

## Volunteer News



Carol Carol B Lisa

There's been a change in volunteer coordination! Carol Burton (Berridge) has moved to scheduling. Our congratulations on the new position Carol. As always, we are seeking volunteers to help porter, visit residents, help with special events and activities. If you have time and really do want to make a difference in the lives of others consider becoming a volunteer here at St. Joseph's at Fleming. We can guarantee it will be a rewarding experience. Current police check and flu shots are required! For information contact Lisa Bruinsma, Manager of Recreation and Volunteer Services at 705-743-4744 – ext. 3014

## Staff Corner

Deanna Archer is taking on the new position of Supervisor of Recreation. We'll be seeing her out on the floor in all home areas! Congratulations Dee.

## Accident/Incident Reporting

**Why:** "Health and Safety is everyone's responsibility."

**What:** Accident and Incident Reporting is necessary to promote safe work practices, awareness, and reduce likelihood of future occurrences. To ensure incidents/accidents are investigated for risk management, accident prevention, and follow up.

**Who:** Responsibility of the employee to report all accidents, incidents and near misses to the charge nurse or manager for investigation.

**When:** Report any accident, incident or near miss within 24 hours of occurrences, this includes resident behaviours.

**Where:** Any accident, incident or near miss while working at St. Joseph's at Fleming

**How:** Find the form on the S Drive and follow process with the charge nurse or manager.

The Accident/ Incident Form is found here [S:\Policy & Procedure\9 - Occupational Health & Safety\Forms\Accident-Incident Investigation Report](#) and the corresponding policy here [S:\Policy & Procedure\9 - Occupational Health & Safety\Employee-Workplace Accident and Incident Investigation](#)

For more information regarding accident and incident reporting please do not hesitate to reach out to the Joint Health & Safety Committee or management.

Thanks,

Joint Health & Safety Committee

# January 2019 Newsletter



## A Word From Carol

Happy New Year to our residents, the St Joseph's at Fleming care team, families and community partners.

Last year together we accomplished so much such as, Accreditation from CARF with distinction for a three-year term. We completed a major Bell Telephone system upgrade and cut over to enhance our communication and resident response capability and a positive month-long inspection by the Ministry of Health and Long Term Care.

In 2019, our commitment to continuous improvement will continue. We will be focusing on a refining our care team deployment and staffing model to promote optimum care and efficiency. Also, a major priority in the coming year will be the launch of a major fundraising campaign led by the St. Joseph's at Fleming Foundation, Board of Directors and Leadership/Management team.

Please join me in supporting these qualities of care and work life initiatives in the coming days.

Thanks for all you do! Happy New Year 2019  
**Carol**



The Mission here at St Joseph's at Fleming represents values of **Living Learning and Caring**. These values represent who we are as a Home, Staff, Board and Volunteers. We love for you to share your mission moments with us as we enter into a new year and prepare for a new fundraising campaign and most importantly moving into a new Strategic planning process. We would like for you to share with us an act of kindness, great care, a precious moment, tender palliative care or just a simple thank you. Stay tuned.

**PS:** Do you know where our Mission Vision and Values are posted?

## Celebrating January



## Lost and Found January 6

## Fun and Free Auction January 10

## Birthday Party January 17

## Hymn Sing January 21

## Robbie Burns Celebration January 24

## Concert January 30

## Greenhouse Café January 31



Illustration K.Krenz

## Code Corner Code Brown – Chemical Spill

Code Brown is called when there has been a **chemical spill in the home**. The appropriate staff members respond depending on what the spill is.

The Environmental Department works hard to ensure there are very few chemicals in the home, but they are well prepared if there is one.

Residents families, students, volunteers and visitors, if you see something unusual on the floor be sure you do not touch it and report to staff immediately. Residents and Families please remember not to bring anything into the home that is a chemical without letting the Nursing staff know you have it in your room.



## The Bell Phone Project



In November we replaced our aging phone system with brand-new desk sets and hand-held phones. You will have noticed the new sets throughout the home. They are easy to use, and instructions are available in each living room.

