

The LTC Insider

News from the desk of Carolyn Clubine, Director of Long Term Care

Director's comments

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A fond farewell to the Public Grand Jury!

My first experience of LTC inspections was while working at Peel Manor when it was a Home for the Aged. The only inspection was done by an important-sounding but undistinguished body known as the Public Grand Jury.

This group of well-meaning citizens knew little about LTC services. The best they could offer were suggestions about our buildings and comments about the food – quality care was just not on the list! With no other means of being held to account, we were not overly concerned about proving we were doing things from a quality perspective.

Inspections were still a formal part of the landscape when I arrived at the Davis Centre a few years later. After my initial frustration at working with these 'inspectors' (as they were known then), I saw that they offered considerable insights into how to be successful at our work. I discovered that when we did the things they recommended, we actually got better at doing our jobs.

It's been a long wait for the Long Term Care Homes Act. The first hint we had of its arrival was in 1993 – so this piece of legislation has been 17 years in the making.

The Act is very specific about the things that we all must do to provide the right services for our residents. Getting used to the new requirements will require patience and a willingness to do our work differently from the way it's been done in the past. I have no doubt that we're in for a period of change and uncertainty.

Every one of us will have to make some adjustments, but with time and knowledge I hope you'll see this development in a positive light. We've worked with rules for a long time, so I'm optimistic that this new Act will set some benchmarks and assist us in our efforts to deliver quality care.

There's no denying the Act is one more positive step away from the Public Grand Jury!

Thank you to the staff of Tall Pines who will be piloting this new system later this summer. We look forward to hearing about their experiences.

In the meantime, I hope everyone has a great summer and takes some time to enjoy the great outdoors in Ontario. I'm looking forward to doing that myself.



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Let the sun shine in

New energy initiatives introduced at several LTC homes



For years the Region of Peel has been re-searching ways to manage its energy use and reduce its carbon footprint by using renewable energy.

With so many buildings with flat roofs, one option that is being considered is an innovative form of solar electric technology known as thin film solar photovoltaics.

According to Joan Engineer, project development specialist with Energy Projects, solar technology can be installed on existing buildings, uses an unlimited renewable resource, and produces zero emissions and zero noise.

Currently, the Region is doing an impact assessment for a 30 KW PV on the roof of the Davis Centre in Bolton and current renovations at Sheridan Villa include a frame on the roof for future installation of the PV.

“Another initiative is the installation of an ultra high efficiency hot water heater that uses glazed flat plate solar thermal collectors,” says Dino Smuk, Facilities Supervisor at Sheridan Villa. “The thermal collectors will offset the consumption of electricity or natural gas used by the heater.”

These aren’t the first green projects in the Region’s LTC centres. In 2008, Malton Village installed a green roof and many of the homes have put up living walls.

“These projects all lead to reduced energy use, which in turn improves air quality and reduces health impacts for the residents of Peel,” concludes Kiran Ghai, Research and Policy Analyst with Environmental Health.

Fresh faces explore the world of work at Peel Manor

When the call went out from Human Services asking who wanted to participate in the Summer Youth Challenge, Peel Manor didn’t hesitate. “We were thrilled at the prospect of having a group of young people come in to do a variety of jobs,” says Nanci Moore, Supervisor of Business Services.

With fond memories of her first job picking strawberries, it was Hazel McCallion who put out the challenge to government agencies to give disadvantaged youth an opportunity to explore the world of work.

McCallion stressed that those who step forward must offer paid jobs, not volunteer opportunities. “That first job — it’s not just the money they will earn to help get through university and high school,” McCallion said. “It tells that young person that the community cares. It keeps them occupied and shows them that the future bodes well for them.”

Staying occupied is no problem for the 13 young people working at Peel Manor. They are tackling a variety of tasks including data entry and internet research, inventory, and refreshing staff information boards. The students have also been taught how to strip, stain and reassemble furniture for resident garden use.

“I know for many, this is their first experience of the world of work and they are so tired at the end of the day,” says

Rani Calay, Peel Manor Administrator, “but I also know that they are enjoying learning about the prospects of employment in the field of senior care.”

Meanwhile, having a few fresh faces around is lighting up the spirits of residents and staff alike. “The energy of these young people has added a wonderful dynamic to the centre, and of course we’re reaping the benefits of their assistance in completing several special projects,” says Nanci.



Peel Manor's Huxley Hall redevelopment project is underway

Design will create warm, home-like environment

Comfort, function and beauty will be the guiding principles behind the Huxley Hall redevelopment project at Peel Manor. A team with representation from Peel Manor, Peel Health Facilities Services, ARC (Asset Renewal and Construction) and the architecture firm of Cohos Evamy is working on design. Construction is scheduled to begin in November.

