

December 2017 Wales Home Chatter

The Activity Department wants to keep you 'in-the-swing-of-things'....



Yup, it's beginning to look a lot like Christmas....

The snow fell today (my Mr. Driveway Cleaner had to pay a visit) and I think I'll have to let my car warm up before I head home this evening. But wait....aren't they announcing like 9 c in about two days!! Personally I would rather the clean bright snow, not too cold – you know, crunchy ground, not crispy. ☺ Not sooo cold that I can't take my little 'Hank' for a walk outside (who by the way, is my little dog, not my 'significant' other ☺). Ok, enough of this nonsense, time for the serious business.

Let's have a 'peek' to see what's in store for the month ☺

December's Special Birthday Tea will be held on **Wednesday, January 17th** at 2:00 p.m. in the Main Living Room, and is sponsored by the Richmond/Melbourne Young Women. (Thanks everyone!!) All those celebrating in December and January are invited...and you may bring a guest. (The reason for the change is location is due to the increased numbers.)

Friday, December 1st 2:00 pm – Roxton Children Christmas Concert – Main Living Room

A group of children and youth from our 'Roxton' friends will be offering an enjoyable Christmas Concert for all to enjoy.

Saturday, December 2nd 1:45 pm – Christmas Cantata

A beautiful local ecumenical choir will be providing beautiful Christmas music for all to enjoy. This annual event is not to be missed.

Monday, December 4th 12:00 pm – Central Christmas Party - Central

Residents of Central will be enjoying their party today.

Tuesday, December 5th 1:30 pm – Manning/Shaw 2 Christmas Party – Main Living Room

Residents of Manning/Shaw 2 are invited to their floor party.

Wednesday, December 6th 12:00 pm – Norton 1 Christmas Party – Norton 1

Residents of Norton 1 will enjoy their party today.

Thursday, December 7th 2:00 pm – Veteran’s Christmas Party – Main Living Room

This special ‘Veteran’s’ Christmas Party is by invitation only.

Thursday, December 7th 6:30 pm – Young Square Dancers – Main Dining Room

Residents are invited to watch these lively dancers swing and sway.

Friday, December 8th 1:30 pm – Manning/Shaw 1 Christmas Party – Main Living Room

Residents of Manning/Shaw 1 are invited to their floor party.

Saturday, December 9th 2:00 pm – Children’s Violin and Piano Recital – Main Living Room

Isabelle Gosselin will be accompanying her talented music students.

Monday, December 11th 2:00 pm– Christmas Sing-Song – Main Living Room

You are all invited to come and share in an informal Christmas Sing-Song.

Monday, December 11th 3:00 pm – Wales Home Choir Practice – Main Living Room

Again this year, we invite those interested to participate in a WH Choir. Donna Noel has once again offered to lead the choir. I hear periodically from residents that ‘my voice isn’t what it once was’. In spite of this, I would encourage those who wish to sing, to please join in. The more, the merrier. ☺ xx

Tuesday, December 12th 1:30 pm – Sub-Basement/Basement/3rd and 4th Floor Christmas Party – Main Living Room

Residents from these units are invited to attend their party.

Tuesday, December 12th 6:00 pm – Christmas Light Tour

Volunteers will be offering cozy car rides to residents interested in viewing some of the local Christmas Lights around the community. The little tour is followed by hot cocoa and homemade donuts in the Main Living Room. Please confirm your attendance with the Act. Dept. by Friday, December 8th in order to ensure adequate transportation. This outing is free of charge.

Wednesday, December 13th 12:00 pm – Norton 3 Christmas Party – Norton 3

Residents of Norton 3 will be enjoying their party today.

Thursday, December 14th 10:00 am – Music with Robert and Kathleen – Main Living Room

Robert (20) and Kathleen (18) who play violin and piano (I am not sure who plays which) have offered to serenade us with what sounds to be some beautiful melodies. All welcome.

Friday, December 15th 2:00 pm – Wales Home Choir – Main Living Room

Everyone is invited to share an afternoon of singing and enjoying the Wales Home Choir.

Saturday, December 16th 2:00 pm – Frazer Family Music – Main Living Room

This annual event is loved by all. Dr. Robert Frazer and his family are very kind in taking time out of their busy schedule to share an afternoon of beautiful music. All welcome.

Tuesday, December 19th 6:00 pm – Christmas Caroling/Advent Service with the Clark's and Girl Guides – Main Living Room

Friends and residents are invited to offer residents of the Nursing Care Units Christmas Caroling followed by an Advent Service in the Main Living Room led by Ellis and Anne Clark.

