



Dufferin Oaks Family Resident Newsletter Fall/Winter 2016



Family Meetings – October 19th, 2016

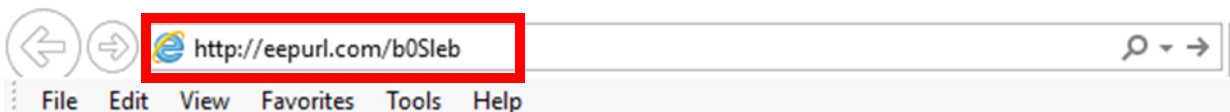
Thanks to everyone who was able to attend our family resident meetings on Wednesday October 19th at 2 and 7 pm. Topics discussed are highlighted throughout this newsletter.

Sign up for Email Notifications

Just a reminder that we have a new way to keep updated on events and general information from Dufferin Oaks. Sign up to our email subscriber list and have emails sent directly to your inbox. We send out notices of upcoming events and important information as well as links to the latest newsletters and calendars as they are posted.



You are in charge of your own subscription so you can unsubscribe or change your email any time you like. To sign up, just type this into your internet web browser:



Or, there are a couple links you can use to sign up in the Dufferin Oaks section of our website (www.dufferincounty.ca): One is right below the activity calendar and newsletter postings and the other is at the very bottom in the blue shaded area with the Dufferin Oaks contact and address information. If you have any questions please contact our Office Manager, Diane Whitten-Franks, ext. 5239.

Clothing

With the colder weather approaching, families will be bringing in fall clothing for their loved one. Also, with Christmas around the corner, many gifts of clothing will be bought. We ask you to help us by ensuring that all new articles of clothing be forwarded to our laundry for labelling. Just take these articles to the Front Desk or Nursing Station with the resident's name and we will have them labelled and returned to your family member as soon as possible.

If you do have an article of clothing go missing, please contact Belinda Zeggil - our Housekeeping Laundry Manager- at ext. 5248 and we will initiate a search for the item. We do have a lost and found cart with many items of clothing that are looking for their rightful owner.

In addition, we remind all families that our laundry washes over 600,000 pounds of laundry in large institutional machines every year. Please remember to bring only fabric friendly clothing that can be washed in our institutional machines. Any hand wash, dry clean, wool or delicate articles will be damaged or destroyed. Thank you for your assistance and co-operation.

Food Services Update

The department has been very busy these past few months. During the summer we held weekly barbeques with several of them outside with weather permitting in our beautiful courtyard. We are also in the midst of installing 2 new steam kettles in the kitchen and, later this month, we will be hosting some resident tours in the kitchen and laundry.

Mark your calendars for the Resident & Family Christmas tea that will be held December 3rd in the Resident Home areas. You are welcome to drop in at any time between 2:00 -3:30 pm. Invitations are being mailed out shortly. Please RSVP to Mary Teeter at ext. 5230 by November 28th with the number of family members attending so we can ensure adequate treats are available. There will be a 4-person per resident limit once again this year.

On the same day as our Annual Tea, our Palliative Care Team will be hosting the 3rd annual “*With These Hands*” craft sale in the Front Lounge. Please visit the booths and maybe you can pick up some great gift ideas for the holiday season.

Accreditation

In early winter 2017, Dufferin Oaks will be going through the accreditation process with CARF - an organization specializing in healthcare accreditation. Accreditation is the process of comparing our organization to a set of international standards and then implementing quality improvement plans based upon recommendations that we receive from our surveyors. It is a resident focused process that concentrates primarily on our residents’ quality of life. One tip that has been passed along to us is that the surveyors love to hear stories – in particular, the stories that illustrate what our staff and volunteers have done to improve the quality of life for our residents. We would appreciate families and residents input in compiling these stories so we can include them in our collection that we will be sharing with the site

surveyors during their visit. If you have a story you wish to share, please fill out an “Our Stories” form which are kept at the front desk.

Flu Season

With the coming of colder weather, flu season is around the corner!! The Registered Staff will be starting to administer the flu vaccine to the residents and staff in early November.

For general infection control, as a visitor, you can prevent the spread of virus in the home by using the hand sanitizers located throughout the home when entering and leaving the home. Residents can use the sanitizers when leaving or returning back their room and when entering and leaving the dining room.

We have strict criteria for reporting outbreaks to Public Health. If 2 or more residents within 24 hours in one home area experience 2 or more cold symptoms (runny nose, cough, fever or sore throat) or vomiting, fever, diarrhea, Public Health must be notified. Once Public Health declares an outbreak in the home, we follow Public Health’s recommendations. If an outbreak is declared by Public Health, the home will post signs at the front door, outside the public elevators, inside the public elevator and on the home area doors with the listed control measures. As a visitor it is so important that you follow the control measures to prevent the spread of the virus.

To protect residents, we encourage all family members to have the flu shot. We also ask that you refrain from visiting when you are unwell. If Public Health declares an outbreak in a portion of or the entire home, they usually do not ban visitors completely. Generally, you can visit your relative or friend but are asked not to mingle with other residents.



Resident Family Opinion Survey

Ever year prior to Christmas, we mail out our annual Resident Family Survey after it is reviewed by our Family and Residents’ Councils. We hope that you will please take a few minutes to complete the survey. The results will be collated and communicated in the next family newsletter. Thank you in advance - your feedback is important to us!

Nursing Update

The nursing department has been busy making some changes to improve the quality of life for our residents. We have begun a trial of “purposeful rounding” on our 2nd floor. Purposeful rounding is a technique to try and catch resident needs before they become a need. We have also made some changes for computer locations of our RPN’s on the nursing stations to help improve visibility to our residents and families. We are hoping to spread this to the other areas of the home shortly. Another change we made is to help reduce noise on the units by having call bells ring to the nursing staff’s portable phones and the nursing stations instead of overhead. The room indicator lights still flash in the hall but the result had been positive in terms of reducing the overall noise on the unit for the quality of life for our residents.

