



Valley Manor

Matters



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

A MESSAGE FROM OUR CEO - Trisha DesLaurier

Welcome to Valley Manor Matter's 2024 winter newsletter.

This is our first newsletter of 2024 and we are so eager to share all of the exciting updates and news that has been happening here at Valley Manor.

The exit of 2023 presented a great deal of change for Valley Manor. There were a number of staff and senior leaders that retired which left us with a large new compliment of leaders.

Although recruitment for these key positions was rigorous and challenging and we expanded the demographic of the search throughout the county, I am very pleased with our new ambitious team of leaders. They will all be featured in this edition of our winter newsletter.

On another note, Valley Manor was successful in securing a new van for all of our residents, which has the capacity to seat more than one resident at a time. The van has been enjoyed by many already, and it has even made an appearance at the Barry's Bay Santa Claus parade with a group of our residents and staff. Thank you to our staff and residents that participated to represent Valley Manor in the parade.

We have also started off the new year with an extensive replacement of all fabric furniture throughout the facility and in the resident rooms. This incentive has been funded by the Ministry of Long-Term Care through the surplus pandemic funding. All of the furniture was replaced with Infection Prevention and Control (IPAC) approved, wipeable material. Additionally, we were able to utilize more of this pandemic funding to remove the carpets throughout the home and replace them with infection control approved laminate flooring. Thank you for your patience while we made these necessary changes to keep our home compliant with best practices in infection control standards in healthcare.

We also celebrated our staff appreciation & long service awards in January, which included several 30-year and 40-year anniversary celebrations for our staff. Congratulations to the entire team for their dedication and commitment to Valley Manor.

We are slowly and steadily, moving forward with replacing our frontline healthcare staff here at the Manor, post pandemic. Recruitment in long-term care throughout the province has been extremely difficult, despite all of the incentives that the MLTC is providing due to the fact that there is an actual shortage of people in the workforce. Valley Manor will continue to utilize agency services to ensure the facility is staffed accordingly, however, we are making great strides and filling positions which has improved our staffing compliment for the better. A robust Human Resources plan has been implemented which includes recruitment and referral bonuses for new hires in addition to many other plans.

The St. Francis Valley Healthcare Foundation has recently approved funding to purchase much needed resident equipment for the home. This equipment will be transferrable to the new Valley Manor and we will start by using it in our current home. This equipment includes new mattresses, new wardrobes in resident

rooms, new wheelchairs, new bariatric chairs and new Broda chairs to name a few. Valley Manor is grateful for all of the generous donors in our community which assist us with the purchase of these important items.

The redevelopment planning has been delayed due to the continuous increases in construction costs to redevelop. Small rural, not for profit homes are having the greatest challenge to get the shovel in the ground due to enormous cost escalations. Valley Manor continues to work closely with our MPP John Yakabuski, our advocacy group Advantage Ontario and the MLTC to increase funding once again so that we can bring the redevelopment of Valley Manor to fruition. The plans are in place, the redesign is queued for completion and now we just need to close the funding gap with the assistance of the aforementioned partners.

In November 2023, Valley Manor also welcomed a new Board of Directors. After 25 years serving Valley Manor, Kathy Marion has hung up her hat as Board Chair and Board Director, which has paved way for a natural progression of current and new Board members. Bill Rodnick is our new Board Chair; Annabel Marsh is the Vice Chair and Jill Vermaire is the Secretary/Treasurer. We also welcomed 2 new members who are currently completing the orientation process. Please refer to the Valley Manor website for Board information and updates.

I would like to wish you all a peaceful 2024. I look forward to a prosperous and positive year at Valley Manor which has already proven to be extremely productive already.

Please enjoy this addition of our newsletter.



Staff, residents and the new Valley Manor van participating in the Barry's Bay Christmas parade.



2023 Staff Anniversary Awards Luncheon & Party



New Team Members!

Executive Assistant to our CEO - Jenny Hudder

"I come to the Valley Manor from the Bancroft area. I have been married for 20 years and have 3 wonderful children; ages 13, 17, and 19. My husband's extended family comes from the Barry's Bay and Round Lake areas; his father growing up on a farm in Brudenelle and his mother in Round Lake. So, I am familiar with and love this area.

I have many, many years of management experience in a few different industries but when my youngest was 4 and started school I, myself went back to school to specialize more in Medical Office Administration and Transcription. I also took a few extra courses while there and wound-up graduating with 2 diplomas (one for Office Administration and the one for Medical Office Administration and Transcription), and also gaining my Hospital Ward Clerk and Medical Records Clerk Certifications.

After graduating I worked for an insurance company in administration while looking for something more focused in medical. I eventually landed Administration work in dental and have been in it for 5 years now until coming to join the Valley Manor team.