Wednesday, December 20th 10:00 am – RRHS Youth Christmas Concert – Main Living Room

Yay....students from Richmond Regional High School will be singing some beautiful Christmas music for us all to enjoy. All welcome.

Wednesday, December 20th 12:00 pm – Norton 2 Christmas Party – Norton 2

Residents from Norton 2 will be enjoying their party today.

Wednesday, December 20th 12:30-2:30 pm – Chocolate Sale – Main Living Room

Les Coccinelles en Folie will be here selling her items.

Thursday, December 21st 1:30 pm – Music with Laurent, Frances and Anne – Main Living Room

These Wales Home friends have offered to return again this year to share some Christmas singing spirit with us. All welcome.

Thursday, December 21st 2:30 pm – Music with Frances and Anne – Nursing Care Units

Frances and Anne would like to offer residents of the Nursing Care Units music.

Friday, December 22nd 2:00 pm – Happy Hour with Mario – Main Living Room

Edith's talented saxophone playing father Mario will be entertaining us while we sip on a refreshment. All welcome.

For your information, the Wales Home Knitters are raffling a beautiful knitted set of Mr. and Mrs. Claus (1st prize) and a Teddy Bear (2nd prize), made by Muriel Duffy. The winner of which will be drawn at this event. Tickets are still available in the Main Lobby at \$1.00 each.

Monday, December 25th – Merry Christmas to one and all.....

Thursday, December 28th 2:00 pm – New Year's Music and Dance – Main Dining Room

Donna, Sid and friends will be entertaining us for this New Year's Event. All welcome.

Friday, December 29th 2:00 pm – Movie – Main Living Room

Today's presentation is an animated version of "Christmas Carol".

Miscellaneous..... ☺

* **General Volunteering & Friday Teas:** I continue to put this in the Chatter because we will never have TOO many volunteers. We

could use more volunteer drivers for our outings as well as resident medical appointments. Should anyone be interested, please let me know.

We really need volunteer drivers for medical appointments as well as resident 1-1 visits. Should anyone be available, please contact myself (Carol Ann). ** This is still a need we have – as well as 1-1 visits and individuals to accompany palliative residents.

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* **DVD Movies:** Should anyone have DVD movies they would like to share or offer to the Wales Home, please contact the Activity Dept.

* **Activities:** This is a reminder that all activities (unless they are strictly for the Nursing Care Units or otherwise indicated) are for all Wales Home Residents to attend. Most activities are free of charge – unless otherwise indicated.

On that note, when you see NCU on internal postings, this refers to the Nursing Care Units (Long Term Care), which include Norton 1, 2, 3 and Central. When we have activities on these units, they are for only these units due to limited space.

User’s Committee Representative for the Long Term Care Units (Norton 1, Norton 2, Norton 3 and Central): Judy Laberee is the representative for the Long Term Care Units. Should you wish to speak to her, she may be contacted by phone at (819)826-3486 or email at judy@laberee.com .

Assistance for residents in distress: This is a friendly reminder that should a resident find another resident in distress (perhaps a fall or other emergency situation), we ask you to push your call bell bracelet. We would not want anyone to harm themselves or the resident in distress; therefore we ask that you wait for assistance from a member of the personnel.

Brooke Fowler-Lachapelle: Brooke’s internship with the Wales Home will end early in December. We thank Brooke immensely for her contributions during her time with us and wish her continued success in her future career goals.

‘Animal Play’: I thought I would let you all know that due to very kind donations, we have received battery-operated animals. (Two cats and a dog.) As well, some families have purchased these pets for their loved ones. These animals are extremely life-like – even purring and barking. We have ‘Horace’ the dog who hangs out a lot on Norton 1; then there’s ‘Wales’ the cat who is loved on Norton 2; and then, ‘Kitty’, the cat ☺ - who purr’s on Norton 3. They also visit Central on a regular basis. Because of these kind donations, these pets have been ‘making the rounds’.....if we had one more, we would be able to have a permanent pet on each CHSLD floor. Thanks to everyone for their generosity!! Xx

I am happy to announce that we have an additional to our ‘Animal Play’ – a new dog, we have name D.O.G. (pronounced deogie). Thanks to the ‘Animal Play Angel’. ☺

TV Tour: Residents are invited to turn their television sets to Chanel 80 to view a TV Chanel specialized in making Wales Home announcements – such as Birthday’s, Menu’s, Special Announcements and more. As well, once we get it up and running, there will be photos and cancellations and again – more.

