



Valley Manor

Matters

The Newsletter of Valley Manor · Barry's Bay, ON · April 2020

A MESSAGE FROM THE CEO – Trisha Sammon

As I was halfway through my original article for our spring 2020 newsletter, I realized that the direction of my letter was going to change due to the rapid movement of COVID-19 in the country and the current pandemic. Therefore, I deleted my entire original letter and started over with this letter.

The COVID-19 pandemic has brought the world to a halt and we have had to shift our directions to focus on keeping everybody well and healthy, from children to seniors.

Valley Manor's main focus right now is to follow all of the Ministry of Health & Public Health directives that pertain to the prevention and spread of COVID-19.

I want to comfort everyone that we are doing our very best to protect our staff and residents at this volatile time.

Every change in protocol that has been put in place is for your safety and protection.

In addition to providing excellent care, we want to ensure that we are providing excellent communication to our residents and families, therefore we have put many systems in place to make sure that you and your loved ones are kept up to date.

- We have been providing weekly communications to the families via email and posting on our website.
- We are providing resident council updates weekly via newsletter for our residents.
- We provide a daily memo to all of our staff and Board members.
- In this newsletter, I am including a letter from Valley Manor's Medical Director Dr. Jason Malinowski to address the COVID-19 pandemic.

Please do not hesitate to contact Dr. Malinowski or myself during this uncertain time.

Your comfort and the comfort & safety of your loved one is paramount and we are here to support you in any way that we are able to.

Thank you, stay healthy and God bless.

**FROM THE DESK OF
DR. JASON MALINOWSKI
Medical Director
Valley Manor Long-term Care Home
Barry's Bay, Ontario**

March 31, 2020

Dear Residents and Families of Valley Manor long-term care home.

I am writing to you today as the Medical Director for our home. As I'm sure you're aware, this is a unique time for all of us in healthcare, all around the world. This is also a scary time for everyone, with lots of uncertainty about the future. I wanted to touch base with you, to let you know that we are concerned about how the next few weeks and months are going to unfold, and how we are preparing.

By now, you are aware of the screening process at the front door for symptoms and signs of the COVID-19 infection. This is for all staff, as visiting has been canceled, except for compassionate / end-of-life situations. We know screening is not perfect, but it can help reduce the risk of COVID-19 entering our home.

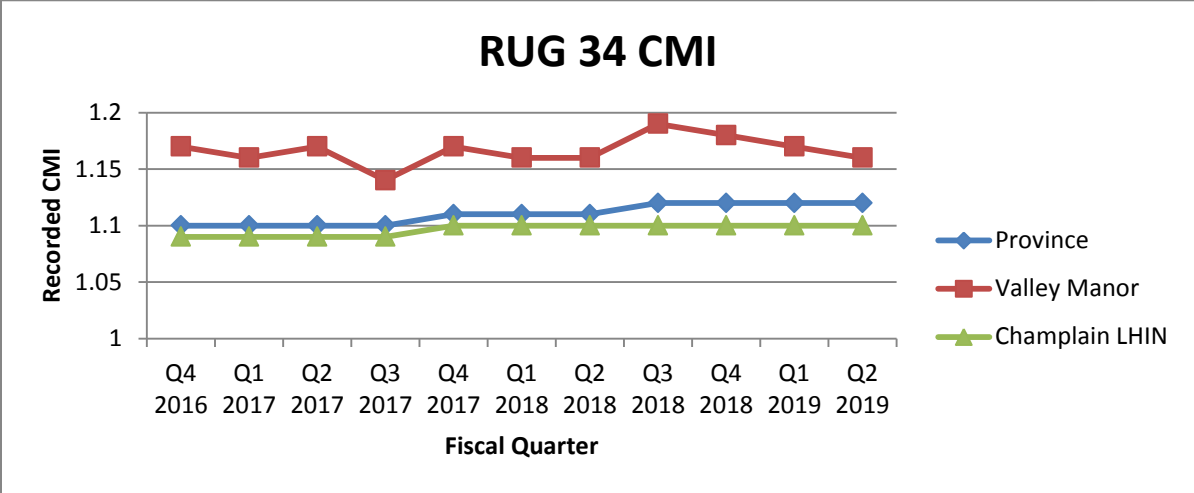
To help prevent infection from spreading in our community, the doctors of Valley Manor have decided to work remotely, through the phone or other electronic means to look after residents. We have a high level of trust in the nursing staff at Valley Manor, to relay any information or concerns to us regarding resident care. From time to time, it may be necessary for one of our doctors to physically assess a resident on-site. We are developing a process where one doctor will be available for on-site assessments when needed. This doctor will not also work in the hospital ER, which is a higher-risk area for infections. It is our hope that separating the doctors into higher-risk and lower-risk locations reduces the spread of serious infection throughout our community.