Resident phones were not part of the changeover and we had a few glitches, but they were ironed out quickly. Very few extensions changed, and they will not impact you or your family member. We thank you for your patience and support. Please contact Frank Benincasa Manager of Environmental Services Ext 3006, or Sandra Starr Coordinator of Environmental Services Ext 3028 if you have any issues.

## Foot Care

St. Joseph's at Fleming provides basic nail trimming and foot care services to Residents through our nursing department. We welcome other foot care providers as partners in care to deliver advanced treatment on an individual basis. See reception for a list of "preferred providers". See charge nurse to obtain consent.

### Putting your Best foot forward!-Tips to keep feet healthy

**Keep feet soft** – use lotion daily but not between toes or on open sores. Nothing like a good foot massage!

**Wear Good footwear** – good quality fitted shoes help prevent falls and prevent breaks in skin – cotton socks in shoes allow feet to breathe.



## Staff Perspective Environmental Services Department



Frank -Manager E.S.



Sandra Coordinator E.S.



Marta and Colleen in Housekeeping



Melissa, Wendy, Sam in laundry



Dave Jeff and Shawn Maintenance

Environmental Services consists of Maintenance, Laundry and Housekeeping professionals who take pride in ensuring a high level of quality service for our residents and colleagues.

Your Environmental Team is responsible for ensuring the cleanliness, safety and smooth operations of the building and grounds. Daily room checks, deep cleans, infection control practices, and safety checks are only a part of what we do. Whether it be a full range of in-house laundry service to labeling and storage of lost items, the Environmental Department is here to serve you. They are also fortunate to have highly trained Mechanical staff who work closely with our building automated systems to ensure the Home runs safely and is in compliance with all industry standards and regulations. Regular audits, reports and updates of our preventative maintenance programs and software ensure our residents and fellow employees are safe and comfortable in their day to day activities.

**Contact:** Frank Benincasa - Manager of Environmental Services – Ext. 3006

Sandra Starr - Coordinator of Environmental Services – Ext.3028

## Resident Council Highlights

### Cindy Doris - Resident Satisfaction Survey Summary

This is a summary of the results from the 2018 Resident/Family Survey that was conducted over the summer. Reminder that the draft survey was presented to the council in February or March and with no changes suggested was distributed in July - 37% of the distributed surveys were returned with very positive feedback in all areas mentioned in the survey. This year there was an increase in the percentage of surveys completed by the Resident and the family as compared to prior years. Have asked council to think of what they would like to see included in the next survey and I would like to come back to review this with them in February in preparation for next year's survey.

### Residents' Right # 21 – Intimacy

- "Every Resident has the right to meet privately with his or her spouse or another person in a room that assures privacy".

**Emergency Code Review: Code Brown** - A chemical spill has occurred inside the home. Appropriate staff members will respond.

**Security Cameras:** Security cameras were installed outside of the home and are operational. They are located outside of the front and back of the building. The home will now be able to monitor the front entrance, upper and lower lots and the receiving areas.

Last year the **Residents' Council** donated \$150 towards the Employee of the Month Award. Family Circle also donated \$150, then purchased 12 President's Choice gift cards of \$25 for each month. Family Circle asked if the Residents' Council will donate \$150 towards the Employee of the Months Awards for 2019. All were in favour.

**Door Prize:** Winner Kim Blodgett



Frank and Bernice



Ugly sweater cookies!



Amy and Alma

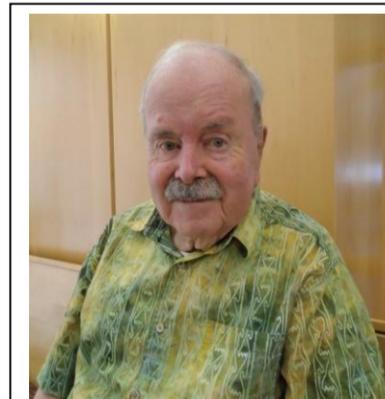
## Resident News and Views Living Well at St. Joseph's at Fleming

I am trying to express in writing what it is at St. Joseph's at Fleming that makes me feel so positive about living here. I came to St. Joseph's as a resident from a hospital in Lindsay where I had been treated very competently for a complete physical collapse, and was pretty well recovered and wanted, if possible, to move closer to my family in Lakefield. An opportunity to move to St. Joe's came just at the right time; and, of course I took it.

