

Virtual Dementia Tour

A Virtual Dementia Tour can help you experience what it feels like to have dementia only briefly, but you can gain empathy that stays with you a lifetime.

During a Virtual Dementia Tour experience, facilitators guide participants outfitted with devices that alter their senses while trying to complete common everyday tasks and exercises. The tour enables caregivers to experience for themselves the physical and mental challenges those with dementia face, and use the experience to provide better resident-centred care.

Over the past few months, Dalhousie nursing students have been working onsite as part of their clinical placement. Recently they designed and facilitated a Virtual Dementia Tour for staff which would simulate the symptoms of dementia. Participants' clothing was altered to create the effects of arthritis, hearing loss, the act of being distracted and decreased visual acuity. They were then read a list of five tasks to perform within a 10 minute timeframe. Those who

took part, on average, completed two out of five tasks. The fourth year RN students who facilitated the tour, **Tracey Verge** and

Kaitlyn Bragg, concluded that most participants now feel that when people with dementia exhibit responsive behaviours (i.e. agitation, repetitive questioning, pacing or aimless wandering), their behaviour is justified. Tracey and Kaitlyn feel that participating in this exercise has given them a better understanding of the day to day functioning of a person with dementia, thus allowing them to provide better care.

“I realized how difficult it is to concentrate and remember multiple instructions”.

anonymous



Staff found that the simplest of tasks were a challenge to overcome when asked to participate in the Virtual Dementia Tour

GET involved

We have many opportunities to get involved in what happens here at Saint Vincent's. Perhaps one of the following will be of interest to you.

Palliative Care Committee

The Palliative Care Committee has been newly revitalized and is seeking residents and family members who want to be a part of developing our palliative care and end of life services. This committee is tasked with ensuring we are following best practice and that residents, family, and staff are educated in these practices. If you have an interest in palliative and end of life care this committee may be for you. We do not discuss specific end of life issues, but we would organize sessions where those types of discussions would happen. Meetings occur the last Monday of every month except during the summer. If you have questions or are interested please see Ken Rehman, Director of Resident Care (902-429-0550 ext 122), Debbie MacDonald, Chaplain (ext 116) or drop by our offices.

Resident & Family Centred Care

At Saint Vincent's we are committed to Resident and Family Centred Care. To that end, we created the Resident and Family Centred Care working group in September, 2016. The group provided input into the

education modules that we are now rolling out to all staff who will help us continue to provide care that is focussed on the residents and families, as experts in care. This group consists of residents, families, staff, and managers and is evolving into an advisory group to senior management on new policies, procedures and decisions. If you wish to become involved we meet once a month. Watch your emails and the elevators for upcoming dates and times. Everyone is welcome and you do not have to attend all meetings. If you have questions please call Ken Rehman, Director of Resident Care (902-429-0550 ext 122) or drop by my office on the 1st floor.

Family Council

Saint Vincent's is looking for family members who would be interested in starting a Family Council. The purpose of a Family Council is to provide families with regular opportunities to meet with management to discuss issues relating to the care and well-being of residents and the safety and security of the home. The council works in partnership with Residents' Council and is chaired by a family member whenever possible. If you are interested, please contact Ken Rehman, Director of Resident Care (902-429-0550 ext 122) or drop by my office on the 1st floor.

Walk for Alzheimer's

The annual Walk for Alzheimer's is the Alzheimer Society of Nova Scotia's primary fundraising event. Being part of the Alzheimer Society of Nova Scotia's Walk for Alzheimer's means that you will have a direct and positive impact on the lives of Nova Scotians living with dementia. This event is significant and essential in providing programs and services that allow Nova Scotians a level of comfort and support as they live their dementia journey. By supporting this event, you will make a tangible impact on the quality of life for the 17,000 Nova Scotians who are navigating the challenges of Alzheimer's disease.

Funds raised in Nova Scotia stay in Nova Scotia to support various programs and services.



If you would like to join the SVNH Team for the **Sunday, May 7th walk**, or help support one of our "walkers," see Kim Wright. It's a lot of fun and it's always nice to go for a walk along the waterfront. SVNH uses the resources offered by the Alzheimer's Society for education and support.

Executive Director Corner

Angela Berrette

It has been a busy few months since my last report! Although we have our monthly Town Hall meetings, I don't have a lot of opportunity to check-in with staff. Therefore, I'm excited to start weekly rounds. Once a week I'll meet with the manager and stop by a department. Whether I hear concerns or just get the chance to say hi, I'm looking forward to increasing the amount of time I spend out of my office talking with you.

Continuing with the theme of improved communication, a new laptop will soon be available in the staff lounge. This will provide another way for staff to access Staff Schedule Care and our policies that are now stored electronically on the j-drive.

