



December 15, 2011

Reflecting on the spirit of the season

In his 1843 classic "A Christmas Carol", Charles Dickens writes about a profound exchange between Marley's Ghost (who was lamenting over "life's opportunities mis-used") and Ebenezer Scrooge.

Although Scrooge was trembling with fear and beginning to share in Marley's remorse, he exclaims: "But you were always a good man of business, Jacob." Upon which Marley's Ghost cries out in anguish: "Business! Mankind was my business. The common welfare was my business; charity, mercy, forbearance, and benevolence, were all my business. The dealings of my trade were but a drop of water in the comprehensive ocean of my business!"

These words stand as an eloquent expression of our true human purpose, suggesting that our routine activities in themselves are but a "drop of water" compared to our total duty or "business" as caring and compassionate human beings. What we are in our whole being is so much grander than anything we can measure by surface values. We are approaching the end of another year, an opportunity to reflect on the year just passed and begin to think about the year ahead. Taking this time is positive and healthy as it allows us to evaluate our life, our purpose and our priorities.

All those, associated in any way with the Toronto Long-Term Care Homes and Services division, know well our commitment to providing compassionate care and services. It is our passion and our purpose. What continually impresses me as I travel throughout the division is the tremendous enthusiasm, commitment and passion that staff and volunteers have for serving the residents and clients of our homes and community programs. To me, the staff and volunteers truly embody the very spirit of our core values of Compassion, Accountability, Respect and Excellence.

This is a time of year when we should enjoy the best of the holiday spirit and find time to celebrate with our friends, families and colleagues. On behalf of the division's senior management team, I want to take this opportunity to extend best wishes and Season's Greetings to the residents, staff, volunteers, families and friends of the Long-Term Care Homes and Services Division.

All the very best of the season.
Reg Paul, General Manager (Acting)



Welcome to a new electronic version of Homefront!

Homefront has a long tradition of being a well read newsletter not only of interest to staff but also of great interest for residents, volunteers, family and advisory members.

Readers always enjoy the human interest stories and profiles, the sharing of key information between homes and lessons learned across the division. We are committed to continue creating a Homefront that engages its readers with a consistent focus on high-level deliverables, innovations, key projects and accomplishments. Homefront will continue to reinforce our values and the amazing care and service we provide each and every day.

Now instead of printing and distributing thousands of copies each year we will wisely use technology to distribute the newsletter electronically to your e-mail. Many homes have distribution lists, but at other sites there may be a need to let people know how they can now access Homefront - please help us spread the word.

This newsletter is easy to print, so you can make it available to those who do not have e-mail or just want to keep one page of a special story. We'd also like to note that we're trying to put the "news" back in *newsletter* and will work to ensure the content reflects the past three months or upcoming items.

On behalf of the Newsletter Working Group – Rhonda Bell (Lakeshore Lodge), Glorina Bordonaro (Cummer Lodge), Paul Carrerio (Castleview Wychwood Towers), Shane Gerard (Communications), Prabhjot Minhas (Head Office), Erin Mulcahey Abbott (Head Office), Susan Schendel (Carefree Lodge) and Rachel Walters (Seven Oaks) – we hope you like the new format. Comments are welcome and can be sent to eabbott@toronto.ca

CARE about the division's new values statement

We believe in the core values of **C**ompassion, **A**ccountability, **R**espect and **E**xcellence. These **CARE** values are shared by all stakeholders; drive culture, priorities, and provide a framework in which all decisions are based. Here is what the CARE values represent:

Compassion: We are committed to providing compassionate care and comforting support that values the strengths, needs and desires of those we serve.

Accountability: We are committed to acting with integrity and to using City property, services and resources in a responsible, accountable and transparent manner.

Respect: We are committed to upholding resident/client rights and to respect diversity. By embracing our differences and supporting others we demonstrate fairness, inclusion and equity.

Excellence: We are committed to providing the highest quality of care and service through innovation, teamwork, customer satisfaction, best practices and working cooperatively.

"Commitment to CARE" is the new motto for our Division.

Reader's Choice Awards for Lakeshore Lodge!



Lakeshore Lodge staff with Councillor Mammolitti and actor Jamie Farr

Lakeshore Lodge was pleasantly surprised to recently learn that it had been nominated to receive a Bloor West Villager Readers' Choice Award for 'Best Retirement Residence' (this category is the closest a Long-Term Care Home could fall under).

