

# The New View

January 2012

Fairhaven's Employee Newsletter

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## **NEWS FROM JOY, Executive Director**

Happy New Year to everyone! As we begin 2012, I am anticipating a great year for all of us as we continue to move forward with our Strategic Plan. If you need a copy, contact Jen at extension 250, and she will be glad to provide you with one.

Part of our objectives is to enhance our culture and environment for staff. We can achieve this but cannot do it without your assistance. For example, one of our tools is the Employee Satisfaction Survey that comes out every fall. This survey assists all of us with opportunities to enhance service, communication, effective listening, and building relationships. By completing this document, you have communicated to us that we need to enhance some of our processes. Therefore we have begun or will be starting some projects which include: (to name a few) request for new equipment and repairs to be done in a timely fashion; sufficient supplies; the admission process which also eliminates duplication of forms; orientation progression; training/redevelopment; meetings for all staff; and the scheduling procedure. If you would like to participate in some of the above or have any ideas that would be helpful to you or your colleagues, feel free to contact me or your immediate Supervisor/Manager. Watch for more information on the results of our 2011 Employee Satisfaction Survey in the near future.

I hear from staff about how we are always changing things. Change is always difficult. Below I have listed four of the most common reasons why change may be difficult.

1. **It's unknown** – Fear of the unknown is one of life's great fears. It causes us to resist those things for which we cannot easily detect an outcome.
2. **It's challenging** – We may be out of our comfort zone when change occurs. Some may embrace change more easily than do others.

3. **It's uncertain** – We prefer certainty rather than untested waters.
4. **It's unpopular** – Resistance to change is universal. Change invites animosity and tension.

Growth means change. Change involves risk and stepping from the known to the unknown. Don't feel that you are alone in this environment of change as I believe there are days when we all have a feeling of apprehension. Therefore I encourage you to ask questions when you need help. There are no consequences. If you don't understand a process – we are here to help you. With your assistance, our teams will continue to work in a caring and safe environment.

On a different note, I am happy to announce that for the second year in a row, we have been chosen as "Peterborough's Favourite" under the Retirement category – 3<sup>rd</sup> place. This is from the Reader's Select Awards held by *Peterborough This Week* newspaper. Without you we would not have achieved this accolade – THANK YOU.

I have also seen numerous "testimonials" and "thank you notes" from residents and family members for the work you do on a daily basis. I see the hard work, passion and accomplishments you perform on a daily basis and I am truly humbled by your dedication. "No act of kindness, no matter how small is ever wasted" (Aesop).

## **FAMILY COUNCIL EXECUTIVE**

At the meeting held in December, 2011 executive members were approved. They are as follows:

- ♣ Chair – Yvonne Leahy
- ♥ Vice Chair – Gayle Wilson
- ♦ Secretary – Merle Diplock
- ♣ Treasurer – Anne Smith





**STAR PERFORMER**

←★★JESSE WANNAN ★★★

The hot water supply line to the tub in the RS 2 Spa let go Saturday evening creating a huge mess. We had water from the spa room out into the dining room and down the hall to the Care Centre. Luckily everyone pitched in and helped clean up. We owe a big thanks to Jesse, R2 Kitchen Aide who braved the spraying hot water, found the valves and shut the water off before other staff arrived. Jesse's quick actions averted what could have ended up being thousands of dollars of damage to the home.

**FLU SEASON**

Good care cannot happen without good infection control. Fairhaven put incentives in place in the fall to encourage more employees to receive their annual influenza vaccine. Congratulation to the winners: Jeff Ince, Housekeeping Services – Surprise Basket; MerryAnne Swinerd, WV5 RPN – Reserved Parking Space, the “Shot Spot”; and Rebecca Harvey, RN – Day Off With Pay! For having the best overall response to the campaign, W4 staff including Rec, Housekeeping and Nutrition Services staff win a Pizza Party. At this time, 87% of residents and 54% of staff have received the influenza vaccine.

Symptom monitoring will continue and appropriate responses will be started as needed to reduce the likelihood of Fairhaven going into outbreak.

Please let your actions show that you know that good hand hygiene is still the number one method of preventing the spread of infection!

