

Building Successful Partnerships Together

Newsletter

2006

Director's Message

It is hard to believe a year has passed since our inaugural Community Partners Newsletter. Your positive feedback last year told us you enjoyed reading this publication, so we are happy to produce it annually.

In this edition you will find the latest examples of Peel Long Term Care's tradition of caring. We have included in-depth features on how we are addressing cultural diversity and palliative care in our homes. We have also profiled an innovative Developmental Services Project and the role of our Resource Nurses.

I am equally excited to report that the Region of Peel recently became the first government in Canada to receive the Canada Award for Excellence (CAE) Gold Trophy from the National Quality Institute. This prestigious distinction recognizes the Region's commitment to organizational excellence.

Peel Long Term Care is proud of its contributions to the award. We have a long standing commitment to quality improvement and the Accreditation process. We are once again preparing for our assessment and look forward to partnering with you in 2007.

Finally, thank you to those who attended our annual Community Partners Focus Group on June 8. I hope you found our interactive session on pandemic planning as helpful as I did. I invite you to take advantage of our resources available at www.peelpandemic.ca.

Enjoy reading this issue! Please continue to share your ideas. Your suggestions will help shape the content of future issues.

Thank you for your commitment to partnerships!

Carolyn Clubine
Acting Director of Long Term Care



Bridging the Gap

Making cultural diversity work in long-term care

Addressing cultural diversity in a health care sector is a fairly new and challenging endeavour. Culture and background have a strong influence on a person's response to health concerns, treatment options and communication channels. Our homes, just like other health care organizations, have experienced cultural issues including language barriers, cultural differences and preferences among residents and families, and insufficient diversity training for staff.

It is important to find ways to bridge the gap between cultural issues and care giving. In Peel Long Term Care, we focused on education and raising awareness about cultural diversity among our staff, residents and their families. In 2004, we developed a booklet titled *Cultural Diversity: A Handbook for Long Term Care Staff*, which was given to management and staff at our centres.

"This publication offers several innovative, practical ideas on how to address cultural issues. Language classes for staff, translations of promotional materials, creating a buddy system for families through the Family Council, and seeking community support are some of the tactics recommended in the booklet," says Wendy Beattie, Administrator of Malton Village, who was instrumental in creating this resource. "In addition, the booklet has a comprehensive list of ethno-specific agencies in Peel."

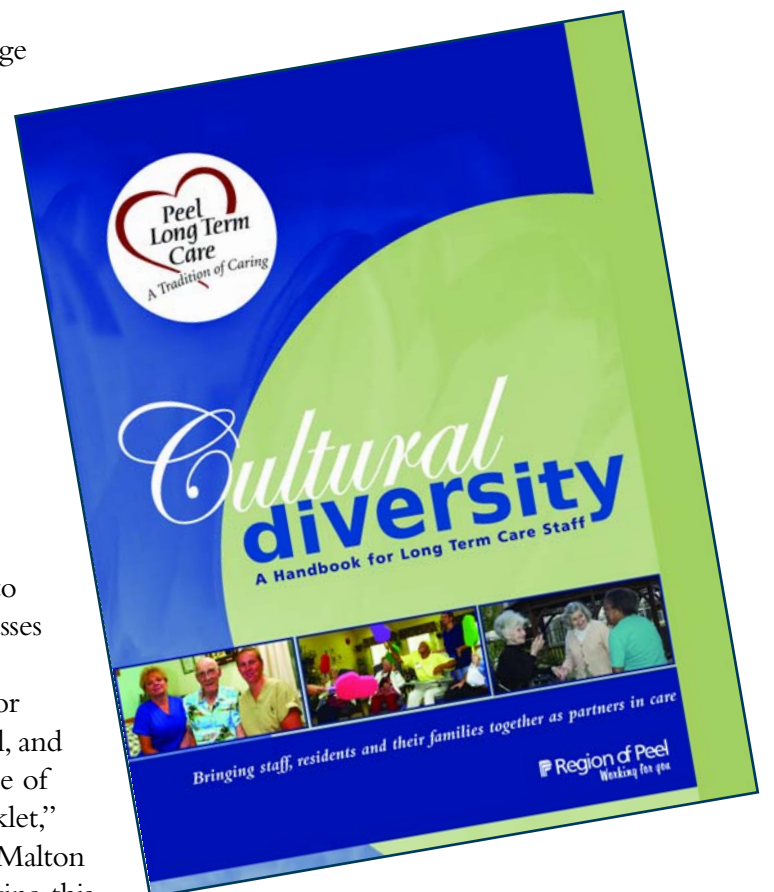
The Handbook was credited as a national leading practice by the Canadian Council on Health Services Accreditation during the 2004 accreditation survey.

