

PIONEER RIDGE LONG TERM CARE AND SENIOR SERVICES NEWSLETTER

December 2024, January, February 2025

A GOODBYE MESSAGE FROM OUR ADMINISTRATOR LEE MESIC

Brr, we are certainly experiencing some cold February days, but hopefully you always feel a warm and cozy welcome at Pioneer Ridge.



February" is often described as a month of love, warmth, cozy moments, a sweet transition between winter and spring and a time to cherish loved ones. From the celebration of love on Valentine's Day, the memories made on Family Day, the acknowledgment of progress on Black History Month, February offers opportunities for reflection, inspiration, and connection and always with the reminder to spread kindness!

Even though there are so many great things happening around us, Health Care and Pioneer Ridge continues to face many challenges, and we are working very hard to combat these challenges while working hard to ensure we are always able to provide meaningful quality care and services. The most significant challenge facing our Home currently, continues to be staffing. Although we are working closely with educational institutions, several different staffing strategies, agencies and Human Resources, the lack of experience and skilled employees entering the workforce is an ongoing struggle. Despite these challenges, Pioneer Ridge is pushing forward with many demanding, but important quality improvement projects this year.

In addition to working on our new scheduling software and processes, improving our embedded Behavioral Support Ontario services, our new model of care on Monarch Manor and several environmental improvements, the Home is working on its accreditation cycle, making improvements to our educational program and implementing a new Electronic Health Record software that will assist in meeting new mandatory documentation requirements and improved resident assessments.

Involving the residents and families in our Quality Improvement journey remains a high priority for the Home, and the ongoing recruitment for membership on our Resident Council Family and Friends Committee remains a priority. Please reach out to our Administration Assistant, Jaime if you would like further information about these two groups (807 684 3497)

As I complete my submission for this newsletter, I do so with many mixed emotions, knowing it will be my last as I have announced my retirement, being the end of this month.

After 42+ years of nursing and over 22 years with City of Thunder Bay, it is time for me to continue my journey on a new path.

There are no words to express how fulfilling this career has been for me and how grateful I am, to have had a career that I never regretted choosing and have always loved.

My career has been a bonus in my life, allowing me not just to have a job, but to be able to do a job that was so rewarding and was my passion. They say that "When your work is your passion, it's not just a job, it's a Blessing," so I have been extremely blessed.

While I am excited and looking forward to embarking on a new chapter, there is going to be a lot I will miss and always cherish. There are so many memories, experiences and relationships that I have made and that will always hold a special place in my heart.

While working in Health Care and especially in Long Term Care, I have had the privilege of serving together with some of the most sincere, genuine and passionate individuals I could have ever met. The dedicated caregivers I have worked with, demonstrate conviction, resilience, compassion, and an unwavering commitment as they provide love and quality care.

Working at Pioneer Ridge with each one of you has truly been a blessing that I will forever cherish. I am so proud of this Home, the bonds that are created, the passion that is demonstrated daily, the successes we have achieved together and the successes that will continue long after I am gone. I have been so lucky to work with the incredible Pioneer Ridge team and will always remember the relationships, the laughter, the challenges and the accomplishments we have shared.

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To all the staff, residents, families, friends and the corporation, thank you for all the support and all the encouragement you have given me over the years, and thank you for being part of my professional life.

My career has been a wonderful adventure, nothing short of fulfilling and thanks to all of you, I am continuing my journey with a heart full of gratitude. "Find out what you like doing best and get someone to pay you for doing it." I did!

Wishing you all, all the best!



PIONEER RIDGE EMPLOYEES CELEBRATE 25 YEARS OF SERVICE

Barry began the speech with the question..." what was happening in the year 1999" ...

President of the United States of America Bill Clinton was impeached, the most popular TV show was Friends, and everyone was talking Y2K and we at the homes hired 3 great staff members.

It is with great pleasure we congratulate Chris Cizmar, Therapeutic Recreationist, Crystal Wark, Resident Wellness Worker and Catherine Roy, RAI Coordinator for 25 years of service with The City of Thunder Bay Homes.

Wow! Where have the years gone.



HELLO FROM THE IPAC DESK!

