



Valley Manor



Matters

Newsletter of Valley Manor – Barry's Bay, ON - **Summer 2024**

A MESSAGE FROM THE CEO – Trisha DesLaurier

I am always very proud to present the Valley Manor newsletter to all of you. It is a wonderful opportunity for me to showcase the valuable work and dedication of our incredible team. Each update and announcement highlights the commitment and passion that drive us forward.

I hope that you continue to find the newsletter informative and engaging. Your support and involvement are crucial as we work together to enhance the lives of our residents and strengthen our community.

Thank you for your continued support and for being a vital part of our journey.

Valley Manor Welcomes Minister Kusendova-Bashta

We are excited to announce that Minister of Long-Term Care, Natalia Kusendova-Bashta, will be visiting Valley Manor on Friday, August 2nd. This visit is an important opportunity for us to showcase our redevelopment plans and to discuss the critical needs of rural, not-for-profit long-term care homes.

During the Minister's visit, we will be advocating for a revised funding formula that better supports rural facilities like ours. The current funding formula is proving to be unachievable and does not meet the unique needs of our community. Our goal is to ensure that Valley Manor and other similar organizations receive the support necessary to continue providing high-quality care to our residents. Mayor Mark Wilmer will be joining us in our advocacy meeting.

What We're Advocating For:

- **Improved Funding Formula:** We need a funding structure that accurately reflects the costs and challenges faced by rural, not-for-profit homes.
- **Enhanced Support for Not For Profit/Rural Redevelopment:** Adequate funding is essential to successfully complete our redevelopment plans and modernize our facilities.
- **Sustainable Solutions:** Long-term, sustainable funding is crucial to ensure that we can maintain high standards of care without compromising quality.

Stay Involved:

We encourage everyone to stay informed about this important issue. Your support and voice can make a difference in advocating for the changes needed to improve care and facilities in our community.

Thank you for your continued support and engagement. Together, we can work towards a future where our not for profit, rural long-term care home has the resources it needs to thrive.

Valley Manor Fall AGM

We are pleased to announce that Valley Manor's Annual General Meeting (AGM) will take place this Fall. Date to be announced. The AGM is an important event where we review the past year's achievements, discuss ongoing projects, updates on the strategic plan and plan for the future. We look forward to sharing updates on our redevelopment progress and other key initiatives with our community.

Valley Manor Welcomes New Board Member Cathy Borutski

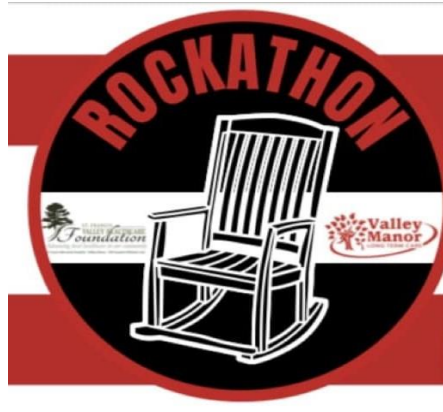
We are delighted to announce that Cathy Borutski has joined the Valley Manor Board of Directors. Cathy brings a wealth of experience and expertise to our team, and we are excited to welcome her as we continue to enhance our services and advance our redevelopment plans. Her insights and leadership will be invaluable as we navigate the future of Valley Manor. Cathy is also the General Manager for Champlain Gardens; Madawaska Valley's local retirement community.

Welcome Our New Registered Dietitian

We are pleased to welcome Khashayar Amirhosseini, BSc, MBA, RD, as our new Registered Dietitian. Khashayar will begin his first day of work on August 9th. With his extensive background in nutrition and management, Khashayar will play a crucial role in enhancing the nutritional care and services we provide to our residents. We look forward to the positive impact he will bring to our team and community. Thank you to Jenny Huang RD for professional and unwavering service to Valley Manor's residents over the last 5 years.

RockAthon Success

Valley Manor is thrilled to announce that the 3rd Annual RockAthon raised well over \$25,000 for resident equipment needs! A heartfelt thank you goes out to all the residents, families, staff, community volunteers, healthcare partners, and the RockAthon Committee. Your time, dedication, and commitment to this event have made a significant impact, and these funds will greatly enhance the quality of life for our residents.



Manager of HR and Finance

Kathy Innocente

Valley Manor is pleased to announce that Kathy Innocente is now the permanent Manager of HR & Finance.

Kathy has over 20 years' experience in leadership roles which includes Director of Operations for SPCA and The Kitchener-Waterloo Humane Society and Stratford Perth Humane Society. Kathy has a diploma in Organizational Leadership & Development from Conestoga College as well as several HR, Finance and Leadership Certifications.

Kathy has been working with Valley Manor for 3 years in various administration roles and has proven her vast knowledge base and leadership skills in her most recent Acting HR & Finance leadership role. Congratulations Kathy!

