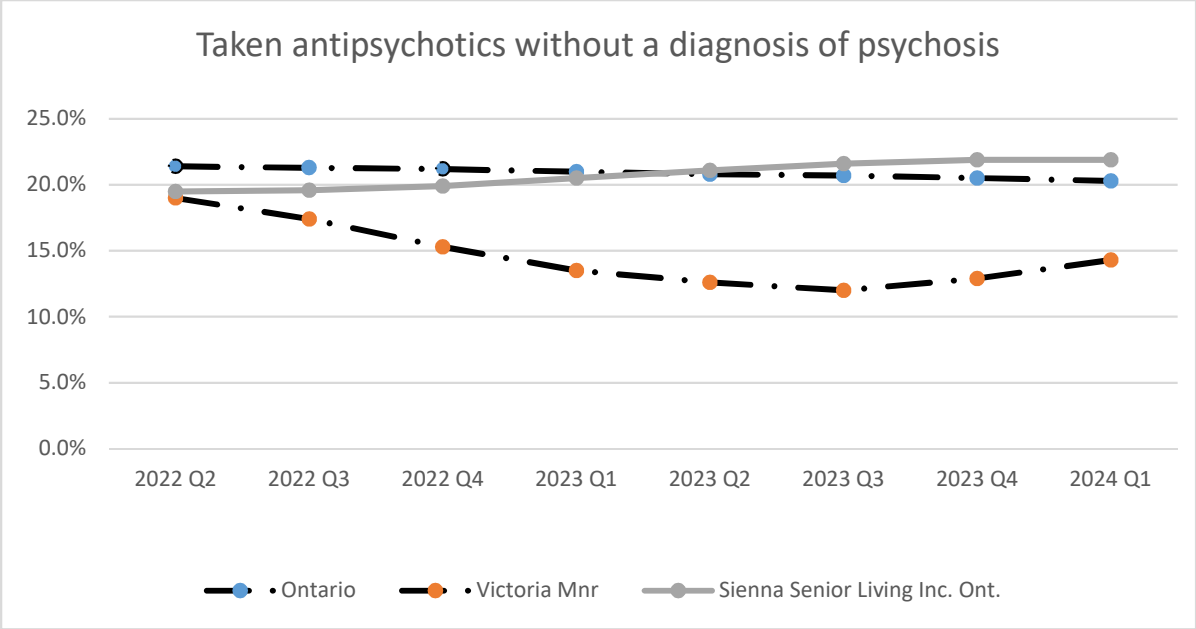
- Analysis of residents triggering the pain indicator to confirm that the pain experienced was one time i.e. toothache, headache.
- Continue to monitor residents to ensure that acute pain is managed in a timely manner
- Continue to implement clinical strategies to reduce pain experienced by residents.



Victoria Manor is trending higher than the Ontario Provincial Average for **Worsening Stage 2 to 4 Pressure Ulcers**.

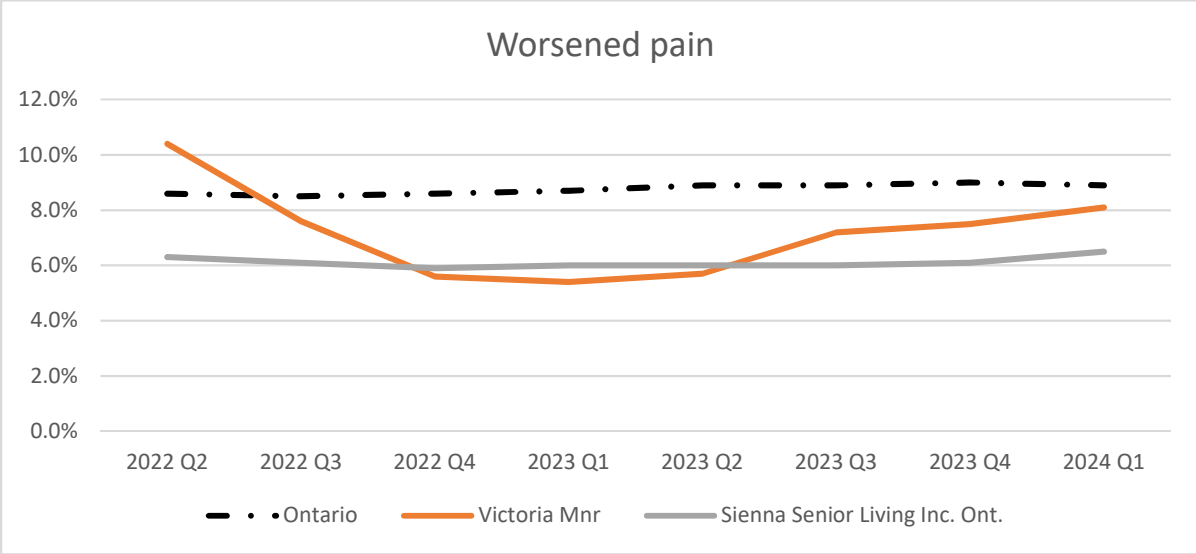
Actions that have been implement include:

- Weekly review of all wounds by skin and wound lead to ensure treatment plans are in place.
- Resident specific skin and wound status to be reviewed weekly at circle of care huddles.
- Review and recommendations for therapeutic surfaces to support residents with pressure injuries
- Implementation of "EZ" turn clocks to support turning and repositioning



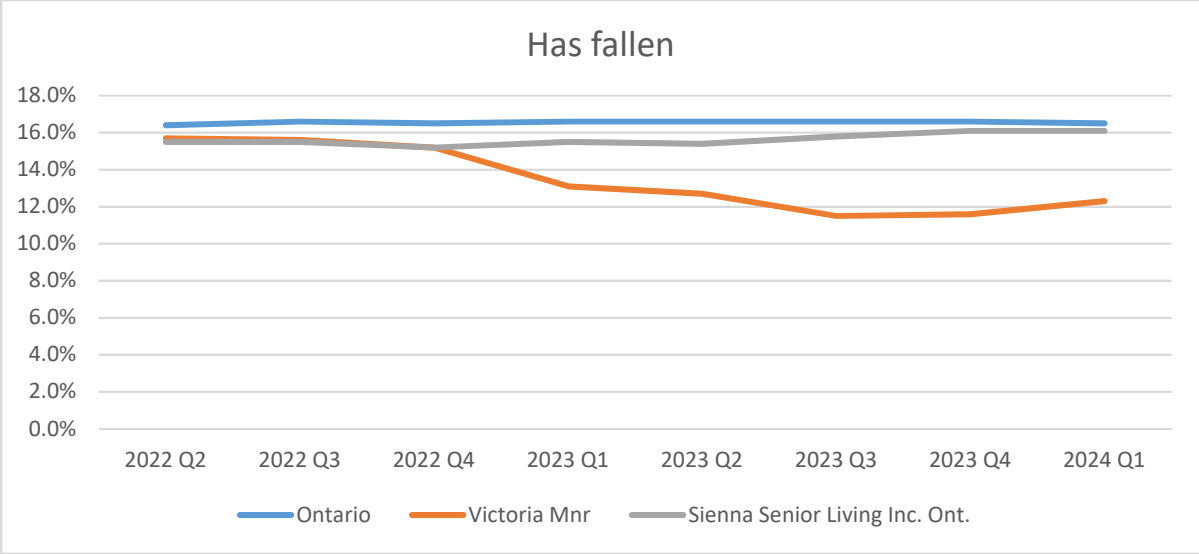
Clinical performance for the **Use of Antipsychotics Without a Diagnosis of Psychosis** continues to exceed both the Ontario Provincial Average & Sienna Benchmark.

Plan - continue with current approach.



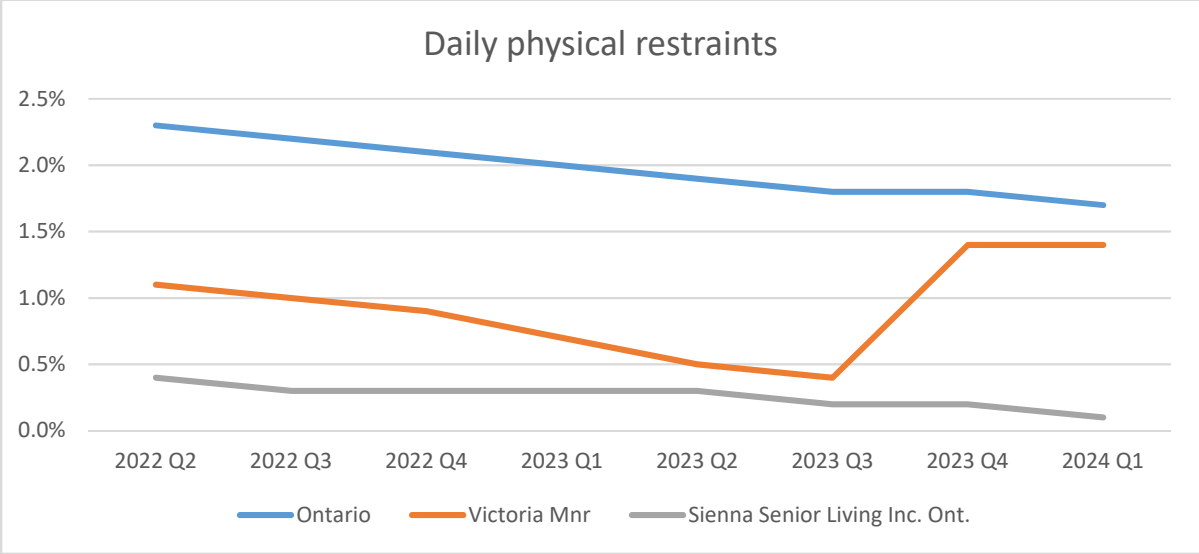
Clinical performance for **Worsened Pain** is better than the Ontario Provincial Average.

Plan - continue with current approach.



Victoria Manor continues to performance better than the Ontario Provincial Average for the indicator **Has Fallen**.

Plan - continue with current approach.



Victoria Manor continues to perform better than the Ontario Provincial Average for the use of **Daily Physical Restraints**.

Plan – continue with current approach

MLTC Compliance Orders / Inspection Findings Summary

Two inspectors from the Ministry of Health were at Victoria Manor September 16 to 20 and September 23 to 27 to complete a proactive inspection.

