

Afton Park Place News

Update from Heather's desk:

ACCREDITATION

I wish to thank all the residents, family and team members who kindly participated in our Accreditation process CARF (Commission Accreditation of Rehabilitation Facilities) review. On August 20, 21 & 23, 2017 all of the seven S&R Nursing Homes were open to 4 surveyors who came on site for a physical tour of the Home and met with a number of residents, staff and family members for their input in how we promote quality services and care. Each Home provided an opportunity for the surveyor to review/examine our supportive documentation, processes, etc.

CARF is an independent, international, non-profit organization founded in 1966 which focuses on advancing the quality of services used to meet the needs for the best possible outcomes. CARF provides accreditation services worldwide at the request of health and human service providers. Providers that meet CARF standards have demonstrated their commitment to being among the best available. CARF accreditation signals a service provider's commitment to continually improving services, encouraging feedback, and serving the community.

Accreditation is not a mandated review. The choice is made by each organization and is not affiliated with the Ministry of Health. CARF is a process that reviews best practices, policies and standards in order to meet our residents' needs. Afton Park Place is looking forward to sharing the results of our review with you and should be in receipt of this information within 6 – 8 weeks. Once again, thank you.

STAFF APPRECIATION PROGRAM

In 2016, S&R Nursing Homes initiated a Staff Appreciation Passport Program which was in response to a series of meetings (facilitated by an outside agency) – across all 7 Homes – asking staff what their number priority was. The staff indicated that they “wanted to be acknowledged for all their hard work.” During those meetings, the question was asked, “In what way?” Staff identified a) receiving a thank you for extra work; b) smiles; c) managers taking notice of their efforts; d) increased opportunities for input; and d) improved team-to-team member interactions.

The idea of the Passport is to recognize that many of our staff is doing great things for us daily and we're not capturing everything. We'd like to provide an opportunity for our Partners in Care – family members, visitors, volunteers, team members, etc to see these deeds of goodness and share this back to the Home. Any Manager or stop by the Administration Office will be able to take the information. We will ensure that points are delivered to the applicable individual. Appreciation points are recorded in the Passports and our team members can earn a variety of gift cards for the accumulation of points – i.e. gift cards to the Mall, restaurants, etc. Thank you for brightening up someone's day by noting the good things!

Heather Whitfield, Administrator

From our receptionist, Cherry:

Cogeco TV and phone services are unfunded services. This means that each resident's family is totally responsible for the setup of all Cogeco services and any maintenance or cancellation requirements. When you cancel or replace a part of the service, it is your responsibility to send the items back. Cogeco now sends an appropriately-sized box and return address label for this purpose. If the residents' family would be so kind to enclose all the items being returned and seal the box, I don't mind having the box left with me for the mail pickup. However, if you do not seal the box ... we will not accept it for mail pickup. If all the required parts are not in the box you will be charged and it is not Afton's responsibility to ensure that all items are in the box. (Three boxes were recently left in the office unsealed).

Thank you for your cooperation.

From Life Enrichment:

Our annual Harvest Lunch will be held on Wednesday, October 25 at noon. Pricing is being finalized. See full information on posters around the home, coming soon.

Update from Sandra's desk:

FALL PREPARATION

Fall is the time of year when we prepare our residents for flu season by providing an annual vaccination. You will be contacted by a registered team member if this has not been discussed at the annual care conference/admission. We offer the Influenza Vaccine to all of our residents living at Afton Park Place. This is an optional treatment to prevent severe effects should your loved one come in contact with the flu virus.

If, during a Respiratory Outbreak Afton has a lab confirmed case of Influenza, your loved one will be provided the Tamiflu antiviral medication either as a preventative measure against the Flu, or as a treatment if they have symptoms. This is standard procedure recommended by Public Health Ontario.

There are two (2) types of Outbreaks: Enteric and Respiratory.

Typical Respiratory symptoms include: cough, nasal congestion, sore throat, fever, headache, and malaise (a general feeling of being unwell).

Enteric symptoms include: nausea, vomiting, diarrhea, and fever.

If your loved one has any one of these symptoms our first intervention for health care safety is to try and isolate to their room. The length of the isolation will depend on the symptoms and how many symptoms are presenting.

Public Health Ontario guides all LTC Homes in the direction regarding when an outbreak will be called. When residents are isolated, monitoring begins and communication with the Health Unit is initiated.

When you receive notification or see our signage in the home that an Outbreak is in process, please follow the posted instructions. These are directed by Public Health Ontario as a means to reduce the exposure to not only Afton's community of vulnerable residents, but also to our team members and the outlying community (you and those you are in contact with). Sometimes we can limit the Outbreak to 1 home area due to a limited number of residents being ill on 1 unit only. When this occurs, we ask you to be extra vigilant to prevent infection upon another home area by a) one visitor at a time in the resident's room; b) no congregate meetings; c) limiting visits as much as possible so call your family members to suggest they re-schedule their visit; d) ensure you follow hand hygiene practices and e) when uncertain, please speak with the RPN on the home area or ask at the Administration Office.

During an Outbreak you will be asked to follow these protocols: a) perform hand hygiene using hand sanitizer posted at entrances or washing your hands with soap and water upon entering the home and again upon entering the unit; b) visit in your loved one's room; c) abstain from congregate engagement; d) only 1-2 immediate family members to visit at one time; e) if unsure, please speak with the RPN on the home area or ask at the Administration Office and f) use PPE equipment as required.

PLEASE, DO NOT VISIT OUR HOME if you are feeling unwell yourself. Delay your visit to reduce disease exposure to our vulnerable community here at Afton Park Place. Thank you for your diligence in promoting the health and well-being of your loved one.

Sandra Turner, RN, Manager of Resident Care