



The Newsletter of Valley Manor · Barry's Bay, ON · April 2018

A MESSAGE FROM THE CEO – Trisha Sammon

It's time to celebrate the end of winter!! The promise of spring's arrival is enough to get us all through the bitter winter. As always, we embrace and welcome Spring with open arms. I am also pleased to inform you that although it has been a very long winter, there has been a great deal happening here at the Manor.

Valley Manor participated in the Accreditation Canada Survey just as winter was upon us. We excelled in the audit and are pleased to report to you that we received another 4 year Accreditation award with exemplary initial results. The Board, Leadership team, staff, stakeholders and community partners always rise to the occasion to show off our fabulous home. We truly do exemplify our motto "Leadership with Service."

Secondly, the Ministry of Health were onsite for their annual resident quality inspection. These inspectors audit every area of our care, services and compliance with the Ministry of Health and Long Term Care Regulations. I am ecstatic to announce that we received ZERO compliance orders and have no unmet standards. In short, we are in compliance with all policies and regulations with the Ministry of Health. We provide excellence in care on every level. That news is very reassuring.

We continue to plug away at our redevelopment plans. A successful public meeting took place at the Barry's Bay Seniors Center on Wednesday, March 28th for a licensing transaction review for the proposed 6 new long term care licences that we are seeking for our redevelopment. The Ministry of Health and the Champlain Local Health Integration Network were in attendance to answer all questions and concerns. This step was necessary for us to move to the next step of planning in the redevelopment process.

Through the fundraising lens for redevelopment, the St. Francis Valley Healthcare Foundation is creating an internal fundraising team here at the Manor to assist with the planning of fundraising initiatives onsite for our redevelopment. Without a successful fundraising campaign, the redevelopment of Valley Manor would be much more difficult to achieve. We thank all who have expressed their interest and enthusiasm to assist us with this campaign.

We also welcomed a new Registered Dietician to Valley Manor in February. Her name is Jenny Huang. Jenny has a multitude of experience as a dietician with the most recent being at the Pembroke Regional Hospital in Clinical Nutrition and Diabetes Education. We are very excited to have Jenny on the Valley Manor team.

It is my hope that you continue to enjoy our newsletter. We want to continue to keep you all informed about our home, our successes, our achievements and most importantly the goals for the future of Valley Manor. Please do let me know if there is something of interest that you would like us to provide in future newsletters.

A MESSAGE FROM THE DIRECTOR OF CARE – Gail Yantha

“Behavioural Supports Ontario Alive and Well at Valley Manor.” Champlain LHIN

Behavioural Supports Ontario (BSO) is a beautiful thing to watch when it comes alive. At its best, it is like watching a movie. Valley Manor can attest to making a movie.

Staff had the privilege to meet Gus (pseudonym), a gentleman in need of additional support in February of 2017. Our BSO-PSW Champion had the privilege of observing this new resident prior to his moving in because Valley Manor had become home to Gus’s wife 3 weeks prior. Staff and the BSO Champion were able to observe interactions between Gus, his wife and his son. Of utmost importance was the gathering of very vital information from his son and the observations made in relation to his body language and their role with interactions. Triggers leading to responsive behaviours were being identified prior to his arrival into the home. At the time, it was apparent Gus was experiencing fluctuating emotions and unpredictable behaviours. Further knowledge gathering revealed a very difficult childhood that seemed to haunt him to the present day.



The entire Team at Valley Manor (Board Members, Chief Executive Officer, Director of Care, Nursing Care Coordinator) including all staff (e.g., nursing, activities, support, administrative, maintenance and medical) acknowledge both the need and benefit of BSO. Additional funding was provided by Valley Manor to enhance the Ministry of Health and Long Term Care’s financial commitment.

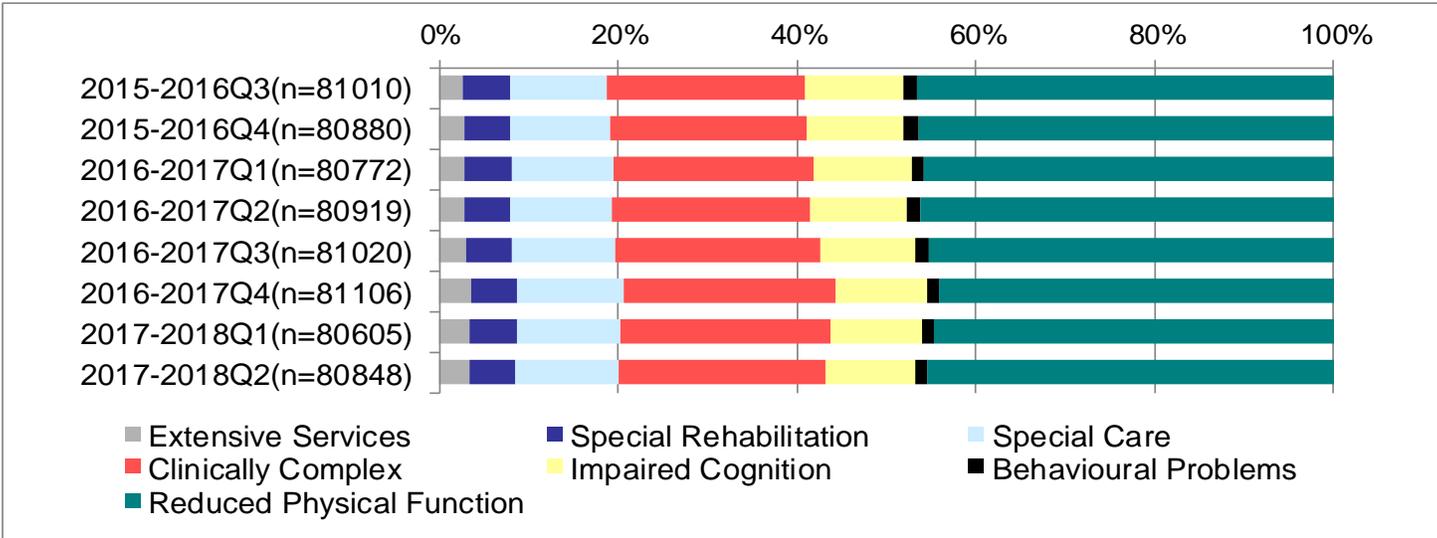
With this support, BSO was able to build a trusting relationship with the resident. Consistency of assignment proved to be of great value. Gus was empowered when given the opportunity to exercise his right to select from a variety of choices presented to him. Keen observation of body language, including facial expressions has been determined as a key component in providing support and care. An approach protocol was developed and front-line staff were informed of the resident’s personal history, including identified fears and influential life experiences. Noise level was identified as a trigger for behaviours. Therefore, modifications to the environment included the introduction of white noise. Fall prevention strategies were also employed.