In my spare time I spend 2/3rds of the year traveling my children around for hockey and love being a Hockey Mom. In the summer months we enjoy fishing and boating as a family among other outdoor activities such as gardening and growing and canning our own vegetables. Our Family of 5 is always busy but I wouldn't have it any other way."

Jenny Hudder - Administrative Assistant



Administrative Coordinator - Lorelei Mayhew

"I moved to the area 3 years ago with my husband. Most of his family is from the Boulter/Maple Leaf area. We have 2 amazing grown sons. One residing in Barry's Bay and the other in Sylvan Lake, Alberta. We originally had a 15-year plan to come to the area, but it seems fate had a different idea, turning our 15-year plan into a whirlwind 5-week plan.

Having a 23-year background in healthcare has proven to be a rewarding experience. I began my career with a PSW Diploma, after 19 years I switched gears earning my Medical Administration Diploma, Human Resources Diploma and am working at my Bachelors of General Studies with a concentration in Administration and Human Resources.

I feel very fortunate to be a part of such a warm and welcoming community. I feel equally fortunate to have become part of the Valley Manor team."

Lorlei Mayhew - Administrative Coordinator



Maintenance Manager - Jamie Graham

My name is James Graham, I moved to the area 37 years ago as it is such a beautiful and peaceful place. I have an amazing spouse, three great kids, and two wonderful grandkids. I enjoy camping at the lake with my family. I also enjoy working at the Valley Manor, as it gives me a sense of giving back to the ones who helped pave the way; which makes it very easy as all the residents and staff are amazing people.

Jamie Graham – Maintenance Manager



Support Services Manager - Andre Renaud

Andre Renaud comes to us from a Culinary Business background. Having worked for the last forty years in the Hospitality Industry, and ten of those specifically in Health & Wellness. Trained at Algonquin College, Andre pursued a career specifically in fast pace, high end restaurants. Giving back to Algonquin College, Andre spent twenty years working at the college managing and teaching culinary programs. Andre is an outdoors person enjoying the wilderness, and listening to music. You can often see him, tending to his Jeep, or working in his Blacksmith shop with the music blaring.

Andre Renaud - Support Services Manager



HR/Finance Coordinator - Kathy Innocente

"I have recently moved to Golden Lake in 2020 having many relatives in the Barry's Bay area. I am a mother of two grown children who live in Kitchener-Waterloo and am a 'fur' mother to three dogs and a cat. I had the pleasure of having a very rewarding career in the Animal Welfare field for more than 30+ years. I had many different roles including Fundraising & Media Relations Manager and was most recently the Director of Operations for one of the largest Humane Societies in Ontario. I obtained a Graduate Certificate in Organization Leadership & Management as well as a diploma in Fundraising.

I love fishing (especially ice fishing), boating and snowmobiling if the winter weather cooperates. I thoroughly enjoy sharing our home with family and friends every chance I get."



Kathy Innocente - HR/Finance Coordinator

Accounting Associate – Allison Kelly

"My name is Allison Kelly, I was born and raised in Renfrew and now live in Eganville with my husband and three young kids. Barry's Bay is a familiar area to me as I spent most summers of my life at our cottage on Round Lake. Before coming to Valley Manor, I spent the majority of my working life as a medical secretary at a family doctor's office in Renfrew as well as with the County of Renfrew with RCVTAC. My kids keep us incredibly busy but if I find myself with any spare time you can usually find me reading a good book. Coming to Valley Manor was a big career change. I pivoted from administration to finance but I can confidently say it's been the most fulfilling job I've ever had. As someone who, before starting here, still wasn't sure how to answer the question "what do you want to be when you grow up?" at twenty something years old, this job made me realize this is exactly what I want to do. I'm incredibly grateful to have been given the chance to work here."



Allison Kelly – Accounting Associate



Infection Prevention and Control (IPAC)

New Valley Manor Furniture



During and after COVID, Infection Prevention and Control (IPAC) guidelines were updated for the better and all equipment, furniture and flooring was ordered to be replaced with wipeable items. We are happy to say our furniture has arrived and looks amazing. The older cloth furniture was replaced with IPAC approved lounge chairs thanks to government pandemic funds. Every resident received a new chair in their room to replace their older cloth one and we have changed out all the couches and chairs around the facility. All of this new furniture will be transferred over to the new Valley Manor when we move forward with the next step of redevelopment. The last of our carpet in the offices, board room and chapel was also removed this month and replaced with IPAC approved flooring, again thanks to government pandemic funds.

Keep an eye out, because new wardrobes, mattresses and some other much needed resident equipment are also on the horizon, that will also follow us to our new Valley Manor location.

