

WELCOME HOME TO RIDEAUCREST



2009 Annual Report

Rideaucrest Annual Report 2009

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Welcome

Welcome to the Rideaucrest Home 2nd Annual Report capturing key highlights and initiatives of 2009. We hope this snapshot report provides some information on the status of various projects underway in our Home. 2009 was a busy year and we are anticipating an even more active one in 2010 with the anticipated release of the new Long Term Care Homes Act consolidating three acts in to one; the pending LSAA with the SE LHIN and keeping up with the evolving state of long term care.

Special thanks to our staff and auxiliary/volunteers in providing care and compassion to our residents throughout the year. We are very fortunate to have such dedicated volunteers who donate numerous hours annually to various projects such as operating a coffee shop 7 days per week; hosting fundraising initiatives such as bake sales; assisting with social events and portering; supporting our residents; etc. A number of our staff were interviewed in their lead roles and are very happy to share their progress. We hope you enjoy reading this document as much as we did preparing it.

Mission

Rideaucrest Home is committed to enriching the lives of people who require the long-term support of a safe and caring community in which all voices are valued and personhood and dignity are respected.

Vision

Rideaucrest Home aspires to be recognized as a centre which balances a quest for excellence and innovation with its goal of supporting people to live meaningful lives.

Values

To help us enact both our mission and our vision, Rideaucrest Home and its staff espouse the following core values:

Compassion

Accountability

Respect

Excellence

2009 Highlights

LTCH OHRS/MIS Project Update

The LTCH OHRS/MIS project is the Long term care homes' Ontario Healthcare reporting standards/Management Information System project.

The MIS standards are the national financial and statistical reporting standards for Canadian health service providers developed by the Canadian Institute for Health Information (CIHI). The Ministry of Health and Long-Term Care has built upon these national standards and has developed the OHRS for its specific requirements. This provides the standards and requirements for reporting financial and

statistical data from health service organizations. The project will be rolled out over the next two years when full implementation is expected. Rideaucrest volunteered as part of phase I and is pleased with the support from the province that is available during the first couple of phases from the province.

The project started in November 2009 and will be fully implemented and tested in May 2010. When completed it will allow us to upload all our financial and statistical data to the province and should eliminate a number of annual surveys. It will also allow for standardized reporting throughout the Province and benchmarking comparisons to measure our performance.

Rideaucrest Home 2009 Financial Statement

	Budget	Actual (Est.)*
Provincial Subsidy	6,170,000	6,613,969
Resident Revenue	3,240,200	3,346,523
Municipal Subsidy	5,484,683	5,214,682
Total	14,894,883	15,175,194

Capital Budget Expenditures:

Rideaucrest Home was built in 1993 and is now 17 years old. As an aging facility, the home is now requiring upgrades in some areas. 2009 capital funds were spent in the following areas:

Upgraded window coverings	\$12,000
Furniture	\$22,100
Kitchen equipment	\$8,300
Renovation to coffee shop	\$129,200
Micro Fibre floor cleaning system	\$13,000
Information Monitors	\$7,000
Hand rail installed lower level	\$8,000
Replaced water softener	\$32,800
Total	\$232,900

Dining room chairs and tables ordered but due to be received in 2010 value \$112,000.

Statistics

Every number tells a story. In a place like Rideaucrest Home, where staff members record statistical data hundreds of times a day, the numbers tell a compelling story of a busy, rewarding life for staff, residents and their families.