**YES, CHRISTMAS IS AN ACTION**

**Kudos For Caring Staff**

The residents from RS3 and WV3 want to say thank you to the staff on their floor. They want to wish them a very Merry Christmas, and made mention of how caring, supportive and kind the staff are to them and want to take this opportunity to say thank you and pay tribute to their generous and kind acts. Thank you!

**Resident Christmas Parties!**

On Friday, December 16 our annual Christmas lunches and entertainment were once again enjoyed by all. Things were slightly different this year as all eight dining rooms had lunch at the same time. Santa visited each dining room and greeted the residents.

A wonderful meal was served and music was enjoyed by all. Special thanks to the Nutrition Services staff for all



the wonderful food, to the Resident Programs staff for organizing and co-ordinating the parties, to the Nursing staff for having all of the residents looking their finest, and to everyone who helped out at the parties.

These parties would not be a success without the work of a great team working together for the benefit of our residents!

**Secret Santa**

Just days before Christmas, several elves brought gifts to some Fairhaven residents who otherwise would not receive a Christmas present. This year Fairhaven residents were fortunate to have such wonderful angels looking after them. Their kindness and generosity really helps to make Christmas morning special for the residents. Big Fairhaven Thanks are being sent to Home Instead Senior Care – Santa to a Senior Program, Karen Strano and the ladies of the Beta Sigma Phi Sorority, and to the St. Andrew's United Church Women's Group. Approximately 50 gifts were distributed among 21 residents.



### **WV5 Team Rescue Stan's Christmas**

Today on W5, I got to see first hand how amazing my team is! It started when Stan Farewell was told by his case worker that they would be coming to pick him up for a Christmas party. He was so excited all morning and when 12 o'clock came around, he began to panic. He kept on repeating "They forgot about me". Staff made phone calls but the case worker and Stan's friend were not available to drive him. We sat at the nurse's station (Arlene, PSW; Shelley Lackey, PSW; Stephanie Rider, PSW; Sue Hill; and I) trying to come up with a way to break the news gently to Stan that he would not be going to the Christmas Party. Sue and Stephanie went into the activity room where Stan was sitting, the told him the news, and of course he was not happy. The staff decided to get Stan a special lunch from Wendy's. When he was told this, his face lit up and he walked out of the activity room with the biggest smile on his face. He looked at me and I said, "I heard you were getting something special for lunch". He agreed and Shelley stated, "You are very special Stan," and he looked at the two of us and said "I am special". I am so proud of my team today and if I could ever thank them enough I would over and over again. Good Job W5!!!  
by Nicole Jilek, RPN



### **Children's Christmas Party**

The employees' Children's Christmas Party was held December 10<sup>th</sup> with 57 children receiving a gift and best wishes from Santa and Mrs. Claus. They also enjoyed several crafts with the cookie and cupcake decorating

table the most popular. Charles, the balloon man, was also popular and several of the children took advantage of face painting. Thanks go out to the many people who donated goodies and to our financial supporters - Fairhaven, Joy L. Husak, CUPE Local 131, and the Resident Advisory Council.

Joy L. Husak sends thank and congratulations to Heather Smith, Heather Ryner, and Arlene Lee for organizing the Party. If you were there, you would have heard the laughter, seen the smiling faces, and fun these children had! It was also a great event for the residents who enjoyed seeing the children. I know there were other individuals who participated and assisted to make this happen – thanks to all of you as well! I look forward to next year's party.

**Thanks are extended to Pat and Doug Hooper**

**– A wonderful North Pole Couple**



### **Financial Assistance from the Ministry**

As a provincial initiative, the Ministry of Health and Long-Term Care has provided Fairhaven \$40,000 in funding specifically for equipment and building upgrades to help us comply with *The Long-Term Care Homes Act* that came into effect July 1, 2010. All financial support is gratefully received and careful task force consideration will determine which project/s is/are approved.

### **BEHAVIOURAL SUPPORTS ONTARIO (BSO)**

You may recall a memo which came out in November from Joy, our Executive Director, describing a new initiative called BSO. Fairhaven's BSO Team will focus on Behavioural Support needs in the home in collaboration with community agencies such as PASE, NPSTAT. We are in the planning

stages at this point, developing job descriptions in preparation for advertising the positions. The team will be composed of Registered Staff and PSWs, and will provide support and advice to staff caring for residents with challenging behaviours. The positions will be advertised both internally and externally, as there are important skills and core competencies as directed by the CE LHIN.

