



October 2010

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# in the news



CORE VALUES



RESPECT



COMMITMENT



TEAMWORK



COMMUNICATION



LEARNING



## 'Kidding' Around

Leisureworld O'Connor Court resident Mary Leopard holds a baby goat, called a kid, during a recent visit to a family member's farm. More than 20 residents took part in the Sept. 15 event. See story at right.

## Award of Excellence Finalists Include Front-line Staff to Senior Managers

Executive team will meet honourees at special reception

By Lisa Bailey

They represent every level of Leisureworld and Preferred Health Care Services, from front-line staff to senior management, but all 25 Award of Excellence finalists exemplify Leisureworld's core values of Respect, Commitment, Teamwork, Communication and Learning.

"It's a reflection of how people across the organization live these core values day to day," says Amanda Chaitnarine, Leisureworld staff development and improvement adviser and an award committee member.

Representing Preferred Health Care Services and 13 of Leisureworld's long-term care and retirement homes,

the finalists were announced last week through a master list posted online and individualized mini posters distributed to homes.

Directors of administration (DOAs) also shared the news with the honourees.

Chaitnarine says DOAs "were ecstatic when notified" that members of their

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## Family Gladly Fulfils Wish that Brings Residents Joy

Leisureworld O'Connor Court embarks on country outing

By Lisa Bailey

Upholding a mother's wish brought joy to residents of Leisureworld Caregiving Centre O'Connor Court.

On Sept. 15, Liivi Kask-Ruona, her sisters, friend and aunt welcomed 24 residents to visit her picturesque, 43-acre property north of Stouffville.

They wheeled and walked around the grounds, which include a large pond and waterfall, and enjoyed a

barbecue and farm animals brought in by neighbours.

"To see the joy in (residents') faces, it was priceless," says activation aide Ann Skelly, who was among staff and volunteers that accompanied residents on the four-hour excursion.

Happiness and excitement is what Sigrid Kask had hoped for when she asked her family to hold the visit

See 'Cake' page 3

## Cheltenham Resident's Values and Paintings are Things of Beauty

Tony Fitzgerald praises Art of Living Exhibit

Tony Fitzgerald paints beautiful strokes in life through his artistry and character, earning the Leisureworld Caregiving Centre Cheltenham resident a place at the Second Annual Art of Living Exhibit.

The June showcase in Toronto, featuring the theme The Timeless Inner Beauty of Age, honoured the contributions that Leisureworld long-term

care and retirement residents continue to make through various creative works as well as their lives.

Jessica Borges, program manager at Leisureworld Cheltenham, says Fitzgerald was the perfect candidate for this recognition.

"His artwork is beautiful," she says, referring to his watercolour paintings.

Borges also describes

See 'Fitzgerald' page 4

## Streetsville Families Find Support, Information Through Group

Former counsellor with loved one at home knows 'both sides of the coin'

Leisureworld Caregiving Centre Streetsville families wanting to share their experiences and feelings or simply seeking support and information can turn to a group created just for them at the Mississauga long-term care home.

Resident relations co-ordinator Jennifer Lee says the home valued Anne Jackson's idea from the start

because the group is "a really good resource" available at Leisureworld Streetsville.

Jackson brings much understanding and expertise to the group through her background in nursing, 17 years of service as a family counsellor/support group facilitator with the Alzheimer's Society of Peel, and her experience as

See 'Families' page 4

# Award of Excellence



RECOGNIZING INNOVATION AND EXCELLENCE IN OUR EMPLOYEES

## THE TOP 25 FINALISTS:



### RESPECT

June Brodie, PSW, Altamont  
Tina Colque, RPN, Brampton Woods  
Farah Khan, RN, Tullamore  
Lucretia Pitt, PSW, North Bay  
Jeannette Townsend, Activation, Richmond Hill



### COMMITMENT

Barb Ashenurst, DOC, Streetsville  
Josie Dunn, community liaison co-ordinator, Midland Gardens  
Kathy Metcalfe, DOA, Altamont  
Maria Murray, RN, Tullamore  
Lora Palmer, DOA, Etobicoke