Here's what the numbers say about Rideaucrest in 2009:

Number of residents: Home has a 170 bed capacity	214 residents including admissions, discharges and those residing in home by December 31, 2009
Number of male residents:	41 out of 60 (admitted and or discharged)
Number of female residents:	124 out of 154 (admitted and or discharged)
Number of married residents:	46
Number of married couples:	7
Average age on admission:	82.7 years
Oldest resident:	104
Youngest resident:	58
Number of 100 year old + residents:	2
Average length of stay:	2.94 years
Percentage of residents from Kingston	95%
Percentage of residents speaking English as a first language:	95%
Other resident native tongues:	Indian, Greek, Polish, Dutch, French, German, Chinese (Cantonese)
Percentage of residents with diagnosed dementia:	62.7%
Percentage of residents requiring physical assistance:	96%
Number of full-time staff members:	106
Number of part-time and casual staff members:	109
Percentage of staff that reside in Kingston:	65%
Average age of staff:	53.4
Average length of years of staff service:	12.36
Longest tenured staff member:	35.24
Number of donors:	84
Total donations:	\$3520.00
Number of resident meals served:	186,150

Number of meals prepared for Meals on Wheels:	7,279
Total number of meals prepared in house:	193,429
Number of pounds of laundry per resident per day:	3lbs.
Total pounds of laundry washed per day:	562.51
Total pounds of personal laundry washed in 2009:	176,734.14 lbs.
Number of active volunteers:	63
Total gift shop revenues:	95,340
Number of auxiliary pie & bake sales:	6
Total bake sale revenues:	\$5893.00

Top Stories

OSACH Officials Visit Rideaucrest

Rideaucrest Home invited OSACH (the Ontario Safety Association for Community & Healthcare) in to the Home to review its Health and Safety program, policies and procedures with an aim to identify opportunities for improving the health and safety systems in already in place. A walk-through tour of the workplace was also conducted. The review noted that although the number of lost time injuries during 2008 appears greater than what should be expected for a long term care home, that the Home is well positioned with respect to health and safety. Activities in the Home are very positive and the health and safety program is well developed. "The organization is mature enough that consideration should be given to exploring opportunities for more sophisticated health, safety and wellness audits that lend themselves more to a comprehensive health and safety management system that supports a positive culture of health and safety". The review recognized that building a culture of safety in an organization is not an easy process and is generally thought to be a long one, brought on by continuous and consistent emphasis and commitment to the ideals of health and safety for every person that comes to the workplace. It is stressed that safety needs to be every individual's commitment.

Rideaucrest Submits LAPS Document

Rideaucrest Home, like other LTC Homes, prepared a Long-Term Care Accountability Planning Submission (LAPS) in the fall of 2009. This is a planning document that provides information about an individual LTCH, to support the negotiation of the Long-Term Care Home Services Accountability Agreement (L-SAA). Each LTCH owns the LAPS document and is responsible for the completeness and accuracy of the information provided to the LHIN. The L-SAA is the legal document between the Home and the LHIN. The L-SAA will replace the current service agreement. The role of the L-SAA is to clarify that the LTCH will be responsible for delivering not only performance, but also planning and integration towards the development of a health system. The LTCH's LAPS and L-SAA must reflect the Home as part of a health care system versus as an individual health care provider. We anticipate feedback from the SELHIN on our submission in early 2010.

RAI Implementation Continues on Schedule

In June 2005, the Ministry of Health and Long-Term Care (MOHLTC) introduced a new assessment tool called the Resident Assessment Instrument –Minimum Data Set (RAI-MDS) on a pilot basis. The RAI-MDS flags actual and potential care needs and provides a structured approach to care planning with statistical data for quality improvement, performance assessment and benchmarking.

In April 2009, Rideaucrest began implementation of RAI-MDS (Resident Assessment Instrument-Minimum Data Set) as a phase 6 Home. RAI-MDS is based on a set of management tools that use a core set of screening questions that look at 16 key aspects of the Residents health and clinical needs. It provided a more individualized care plan with a more restorative approach.

To date all milestones have been completed on time with 100 % completion of historical Residents full assessments before Sept 30/09. Data Submission began in the Fall, with all Q1 & Q2 submission completed by Dec 30/09.

Moving into 2010 the implementation of the RAI-MDS RAPs (Resident Assessment Protocols) section will begin. This is the final stage of the process which should be completed by Spring 2010. Training for Rideaucrest staff remains ongoing.