*by Sharon Drew, Director Resident Care*



### **CONGRATULATIONS GERALD COLE!**

Gerald Cole, RS3 resident, was recently nominated for the June Callwood Outstanding Achievement Award for Voluntarism. This

award recognizes individuals or groups for superlative volunteer contributions to their communities. Gerald was nominated for the amazing fundraising he does in support of the Fairhaven Foundation, Fairhaven's Resident Advisory Council and the Gardening Program. In 2010, Gerald sold tickets every month for the RAC 50/50 draw, he organized and sold tickets for the Spring Gardening Group raffle, and he sold \$1300 worth of tickets for the Foundation Christmas Raffle. Gerald also oversaw the completion of a gazebo for the RSSC garden and volunteered his time on the Fairhaven Foundation Board. These are just a few of the highlights of the volunteer work that Gerald has done for Fairhaven! Congratulations Gerald and thank you! Award winners will be announced soon and be presentations are in April.

### **ACCREDITATION**

One of the questions on the patient safety culture tool survey last year was "Senior Management has a clear picture of the risk associated with patient care". 18.3% of you strongly disagreed and 26.3% disagreed. There has been a lot of work in 2011 to improve this image. Safe resident handling training was introduced in the spring. Indicators for falls and restraint use are posted monthly which shows management

are tracking the events. All managers are required to prepare quarterly reports for senior management on various events that happen in their area; safety is a huge component of this report. Workplace Violence is a topic at annual staff education. Our strategic plan focuses on a safe environment for residents and staff.

Do you still have concerns regarding this question? If so, please speak up so we can address the issues.

### **BULLYING**

Who decides if someone is being bullied at work? Wouldn't a target just over react and label the behaviour as bullying?

Bullying is a repeated, deliberate disrespectful behaviour toward another. There are people who exhibit difficult behaviours and who are not targeting anyone; this is not bullying. There are people who are very sensitive and suffer from lower levels of self esteem and may not take responsibility for their situations at work, who are victims, so to speak. Although this victim's personal experience may feel severe, the behaviour directed may not be bullying. And there are good people working diligently, who are being targeted repeatedly and trying to cope as best as they can.

Anyone who is knowingly targeting another in order to cause harm is bullying.

*courtesy of Valerie Cade, CSP,  
a workplace bullying expert*

### **COMMUNITY SUPPORT OPPORTUNITY**

On Saturday, February 25 Brock Mission is hosting a winter-walk event, "The Coldest Night of the Year", along with 21 other cities

across Canada. Our request of Fairhaven is that you enter a team of five, individuals or family members, to participate. The objective of the walk is for participants to experience a hint of the challenges faced by the homeless during a cold Canadian night in the dead of



winter. Please visit the website:  
[coldestnightoftheyear.org](http://coldestnightoftheyear.org) - clicking on Feb.  
 25 - location - Peterborough to register.

Brock Mission has, for the past 25 years, served the hungry, homeless and hurting in our community. With your help we can make a difference.

For further information you may contact me, Joyce Hodson, Board of Directors member and event organizer, at [jhodson2@cogeco.ca](mailto:jhodson2@cogeco.ca)

## **TWO NEW PROJECTS - TO IMPROVE SERVICES**

### **New Hiring Process**

The Fairhaven team that brings new staff on-board met to begin a quality improvement journey. All in attendance agreed a more streamlined process where fewer people are involved and redundant or wasteful steps are eliminated can be developed. The time between vacancy and new hire start can also be reduced.

The first impression we share with our new employees will be much improved as a result of these changes!

### **Accessibility for Ontarians with Disabilities Act**

This provincial Act came into effect January 1, 2012. In brief, we are legislated to undertake the following:

1. Post a plan
2. Provide a feedback system
3. Implement policy
4. Provide training (by end of 2012)
5. Report compliance by end of 2012

Upon Senior Team approval, the Accessible Customer Service Plan will be placed on the Fairhaven website with a link to the policy and the feedback form. A training booklet for all staff to review and sign off (note that this training is also required of all volunteers, third parties like the physio, and any contractors) will be sent out in February.