The proactive inspection program adds to the current risk-based program of responding to complaints and critical incidents. The purpose of the proactive inspection program is to identify and resolve problems to improve the quality of care provided to residents. The program takes a resident-centred approach by allowing for direct discussion with residents, to focus on their care needs as well as the home's program and services. The results from proactive inspections will help the government determine where the sector can benefit from additional resources, including guidance material and best practices.

We are currently awaiting the final public report.

REPORT NO.	INSPECTION DATE DD/MTH/YY	TYPE OF INSPECTION	FINDINGS			
			EXPLANATIONS	WRITTEN NOTIFICATIONS	COMPLIANCE ORDER	NO FINDINGS
Waiting on final report	16/09/2024 to 27/09/2024					

Scorecard: People

Human Resources & Occupational Health and Safety

a. Ministry Long Term Care Staffing Reports

	Q1 (Apr- Jun 2023)	Q2 (Jul- Sept 2023)	Q3 (Oct- Dec 2023)	Q4 (Jan- Mar 2024)	Q1 (Apr- Jun 2024)
Direct Care Hours	2.92	2.97	3.12*	3.05	3.06
Allied Health Care Hours	0.73	0.71	0.71	1.23 **	1.19

*change in reporting includes Nurse Practitioner hours

**change in reporting includes Dietary team members

b. Number of vacancies (Sept 30, 2024)

Position	Full Time Permanent	Part Time Permanent	Full Time Temporary	Part Time Temporary
Personal Support Worker		1		9
Registered Practical Nurse	1	1	1	1
Registered Nurse	1	0	1	0
Resident Care Aide	0	0	0	0
Dietary	0	1	0	2
Building Services	0	0	0	0

Maintenance	0	0	0	0
Life Enrichment	0	1	0	0
Leadership	2	0	0	0

c. New Hires (August & September 2024)

Position	Full Time	Part Time
Personal Support Worker	0	2
Registered Practical Nurse	0	0
Registered Nurse	0	1
Resident Care Aide	0	1
Dietary	0	1
Building Services	0	3
Maintenance	0	0
Life Enrichment	0	0
Leadership	0	0
TOTAL Hired	0	8

Ministry of Labour / Inspections / Findings Summary

- No Inspections

Team Member Engagement (Attachments A & B)

Team member engagement surveys were completed on line from September 3 to September 17 using the engagement tool from Workday Peakon.

- Improvement in overall completion rate: 51% in 2024 compared to 35% in 2022
- Improvement in overall Net Performance Score (NPS): 5 in 2024 compared to -18.8 in 2022. Any score above 0 is considered good because it means there are more promoters than detractors amongst the respondents.
- Next Steps: Managers and their teams will work together to prioritize and design actions.
- Launch of Workvivo the electronic communication application designed to meaningfully connect and emotionally engage team members. 75% of team members have enrolled in Workvivo.

Operations and Care Services Delivery

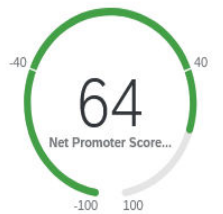
Occupancy

- 98.5%

Resident & Family Satisfaction Survey

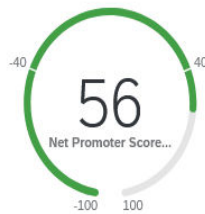
Victoria Manor's current Net Promoter Score Data

Move In Survey



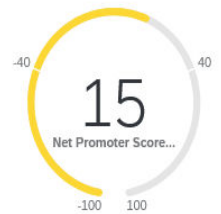
▼ -36 vs YoY YTD (100)

Family Survey



▼ -10 vs YoY YTD (65)

Resident Survey



▲ +13 vs YoY YTD (1)

Any score above 0 is considered good because it means there are more promoters than detractors amongst the respondents.

Environmental & Dietary Highlights

- Environmental Services
 - The home passed the annual mandatory fire drill
 - 2024 One Time Funding Projects in progress
 - Installation of new lights in the gathering place
 - No fold laundry cart system rolled out across the home
 - New wardrobes purchased for Victoria House
 - Ecolab chemical change over planning for October 2024
- Dietary Services
 - Residents, families and team members participated in a Fall Food Fair designed to provide feedback on new menu items for the fall/winter menus.
 - New dining room tables and chairs for Victoria House arrived.
 - Ecolab chemical change over planning for October 2024. New rental dishwashers will be installed in October.

Clinical Highlights

- Three team members successfully completed a course in safe lifts and transfers to become lift champions. The lift champions will now educate the entire nursing team annually on safe lifts and transfers.

- New Behavioural Support Tools and Resources have been launched by Sienna to support improved resident care for residents experiencing responsive behaviours.

Resident Experience Highlights

- Victoria Manor Olympics: We had a number of different games for the residents including; Olympic Ring Toss, Jumbo Golf and Olympic Bowling. We had the Community Police Officer join us for our "Opening Ceremony / Olympic Torch Run" down the driveway. Residents received medals during the closing ceremonies.
- 2014 Time capsule opening was held on August 14. Items from the capsule were shared with new items being buried to be opened up in another 10 years.
- On August 21st, 25 residents went to Wind Reach Farm in Whitby. The residents and many family members enjoyed a day on the farm with wagon rides and a picnic lunch. Residents met miniature ponies and enjoyed holding rabbits and guinea pigs.
- Baseball Week was held the last week of August. We showed highlights from past World Series, had a foot-long hot dog sale, baseball trivia and a special Blue Jays Bingo where residents won some Blue Jays swag!
- Sept 5 we had our very successful car show, with over 50 cars attending and many residents, family and team members came out to enjoy the evening.
- Sept 11 we brought the Farmer's Market to the residents and enjoyed a day of farmer's market themed programs and residents enjoyed fresh corn on the cob.
- Sept 16 we celebrated Residents' Council week with an afternoon social where we discussed the purpose of Residents' Council and provided residents with some education pertaining to Residents' Rights.
- Sept 19 a large group of residents attended the Lindsay Exhibition for an afternoon outing, enjoying lunch, touring the fair grounds and watching the super dogs performance.
- Sept 30 we recognized Truth & Reconciliation Day with Tim Horton's Orange Sprinkle donuts and an Indigenous painting program for residents

Resident Council Highlights

- Received the monthly Executive Director report.

Family Council

- Two family members have agreed to co-chair Family Council

Family & Resident Communication (Attachments C & D)

Ministry Long Term Care Update For Information Only

- Emergency Planning Attestation Form (**Attachment E**)
 - The Fixing Long-Term Care Act, 2021 (the Act) requires long-term care homes to have emergency plans in place for dealing with a range of emergency situations, including outbreaks of communicable disease, outbreaks of a disease of public health significance, epidemics, or pandemics. These requirements are set out in section 90 of the Act and sections 268 and 269 of Ontario Regulation 246/22 (Regulation). The Act also requires that every long-term care home attest to the fact that these requirements are being met by submitting an attestation form to the Director on an annual basis.
 - Operations will sign off and submit the attestation form
- Seasonal Respiratory Illness Preparedness For LTC Fall 2024 (**Attachment F**)
 - The MLTC is anticipating another challenging respiratory illness season, with respiratory syncytial virus (RSV), influenza (flu) and COVID-19 circulating over the fall and winter. The Ministry of Long-Term Care (MLTC) continues to work closely with the Office of the Chief Medical Officer of Health (OCMOH) to monitor and assess the risk of respiratory illness cases and outbreaks in homes and in the community.

Education Offerings

Humber College Earn and Learn

- Get PSW certified in 22 weeks - Humber College Earn and Learn is a free PSW program.
- Existing long-term care staff, looking to become qualified personal support workers (PSWs), are now able to enrol in a theory only version of Humber College's Learn and Earn Accelerated Program for PSWs.
- This free program allows for existing long-term care staff to obtain their PSW certification in 22 weeks, without leaving their communities, supporting the filling of vacant and/or future PSW positions in the long-term care sector.
- Courses are completed virtually.
- Completely tuition-free and provides income protection for the candidate for the entire duration of the program.
- The program was advertised in home with communication sent out through Workvivo.

Living the Culture

“Cultivating Happiness in Daily Life” is what we do each and every day. The Life Enrichment Team created a video to share with residents, families and team members.

Shared with permission of the family...

Dear Holly

As you know our mother Netta passed away earlier today. This is a day of profound sadness for all of us who were fortunate enough to call her Mum, Granny, Great Granny or friend. It is also a time to say how grateful we are to you and the wonderful team at MacMillan House.

Each and every day she was shown such kindness and compassion and for that we thank you sincerely. You made her final months comfortable and secure. She often told us that you folks treated her like a queen. How awesome is that!

You guys are the best.

Regards

Sheilagh MacDonald

Hugh MacDonald

Helen MacDonald





Victoria Minor Team Update!

August 1, 2024

Welcome to the August edition of our Team Update Newsletter! As we bask in the warmth of Summer, August brings us a wonderful opportunity to enjoy the outdoors and embrace the sunny days. Wishing everyone a joyful and sunny August!

Message from our Executive Director

What started out as an idea became reality ...stitch by stitch the Burnt River Quilters and the Quirky Quilters from Fenelon Falls lovingly made a blanket to cover residents of Victoria Manor in Lindsay and envelop them in love as they leave the home for the final time. [Click Here To Watch The Story!](#)

Pamela Kulas, Executive Director

What's happening around the Community

Wel come!

In the month of July, we welcomed some new residents to our community. If you see them throughout the home, please introduce yourself to

- Emily T.
- Mary F.
- Florence S
- Zoe D
- Evi L
- Marian T.

Wel come Team Mates!

The recruitment team has been hard at work over the past few months. Please join me in welcoming the following team members to Victoria Manor:

Dietary

- Jayden D
- Mithila S
- Melissa J.

Building Services

- Johanna A

Personal Support Worker

- David H
- Elizabeth C
- Rhoriel G
- Gautam G
- Taylor A
- Amanda B

- At hira B

- Lillian B
- Travis H

Resident Care Aide

- Maxwell B

Registered Practical Nurse

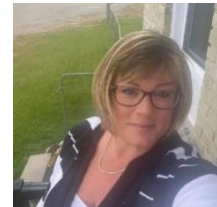
- Vanessa O

Registered Nurse

Amandeep K

Cultivating Happiness!

This month, we want to recognize Kerry Philp for the extraordinary work she does to cultivate happiness in daily life for our residents. Kerry joined the reception team at Victoria Manor in September 2022.