Since the Handbook was first published, we have learned that our technologies, architectural designs, communication systems, and policies and practices can also create barriers to providing person-centred care. Work is underway on the second edition of the Handbook which will include a broader focus on other areas of diversity including accessibility barriers and strategies to overcome them.

Currently, several other initiatives are being piloted in our homes. They include:

- An on-site library for staff with resources about culture and diversity
- Culturally sensitive matching of volunteers with residents
- In-service presentations on culture and diversity
- Multicultural festivals at Malton Village and Peel Manor
- Long Term Care and Adult Day Service Fact Sheets in five languages

If you are interested in receiving a copy of the Diversity Handbook, please contact Peel Long Term Care at 905-799-7700 or e-mail us at HealthLinePeel@peelregion.ca.



Long Term Care Developmental Services Project

Partnerships at their best



Fact: People with developmental disabilities are aging and experiencing complex health problems, some of which cannot be addressed by the Developmental Services System and supports available in the community. There is a need to look for additional services that can meet the growing needs of this population.

Pilot Project:

Peel Long Term Care, in partnership with the Residential Services Management Committee of the Developmental Services System, recently participated in a project designed to meet the needs of those with developmental disabilities in a long-term care setting. The goal of this project was to explore whether these clients could lead enriched and meaningful lives in a long-term care environment. This initiative also received support and advice from the Ministry of Health and Long-Term Care and was approved and funded by the Ministry of Community and Social Services.

Bridging the gap between the social service system for persons with developmental disabilities and long-term care, and dispelling the myths within both sectors, were crucial success factors of the project. The Project Co-ordinator worked closely with both teams to provide education and training for multidisciplinary staff, monitor the progress of the project's clients, promote their integration into the daily life and programs of the home, document best practices and support appropriate referrals.

The project team identified several project outcomes. They included additional expertise for staff, smooth transition of the new clients into the long-term care environment, co-ordination of resources, and the evaluation of the long-term care sector capacity for the needs of persons with developmental disabilities.

The evaluation of the project was based on interviews, focus group discussion, and documentation reviews. Overall, the project's outcomes were achieved. The five residents have benefited from their move to the centre and have been successfully integrated into the community life of the home.

The project offered challenging but rewarding learning opportunities for everyone involved. Long-term care staff gained a sound orientation to the special needs of persons with developmental disabilities and useful intervention strategies which will be incorporated in ongoing staff training programs. In addition, both sectors agreed that they achieved an increased awareness of each other's strengths and started a positive partnership that will continue to evolve in the future.

For more information about the pilot project, please contact Wendy Beattie, Administrator at Malton Village at 905-791-1179.

Making Sense of Information Overload in a Long-term Care Setting

In today's information society, many health care professionals have the challenging task of sifting through piles of information on the latest care practices, client management trends and more. So what can organizations do to help their staff stay current and facilitate the use of evidence-based practice to better address the needs of their clients?

For the Region of Peel's Long Term Care Centres, the answer is having a Resource Nurse on staff at all of our homes. The role of the Resource Nurse is to assist our staff in their work by providing clinical leadership and training opportunities, which are determined through staff input, changes to policy, risk management, and other factors. Training sessions facilitated by a Resource Nurse include the prevention of resident abuse, skin and wound care, falls prevention, safety and security, emergency preparedness, and infection control to name a few.

