



## ***Dufferin Oaks Family Resident Newsletter Fall/Winter 2018***

### ***Family Meetings – Oct 24, 2018***

Thank you to everyone who was able to attend our family resident meetings on Wednesday October 24<sup>th</sup> at 2 and 7 pm. Topics discussed are highlighted throughout this newsletter.

### ***Resident Family Opinion Survey***

Every 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 and a link will be sent out. The results will be collated and communicated in the next family newsletter. Thank you in advance - your feedback is important to us!

### ***New Faces!***

Please join us in welcoming the following new staff to Dufferin Oaks:

Pratik Patel – Nurse Practitioner

Andrea Donnelly – Mgr of Employee and Labour Relations

Adam Mutch – RPN

Hawa Lakoh – RPN

Melissa Horan – RPN

Lisa Jennison – PSW

Erlinda Tallim – Nutrition Services Manager

Tiffany McCabe – Social Work

Melanie Hutton – RPN

Julie Drouin – RPN

Kristin Simoes – PSW

Catherine Clauser – PSW

Sarah James – PSW  
Victoria Prentice – PSW  
Siobhan Conway – Nursing Student  
Marianne Dzuba – Transportation  
Zoe Green – Dietary Student  
Alexandria Sodoma – Dietary Student  
Amanda Alexandra – Dietary Student

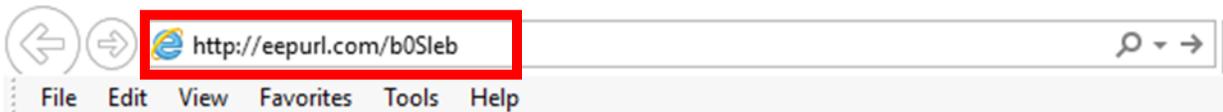
Temisha Jacques – PSW  
Lisa Hatcher – PSW  
Ryleigh McDooling – Housekeeping Student  
Ken Topping – Transportation  
Taitum Morley – Dietary Student  
Victoria Sodoma – Dietary Student  
Briana Graham – Dietary Student

## ***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](http://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***

Our goal at Dufferin Oaks is to enhance the quality of our resident's life by promoting an optimal nutrition and hydration status.

All residents are monitored every 3 months or as needed by our Registered Dietitian. Nutritional interventions are implemented for residents of greater needs through food and fluid intake at meals and snacks and nutritional supplements when needed.



A pleasurable dining experience is another goal of the team at Dufferin Oaks. To achieve this, meals are served in an unhurried manner and in comfortable dining areas. Meal choices are offered at mealtimes in addition to a variety of food and fluids on a rotational basis at meals and snacks.

We achieve our overall goal of promoting an optimal nutritional status for our residents by ongoing communication and collaboration with our Dufferin Oaks Leadership and team members as well as the resident's families involved in our resident's care.

### ***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 the common areas of Dufferin Oaks were painted in June
- 3 new Bathing Tubs and tub chairs were installed in January and 3 more are ordered and will be installed this year.
- Replacement of 2 rooftop units on Dufferin Oaks roof planned for this year.
- 2 Floor scrubbers have been ordered

### ***Mandatory Fire Evacuation at Dufferin Oaks***

Dufferin Oaks is due to complete our annual mandatory fire evacuation. Under the Ontario Fire Marshall Guidelines "*Staffing Levels for the Emergency Evacuation of Residents in Care Occupancies, Care and Treatment Occupancies, and Retirement Homes*", a fire scenario must be submitted, approved, and practiced with the local Fire Department present. This is to ensure times to evacuate the room of the fire origin, and the whole of the unit within the boundaries of its fire separators can be completed in approved timelines with the minimum number of staff present; typically the night shift. The approved scenario will be tested on the Dufferin County Wing using staff as "stand-ins" for the residents. We are currently working with our local fire department to establish a date to complete our mock evacuation but it should be occurring in the near future.