New Activities:

A couple of activities were mentioned at the recent Healthy Living Conference. Would anyone be interested in either Line Dancing or a Genealogy Club? If so, please let the Activity Department know and we will see what we can get going. ☺

I only received one request for line dancing with these requests.

A December Quote for you:

“One of the best gifts you can give someone is thanking them for being part of your life.”

Author Unknown



Kind regards,
Carol Ann ☺ xx

Should you wish to reach me, you may contact me at (819)826-3266 Ext. 244 or by email at cmcelrea@waleshome.ca

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MESSAGE FROM BRENDALEE

CHRISTMAS BASKET:

Once again this year, we are collecting non-perishable items for the local Christmas baskets. Anyone who would like to contribute to the “Christmas Basket,” please put your non-perishable items in the identified box close to the fireplace in the living room (the articles will be picked up on Monday, December 11th @ 10 AM). Anyone wishing to make a personal donation, please make your cheque payable to: The Christmas Baskets Committee. Thank you for supporting the less fortunate in our community during the Holiday Season.

POOL:

The expected delivery for the lockers is the week before Christmas. Once we have the pool area complete, it will be open to all residents. We apologize for the delay.

PARKING:

There is 4 visitor parking spots at the new front of house entrance. These spots are reserved for visitors (short visits or for those wanting to pick up a resident). New parking will be created in the front of the building for employees and visitors. The parking is expected to be done before Christmas and paved next year.

RENOVATIONS:

The renovations have started for the CHSLD!! Please note that RESIDENTS AND EMPLOYEES are not permitted in the construction site, this area is off limits for safety purposes. Thank you in advance for your cooperation and understanding.

CHRISTMAS DECORATIONS AND FESTIVITIES:

Please join me in congratulating all the employees for their extra efforts in making the Wales Home look magical during the holiday season! It’s amazing how quickly the floors are decorated for the season.

CHRISTMAS DINNER:

If you are planning on having guests for Christmas Dinner, please advise the Dining Room staff ASAP. Please note due to space constraints there is a limited of 2 guests per resident.

THERAPEUTIC POOL:

The expected delivery for the lockers in the changing room is the week before Christmas. Once we have the pool area complete, it will be open to all residents. We apologize for the delay.

QUOTE FOR 2018:

“You are never too old to set another goal or to dream a new dream”.
www.hug2love.com

HAPPY HOLIDAYS:

I would like to wish you and your family a memorable holiday season and a happy and healthy 2018, full of JOY and PEACE! Please note I will not be working onsite between Christmas and New Year’s. Brendalee☺

If you need to see me and I am not available, please either leave me a voice mail message: 819-826-3266 ext. 247 or ask Pauline to speak with me (her extension is 253). Wishing you all a great month of November! Brendalee
bpiironen@waleshome.ca

Health Services (Michel Vaillancourt):

The flu vaccination that went on at the end of November was a success, based on the number of residents that got the flu shots. Thanks to all residents and to the staff that participated in this operation.

I would like to talk about the current and upcoming projects in health services. Right now, you are seeing new faces on the CHSLD’s units, due to the use of new staffing ratios that I will explain in further details. Let’s start with an update on the SWAP.

Survey Results of the SWAP program:

The sleep project (2016) and the wake project (2017) together form the SWAP. Considering the benefits of the project in terms of quality of sleep and well-being presented last month, the SWAP becomes integrated among the regular programs of the Wales Home.

- On behalf of the HS department I would like to thank all residents for your participation in the SWAP program, as well as the consent forms signed, as well as all caregivers who are acting as key actors of a lively living environment!

I would like to add that according to the employees’ survey administered in August 2017, the SWAP is also beneficial for the clinical staff. For most employees, moderate to high levels of comfort (absence of: stress, exhaustion, fatigue, pain, and sleepiness) at work have been reported as well as moderate levels of life enjoyment and happiness. A moderate to high well-being has been reported also among the majority of respondents. Subjective well-being (SWB) at work is good for employees, the Wales Home and its residents because it also means more satisfied residents due to better quality care delivered. The SWAP emerged as a win-win strategy for both quality of care, quality of life of the residents and quality of life at work for the employees.

Activity Tool boxes for family visits:

The second stage of the SWAP (Sleep Wake Awareness Project) that has been implemented in 2017 concerns the Wake hours of the residents. The Wales Home has implemented several types of activity “tool boxes” on each Unit; they are the sensorial, physical, entertainment, intellectual, creative tool boxes. Please feel free to use the contents of these boxes and to ask to the caregiver(s) or LPNs for some assistance if need be. The boxes can be found on a shelf next to the elevator on the Norton Units and near the small kitchenette on the Manning/Shaw Units.