Telemedicine Brings Rideaucrest into the Future

Thanks to the Government of Ontario's Telemedicine initiative, Rideaucrest residents have improved access to health care. In 2009, the Home became part of the Telemedicine program, which uses cameras and computer equipment to allow specialists at Kingston General Hospital and other healthcare facilities to conduct remote appointments with Rideaucrest residents.

“The program allows doctors to conduct face-to-face examinations with our residents without the residents having to leave the Home,” says Nurse Practitioner Nancy Campbell, who runs the Telemedicine program out of her office. “It reduces the need to transfer residents’ off-premises and in many cases eliminates the stress of off-site clinic appointments.”

Nancy sees great potential in the program and hopes to be able to use it to reduce ER transfers in the future. “There are so many areas to explore,” she says. “Several facilities in the region now have this technology and we’ve developed a strong working group between us. I expect we’ll continue working collaboratively in the coming year to develop new ways to take advantage of the technology.” The equipment can also be used for staff education purposes.

Caught in the Act

In 2009 Rideaucrest began implementation of the Good Catch program, a staff-directed initiative aimed at improving service and morale. Tina Carquez, the RPN in charge of implementing the program with Gina Santi and Rhonda Back, explains that it replaces the old Near Miss program, but with a more positive message. "This is about rewarding good behaviour, as opposed to singling out mistakes," she says.

The program encourages staff members to identify small problems before they become big problems that affect the residents. Each time an employee catches a problem, he/she will receive a custom-designed Good Catch pen. While the Near Miss program involved only medication incident reports, the Good Catch program will be implemented home-wide. Tina and her team plan to roll out the program in earnest in 2010 and develop an enhanced reward system to further encourage participation.

Employees Receive Ethics Training

Rideaucrest employees started training in ethical decision making in 2009. As of November, 157 staff members, or 63% of all Rideaucrest staff, completed the training based on the Centre for Advocacy for the Rights and Interests of the Elderly (CARIE) model.

"The program teaches competence with compassion," says former Coordinator of Spiritual Care Marjorie Woodbridge, who oversaw the training initiative. "Michelle Merthos, the woman who developed this program, was a professional ethicist whose father was living in long-term care," Woodbridge explains. "She discovered that traditional ethical frameworks didn't work in long-term care because the relationship between caregivers and families is different than it is in hospitals, for example. It's a much longer-lasting relationship, and that has ethical implications on how decisions are made."

The program included the Five Commandments of Long-Term Care:

- 1) To preserve and promote health
- 2) To Protect Safety
- 3) To ease pain and suffering
- 4) To respect individuality
- 5) To provide support for continuation and completion of the resident's life story

Marjorie says front-line staff members found the materials accessible and easy to incorporate into their routines. "They liked learning new ways to communicate," she says. "They enjoyed learning non-judgemental ways of talking with the residents."

Restorative Care Finds New Home

Among the changes implemented in 2009 was the move of the Restorative Care and Physiotherapy service to the Home's Lower Level. With the addition of new furnishings and equipment and soundproof walls of what was formerly Conference Room A, Rideaucrest staff created an ideal environment for Restorative Care service delivery with enhanced privacy, confidentiality and dignity. The program was formerly housed on the end of one wing of a terrace, which sometimes made it difficult to deliver services when the terrace was closed due to outbreak or for privacy.

The new facility was introduced in conjunction with the grand re-opening of the coffee and gift shop on Wednesday, June 10th.

Departmental Updates

Nursing:

Nurse Practitioner Update

The Rideaucrest Nurse Practitioner plays a vital role in supporting the Home's client-centered approach to resident care. Working independently, but in collaboration with the medical practitioners on each terrace, the NP helps assess and manage resident health issues and helps residents and their families gain a clearer understanding of illnesses and treatment issues.