CUPE conducted a survey in December on health & wellness in the workplace, with a specific focus on psychological factors. After a review of the results, the senior leadership team agreed to strike a working group with the union to address some of the issues identified. Updates on our progress will be provided on the CUPE local 1082 group Facebook and the bulletin board in the staff lounge. This is an exciting joint venture we hope will make improvements for all staff.

Mandatory Education

Many of you may have seen the changes to the mandatory education sessions for 2017.

There are **five** sessions to complete:

1. Fire Safety
2. GHS (WHMIS 2015)
3. Infection Control
4. Emergency Choking procedure
5. Abuse Prevention



Sessions are located in blue binders on each nursing unit, at reception as well as on the j-drive.

We encourage you to get together with your peers, do the sessions together, and submit one quiz with all your names on it.

In January I received notice from **Valerie Millington** that she will be retiring as of April 28, 2017 after just shy of 35 years with Saint Vincent's. Valerie started out as a food service supervisor and is ending her career as the Support Services Manager who oversees both environmental and nutrition services departments. Valerie is a valued member of the leadership team who has brought not only expertise and knowledge to her role, but has shown a dedication to residents and a commitment to Saint Vincent's. We are both excited to see Valerie move on to the next stage of her life but sad to see her go. Filling her role will be a challenge! Plans are underway as we try to arrange resources and find the best fit for these departments. Thank-you Valerie for your years of service; hopefully the best is yet to come!

If you have concerns or questions on any aspect of Saint Vincent's, the members of the leadership team are always willing to respond. Feel free to reach out directly to me at angela@svnh.ca if there is anything I can help with. In addition, the Board of Directors is interested in ensuring they are accessible to residents and families, staff and volunteers. If there are safety concerns you would like to share, their new email address is bod@svnh.ca.

The rollout of our new fire plan was February 1st and the first two drills went really well. Despite changes to some of the roles and procedures on where to go and what to do, as always employees reacted with professionalism and teamwork to carry the drill out successfully.

The End of an Era



The pay phone on the main floor has been removed after more than 40 years. If you need to use a phone, please see reception.

Moments of Joy

“When a person has short-term memory loss, his or her life is made up of moments. We may not be able to create a perfectly wonderful day for those with dementia, but it is possible to create perfectly wonderful moments – moments that put smiles on their faces, a twinkle in their eyes, or trigger memories. Five minutes later, they won’t remember what you did or said, but the feeling you left them will linger.”



Creating Moments of Joy, Jolene Brackley.

I have witnessed several “moments of joy” at SVNH in the last few months; these few stood out:

- On 2nd floor, I saw a CCA sharing her cinnamon bun with Betty. The two of them were having a great chat and a laugh about their day;
- On 3rd floor Suzanne enjoys all things musical. She has a beautiful voice and can be heard singing at every music program and church service. The joy on her face as she sings is heartwarming;
- On 4th floor, over the Christmas holidays, the staff set up one of the computers so Larry was able to watch the Christmas Ceilidh Special. His fingers were tapping and he was smiling big time as he watched two children step dancing as Natalie MacMaster played her fiddle;

- On the 5th floor, I heard of an impromptu karaoke session as the staff and a resident enjoyed a boisterous rendition of “Sweet Caroline.” I understand it is Donna’s favorite song. And I also heard that our very own Dennis, Clinical RN on the unit, has a very nice singing voice;
- On the 6th floor, Elsie has the talent to make everyone smile when she sees you. This is so true especially for John, one of our maintenance men. John visits with many of the residents during his day and always stops to see Elsie. She lights up when she sees him and they share a few laughs as she pats his cheeks and fixes his hat.

These moments of joy mean so much to the residents, families and staff. They may only take a few minutes, but they can mean so much.

If you have a Moment of Joy you would like to share, please see Kim Wright.



This is Vanessa’s Moment of Joy!

Risk Management

Saint Vincent’s has developed a **Risk Management Framework**. We are committed to promoting a culture of quality improvement using multiple strategies. One such strategy is the building of increased awareness and shared responsibility for risk management at all levels throughout SVNH. The new framework improves the processes we use to identify, assess and develop effective management strategies to deal with risk(s) facing our organization. Risk management at SVNH involves all residents, families, visitors, and staff.



Residents, family members and visitors carry responsibility within the framework to:

- Ensure the safety of the resident when visiting and/or when on an outing.
- Residents, family members and visitors must report any and all events of concern to an SVNH employee. This includes events within SVNH or while on an outing from the home.

Report any & all events of concern – from a brake that is not working on a wheelchair or walker to an icy parking lot.

If you would like more information or have questions, see the RN or LPN on your unit, your Resident Care Manager or Kim Wright.

Kim Wright, Quality & Education Manager