The reception team are often working behind the scenes to support the residents and staff of Victoria Manor. The hard work, dedication and contributions that Kerry brings to the team is invaluable. She is quick to offer solutions, volunteer to take on a new task or jump in and help in any way she can. Kerry takes time to get to know the residents and their families that are out and about and many of them often stop by reception when she is working just to say hi or to ask questions about any and all aspects of the home. When not helping residents or their families, Kerry is often helping out the leadership team and other team members. We appreciate her contributions to the home and the team, we would be lost without her. Thank you Kerry for always being amazing.

Announcement of Direct Care Hours

With the recent funding announcement from the Ministry Long Term Care to increase direct care hours (PSW, RPN, RN) the nursing leadership team has been working hard planning the implementation of which includes developing new schedules, revising resident care assignments, updating job routines, updating point of care, developing timelines for the rollout plan.

With the goal to continue to provide quality resident care:

- All shifts will benefit from the direct care hours

- Primary care assignments remain intact where possible

Team members will know lines before vacation call outs.

Emergency Code Paging

All desk phones are now equipped with the ability to page. Instructions on how to use the paging system are posted on each phone. Should an emergency code be occurring, please use the paging system. We will be providing more education over the next month on how to use the paging system for emergency code announcement.

Good Bye CREW! Hello New Team App

We are excited to roll-out of Senna's New Team Member App!

The launch of our new team member app is set to transform how communication occurs across Senna. In a national organization like ours, capturing all the fantastic work and events can be challenging. **Our soon-to-be named app, powered by Workvivo, provides a central point for communication, helping everyone stay informed and engaged.**

Workvivo is more than just a communication tool; it's a virtual space that strengthens our purpose-driven culture. This platform allows team members to connect, celebrate, engage, and learn from each other. Content can be pushed out with opportunities for team members to engage through comments, likes, shares, and chat, while also drawing them in with recognition, events, podcasts, and spaces.

As we roll out our new app, all team members are encouraged to download the app or login on their desktop to explore the platform, follow spaces of interest, and enjoy receiving updates from across the organization. This app represents a significant step toward improving communication and fostering a stronger sense of community, designed based on feedback from our annual team member engagement survey, Our Voice.

We are excited to have your support as we roll out this app throughout our organization, and we look forward to seeing how Workvivo enhances your experience and connection with your team!

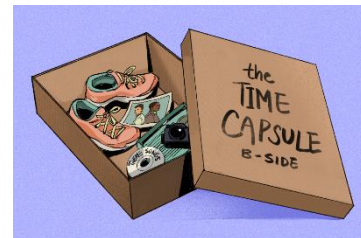
Dining Room Chairs

Just a reminder that the new blue dining room chairs are not to be removed from the dining rooms. All residents should have 1 beige chair in their room. Should you need more chairs please put in a maintenance request. Also we are trying to discard all of the old dining room chairs as they are old and worn. If you find one of these chairs please take it to the service elevator and it will be removed.

Victoria Manor Time Capsule

10 years in the making!

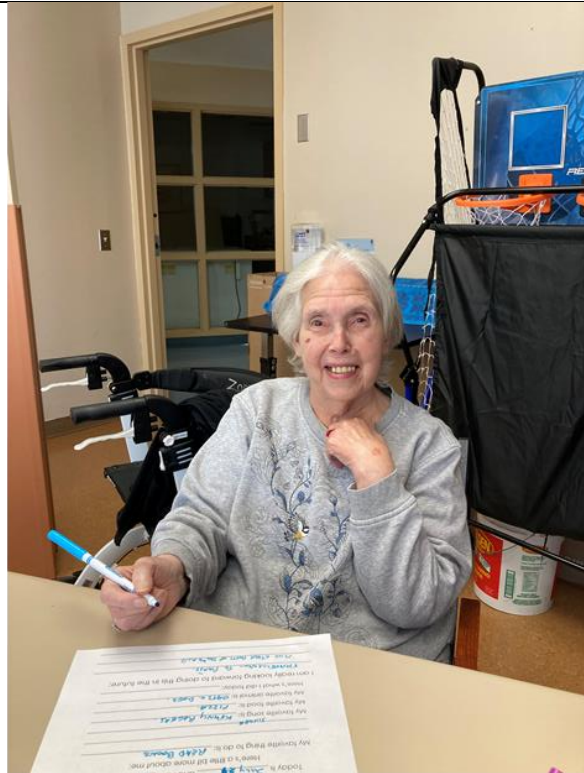
On Wednesday August 14 at 2pm, Victoria Manor will be opening its time capsule for the first time since August of 2014. This will be the only time the capsule will be opened until 2034!



Memorable Moments









Therapeutic Recreation: Something for Everyone

By: Erin Matresky, Resident Experience Partner, Senna Senior Living



In our community, recreation team members know that optimal health is a combination of emotional, intellectual, physical, social, and spiritual health. To ensure these needs are met, recreation team members strive to develop monthly recreation calendars with engagement opportunities that encompass all the health domains. Examples of recreation engagement

opportunities we can offer include, but are not limited to:

- **Emotional:** Music therapy, art therapy, creative expression, pet therapy visits
- **Intellectual:** Crossword puzzles, trivia, opportunities that involve learning
- **Physical:** Chair yoga, walking clubs, balloon volleyball
- **Social:** Discussion groups, outings, tea/coffee socials in the Circle Café
- **Spiritual:** Church services, meditation, spiritual music

When you check out the monthly calendar, you'll notice a combination of small group, large group, and one-to-one programs. This is intentional with the understanding that some people enjoy being in a large group while others may prefer smaller groups or one-to-one engagement. Monthly calendars are designed in this way to cater to the needs and preferences of the people living here.

Residents also have numerous opportunities to participate in developing the monthly recreation calendar. Our community hosts program planning meetings for each home area/neighborhood every month. During these meetings, residents provide input on recreation offerings that they would like to see. Residents can also provide feedback through Residents' Council meetings, Let's Connect, and Resident Surveys.

We welcome and encourage participation in recreation offerings and ask you to provide us with feedback so we can meet your needs. We also love

to have families join in the fun and share in the joy these programs create. If you have any questions or suggestions about recreation calendar or engagement opportunities, please connect with Rachel Edmondson, Life Enrichment Supervisor.

Resident Outings

To facilitate outings in the community, the Life Enrichment team has a lot of preparation that needs to occur in order to have an enjoyable and most importantly, safe trip with the residents. Many factors determine which residents are included on outings. Some of these factors include the number of team members attending, transportation availability, trust fund availability, resident behavior, number of trips the residents have been on in the past and communication to the rest of the team. Asking a Life Enrichment team member to take a particular resident at the last minute puts them in the uncomfortable situation of having to say no which not only affects the team member but also the resident.

How can you help to support resident outings in the community?

Please take a moment to look at the lists that the LEAs leave on each nursing station so that you are aware of when an outing is occurring and who is attending. Please make sure residents are dressed appropriately for the weather conditions and are wearing appropriate footwear. It's also a good idea to provide residents with a jacket / cardigan should weather conditions change while in the community. If a resident you are caring for is going on a trip please also consider their toileting needs and try to assist them prior to the outing. Also, note very well, that residents in wheelchairs **MUST** have foot peddles otherwise the Limo will not take them.

We very much appreciate the assistance the nursing team provides to prepare the resident for their time out in the community!

Meaningful Visits

A Meaningful Visits Kit is available for families in the home and includes a variety of activities and ideas you can use during your visits. You can find it in the cabinet located at the front door beside the sign in kiosk - be sure to check it out with your loved one when you visit!

Find more ideas for visiting (including visiting from afar) on our website at www.sennaliving.ca/family-resources/meaningful-visits. If you have questions or would like support, please reach out to our Life Enrichment Supervisor, Rachel Edmondson

Knitting Club

The Friday morning Knitting Club is looking for donations of yarn, knitting needles and crochet hooks. If you have anything to donate, please speak with Rachel Edmondson.

Community Connections Corner



The Community Crew is hosting a fundraiser during the month of August called "Chase the Flag" there will be 100 envelopes to choose from \$5 per envelope. The winner will be the person who chose the envelope with the Canadian Flag in it. The jackpot will be split between the winner and the Special Olympics of Kawartha Lakes. You can purchase your envelope at reception.

Thank you so much for helping us support this awesome cause!

Additional Resources We Have Provided to Families

Check out some of these resources to support emotional and physical well-being we have provided residents and their families:

- We recently made some updates to our Palliative Care Guide. We encourage you to learn more by reading our **Cultivating Happiness in Palliative Care: A Guide for Families** found [HERE](#)
- Have you checked out the valuable resources we have on our website for families? If not, [take a look today!](#)

How can we help you?
Phone Number: 705-324-3558

Executive Director Pamela Kulas Ext. 1414	Office Manager Ncd e Esper Ext. 1415
Director of Care - Interim K m Ryley Ext. 1413	Manager of Resident & Family Services Holly Speede Ext. 1427
Associate Director of Care (IPAQ) Dari dl e Lohnes Ext. 1420	Associate Director of Care Ext. 1424
Associate Director of Care Soroya Yule Ext. 1484	Manager Building Services Ken Kitamura Ext. 1416
Manager of Dietary Services Theris Melatiou Ext. 1406	Life Enrichment Supervisor Rachel Edmondson Ext. 1417



Victoria Minor Team Update

September 1, 2024

Welcome to the September edition of our Team Update Newsletter! As the leaves begin to change and the air turns crisp, we are excited to embrace the new season with you. This month, we have an array of engaging activities and events planned to celebrate the beauty of autumn. From cozy indoor gatherings to vibrant outdoor adventures, there is something for everyone to enjoy.

Message from our Executive Director

I love the month of September knowing that in a few short weeks, the leaves will turn beautiful colours. How blessed we are to be able to experience this colourful transformation.

In September, let's take some time to celebrate Labour Day, National Grandparents Day, World Alzheimer's Day and World Gratitude Day. Let's take some time to pause and remember Terry Fox who dedicated his life to bringing a focus on curing cancer.

Warmest regards,

Pamela Kulas, Executive Director

You're Invited

We look forward to connecting with you at our next virtual town hall where we will share updates and answer your questions.

We will be meeting on September 17th at 6:30 pm

To join the meeting, please click this link [<click here>](#) and use the following

Webinar ID: 810 7576 2130

Passcode: 411865

What's happening around the Community

Welcome!

Please welcome the following team members to Victoria Manor:

- Maxwell Busvek, RCA
- Travis Ham, PSW
- Wendy Simpson, Building Service Aide
- Amal Varghese, RN
- Colleen Witla, Dietary Aide

Central Communications Platform

We're moving away from our old communication channels and replacing them with an exciting central communications platform for all of Sienna!