Many techniques were applied such as: quiet room, 1-1 interaction, books of his interest with pictures, washing dishes with assistance, avoiding clutter, toileting, music therapy during bath, Stop-and-Go, Cuing, use of humour when appropriate, and consultation with Geriatric Mental Health. Overall trust was built by including family in the decision-making. Restorative care and nursing rehabilitation were used to maintain toileting and walking following cues.

Upon developing a person-centred routine, the BSO Champion coached and mentored staff from all departments. Transferring knowledge of personhood enabled front-line staff to provide care and support with dignity. Hence, improving the quality of life for the resident and his family. As the building blocks of trust were laying the foundation for a positive relationship the responsive behaviours decreased and may now be prevented.

The end result includes a rise in staff confidence in their role of supporting and caring for the resident and in turn the resident experiences an increase in quality of life. Gus is seemingly more content, relaxed and can be found enjoying time with his wife holding hands. Consideration for his emotional, social, physical and spiritual needs and ensuring they are met has reduced agitation, anxiety and responsive behaviours. Physical function has also been maintained and has enhanced quality time for this family unit.

CMI – Case Mix Index - UPDATE



Provincial funding provided for residents is based on their CMI. Each CMI score belongs to one of the 7 RUG groups. When reviewing the RUG distribution of all Ontario LTC homes it appears as if 'Behavioural Problems' are almost non-existent. In reality, behavioural problems are present and pose a challenge for all health care workers. Most residents with behavioural problems however are categorized into the other remaining classes as a result of their ADL (activities of daily living) score. The RUG distribution does not present a concise picture when trying to determine funding needs based on behavioural issues.

Please welcome Jenny Huang - Valley Manor's new Registered Dietitian

Jenny is passionate about the balance between nutrition, enjoyment of food, and quality of life. Her interest in becoming an RD stemmed from her love for working with food and people.

Jenny graduated from the Ryerson University with a Bachelor of Applied Sciences in Nutrition in 2012. She completed her Masters of Sciences, Applied in Dietetics at McGill University in 2014 and finished her placement to become an RD in 2015. As an RD she has travelled to different cities and worked in various settings including acute and outpatient care, food service, regulatory affairs, marketing, community centres, and public health.

In February 2018, Jenny accepted the RD position at Valley Manor, as she had a large interest in working in Long Term Care and a multidisciplinary setting. Jenny loves meeting new people, so make sure to say hello if you happen to meet her in the halls.



"Valley Manor Treasures"

When Valley Manor's plans first began, who would have thought that 40 years later we would be here, serving those who need our care and exchanging memories of lives past, present and to those to come!

From a home where our Mission had always been to care for others – and Leadership with Service – we have achieved and surpassed that in so many ways every day. We have had over 600 staff and 1,000 residents in our community – with numerous auxiliary members, volunteers and Board members to step up to the plate for us.

Our care has increased in its dimensions and the home we make for others is ever changing and demanding in many respects. Plans for our "new home" are well underway!

We have so much to be thankful for – and many reasons to celebrate! Let us never forget our roots and the branches we have that continue to stretch out to the four winds of time!



1st Resident
Francis Kulas – 86 yrs
May 24, 1978



500th Resident
Stanley Recoskie – 89 yrs
April 7, 1997



1000th Resident
Mary Lou Baragar – 84 yrs
February 15, 2018

Residents received some special attention over the Christmas season from our architects, Hobin & Associates. Their staff gathered gifts for each resident and some Christmas cards and stamps for residents to write out and send cards to their families and friends! Lovely and much appreciated.

Mary is concentrating on what to write in a Christmas card to a family member.



Freeda is excited about her Christmas gift.



Upcoming Events!

- New Exercise programs – "Air Band Exercises" and "The Stretch Club" "Music Memories" – check them out
 - Country Diner Program – Residents will play, shop and prepare their own meal!
- Smart Clothing Company – will be in on Tuesday, April 17 from 11 till 3 – mens', ladies' & adaptive clothing!
 - New evening events – "Skits & giggles" and "Sports Legends".
 - We have also received some more "LP Records" and Music Videos!
 - Easter Bingo & Events donation from the Combermere Craft Club!
 - This year in May, we will be celebrating our 40 Anniversary at the Manor.
 - Looking ahead to some great parties and special events!
- Watch for further news on a Volunteer Workshop "for new and established volunteers" at the Manor!
 - Check out our Website and calendar on line!

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