*by Eric Lodgins, Director Corporate Services*

## **SNOWFEST EVENT AT FAIRHAVEN**

On Thursday, January 19 Fairhaven is hosting its first "Snowfest" event.



The Vintage Voices will perform in the Great Room at 2:30 p.m. This event is open to the public.

## **FAIRHAVEN FOUNDATION**

Please welcome Mary Lynn Koekkoek who begins her new position as Foundation Development Officer on January 9<sup>th</sup>. She brings with her a wealth of experience and I look forward to the new ideas she has to the Fairhaven Foundation.



Pat Hooper our Interim Coordinator will continue to work with Mary Lynn as she transitions into this role. My congratulations to Pat who has helped bring the Foundation into a new era with her fundraising initiatives and new processes. Thank you, Pat, for your hard work. I am pleased to announce Pat Hooper will become a new Fairhaven Foundation Board member upon completion of her term.

*by Joy L. Husak, Executive Director*

## **RECENT EMPLOYEE CHANGES New Hires for November and December**

Sherie Butler, Tiffany Card, Amber Dracup, Sylvie Drouin, Rebecca Frail Grace Lockhard, Michelle Muscat, Betty Kent, Linda Willar, Priscilla Kyle, Dawna Toms, and Samantha Marsh - PSWs  
 Janet Howse - Resident Programs  
 Kathy Collins - RN  
 Carla Pryce, Adam Eason, Heather L. Smith and Andrew Mills - RPN  
 Cheryl Butcher - Environmental Services  
 Liz DeCarlo, Human Resource Manager

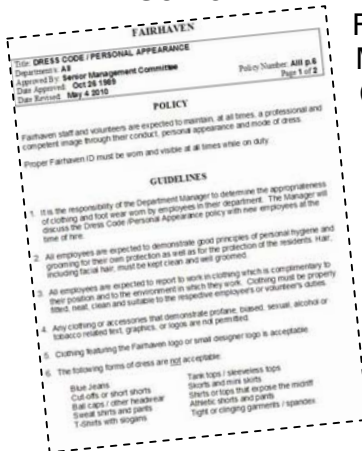
## Goodbyes from November and December

Rhian Harrold, Samantha Kelly, and Carla Pryce - RPN  
Christopher Pratt - Nutrition Services  
Nicole Glover and Jessica Williams - PSW

## Retiree

Dawn MacClennan – RPN

## **HAVE YOUR SAY!**



Fairhaven's Senior Management Committee is asking for your ideas before they revise the Administrative Dress Code/Personal Appearance policy.

Their goal is for the policy to be:

- 1) Respectful for our residents,
- 2) Fair for employees, and
- 3) Consistently applied to all.

You can find a copy of the current policy in any of these three locations:

- Admin Policy Binder at the RSSC and WV Care Centres – Section III, Human Resources, p.6,
- On line at Q/P&P/Administrative/All Human Resources/Dress Code & Personal Appearance, or
- Posted to your department bulletin board.

**Send your ideas or suggestions before the end of January to Eric Lodgins, Director Corporate Services via his:**

- Mail slot at Reception,
- Email [elodgins@fairhavenltc.com](mailto:elodgins@fairhavenltc.com), or
- Phone extension, # 277.

## **NEW COFFEE TABLE IN THE LOBBY**

It's great to see a new table at the front entrance as the old one was beginning to look distressed.



The selection task force considered our resident needs and found a table that was:

1. cherry stained wood
2. under mounted to avoid damage from wheelchair foot pedals
3. without glass or metal finishes
4. higher than the standard 19"
5. reasonably priced and available by year end

And you think shopping is easy! Thanks Dianne Hartwick, Marilyn Young, Rhonda Lusic and Lillian Horn for doing the honours.

## **CAN YOU HELP?**

*Extra wall calendars are needed for residents. If you have spares, please drop them off at Reception.*



# **Happy New Year!**

Comments and submissions from employees and volunteers are always welcome. Submit to Lillian Horn by in-house mail, at 743-0881 extension 281, or to [lhorn@fairhavenltc.com](mailto:lhorn@fairhavenltc.com)