Sometimes, despite good screening and other measures, residents do contract infectious diseases like COVID-19. You probably have read about various retirement and nursing homes who have serious outbreaks leading to severe illness and death. Obviously, we are trying to prevent such a situation from happening at Valley Manor, but we need to be prepared if it does. It is my sincerest hope that you have had a good discussion with your family about your, or their, goals of care at the end of life. It appears from the data that the survival rate from COVID rapidly goes down as the age of patients goes up. Many older people, even if artificially ventilated (on a breathing machine) because of respiratory failure, do not survive.

I realize that many of our residents have already elected to not be resuscitated in the case of cardiac or pulmonary arrest (a "DNR" category). Of course, we would still provide maximum comfort care for them as they are nearing the end-of-life. All our physicians are well-versed in comfort care measures, and as a Palliative Care specialist myself, I am available as a resource to our physicians if they have questions about end-of-life care. All these measures can be provided at Valley Manor, in your family member's familiar surroundings, among staff whom they know.

I know our excellent staff at Valley Manor cares deeply for all our residents, and we are taking steps to reduce their risk from the COVID-19 virus. We understand the hardship on the residents that not allowing visitation has caused, but we need to be vigilant to preserve the health of both the residents and staff during this worldwide crisis. Please be reassured that we have the ability to provide excellent comfort care to reduce suffering at the end-of-life, if that situation comes to pass for any of our residents. Together, we can work together to provide the best care for our residents, despite the threats that exist outside our doors.

CMI – Case Mix Index - UPDATE



RUG 34 CMI is the RUG group based upon the RUG groupings and coding of our residents. Our CMI (Case Mix Index) has been above the province and LIHN consistently since 2016 Quarter 4 and even prior. Case Mix Index (CMI) – is a numeric value assigned to a Long Term Care home and is used as a measure of the average care requirements of residents in the long-term care home. Increasing the CMI hinges on having clinical documentation that accurately reflects the severity level of patients' conditions. A higher CMI indicates a more complex and resource-intensive case load.

Another Change in Valley Manor:



My name is Colleen Kobyłka and I am the new RAI Coordinator, replacing long-time employee, Rachel Stamplicoski, who is enjoying a well-deserved retirement after 39 years.

And now a little bit about myself:

My husband and I had purchased a property on Kamaniskeg Lake in November 2013 to enjoy for our retirement years. We previously lived in the country just outside of St Catherine's, Ontario and would come to Barry's Bay for several years prior every summer, camping at the Easy Living Campground on Chippawa Road and fell in love with the area.

I moved to Barry's Bay in September of 2014, after retiring from my job as a RAI Coordinator and Documentation Lead at the Woodlands of Sunset in Welland Ontario, where I worked for over 5 years in that role. The Woodlands of Sunset was one of the seven Regional Homes in the Niagara Region. I began the role of RAI Coordinator in one of the first homes in the province to implement RAI MDS Documentation as part of its funding and then assisted all my fellow Regional Homes into the process over the next few years. Prior to working as a RAI Coordinator, I worked as a Full time RPN on the floor for over 17 years and prior to that as a Full time HCA for over 10 years.

After moving to this beautiful area, my husband and I have been fortunate to meet so many wonderful people and have developed several friendships in the area; making our move here such a positive one. I started working at the Valley Manor in December of 2014, as a Part-time RPN and have enjoyed being part of this facility; working with such friendly, caring and dedicated staff. I am hoping to maintain our current CMI and continue with the goal of excellence in documentation and resident quality care as the legacy left behind by my colleague; Rachel.

Activities

Submitted by Lisa Yantha, Activities Director

“ The Best Classroom in the world is at the feet of an elderly person.”~ Andy Rooney

If you’ve ever sat down with a grandparent, an older mentor, or just an elderly friend, you know this quote to be true. They have endless amounts of wisdom to offer and hundreds of stories to share.

We are very excited to announce that we are now integrating intergenerational programming regularly in our monthly Activity Schedule here at Valley Manor. Singing, laughter, smiling and positive interactions between our youth and seniors are some things that you would observe if you were to attend one of these programs. With the support from our wonderful community we are lucky to have children ranging from 2 years of age to 12 years coming in each month to visit our residents and assisting them in a variety of ways. Buddy Visits, Bowling, Buddy Bingo, Arts/Crafts, Balloon Toss, Bean Bags, Parachute Games, are just a few of the programs that we have begun to implement. We would like to thank Kidz Kastle Daycare, and St. John Bosco School for being enthusiastic about these programs and we are excited for more opportunities to come.