The NP also works in a mentoring role with registered and non-registered nursing staff. This year's mentoring activities included providing formal education sessions and developing a self-directed educational CD on Enteral Feeding to help staff members obtain feeding tube certification.

In 2009, the NP fielded 660 episodic illness referrals from the four terraces and 18 annual medical examinations for one of the physicians.

On the Road to Becoming a Centre of Excellence

Part of Rideaucrest's commitment to implementing best practices throughout the Home involves appointing four Best Practices Champions to encourage staff members to develop, implement and maintain best practices in areas that are vital to resident care and consistent with areas of risk identified by the MOHLTC.

The Registered Nurses Association of Ontario has identified best practices and developed instructional modules. The four areas in which we have Best Practice Champions are:

- Wound Care
- Continence Care
- Oral Health
- Falls Prevention and Restraints

Some of the new initiatives include:

Falls Prevention

While eliminating falls among elderly residents may be an ambitious goal, Falls Prevention Best Practice Champion Dawn Thomas believes that it is possible to reduce the number of recorded falls and eliminate falls resulting in severe injury.

Initiatives aimed at reducing the number of falls are primarily directed to the residents' rooms, since the majority of documented falls happen in the bedroom. Measures include researching new beds with built-in alarms and a reduction in the use of restraints.

Dawn has also been working to ensure that when falls do occur, they don't result in serious injury to the resident. In order to achieve this, she has been working to ensure that all residents have bone density tests completed and received calcium and Vitamin D supplements to increase their bone density and prevent fractures.

Staff members are also working with diabetic residents to monitor their blood-sugar levels, since some research indicates a correlation between low blood-sugar levels among diabetic residents and the number and severity of falls.

Oral Care

Still in its early stages, the Oral Care Best Practice Team laid a foundation for future efforts in 2009. Best Practice Champion Debbie Flood says she has been spending her time drawing up charts of stakeholder needs and taking an inventory of tools.

In 2010, Debbie plans to incorporate an admission assessment for oral care and introduce care plans and new products, including non-alcoholic mouthwashes. The plan is to implement the new products in stages, introducing them to five new residents each week.

Debbie is also working to educate staff about strategies for administering oral care to residents with dementia who might otherwise be resistant to it.

Wound Care

Because the skin loses its elasticity as we age, the elderly are at risk of developing infections and other skin problems.

Wound Care Best Practice Champion Monica Hebert has been researching and introducing new skin-care products, including a new cleansing system that allows staff to moisturize and protect the skin in addition to cleaning it. "Soap and water alone is not a best practice," she says.

She adds that residents have responded well to the new products. "One resident told me that she loved it because it was so nice to be pampered."

Monica has spent a lot of time educating staff, residents and their families on the importance of wound prevention, including the roles of fluids, nutrition, proper teeth fitting and cushioned wheelchair seats for pressure relief.

Dietary Services

All Rideaucrest Dietary Services department staff completed the Canadian Restaurant and Food Services Association's Food Safety Course in 2009. The one-day course enabled all employees to earn the necessary certification as outlined by Ministry of Health & Long-Term Care requirements. The session included training in food handling safety, hygiene, food storage protocols and preparation techniques. Thirty-seven employees received certification, which will remain in effect until 2014.

Dietary Services staff also spent the year working on upgrading menus and adding additional food choices. Dietary Services Supervisor Richard Luckham and his team spent the summer adapting menus to incorporate resident feedback to ensure a course of constant improvement. He says feedback continues to be positive, adding that the Fall/Winter menu was their best-received menu to date.

A Focus on Food Safety

Each day, the home serves residents three full meals, between-meal snacks, and also food and drinks at special events and activities. Food safety is a top priority, and now 100% of all food services department staff are food safety certified. Life Enrichment staff involved in events where food is prepared or served are also certified.

