

# The Last Laugh



**"Yes! That was very loud Mr. Jones,  
but I said I wanted to hear your HEART!"**

# Seasons

*Celebrating the Seasons of Life*



Winter 2011

## ONTARIO PSW REGISTRY

*Accreditation, practice standards, core competencies, certification and education*

On May 19, 2011 the Government of Ontario announced the creation of a registry for Personal Support Workers (PSW's) to be operational no later than the summer of 2012. Ministry intent is to ensure public safety and to take a step up in the quality of care for all residents. According to the announcement the registry will be voluntary.

For PSW's who sign up the registry will collect and store contact information, current employment, educational background and years of experience. The complete list to be collected is not available yet. Employers and the public will have access to the registry.

PSW's are a critical component of the front line staff mix in long-term care homes. They support residents with the most basic activities of daily living that impact so heavily on quality of life.

British Columbia is the first province to create such a registry for PSW's call the "Care Aid Registry". Ontario has approximately 100,000 PSW's compared to 24,000 PSW's in B.C. The majority of PSW's in Ontario, approximately 70,000, work in long-term care homes. Ontario will benefit from the B.C. experience when developing the new registry.

*Cont'd on page 2*

### ► **New Members** We welcome the following new members to the OARC family,

- Afton Park Place, Sarnia
- Billings Court Manor, Collingwood
- Community Nursing Home, Port Hope
- Community Nursing Home, Warkworth
- Eden House Care Facility, Guelph
- Errinrung Residence, Thornbury
- Extencicare Haliburton, Haliburton
- Extencicare Southwood Lakes, Windsor
- Golden Birches Terrace, Blind River
- Ivan Franko Home, Toronto
- Kindsway Lodge, Toronto
- McGarrell Place, London
- North Renfrew LTC, Deep River
- Pioneer Lodge, Sudbury
- Smooth Rock Falls Hospital, Smooth Rock Falls
- Southlake Residential Care Village, Newmarket
- Specialty Care Bradford Valley, Bradford
- Specialty Care Mississauga Rd, Mississauga
- St. Peter's Residence at Chedoke, Hamilton
- Tendercare Living Centre, Scarborough
- The Village Green Nursing Home, Selby
- The Wynfield, Oshawa
- Victoria Manor HFTA, Lindsay
- Villa Columbo Vaughan, Kleinburg
- West Oak Village LTCC, Oakville
- West Park Health Care, St. Catherines

## What makes you smile?

A beautiful piece of music, a telephone call from a friend, looking at postcards or photographs, a visit from a friend or family member, watching your favourite movie, reading a good book, watching reruns of *I Love Lucy* or *Carol Burnett*, watching children or your grandchildren play or getting a visit from pet therapy.

Julie Andrews recently sung a new version of her favourite things. "Maalox n' nose drops and needles for knitting; walkers n' handrails and new dental fillings, bundles of magazines tied up in string, these are a few of my favourite things!"

Hopefully this has made you smile.

Look for the pleasure in the little things. Happiness is truly the best medicine.

"Keep smiling, it makes people wonder what you've been up to."

## Complaint Procedure

Are you familiar with your homes complaint procedure? As of July 1, 2010 – all long-term care homes were responsible for including a copy of this in their admission package. If you have not received this, please see your administrator and OARC suggests including a review of the procedure at your Residents' Council meeting.

Cont'd from page 1

OARC, along with other stakeholder agencies, participated in a provincial PSW Roundtable meeting in June 2011. A Steering Committee is now in place, chaired by Charles Beer of Counsel Public Affairs Inc. Stakeholders represented include associations, unions, client and family advocacy groups, employers and educational associations.