I was assigned a room in the A-wing of the Home, a room which, though somewhat smaller than what I had in Lindsay, was nicely appointed. It had a single large casement window that looked out upon a woodland scene. My desk, with which I cannot be without, fitted beautifully under this window. My first night in that room in a comfortable bed made me feel that I had come to the right place.

In the days that followed, I began to settle into a pleasant routine. Everyone seemed pleased to see me (always a pleasant experience!) and, before long, I began to feel that I was among friends. I was pleasantly surprised by the quality of the meals and have become a fan of the Kitchen. I was impressed by the care with which my medications had been chosen and the quality of professional care to which I had access. To be truthful, the medical doctor assigned to me did not, at first, win my admiration. However, with the passage of time I gained increasing confidence in his abilities, and we now have a very satisfactory relationship. I consider myself very fortunate to be where I am at this time in my life.

I have made the decision to remain at St. Joseph's at Fleming for the rest of my days. I have not a great while longer to live, and I propose to spend that time as pleasantly as possible. That is a proposal with which I have been, and remain, very satisfied. **Kim Krenz**



My career began in Montreal during WWII; proceeding post-war to Edinburgh, Scotland, to a PHD in chemical physics. I had a pleasant fling as a schoolmaster in Lakefield, finally retiring in Lakefield, where I became a published writer. My wife Kate was my inspiration throughout. **Kim Krenz**  
(Kim is associate editor of Residents News and Views)

## Living Well at St. Joseph's at Fleming



**Marg...** It feels like home here. I get looked after here, the staff are excellent, they're friendly and good to me. It is a nice, clean and bright place. Although it could be warmer (hahaha)

**June...** You're all so nice, you encourage me, and are always smiling. We are not just a number here. My girls are happy with me being here, which makes me happy. The entertainment is good, and there are a lot of things to keep me busy.

**Marg...** I knew about this place for about 15 years. I used to live at Inglewood and I have visited a lot of people here and I just loved it. Food is wonderful, I don't have to go out to get my hair done, my feet done, I get physiotherapy 3X a week, it is amazing! All the staff are great! I couldn't say enough good things about this place.

**John...** I've been able to make good friends here. We are like family. Staff is considerate. The greenhouse is a source of joy for me...especially in winter. The home is bright and clean with plenty of sunshine.

**Mary...** It's warm and comfortable here and the people are nice. I can keep busy here or just be by myself if I want. Church is a source of comfort. The home is very nicely decorated especially now at Christmas. I find the food excellent.

**Tony...** I really like the variety and amount of entertainment. I came here to be with my wife just before she died, and I was able to be with her to the end. It's a bit like family here. Not only do we become friends with each other we can become friends with the visitors who come to see other residents. I can think of a few in particular. It's sad when we lose a resident, we lose the family too. It's really a special person who comes back to visit. I saw two this Christmas.

**Matthew...** I like knowing my health is being monitored and changes dealt with immediately. I feel safe. I'm lucky I can get around with my chair and enjoy the many interesting paths and trails in the area. There's a lot of nature here. I have my friend Sparky (the chipmunk) who took the summer to train to eat peanuts off my lap. I like my "job" of picking up litter to keep the grounds clean.

**Gilda...** It's nice and clean here. Big place. Everybody Happy!



## December Photos – See Website Blog for more!

<http://sjfltc.com/category/blog/>

### Deck the Halls!



Pathway med room



Soon to be completed



Christmas window



Frank or Matthew?

### Men's Club



Tony and friend



Terry, artist at work

### Concert



Wayside School choir

### Happy Carollers



Carol Kendra and friend

### Christmas Dance



JoAnne and Kathy



Everybody swings!



Carol and Margaret



Jackie and Matthew

### Cookie Decorating



Leslie and Matthew



Jean and Cathy

### New Year's Eve!



Shirley

### Bye- Bye 2018



Helen and Brenda