Staff routinely check and verify the concentration of chemicals used for washing dishes and cooking pots; check and record the temperature of all refrigerators and freezers; monitor the quality of all food received, stored and served; check food temperatures at the time of cooking and serving; monitor dishwashing and pot washing water temperatures. Our food products are purchased from reliable suppliers who work closely with the Home to proactively identify and provide an early alert about any food items that may need to be recalled within the food industry.

Kingston, Frontenac, Lennox & Addington Public Health makes regular visits to the Home's kitchen and food preparation areas to ensure a clean, safe, sanitary environment is maintained and that safe practices for receiving, storing, preparing and serving food are used.

Finance & Administrative Services

Power of Attorney Review

The City's Legal Department and the Rideaucrest Finance & Administration staff conducted a review and audit of the Home's Power of Attorney policy and practices. The audit included reviewing resident files and ensuring that a valid copy of the Power of Attorney Agreement is on hand for each resident. Auditors determined that 140 of 160 residents had valid agreements on file. Finance & Administration officials then worked with the remaining families to ensure that the residents all had proper, valid

agreements in place. A master file has been created to ensure that front-line employees have easy access to all Power of Attorney agreements.

Information Management Plan

The Home has drafted an Information Management Plan which outlines standards and protocols for how information is processed electronically.

Plant Maintenance Services:

Maintenance Team Earns International Recognition

The National Air Filtration Association recognized the Rideaucrest Maintenance department as one of the most innovative in the country by awarding it the 2009 Clean Air Award for their work completed in the past four years on the facility's overall indoor air quality.

The department began its work early in 2005 when all maintenance staff members became certified air filtration specialists (CAFS) through NAFA. They then set out to improve air quality with such initiatives as upgrading to hydrophobic air filters that keep moisture from passing through. They also installed pressure sensors for more accurately timed filter changes, checked for and corrected leaks and blow-by, selected new filters and pre-filters that have deeper pleats and greater filtration capacity, yet don't increase electrical consumption and adopted more stringent cleaning and disinfecting procedures for air handling equipment.

Additionally, staff installed new air filtration systems on the Home's cooling towers and implemented alternate day biocides and incubation dip slides all to combat the potential amplification of legionella bacteria.

Housekeeping News:

Implementation of New Microfibre System

Housekeeping staff members also adopted a new system to reduce the spread of infection in the Home. The system involves switching to a new microfibre system which allows for a deeper and more efficient cleaning of the Home and improved ergonomics for staff. After a 12-month trial of two systems in 2008, the department approved a Home-wide switch to the new equipment in February with great success.

Life Enrichment Services Department:

Life Enrichment programs held during the evening	147
Life Enrichment programs held on weekends	308
Total Life Enrichment programs held in 2009	1, 662
Special events held in 2009	112
Services provided by Physiotherapy	626
Services assigned and supervised by physiotherapist, conducted by support personnel	6,899
Meals to Residents in Restorative Meal Program	1,179
Bungee Walker treatments with Residents	48
Sit –to-Stand treatments with Residents	656
Measured walks of 50 feet	319
Measured walks of 100 feet	495
Leg ergometer treatments	1,030
Arm ergometer treatments	897
Range of motion treatments (includes PROM & AROM)	472
Total restorative interventions	5,328
Concerns raised by Residents concerning Life Enrichment	9
Concerns resolved	9
Average percentage of Residents at Programming Risk	33%
Snoezelen treatments provided	205
Educational placement students worked in Life Enrichment	14
Life Enrichment one to one visits with Residents	1,143
Residents' Council held 2 General Meetings and 6 Business Meetings	8
Terrace Representative Meetings (each terrace)	12
Resident Council coordinated REACH (Residents Extending Arms of Caring and Hospitality) projects/fundraisers	5
Total amount Resident Council raised for REACH projects	\$777.25

Other News:

Code of Conduct

Rideaucrest introduced a Code of Conduct that sets out boundaries and clarifies expectations for all employees, medical personnel, visitors, volunteers, friends and family members. The Code outlines the Home's commitment to providing a safe working environment and includes guidelines concerning communication, compassion, courtesy, confidentiality and respect for people and property.

