Message from the Interim CEO

On behalf of the entire St. Joseph’s at Fleming care team, I would like to extend the very best of the season to our cherished residents, family members, volunteers and staff.

As we reflect on the past year, we remember those who have passed on. We often think of the moments shared, memories treasured and lives so well lived.

As December approaches, the Recreational and Pastoral care team will be hosting a variety of special events. We invite you to join us and celebrate the season with us.

We wish you all a Merry Christmas and the best of health and happiness in the New Year!

Carol

Message from the Board of Directors for 2017

The year 2017 has been one of challenge and promise for St. Joseph at Fleming. The Board has welcomed Liz McCarney as Director, following the retirement of Jo Ann Caskey. In August, the Board was pleased to announce that Carol Rodd had accepted the position of Interim CEO at St. Joseph’s to replace the outgoing CEO. We have confidence in Carol’s proven leadership, her work ethic, effective communication skills and her faithfulness to the Mission, Vision and Values of St. Joseph at Fleming. The Board continues to have grateful admiration for the dedication and hard work of the Staff at St. Joseph at Fleming in their service to our residents and families.

On behalf of the Board of Directors, we wish residents, their families, volunteers and staff a very Merry Christmas and a New Year filled with peace and joy!

Message from Foundation Board

The St. Joseph’s at Fleming Foundation Board members are Jim Coghlan, Wayne Godward, Janet Honsberger, Lyn Kimmett, Sister June Nash, Chuck Piercy, Mary Smith, Ruth Stedall.

Our wish for everyone...each resident, family member, all of the staff, and the volunteers of St. Joseph’s at Fleming...a wonderful Christmas season, full of joy and happiness. And the very best of times in 2018!
Message from the Residents` Council

We extend our best wishes for a safe and happy festive season to our St. Joseph`s at Fleming family. Without all you amazingly, wonderful people, we would be lost with nowhere to turn.

As the season settles around us, please remember the less fortunate who have nothing in comparison. We should all look around and count our blessings.

Merry Christmas to everyone.

Message from the Auxiliary

Members of St. Joseph`s at Fleming Auxiliary are pleased to report another successful Fall Bazaar & Bake sale that was held on October 7th, 2017. We are grateful for all the donations received in support of the Bazaar and send a sincere thank you to everyone who attended on the day of the Bazaar to make it successful. We are also very grateful for the support of our very hard working and dedicated volunteers.

A bouquet of 16 red carnations in honour of the War Veterans living at St. Joseph`s at Fleming along with 5 white carnations in honour of the Veterans who passed during last year, was provided by the Auxiliary and placed in front of the podium during the Remembrance Day Service held on November 2nd at St. Joseph`s at Fleming.

On December 8th, 2017 the Auxiliary will be holding a Bake Sale, Christmas Shopping Table and Share the Wealth Board. This event will be held in the foyer at St. Joseph's at Fleming from 10:00 am to 2:00 pm. Donations for the Bake Sale will be gratefully received.

Residents Christmas card giving day is always a very special day for members of the Auxiliary and we look forward to our visit on December 13th to deliver our Christmas greetings.

Again, this year the Auxiliary is pleased to donate a monetary donation to St. Joseph's at Fleming that will be used to fund Residents Home Area Christmas Parties.

Members of St. Joseph's at Fleming Auxiliary send best wishes to everyone for a very Merry Christmas and a peaceful and joyous New Year.
Message from the Family Circle

Family Circle is a group of friends and relatives of residents at St. Joseph's at Fleming. We meet quarterly in the Administration Board Room outside of reception.

Upcoming meeting dates are:
10 am Tuesday, December 12, 2017
10 am Wednesday, March 28, 2018
10 am Wednesday, June 27, 2018
10 am Wednesday, September 26, 2018
10 am Wednesday, December 12, 2018

Our role is to give the families of residents a voice, encouragement, support, education and information. The Family Circle gives families a chance to express their ideas and concerns and to work for positive change.