Building Connections

Our new app will continue to help us build meaningful connections, foster a sense of belonging, and connect as team members!



Peer Recognition

Will allow us to celebrate team and individual achievements through public shout-outs!



Timely Updates

Never miss a key update, as they will be shared with you on our new app.



Ease of Use

Our new app is easy to use and available on your web browser and mobile, so you can stay connected wherever you are!

Friday, August 23, 2024



How To Join

We understand that not everyone is a tech expert, and getting started with new technology can sometimes be challenging. That's why we're here to support you every step of the way as we launch our new app. As champions, our goal is to empower you with the answers to the questions your team members will have, starting with logging into the app.

Our new app will begin launching August 13-23 (refer to your roll out schedule to confirm on what day). To join the app, team members will need to:

Download the Workvivo app:

Available on the App Store and Google Play

Check your email:

Look for an invite to join Workvivo **Between August 13-23.**

Sign up:

Follow the instructions in the invite to create your account.

Start exploring:

Take a look around the app and connect with your team members.

Team Member can't find their invite email?

If a TM can't find the email inviting them to join our new team member app, here's what they can do:

1. Double check the invite email is not in their spam/junk folder
2. Download the Workvivo app or visit our desktop version (<https://siennaliving.workvivo.us>)
3. Enter your personal email address
4. Use the "Forgot Password" option to receive a new link.

This will allow them to set up their account and join the app. If they still encounter issues, please reach out to their leader to ensure they are set up in our HRIS system. If they are set up in the HRIS system and still cannot log in, please contact service.desk@siennaliving.ca for further assistance.

Please note: The invite to join Workvivo is active for 48 hours. After that, you will need to request a new email via the "Forgot Password" option.

If you need to update your email address, please submit in writing your updated email address to reception

Our Voice, Team Engagement Survey

Your Voice Matters – We want your input on how we can support meaningful change in our home.

Your Voice is Confidential – The Our Voice survey is entirely managed by Workday Peakon and they receive your completed survey directly, protecting your identity. The leadership team will only see compiled survey results to show us where we're doing well and where we need to improve. We never see detailed or individual survey feedback.

Your Voice is Impactful - We care about you and your experience at work. Your feedback will support changes that inevitably help you.

The way in which we rolled out our refreshed Values was directly from team member feedback and based on wanting to strengthen team member connection to “how” we will achieve our vision through our actions and behaviours everyday. Victoria Manor re-launched the Spot Awards, which are simple, meaningful ways to say thank you to each other for demonstrating our Values.

First, our HR team uploads your basic information to the Peakon platform (things like your employee #, name, email address, job title, department and location). Once Peakon has that information in their system, they send out the survey links to your email address. You can complete the survey there, scan a QR code that will be made available to you, or you can use one of our computers or iPads to go directly to the survey link.

Note: When you go this route, you will need to have your employee ID handy because Peakon needs to link you to your answers so it can put you into the right dept, community, division, etc. Once the survey closes, Peakon compiles the results and you can see an example of the output after last year's survey. It provides an average score based on all your survey results and tells me how many team members completed it but not who completed it. Also you can see that it provides me with average scores by department. If they don't connect your responses to your basic employee data, they cannot put your results in the right segments. Individual results are not shared nor are they accessible to anyone at Victoria Manor and they are only shared with us as aggregated results.

For added confidentiality, leaders must have a minimum of 5 respondents in their department in order to populate any results or comments - For smaller teams of < 5, the responses automatically get rolled up into the next level above.

For each question, you are given the opportunity to leave a comment. Comments are very impactful and cannot be linked back to you. They provide us context and the why behind the scores which is really helpful to draw out more meaningful insights! They are optional though. You can provide a score and skip the comments if you have nothing on your mind or don't feel comfortable sharing more. But I hope that you will and if you are concerned with exposure of identify through comments, don't include information such as specific people, or your own, names that could make it obvious that it is you

We aim to create a work environment where diversity and inclusion is embedded in our culture and we strive for equity in all that we do. In order to achieve this, we must understand the diversity of our organization. Self-identification data helps us facilitate the dialogue at all levels regarding diversity, create programs that support diverse team members, evaluate the equity of our policies and procedures, identify challenges and work to mitigate bias.

Please take a few minutes to complete the survey and share your feedback. Your voice does make a difference!

USE YOUR VOICE



**OPEN TO ALL TEAM MEMBERS
FROM SEPTEMBER 3-17, 2024**

Your Voice
Matters

Your Voice
is
Confidential

Your Voice
is
Impactful

Annual Car Show – September 5th

Holly would you mind inserting something in here

Personal Support Worker – New Schedule Update

Insert information.

Reminders

Relias Education – Annual Relias education target completion date is October 15, 2024. Please review the status of your online education and plan to complete by the deadline. Should you need assistance in scheduling time to complete, please speak with your supervisor.

Calling In When Ill – should you need to call into work because you are ill, please

Resident Safety – Creating A Safe Environment

From the Desk of Ken Kitamura, Manager of Building Services

The building service team do their best to provide a safe and clean environment for the residents. Resident's experience and safety is top of mind in our home. The Resident' bill of rights states 'Every resident has the right to live in a safe and clean environment'.

Over the past few months we had a number questions brought forward about the storage of resident's personal items including clothing, crafts, boxes and extra furniture. With the goal to provide you with answers, we thought it would be a good idea to share these guidelines with you.

Furniture:

All used rediner chairs, foot stools, or fabric based furniture need to be professionally cleaned before entering the home. Proof of cleaning will be

required. Any furniture and electronic equipment needs to be inspected as well by maintenance.

Over head storage:

As per Health and Safety best practices no items may be stored overhead as it may result in an injury. Items may not be stored on top of the wardrobes since they have the potential to fall on residents. Items like suitcase or plastic storage containers should be taken home.

Items on floors:

All items must be stored off the floor to allow the housekeeping team to clean the floors daily. Items left on floor may get wet and damaged when the floors are cleaned. Clearing floors daily will prevent resident slips/trips/falls but will help keep pests and rodents away.

Clothing Storage:

Drawers and wardrobe should allow easy access to clothing. If they are over stuffed they can be harder for the residents to access their items. Due to the limited space in the home, we are unable to provide additional storage for clothing and smaller personal items. We ask that families help out by rotating clothing seasonally.

Decorations:

We love when residents and families decorate rooms. We ask that once the holiday passes, decorations be removed and stored off site.

Food:

Open food should be disposed of after eating as we do not want to encourage pests to move in. Food may also spoil if not properly stored.

Chemical:

No hazardous chemicals are allowed in home. These can be ingested and may result in resident illness.

No heating items:

No heating or cooking elements allowed in resident room. These are listed as restricted items by the Fire inspectors.

Electronic items:

All electronic items need to be inspected by the maintenance team to ensure they comply with CSA regulations. Any damaged electronics need to be removed.

It's important that together we mitigate risk to ensure residents are healthy, happy, and safe. Should we notice any of these safety concerns in a resident room, we will be contacting you to problem solve. Your cooperation is key to our success.

Cultivating Happiness!

This month, we want to recognize Kelly Brasier for the extraordinary work they do to cultivate happiness in daily life for our residents. Kelly joined Victoria Manor in October of 2018 as a PSW and can usually be found working in Victoria home area.

Kelly is a strong and compassionate worker who is always willing to go the extra mile to assist residents and their families. She always has a smile on her face and provides encouragement and support to both residents and team members. Kelly's assistance is not limited to her home area; she is quick to cross the hall to help out in Mac when they need assistance too. Thank you Kelly for always going above and beyond to care for the residents and making them smile. You are amazing.

Looking to connect with another member of the team? Check out the ***How can we help you*** section of the newsletter to find our contact information.

Reminders

Relias Education – Annual Relias education target completion date is October 15, 2024. Please review the status of your online education and plan to complete by the deadline. Should you need assistance in scheduling time to complete, please speak with your supervisor.

Call In Procedure for Illness After Hours -

1. Call and speak directly with the nurse in charge of the home at extension 2422
2. Do not leave a message on any phone, you must speak directly with the nurse in charge

3. Once you have spoken with the nurse in charge, you must leave a message with at extension 1424
4. You are expected to speak with the IPAC Lead Monday to Friday to provide an update on your symptoms.
5. If you're working and you are unable to complete the duration of your shift. You must speak with the charge nurse before leaving the building and leave a message with at ext. 1424

Call in Procedure for All Other Absences

1. Call and speak directly with your manager, Vanessa Romero at extension 1413 to arrange time off
2. Should you need to leave a message, please provide the best time to call you so that Vanessa may reach you.
3. You are expected to speak with Vanessa Romero to arrange for time off.

Savour It: Coffee: Enjoy the Benefits

By: Lian Carrdl, RD – Nutrition Care Partner, Senna Senior Living

Can you smell the aroma? The enticing scent of coffee is undeniable. With the rise of coffee shops across Canada, it has become one of the most popular and sought-after comfort beverages. However, the news is filled with conflicting information about coffee and caffeine. Is it a powerful antioxidant or a harmful chemical? A growing body of research shows that coffee drinkers, compared to non-drinkers, are

- less likely to have type 2 diabetes, Parkinson's disease, and dementia
- have fewer cases of certain cancers, heart rhythm problems, and strokes

“There is certainly much more good news than bad news, in terms of coffee and health,” says Frank Hu, MD, MPH, PhD, nutrition and epidemiology professor at the Harvard School of Public Health. There are signs of potential health perks, with a few cautions to consider. Caffeine is one of the most studied ingredients in the food world. To date, researchers have found no association between moderate caffeine consumption and an increased risk of heart disease, stroke, osteoporosis, or certain cancers.

What is a safe amount? Well, it depends on how much you consume, your age, body size, how you process it, and your overall health. According to Health Canada, drinking up to 400 mg of caffeine a day is considered safe for the average adult. This is about 2 to 2 ½ cups of filtered-drip coffee. However, consuming more means you might be missing out on more nutritious beverages, and the undesirable effects of caffeine may last longer.

Drinking a lot of coffee may lead to more frequent bathroom trips. Caffeine is a mild diuretic, meaning it makes you urinate more than you would without it. Decaffeinated coffee has about the same effect on urine production as water. Both regular and decaffeinated coffee contain acids that can worsen heartburn. Experts also note that too much caffeinated coffee can cause problems. Because caffeine is a stimulant, it can aggravate sleep issues like insomnia.

