

# KEEPING in Touch

A MONTHLY UPDATE FROM YOUR  
LONG TERM CARE HOME – ECU

## Message from the Administrator – *Gina de Souza*

I am pleased to present to you the first monthly family newsletter from our Extended Care Unit, *Keeping in Touch*.

There has been a whirlwind of change in the past few months as we move toward improved care to ensure we are complying with new long-term-care legislation in Ontario. The pace of this change has raised anxiety in the Home for all of us, and

recognizing the need for all to understand and be informed of change, we have developed this communication newsletter. I hope you will find it to be a positive addition that will compliment our upcoming family council meetings.

**Resident Relations**  
To help explain the many changes, and to address your questions and concerns, Natalie Foster, Resident Relations, will be available in the ECU Library every Wednesday morning from 7:30 to 10:30 a.m. over the next

month.

Administration and Management are working together with Assured Care LTC Consulting Co. and the Ministry of Health and Long-Term Care to make further changes in the Home. This newsletter, with updates from all managers in the Home, will keep you updated on those changes.

### Resident Care

If you have resident care concerns, these will be addressed in a timely manner by contacting the

*Cont'd on Page 2*



## We Want to Hear From You!

A suggestion box is in place at the Nightingale Place entrance of the Home. Families are encouraged to leave ideas in this box with suggestions for improvements to ECU. This suggestion box will be opened monthly and responses will be posted in *Keeping in Touch*.

Contact Us at  
905-378-4647

- Administrator (Operations) - **Gina de Souza**, ext. 33501, Gina.DeSouza@niagarahealth.on.ca
- Director of Care (Nursing) - **Joanna Barber**, ext. 33503, Joanna.Barber@niagarahealth.on.ca
- Program Manager (Recreation/Rehab/Volunteer/Spiritual) - **Crystal Mooney**, ext. 34585, Crystal.Mooney@niagarahealth.on.ca
- Office Manager (Finances) - **Laurie Holmes**, ext. 33502, Laurie.Holmes@niagarahealth.on.ca
- Food Services Supervisor - **Sharon Ironside**, ext. 32279, Sharon.Ironside@niagarahealth.on.ca
- Environmental Services Supervisor (Housekeeping/Laundry/Maintenance) - **Julie Cascio**, ext. 32290, Julie.Cascio@niagarahealth.on.ca

## Message from the Administrator—Cont'd from Page 1

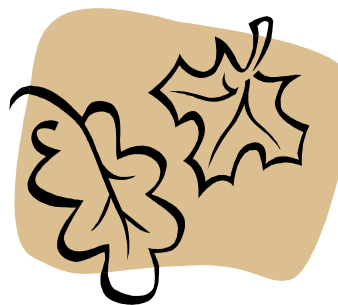
appropriate manager directly. For a full listing, check page 1 of *Keeping in Touch* for manager contact phone numbers and email addresses. As well, a full contact list and the procedure for addressing concerns is posted at the entrance of the Home. We welcome you to come in to see managers or make an appointment to discuss your concerns.

### Resident Satisfaction Survey

A resident satisfaction survey was distributed recently to each resident's room. We would appreciate you helping your family member to respond with his/her opinions so we can receive our residents' input to contribute

to the changes that will take place in the Home. If your family member is unable to comment or answer questions, please complete the survey on his/her behalf and write 'Family responded-Resident unable to respond' on the form. Please return to the Administration office. Anonymous replies are gladly accepted.

On behalf of the management staff, I would like to welcome new staff members to the Home this past month. We are pleased to have increased our staffing complement, and



even though sorry to see the close of summer weather, we look forward to being on the other side of summer vacations so that we have our full

staffing complement in place.

Thank you to Lanny Clark from the Engineering Department who has generously donated an organ to our Home. The organ is now in the entrance of the Home and our musical residents enjoy playing the organ. Lanny's contribution has enhanced the quality of resident life in our home.

---

## About Our Programs — Crystal Mooney

### New Resident Telephones

Two telephones have recently been installed in our Home that are for resident use. These phones can be used for local calls. One is in each of the television lounge areas on ILTC and ECU centre area.

### Program Update

We hope to add another full-time Recreation Therapy Assistant this month. Programs now back in place

after a summer hiatus are Rosary, Hymn Sing and Spirital Service.

At the request of the residents, we have started to hold Family Bingo night once per month. Watch the calendar (see page 4) for these and other programs.