Need to talk? Want to join Family Circle? We welcome your ideas, information, and concerns. Please contact Peter or Rita Michielsen at 705-750-0050, or E-Mail: peterandrita@cogeco.ca

If you are unable to attend meetings, you are welcome to sign up for our Meeting Minutes and other news forwarded to Family Circle, again at: peterandrita@cogeco.ca

This beautiful Christmas card was produced by one of our Resident’s, Pam Courneya, which will be distributed among our community. She was presented by the Home with a framed copy of the card.
Accreditation – Vicki Barrow

AN ORGANIZATION WITHOUT A SHARED VISION OF WHAT IT WANTS TO BE IS LIKE A TRAVELER WITHOUT A DESTINATION!

ALL ROADS LEAD TO ACCREDITATION!

Message From Carol Rodd

Time to Hit the Reset Button

As an organization, we have been through a great deal and undergone significant changes over a relatively short period of time. Throughout all of this, the one thing that continues to move the organization forward has been your commitment to providing excellent, quality care to all our residents.

We have an opportunity to continue this excellent care and enhance what we do by reviewing policies and procedures. It is also important to keep our fundamental procedures in place. This is what the Accreditation process is all about – listening and providing opportunities for input. This will lead to continuous quality improvement enhancing the lives of our residents and families at St. Joseph’s at Fleming. We appreciated your suggestions on the white board that was in the Staff Room. This will help with the journey ahead of us.

The Board of Directors of St. Joseph’s at Fleming are committed to assisting us in pushing the reset button as well. They are supportive partners in moving the organization forward.

I want to thank all of you for your wonderful words of support. I can assure you that there is no “I” in the word Team. Together we will hit the reset button to provide quality and compassionate care to our residents and families enabling St. Joseph’s at Fleming to be a great place to work and live.
DID YOU KNOW?
We belong to an umbrella association called the Catholic Health Sponsors of Ontario (CHSO) which includes 16 Catholic health care organizations.

VICKI BARROW - Manager of Strategy and Special Projects

I have been working on the Accreditation process for the past two years. CARF – Commission on Accreditation of Rehabilitation Facilities is the organization that will come in and accredit us. It has given the home an opportunity to conduct an organizational review of systems, services and processes.

My responsibility has been to facilitate, to encourage and communicate, liaise with staff, managers, residents and families and our partners. To date, my role has been to establish the process for gathering the proof to support our compliance to CARF standards and identify what gaps in services and process that Managers and Supervisors have completed. I have worked with the senior management team to support their development of the four annual plans – Culture, Risk, Technology and Accessibility.

Residents and families, staff, volunteers and community partners want to live, visit and work in a positive environment that is continuously working on quality improvement. An open-door policy, communication and teamwork will move us forward with a shared vision of the future.
DO YOU KNOW WHAT ACCREDITATION IS?

Commission on Accreditation of Rehabilitation Facilities (CARF) is a private, non-profit organization that accredits health and human service organizations in the delivery of programs and services. This is demonstrated by observing practices, verifying results with comprehensive supporting documentation. It is similar to a compliance inspection.

**CARF surveyors will:**

1) Observe the environment interactions among staff, leaders and residents.
2) Interview persons served, personnel and other stakeholders such as students and services supplied in the Home.
3) Examine the organization’s policies and procedures.
4) Observe practices and service provisions.
5) Review care plan documentation.
6) CARF surveyors are not inspectors but independent peer reviewers and consultants.
7) The goal is to help the organization improve its programs, services and business operations.
8) The entire CARF process is focused on continuous improvement of the organization, programs and service delivery.

WHAT HAS BEEN DONE TO DATE?