The bottom line: Coffee seems to be harmless for most people. Studies suggest that a cup may actually offer impressive benefits, including the social perks of spending time with loved ones while enjoying a cup of coffee.

Resources:

Van Dam, R. *Journal of the American Medical Association*, July 6, 2005; vd 94: pp 97-104.

Huxley, R. *Archives of Internal Medicine*, Dec. 14-28, 2009; vd 169: pp 2053-2063.

How can we help you?
Phone Number: 705-324-3558

Executive Director Pamela Kulas	Ext. 1414	Office Manager Ncdie Esper	Ext. 1415
Director of Care - Interim Kim Ryley	Ext. 1413	Manager of Resident & Family Services Holly Speede	Ext. 1427
Associate Director of Care (IPAQ) Danielle Lohnes	Ext. 1420	Associate Director of Care	Ext. 1424
Associate Director of Care Soroya Yule	Ext. 1484	Manager Building Services Ken Kitamura	Ext. 1416
Manager of Dietary Services Theris Melioux	Ext. 1406	Life Enrichment Supervisor Rachel Edmondson	Ext. 1417

Thank you for reading our latest Connections Newsletter. If you have suggestions about how we can improve, please feel free to email them to hspeede@kawarthakes.ca

Your Team at Victoria Manor



Victoria Manor Connection

August 1, 2024

Welcome to the August edition of our Connections Newsletter! As we bask in the warmth of Summer, August brings us a wonderful opportunity to enjoy the outdoors and embrace the sunny days. Join us in making the most of this delightful season. Wishing everyone a joyful and sunny August!

Message from our Executive Director

What started out as an idea became reality ...stitch by stitch the Burnt River Quilters and the Quirky Quilters from Fenelon Falls lovingly made a blanket to cover residents of Victoria Manor in Lindsay and envelop them in love as they leave the home for the final time. [Click Here To Watch The Story](#)

Also don't forget to check out the list of all of the programs and activities happening in the home during the month of August. There is something for everyone. You won't be disappointed! We look forward to seeing you!

Pamela Kulas, Executive Director

What's happening around the Community

Welcome!

In the month of July, we welcomed some new residents to our community. If you see them throughout the home, please introduce yourself to

- Emily T.
- Mary F.
- Florence S
- Zoe D
- Evi L
- Marian T.

August Birthdays!

This month, we look forward to celebrating the following resident birthdays:

Don't forget to wish our Leos and Virgos all the best on their special day. We will celebrate them at the August birthday celebration on August 22nd at 2:00pm in the auditorium.



Events and Activities

We have so many exciting programs and activities being offered this month, here are just a few highlights.

- August 1 – Movie Outing
- August 2 – BBQ Sausages Luncheon for Vaga House
- August 6 – Olympic Torch Run
- August 6 – Diner's Club – Eford House
- August 12 – Shopping Outing
- August 13/20 – 2 Brew's Pub
- August 14/21 – Music Therapy
- August 14 – Time Capsule Opening
- August 15 – St. Mary's Church Service
- August 15 – Resident's Council
- August 16 – BBQ Sausages Luncheon for Eford House
- August 21 – Windreach Farm Outing
- August 22 – Birthday Party with Kirk Kirkpatrick
- August 23 – BBQ Sausages Luncheon for MacMillan House
- August 25-29 – Baseball Week!

Resident & Family Surveys

Each month, we reach out to a small group of residents and family members to ask you to share your experience with our community and the care, services, and programs we provide. The survey is just two questions, and your feedback is confidential.

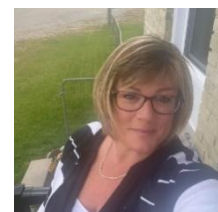
How do I participate?

If you live here, we will provide everything you need to participate. Family members and friends, please keep an eye out for an emailed invitation from ShareYourThoughts@feedback.sinnaiiving.ca. Everyone will be invited to participate twice a year; the month you receive your invitation will be randomly chosen through our automated system.

We use your feedback to support quality improvements and sincerely value your opinions and suggestions. Speak to any of our team if you have questions, and THANK YOU for sharing your thoughts.

Cultivating Happiness!

This month, we want to recognize Kerry Philp for the extraordinary work she does to cultivate happiness in daily life for our residents. Kerry joined the reception team at Victoria Manor in September 2022.



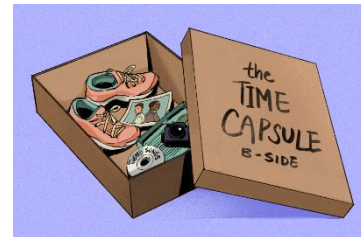
The reception team are often working behind the scenes to support the residents and staff of Victoria Manor. The hard work, dedication and contributions that Kerry brings to the team is invaluable. She is quick to offer solutions, volunteer to take on a new task or jump in and help in any way she can. Kerry takes time to get to know the residents and their families that are out and about and many of them often stop by reception when she is working just to say hi or to ask questions about any and all aspects of the home. When not helping residents or their families, Kerry is often helping out the leadership team and other team members. We appreciate her contributions to the home and the team, we would be lost without her. Thank you Kerry for always being amazing.

Looking to connect with another member of the team? Check out the ***How can we help you*** section of the newsletter to find our contact information.

Victoria Manor Time Capsule

10 years in the making!

On Wednesday August 14 at 2pm, Victoria Manor will be opening its time capsule for the first time since August of 2014. This will be the only time the capsule will be opened until 2034!



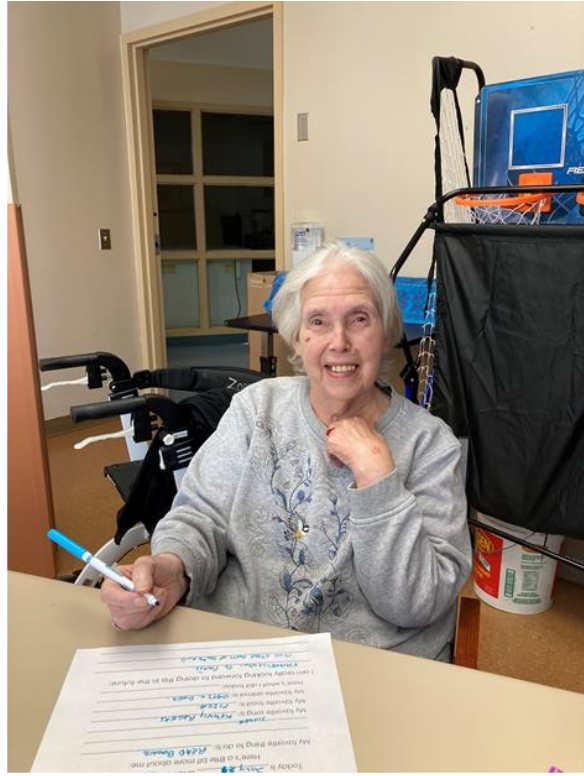
Residents have been working on some crafts to place in the time capsule once it has been dug up and the Life Enrichment Team has been collecting some mementos to commemorate current times and current artifacts for future generations to enjoy.

Do you have anything you would like to put in our time capsule? If you have anything small (fits easily in a pint can-sized time capsule), bring it with you!

We look forward to seeing you at this monumental program on Wednesday August 14th at 2pm at the front walkway of the building.

Memorable Moments







Family Council

The Council plans to meet next in September if there is a family member or two who are willing to act as the Chair of the Council. Please contact Holly Speede if you are interested in taking on this important role at hspeede@kawatshalakes.ca.

Residents' Council

The next Residents' Council meeting will be on August 15th at 2:00pm in the activity room, and all residents of our community are welcome.

Residents' Corner

Peggy Auger, née Cameron, has been a resident of Victoria House since June 2016.

She was born on March 4, 1924, in the tiny village of Auchterless, Scotland, the third child in a family of six – three girls and three boys.

Her most exciting memory as a young child was helping her grandfather ring the bell at the Auchterless Church. As she tugged on the rope in the belfry, it lifted her dean off her feet.



When Peggy was about eight years old, her family moved 19 miles north to Banff, a small fishing town on the coast.

Here, as a school child, she won bursaries and scholarships and, at age 14, graduated first in her class. Two years earlier, she had been awarded second prize in a national essay competition and won a huge supply of Ovaltine chocolate bars.

After finishing school, she worked for a time at a bakery shop and a doctor's office, and then, in 1941, she entered the nursing program at the Glasgow Infirmary. That same year, the family suffered a horrible wartime tragedy when her 19-year-old brother Sandy, a motorcycle dispatch rider in the Royal Artillery, was killed in Eritrea.

After graduating as a Registered Nurse, she continued her studies and became a State Certified Midwife. The hospital supplied her with a bicycle, and she visited her pregnant dierts in their homes, providing prenatal care and delivering their babies.

During a visit back home, she met a handsome Canadian pilot and navigator, Edmund T. Aunger, stationed at the Banff aerodrome. In July, 1948, she boarded a ship bound for Canada, and married him that November in Ottawa.

Peggy has four children – three boys and a girl – and boasts that they were born in the same order and the same years as Queen Elizabeth's children. She is grandmother to three boys and two girls, and great grandmother to four boys and six girls.

She has always been a staunch Scottish nationalist, and did not take out Canadian citizenship until many years after her immigration.

In 2010, after almost 62 years of marriage, her heart was broken by the sudden death of her husband Edmund. Her only surviving sibling Jimmy, now 93 years old, continues to send her the Scottish newspapers twice monthly, and she studies them avidly.

When her children had all begun school, she returned to nursing, and worked for many years at the Branson General Hospital in Toronto.

Peggy has always been an extremely active and talented woman. Her awe-struck children still remember that she could run faster, walk farther and climb higher than anybody else's mother.

She has been a gifted artist, selling many of her canvasses. She has been a skilled gardener, winning numerous horticultural prizes. But she has also enjoyed success as a bridge player, a fisherwoman, a prolific knitter, a ten-pin bowler, a carpet weaver, a budgie breeder, a stock investor, a dachshund maker and a furniture refinisher! She never backs down from a challenge!



