



## **Valley Manor** *Matters*

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

### ***A MESSAGE FROM THE CEO ~ Trisha DesLaurier***

Spring is in the air, Easter has come and gone and Mother's Day is around the corner! We're reflecting on the positive first quarter that Valley Manor has had so far and we look forward to so much more positive to come.

Now that winter is behind us (fingers crossed), we can look back and reflect with a sense of accomplishment and pride. So much has been completed to date. New flooring, New IPAC approved furniture throughout the building, new therapeutic mattresses, new Broda chairs, new bariatric furniture throughout the facility, robotic therapy pets and babies and new slings for our lifts. These new additions are courtesy of the final pandemic funding combined with donations from the St. Francis Valley Healthcare Foundation donors from the community. We are extremely grateful.

Spring is a time for a fresh start and renewal and this is exactly what we are doing. We are very pleased to announce that we have made great strides in improving our staffing pool post pandemic. As you are all aware, the pandemic created quite a blow to healthcare throughout the province; especially in long term care. This left us with extreme staffing challenges and no choice but to utilize agency staff to fill our staffing gaps to ensure safe care to our residents. I am very pleased to say that we can now staff the facility with our own Valley Manor staff the majority of the time. We have had a very successful hiring campaign and have filled many empty lines. We continue to utilize some Agency employees as a back up plan to ensure that we always have coverage, however, we are more than pleased with the progress to date. I cannot thank the HR and leadership teams enough for their hard work with recruitment, interviewing and training. A special thank you also goes out to our current front-line staff who assist with training our new hires.

We have recently been approved by Summer Jobs Ontario for 2 summer hires which we are thrilled about. This is an excellent incentive paid for by the Government which assists us with staffing while training a student in the field of healthcare. We cannot wait to get them on board.

Through a political lens, the new 2024 Provincial Budget was passed at the end of March and the advocacy of our Association Advantage Ontario was heard! The budget included important investments aimed directly at the priority needs of long-term care homes, including staffing, resident

care and getting more homes built and redeveloped to serve our aging population. Long-term care is facing significant financial pressures and I am extremely pleased that government has recognized those needs and responded to them in this budget. This is good news for Valley Manor and long-term care as a whole.

What does this mean for our redevelopment project? The provincial government has announced that it will invest \$155 million in 2024-25 to fast-track construction of the next tranche of new and existing long-term care beds. This investment will provide a time-limited supplementary top-up funding of \$35 to the base per diem of the construction funding policy. Eligible, not-for-profit long-term care homes will be able to convert up to \$15 in upfront equity. Non-municipal, not-for-profit long-term care homes continue to benefit from the existing Loan Guarantee Program to receive support for their project financing.

Long-term care homes must receive approval to construct before November 30, 2024, to receive supplementary funding. This will assist Valley Manor further to close the escalating financial gap to construct. Additionally, the overhaul of the Ontario Infrastructure Bank has been renamed the Building Ontario Fund. The fund continues to make progress as it establishes a governance framework and builds out the organization, including recruitment of the chief executive officer.

On the horizon, we look forward to hosting the popular Rock A Thon in June which is put on by St. Francis Valley Healthcare Foundation and a great volunteer team from the Manor and community. This takes place right in the Courtyard. Mothers Day celebrations and visiting will take place on Mother's Day. Details are currently in progress.

We will be holding our yearly Memorial Service on May 31<sup>st</sup> this year. Families will receive an invitation for this beautiful time of reflection and remembrance of our residents who are no longer with us.

The Valley Manor Annual General Meeting is set for late June. Exact date to be confirmed soon.

We thank you all for your part in the Valley Manor journey.





The Royal Canadian Legion~ Barry's Bay presented a cheque to The St. Francis Valley Healthcare Foundation to purchase equipment for resident and patients needs. These recent funds received enabled Valley Manor to purchase therapeutic mattresses for our residents.



Our Administrative Coordinator, Lorlei's, attendance recently at several job fairs in the region has brought in stacks of resumes for our ongoing recruitment effort.