## ***Housekeeping & Laundry Update***

### **“Fabric Friendly” Clothing:**

With the change in season & the limited closet space, now is the time of year you might consider exchanging your loved ones “spring/summer” clothing with “winter/heavier” clothing; it is also a good time to remove/replace any items of clothing that are no longer viable for wear or get ideas for gift giving. This can be a meaningful activity for anyone who needs something to do with your loved one during a visit.

If you do not recognize an article of clothing, please check the name label to ensure the items in your wardrobe are yours. We try very hard to keep clothing in correct wardrobes, however, articles are sometimes misplaced; if you find articles that do not belong to your loved one, please give them to a staff member, and they will deliver to the proper owner.

When purchasing clothing please try to be mindful of fabric friendly items; we have industrial size washer & dryers, and delicate fabrics do not fare well.

### **Labelling of Clothing:**

It’s very important when bringing in new and/or unlabeled articles of clothing, to leave them with staff, at either reception, or the nursing station in the Home Area where your loved one lives, to ensure correct identification for labelling is received, & that the articles are sent for labeling - please do not leave unlabeled articles in resident rooms.

For gift giving, we are happy to arrange with you to bring clothing in, have it labelled and returned to you before gift wrapping.

### **Shoe Booties:**

With the change of season, also comes wet boots, if you are unable to remove your boots, Dufferin Oaks supplies booties to place over your boots, in an attempt to keep the floors dry & safe for our residents, staff and visitors.

Booties will be available at the entrance of the home & at the entrance of each Home unit, please utilize for everyone’s safety.

### **Resident Lap Blankets & Throws:**

Currently, we have a number of unlabeled blankets; both fleece & hand made on our lost and found cart, if you notice that your loved one is missing one, please

touch base with Belinda Zeggil, ext 5248, or the housekeeping/laundry staff, to possibly reclaim a missing throw.

### **Smoking:**

There are “smoking butt” containers placed out by the resident smoking area, please put your butts in the containers; there has been a noticeable increase to butts laying at the entrance way to the Home as well as being put in flower pots. We ask for your cooperation in using the containers to “butt out”.

### ***Family Council***

Dufferin Oaks Family Council is made up family members that advocates on behalf of our residents and their families. They provide support and are a fantastic resource for families. Meetings are held the 2<sup>nd</sup> Wednesday of each month, excluding summer months and December and are open to any family member wishing to take part. Recently, Pratik Patel one of our Nurse Practitioners attended Family Council to provide education. In November, Andrea Donnelly will be attending to discuss her new role at Dufferin Oaks as the Employee and Labour Relations Manager and in December, Erlinda Tallim, our new Dietary Manager, will attend Family Council to discuss her role. For more information, please contact our Social Worker, Tiffany McCabe, at ext 5260.

### ***Nursing Update***

#### **Pharmacy Request for Proposal**

Classic Care was the successful candidate, once again as our pharmacy provider for Dufferin Oaks. We have been receiving new equipment and supplies to replace the older equipment. For example, the nurses have new medication and treatment carts, new blood pressure cuffs, thermometers and other supplies to assist the nursing staff with doing their medication passes more efficiently.

#### **Additional Front Line Hours**

We recently added an RPN to night shift with funding we received from the MOHLTC. Therefore, on night shift we have a total of 1 RN, 2 RPN'S, and 7 PSW staff.

We are also currently adding 7.5 hours/day of PSW staffing to our compliment as well. This funding is based on an increase we received from the MOHLTC for this year. The funding is determined by our “care levels”.

The MOHLTC has also given our home some additional funding to assist with “Fall Prevention” equipment and supplies.

### ***Program & Support Update***

Physiotherapy Services – the contract with the current Physiotherapy service provider is expiring in January 2019. We are currently working on a Request for Proposal (RFP). We are very happy with the services currently provided, however, we issue an RFP in order to ensure we are getting the best possible service for the residents. There will be no disruption in the service.