We are in the midst of cold and flu season. There have been several viruses circulating in the community and healthcare facilities recently; including those that cause respiratory and gastrointestinal illnesses. Some of these viruses have already affected some of the residents living at Pioneer Ridge.

It is important to remember that prevention is key! We would like to remind family and friends to stay home if sick, wash your hands frequently when visiting and practice respiratory etiquette such as sneezing and coughing in your elbow.

Stay healthy!

Liane Heebner, RN, LTC-CIP



A FRIENDLY REMINDER FROM THE BUSINESS OFFICE

"Accommodation statements for 2024 will be sent out with the regular billing statements in February. These charges must be claimed as a medical expense on your resident's income tax. If you have any questions, please contact Tiina at 807-684-3914 or tiina.dynes@thunderbay.ca."

WE WANT TO HEAR FROM YOU!



Your input is valued.
Administrative Office
Tel: 684-3913

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UPDATES FROM B.S.O EMBEDDED SERVICES TEAM AT PIONEER RIDGE

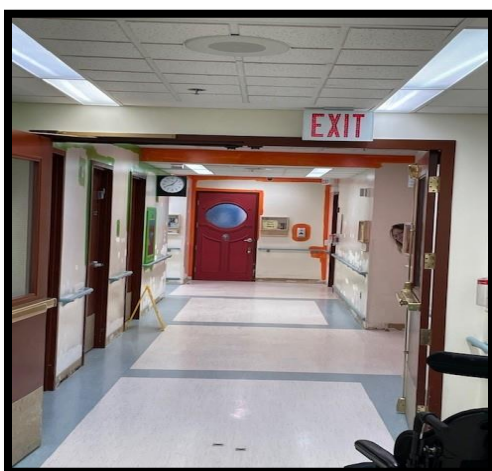
meaningful care matters
Free to be me

Butterfly training is underway and 97 staff are enrolled in the education. Workshops thus far: “It’s all about BEING person-centered, Facing the Truth is the start of Culture Change and Creating Mealtimes & Households that matter”. Workshop 4 begins Feb. 5th with Mary Kneale, Meaningful Care Matters consultant “Sharing your Story – Starting with Self”.

In November 2024 - 10 team members had the opportunity to tour Castlemore, an accredited Butterfly home area in Tall Pines Long Term Care facility, and the first Butterfly Acute care unit for the elderly at William Osler Hospital, both located in Brampton, On. The following day we attended a Meaningful Care Matters Conference about sustaining emotionally focused care and met the Managing Director of Meaningful Care Matters Peter Bewert.



To go along with the new Butterfly philosophy training, some environmental changes are happening on Monarch Manor and throughout the lower level.



Why the bright colours? Persons living with dementia see 6 shades lighter than we do and require bolder contrasting colours for wayfinding. As their disease progresses, their peripheral field of vision and the ability to decipher if the item is real or a picture, is impaired. They will also experience depth perception issues and difficulty with visual-spatial processing. To recognize directions of halls, doorways, furniture, contrasting colours are imperative. As the brain continues to change, a person’s vision who is living with dementia, can only see tunnel/binocular vision.



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After the painting has been completed, themed life stations will be added to areas throughout Monarch Manor:



Once the themed areas have been added to Monarch Manor, the Homes Action Team Committee, which is comprised of families, residents and staff, along with the Meaningful Care Consultant, will be meeting to plan the additional areas. To promote wayfinding for residents, families will then be contacted to bring a favourite item in to decorate the doorway area. At this time, we are looking for the following items: clothesline pulley, vintage nightstands pictured above, men’s and women’s hats, purses and vintage shoes, scarves, vintage washboard and wooden ironing board, 6 colourful birdhouses of various sizes, small guitar or ukelele, old mirror with scroll work edging, vintage dresser or make up stand. If you have any questions about donating items, please call Judy or Crystal at numbers below.

Another environmental change on Monarch Manor, is the creation of “smells like home”. Team members working on night shift prepare the bread maker around 6:00 AM for residents to wake up with the smell of freshly baking bread. The Day shift then serves the bread in baskets during lunch. Staff have noted improvements in appetites and residents have been interacting more with each other at the tables. Some residents, who usually do not want to stay in the dining room, have been sitting longer for meals. In addition to bread, regular baking aromas and simmering smells from a crock pot are being initiated.