Shared Care with residents and families:

Through a shared decision making process, residents-families are already involved in the IIPs (Interdisciplinary Intervention Plans). Wales Home is committed to creating a lively living environment that is supportive of resident and family centered care. For this reason, a collaborative care or “shared care” approach is in effect. Residents are more likely to adhere to the treatment plan when they play an **active partner** in the care provided. Families are also invited to take the opportunity not only to visit their loved ones but to participate, in some ways and to some extent, to the care provided. They have been invited to discuss this opportunity with the head nurse.

Complementary therapies for residents:

Wales Home would like to make available (fee for service basis) some complimentary therapies and interventions should a resident be interested in improving his/her healing process and well-being. Sometime this month, residents will be invited to sign in for massage sessions performed by a massage therapist and according to a set schedule. Using a similar process than the one used for foot care performed by an LPN, residents will be able to book their massage.

Upcoming 2018 CHSLD projects:

Music Project: Individual playlists have been made for the residents on the CHSLD and residential side. We will be pursuing the implementation of this project on selected CHSLD’s unit(s), using music as a therapeutic/healing intervention.

Resident-Family Centered Care Project:

- Computers will be introduced on selected CHSLD’s unit(s) so that residents can visit with family via *SKYPE*, *Facetime* etc. and vice-versa. Simulated presence via video (*SKYPE*, *Facetime*) can be beneficial for both, the integration/presence of families and the sustainable family/social ties. This is also a request

formulated by the clergy, at a spiritual carers & Clergy meeting held few weeks ago. In line with the SWAP, a computer on a given unit that is accessible to residents is also a valuable activity tool to be used during the wake hours of the residents on the floors.

- Welcome Guide for Visitors: Families and visitors can benefit from tips and strategies on how to plan a visit with your loved one. Concrete tools for meaningful interactions especially for seniors living with dementia are made available. Families will be better informed and supported when visiting their loved ones.
- CHSLD Hygiene Care Review: We have received copy of a letter from F. Dion, sous-ministre adjoint to the PDG, CIUSSS de l’Estrie-CHUS asking us to review each resident situation for an extra bath or shower. There are certain criteria used to determine the needs of the CHSLD’s residents such as previous life habits of the resident; level of autonomy; safety; specific clinical conditions, and the acceptability (resident’s agreement). We will be conducting these needs assessments in the coming weeks.

New Faces and Talent in the CHSLD:

Since we have signed the “achat de lit” contract, new staffing ratios used by the Quebec Ministry of Health are generally applied as of November 13th. 2017 on the

CHSLD’s floors. Therefore, here is an outlook at the changes of staff.

Previous Staffing					Current Staffing (as of Nov. 2017)				
	N1	N2	N3	C		N1	N2	N3	C
Days					Days				
Nurse	1				Nurse	1	1		
LPN	1	1	1	1	LPN	1	1	1	0
Caregiver	1.5	4	2.8	1	Caregiver	3	3.3	3.3	2
Evening					Evening				
Nurse	0	1	0	0	Nurse	1	1		
LPN	1	0	1	1	LPN	0	1	1	1
Caregiver	1	3	2.7	0	Caregiver	2	2.7	2.7	1
Night					Night				
Nurse	1	0	0	0	Nurse	1	0	0	0
LPN	0	0	0	0	LPN	0	0	0	1
Caregiver	1	2	2	1	Caregiver	1	2	2	0

Legend: Decrease Increase

Please note: that the Wales Home will not follow the regulations for the employee/resident ratio for night shift as this would be a significant decrease in the number of employees during this time period. We will keep the current night shift staffing.

A memo has been sent to inform the residents of the names of the employees on the floors.

Friendly Reminders:

- **Residents:** Please inform the LPN on the floor when taking a resident out of the Wales Home so that we may know they're whereabouts.
- **Volunteering:** If anyone would like to be a volunteer or knows of someone who would like to volunteer, or if anyone would like to play a leadership role in any club or activity, please give your name to Carol Ann or Vanessa.
- **Volunteers:** Please complete the third party activity trackers. The impact of your participation when doing activities with residents on a 1:1 basis can be therefore documented.
 - **CHSLD Breaking News : New Faces and Talent**
- Considering all these recent changes in the CHSLD, we would like to confirm the names of the nursing members as of November 13th 2017.