This was especially rewarding because the nomination was anonymous and unsolicited; someone in the community had decided to put Lakeshore Lodge forward for this award.

Once the winners were announced late in October 2011, Lakeshore Lodge was delighted to learn that it had been awarded not only the Platinum (second highest) award by Bloor West Villager readers but also a Diamond (highest) award by Etobicoke Guardian readers!

It was very kind for so many people to show their support for Lakeshore Lodge in this way. Everyone who has had a hand in improving the quality of life for residents should feel proud that they have contributed to this recognition by the community.

Submitted by Robert Price

Kipling Acres Ground Breaking Event



Left to right - Long-Term Care Homes & Services Acting General Manager Reg Paul, City Councillor Janet Davis, Central West Local Health Integration Network Board Chair Maria Britto, MPP Dr. Shafiq Qaadri, Mayor Rob Ford, Ward 2 City Councillor Doug Ford, Kipling Acres Resident Carol Robson

A large ground breaking event and ceremony held on October 19 (to mark the beginning of construction at Kipling Acres) was attended by Mayor Ford, Councillor Ford and MPP Shafiq Qaadri alongside dozens of residents, and community supporters.

This first phase in the redevelopment will include a new 192 bed long-term care home, adult day program and child care centre. The design of the new home has been undertaken with extensive stakeholder input to best meet the needs of residents and the surrounding community. Residents, families, staff, volunteers, neighbours and other community partners have all participated in this highly collaborative endeavour.

Some of the key features of the new home will be an inter-generational courtyard, a double height auditorium and lobby, a resident computer resource room, a green living wall, and a staff wellness area. The home will also be designed to meet Leadership in Energy and Environmental Design (LEED) standards, which ensures the new home's construction and operation will be environmentally friendly and energy and water efficient.

Kipling Acres, which opened in 1959, will be replaced by the new building once the construction is completed at the end of 2012. This project is part of the Ministry of Health and Long-Term Care's long-term care home renewal strategy, which helps fund redevelopments which will meet the ministry's latest design standards.

These standards give greater flexibility to create environments that make it possible to respond positively and appropriately to the diverse physical, psychological, social and cultural needs of all long-term care home residents.

It has been a long and exciting process to get to this point. Residents, staff, families and volunteers will now have a front row seat as they watch the construction progress and count down the days to when they can finally move into their new home .

Submitted by Tyrone Bernardo

Seven Oaks Nurse Manager Wins National Wound Care Award



Seven Oaks Wound Care Hero Team featuring Zaynab Sheraly (front row left)

Zaynab Sheraly, a Nurse Manager at Seven Oaks, has received a national Wound Care Hero's award. This annual award, presented by the Canadian Association of Wound Care, is given to clinical practitioners in recognition of their contributions as a community leader, and for their innovation and dedication as wound care champions and educators.

The Canadian Association of Wound Care are leaders in advocating evidence based best practices to all health professionals. They are dedicated to a collaborative, interdisciplinary approach to wound management and prevention to improve the health of Canadians.

The association invites healthcare professionals to nominate people who have made a difference in the lives of those suffering from acute or chronic wounds. The award winners were recognized in November at their 17th annual conference in Ottawa.

"I dedicate this award to residents whose quality of life has been affected due to having chronic wounds and to those residents whose wounds have healed, this being a testament of the commitment of the interdisciplinary team," said Sheraly (RN, BScN, MHSc, IIWCC).

Submitted by Gayle Campbell and Linda Wilson

All Ten Toronto Homes Receive Residents First Award

In September Long-Term Care Homes and Services was informed that all ten of its homes were being recognized by Health Quality Ontario with an inaugural "Residents First" award.

The award reflects what our division has always believed, that residents come first and that staff **CARE** (Compassion-Accountability-Respect-Excellence).

The award acknowledges the successful outcomes of our participation in the Health Quality Ontario Council's "Residents First" collaborative. This quality improvement initiative supports long-term care homes across the province by providing a forum for them to study and enhance quality outcomes, share best practices and implement sustainable changes.

Participating homes were involved in projects related to emergency department avoidance, consistency of Personal Support Worker assignment, as well as selecting one clinical topic area; falls, pressure ulcers, or continence.