Infection Control

Rideaucrest's accomplishments in infection control in 2009 include:

- Implementation of the safety engineered needle program and policy
- Complete stock change over to safety engineered needles
- Completion of hand sanitizer stations at point of care (all resident rooms)
- Completion of N95 fit testing for 1/3 of staff population and 6 staff trained to do fits tests (qualitative) 4 staff trained to fit test (quantitative)
- Hosted Regional Infection Control work shop for community partners
- New policy and new storage for secure vaccine storage.
- All housekeeping were trained on Environmental cleaning for infection control
- New process to ensure all staff on all shifts sign in and out of the home to improve tracking of infectious disease ongoing and especially in out break and pandemic circumstances
- PVC Laundry hamper system implemented to decrease handling of infectious linens etc.
- Education and training on PPE
- Implementation of new sani- bag system for residents with infectious disease ,this new system eliminates the need for shared bathrooms and handling of infectious body fluids

Pandemic Planning

In response to the H1N1 outbreak, the Rideaucrest Infection Control team totally revised the Home's Pandemic Plan, rolling out the new plan in November. External assistance was obtained and immensely helpful to the redevelopment of this comprehensive plan.

The Home held two H1N1 vaccination clinics, providing immunizations to 129 staff members and receiving valid immunization records from another 10 employees. The Home also invited KFL&A Public Health officials to speak to staff, residents and volunteers about pandemic planning on two occasions.

In order to promote hygiene and prevent the spread of infection throughout the Home, Rideaucrest installed hand sanitizer dispensers in each resident room and at all points of care. Hand lotion dispensers are also available at each nursing station, as recommended by the hand hygiene campaign.

In early 2009, Rideaucrest hosted a workshop sponsored by the Ministry of Health and Long Term Care for all local health care professionals on infection control best practices and new guidelines for the diagnosis and treatment of urinary tract infections.

Education

More than 100 education sessions were made available to Rideaucrest employees in 2009. These included new monthly education sessions, First Aid training for all RNs and maintenance staff and CPR training for all registered staff. Many of these sessions were held in the newly remodelled Resource Room, which has been set aside for employee education initiatives and as a library resource.

Student Placement

We are accepting students here for course placement from St. Lawrence College, Laurentian University (through St. Lawrence) RN, Public Health (dietetic internship), Loyola community learning Centre, Kingston learning centre, PSW. We have preceptor ship for consolidation of 80 hours for PSW students and 180 hours RPN students.

Some comments, "the staff were quite good with the students and helpful". "The staff was great".

Laurentian university students have taken on Rideaucrest as their community placement and have placed a 4th year nursing student in 2009 and 3rd year nursing student in 2010 in the staff health and development area some comments were:

"I have acquired an abundance of new knowledge from this placement, a great learning experience;

"I have participated in activities I would not have experienced elsewhere."

New Garden Furniture Brightens Residents Lives

Rideaucrest Home continues to spruce up the garden areas to support resident use. A dozen garden benches, 28 chairs and four tables made from recycled plastic were purchased with donated funds in the summer of 2009. In addition, a retractable pergola was installed in the rear courtyard to the joy of many residents. This new outdoor furniture has been very well received by residents and their families.



Auxiliary Update

The Rideaucrest Auxiliary volunteer corps raised almost \$90,000 in 2009, primarily through gift and coffee shop sales. The coffee shop and gift shop are staffed exclusively by volunteers. “We’re fortunate to have a dedicated group of almost 30 volunteers,” says long-time volunteer Martha Van Allen. “Thanks to their commitment, we’re able to keep the coffee shop open every day.”

Thanks to the Auxiliary’s hard work, Rideaucrest was able to completely renovate the Home’s coffee shop. The City of Kingston paid for half of the \$94,000 facelift, while coffee shop revenues covered the other half. The new, improved coffee shop opened on June 10th.