Reading Buddies – an intergenerational program that we started last year with a grade two class at Centennial Hylands. Students partner up with a senior and they read together. The Program will be once per month starting in October.

Remembrance Day – Pastor Gord will be doing a service here in the Auditorium at 2pm on Nov. 11. One of our veterans, Bill Hooker, will be honoured at this service.

Memorial Service – each year we hold a service to honour and remember the residents who have passed away throughout the year. The service will be held November 25 at 2pm in the Auditorium.

Coming up for Christmas:

- December 1 – Christmas Tea & Quality of Life Team’s Craft Sale
- December 7 – Alia and Tanjay Clothing Sale 1-3 in the Front Lounge
- December 8 – Long distance phone calls sponsored by the Kinsmen
- Christmas Church Service – date to be determined. Looking for volunteers for the choir. Please speak to Angie (ext 5242) or any of the Activationists.

Senior Santa Program – each year the Activation Team work with many volunteers, donors and community groups to ensure that every resident has a gift to open on

Christmas morning. We are happy to accept donations here at the front desk. Please speak to Angie if you would like some ideas on what kinds of things to donate or watch for posters coming up after Remembrance Day.

Christmas Mail Mission – for the last couple years we have asked for people to send Christmas cards to our residents. The response has been amazing! Last year we received over 950 cards; some from England, out west, the States, from schools and community groups, etc. Please remember to send our residents a card this year!

The Dufferin Oaks Auxiliary operates the Tuck Shop and does other fundraising endeavors. All money is donated back to benefit the residents. Over the years they have purchased many items, most recently adaptive tables and sensory boards for our home area where residents experience cognitive impairments. On another note, you may have noticed that they have switched from plastic straws to paper and from plastic stir sticks to wooden in the Tuck Shop. They are trying to be more environmentally conscious.



## ***Calendars and 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 Email Notification, links are sent out on a monthly basis as well. We welcome any suggestions that you may have!

## ***Website***



A new website for the County of Dufferin is currently in the works and is close to completion. More information to follow – please stay tuned!

## ***DUFFERIN OAKS - STAFF DIRECTORY***

<b><u>DEPARTMENT/ POSITION</u></b>	<b><u>NAME</u></b>	<b><u>EXT.</u></b>
<b><u>ADMINISTRATION</u></b>		
ADMINISTRATOR	BRENDA WAGNER	5233
OFFICE MANAGER	DIANE WHITTEN-FRANKS	5239
RECEPTION	MARY TEETER	5230
RESIDENT ACCOUNTING	HEATHER RIDEOUT	5237
<b><u>NURSING</u></b>		
DIRECTOR OF CARE	JENNY POWER	5244
NURSE PRACTITIONER	MARILYN FENDER	5804
NURSE PRACTITIONER	PRATIK PATEL	5805
FIRST FLOOR UNIT COORDINATOR	LINDSAY MCLEOD	5801
SECOND FLOOR UNIT COORINDATOR	REBECCA HALL	5802
THIRD FLOOR UNIT COORDINATOR	BETH BREADNER	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
<b><u>PROGRAM &amp; SUPPORT SERVICES</u></b>		
MANAGER	ANGIE MATTHEWS	5242
FIRST FLOOR ACTIVATION		5257
SECOND FLOOR ACTIVATION		5243
THIRD FLOOR ACTIVATION		5390
PHYSIOTHERAPY/OT		5757
SOCIAL WORKER	TIFFANY MCCABE	5260
HAIR DRESSER	BRENDA WILSON	5246
<b><u>DIETARY</u></b>		
FOOD SERVICES MANAGER/DIETITIAN	ERLINDA TALLIM/TANJA SCHENKEL	5236
KITCHEN (to book meals on weekends)		5251
<b><u>ENVIRONMENTAL SERVICES</u></b>		
HOUSEKEEPING/LAUNDRY MANAGER	BELINDA ZEGGIL	5248
FACILITIES MANAGER	KEVIN NORRIS	5263