The Resource Nurse also works with various healthcare professionals from the community to bring their expertise to our staff and to share their knowledge with other colleagues in the field. Recently one of our Resource Nurses presented on how we manage and prevent urinary tract infections in our long-term care homes at a two-day program for registered staff held at Sheridan College. At the same event, nurse educators from acute, continuing care, rehabilitation programs and long-term care shared their expertise on topics such as nursing assessment skills, practice methods and management of long-term care clients. If you are interested in partnering with our Resource Nurses, please contact them at:

Malton Village: Kelly McKenna - 905-791-1179, ext. 7357

Peel Manor: Jessica Altenor - 905-453-4140, ext. 2716

Sheridan Villa and Davis Centre: Virginia Lavery - 905-791-8668, ext. 2915

Tall Pines: Kamajit Bahra (Acting) - 905-791-2449, ext. 6334

By Kelly McKenna, BN, RN
Resource Nurse at Malton Village



Palliative Care at Peel's Long Term Care Centres

The time when someone is dying can be an emotional and overwhelming experience. End-of-life care involves making choices according to a person's needs – physical, social, intellectual, psychological and spiritual. In Canada, 39 per cent of all deaths reportedly occur in long-term care centres. These homes are increasingly providing end-of-life care for older persons with chronic illnesses.*

*Source: A study by Brazil et al entitled "Quality of Care for Residents Dying in Ontario Long Term Care Facilities: Findings from a Survey of Directors of Care".

At our five long-term care centres, palliative care is an important service provided to our residents, their families and friends. The purpose of palliative care is to ensure that death occurs with dignity and comfort and that our residents and their family members receive individualized, culturally sensitive and compassionate care consistent with Peel Long Term Care's tradition of caring. Palliative care committees at our homes provide a multidisciplinary approach to the ongoing review and development of the palliative care programs.

Our homes offer palliative care conferences to ensure that family members understand the palliative process. They meet with a multidisciplinary team, learn what type of support each of the disciplines can provide and give input on what the resident and family want during this time. The multidisciplinary team consists of the director of care, nursing staff, doctor, activation therapist, social worker, physiotherapist, dietitian, chaplain, music therapist, housekeeping and dietary staff.

An end-of-life care guide is given to families to provide them with practical information. In addition, we offer palliative care baskets for families and staff to use when visiting a palliative resident. The baskets contain creams for hand and foot massages, fragrant room spray, CDs with relaxing music and spiritual reading materials.

At some of our centres, music therapists visit with residents who may be spending an increased amount of time in their beds. For many residents, music is a soothing experience which can ease pain and anxiety.

Peel Manor, one of our centres located in Brampton, has a specially designated palliative room known as The Garden Room. Families and the resident are shown the room and are given the opportunity to move in if they wish. The room is equipped with a TV, VCR and books. Families are able to visit at any time and there is a fold-up bed for their use.

Memorial services are offered at all of our centres. Families are asked to bring pictures of their loved ones to be displayed at the service if they wish. Staff and volunteers are also invited to attend. The services provide families with the opportunity to reminisce about their loved ones.

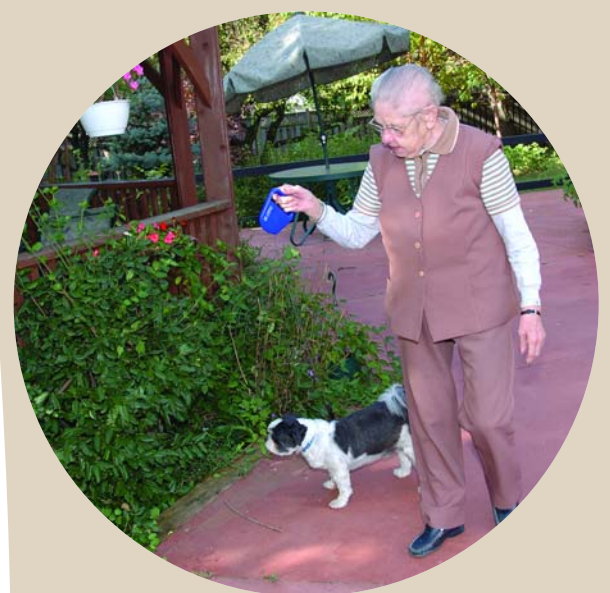
Ongoing education is a vital part of our palliative process. Our staff regularly participate in several educational sessions offered by the Halton-Peel Palliative Care Initiatives (HPPCI). Each of these educational opportunities has enhanced the palliative care we offer to our residents and families.