Benefits of Intergenerational Programs

- Implementing intergenerational programs will provide a more positive, happier and healthier environment for everyone—the residents, and even staff!
- Mental and emotional health. Seniors who participate in intergenerational programs report more happiness and satisfaction with their situation. Not only do they value the positive companionship and interactions with children, but the programs often help seniors feel valued.
- Seniors provide a positive connection for our youth and often are strong role models for children to look up to and admire. Students often connect with the residents and form bonds that are very valuable to them throughout their lives.
- Spending quality time with seniors means young individuals get a chance to learn about life through a different light. They gain a better understanding of aging. Often younger elementary-aged kids are shy or scared around seniors at first, because they aren’t familiar with medical needs like oxygen or wheelchairs/walkers. Seeing that seniors are friends to value and respect will help the children become better adapt at interacting with all types of people throughout their lives.



Changes to the Dining Experience

Submitted by Amanda Pinto, Support Services Manager

Tis the seasons of change and as we move through our redevelopment process we keep in mind the Valley Manor Mission statement “Valley Manor will provide excellent quality living for those needing long term care”. This statement is what our organization strives to deliver each day for our residents.

In July of 2019 we made the decision to move forward with a one sitting meal time. Thus coinciding with our mission statement to provide the best quality living, allowing all our residents to come together and enjoy their meals at the same time. Residents are no longer segregated to a first and second meal time creating a sense of equality. Meals are now provided in a relaxed, skilled, and unhurried manner. The meal process generally takes 45 minutes to 1 hour in order to promote residents’ enjoyment, safety, comfort, independence, and dignity while eating and drinking. This change allows for more flexible dining as it allows for a longer time frame for meal service for residents that require it. Residents are no longer rushed to complete their meal and move from their table to accommodate residents coming for the second sitting meal.

This change like most was difficult at first but the staff at Valley Manor are a strong and dedicated bunch. They accepted this challenge and worked together to create our one sitting meal time. The management team recognizes that with redevelopment staff and residents will experience a great deal of change, they will need to adapt to a new environment as well as new ways of performing daily tasks. To alleviate the pressures of many of the changes at once we are working towards developing these changes a little at a time in our old home before moving into our new home. In the creation of the one sitting meal model a second dining room was established in the Fireplace Lounge, equipment purchased and new routines created for nursing and dietary staff working together to provide a pleasurable dining experience for our residents daily at each meal.

Moving from a two sitting meal time that absorbed approximately 2 1/2 to 3 hours a meal time to a one sitting meal that generally takes 1 to 1 ½ hours has allowed residents more activity time, it allows the staff more time working with the residents on the floor, meals are more consistent for taste and texture since food no longer sits in steam tables for the 2 ½ to 3 hours holding through two separate sittings, these are just a few of the reasons for this change.

Valley Manor will continue to perfect our meal service making improvements as we learn and adapt to this change, we strive for efficiency as well as a more pleasurable dining experience for the staff and residents. Without the hard work of all the Valley Manor staff change would be impossible, so as we work together towards living our mission statement and making positive changes such as the one sitting meal time at our facility I want to extend a big thank you for doing all you do every day for our residents their families and your co-workers. I am proud to be part of the Valley Manor Family and look forward to growing together in a resident centered care environment we are creating.

Fireplace Lounge Dining Room



Main Dining Room



Palliative and End-of-Life Care

Submitted by Gail Yantha and Michele Franklin

There is often a lack of understanding between these two types of care. While concepts are similar, it is important to know they are not the same.

Palliative Care	End-of-Life Care
Care provided for those living with (or at risk of developing) a life-threatening illness	Care provided specifically in the last weeks and days of life
Not restricted to the last months of life	Often connected with hospice and palliative care facilities

Palliative care is the broad approach to providing comfort and dignity for residents and families who are living with, or at risk of developing, a life-threatening illness. The goal is to improve the quality of life for these residents through the prevention and relief of suffering. This is attained by means of early identification and excellent assessment and treatment of pain and other problems. The approach considers all problems including the physical, psychosocial and spiritual realms.

You will notice much more discussion about palliative care, end-of-life wishes, goals of care, treatment choices and other ethical issues. You will hear conversations about Advance Care Planning and the role of the Substitute Decision-Maker. You will understand what “Do Not Resuscitate” means, and you will have many questions answered. Topics such as End-of-Life Hydration and tube feeding may be discussed. If you have a “What if...” question, feel free to open the discussion with our Program Lead.

Michele Franklin, RN, will be performing standardized assessments and will be having very interactive discussions with our residents and their POA(s) during scheduled care conferences. Michele will also have information to share for those who are interested.

Valley Manor provides excellent palliative care as well as excellent end-of-life care to the residents who make Valley Manor their Home.