Submitted by Jenny Hudder – Administrative Assistant



From our Director of Care – Gail Yantha

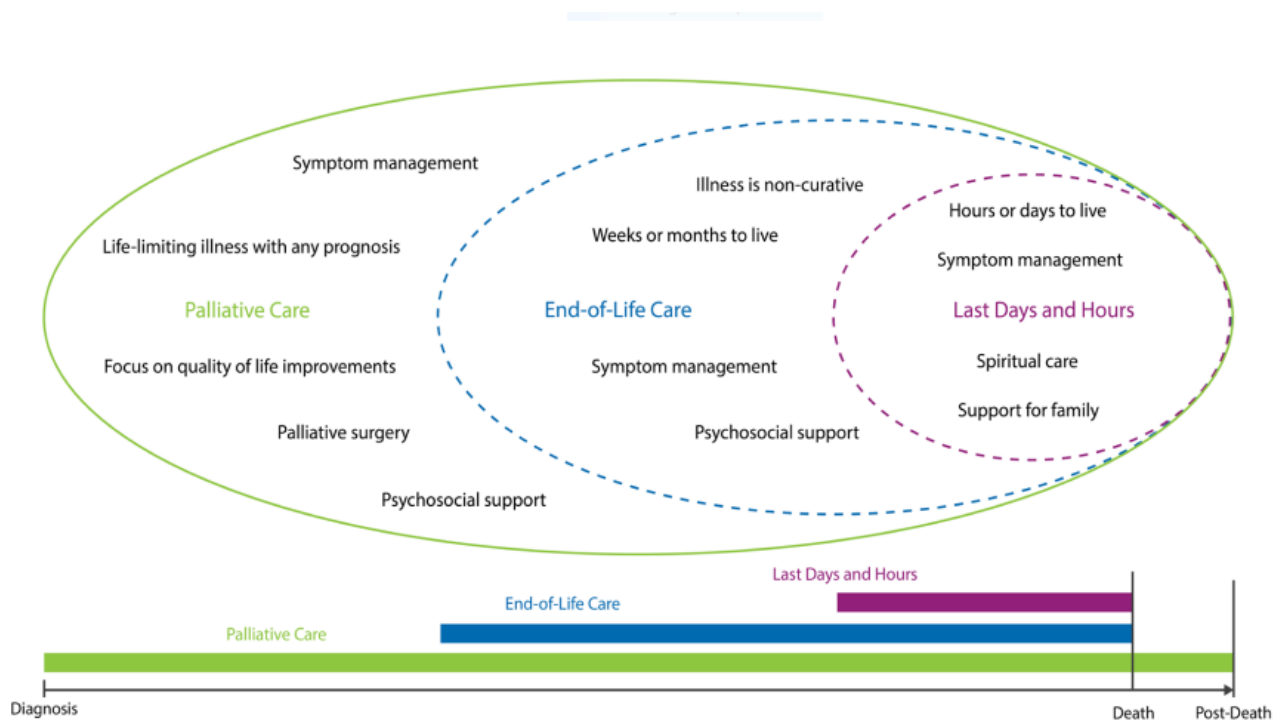
Palliative and “End-of-Life” Care...What’s the Difference?

Palliative Care is an approach that *focuses on improving the quality of life for residents with life-limiting illnesses* and their families in accordance with the resident’s values and preferences. It is the prevention and relief of suffering through early identification, assessment, and treatment of holistic symptoms, including physical, social, psychological, spiritual, and emotional. Palliative care is the approach. The resident is not “palliative”.

End-of-Life Care occurs in the last part of a resident’s life, usually in the last days, weeks, or months of life. It includes helping persons and their families prepare for death, ensuring their comfort and supporting decision-making that is consistent with the person’s prognosis and goals of care.

Palliative care and end-of-life care are often lumped together as one term. It is very important to understand that they are different. Palliative care includes end-of life care, but palliative care is not strictly end-of-life care. It is so much more!

Valley Manor has a multidisciplinary team that embraces the Palliative Approach to improve quality of life for our residents. If you wish to discuss this approach, please reach out to Jason Smith (Program Lead) or Gail Yantha (Director of Care).



A Familiar Face with a New Title

You can most likely identify this familiar, smiling face at Valley Manor. Tara Large has been an employee for 6 years. Tara started out as a part-time unit clerk in the nursing department. She later progressed to the Nursing Administrative Assistant 3 days/week and was assigned to special projects to assist the CEO 2 days/week. With recent retirements and changes in staff, Tara has assumed the role of “Coordinator of Resident & Family Services”. For new residents moving into Valley Manor, the first voice and face they encounter is that of Tara. Tara brings a tremendous amount of energy and enthusiasm to her new role and has a vast amount of knowledge to share with residents, families and staff alike. Please congratulate Tara on her role, and feel free to contact her for information.