By Heather Johnson, BA, B.Sw., R.Sw.
Co-ordinator of Social Work and Volunteers
Sheridan Villa Long Term Care Centre

Peel Seniors at a Glance

- In 2001, seniors (aged 65+) in Peel made up 5.4 per cent of the Ontario senior population and 2.0 per cent of the total Canadian senior population.
- The fastest growing age group within the Peel senior population, between 1996 and 2001, was the 75-79 age group (45.1 per cent).
- 65.2 per cent of Peel's population aged 65 years and over were immigrant seniors in 2001.
- In 2001, the top five mother tongue languages for seniors in Peel (after English) were Italian, Punjabi, Chinese, Portuguese and German.
- In 2001, Peel had a lower percentage of seniors who lived alone when compared to Ontario and Canada. However, between 1996 and 2001, the number of seniors who lived alone in Peel increased by 21.5 per cent, compared to only 11.4 per cent for Canada and 8.9 per cent for Ontario.
- Peel seniors had a lower average income than seniors in Ontario and Canada in 2001.

Source: Statistics Canada, Census of Canada, 2001 in The Social Planning Council of Peel. A Social Profile of the Senior Population in Peel Region, 2001. April 2006.



Frequently Asked Questions

What is Adult Day Service?

Adult Day Service (ADS), formerly called Adult Day Program, is offered for adults who live at home and need supervision and assistance with day-to-day activities. These individuals may have Alzheimer's disease or dementia, developmental and physical disabilities, chronic illnesses, social and emotional problems and other conditions that require care.

ADS makes it possible for caregivers to run an errand, continue working or take a well deserved rest.

ADS clients interact with peers and participate in a variety of stimulating activities such as gardening, reading, cooking, woodworking, and discussion groups to name a few. They also go on community outings and participate in special events with the residents who live at our centres. All participants are offered one hot meal and snacks throughout the day.

Who is eligible for ADS?

ADS is designed for the frail elderly as well as those with Alzheimer's disease and other progressive cognitive disorders or dementias.

Adults over the age of 18 may apply through the Community Care Access Centre (CCAC). CCAC will conduct an assessment to determine if an applicant is eligible to use the service.

What Region of Peel centres offer ADS?

Four of our long-term care centres offer ADS – Davis Centre in Caledon, Peel Manor in Brampton, Malton Village and Sheridan Villa in Mississauga.

Are there spaces currently available?

Yes, we have spaces available at Malton Village and Sheridan Villa, both located in Mississauga.

How much does ADS cost?

The cost for ADS is \$17.50 per day. Subsidies may be available for those who qualify. The ADS fee is reviewed annually.

Does ADS offer transportation?

In most cases, family members or friends transport individuals to the ADS. If this is not possible, other transportation options may be available for a fee. Individuals and caregivers are encouraged to discuss their transportation needs either with the CCAC or with the ADS Supervisor at the centre of their choice prior to admission.

How can one apply for ADS?

Inquiries and referrals can be made directly through the ADS at the centre of your choice or by contacting the CCAC of Peel at:

199 County Court Blvd., 3rd Floor
Brampton, ON L6W 4P3
Phone: 905-796-0040
Toll Free: 1-888-733-1177
Fax: 905-796-5620

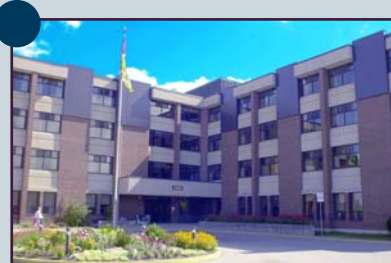
Contact Us



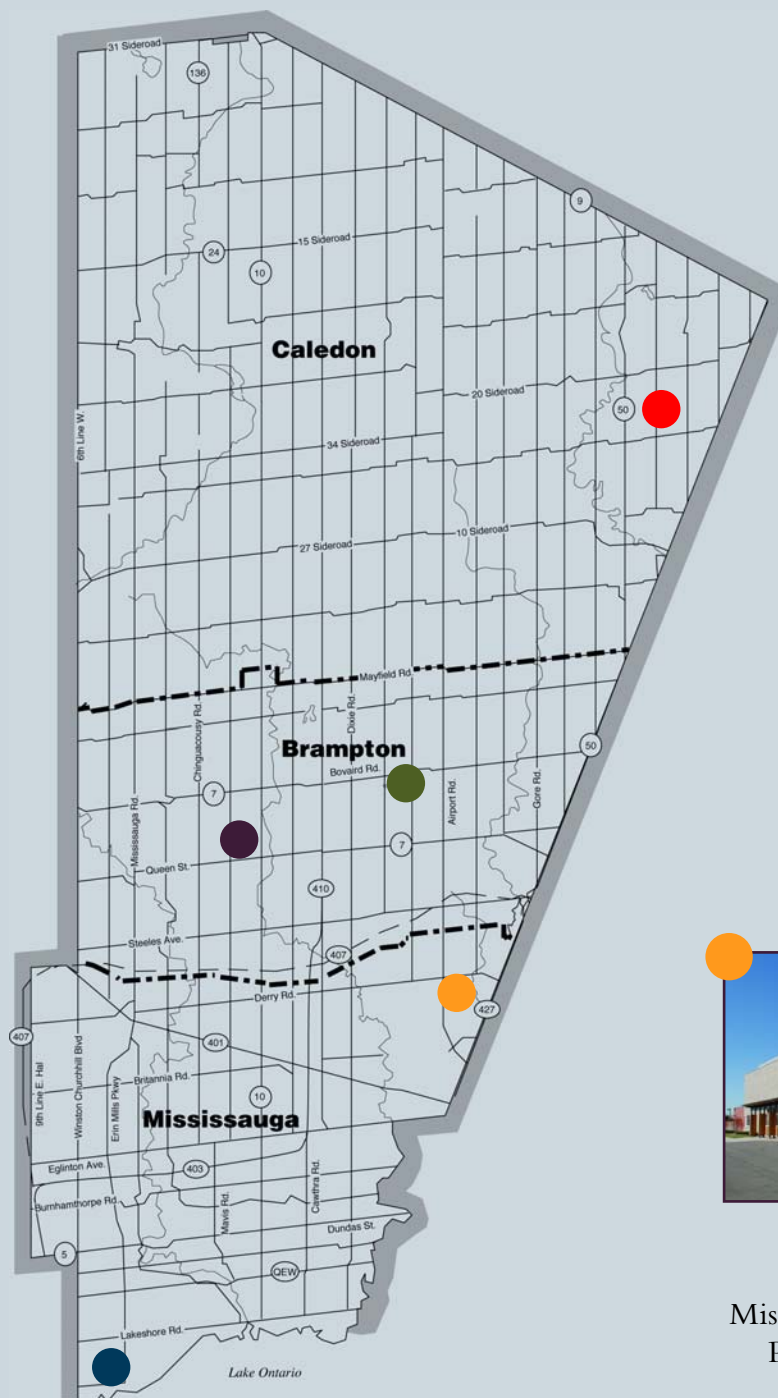
Peel Manor
525 Main St. N.
Brampton, ON L6X 1N9
Phone: 905-453-4140



Tall Pines
1001 Peter Robertson Blvd.
Brampton, ON L6R 2Y3
Tel: 905-791-2449



Sheridan Villa
2460 Truscott Dr.
Mississauga, ON L5J 3Z8
Tel: 905-791-8668



Davis Centre
80 Allan Dr.
Bolton, ON L7E 1P7
Tel: 905-857-0975



Malton Village
7075 Rexwood Rd.
Mississauga, ON L4T 4M1
Phone: 905-791-1179

For more information about the Region of Peel's
Long Term Care Centres, please call

905-799-7700

or visit www.peel-longtermcare.ca