A home-wide contest open to residents, staff and volunteers to rename the coffee shop was held in late May. The successful name, The Courtyard Café & Boutique, was submitted by Rose Guest. Rose received a basket of goodies for her submission.

Other items the Auxiliary purchased in 2009 include:

- EvacuSleds for some resident beds
- Valances for the gift shop windows
- Picture frames for resident artwork
- Holiday gift baskets for all residents
- A holiday dinner for all 170 residents
- Welcome packages
- Newspaper subscriptions
- New table for coffee shop

Over the years, Auxiliary volunteers have purchased medical and mobility equipment, televisions, electric fireplaces, and restorative care equipment.

The Auxiliary's future plans include buying \$25,000 worth of new furniture for the Home's public areas. Martha expects to make this purchase in early 2010.

Residents' Council Update

Rideaucrest residents once again proved that they are able contributors to the community in 2009. In addition to working hard to make sure Rideaucrest is a comfortable home for all 170 residents, Council members showed their community support by raising money for a range of worthwhile causes, including the Canadian Cancer Society and the Salvation Army. Residents also contributed to a cause that strikes close to home for many of them, raising \$687 for Alzheimer Society Kingston. One project that particularly appealed to Council President Daniel Van Dreunen was the planting of tulip bulbs in the Home's rear garden. The new tulips will bloom in the spring and will be a welcome addition to the Home's lovely flowerbeds.

Residents, Families Have Their Say

In 2009, the Home commissioned surveys to determine the satisfaction levels of both residents and family members.

Resident Satisfaction Surveys

In the spring of 2009, Rideaucrest commissioned a Resident Satisfaction Survey in which 50 randomly selected residents were asked a series of 22 questions to determine their satisfaction levels with key elements of the Home's resident-centered care. Of the 50 selected residents, 43 were able to answer all of the questions.

Tabulated results indicate that residents expressed high satisfaction levels with their overall experience, the treatment they receive, the Home's comfort, the staff, the activities and the cleanliness and safety of the Home.

Family Satisfaction Surveys

In the summer of 2009, Rideaucrest commissioned a survey of resident family members. Family members, guardians and friends were asked a series of questions similar to the ones residents themselves answered in the spring in order to gauge resident satisfaction from the perspective of those closest to them. Questionnaires were mailed out to at least one family member, guardian or friend of each resident. Of the 168 surveys sent out, 70 -- or 42% -- were returned, which is considered an excellent result for a mail-back survey.

The research firm that conducted both surveys reported that the tabulated responses to the family surveys were remarkably similar to the responses in the resident surveys, indicating that the findings of both surveys are reliable.

Overall, the responses were positive, especially to questions pertaining to comfort, treatment, activities, cleanliness and friendly staff. Questions about food received mixed responses.

More Highlights

Family Council Finds Focus

Representatives from Family Councils of Ontario visited Rideaucrest earlier this year to share information about the roles and responsibilities of Family Councils in long-term-care homes. The presentation was received well by the Family Council members.

New Tool Means More Contact with Residents, Less Work for Staff

As of February, 2009, Rideaucrest implemented RAI-MDS, a new documentation tool that has allowed frontline nursing staff to gain a clearer picture of residents' health conditions. The new system allows staff to take more accurate measurements and collate those measurements into usable data. "The new system mandates more contact with the residents," says Director of Nursing Krystal Mack. "It highlights the risk areas for us and points out areas where we have to develop care plans. It's making life easier for our frontline staff in that it allows them to measure more accurately, but at the same time it requires less work. And it's also a great tool for resource allocation in the big picture."

Restraint Project

As part of the Home's commitment to reducing the number and severity of resident falls, Rideaucrest has been bolstering its policies and practices surrounding the use of restraints. Since long-term-care homes around the world are re-evaluating restraint use as a means of preventing falls, Rideaucrest officials are in the process of implementing a minimal restraint use policy. Work on this matter in 2009

has included research into restraint alternatives and three information sessions in which staff member's educated families on the dangers posed by restraints and some of the available alternatives. Home officials also obtained the support of a representative of Baycrest.