Other B.S.O updates:

~We have recently provided Gentle Persuasive Approach full day training for 13 staff, with future sessions planned throughout 2025.

~We are pleased to announce we have filled the position of Resident Care Assistant and welcome Dawn-Lee Soderberg to our Embedded Behaviour Supports Team.



~We have received one time funding for Long Term Care Local Priorities Fund to support the Butterfly Model of Care staff training, tours, sensory equipment and the “Abby Activation Platform Equipment”.

~Coming soon...a new sensory room on right court hall of Monarch Manor...more to follow

If you have any questions/suggestions, please call or email The BSO Embedded Services Team: (807) 684-3936

Behavioural Support & Butterfly Lead, Judy Walters (807) 629-7181 or email judy.walters@thunderbay.ca

Resident Wellness Worker, Crystal Wark (807) 632-9108 or email crystal.wark@thunderbay.ca

Resident Care Assistant, Dawn-Lee Soderberg Dawn-lee.soderberg@thunderbay.ca



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A MESSAGE FROM OUR TRAINING DEVELOPMENT AND QUALITY IMPROVEMENT LEAD

Lots of exciting things happening lately for education and quality improvement!

Thanks to the funding we received to support the education and professional growth of our staff, in November we were able to send 10 staff from Food Services, Environmental Services, Recreation and Nursing (PSW, Home Support Worker, RPN and RN) to Toronto to attend an in-person workshop related to the Butterfly Model of Care that we are implementing on Monarch Manor. These staff were able to tour a Butterfly home in the Peel Region and see the impacts of this methodology in real time!



On the quality improvement side, we recently completed a month-long project to implement a scheduling software called UKG. This program integrates staff schedules directly to our payroll program – eliminating manual date entry and improving the accuracy of pay for staff. Staff can view their schedules on their phones or computers, can submit time off requests electronically and can view their worked shifts / pay details in real time, giving them the ability to view their tentative upcoming pay in advance – which allows for early identification of pay errors. This allows us to correct any discrepancies in advance, and ensure employees are paid accurately and without delay!

In the future, we hope to integrate our call out process for available shifts with UKG, which would simplify the process of filling vacancies.

I am also excited to share that we have officially started the process of changing our Electronic Health Record provider from Med e-care to Point Click Care. Our goal go-live date is April 1, 2025 (with a backup date of July 1, 2025). Point Click Care is a very reputable provider of electronic charting, assessment and medication administration processes and our transition brings many benefits for our residents! Point Click Care is the provider of choice in Ontario and receives funding from the Ministry of Long-Term Care to support integration with the RNAO Clinical Pathways modules, which will make tracking indicators and outcomes related to the Best Practice easier to collect and access. This roll-out will also see the implementation of Point of Care charting for our PSW's – a long-awaited move from paper-based tracking sheets to electronic recording of care and services in real time.



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And finally, we will also be transitioning from RAI-MDS 2.0 (the current resident assessment instrument, originally created for hospitals, and used to determine the level of care each of our residents require and impacts the funding we receive) to a brand new interRAI LTCF assessment form (integrated into Point Click Care). It is a person-centered assessment that evaluates the needs, strengths, and preferences of those living in a LTC facility. The goal of the interRAI LTCF assessment is to maximize a person's functional capacity. The information is used to improve the person's quality of life by addressing their physical and mental health and enhancing their independence. With assessment and evaluation tailored to the needs of residents living in long term care, we are anticipating improved accuracy of our acuity levels and in turn, increased funding.



NUTRITION AND FOOD SERVICES

Family Christmas Dinner Feedback

We would like to thank all the families that attended our Family Christmas Dinner in December.

As in the past, it was a huge success with many residents being able to enjoy a special meal with their families.

A lot of work and planning is put into this event, and it is rewarding to hear all the compliments and see the enjoyment out of our residents and their families.



Stay tuned for other special occasion dinners coming up throughout the year.