Each home was responsible for creating a team that included management and staff. Home Administrators were responsible for leading and supporting their teams.

Team members participated in teleconferences, education sessions and multi-facility collaborative information sharing days led by Local Health Integration Networks. Team members learned the value of data collection and analysis in determining what improvement strategies needed to be tested and which ones were successful.

The division is proud of the work and success the homes have achieved and continue to achieve through quality improvement work. The key to our success is the efforts of staff and our strong commitment to improving the quality of life for our residents/clients.

The Residents First Awards go to...

Bendale Acres / Fudger House / Kipling Acres / Lakeshore Lodge / Seven Oaks / True Davidson Acres and Wesburn Manor - **Falls Reduction**

Castleview Wychwood Towers - Lean Process Improvement **Medication Reconciliation** and **Nutritional Supplements Process**

Cummer Lodge – Lean Process Improvement **Resident Assessment Instrument**

Carefree Lodge – **Pressure Ulcer Prevention and Management**

United in the Way We Climbed the CN Tower



Karen Thompson, Joey Wilgan, Cathy Di Giulio and Marina Campagna show their support for the United Way

Thank you to everyone for your payroll pledges, for climbing the stairs up the CN Tower, for playing bingo and for buying raffle tickets in support of the United Way.

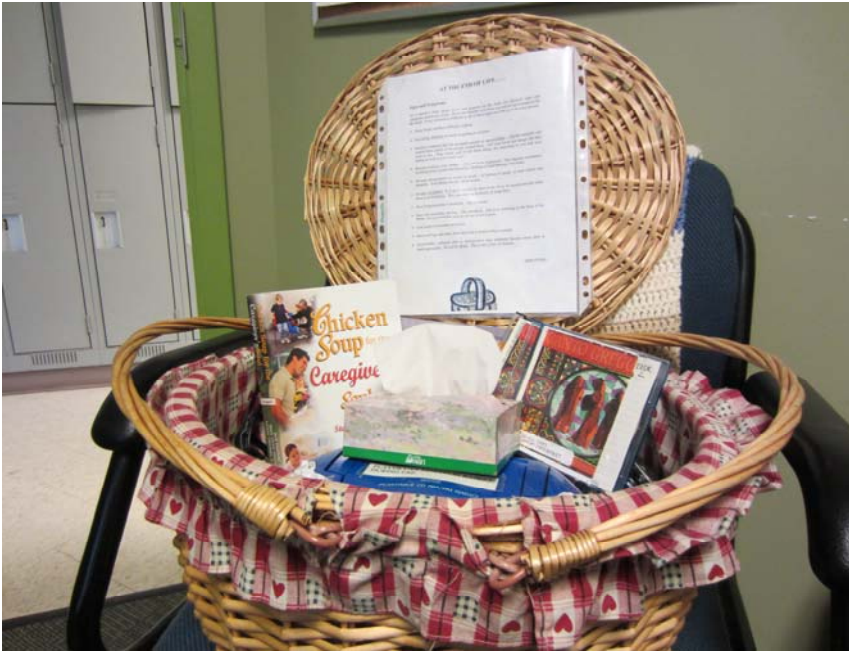
Long-Term Care Homes and Services is on track to raise over \$65,000 in support of the United Way. These funds support the larger United Way Community Fund that provides core funding to a network of 200 non-profit agencies across the city, meeting urgent needs and providing social services to individuals, families and communities.

Special kudos to Fudger House for their outstanding campaign that is showing an increase of 15% over last year. Recently, the United Way recognized Canvassers of the Year and Phuong Duong will be the 2011 recipient from the division – congratulations!

Thank you to all on the planning team and the campaign canvassers which include: Selena Lynch (Bendale Acres); Theo Lancee (Carefree Lodge); Mary An DeGroot (Castleview Wychwood Towers); Marvelyn Valentin (Cummer Lodge); Daphne Williams and Phuong Duong (Fudger House); Nancy Philp and Meren Brown (Kipling Acres); Robert Price and Patricia Daughma (Lakeshore Lodge); Michele Rodway, Gena Mazur and Nori Arrienda (Seven Oaks); Ed McManus (True Davidson Acres); Liz Paveley (Wesburn Manor); Erin Mulcahey Abbott and Mary Thrush (Head Office).