Identified priorities include:

- Eligibility to be included in the Registry
- Maintenance of the Registry
- Educational competencies required
- Public protection

There is no doubt that a Provincial PSW Registry will be an asset to everyone; PSW's, employers and most of all, the clients themselves. Some of the key questions that remain as discussion items are as follows:

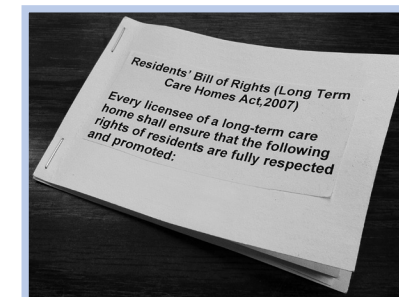
- *Keep the responsibility of the Registry with the stakeholders so that Ministry changes will not affect the process*
- *Ministry of Health (MOH) and Ministry of Training for Colleges and Universities (MTCU) need to work together*
- *Education (what, when and where) and Certifications (if any)*
- *Work History complete with years of work experience and current place of employment plus names of appropriate contact person at each location*
- *PSW's - should be required to update their information annually*

## Home Sharing

Featuring Sunnyside Home, The Glebe Centre and Newmarket Health

### Residents' Rights

What good are your rights as a resident, if you're not always aware of what they are? This question seemed to be the driving force behind Trevor Ince, resident of Sunnyside Home, to create a pocket sized booklet. He, with the aid of a staff member, created a small pocket sized Residents' Rights booklet. The booklet is 3 1/8 x 4 1/2 inches with large, easy to read type. Trevor has also added an incentive to keep this booklet on his person at all time, by having an address book on the inside cover.



His hopes for the Residents' Rights booklet is for residents and staff of Long-Term Care Homes, to one day carry

them on their person. Trevor's wish is to make them available to any resident and or staff person who requests one. These Residents Rights could be in the persons preferred language, so it is easy for residents to read and understand their rights, and to make sure that there is no excuse for staff, to not know the rights of a resident. Trevor believes having a booklet as well as the resident rights on the walls of a home will be beneficial to all. The management and staff at Sunnyside Home are supportive of Trevor and his project.

To contact Trevor in regards to this endeavour, please contact OARC at [info@ontarc.com](mailto:info@ontarc.com).

### Celebrating 125 Years!

The Glebe Centre celebrated their 125th Anniversary this past summer with a block party featuring live entertainment, food and of course the residents, staff, families and community.

The Glebe Centre's origins date back to 1886, when it was known as the Protestant House of Refuge, originally located on the present site of the Royal Canadian Mint. Today, the Glebe Centre offers both Long-Term residential care and a comprehensive variety of community programs for adults 55+ through Abbotsford House. OARC congratulates The Glebe Centre on their 125th Anniversary!

### Newmarket Health Centre Out of the Cold Program



During the year at Newmarket Health Centre the residents, families and staff gather, knit and crochet many articles for our out of the cold program at Christmas each year.

The residents make a special Santa stocking and fill it during the month of December. On Christmas Eve the Out of the Cold representative comes and collects the stocking and distributes it to those in need. This makes our residents feel good as they are able to contribute within their larger community.

## ► Welcoming OARC's newest board member, Sharron Cooke



Sharron was born and raised in Toronto by her father as her dear mother died shortly after her birth. She is the mother of two children and the proud grandmother of three grandchildren.

Sharron's work endeavours included working at Toyota for twelve years, running a home daycare for 6 children, being

on the Board of the local Food Bank, Benefits Manager for the Town of Ponoka and Assistant Manager at Kisko Products.

Sharron moved into York Region Newmarket Health Centre in March of 2009 and was elected President of the Residents' Council in January of 2010 and still proudly holds this position.

Sharron takes her role as President very seriously and keeps all residents actively engaged by her endless energy to create new and fun opportunities throughout the year. She strongly believes that everyone living in a LTC home should live with pride and have the best quality of life possible. Residents' Council takes a very active role at Newmarket Health Centre from suggesting activities and trips, fundraising events and seeking out new and different types of entertainment to come to the home. Sharron spends her spare time with hobbies including quilting, jewellery making, knitting crocheting and painting.

