



Dufferin Oaks Family Resident Newsletter Fall/Winter 2017



Family Meetings – October 23, 2017

Thanks to everyone who was able to attend our family resident meetings on Monday October 23rd at 2 and 7 pm. Topics discussed are highlighted throughout this newsletter.

Leadership

In May of this year, Valerie Quarrie accepted a position with the Housing department after 30 years of dedicated service at Dufferin Oaks. Jenny Power, Director of Care, assumed the role of Acting Administrator during the recruitment process for a new Administrator and Rhonda White became the Acting Director of Care. Due to the evolving responsibilities of the Administrator position, a consultant has been retained to review the position and is expected to have their recommendations ready early in 2018. In the meantime, Jenny Power has elected to return to her role as the Director of Care and Brenda Wagner, the current Dietary Manager, will take over as the Acting Administrator in early November. Thank you Jenny and Rhonda for your leadership during this transition!

Vote for Dufferin Oaks!

Dufferin Oaks has been nominated in the Metroland Media (Orangeville Banner) 12th Annual Readers' Choice Awards in the Best Long Term Care Home category. Voting closes Friday December 15. You can vote every day, so vote often!

Note: you will be required to "login" – you can use your existing Facebook, Twitter, etc or very easily set an account up with your email – it's easy and remembers your info for subsequent voting.

<https://dufferin.communityvotes.com/2017/07/best-business-service/long-term-care-facility>



Congratulations!

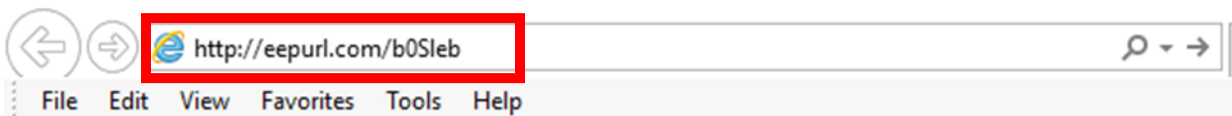
You have been nominated in our
12th Annual Readers Choice Contest.

Sign up for Email Notifications



Just a reminder that we have a 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 such as outbreaks in the home 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.

Food Services Update

This year summer chose not to cooperate with our BBQ schedule. We were able to hold three bbqs outside and the remaining seven bbqs were enjoyed in the warm (dry) environment of our dining rooms. We are happy to announce that new dining room chairs have been ordered and are expected to arrive before Christmas.

Facilities Update

The facilities staff have been busy all year maintaining Dufferin Oaks and keeping it in tip top shape. Some of the projects they have been working on are:

- All lighting in the parking lot is being replaced with LED bulbs.
- There have been recent hydro issues with the transformer which have affected McKelvie Burnside Village apartments, Mel Lloyd Centre & the Mill St apartments. Parts are on order and Kevin is working with Hydro for a planned shutdown. This will take a few weeks to correct.

- 3 new Tubs and tub chairs on order and will be replaced by the end of the year
- Landscaping - concerns were brought forward in regards to the appearance of the gardens. These concerns were brought forward to the County for review.

Housekeeping & Laundry Update

Labelling of Resident Clothing – when bringing in new clothing, throw's, etc., please be sure to drop new, unlabelled items at either the Dufferin Oaks Reception or the Nursing Station to have them labelled to ensure they reach your loved one. Please do not leave, new, unlabelled items in the resident room.

With the cooler weather approaching, now is a good time to go through your loved ones wardrobe and drawers, to allow for space for warmer clothing needed for the winter months. As well, keep your loved ones safe, when visiting, it is always good to declutter/remove any items that may be potential trip/fall hazards.

Christmas is not far away, and many residents receive new pieces of clothing. Please purchase clothing that is made of material that is able to be laundered in industrial size washers & dryers. Everyone feels badly when clothing is damaged and the resident isn't able to enjoy them. Once Christmas gifts are opened, if the gift is an article of clothing, please remember to take the new, unlabelled clothing to Dufferin Oaks Reception or the Nursing Station to have them labelled to ensure they reach your loved one. Please do not leave, new, unlabelled items in the resident room.