It is with great pleasure that I have accepted the permanent position of Manager of HR & Finance effective July 8, 2024. I am very excited to utilize my skills in human resources, coaching, change management and working with team dynamics.

While Valley's Manor's team is varied, having members in Administration, Activities, Dietary, Housekeeping, Laundry, Maintenance and Nursing, in the end we are all here for one purpose, and that is for the diverse residents we care for.

To provide the very best resident centered care it also involves working with staff on their needs. Plans for a Staff Engagement Survey are in the works. Engagement surveys capture valuable insights on a broad range of organizational topics. Surveys are confidential and encourage candid, honest feedback that can assist in measuring the culture that drives employee engagement and can also give us insights that can be used to guide people decisions including helping us to identify where employees may be experiencing challenges. It is important that Valley Manor staff feel valued, heard and connected. I am looking forward to working with staff and can't wait to see what the future will bring in my new role.



So many different colours of hydrangeas in our court yard!



Photos of our Valley Manor Court Yard – Submitted by Jenny Hudder, Executive Assistant

Manager of Recreation and Volunteers

Lisa Yantha

Summer Fun!!! Getting Out on the Town!

Valley Manor Residents have been enjoying getting out in our new accessible van by going on various outings this summer. Our new van has given a variety of residents a chance to get out of Valley Manor and enjoy events, outings and scenic drives.

So far this summer, residents at Valley Manor have gone on two Full-Day shopping trips to Pembroke, attended the Circus in town at the PYJCC, went on four country drives, and toured Simmons Horse Farm twice. The Manager of Recreation & Volunteers continues to actively look for outings/events that would be of interest to our residents. If anyone has any suggestions or ideas, please contact Lisa Yantha at 613-756-2643 , ext 225.





Our residents love growing and harvesting their own vegetables. Thank you to our many generous Valley Manor donors who make this possible! We Currently have 4 raised beds and a few pots, with lettuce, tomatoes, onions, cucumbers and beans. Photos submitted by Lisa Yantha & Jenny Hudder

From the Desk of our DOC

Submitted by - Chantel Brown- Acting DOC

An Update on Behavioural Support

Valley Manor's Behavioural Support Ontario (BSO) team continues to build momentum in 2024. Fostering the partnership with the Royal Ottawa Mental Health Centre has led to improved quality of care and quality of life for residents with, or at risk of, responsive behaviours associated with dementia, complex mental health, substance use disorders and neurological conditions. The home's BSO PSW Claudia Coulas has been working closely with Mariah Tennant, BSO RPN, and Anna Hall, Behavioural Therapist. The BSO PSW supports the residents, families, and staff in identifying and modifying environmental factors related to responsive behaviours, as well as providing non-pharmacological interventions for care and integration of the resident into their new home. The BSO RPN conducts holistic assessments to rule out contributing factors of responsive behaviours, and also provides support directly to the BSO PSW. The Behavioural Therapist participates in collaborative behavioural discussions, BSO process evaluation/support/assistance in the homes, behavioural education sessions, and behavioural assessments and consultations. Together they are embracing and demonstrating the BSO Core Competencies.

Person and Family-Centered Care begins when the resident moves into our home. The BSO Team has created a pamphlet that will be included in the home's "Welcome" package. The pamphlet, "Dementia and Responsive Behaviours - Understanding Behavioural and Psychological Symptoms of Dementia" provides residents and their family members an introduction to the Behavioural Support Services offered within the home. The pamphlet explains the role of the BSO PSW and it provides a short description of the collaboration between the Valley Manor's BSO Team and the Geriatric Mental Health (GMH) Outreach Program which consists of BSO providers - GMH RN, BSO RPN, and the Behavioural Therapist. Other information included in the pamphlet are common responsive behaviours, behaviours that don't respond to medication, and recommendations based on best practices on what the family member can do for the resident. The pamphlet also defines, "responsive behaviour", and dementia. The BSO Team is also utilizing the BSO Provincial Toolkit, and the "My Personhood Summary" is now being provided in the "Welcome" package as well. The resident and or their family member completes the summary allowing care partners the privilege of seeing the resident through their eyes. It is shared with permission of the resident or their POA-PC with the CEO, Managers, Leads of programs, the BSO Team, and the nursing staff. It is read out loud at the resident's initial Multi-Disciplinary Care Conference, and is used in the development of the resident's individualized plan of care.