Investing in Communication

In 2009, Rideaucrest introduced two new communications materials designed to give new and prospective residents a clear sense of life in the Home. The Home's first-ever Resident Orientation Guide was published in July and distributed to every resident. All new residents will also receive a copy of the Guide upon admission. Also this year, the Home unveiled a brand new virtual tour of the facility to allow prospective residents and their families to view the bedrooms from their home computers. The virtual tour is available through the City of Kingston website at www.cityofkingston.ca

Preventing Workplace Violence

Prevention of violence in the workplace was an educational focus for the Home in 2009. Both frontline staff and management participated in workshops on the subject.

Rideaucrest employees got some much-appreciated insight into the problem of bullying in the workplace during a three-day seminar in late May. Facilitated by renowned bullying expert Denise Koster, the sessions taught employees how to recognize bullying and other forms of aggression in the workplace and techniques to help combat and prevent it.

Reaction from the 168 employees who took part in the sessions was almost unanimously positive, with almost 80 percent reporting that the sessions were effective and educational.

Comments from participants indicated that the sessions were informative and relevant.

Bullying is a potentially damaging act with sometimes devastating results. It can impact our quality of life and the care we deliver for residents. We hope that imparting this knowledge can empower people in situations where bullying may be present and help stop the behaviour.

Workplace Wellness

The Home places high value of workplace health and safety and has numerous initiatives focused on improving safety and reducing/eliminating work-place injuries.

More on Workplace Health and Safety

The health and safety of healthcare workers is a high priority for both the Ministry of Labour and the Home. Throughout 2009 Joint Health and Safety Committee (JHSC) met regularly to develop strategies and practices to further increase safety, decrease work-place injuries and collaborate on the prevention of musculoskeletal disorders (MSDs) and other workplace injuries/risks. Our JHSC is integral in getting the message out that Safety is Everyone's Business and we currently have 60% of our JHSC members certified in levels 1 and 2.

Privacy

The City of Kingston is committed to protecting the privacy of all personal information. Part of that commitment is to explain what information may be collected and why, how it will be used and who may have access to it. Our practices have been designed to ensure compliance with the privacy provisions of the Personal Health Information Protection Act and the Municipal Freedom of Information and Protection of Privacy Act.

United Way Workplace Campaign

During the week of October 5th, Rideaucrest staff raised \$4433.50 for the local United Way through pledges, gift basket raffles, 50/50 draws and a silent auction. The campaign kicked off with a free pizza/pop lunch for staff that donated through payroll deduction or purchased for a nominal amount. Staff enjoyed the weekly 50/50 draws, pie and gift basket raffles and many generously donated to the silent auction event.

The money raised will help support a network of 200 agencies providing vital social services to thousands of peoples throughout the Kingston area – single parents, abused women, young children/teenagers, the elderly, the physically challenged, the homeless and many more people who are in need of help for a better life.

The United Way Project Team wish to thank all staff for participating in the 2009 Campaign! We look forward to another successful campaign in 2010.

Campaign Year:	Total Raised:
2005	\$150.00
2006	\$2402.77
2007	\$3783.07
2008	\$2589.00
2009	\$4433.50

Attendance Management Incentive Program

In September 2009, the Attendance Management Incentive program was launched on a pilot basis to recognize perfect attendance of full and part-time staff. The intent of the project was to explore means and opportunities to recognize staff who attend work regularly. Employees with perfect attendance had their names submitted in a raffle draw.

Any full-time staff that had perfect attendance in a given month was eligible to have his/her name drawn for a \$100.00. Any part-time staff that had perfect attendance in a given month was eligible to have their name drawn for a \$50.00.

The program has been very well received.