

# Life at 2080

A Saint Vincent's Nursing Home Newsletter



Fall 2019

## Virtual Reality has come to Saint Vincent's



This year, Saint Vincent's was awarded a \$5000 grant from Lawton's for a Virtual Reality (VR) Program our residents can use. We decided to make this new endeavour part of our recreation intern, Rachel Oberholster's, 'Special Project'. With the help and support of staff and outside resources, we were able to purchase the equipment needed for the program. Since September, Rachel has been doing research on the benefits of VR for our community and has been working hard to organize the program so it can be easily accessed by staff when she's completed her internship.

This month we are looking to trial the program with some residents with the hopes of making the program fully accessible for residents throughout the building. Using VR within our recreation program at Saint Vincent's will be a great way to provide many of our residents with an engaging experience that will bring the outside world to them.

We hope that our new VR program will be a great tool for everyone here at Saint Vincent's moving forward.

Amy Parker, Recreation Therapist

## Licensing 2019

Our interim licensing inspection was last week and the results were wonderful. I was very proud to hear all the great things she found. Some of the feedback included:

- Family and residents she spoke with reported being happy with care and staff, and love the food.
- Employees were very helpful and willing to share practices and provide information.
- We are making good progress with the PACE education.
- All medication and housekeeping carts were locked.
- Obvious effort and improvements with wound care tracking.
- Very clever solution for storing nail clippers.
- Great documentation by CCAs in electronic documentation.

We received three directives which must be addressed. The first was on pots and pans cleaner on the units which is best locked up; we made that change immediately. The second was labelling personal items for which an action plan is being developed. The last was on the use of half doors for residents with responsive behaviours. This is a debated topic in the sector. We use the doors as a tool of last resort for those with unmanageable responsive

behaviours. We are investigating our options for this directive.

The best comment of the day was "**the care plans were amazing**". We have always had improvements required in this area but instead her comments were glowing across the board. Care plans were up to date and consistent.

This was wonderful feedback and really encouraging that the work you are all doing every day is making a positive difference.

There is a new policy from the government which now posts the directives from licensing inspections on a public website. Transparency in long-term care is very important but unfortunately, the directives are shared without any explanation on the specific element in question. It can be alarming to read the information without context. If anyone is concerned about the findings I ask that you direct them to me. I am very willing to share the actual report and the action plans we have in place to address both the deficiencies and the suggestions from this inspection.

Angela Berrette, Executive Director

# Christmas Events at Saint Vincent's

## Deck the Halls with Bowling Balls!

Our employees are invited to bring the special little ones in their lives to our kids' Christmas event at the Bowlarama in Fairview. Bowling isn't a traditional Christmas event, but it should be! Sign-up by December 10th (sign up sheet in the staffroom) so we can plan for snacks and lanes.

**Sunday, December 15th**

**2-4:00 PM**

**3459 Desmond Avenue**



## Christmas Dinner

For those of you who wish to join your loved one for dinner on Christmas Day, the dinner will be served at **NOON on December 25th** in the Windsor Room.

There are a limited number of tickets being sold with a maximum of four tickets per resident.

Tickets can be purchased through the Nutrition Services Office for \$15.00 each.

## Resident Christmas Parties

Unit Christmas parties are always a hit with the residents and staff. Come join us as we listen to music and welcome Santa to our home.

2nd floor, Friday, Dec. 6 at 2:00 in the Chapel

3rd floor, Tuesday, Dec. 10 at 2:00 in the Windsor Room

4th floor, Thursday, Dec. 12 at 2:00 in the Windsor Room

5th floor, Tuesday, Dec. 17 at 2:00 in the Chapel

6th floor, Friday, Dec. 20 at 2:00 in the Chapel



**Need a gift idea for a resident?** Here are a few suggestions: shampoo, conditioner, body wash, toothbrush, toothpaste, gift card for the hair salon.