Therapeutic Recreation: Something for Everyone

By: Erin Matresky, Resident Experience Partner, Senna Senior Living



In our community, recreation team members know that optimal health is a combination of emotional, intellectual, physical, social, and spiritual health. To ensure these needs are met, recreation team members strive to develop monthly recreation calendars with engagement opportunities that encompass all the health domains. Examples of recreation engagement

opportunities we can offer include, but are not limited to:

- **Emotional:** Music therapy, art therapy, creative expression, pet therapy visits
- **Intellectual:** Crossword puzzles, trivia, opportunities that involve learning
- **Physical:** Chair yoga, walking clubs, balloon volleyball
- **Social:** Discussion groups, outings, tea/coffee socials in the Circle Café
- **Spiritual:** Church services, meditation, spiritual music

When you check out the monthly calendar, you'll notice a combination of small group, large group, and one-to-one programs. This is intentional with the understanding that some people enjoy being in a large group while others may prefer smaller groups or one-to-one engagement. Monthly calendars are designed in this way to cater to the needs and preferences of the people living here.

Residents also have numerous opportunities to participate in developing the monthly recreation calendar. Our community hosts program planning meetings for each home area/neighborhood every month. During these meetings, residents provide input on recreation offerings that they would like to see. Residents can also provide feedback through Residents' Council meetings, Let's Connect, and Resident Surveys.

We welcome and encourage participation in recreation offerings and ask you to provide us with feedback so we can meet your needs. We also love to have families join in the fun and share in the joy these programs create. If you have any questions or suggestions about recreation calendar or

engagement opportunities, please connect with Rachel Edmondson, Life Enrichment Supervisor.

Family Resources Corner: A Day in the Life

Have you ever wondered what it's like to live in a long-term care community? As a member of Senna's Resident Advisory Group recently said at a meeting, "Life doesn't end just because you're moving into long-term care." So, while everyone's experience is unique, we wanted to share a brief description of what a typical day might entail.



Everyone living in our community is provided with the support they need at the level they require for daily functions like getting dressed, eating, taking a shower or bath, using the washroom, getting into a bed or chair, and making their way from place to place. We help as needed and encourage independence where possible. As people's needs change, their level of support will change as well. Our care team is made up of nurses and personal support workers (PSWs), who work in shifts to provide 24-hour support, including medications given at the time each person needs. The Day PSW will generally greet your loved one in the morning between 6:30-8:30 AM and will assist them as needed with washing and dressing for the day.

Once up and ready to go, your loved one is escorted to the dining room for breakfast (or may make their way independently as preferred), which is generally served between 8-9 AM. Items served for breakfast typically include cold or hot cereal, toast, eggs, fruit, tea, coffee, and juice.

After breakfast, your loved one may choose to chat with friends, watch TV, spend time in their room on their own pursuits, or have a hot beverage or cold treat in the Grande Café. They may join an outing, spend some time outside, or welcome a visitor. They are also welcomed to join in a variety of programs that are offered throughout the day and facilitated by our Recreation team. People living here provide feedback on what they want

to have offered when it comes to activities and events, and your loved one can choose to participate in what most interests them

Lunch is served in the dining room around 12 noon, where a main entrée is offered with side dishes, and people can choose an alternative entrée if preferred. After lunch, your loved one may choose to return to their room or attend a program. They might participate in an exercise session, Food Committee, or Residents' Council Meeting. They might choose to read, use the computer, attend a spiritual service, join a visiting pets program, visit with a neighbour, or have a nap. Snacks and a variety of beverages are served mid-afternoon.

Dinner is served around 5:00PM and your loved one can choose their meal preference from the options available. After dinner they may join others in a common room, visit with a neighbour, or return to their room – whatever they prefer. They might take the opportunity to phone a family member or friend to chat, relax with the radio on, watch TV, check email, play a game, or do a puzzle – whatever they most enjoy. An evening snack/choice of beverages is made available as well.

Depending on what time they choose to go to bed, the Evening PSW will support with personal care needs and assist with getting ready for bed.

Of course, this description is just an example, and everyone living here has the freedom to do their own routine – they can sleep in, go to bed early, stay up late, have a midnight snack – it's their choice! Some days might be more low-key, while some might include special events, outings, or entertainment.

We want your loved one to feel comfortable and at home in our community. If you have questions or suggestions on how we can improve their day, please reach out to our Manager of Resident and Family Services, Holly Speede at hspeede@kawahalakes.ca

Meaningful Visits

A Meaningful Visits Kit is available for you in the community and includes a variety of activities and ideas you can use during your visits. You can find it in the cabinet located at the front door beside the sign-in kiosk - be sure to check it out with your loved one when you visit!

Find more ideas for visiting (including visiting from afar) on our website at www.sienning.ca/family-resources/meaningful-visits. If you have questions or would like support, please reach out to our Life Enrichment Supervisor, Rachel Edmondson

Knitting Club

The Friday morning Knitting Club is looking for donations of yarn, knitting needles and crochet hooks. If you have anything to donate, please speak with Rachel Edmondson.

Community Connections Corner



The Community Crew is hosting a fundraiser during the month of August called "Chase the Flag" there will be 100 envelopes to choose from \$5 per envelope. The winner will be the person who chose the envelope with the Canadian Flag in it. The jackpot will be split between the winner and the Special Olympics of Kawart ha Lakes. You can purchase your envelope at reception.

Thank you so much for helping us support this awesome cause!

Reminder: Virtual Visits

Virtual Visits continue to be offered by the Life Enrichment Team at Victoria Manor.

Virtual visits are available from Monday-Friday and occur using FaceTime, Zoom, or the Facebook Messenger Video function. There is some flexibility with days and we will endeavor to accommodate requests whenever possible. Thank you in advance for your patience.

If you are interested in setting up a virtual visit with your loved one, please send an email to Life Enrichment Supervisor Rachel Edmondson: redmondson@kawarthalakes.ca and she will assist you with setting up a call with our Life Enrichment Team

Leisure & Wellbeing Updates from our Life Enrichment Team

At Victoria Manor, we understand that recreation and leisure pursuits are a critical aspect of our residents' wellbeing. We also understand that the transition period involved with moving into a long-term care setting can be a challenging time for families.

We strive to help ease the stress of this transition and make it as seamless as possible. We would like to remind all family members that we are available to connect if you have any recreation or activity-based questions or concerns.

Please feel free to contact Life Enrichment Supervisor Rachel Edmondson, if you would like to receive an update.
E: redmondson@kawarthakes.ca or T: (705) 324-3558 Ext: 1417

LEA Extensions:

Bford House LEA: Ext. 1465
Vaga House LEA: Ext. 1466
MacMillan House LEA: Ext. 1467
Victoria House LEA: Ext. 1468

Additional Resources for you

Check out some of these resources to support emotional and physical wellbeing for you and your loved ones.

- We recently made some updates to our Palliative Care Guide. We encourage you to learn more by reading our **Cultivating Happiness in Palliative Care: A Guide for Families** found [HERE](#)
- Have you checked out the valuable resources we have on our website for families? If not, [take a look today!](#)

How can we help you?		
Phone Number: 705-324-3558		
Executive Director Pamela Kulas	Ext. 1414	Office Manager Ncdie Esper
		Ext. 1415
Director of Care - Interim Kim Ryley	Ext. 1413	Manager of Resident & Family Services Holly Speede
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Manager of Dietary Services Theris Melioux	Ext. 1406	Life Enrichment Supervisor Rachel Edmondson
		Ext. 1417

Thank you for reading our latest Connections Newsletter. If you have suggestions about how we can improve, please feel free to email them to hspeede@kawahalakes.ca

Your Team at Victoria Manor



Victoria Manor Connection

September 5, 2024

Welcome to the September edition of our Connections Newsletter! As the leaves begin to change and the air turns crisp, we are excited to embrace the new season with you. This month, we have an array of engaging activities and events planned to celebrate the beauty of autumn. From cozy indoor gatherings to vibrant outdoor adventures, there is something for everyone to enjoy.

Message from our Executive Director

I love the month of September knowing that in a few short weeks, the leaves will turn beautiful colours. How blessed we are to be able to experience this colourful transformation.

In September, let's take some time to celebrate Labour Day, National Grandparents Day, World Alzheimer's Day and World Gratitude Day. Let's take some time to pause and remember Terry Fox who dedicated his life to bringing a focus on curing cancer.

Warmest regards,

Pamela Kulas, Executive Director

You're Invited

We look forward to connecting with you at our next virtual town hall where we will share updates and answer your questions.

We will be meeting on September 17th at 6:30 pm

To join the meeting, please click this link [<click here>](#) and use the following

Webinar ID: 810 7576 2130

Passcode: 411865

What's happening around the Community

Welcome!

In the month of August, we welcomed some new residents to our community. If you see them throughout the home, please introduce yourself to

- Ione L
- John R
- Dennis V.
- Gerald A
- Margaret E
- Sandra P

September Birthdays!

Don't forget to wish our Virgos and Libras all the best on their special day. We will celebrate them at the September birthday celebration on September 17th at 2:00pm in the auditorium.

Events and Activities

We have so many exciting programs and activities being offered this month, here are just a few highlights.

- September 4/18 – Music Therapy
- September 5 – Car Show
- September 6 – Eford House Hamburger Soup Harvest Luncheon
- September 9 – Brunch Outing
- September 10/24 – 2 Brew's Pub
- September 11 – Gospel Hour with Rev. Ed
- September 11 – St. Paul's Anglican Church Service
- September 11 – Farmers Market and Corn roast from 11am – 3pm
- September 12 – BINGO
- September 13 – Vaga House Hamburger Soup Luncheon
- September 16th to 22nd – Residents' Council Week
- September 16 – Residents' Council Social
- September 17 – Birthday Party with Randy Read
- September 17 – Diner's Club Outing – MacMillan House
- September 19 – St. Mary's Catholic Church Service
- September 19 – Residents' Council
- September 20 – MacMillan House Hamburger Soup Luncheon
- September 27 – Victoria House Hamburger Soup Luncheon
- September 30 – National Truth and Reconciliation Day Education

Resident & Family Surveys

Each month, we reach out to a small group of residents and family members to ask you to share your experience with our community and the care, services, and programs we provide. The survey is just two questions, and your feedback is confidential.

How do I participate?

If you live here, we will provide everything you need to participate. Family members and friends, please keep an eye out for an emailed invitation.

from [ShareYourThoughts @feedback.sennaliving.ca](mailto:ShareYourThoughts@feedback.sennaliving.ca). Everyone will be invited to participate twice a year; the month you receive your invitation will be randomly chosen through our automated system.

We use your feedback to support quality improvements and sincerely value your opinions and suggestions. Speak to any of our team if you have questions, and THANK YOU for sharing your thoughts.

Resident Safety – Creating A Safe Environment

From the Desk of Ken Kitamura, Manager of Building Services

The building service team do their best to provide a safe and clean environment for the residents. Resident's experience and safety is top of mind in our home. The Resident's bill of rights states "Every resident has the right to live in a safe and clean environment".