Submitted by Erin Mulcahey Abbott

Seven Oaks' Comfort Care Baskets



At Seven Oaks there is a basket placed at the bedside of palliative care residents. The basket contents are intended to welcome, guide and support visitors who spend time with that resident.

When the basket was first put together six years ago, consideration was given to the fact that a family member's passing is a multi-generational event. Items were chosen for a range of age groups.

For instance, lavender lotion was chosen for the adults. It welcomes them to interact with their loved one by applying the lotion to their hands or feet.

The visitor could also use the lotion on themselves for a calming effect and the lingering scent could assist others present. For adults; crosswords and number puzzles, blank journals and Readers Digests were included to support them during long hours at the bedside.

For children, word search puzzles and easy to read books were chosen. To further guide and support children; a special book titled "When Dinosaurs Die" was selected. This illustrated book gives comforting information about death and its surrounding events. Feedback has indicated children like finding something for them in the basket.

Supportive and informative written material directed at adults is also included. These titles include "At the End of Life", which has information compiled by the home describing what a visitor may observe while with a palliative resident. It also gives suggestions and encouragement to assist the visitor through this time.

Other items in the basket (like Kleenex, peppermints and music) are helpful for all generations. The basket also holds a CD player accompanied by carefully chosen CD's.

Many staff members step in and assist, by playing music for residents when visitors cannot be present. In addition to the staff's active participation, the home's family council has helped by kindly donating funding so that more baskets may be added.

Visitors also make their own basket contributions. These can be their own CD's, prayers, spiritual/religious interventions, and familiar comforting presents. Each visitor has a unique gift to offer. One little girl left a small Teddy Bear to "keep Great Gramma company".

On the final visit, families have used the basket to spontaneously reach out and share with other families and generations. They have donated gifts of tea, rosaries, prayer cards, bibles, books on grieving, and small stuffed animals. There is always a note of gratitude for the staff. A Comfort Care basket encourages all generations to share and receive.

Submitted by Dale Bromfield

Administrators Remember Their Best Ever Holiday Gift Stories

"A beautiful golden Cocker Spaniel puppy. I was about 8 years old and crazy to have a dog. As responsible dog owners it did not arrive on Christmas but we went to see it and pick it out as a family! Best Boxing day ever!!!" – **Margaret Aerola**, Bendale Acres

"When my son, Zachary, was around 14 years old he bought me a pair of earrings. This was the first gift I ever received from him. He went to the jewellery store all by himself and selected the earrings he thought I would most like. He wrapped the earrings in a small gold box and put a big red bow on it. Zach was so proud and excited about the gift as he had planned all the details. What a surprise! The presentation was fantastic. We had such fun opening the box and me trying to guess the contents."

- **Susan Schendel**, Carefree Lodge

"My favorite present was a red dress. My daughter and I would walk by this dress shop near our house and every holiday season they had gorgeous red dresses in the window. Every year I would comment that some day I'm going to get myself one of those dresses and every year she told me she was going to save her money and get me one. One year I opened my gift from her and it was a gorgeous red dress."

– **Nancy Lew**, Castleview Wychwood Towers



"The Jewish holiday in December is Hanukkah, and there is a practice of receiving money known as Hannukah gelt. When I was younger my parents gave us chocolate coins. As I got older my parents would skip the chocolate coins and give us money. During the Xmas holiday my family often went to Florida where I remember using the money to shop." – **Leah Walters**, Cummer Lodge

"I think I was 10 or 11 when my parents gave me a reel-to-reel tape recorder. I became fascinated with recording sounds -- voices mostly. It seemed to me there was some magic in recording a person's voice; like I was able to hold something that would otherwise evaporate. I still have the recorder and I'm sure I have a recording of my parents and each of my siblings with young voices. I won't be able to play them back on that machine as I used it so much I burned out the rewind motor."

- **Robert Price**, Lakeshore Lodge

"I was 5 or 6 and really wanted a pony, that was my dream and wish. On Christmas morning my father took me to the front door, and there was a gorgeous black Shetland pony. I didn't think I would ever have one as he used to refer to horses and ponies as hay burners, as they were an expense rather than a profit, and growing up on a beef farm animals had to be profitable. It was a wish come true."