## Acting HR and Finance Co-Ordinator

Kathy Innocente

### Valley Manor Recruitment

Recruitment challenges continue to plague long term care agencies. In an effort to meet these challenges head on Valley Manor Long Term Care recently implemented a **Referral and Sign on Incentive** pilot project for the 2024 year. This new project encourages staff to participate in the recruitment of new staff in all departments as well incentivize those that are considering joining the Manor. Since the inception of the pilot project, we have seen an uptake in the number of resumes received and have been successful in filling a number of roles. The first quarter of 2024 we interviewed 25 potential candidates which resulted in successfully hiring a total of 8 new staff in administration, nursing and activities. The 2024 year promises to be bright as we work towards a full contingent of staff in all departments.

*Succession Planning & Anticipatory Staffing*

UP  
TO **\$2,000**

**SIGN-ON BONUS**

HEALTH

VISION

DENTAL

PENSION/RRSP

EMPLOYEE ASSISTANCE  
PROGRAM

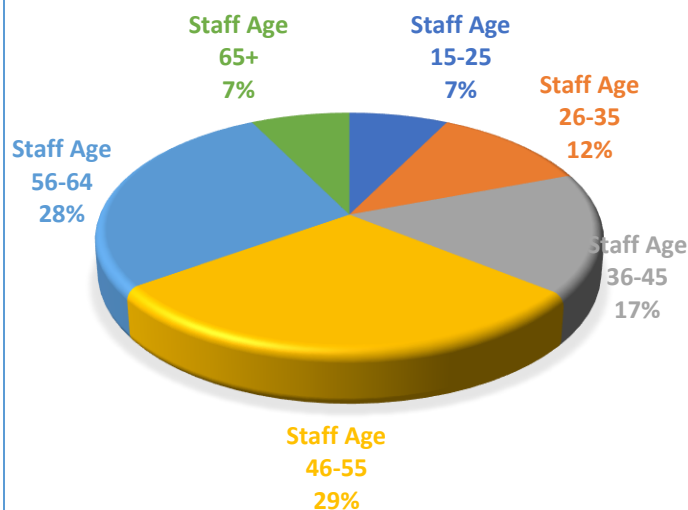
EDUCATION ASSISTANCE

MONTHLY EMPLOYEE  
INCENTIVE

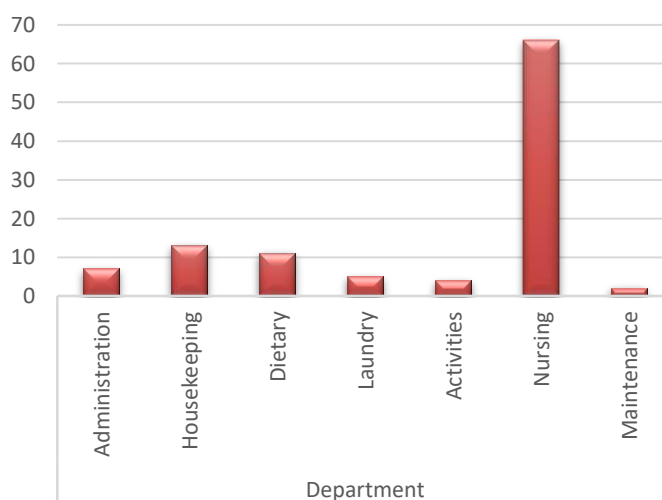
FREE PARKING

### Staff Facts. Did you know?

#### AGE OF STAFF



#### Number of Staff by Department





## Director of Care

Gail Yantha



# Practicing Cultural Humility in Palliative Care

**Cultural humility** is a mindset that can help us provide culturally safe care to our most vulnerable long-term care residents. It can also guide our approach to interprofessional collaboration.

The three pillars of cultural humility are **Curiosity, Consultation, and Commitment**.

## PILLAR #1=Curiosity

**Practicing curiosity means withholding judgement, asking curious questions, and thinking of ways to meet residents' cultural needs.**

You can practice curiosity any time. Approach others with curiosity when you're responding to a problem or situation, when you're discovering the root causes of a problem, and when you're coming up with solutions.