NURSING TEAM			
	Day	Evening	Night
Norton 1	Catherine Frank, Head Nurse Heather Griffith, LPN Karine Forest, PAB Johanne Dubois, PAB Jacques Brugger, PAB	Caroline Dubé, Nurse Marlene Griffith, PAB Leo Burningham, PAB Alyson Pereira, PAB	Suzanne Braun, Nurse/Supervisor Igor Shevekov, PAB Denise Pinard, PAB
Norton 2	Catherine Frank, Head Nurse Meagan Coleman, LPN Mike Clifford, PAB Bianca Lussier, PAB Hilary Johnston, PAB	Maude Payer, Nurse/Supervisor Casandra Harden, LPN Bryan Loschiavo, PAB Catherine Nadeau, PAB	Brigitte Lussier, PAB Stephen Tinker, PAB
Norton 3	Rebecca Stevens, Head Nurse Pamela Brock, LPN Joey Beaudet, PAB Rhoda Blake Hudson, PAB	Rebecca Gilchrist, LPN Leslea Badger, PAB Kayla Lachapelle, PAB Linda Boucher, PAB	Sharon Bean, PAB Lisa Noftall, PAB Joanne Besmargian, PAB

	Brenda McCourt, PAB		
Central	Rebecca Stevens, Head Nurse Peggy Dwyer, PAB Sharon Brock, PAB Lynda Blanchette, PAB	Laura Laprise, LPN Roxanne Munkittrick, PAB	Joanna DelaCruz, LPN Ashley Coulombe, LPN

- One of the objectives of the recent staffing changes was to consolidate the CHSLD’s teams on each floor and improve continuity of care through stabilized workforce. Postings were created in order to ensure that the same person would be replacing the regulars on the floor during their days off, therefore, that person becoming himself/herself a regular on that floor.
- We are proud to say we were able to accomplish this. Through the creation of 14 postings for caregivers and 4 posting for Nurses, we were able to ensure that all the shifts from Monday to Friday are covered by specific person and this on all 4 floors. Of course, we still have employees that cover weekends, vacation, statutory holidays, sick leave etc. We believe that this new staffing do offer a better answer to the needs of the residents.
- If you have question regarding the staffing, you can always ask the Nurse in charge at that moment, whether it be the Supervisor or Head Nurse.
- Michel Vaillancourt - Director of Health Services
- Olivier Hinse, Human Resources Director

On a personal note, Season’s greetings

Michel Vaillancourt
Director of Health Services

(819)826-3266 Ext. 224

mvaillancourt@waleshome.ca

Note from Rebecca.....

Dear Residents, Family and Friends,

I hope that you are enjoying seeing the decorations throughout the Home as much as I am. We are certainly living and working in our own sort of Santa's Village.

I will be away on Friday, December 8th as I am helping to prepare for the employee's Christmas party and then again from Saturday, December 23rd until Wednesday, December 27th inclusive for my Christmas vacation.



WALES HOME CHRISTMAS CARDS: Are available for purchase at the reception desk for \$1.00 each.

MEMORIES BOOK PROJECT: I am still gathering stories for the sequel to "Memories Everlasting," which will be called "Timeless Memories." If you are interested in talking to me so I can write down your story, or if you have a text, photo or poem that you would like to share for the book, please let me know and I will set up a time after my work hours to see you. If you're looking for an original gift to give to family or friends, or a good book of short true stories to read, copies of "Memories Everlasting" are available by seeing me at the reception desk. The cost is \$20/book. They make an excellent gift.

If at any time, I can assist you with something, please let me know. For those of you who do not know where to find me, my desk is located in the main lobby (near the main living room). I can also be reached by phone at 819-826-3266 ext.221 or e-mail at rtaylor@waleshome.ca

Thank you and Merry Christmas.

Rebecca Taylor
Administrative Assistant – Finance & Reception

A special note pertaining to Brendalee

Brendalee has recently been awarded the Senate 150th Anniversary Medal by senator Judith Seidman. Senator Seidman was inspired when she read about Brendalee's recent accomplishments in the Montreal Gazette. The medal celebrates the 150th anniversary of the first sitting of the Senate on November 6, 1867. It was created to mark this important occasion and to give Honorable Senators the opportunity to recognize Canadians who are thoroughly involved and have made significant contributions in their communities.

Among over 36 million Canadians, Brendalee is one of only 1500 Canadians who were recently awarded the Senate 150th Anniversary Medal. I thought it would be important to share this recognition with all of you, residents, employees, and volunteers. As Senator Seidman wrote in her letter to Brendalee, "Now, more than ever, our country relies on citizens investing their time and talent to make Canada a better place. I have chosen you because I believe that your work to achieve equity for English-speaking seniors is a gift to our province and an inspiration to others".

Congratulations to Brendalee - and her team of devoted employees and volunteers - for working towards equity for our seniors!