### TEAMWORK

Violet Cadougan, PSW, St. George  
Cheri Eaves-Melo, PSW, Streetsville  
Gloria Oliver, nurse manager, St. George  
Maristela Savarimuthu, RN, St. George  
Sue Whitlock, program manager, Streetsville



### COMMUNICATION

Shirley Fleetham, PSW, Muskoka  
Sanja Freeborn-Hart, DOA, Richmond Hill/Lawrence  
Madonna Gray, PSW, Orillia  
Malina Mallick, PSW, Preferred Health Care Services  
Lisa Robb, PSW, Tullamore



### LEARNING

Susan Bock, DOA, Streetsville  
Ruth Coleman, DOA, Ellesmere  
Karen Donaldson, RAI co-ordinator, Etobicoke  
Liza Reantaso, RN, Streetsville  
Rai Sagar, PSW, Preferred Health Care Services

## Client Satisfaction Survey Reveals Quality Initiatives Effective

*Preferred Health Care Services engages front-line staff for input*

By Lisa Bailey

A client satisfaction survey has revealed that quality improvement initiatives implemented by Preferred Health Care Services are effective, and identifies opportunities for enhancement.

The spring telephone survey of 214 clients yielded many positive results and improvements from the last survey in 2008, says Preferred Health Care Services director of client services Rene Rodgers.

*"It's really important they feel they're part of an organization, part of a team."*

— Rene Rodgers, director of client services, Preferred Health Care Services

For example, 96 per cent of respondents said they would definitely recommend Preferred Health Care Services to family and friends, which is up five per cent from two years ago.

As well, 59 per cent of respondents gave services the highest survey rating of excellent, which is an increase of six per cent from 2008.

Rodgers notes there are a number of things that

Preferred Health Care Services can celebrate.

More than 80 per cent of clients gave top scores in categories relating to personal care. These include, personal support workers (PSWs) respecting the client's home and belongings, 93 per cent; having the right skills to care for clients, 86 per cent; explaining what they will be doing, 89 per cent; providing the same quality of care during each visit, 81 per cent; and providing

care in the client's preferred language, 81 per cent.

The survey also looked at management of services.

For example, 79 per cent of clients said they know who to call with questions or concerns and for scheduling. As well, 75 per cent of respondents stated Preferred Health Care Services was able to accommodate the client's schedule.

"We certainly improved for the most part over 2008," Rodgers says, citing two contributing factors.

She notes that director of quality improvement and risk management Barb van Maris has implemented a number of quality enhancement processes since joining Preferred Health Care Services last year.

Rodgers also says attendance has increased at team meetings, where front-line staff members engage with nurse managers and other members of the management team to pinpoint expectations, discuss quality initiatives and share best practices.

These meetings, held every six to eight weeks, are key educational and networking opportunities for PSWs because they largely work in isolation in the field.

"It's really important they feel they're part of an organization, part of a team," Rodgers says, adding front-line staff members were consulted about the survey results and how to address some areas.

With information gathering on the survey complete, Rodgers says team meetings in November will focus on actions to enhance clients' experience.

## More Residents and Clients Nominating Staff for Awards

*Continued from pg. 1*

team are finalists. For some DOAs, the news was doubly exciting as five of them are award finalists.

The finalists are receiving congratulatory letters and invitations to the Award of Excellence ceremony, to be held as part of the organization's holiday party, on Nov. 13 in Richmond Hill.

Prior to the celebration, finalists will meet with Leisureworld CEO David Cutler, Preferred Health Care Services president Tracy Jones and

executive team members at a special reception.

The reception is a new development for the award program, now in its third year, as the award committee enhances recognition of Leisureworld's and Preferred Health Care Services' most treasured asset — their people.

In addition, Leisureworld and Preferred Health Care Services staff nominated for awards are receiving congratulatory letters and copies of their nomination forms.

Chaitnarine notes that not only were more

residents and clients nominating staff, but the quality of nominations also increased this year.

After a day-long evaluation of all submissions, the award committee drafted a short list of five nominees in each category.

This was sent to the company's CEO, chief operating officer and chief financial officer, who review the finalists and vote for one winner in each category.