From the Desk of our Manager of Recreation & Volunteers

More Positive Changes in the Activities Department

We are very fortunate to announce that since Nov 1st, 2023 we have made some positive changes to the Activities Department. Since Nov 2021, we have had our struggles with working short in our department, as we were unable to fill 2 part-time lines. With some brainstorming, and our present staff being open to change, we have changed our Activity Lines (adding in weekends shifts for all Activity Staff), and hired a 1 New Full-Time Staff, Brayden Mayhew and one Part-Time staff, Christine Wood. You will now see an increase of evening, and weekend programming for all of the residents as well as increase ITAP (1:1 visiting) visiting opportunities.

Handy Helpers Program- New Program Alert

At Valley Manor we try to make many of our Activities, “Home-Style.” From planting a vegetable garden annually, cutting strawberries and beans in the summertime, to our monthly baking programs, we maintain many of our resident’s former abilities and interests in the activities that we program. It was brought to my attention by a family member in May that one of our residents really missed folding laundry, as that was something that she did in her daily routine at home. Manager of Recreation and Volunteers, Lisa Yantha reached out to the past Food Services and Support Manager, Amanda Pinto and asked if this was a program that we could do with our residents. Amanda, agreed that it was a great idea, and we developed and implemented a group every Monday morning, called “Handy Helpers.” At this program, we model to the residents, how the Laundry Department would like the towels folded, and then it is GO-



TIME!! You can tell our residents are experienced; they are able to fold two large bags of towels in 20 min! It is what people would call a win-win program.

The Laundry Department is very grateful for the help that they receive from our residents, and the residents feel valued and accomplished for the work that they completed! Our program started off with approx. 5 residents and has now increased to 10 residents.



~ Reminder for all families, friends, caregivers to join the Family Portal in Activity Pro. Please reach out to Lisa Yantha at 613-756-2643 ext. 225 if you need a password sent. ~

Submitted by Lisa Yantha, Manager of Recreation & Volunteers

Let's Meet Brayden and Christine from Activities

“Hello everyone! My name is Brayden Mayhew, and I’m excited to be part of the Valley Manor’s Activity Department!

I grew up in Peterborough, Ontario, and moved to Barry’s Bay in June 2022, while studying to become a PSW. After achieving my diploma, I made a career switch to become a recreational aide, and I haven’t looked back!

I love music, and I sing and play multiple instruments. I also love performing and getting to stand in front of an audience. I’m looking forward to all the fun activities we have planned for the residents in the coming months.

Once again, I’m very excited to be part of the awesome team here at the Valley Manor. If you see me around, don’t be afraid to approach me and say hi!” - Brayden Mayhew



I was born and raised in Prince Edward County, where I worked in a Long-Term Care facility for eighteen years. In 2007 I moved to Maple Leaf and purchased the Maple Leaf Store, to be closer to my family who reside in Maple Leaf. Looking forward to re-engaging my past skills at The Valley Manor. - Christine Wood



From St. Francis Valley Healthcare Foundation

The foundation stopped in the other day to recognize one of our own with her very own Angel Wings, and this is what they had to say:

Congratulations to Lorilei Mayhew on being nominated for her Guardian Angel pin!

She was nominated by an anonymous donor who recognized Lorilei's overall dedication to the Valley Manor team.

"Valley Manor recently went through a challenging time with an outbreak in December and a shortage of staff in the clinical and administrative departments," the donor said. "During these challenges, Lorilei can be defined as the glue that held the departments together. She filled in wherever needed. She did it with a smile and without hesitation."

From assisting with feeding residents to administration roles, Lorilei truly has been an angel at the manor.

"She is a breath of fresh air to walk in and see at the front office. She is always smiling, helping the residents and has such a calm demeanor. Her positivity is infectious and is truly needed here at the Manor," the donor said. "Lorilei even has a little resident fan club that comes to the front office just to see her and her warm smile. That speaks volumes right there."



The Guardian Angel program allows you the opportunity to show your appreciation for exceptional and compassionate care in a meaningful way that helps us change and save lives by ensuring our caregivers have the equipment and facilities they need to provide you with the best possible care.

For more information, call 613-756-3045 ext. 217 or visit www.sfvhfoundation.com/donate/guardian-angels/

CMI – Case Mix Index - UPDATE

Submitted by Brandi Dombroskie, RAI-MDS Coordinator

For reference, the Case Mix Index is the numeric value (also known as CMI weight) assigned to a long-term care home and is used as a measure of the average care requirements of residents in that long-term care home. It is reflective of the relative resources predicted to provide care to a resident. A higher

CMI means that such facility treated a significant number of resource-intensive patients which in turn results in a higher reimbursement rate for that facility.

Our current CMI for the 2023 2nd quarter (July, August, September) was 1.2. The Valley Manor CMI remains above the regional (Champlain LHIN) and provincial averages. The average CMI for the region is

1.11 while the average for the province is 1.14.

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