During winter month's, there are boot covers provided at entrances. Please try to put the covers on in an attempt to prevent potential slips/falls as a result of wet floors.

Replacement window valances have been ordered for the 3rd floor Dining Rooms. Once they have been installed, valance replacement for 1st & 2nd floor Dining Rooms will follow.

Accreditation

In February 2017, Dufferin Oaks welcomed four surveyors from CARF Canada who spent 2 days reviewing the programs and services provided to our Long Term Care

facility as well as Dufferin County Community Support Services. We are very proud to announce that we were awarded a 3 year Accreditation! Many thanks to our residents, families, staff and stakeholders who assisted us with this achievement.

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. For those who prefer paperless – the

survey is also available on Survey Monkey (a link will be sent out via email notification). The results will be collated and communicated in the next family newsletter. Thank you in advance - your feedback is important to us!

Contact Info

Each year the administration staff complete an audit of resident contact information to ensure up to date information. This can often be a time consuming task. As a result, we are going to trial reviewing this at the annual multi team meeting. Families are reminded to please update contact information if you are planning on travelling.

Nursing Update

We are pleased to announce that due to an increase in our funding we have implemented an additional 17 hours per day of PSW hours. The hours were in July to the evening shift primarily, which will enhance resident care.

Music Therapy

We now have a Music Therapist that comes once a month to our second floor. This program is intended for our most frail residents that are unable to participate in many other programs offered. We have seen a nice response from residents. For example, some are wide-awake and enjoying it, other have been soothed to sleep, and yet others are toe tapping and clapping.



Grandpals Program

Grandpals is an intergenerational program that was started last year with Hyland Heights grade six class. Students are partnered with a resident and then visited 1-3 times per month. We enjoyed many “Get to Know You” activities shared many stories, played games, made crafts and had lots of fun. We had a celebration last June with each student presenting on their “Grandpal”. Due to the overwhelming success of this program, we are running this program again this year!

Resident and Family Christmas Tea

Mark your calendars for the Resident & Family Christmas Tea that will be held Saturday December 2nd. This year, the tea will be from 2-3:30pm. Invitations are



included with this newsletter. Please RSVP by Monday November 27th with the number of family members attending so we can ensure adequate treats are available. Also on this day, the Quality of Life Team will be hosting a Craft Show from 10-3.

Remembrance Day



The Remembrance Day Service will be held in the Auditorium on November 11 at 2:00 p.m. We are pleased to have Pastor Gord do the service and one of our veterans will share his experiences at the service.

Clothing Sale

Alia and Tanjay will be here on December 7th 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 26 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. We are happy to accept donations at the Front Desk. Please speak to Angie Matthews if you would like some ideas on what kinds of things to donate.

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

Planning is underway for our Annual Christmas Service. 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. For those who sign up for our MailChimp program, links are sent out on a monthly basis as well. We welcome any suggestions that you may have!

New Website



A new website for the County of Dufferin is currently in the works...stay tuned for updates!

DUFFERIN OAKS - STAFF DIRECTORY

<u>DEPARTMENT/ POSITION</u>	<u>NAME</u>	<u>EXT.</u>
ADMINISTRATION		
ADMINISTRATOR (ACTING)	JENNY POWER/BRENDA WAGNER	5233
OFFICE MANAGER	DIANE WHITTEN-FRANKS	5239
RECEPTION	MARY TEETER	5230
RESIDENT ACCOUNTING	HEATHER RIDEOUT	5237
NURSING		
DIRECTOR OF CARE	JENNY POWER	5244
NURSE PRACTITIONER	MARILYN FENDER/JONATHON DEWITTE	5804
FIRST FLOOR UNIT COORDINATOR	LINDSAY MCLEOD	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
PROGRAM & SUPPORT SERVICES		
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	GLORIA BATEMAN	5246
DIETARY		
FOOD SERVICES MANAGER/DIETITIAN	BRENDA WAGNER/TANJA SCHENKEL	5236
KITCHEN (to book meals on weekends)		5251
ENVIRONMENTAL SERVICES		
HOUSEKEEPING/LAUNDRY MANAGER	BELINDA ZEGGIL	5248
FACILITIES MANAGER	KEVIN NORRIS	5263