To view the finalists see the ad on the left of this page.

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# 🏆 Daniel Neufeld Vying for IT Leader of the Year Award

*Project prepares Leisureworld for future growth*

By Lisa Bailey

Building a foundation for Leisureworld's infrastructure has made director of information systems Daniel Neufeld a finalist for an information technology (IT) Leader of the Year award.

Presented by magazine publisher IT World Canada, in partnership with respected IT associations across the country, the award recognizes the outstanding achievements of senior-level IT managers who bring demonstrated value to organizations through IT.

The award is one of seven that will be presented at the ComputerWorld Canada IT Leadership Awards 2010 gala in Toronto Oct. 26.

Neufeld says it's an honour to be nominated and winning the award would be "very humbling."

"There's one thing in our business, that when things go well, you kind of forget about us (IT staff). When things aren't going well, that's when you realize how important we are, so it's nice to be recognized for the things that are going well," he says.

Among Neufeld's accomplishments is completing the WAN (Wide Area Network) Acceleration project for Leisureworld.

The 2009 initiative was a springboard to server and data consolidation.

WAN Acceleration, a relatively new technology Neufeld had learned about before joining Leisureworld in 2008, provided a very cost-effective and efficient alternative to expensive upgrades that would enhance the company's IT network to meet current needs and accommodate future growth.

Neufeld says the technology, which provides the equivalent, higher-speed performance of a fibre optic network plus stability, was incorporated by configuring and installing a piece of hardware at each of Leisureworld's 26 long-term care homes.

This work was completed over a two-week period in August.

"Once that was in place, we put together a plan to consolidate all of our data because when you have data all over the network, it's very difficult to back up," Neufeld explains.

"It allowed us to have the necessary speed to replicate that data and get all of that data here at the corporate office, so that we could have one back-up strategy for the entire company."

In the award nomination

form, Neufeld stated the project's benefits reach all the way to the front line of care, as the faster system frees up registered staff and personal support workers to spend



Daniel Neufeld

more time with residents.

Expectations of higher satisfaction levels in Leisureworld's annual IT service survey were also met as a result of the project.

Neufeld, whose experience includes seven years establishing IT systems and operations for Florida-based, long-term care provider Avante Group, says his role is to help envision future needs and lay a proper foundation for growth.

Leisureworld, he notes, is "always looking to improve processes and that's an exciting environment to be involved in."

## WHAT PEOPLE ARE SAYING ABOUT US...

### Leisureworld Norfinch

*Hi Anne. I just wanted to send a quick note to say a huge THANKS! to you and your staff for taking such great care of my grandmother (Lena Dininio) over there at Leisureworld Norfinch. Sadly, she passed away on Saturday after being transferred to Humber Memorial for a few days. I believe she was 94 years old and have no doubt that being at Norfinch played a huge part in helping her live well and comfortably into her 90s. I know both of my parents, especially my father (one of her 6 children) and all of my aunts and uncles are very grateful for all of the care and kindness your staff have shown her while she was in your care. I know she loved it there and especially enjoyed the sing-a-long sessions in the activity room. Thanks so much for all your hard and passionate work taking care of our 'Nan'. Take care and all the best!*

Mark Dininio,

manager, Information Systems

The Care Guide & Care Planning Partners Inc.

## Cake Decorated with Roses Presented to Residents

*Continued from pg. 1*

before her passing in July.

A similar visit took place last year at Kask's urging. Kask-Ruona says her mother wanted residents to have a memorable and happy experience.

The family and home enjoy a close connection. Kask's husband, Edward, also lived at Leisureworld O'Connor Court, and she and her family were very involved in the home's social activities.

Kask's sister lives nearby and, like the rest of the family, enjoys visiting the home and has gotten to know residents.

Director of administration Sharon Steele and program manager Annalle Ramos-Berry say the thoughtful

and caring family is devoted not only to Kask but also to the home's other residents.

Skelly notes residents "were part of the family for those few hours" of the recent visit.

Family members interacted one-on-one with residents, provided snacks, blankets, set up canopies and picnic tables and provided a slab cake decorated with roses.