### Volunteer Update

Our volunteers have been busy this summer keeping our courtyard and other



gardens looking their best, as well as providing fresh fruit and vegetable treats for residents. Upcoming seasonal treats include toasted tomato sandwiches on Sept. 15 and

*Cont'd on Page 3*

## From the Nursing Desk — Joanna Barber

As ECU has grown from 75 beds to 115, with the addition of 40 Interim Long Term Care beds, there have been some growing pains. To provide better continuity of care, Registered Practical Nurses and Registered Nurses are now working on dedicated Home areas. Health Care Aides/Personal Support Workers will be assigned to their own Home areas within the next few weeks.

This change means that our residents will become familiar with the staff who in turn, will become familiar with specific residents' needs, likes and dislikes, as well as routines of daily living. Residents will also benefit from seeing familiar faces

and hearing familiar voices on a daily basis. The registered staff will be more knowledgeable with residents' health issues and will be more acutely aware of sudden changes in their status.

I hope that you will recognize the staff working in the Home areas that you visit and have an opportunity to get to know them. Please feel free to introduce yourselves to the staff and enquire about their designation/title if needed. I do ask, however, that any concerns or questions you may have, be directed to the registered nursing staff



member on duty at that time.

The nursing department has purchased a new shower chair. The Carendo chair will aid in bathing our frail residents with

more ease and comfort. If you are interested in knowing more about this equipment please don't hesitate to ask a staff member for information.

The nursing dept. thanks you for your continued support through all of the changes being made. Our strength is our staff and we are all dedicated in making this Home a safe, comfortable, and welcoming place for all the residents and their families.

---

## About Our Programs — Cont'd from Page 2

fresh fruit pies during September. We have just completed orientation for three new volunteers who will help out with the library cart and friendly visiting.

### Rehab Update

ACTIVE Health, a private Physiotherapy service, provides therapy to our residents. All residents in

nursing homes in Ontario are eligible for 100 hours of rehabilitation each year under OHIP. We recently mailed a letter and consent form to each resident's Power of Attorney. Our plan is for ACTIVE Health to bring in a team of physiotherapists and assistants **Sept. 9 and 10** to do an assessment on every

resident **who completes and returns the consent form.** Following this assessment blitz, residents will be set up for individual and group therapy. If you have any questions regarding this assessment or any Program service please contact Crystal at ext. 34585.

## Update from Food Services – Sharon Ironside

We have just received two new refrigerators, located in the ILTC and Gold dining areas. The fridges supply us with more space for products and for better temperature control of the foods. We will also be upgrading the fridge in the Blue kitchenette in the near future.

I will be working with the Registered Dietitian on the NEW Fall/Winter menu due out Oct. 31, 2006. Meetings with the residents for their input have already started

and will continue at each of the Food Committee meetings. Meetings are held the first Thursday of each month. The new menu will consist of a three-week menu offering some new products, including veal parmesan and hot turkey sandwiches.



## It's Makeover Time!

New furnishings will be arriving almost daily over the next month to give our residents more comfortable surroundings and our Home an updated look. Along with 100 head & foot boards, 15 new beds, 55 bedside tables, and 50 easy chairs, 55 overbed tables are ordered, as is new furniture for the front entrance, 10 wheelchairs, 6 lounge chairs, and new dining room tables and chairs. As well, a new steam cleaner is on its way.

### Event Calendar

- ◆ **Band Night – Sept. 26**
- ◆ **Fort Erie Race Track – Sept. 25**
- ◆ **Shopping – Oct. 2 and 9**
- ◆ **Family Council Network Meeting – Oct. 3, 10 a.m. – 3 p.m., Hamilton.** We need two family representatives to join Crystal Mooney for this info session. Monique Smith, Parliamentary Assistant to the Minister of Health and Long Term Care is Guest Speaker. More details are posted on the Family Information Boards in ECU and ILTC. Those interested are asked to call Crystal at ext. 34585.
- ◆ **Band Nights – Oct. 10 and 24**
- ◆ **Birthday Party – Oct. 25** with live music
- ◆ **Fall Bazaar – Oct. 27**

Extended Care Unit, Welland Hospital Site, 65 Third St., Welland ON, L3B 4W6  
Phone: 905-378-4647, [www.niagarahealth.on.ca](http://www.niagarahealth.on.ca)



**NIAGARA HEALTH SYSTEM**  
**SYSTÈME DE SANTÉ DE NIAGARA**  
TOGETHER IN EXCELLENCE - LEADERS IN HEALTHCARE