Your Management and Leadership team have conducted an organizational review using the CARF standards as the measuring tool. Four key plans were developed from information gathered from our residents, families, staff and stakeholders. These plans form the foundation and operationalize the Board’s strategic aims. They follow the Mission, Vision and Values established by the Sisters of St. Joseph which guide the moral compass of this Home.
The four key plans are:

1) Culture plan framework:

St. Joseph’s at Fleming recognizes that the needs of residents, their families, and staff are impacted by Racial, Cultural, Age, Spiritual beliefs, Sexual orientation, Gender, Language, Educational and Socio-economic backgrounds. The Home respects diversity that embodies various cultures with different languages, religions, social customs and family values. Therefore, the development of a Culture and Diversity plan will annually look at the needs of the organization and how to incorporate an ever changing and diverse resident and staff community.

2) Risk Management plan framework:

The development of an overall plan that annually looks at threats to people, property, income, goodwill and ability to accomplish the goals of organization and reduce the severity if something occurred. The plan will take into account the following categories as well as plans to mitigate:

- Resident and family
- Staff
- Stakeholders
- Property
- Technology
- Insurance
- Public relations
3) **Technology plan framework:**

St. Josephs’ at Fleming will annually review the homes technology requirements and proactively plan for the organization’s needs, as well as to avoid potential threats and uninterrupted access to systems. This plan will address and review the use of technology to support and advance effective, efficient services and business practices. Recognizing that IT is integral to the running of the Home, St. Joseph’s at Fleming takes into account resident, family, and staff needs as well as community partners.

4) **Accessibility plan framework:**

St. Joseph’s at Fleming develops annually a plan that indicates ongoing identification of barriers in the following areas with examples:

- Architecture – width of doors, steps vs ramps, ability to open a door on one’s own
- Environment – poor signage, lighting, noisy environment
- Attitudes – ageism, ethnic background, socioeconomic status
- Finances – lack of resources to offset additional needs e.g. wheelchair, adaptive clothing
- Employment – lack of public transportation, language, clinical shortages
- Communication – language, comprehension, ability to read, lack of assistive technology, lack of training on diversity issues, lack of hearing amplifications equipment,
- Care - lack of accessible equipment, language, competency barriers, attitudes
- Technology – lack of phone access
- Transportation – limited public transportation, cost
- Community integration when appropriate - example if volunteered in community ability if appropriate to volunteer in this community again
- Any other barriers identified by the stakeholders
Remembrance Day Service

St. Joseph’s at Fleming held a special service on November 2nd

Bill Ackerman
Albert Brooks
Linda Carson
Perry Cowan
Jerry Houthoofd
Art Jones
George Loughlin
Irene Maley
Fran Mason
Francis MacDonald
Don Phillips
Nate Premate
Walter Spencer
Betty Taylor
John Walsh
Jean Welbourn

Honourable Veterans
(who have died over the past year)
Jim DaLaFranier
Brydon Hill
Wes Mills
Shirley Southgate
Dick Stephens
The Home is excited to announce a service Agreement with Multigen Health Care for their mobile optometry service. The Creekside Therapy Room will be used for Clinics which will run from 9 am - 4 pm seeing up to 14 residents during that time for 30-minute examination each. Consent forms will be available at the Care Centres, in the Library, admissions package and at the Care Conference. Residents/Power of Attorneys can fill out the Multigen Optometry form and mail it to Multigen if they would like to have eye examinations.

The cost of the eye assessment is $75. The eye assessment portion ($47) is covered by OHIP annually for residents 65 years or older. The remaining $28 fee offsets the cost of delivering mobile care in the comfort and safety of the Home. Families (Power of Attorneys) are provided with insurance documents to submit the remaining cost to insurance and also if applicable, ODSP bill directly.

The First Clinic is expected to run in January 2018.

Optometry Services provided by Multigen Health Care:

- Complete eye examinations
- Eyewear adjustments
- Lens replacement
- Eyewear engraving
- Large selection of new eye wear
- Eyewear can be purchased directly from Multigen
Since the turn of the century, companion pets, known in the medical community as socially assistive robots, have emerged as therapeutic devices for use in elder-care facilities around the world.