# In-Home Support Workers (IHSW)

## Our current reality

CCAs are in high demand; homecare and hospitals are luring them away from long-term care and Saint Vincent's is no different. We have empty CCA positions equivalent to sixty 12-hour shifts in a two-week period, many of these on weekends. To fill these positions, we use casual staff, offer overtime and call agency staff but, on some days, we don't have anyone else to call and the shift goes unfilled. In these cases, floors work short; working short is not only hard on the staff who must carry a much bigger workload, which is hard on the residents who deserve the best care. Fewer people mean fewer eyes available to watch the activities on the unit.

## What do we do?

The Saint Vincent's Nursing Home leadership is currently working with CUPE to come up with solutions to solve our issue with vacant shifts. Part time and casual employees will soon see a survey we are asking them to complete. This survey will help determine part time and casual staff preferences regarding the number of hours they wish to work. This will help us understand which staff internally are working less hours than they wish in the hopes that we may be able to provide a more permanent schedule of those hours for them.

In the interim, we have also been trialing an *In-Home Support Worker* (IHSW) on the weekends. The IHSWs provide *non-care related* assistance to residents. They do not provide direct care and do not assist with lifts, however they will make beds, answer call bells, provide meal assistance, stock shelves, porter and spend time with residents, and can monitor residents while staff are in rooms providing care.

The IHSWs are not a replacement for PCW/CCA staff. We will continue our efforts to maintain a full compliment of PCW/CCA staff.

The IHSWs will be in place commencing the weekend of December 14<sup>th</sup>. There will be 2 IHSWs working 8am to 4pm on both Saturdays and Sundays.

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In 2020 we will be moving forward with the next phase of our initiative to enhance dining for our residents. Be on the lookout for upcoming education sessions on how we can improve the mealtime experience. We will also be interviewing residents and their families to get their input and suggestions. We will be looking at improving the overall dining environment on the units—the physical space, noise level, room décor, furniture and tableware, with the goal of making mealtime more homelike and inviting. Stay tuned!



We want to hear from our residents and their families.

**Please complete our  
Resident Care Quality of Life Survey**

How are we doing?

How can we improve?

Please let us know.

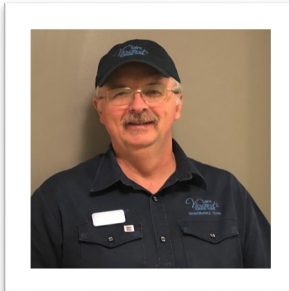
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Survey is available at reception

## Life at 2080

### Employee Profile — Charles Ivey, Maintenance Worker

Charles is one of seven children born and raised in North Sydney, Cape Breton. He has been part of the Saint Vincent's staff since December 2018. Charles truly enjoys his maintenance position at the nursing home. Always one to enjoy a challenge, he likes attending to the variety of work tasks offered at the home. He especially loves connecting with the residents. A daily chat or laugh with a resident is something that Charles



genuinely enjoys. A lover of music, sports and TV shows/movies, Charles is a fan of classic rock, boxing, the UFC, Survivor and Coronation Street. Hobby-wise, he is a health conscious person who enjoys nature walks, swimming, camping and boating. Charles is married to Kimberly, and together they love their cats, concerts, farmers markets, travel and Christmas.

## CAPITAL PROJECTS

Wow we've been busy! Over the past year there have been so many projects in keeping our 53 year old facility running smoothly.

#### *Since April, completed projects include:*

- Replacement of 12 beds;
- Installed siding on the penthouse;
- Replaced the fire panel and 210 sensors;
- Repaired our domestic water pumps;
- Replaced the public announcement system;
- Major repair to one of our two boilers;
- Replaced 3 tub lift systems;
- Installed new Wi-Fi internet.

#### *Projects still to come:*

- Purchase and install 10 resident lifts;
- Replace the domestic hot water system;
- Install security camera system;
- Repair the parapet (covering the concrete perimeter of the roof).

I would like to thank our facility/maintenance manager, John McDonald, and his maintenance team for their tremendous leadership and dedication to our facility; without them these projects would not have been possible. I also praise our management team on the planning and co-ordination of these projects with a focus always on reducing the inconvenience to our residents and staff.

Also a special thank you to the Department of Health & Wellness for funding these projects at a cost of more than \$1.3 million.

Scott Bell, Director of Finance