– **Gayle Campbell**, Seven Oaks

Administrators Remember Their Best Ever Holiday Gift Stories

"My father was a factory worker and worked hard his entire life to acquire wealth and he is by no means rich but lives a comfortable life. Once he retired and started to appreciate life his outlook started to change. He still believes in working hard but now money does not matter and he would give it all away in a second to bring happiness to those around him, as he has realized that the most important thing is family and helping those around you. One Christmas my father gave each of his three children a large sum of money. This was an important moment in my life, as I started to realize that chasing financial rewards was never going to provide me with the gratification I was seeking. From that moment my outlook started to change and I have a greater appreciation for the people around me. Placing less emphasis on acquiring wealth has brought me greater fulfillment and happiness in my life." – **Nelson Ribeiro**, Kipling Acres

"At the age of 4 my fondest remembrance of Christmas was sealed. I was in church for Christmas Mass sitting in the front pews between my mother and father, when all of a sudden I heard beautiful voices singing 'Hark! The Herald Angels Sing'. I stood and looked around the church... but could not find where the heavenly voices were coming from. I thought to myself '*These must be the angels singing so beautifully*', and that is why I can't see them. I still couldn't see the choir until years later when I grew a little taller, but this is still my fondest Christmas gift from the angels." - **Rosemary Stekar**, Wesburn Manor

"The Christmas of 1969 nobody in my family expected anything from Santa, even though we all have been good that year, but El Salvador had just been to war with the neighbouring country. So the economy was really bad. But we were still encouraged by our parents to write to Santa. So I asked the same thing that I had asked for the last couple of years. In the tropics Santa is very capricious, if you ask for toys, he brings you pants, shirts or shoes. To my surprise, that year I got my red bicycle without training wheels, just as I wanted it. Of course I fell down on Christmas day, but so what - I had my red bicycle." – **Carlos Herrera**, True Davidson Acres

"What should a foreign student do for Christmas when my family is tens of thousands of miles away? All my university friends had left campus to go home to spend Christmas with their folks. I felt lonely and out of place. I heard a knock on my door and it was the don of the residence who handed me a registered letter. It was a Christmas card from my aunt Moy from Vancouver. Voila! There was a return Greyhound bus ticket from San Francisco to Vancouver. I was jumping with joy. What a big surprise! I was so excited when the bus pulled into the station after a 25 hour ride. Forget about the aches and pains from sitting for so long. I could not wait to meet my relatives. There they were... aunt Moy and uncle Wing. I recognized them from pictures they sent to my parents. After all the hugs and kisses, they took me home. Their home was beautifully decorated and I remember that tall Christmas tree with all the trimmings. That was the first time I saw a real Christmas tree! The Christmas Eve dinner was sumptuous. The most memorable and treasured moments were when we sat around the fireplace listening to uncle Wing telling Christmas stories and sharing holiday customs. Being welcomed into their home to celebrate Christmas was the best Christmas gift I have received." - **Lorraine Siu**, Fudger House

What's Your Favourite Holiday Tradition?

"After giving this some thoughtful consideration I would have to say that my favourite holiday tradition is watching each year as a family the 1951 film classic "A Christmas Carol", with Alastair Sim as Ebenezer Scrooge. This tradition started when I was child and has continued over the years with my own family. The messages of hope, redemption and purpose never grow old." – **Reg Paul**, General Manager (Acting)

"Terry and I shopping for gifts for the toy drive (we have fun with this), hosting a dinner for people we know and for friends that do not have families or are too far away to see their families at the holiday season. Other than that, midnight mass with my mom, steak and egg brunch with my mom Christmas morning (it is my mother's birthday Christmas day) and spending Christmas day with family."

- **Doreen Calvin**, Director Resident Services

"When I was growing up we didn't have a lot of money. My parents were recent immigrants, couldn't speak English and had very low paying jobs. We didn't have money to spend on things my parents thought were unnecessary. I used to look at Christmas lights twinkling on other houses as magical. Times were tight when we had our children but I wanted them to know those magical lights. It is always a wonderful crisp fall weekend when we all gather and spend magical time together hanging the holiday lights. We still get together and hang the lights and share the magic of the holiday season with a whole new generation of family. My husband thinks the greatest magic of all would be if the strings of lights, carefully stored away after the previous Christmas, were still fully working." - **Vija Mallia**, Director Administrative & Support Services (Acting)

"Spending time with family and praying for SNOW."

- **Marsha Nicholson**, Director Resident Care Services



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