Sharron is looking forward to being an OARC Board member to meet new people and participate in the sharing opportunities with other residents from other homes throughout Ontario. She is also looking forward to learning about new resources for residents and becoming a part of the team to speak up on behalf of all residents in Ontario's long-term care homes.

## Ministry of Health and Long-Term Care - What's new?

Since our provincial election in October, Premier Dalton McGuinty has announced his new cabinet and Deb Matthews remains as Minister of Health and Long-Term Care.

Linda Jeffrey is our new Minister of Labour and will take on the additional responsibilities as the Minister Responsible for Seniors' Issues, replacing Sophia Aggelonitis.

It is also important to note that Tim Hudak announced former Minister of Health, Elizabeth Witmer as the critic for Health and Long-Term Care and France Gelinis remains as the NDP Long-Term Care critic.

Rachel Kampus is the new Director of the Performance Improvement and Compliance Branch as of October 2011 and Mary Nestor is a new Senior Manager of Compliance and Enforcement.

## ► Join the OARC Board

All member home residents are eligible to become an OARC board member.

If you'd like more information, please call us at 1-800-532-0201.

We'd love to hear from you!

## ► Long-Term Care Quality Inspection Program (LQIP) Updates

Resident Quality Inspections (RQI), formally known as Annual Inspections, have taken place since January 1st, 2011. One of the new and significant aspects of all RQI's is that the President (or designate) of the Residents' Council will be interviewed by an Inspector as well as 40 randomly selected residents.

*Residents' Council Representative Interview questions such as:*

*Residents' Council Rights: Has management promoted Residents' Council bringing forward issues, concerns and suggestions?*

*Residents' Council Powers: Has management ensured that Residents' Council members review the dining and snack service times in the home?*

*Duty to Respond: Does Council receive a written reply to their issues and concerns within 10 days?*

*Satisfaction Survey: Does the licensee seek the advice of Residents' Council in developing and carrying out the survey and in acting on its results?*

*Resident Interview Questions will be in the areas of:*

**Choices - eg:** Do you participate in choosing your bedtime? Is this acceptable to you?

**Dignity - eg:** Do you feel staff treat you with respect and dignity? For example do staff take the time to listen to you and are they helpful when you request assistance?

**Recreational & Social Activities - eg:** Do the organized activities meet your interests?

**Abuse - eg:** Do you ever feel afraid because of the way you or some other resident is treated?

**Building & Environment - eg:** Is the home a comfortable building in which to live? (temperature, lighting etc)

**Interaction with Others - eg:** Any concerns or problems with a roommate?

**Personal Property - eg:** Have you had any missing clothing or laundry? Did you report it? Is it still missing?

**Pain - eg:** Do you have any discomfort now with no relief?

**Food Quality - eg:** Is food served at the proper temperature?

**Snacks - eg:** Are you offered a between-meal snack in the afternoon and evening?

**Oral Care/Hygiene - eg:** Do you have tooth problems, gum problems, mouth sores, or denture problems?

**Sufficient Staff - eg:** Do you feel there is enough staff available to make sure you get the care and assistance you need without having to wait a long time?

**Privacy - eg:** Do you have access to, and privacy when on the telephone?

**Exercise of Rights - eg:** Were you given notice before a room change or a change in roommate?

**Personal Trust Accounts - eg:** Can you get your money when you need it?

*OARC suggests reviewing some of these questions at an upcoming Residents' Council meeting.*

*Donna Fairley, Executive Director*

## ► A day in the life of OARC Board Member, Gord Leech

Where did the summer go? Kids back to school, others starting, Thanksgiving on the way and almost time for October Board Meeting and on Halloween no less!