"That was for the residents, they were all roses," Skelly says.

Kask-Ruona says it was wonderful to see residents enjoy the outdoors and the animals, which ranged from a three-day-old goat and ducklings to a Shetland pony and calf.

# 🏆 Fitness Initiative Enriches Team Morale at Leisureworld Ellesmere

*Home takes up challenge issued by Central East LHIN*

A fitness initiative aims to build a happier and healthier team at Leisureworld Caregiving Centre Ellesmere.

Director of administration Ruth Coleman sees only benefits to a weekly exercise class taken up for three months by about a dozen members of the Scarborough home's multidisciplinary management team.

"This is a first for staff but they were already motivated to try new things for their own health and physical fitness," she says.

Coleman adds the class enhances morale and team building as colleagues connect on a level outside of work-related tasks.

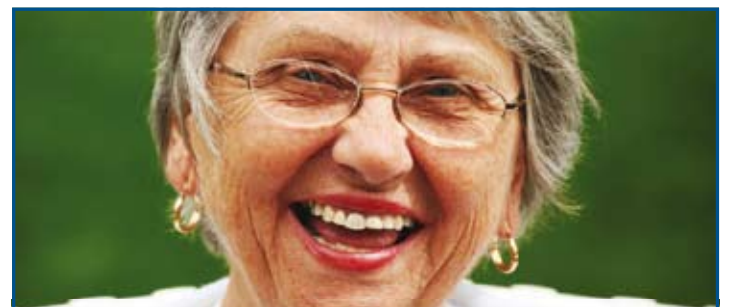
This connection, she says, "makes it easier to ask (co-workers) for things and people tend to respond more quickly, so it lessens the opportunity for conflict and makes dealing with colleagues more enjoyable and less challenging."

Happier and healthier employees are also more motivated, equalling better resident care.

Office manager Ute Price says she's discovering the health benefits of the class and enjoys the friendly competition among participants as they "egg each other on."

"We always get along really well and this adds to it," she says.

The initiative at Leisureworld Ellesmere grew from a fitness challenge issued by the Central East Local Health Integration Network (LHIN) to all health-care organizations during a spring symposium. — LB



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## Citizenship Celebration

Food services manager Lioudmila Syvan celebrates becoming a Canadian citizen with staff and residents at Leisureworld Mississauga Oct. 12. The home surprised Syvan, who came to Canada from Russia 13 years ago, with a party following the citizenship ceremony. Four management team members from the home also attended the ceremony.

## Fitzgerald First Started Painting as a Young Boy in Britain

Continued from pg. 1

Fitzgerald as a very humble individual who values honesty and hard work, and is always willing to help.

“He’s a really good man,” she says.

Fitzgerald says he was “stunned” when he learned he would be part of the Art of Living Exhibit. On display were two of his watercolours — one featuring a sunset and the other mountains and ocean — reflecting his admiration for the beauty of nature.

Now 69, Fitzgerald says he first picked up a paint brush while living as a young boy in his native Britain.

He doesn’t quite know what inspired this interest but he has pursued it off and on over the years, including receiving instruction in Canada where he has lived most of his life.

Challenges with his eyesight affect Fitzgerald’s ability to paint but he says he remains his own worst critic.

He notes there’s an inherent risk in painting as you

prepare to show others what you have created.

Fitzgerald counts sculpting and meditation among his other interests. He says he also ran marathons.

Asked what he enjoys most about living at Leisureworld Cheltenham, Fitzgerald immediately replies that “the people are amazing.” He enjoys meeting many different people with varied interests and talents.

The talents on display at the Art of Living Exhibit impressed Fitzgerald, who was able to attend the celebration. He says he’s glad to see residents receive this exposure. A proud father and grandfather, Fitzgerald’s values are evident in his response to a query on a questionnaire completed for Art of Living nominees.

Asked what one piece of advice he would give to everyone in the world, he replies: “Be honest with your children. . . . Be honest with whatever you do in your life and be true to yourself.” — LB

## Classic Care Pharmacy helps introduce eMAR to Leisureworld

*Program facilitates complete and accurate medication documentation*

By Lisa Bailey

Implementation of a computerized medication system that offers a number of benefits is one of the latest developments in the corporate partnership between Classic Care Pharmacy and Leisureworld.