The project is the outcome of a feasibility study undertaken in 2008 to assess possible redevelopment of the Adult Day Service and Huxley Hall. The study concluded that a redevelopment could be accomplished within the existing structure with a small addition to the building.

"Throughout the design process," says Rani Calay, Administrator at Peel Manor, "our focus has been on creating a space that maintains the home-like environment, but also enhances the quality of life of our residents and clients in the Adult Day Service."

The result is an attractive design that is modern and still harmonious with the Peel Manor building. Some of the new features include recessed lighting, wood treatments and comfortable seating.

The plans include a new dining hall for the Adult Day Service, new programming space, improved space outside the dining hall where residents wait before going in to eat, and a new outdoor garden area.



An expanded solarium and additional windows will pour light into a new multifunction area to be shared by the Adult Day Service and Peel Manor.

Changes will also be evident outside the building where the south parking lot will be repaved and the front walkway will be reconstructed. A key feature of the new walkway is a radiant heating system that will help melt ice and snow, making it super safe in the colder months.

"It's very gratifying to see how much progress is being made on this project," says Carolyn Clubine, Director of LTC, "and what a positive difference this redevelopment will make in the lives of our residents, clients and staff."

Project completion is scheduled for May 2011.

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LTC employee embraces her new position

A passion for long term care residents and a desire to explore new career opportunities were the impetus behind a recent job change for Shamela Abdulla of Peel Manor.

After five years at Peel, working first as a receptionist and then as a nursing clerk, Shamela has accepted the position of Long Term Care Homes Act Policy Specialist. "I love working in long term care," says Shamela. "This job will give me the chance to learn about a different side of the business.

Not everyone would jump at the chance to spend their days unscrambling the intricacies of new legislation, but it's exactly the kind of work that excites Shamela who re-

cently obtained her Human Resource Practitioner Certificate.

Over the next six months, she will concentrate on reviewing the legislative requirements of the Long Term Care Homes Act and developing a roadmap so the homes can meet the expectations of the Act.

"Shamela's career path is a wonderful example of the opportunities for advancement available to all Region employees," says Carolyn Clubine, Director of Long Term Care. "Her curiosity and interest in continuous learning paved the way for moving into this job. I wish her all the best in this new endeavour."



In her new position, Shamela Abdulla is making sure all 5 LTC Homes are ready for the requirements of the new Long Term Care Homes Act.

Accreditation Work Groups in full swing



After a successful kick-off in April, accreditation is in full swing in our LTC Homes. The seven interdisciplinary work groups were formed and started working on the standards in the middle of May. The focus of their work is making sure we conform with the standards set by CARF and that we have the evidence to prove that.

At all times, we're looking for the gaps so we can make continuous improvements in our level of service.

With those goals in mind, the work groups are casting a wide net to capture input on a number of areas and have identified some of the bigger issues requiring attention, including:

- ◇ Updating the emergency manuals
- ◇ Putting more emphasis on our Philosophy of Person-Centered Care
- ◇ A DNR policy for ADS programs
- ◇ A policy to address the witnessing of documents

It's a long list but as we dig deep into areas, we never lose sight of our goal which is finding better and innovative ways to meet the needs



of our residents, staff and other stakeholders.

Work group members have enjoyed uncovering the best practices that can be applied in all the homes. "Having members from all homes sit on the working groups is a great idea," said members of the Social Worker Peer Group, "since it helps us identify consistencies and inconsistencies in practice."

Being part of the accreditation process has helped Davis Centre employee Susan Seguin learn about the workings of both long term care and the Region. "I knew very little about how we were governed and the reporting structure outside of my area," she says. "It's been a very worthwhile learning experience and I'm looking forward to the next steps."

A CARF newsletter just went out and provides more information about the progress of the work groups and areas that have been identified for improvement. If you would like more information about the Accreditation process, please visit our website at: <http://pathways.peelregion.ca/dept/seniors/accreditation/2010/default.shtm>

Successful meeting of OLTCP at Malton Village

On May 14, Malton Village hosted the quarterly meeting of the **Ontario Long Term Care Physicians (OLTCP)** Board of Directors. Discussion by the 16 physicians and 8 presenters focused on improving the care received by the elderly living in long-term facilities across Ontario. Following the meeting, Dr. James Edney, President of the OLTCP, sent a letter of thanks to Wendy Beattie, Administrator at Malton Village.

"We are extremely grateful to the staff at Malton Village Long Term Care," he wrote, "for allowing us to host this important meeting. Their invaluable support, from technological assistance to accommodating additional guests, was very much appreciated."