Over the past few months we had a number of questions brought forward about the storage of resident's personal items including clothing, crafts, boxes and extra furniture. With the goal to provide you with answers, we thought it would be a good idea to share these guidelines with you.

Furniture:

All used rediner chairs, foot stools, or fabric based furniture need to be professionally cleaned before entering the home. Proof of cleaning will be required. Any furniture and electronic equipment needs to be inspected as well by maintenance.

Over head storage:

As per Health and Safety best practices no items may be stored overhead as it may result in an injury. Items may not be stored on top of the wardrobes since they have the potential to fall on residents. Items like suitcase or plastic storage containers should be taken home.

Items on floors:

All items must be stored off the floor to allow the housekeeping team to clean the floors daily. Items left on floor may get wet and damaged when the floors are cleaned. Cleaning floors daily will prevent resident slips/trips/falls but will help keep pests and rodents away.

Clothing Storage:

Drawers and wardrobe should allow easy access to clothing. If they are over stuffed they can be harder for the residents to access their items. Due to the limited space in the home, we are unable to provide additional storage for clothing and smaller personal items. We ask that families help out by rotating clothing seasonally.

Decorations:

We love when residents and families decorate rooms. We ask that once the holiday passes, decorations be removed and stored off site.

Food:

Open food should be disposed of after eating as we do not want to encourage pests to move in. Food may also spoil if not properly stored.

Chemical:

No hazardous chemicals are allowed in home. These can be ingested and may result in resident illness.

No heating items:

No heating or cooking elements allowed in resident room. These are listed as restricted items by the Fire inspectors.

Electronic items:

All electronic items need to be inspected by the maintenance team to ensure they comply with CSA regulations. Any damaged electronics need to be removed.

It's important that together we mitigate risk to ensure residents are healthy, happy, and safe. Should we notice any of these safety concerns in a resident room, we will be contacting you to problem solve. Your cooperation is key to our success.

Cultivating Happiness!

This month, we want to recognize Kelly Brasier for the extraordinary work they do to cultivate happiness in daily life for our residents. Kelly joined Victoria Manor in October of 2018 as a PSW and can usually be found working in Victoria home area.

Kelly is a strong and compassionate worker who is always willing to go the extra mile to assist residents and their families. She always has a smile on her face and provides encouragement and support to both residents and team members. Kelly's assistance is not limited to her home area; she is quick to cross the hall to help out in Mac when they need assistance too. Thank you Kelly for always going above and beyond to care for the residents and making them smile. You are amazing.

Looking to connect with another member of the team? Check out the **How can we help you** section of the newsletter to find our contact information.

Memorable Moments







Family Council

The Council plans to meet next on September 9^h at 11am After taking a summer break, I am now looking to help current family members re-establish the Family Council. The purpose of the Council is to liaison between families, team members, and leadership of Victoria Manor.

We are looking to fill the following positions:

- Chair/ Co- Chair (2 positions)
- Secretary (1 position)

Frequently Asked Questions:

1. What is the Chair/ Co- Chair responsible for?
 - The Chairperson shall preside over all meetings, if absent, co-chairperson shall preside
 - Prepare the agenda for the meeting
2. Secretary
 - shall record the minutes of each meeting and provide a copy of the minutes to the Manager of Resident and Family Services within 10 days of the meeting

In the past, the Family Council was meeting bi-monthly with the option of attending in person or via zoom with a summer break for June, July and August. The policy indicates that the minimum meeting schedule is quarterly. As the Family Council is comprised of a self-determined group of individuals, I am not able to coordinate or facilitate these meetings. As the Staff Liaison, my role (if requested by the Council) is to make it easy

for Council to meet and work towards accomplishing their goals i.e. setting up virtual meetings and connecting new family members.

With all this said, I will be holding a Family Council education meeting on **Monday September 9th at 11am in the board room or via Zoom**, to answer any questions people may have and with the hopes of electing the above positions.

Holly Speede, Manager of Resident and Family Services

Resident's Council

The next Resident's Council meeting will be September 19th at 2pm in the Activity Room and all residents of our community are welcome.

Resident's Corner

Charles Man Chi u Leung was born in Hong Kong 1935. After high school graduation, he came to Canada for further education. Graduated from McMaster University with a Chemical Engineer Degree. He was voted as one of the 50 most accomplished students that graduated between the years 1958-2008. He was working in a few chemical companies for example Dewpond, Union carbide. Later he worked as a Consulting Engineer specializing in dwellings with garbage disposals. In his spare time, he enjoyed Photography and painting. He studied under many good instructors including Chinese painting and calligraphy. After retirement he enjoyed travelling and became a full time artist joining many exhibitions. What he enjoyed most was holding teaching art workshops for school children and adults. He was successfully using art to help problem children.



His family life, married for 64 years and had 3 children and 4 grandchildren. He and his wife live in Whispering Snow, a quiet place on Surgeon Lake area, because of Alzheimer's he had to move to Victoria Manor to be cared for of May last year.

Reminder: Virtual Visits

Virtual Visits continue to be offered by the Life Enrichment Team at Victoria Manor.

Virtual visits are available from Monday-Friday and occur using FaceTime, Zoom, or the Facebook Messenger Video function. There is some flexibility with days and we will endeavor to accommodate requests whenever possible. Thank you in advance for your patience.

If you are interested in setting up a virtual visit with your loved one, please send an email to Life Enrichment Supervisor Rachel Edmondson:

redmondson@kawarthakes.ca and she will assist you with setting up a call with our Life Enrichment Team

Leisure & Wellbeing Updates from our Life Enrichment Team

At Victoria Manor, we understand that recreation and leisure pursuits are a critical aspect of our residents' wellbeing. We also understand that the transition period involved with moving into a long-term care setting can be a challenging time for families.

We strive to help ease the stress of this transition and make it as seamless as possible. We would like to remind all family members that we are available to connect if you have any recreation or activity-based questions or concerns.

Please feel free to contact Life Enrichment Supervisor Rachel Edmondson, if you would like to receive an update.

E: redmondson@kawarthakes.ca or T: (705) 324-3558 Ext: 1417

LEA Extensions:

Bford House LEA: Ext. 1465

Vaga House LEA: Ext. 1466

MacMillan House LEA: Ext. 1467

Victoria House LEA: Ext. 1468

Savour It: Coffee: Enjoy the Benefits

By: Lian Carrdl, RD – Nutrition Care Partner, Senna Senior Living

Can you smell the aroma? The enticing scent of coffee is undeniable. With the rise of coffee shops across Canada, it has become one of the most popular and sought-after comfort beverages. However, the news is filled with conflicting information about coffee and caffeine. Is it a powerful antioxidant or a harmful chemical? A growing body of research shows that coffee drinkers, compared to non-drinkers, are

- less likely to have type 2 diabetes, Parkinson's disease, and dementia
- have fewer cases of certain cancers, heart rhythm problems, and strokes

“There is certainly much more good news than bad news, in terms of coffee and health,” says Frank Hu, MD, MPH, PhD, nutrition and epidemiology professor at the Harvard School of Public Health. There are signs of potential health perks, with a few cautions to consider. Caffeine is one of the most studied ingredients in the food world. To date, researchers have found no association between moderate caffeine consumption and an increased risk of heart disease, stroke, osteoporosis, or certain cancers.

What is a safe amount? Well, it depends on how much you consume, your age, body size, how you process it, and your overall health. According to Health Canada, drinking up to 400 mg of caffeine a day is considered safe for the average adult. This is about 2 to 2 ½ cups of filtered-drip coffee. However, consuming more means you might be missing out on more nutritious beverages, and the undesirable effects of caffeine may last longer.

Drinking a lot of coffee may lead to more frequent bathroom trips. Caffeine is a mild diuretic, meaning it makes you urinate more than you would without it. Decaffeinated coffee has about the same effect on urine production as water. Both regular and decaffeinated coffee contain acids that can worsen heartburn. Experts also note that too much caffeinated coffee can cause problems. Because caffeine is a stimulant, it can aggravate sleep issues like insomnia.

The bottom line: Coffee seems to be harmless for most people. Studies suggest that a cup may actually offer impressive benefits, including the social perks of spending time with loved ones while enjoying a cup of coffee.

Enjoy a cup of our in-house fresh coffee or Latte at The Gathering Place.

Resources:

Van Dam, R. *Journal of the American Medical Association*, July 6, 2005; vol 294: pp 97-104.

Huxley, R. *Archives of Internal Medicine*, Dec. 14-28, 2009; vol 169: pp 2053-2063.

Family Resources Corner: The Gems in our Community



Monica Gill

ABOUT ME
My previous occupation: I was a teacher for 40 years. I taught math in high school!
Where I was born: I was born in India and moved to Canada when I was 10 years old.
Important people in my life: 3 kids, one of them is a teacher, one is an accountant and one is an engineer!
My spiritual practices include: Meditation
My frequent visitors are: My daughter, Alex, comes to see me 1x/week. The rest of my family does not live in the area.
I like being called: Monica or Mrs. Gill (she/her)

WHAT I ENJOY DOING
1. Getting outside for some fresh air
2. Gardening! I used to grow everything in my backyard garden
3. Watching Wheel of Fortune.

MY DISLIKES ARE
1. Not looking my best
2. Not being included in activities
3. If you walk past me without saying hello!

WHAT MATTERS TO ME MOST
1. I love having a HOT coffee with extra cream first thing in the morning
2. I like to pick out my own clothes for the day
3. I like to lend a helping hand when I can.

Cultivating happiness in daily life.

Creating a sense of community starts with knowing the people around us on a deeper level. Our residents have stories to share with those who work and visit in our community. Over the next couple of months, you will start noticing "Get to Know" posters outside resident rooms, highlighting what matters most to them. This initiative will foster a culture of connectivity and support residents in engaging with what brings them joy, comfort, and happiness. We encourage team members and visitors to reference the "Get to Know" posters to connect with residents.

To further support a culture of connectivity and purposeful living, we are introducing a new program called "The Gems in our Community." This program is designed to help residents share their strengths, passions, and talents with others. The purpose of "The Gems in our Community" is to lead with what matters most to our residents. Team members will inspire and support resident participation by identifying roles and contributions based on their interests, talents, and skills residents wish to develop.