JOY FOR ALL Companion Pets are designed to bring comfort, companionship and fun to elder loved ones. With realistic fur and pet-like sounds - and sensors that respond to petting and hugs with familiar pet-like actions - Companion Pets deliver a soothing, joyful experience that inspire smiles, laughter and fond memories for people of all ages.

A gentleman who wanted to help in some way our Woodland residents, donated a robotic orange tabby cat to the BSO program. BSO uses this cat for residents who suffer with dementia and/or anxiety and who simply derive pleasure from a cat that reminds them of a time long ago when life was simpler.

This cat has a very calming effect on residents. If anyone is looking for an unusual gift for a resident, companion cats are easy and safe to have around. Besides that, there is no feeding, watering or cleaning of the kitty litter required!
Once again “Flu Season” is approaching, and the Infection Control Committee would like to take this opportunity to remind you that contacting influenza can severely compromise our residents’ health.

Many of our residents are frail, and have a number of complicating diseases, therefore placing them at a higher risk for complications from influenza including exacerbation of COPD, pneumonia and death.

Therefore, the Infection Control Committee requests your assistance in preventing influenza at St. Josephs’ at Fleming. You can assist by:

- Consenting to the Influenza vaccine for your family member.
- Not visiting in the facility when you are ill with coughs, colds, or flu like symptoms.
- Ensuring that you clean your hands when you enter the facility, and when you enter and leave your family member’s room.
- Obtaining your influenza vaccine.
- By working together, we can decrease the probability of an Influenza outbreak at St. Joseph’s at Fleming, and have a healthy winter.
The Dietary Team wishes everyone a wonderful Christmas.

Our Christmas dinner will be held on Christmas Day - December 25th at 5:00 pm. Roast turkey and all the fixings will be offered. Tickets are $10 each and will be sold beginning Friday, December 8th wrapping up on December 20th. Giving all Residents the opportunity to invite family to attend, tickets will be limited to two (2) per Resident.

Environmental Services

With the onset of winter weather, we want to ensure your safety. We have a snow removal company that handles the parking lots and driveways when 3” of snow has accumulated. The maintenance team takes care of the sidewalk areas during the day. Please remember that it is everyone’s responsibility to wear proper attire. Winter boots are important in stopping falls. It is important for you to be aware of your surroundings while driving or walking. When the weather is bad, family and friends should keep this in mind and consider whether making the trip to visit a resident is a good idea.

We ask family members to complete our Quality of Care Survey. It can be left at Reception for the Manager of Environmental Services.

We have had some changes in our Department and we are in the process of hiring staff.

We want to continue providing a clean and safe environment in the Home.

The path has been closed for the season and will be open again in the Spring.
It Is Christmas Time at St. Joseph’s at Fleming

With Christmas soon upon us, staff are gearing up to decorate for the holiday season. As you are thinking about the holidays, please note the following for decorating your loved one’s rooms.

Trees should be restricted to maximum height of 3 feet. Fiber optic lights are the safest. Please consider purchasing a timer so the tree will turn off at night. Remember to ask Maintenance to check any plugs that you may be concerned about prior to plugging in and ensure all articles are on a secure base.

No tinsel. Tinsel can be a fire hazard as well as very dangerous for our four-legged friends who live and visit the Home.

Nothing should be hung from the ceiling, fixtures, or sprinkler system.

Avoid extension cords as they are a tripping risk.

To put up decorations, please remember to use the 3M hangers. Wreaths look beautiful on doors. If using a door hanger - make sure the door is completely closable and not restricted by the hanger.

There should be no candles or open flames.

Resident Christmas Outings

Christmas is approaching quickly. We ask that responsible parties notify the Registered staff at the appropriate Care Centre by December 18, 2017 if you are taking your loved one out over Christmas or just on Christmas Day. Advising us in advance will allow us to prepare and/or order medications from the Pharmacy for these outings. You will be required to sign an Acceptance of Responsibility form for medications prior to outings. Planning and preparing in advance will help to minimize wait times at such a busy time of year.
An Important Reminder for Gift Giving of Clothing

Christmas is a wonderful time for visiting and gift giving. Please remember that all clothing must be labeled prior to it going into a resident's armoire. Please do not purchase any battery-operated clothing. Once you have opened your gift with your loved one, please take all clothing to the Care Center for the RPN or PSWs to send for labeling.