The electronic medication administration record (eMAR) has been in place at Leisureworld Caregiving Centre Lawrence for approximately one year, garnering positive feedback.

Classic Care Pharmacy, the Burlington, Ont.-based long-term care pharmacy, worked in conjunction with software provider MED e-care to train the home’s staff. The pharmacy also provides support to optimize all of eMAR’s features and the resulting advantages.

“A very important part for us is training, that we have the right support staff in place,” says Josh Cole, director of business development for Classic Care Pharmacy.

“We have technology co-ordinators and our clinical pharmacists have proper training on the system so they know how to support the homes,” he says.

Developed specifically for long-term care homes, eMAR is a web-based medication administration record and

medication ordering system.

One of its main benefits for the home is that it facilitates safer and more efficient medication passes, as well as complete and accurate documentation.

“One of the advantages is eliminating paperwork by providing an electronic method to document medication administration,” Cole says.

“It’s also a safer system because there are automatic flag notifications. For example, if someone does miss a signature (when signing off on giving a medication), they’ll notice it as a flag, whereas on paper, they may never notice it until the record is checked at the end of the month,” Cole says.

These flags are colour-coded cues, which are immediately identifiable by staff.

eMAR also fosters enhanced accountability and tracking as it provides simple reports for the administrator or charge nurse to review.

As for medications given on an as-needed basis, eMAR provides prompts that remind registered staff to provide follow-up documentation.

Other prompts are also in place to ensure required blood pressure tests and other procedures are completed, and the results documented before administering medication.

Cole notes that medication

ordering through eMAR is integrated, so when the pharmacy enters an order it automatically enters the home’s system as well.

“That’s real time. And any updates we apply in our system are automatically entered into the home’s system,” he says.

With emergency medication orders, Classic Care Pharmacy also provides 24-hour support to ensure accuracy and safety.

In the future, Cole says, Classic Care Pharmacy looks forward to working with Leisureworld on other programs, such as electronic INR (eINR) and ClassiTV.

eINR provides an electronic tool to record INR blood test results and recommended dosages for the anti-coagulant medication Coumadin.

ClassiTV is an educational tool that uses screens installed in homes to display information about the pharmacy. A portion of the screen is dedicated to information about the home, such as activities, and includes advertising space to generate revenue.

To learn more about Classic Care Pharmacy, visit [www.classiccare.ca](http://www.classiccare.ca).

## Families Meet Monthly to Discuss Feelings, Experiences and Self Care

Continued from pg. 1

a family member of a loved one in long-term care.

“I think it makes it more meaningful because families know that she not only has the skill set, she also knows what they’re going through because her family member was here as well. I think that made it really unique,” Lee says.

“I have seen both sides of the coin,” Jackson says, adding she was “very surprised at my own feelings” when her sister came to live at Streetsville, which Jackson was well acquainted and very comfortable with through her Alzheimer’s Society work.

Feelings experienced by family members can include apprehension, isolation and even guilt, which, in some cases, stems from cultural

traditions of families caring for older generations at home.

Jackson joined the home’s family council in 2007, with the family support group launching in March 2009.

Gathering monthly, family members come together at Leisureworld Streetsville for about an hour with refreshments provided by the home.

They meet in confidence with no staff members present. Sitting in a circle, they are free to talk about their lives, feelings and experiences.

Jackson also presents information on relevant topics and issues such as healthy eating and the importance of family members caring for themselves. At another meeting, a video from the local Alzheimer’s chapter explored the adjustment to

long-term care for new residents and their families.

Word about this informal group is spread through the family orientation process and the home’s newsletter. Jackson also reaches out to families that staff suggest may benefit from the support group.

“It’s for anyone who would like to come and just feel comfortable chatting among other families who are going through the same thing,” Jackson says.

She believes one of the biggest benefits for participants is the realization “that they’re not alone.”

“They’ve got a lot of their own personal feelings, which I experienced as well, and it’s good to talk about it with other people who are thinking the same things,” Jackson says. — LB

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