Instead of relying on stereotypes or trying to explain someone's choices or behaviours yourself, try asking a curious question. Try asking questions from the **ABCDs of cultural curiosity:**

**Attitude** – How are you feeling about your experience here? What does your physical condition mean to you? What are your healing practices? What might help you to feel better or to heal?

**Beliefs** – What are your religious or spiritual beliefs? How can we support your needs and practices? What resources can we use to better understand your religion/culture?

**Context** – Tell me about your life before moving here. Are there important times in your life that can help us understand you better?

**Decision- Making** – How are decisions made in your family? Who should we talk to in your family or in your community about your care?

## PILLAR #2 - Consultation

**To meet cultural needs, we must widen the decision-making circle. We can consult more deeply with residents, their families and support persons, members of our interprofessional team, and the broader community.**

Consultation often requires bravery and creativity. In *your* role, you can look for opportunities to incorporate the perspectives of:

- Residents themselves (through an interpreter, if needed)
- Friends, family members, and support persons
- Other members of the interprofessional team
- Other members of the cultural community (e.g. other residents, volunteers, or staff with a shared culture)
- Religious or traditional healers or teachers
- Cultural, religious, or community organizations

### PILLAR #3 - Commitment

**Commitment means making ourselves accountable to providing culturally safe care in our own spheres of influence. Each member of the interprofessional team has a responsibility that matches their level of decision-making power.**

Each person must commit to providing culturally safe care in a way that reflects their own role and their sphere of influence. Using the prompts below, see if you can commit to specific actions that are within your sphere of influence.

*The Interprofessional (interdisciplinary team) includes ALL OF US, despite our designation or role. It is each of our responsibilities to ensure that every resident living at Valley Manor receives the very best care possible. Cultural respect is always an expectation. I challenge each of us to examine our own biases, thoughts, and judgements. I ask that each of us are open to curiosity and engage our residents or their POAs in conversations that will help us to provide person-centred care. We need to understand what our residents are telling us, and to ensure that residents (POAs) understand what we are communicating to them.*

The following chart provides an opportunity for reflection. I trust that all team members will take an opportunity to consider what we do well, and what we could do better.

Direct-care team members and allied health professionals	Medical professionals	Leadership team	Me
I commit to giving extra time, care, and conversation to those whose culture does not match the LTC environment.	When I make any medical care decisions, it's my responsibility to ensure that I understand the person's cultural context.	I ensure that the LTC environment provides enough time and resources for the provision of equitable care and the consideration of cultural needs and preferences.	While carrying out my job, it's my responsibility to...
I can stay curious about the cultural causes of withdrawal or isolation, declining mental health, or changes to eating habits.	I can include the perspectives and insights of family members and other support persons, members of the interprofessional team and, when warranted, other members of a cultural community.	I can facilitate cultural care elements like dietary accommodation, interpretation services, and culturally appropriate staffing.	(What would you complete this sentence with?)
When I learn about someone's cultural identity, I can do my best to meet their cultural needs and to honour their preferences. I can communicate what I learn with others and follow-up.	I am responsible for making care decisions that align with people's own interpretations of health, healing, wellbeing, dignity and death.	I can ensure that cultural care is supported by processes, policies, monitoring and feedback mechanisms, and community consultation.	





## ***Manager of Recreation and Volunteers***

Lisa Yantha

### **Activities - Upcoming Events**

**Volunteer Appreciation Event- May 30<sup>th</sup>, 2024(Legion)** - We will be honoring and providing a catered lunch for our wonderful, dedicated volunteers that assist in a variety of ways at Valley Manor. **YOU ARE ALL APPRECIATED!**

**Annual Memorial Service – May 31<sup>st</sup>, 2024-** This year our Memorial Service will be held on Friday, May 31st, 2023 at 10:00 a.m. Each year, we hold a special Memorial Service and gather to remember all residents who have passed away. We will be remembering all Valley Manor residents who passed away from March 1, 2023 to March 31<sup>st</sup>, 2024.