When purchasing clothing, remember to check the label for laundry instructions. Items that are hand wash, dry clean only or hang to dry will not do well in our laundry machines. Try to pass this onto friends and family who will visit over the holiday season. For any other articles, please ensure your family member's name is written on the item with an indelible marker.

Gift Ideas for Christmas

Christmas time is a wonderful time to give gifts to your residents and we realize how difficult it can be to find just the right gift for them. You may wish to consider purchasing any of the following gift ideas listed below:

- Scent free body lotions
- Lap blankets
- Magnifying glass
- Audio books
- Ipod with their favourite songs on it
- Digital photo frame
- Pocket talkers to help enhance hearing
- Music CD’s
- Movies
- Treats that are diet appropriate in a sealed container
- Taxi, Handivan and Transfer Service certificates
- Foot care certificates
- Massage certificates
- Hair Salon
Falls Prevention Month November 2017

It is estimated that one in three older adults falls each year. Falls among older adults are a serious issue, but research shows that many fall risks can be reduced.

Jackie Moore and Muriel Harris

There are many different factors that can increase the risk of falling and may include:

- Past falls
- Hazards in the home and community
- Problems walking
- Balance problems
- Weakness
- Improper footwear
- Chronic diseases
- Multiple medications
- Poor vision
- Depression
- Memory problems
- Behaviours- i.e. like rushing

How Can We Prevent Falls?

First a person needs to understand what may put them at risk for falling.

Some of the health factors that can contribute to falls are osteoporosis, changes in balance and walking patterns, changes in vision and sensation, and taking multiple medications. Certain medications cause older adults to experience dizziness. Once you have an idea of some of the risks and how you might be affected, you can work with your doctor, other health professionals, and your family to determine what factors can be modified to reduce your risk.
Studies show that balance, flexibility, and strength training not only improve mobility, but also reduce the risk of falling. Statistics show that most older adults do not exercise regularly, and 35% of people over the age of 65 do not participate in any leisure physical activity. This lack of exercise only makes it harder for individuals to recover after a fall. Many people are afraid of falling again and reduce their physical activity even more.

The environment can present many hazards. At home older adults are commonly concerned about falling in the bathtub or on steps. In the community there can be trip hazards such as uneven or cracked sidewalks. By making changes to the home and community environment, a person can feel safer and less at risk of falling. For example, the bathroom can be modified by installing grab bars as in the shower or tub, having a place to sit, and having non-slip surfaces. Steps can have handrails, adequate lighting, and contrast between steps. Community sidewalks in disrepair can be reported to city officials for repair.

Hannelore Drooff, a Resident, with Great Grand-daughter Julia

Generations of a family. This was a very precious moment for one of our residents, Hannelore Drooff. Here she is with her with her first great grand-daughter – Julia.
Update on the Mobile Library Project

It felt like Christmas morning when Barbara Ratz and Alex Fulton unwrapped the packaging of the various components that make up the new mobile digital library. The Home is heading into the final phase of development before the big reveal.

With all the devices nestled in the charging cart to go on loan, we can now move to linking to the Peterborough Public Library – some time soon. We will keep you posted.

Barbara Ratz and Alex Fulton

We will be signing up all of our rooms with their own library card. This entitles the user to all the privileges the Public Library offers. We can access their vast collection of digital resources as well as continue to reserve books the “old fashioned” way for delivery. The selection of tablets to chrome books will also be a valuable tool for the Recreation Department to introduce our new residents to the exciting world of the internet. The possibilities are truly endless. This is a learning opportunity for all of us. We encourage input from families and residents as this project continues to evolve.