Ministry Inspection

Dufferin Oaks has just completed its 3rd annual RQI (Resident Quality Inspection) by the Ministry of Health. We had 2 inspectors in our home over a 2 week period. They spoke with residents, families, staff and reviewed policies and documentation. This is a thorough process and we will be receiving our public copy of our report shortly. Based on the report, we will be making changes to our procedures and policies to ensure we are providing the best care possible. This type of inspection process is a regular yearly event for all long term care homes in the province.



Resident and Family Christmas Tea

Mark your calendars for the Resident & Family Christmas Tea that will be held Saturday December 3rd in the Resident Home areas. This year, the tea will be from 2-3:30pm. Invitations are included with this newsletter. Please RSVP by Monday November 28th with the number of family members attending so we can ensure adequate treats are available. Also on this day, the Palliative Care Team will be hosting a Craft Show in the Front Lounge from 11-4.



Music & Memory



The goal of the Music and Memory program is to enable residents to reconnect with the world through music triggered memories, ultimately improving quality of life! Although this program is about quality, not quantity, we wanted to share that to date, we have 1600 CD's in our music library and over 60 residents on the program. Each resident on the program has their own iPod with a personalized playlist.

We are currently selling "Calendar Girls" calendars at the front desk at a cost of \$20.00. All proceeds from the calendars will go directly to the Music and Memory program. We were pleased to partner with Theatre Orangeville to produce the calendars not only as a fundraiser but also to promote the 2017 production of Calendar Girls at Theatre Orangeville.

Helping Hands

The Activation team, together with an enthusiastic group of volunteers, started a new program in February of this year called "**Helping Hands.**" It is a program based around Montessori methods for residents living with dementia. The philosophy is simple: encourage independence, offer choices and treat people with respect and dignity. This program runs the second and fourth Thursday of each month in the GV/EL dining room and we would welcome more volunteers and families.



Remembrance Day



The Remembrance Day Service will be held in the Auditorium on November 11 at 2:00 p.m. in the Auditorium. We are pleased to have members of the Shelburne Legion and Cadets as well as the Mayor of Shelburne be part of this service. As always, we will be honouring our Dufferin Oaks veterans.

Clothing Sale

Alia and Tanjay will be here on November 24 from 1:30 – 3 in the Front Lounge. This a great opportunity to do some Christmas shopping.

Memorial Service



Each year we hold a memorial service to celebrate the lives of all the residents we have lost from our Dufferin Oaks family. This will be held on Sunday, November 27 at 2:00 p.m. in the Auditorium. It will be an uplifting service and provide a message of hope and comfort leading up to the holiday season. Special thanks to the Shelburne Ministerial for their support in providing this service.

Santa to A Senior

Once again we have partnered with a fabulous organization called “Be a Santa to a Senior” to ensure that every resident at Dufferin Oaks gets a Christmas present. Starting in mid-November, watch for posters for how you can help!

Alliston Golden Bells

This bell choir will be doing their Christmas show in the Auditorium on December 7 at 2:00 p.m. Please join us!

Christmas Church Service

The date for our Annual Christmas Service will be December 21 at 2:00 p.m. Location to be determined. As always, there will be a choir and lots of your favourite Christmas hymns. We would love to have some families involved. If you would like to be part of the choir, please contact Angie Matthews.



Calendars & Newsletters

Keeping families informed is VERY important to all of us! Both the newsletters and the activity calendars are available on the Dufferin County website as well as by the Family Information Board near the elevators. We welcome any suggestions that you may have as well.

DUFFERIN OAKS - STAFF DIRECTORY

<u>DEPARTMENT/ POSITION</u>	<u>NAME</u>	<u>EXT.</u>
<u>ADMINISTRATION</u>		
ADMINISTRATOR	VALERIE QUARRIE	5233
OFFICE MANAGER	DIANE WHITTEN-FRANKS	5239
RECEPTION	MARY TEETER	5230
RESIDENT ACCOUNTING	HEATHER RIDEOUT	5237
<u>NURSING</u>		
DIRECTOR OF CARE	JENNY POWER	5244
NURSE PRACTITIONER	MARILYN FENDER	5804
FIRST FLOOR UNIT COORDINATOR	SHEILA RINTOUL	5801
SECOND FLOOR UNIT COORINDATOR	REBECCA HALL	5802
THIRD FLOOR UNIT COORDINATOR	BETH UPRICHARD	5803
SHELBURNE ORANGEVILLE RN/RPN		5891
EAST LUTHER/GRAND VALLEY RPN		5892
MULMUR/MONO RPN		5894
DUFFERIN COUNTY/AMARANTH RPN		5893
MELANCTHON/EAST GARAFRAXA RPN		5896
<u>PROGRAM & SUPPORT SERVICES</u>		
MANAGER	ANGIE MATTHEWS	5242
FIRST FLOOR ACTIVATION		5257
SECOND FLOOR ACTIVATION		5243
THIRD FLOOR ACTIVATION		5390
PHYSIOTHERAPY/OT		5757
SOCIAL WORKER	JENNY DULMAGE	5260
HAIR DRESSER	CHRISTINA MERKLEY	5246
<u>DIETARY</u>		
FOOD SERVICES MANAGER/DIETITIAN	BRENDA WAGNER/TANJA SCHENKEL	5236
KITCHEN (to book meals on weekends)		5251
<u>ENVIRONMENTAL SERVICES</u>		
HOUSEKEEPING/LAUNDRY MANAGER	BELINDA ZEGGIL	5248
FACILITIES MANAGER	KEVIN NORRIS	5263