**Rock a Thon - June 21<sup>st</sup>, 2024 - Join our Third-Annual RockAthon!** Enter individually or as a team and rock for a Rocking Good Cause! This year, proceeds from the RockAthon will help support the needs of local healthcare, including much needed equipment at the Valley Manor long term care home such as patient lifts, mattresses, resident wardrobes, and more. To register, call Lisa Yantha at the Valley Manor at 613-756-2643 ext. 225 or Christine at the St. Francis Valley Healthcare Foundation at 613-756-3045 ext. 217.

# ***SAVE THE DATE***

## ***JUNE 21, 2024***



***Sign up for a rocking good cause!***

## ***Nursing and Continuous Quality Improvement Co-ordinator***

**Chantel Brown**

The 2024/25 Quality Improvement initiatives that the home will be focusing on continuing to embrace the home's Strategic Plan 2022-2027 and build upon the foundation values of Integrity, Transparency, Leadership, Workplace Satisfaction, and Compassion. Valley Manor's Quality Improvement initiatives continue to be developed with the voice of our residents and their family members/POA's/SDM's, the Continuous Quality Improvement Committee, the Board of Directors, the staff, and other key stakeholders in effort to attain and sustain provincial benchmarks for long-term care and to improve the experience of the resident.

Valley Manor has chosen to continue to focus on Access and Flow acknowledging the rapidly increasing complexity, acuity, and unpredictability of our resident's health. At present our homes performance is 27.36% which is above the provincial average of 21%. From October 1, 2022 to September 30, 2023 (Q3 to the end of the following Q2), 39 transfers from the home to the Emergency Department occurred. Of these 39 transfers to the Emergency Department, repeated visits from some of the residents highlights the complexity of caring for our resident population. 8 residents had 2 or more visits to the Emergency Department during this time frame. Valley Manor will implement change ideas in effort to reduce the Emergency Department visits. Change ideas include the creation and implementation of an SBAR transfer checklist for Registered Nurses, Active collaboration with the Medical Director, CEO, DOC, and Lead of the Continuous Quality Improvement Committee, and improved awareness to residents and their SDM's on treatments that can be provided within the home.

Valley Manor will also implement change ideas to improve the residents experience, and the home acknowledges that residents who have positive experiences often have better health outcomes. With the implementation of an online resident and family satisfaction survey the home received feedback from 48% of the resident population, compared to 7% last year, leading to measurable improvement. The home plans to build on this invaluable tool for positive change within the home and ongoing improved outcomes by implementing change ideas that ensure the voice of the residents are heard. Actions plans have been created based on the results of the survey for improvement in services. These actions plans have been provided to the Residents and Family Councils and posted in the home to address areas that fell short of 75%.

This year Valley Manor will also be focusing on the homes Vision statement, "Cultivating a diverse home where all are welcome and respected", by implementing change ideas that support equity, diversity, inclusion, and anti-racism.

Valley Manor is also choosing to focus on resident safety and will be implementing change ideas to improve our current performance for the % of LTC home residents who fell in the 30 days leading up to their assessment. The home recognizes that falls can be life-changing for our residents, and can also lead to death. Falls prevention is a priority indicator for our home to ensure that the resident experience is positive and that strategies to reduce or mitigate falls are in place.

**SEE GRAPH AND CHART ON NEXT PAGE**



Valley Manor Inc.

PI Net ID:

Function Indicator: No

Year	JAN	FEB	MARCH	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	Avg	Min	Max	Total
2020	1.0	2.0	1.0	0.0	2.0	2.0	3.0	1.0	0.0	1.0	0.0	3.0	1.33	0.0	3.0	16.0
2021	6.0	4.0	1.0	2.0	5.0	3.0	4.0	3.0	2.0	5.0	2.0	4.0	3.42	1.0	6.0	41.0
2022	3.0	5.0	1.0	3.0	3.0	2.0	2.0	2.0	1.0	0.0	2.0	1.0	2.08	0.0	5.0	25.0
2023	3.0	4.0	3.0	2.0	5.0	12.0	2.0	1.0	4.0	4.0	4.0	9.0	4.42	1.0	12.0	53.0
2024	0.0	5.0	0.0	---	---	---	---	---	---	---	---	---	1.67	0.0	5.0	5.0