For more information on "The Gems in our Community" or to find out how to participate, please speak with the Director of Resident Programs at the community. Additionally, please watch this inspiring video of "The Gems

in our Community" in action:

<https://www.youtube.com/watch?v=5k3ZkO7wmM>

Meaningful Visits

A Meaningful Visits Kit is available for you in the community and includes a variety of activities and ideas you can use during your visits. You can find it in the cupboard beside the second kiosk at the front door - be sure to check it out with your loved one when you visit!

Find more ideas for visiting (including visiting from afar) on our website at www.senning.ca/family-resources/meaningful-visits. If you have questions or would like support, please reach out to our Life Enrichment Supervisor, Rachel Edmondson.

Additional Resources for you

Check out some of these resources to support emotional and physical well-being for you and your loved ones.

- A data breach happens when a fraudster hacks into a computing resource. Learn more about how to [protect your financial information](#) in the event of a data breach.
- If you fall or witness a fall, do you know what to do? [Click here to learn more](#) about what you can do in a fall situation.

How can we help you?

Phone Number: 705-324-3558

Executive Director Pamela Kulas Ext. 1414	Office Manager Ncd e Esper Ext. 1415
Director of Care - Interim Kim Ryley Ext. 1413	Manager of Resident & Family Services Holly Speede Ext. 1427
Associate Director of Care (IPAQ) Danielle Lohnes Ext. 1420	Associate Director of Care Ext. 1424
Associate Director of Care Soroya Yule Ext. 1484	Manager Building Services Ken Kitamura Ext. 1416
Manager of Dietary Services Therese Melioux Ext. 1406	Life Enrichment Supervisor Rachel Edmondson Ext. 1417

Thank you for reading our latest Connections Newsletter. If you have suggestions about how we can improve, please feel free to email them to hspeede@kawarthalakes.ca

Fields marked with an asterisk (*) are mandatory.

A long-term care home Administrator is defined in the Act, under sections 2 and 76 and pursuant to s. 270 of the Regulation, the Administrator must complete an attestation as prepared by the licensee and attest to the following annually:

1. Home Information

Licensee Legal Name *

Name of the Home *

Mailing Address

Unit Number	Street Number *	Street Name *	PO Box
City/Town *		Province *	Postal Code *

2. Attestation Statement

I hereby attest that (please check one):

All the requirements in accordance with section 90 of the Act and sections 268 and 269 of the Regulation have been complied with, that the information and answers provided in this attestation are complete, true, and correct and that I and the licensee understands that any misrepresentation, falsification, or omission of any material facts in the attestation may render the attestation void.

OR

Not all the requirements in accordance with section 90 of the Act and sections 268 and 269 of the Regulations have been complied with

Note: Licensees must comply with requirements and provisions of the Act and the Regulation. Failure to comply may result in enforcement actions up to and including prosecution and penalties including fines and or terms of imprisonment.

3. Signature

The following is an attestation that every licensee of a long-term care home shall prepare, and the Administrator of the home is to complete, to ensure compliance with the Emergency Plans requirements under the *Fixing Long-Term Care Act, 2021* (Act) and Ontario Regulation 246/22 (Regulation).

Administrator Last Name *	Administrator First Name *
Administrator Signature *	Date of Attestation (yyyy/mm/dd) *

Once complete, please save a copy of this form for your records and send a copy to LTC.Info@ontario.ca with the subject "Emergency Plan Attestation Form"

Ministry of Long-Term Care

Assistant Deputy Minister
Long-Term Care Operations

8th Floor, 438 University Ave.
Toronto ON M5G 2K8
Tel.: (416) 327-7461
Fax: (416) 327-7603

Ministère des Soins de longue durée

Sous-ministre adjointe
Opérations relatives aux soins de longue durée

438, avenue University, 8e étage
Toronto ON M5G 2K8
Téléphone:(416) 327-7461
Télécopieur: (416) 327-7603



October 1, 2024

MEMORANDUM TO: Long-Term Care Home Licensees

FROM: Kelly McAslan
Assistant Deputy Minister
Long-Term Care Operations Division

SUBJECT: Seasonal Respiratory Illness Preparedness for Long-Term Care Homes

As part of our ongoing efforts to prioritize the health and safety of residents, staff, and caregivers in long-term care homes, I am writing to provide you with important updates and resources to support long-term care homes to respond to the upcoming respiratory illness season.

We are anticipating another challenging respiratory illness season, with respiratory syncytial virus (RSV), influenza (flu) and COVID-19 circulating over the fall and winter. The Ministry of Long-Term Care (MLTC) continues to work closely with the Office of the Chief Medical Officer of Health (OCMOH) to monitor and assess the risk of respiratory illness cases and outbreaks in homes and in the community.

As we enter the respiratory illness season, homes should continue to strengthen foundational infection prevention and control (IPAC) practices and be prepared to enhance measures if the province enters a particularly high-risk or surge period.

Infection Prevention and Control and Outbreak Management

I know that homes have made significant efforts to improve IPAC, but I encourage all homes to review practices in these areas in particular as we approach this year's respiratory illness season.

- Homes must comply with the IPAC Standard under the *Fixing Long-Term Care Act, 2021* (FLTCA) and Ontario Regulation 246/22 (Regulation) and are also encouraged to make these documents available to residents and families if requested.
- Homes are also encouraged to speak with their Resident and Family Councils, if requirements that affect residents in the IPAC Standard are intensified by the home.
- Homes must notify their local public health unit of suspected outbreaks immediately, and confirmed outbreaks are to be reported immediately to MLTC using the Critical Incident System.

- When outbreaks occur, homes will continue to work with their local public health unit, following the [Recommendations for Outbreak Prevention and Control in Institutions and Congregate Living Settings](#) to manage outbreaks as well as the IPAC Standard under the Fixing Long-Term Care Act.
- Homes that are not accessing PPE (Personal Protective Equipment) and COVID-19 testing supplies through the [PPE Supply Portal](#) are encouraged to connect with sco.supplies@supplyontario.ca to get set up, or for questions or concerns.
 - Rapid antigen tests will continue to be available to order through the PPE Supply Portal for use during the respiratory illness season.
 - Fit testing free of charge can be set up by connecting with [N95 Respirator Fit Testing Program | COVID-19 \(coronavirus\) in Ontario](#). For questions, contact fit.testing@supplyontario.ca.

Emergency Plans

Homes are also reminded to evaluate and update emergency plans, including outbreak preparedness plans, at least annually and submit the Emergency Planning Attestation form to lrc.info@ontario.ca

Fall 2024 Vaccine Campaign

- Under the FLTCA and Regulation homes are required to offer influenza and pneumococcal vaccines to residents and are strongly encouraged to offer RSV and COVID-19 vaccines as well.
- Current timing for Fall 2024 vaccine campaigns for long-term care homes are as follows:
 - RSV – August
 - Flu – October
 - COVID-19 – October
- It is strongly recommended that long-term care residents, staff, and care providers (including caregivers) receive the COVID-19 vaccine when eligible after the recommended 6-month interval since their last COVID-19 vaccine dose or COVID-19 infection (or as early as 3 months following infection or last dose with advice from their health care provider), as well as the annual flu vaccine.
- Homes are encouraged to include staff and caregivers when planning vaccine clinics for residents.
- Homes should continue to work with their local public health unit, or other community partner (e.g., pharmacy) as appropriate, to order vaccines and prepare to administer vaccines to eligible residents and others in a timely manner.
- COVID-19, flu, and RSV vaccines are safe to administer at the same time. Different sites of administration are recommended (for example, a dose in the left arm and a dose in the right arm).
- Homes may also want to consider offering the pneumococcal vaccine to residents who haven't received it. The pneumococcal vaccine can also be administered with the Fall vaccines if a home has it at the same time.

- Homes should verify their COVaxON accounts are active prior to the rollout of the COVID-19 vaccine campaign.
- Accounts are no longer active after 45 days of being idle. For COVaxON support contact COVaxONSupport@ontario.ca or call 1(888)333-0640 or 1-416-849-9998.

Therapeutics (antiviral treatments)

- All homes should ensure they have ready access to therapeutics for COVID-19 and influenza such as Paxlovid and Remdesivir for COVID-19 and Tamiflu (or Relenza) for influenza.
- We understand that there may be some challenges with administration of antivirals including Remdesivir and we encourage homes to plan ahead.
- Homes are encouraged to pre-assess residents for eligibility for antivirals in advance, given they are at higher risk of progressing to severe disease and the timing constraints on administering treatment (e.g., Paxlovid and Tamiflu are to be given within five days and two days of symptom onset, respectively).

Support for Homes

IPAC Hubs continue to be available to provide support in building IPAC capacity. They deliver IPAC education and training, support implementation of IPAC best practices and offer networking opportunities. For contact information on your IPAC Hub, please contact IPACHubs@ontario.ca

MLTC is planning webinars in English and French in October 2024 to provide homes with updates supporting respiratory illness season preparedness and response. Details about the webinars will be available on Itchomes.net.

Attached resources include a Respiratory Illness Season Preparedness Checklist, PPE User Guide and Quick Reference and fact sheet to support residents and caregivers in preparing for the upcoming respiratory illness season.

Thank you for your continued commitment to ensuring the health and safety of residents and staff in homes. If you have any questions, please contact ltc.info@ontario.ca.

Sincerely,



Kelly McAslan
Assistant Deputy Minister, Long-Term Care Operations Division
Ministry of Long-Term Care

Attachments:

Fact Sheet for Long-Term Care Residents, Families and Caregivers
Respiratory Illness Preparedness Checklist
Supply Portal User Guide and Quick Reference
Emergency Attestation Form

- c: Melissa Thomson, Deputy Minister, Ministry of Long-Term Care (MLTC)
Deborah Richardson, Deputy Minister, Ministry of Health (MOH)
Dr. Kieran Moore, Chief Medical Officer of Health
Elizabeth Walker, Executive Lead, Office of Chief Medical Officer of Health, MOH
Michelle Murti, Associate Chief Medical Officer of Health, MOH
Matthew Anderson, President and CEO, Ontario Health
Cynthia Martineau, CEO, Ontario Health atHome
Lisa Levin, Chief Executive Officer, AdvantAge Ontario
Donna Duncan, Chief Executive Officer, Ontario Long Term Care Association
Lindsay Jones, Director of Policy and Government Relations, Association of Municipalities of Ontario
Michael Jacek, Senior Advisor on Social and Health Policy, Association of Municipalities of Ontario
Michael Sherar, President and CEO, Public Health Ontario
Dee Tripp, Executive Director, Ontario Association of Residents' Councils
Samantha Peck, Executive Director, Family Councils Ontario