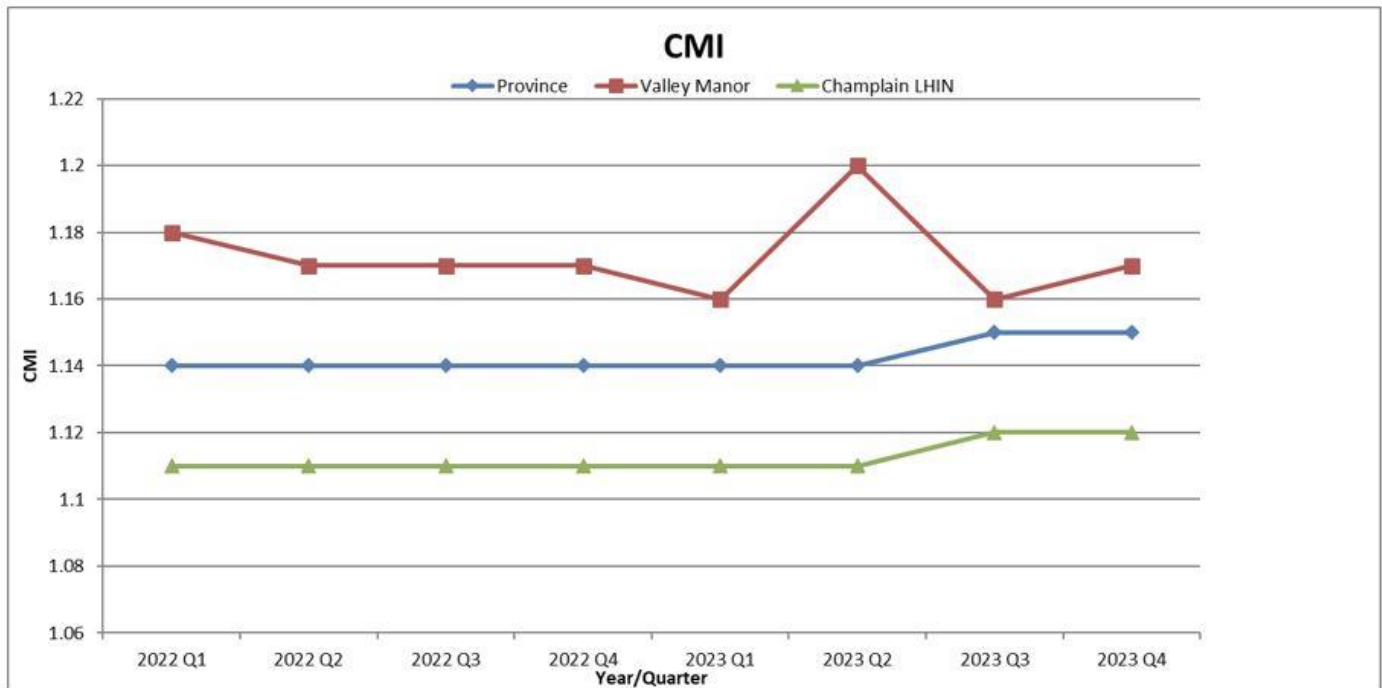
The BSO PSW, BSO RPN, and the Behavioural Therapist have been sharing and demonstrating their knowledge with residents, families, and care partners. Team "huddles" occur regularly to engage family members and care partners, collect and review information, discuss approaches to care and strategies, ensure consistency of the resident's plan of care, and to provide knowledge transfer, support, and coaching. Review of the "My Behaviour Support Tip Sheet" also occurs during team "huddles" to facilitate capacity building. The BSO PSW and BSO RPN are also sharing their knowledge during "Step Ahead" education days on Effective Collaboration, BSO Support for Valley Manor, the BSO Provincial Toolkit including the BSO referral form and the DOS, and Person-Centred Language. The feedback they have received by the Multidisciplinary team for their presentations has been very positive with attendees expressing their desire for more education. The BSO PSW and BSO RPN have also shared knowledge with volunteers in effort to set them up for success and to build capacity. A general introduction about dementia and responsive behaviours was explained with emphasis

on "all behaviour has meaning", and a breakdown of understanding the behaviour that a resident may express. Suggestions for what the volunteer can do for the resident were provided as well as a discussion on the positive physical approach to care, and Teepa Snow techniques.

The BSO Team's philosophy supports the belief that all behaviour has meaning, and that all behaviour is a form of communication. The BSO Team embraces patient-centred care. To make a true connection with the resident is a gift. To understand the resident and their family, who they were, and who they are now, BSO connects as a team with the physical, intellectual, emotional, and functional capabilities of the resident, as well as the environmental and social aspect of their surroundings. It takes time, patience, active listening, observation, and STOP and GO approach. The outcomes – decreased responsive behaviours of verbal or physical aggression, stabilized mood, and improved sleep are measurable and matter. What matters the most, is to see the resident engaging, smiling, communicating, and feeling safe and secure in their home.

Our current CMI for the 2023 4th quarter (January, February, March of 2023) was 1.17. The Valley Manor CMI remains above the regional (Champlain LHIN) and provincial averages. The average CMI for the region is 1.12 while the average for the province is 1.15.

Below is a comparative graph of the CMI trends for Valley Manor, Champlain LHIN and Ontario.





Photos of our Valley Manor Court Yard – Submitted by Jenny Hudder, Executive Assistant