Prior to our OARC Board meeting in June at OARC Executive Director's suggestion, I came down to Toronto a few hours early to see the neighbourhood where I was born and raised. My childhood home is just blocks from the OARC office on Christie Street in Toronto. Donna and I drove to my old street and sat in the car, parked at the curb in front of my home from the 1930's. We both sat in silence as the memories flooded over me. The front door was open and we could see people walking back and forth through the glass. Donna felt she should at least introduce us to these people as we probably looked rather suspicious. The current homeowners were very friendly and once they heard why we were watching the house, they graciously invited us in to look around and hear more about my life growing up in this house.

For myself, entering the house where I grew up was an incredible experience. Everything was exactly the same as I had remembered and I felt as if I were in a time warp. They had not changed a thing - only restored the interior of the home. The rooms still had the character of the past. Only the kitchen had been updated. The original hardwood was restored and it looked wonderful. I had a good visit with the current homeowners, who were very

curious about the history of the home and I was able to share my memories of living in the neighbourhood. I will always be grateful to Donna and the homeowners for the trip down memory lane!

In August, Donna and I met with the Residents' Council President of the Bob Rumball Home for the Deaf in Barrie. Along with their staff assistant, we listened to some of their problems and hope we were able to offer the others guidance. One very good suggestion was an endeavour to arrange a meeting with the Residents' Council Presidents from the other 8 homes located in Barrie. Donna explained the advantages and benefits derived in belonging to OARC and hopefully the OARC will be able to welcome the Bob Rumball Home's Residents' Council as a member in the near future.

*Gord Leech*



*Gord in front of his childhood home*

## ► Update on Residents First

It has been a really busy and exciting time for everyone involved in the Residents First initiative. Introduced in the fall of 2009 with an ambitious mandate of attracting a hundred homes per year as voluntary participants, Residents First had 525 homes registered by March 2011. To recap, Residents First is a provincial initiative designed to support long-term care homes in providing an environment for their residents that enhances their quality of life, through customized training in quality improvement science and practice. The Ontario Association of Residents' Councils is part of the Steering Committee that is implementing Residents First. Other partners include the Ontario Family Councils' Program, Concerned Friends, the Ontario Long-Term Care Association (OLTCA) and the Ontario Association of Non-Profit Homes and Services for Seniors (OANHSS).

The partners are pleased to report that, so far, 150 staff from participating homes have been trained as quality improvement facilitators and now serve as mentors and coaches to their colleagues. Over 500 staff from a hundred homes have participated in quality improvement collaboratives hosted in four regions of the province. A select number of homes have also received on-site coaching in Lean process improvement (a process improvement methodology that has proven its value in the manufacturing sector). These homes worked on projects designed to release time to direct resident care. Projects ranged from improving flowchart documentation processes to streamlining admissions. On average, homes saved over 40 minutes each time they completed a process improvement project using Lean methodology. Projected over the course of a year, there is the potential to save countless hours, depending on the number of times the redesigned process is completed.

Residents Councils are encouraged to contact the Residents First representative in their home to find out about their quality improvement projects and progress so far, or if they are not yet participating, when they will be. For more information about the initiative, write to: [info@residentsfirst.ca](mailto:info@residentsfirst.ca).

## ► OARC on Ontario Roads

Since our last issue OARC has visited,

- Belmont House, Toronto
- The Gibson LTC, Toronto
- The Brant Centre, Burlington
- Thornton View, Oshawa
- Kensington Gardens, Toronto
- The Village of Riverside Glen, Guelph
- Elizabeth Centre, Val Caron
- Pioneer Manor, Sudbury
- Bay Haven Nursing Home, Collingwood
- Errinrune Residence, Thornbury
- The Allendale, Milton
- The Wynfield, Oshawa
- Bob Rumball Home for the Deaf, Barrie

## ► Contact:

Questions, comments and news about your home can be addressed to:

### Ontario Association of Residents' Councils

351 Christie Street,  
Toronto, ON M6G 3C3

**Toll Free:** 1-800-532-0201

**Tel:** 416-535-3718 **Fax:** 416-535-0055

**E-mail:** [info@ontarc.com](mailto:info@ontarc.com)