Family Caterings

Pioneer Ridge can accommodate family gatherings, whether it's a small family dinner or a larger celebration.

We can customize menus and have different set-ups to accommodate the number of people attending. Don't hesitate to reach out if you are interested in booking one of our spaces.

Jacqueline Buonocore, Manager Nutrition & Food Services jacqueline.buonocore@thunderbay.ca

807-684-3945

Christmas Dinner Committee Members Needed

Noticing that some families did not have the opportunity to enjoy the Christmas Dinner with their loved one...We need to find more of a just system for families to have a chance to get tickets to the Christmas Dinner and potentially other dinners we may hold. Seating will always be limited and not everyone will be able to attend, however, we want to make everyone's chance equal.

We are looking for a couple family volunteers to sit on the committee to help us brainstorm new ideas. Please reach out to Jacqueline Buonocore, Manager Nutrition & Food Services by email jacqueline.buonocore@thunderbay.ca or phone [807-684-3945](tel:807-684-3945).



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Maddison joins us for a contract position as Registered Dietitian.



I've been practicing in long-term care for seven years; I love working with seniors and volunteered with Meals on Wheels organizations for many years as well. I have practiced in almost every area of health care from primary to acute to private. I especially have a passion for gastrointestinal health and do private counseling for GI issues on the weekends. I moved to Thunder Bay in summer 2022 and have loved trying all the great foodie gems and amazing nature spots; I love to hear recommendations from locals and have already had some great ones from our knowledgeable residents! Stop me on the



Home Areas with any questions/concerns (you'll see me with my trusty clipboard), or pop by my office. I'm looking forward to contributing to the great team at Pioneer Ridge and want to thank everyone for their warm welcomes.



ENVIRONMENTAL SERVICES



Happy new year! Our team has been busy with new projects for this year, while continuing to upgrade lighting throughout the home. The most noticeable changes have occurred on Monarch Manor as our painting vendor has been diligently working on our new paint scheme, consistent with the Butterfly model. As our residents with dementia see colour 6 shades lighter than those without dementia, the very vivid colour appear to be more subdued shades. The recessed entrances to doors are a different colour than the hallways to aid in depth perception. There is still a lot of painting to be completed but it is coming along nicely. The hallways on the first floor

are near completion as well. The bright green hallway leads to the Butterfly Garden and the blue hallway leads to laundry, maintenance and our shipping/receiving area. Door wraps for offices on the first floor are currently being installed and will present a more home like environment.

Plans are underway for outdoor spring work already. Gardens will be expanded, and a new vegetable garden will be constructed in the spring. Our shipping and receiving area are in dire need of rehabilitation and that work is scheduled for late spring or early summer.

We are getting a noticeable amount of additional sunlight in the evenings, and with the first day of spring next month, let's hope the snow melts early this year.



FROM THE NURSING DEPARTMENT...

Greetings from the Nursing Department. We hope everyone had a Merry Christmas and a Happy start to the New Year.

We have been hard at work recruiting in all disciplines (RN, RPN, PSW, and HSS). We held our first orientation of the year in January and had 14 new staff join our team.

We continue to remind staff and visitors we are in the peak of Respiratory and Gastro season so please remember good hand hygiene and if you are not feeling well, please stay home



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THERAPEUTIC RECREATION

As we welcome in this new year, I must express how thankful we are to our Helping Hands Auxiliary for all the monetary donations and resident Christmas presents of last year! This group of dedicated volunteers have helped support our resident's wellbeing for many years. These donations assist the Therapeutic Recreation Department to pay for services such as: entertainment, LIFT PLUS transportation, 1:1 music therapy, new resident welcome gifts, bingo prizes and many more.

The Helping Hands Auxiliary contribute funds for the sensory room equipment, hair salon chairs and the new raised garden beds in the Therapeutic Gardens. If interested in becoming a member of our Helping Hands Auxiliary please contact shannon.whale@thunderbay.ca or if you would like to help with a monetary donation please send an e-transfer to hhandsaux@gmail.com with your name and address in the note section in order to receive a tax receipt (over \$20). Last year's Christmas Bazaar raised just over \$1800 dollars!!

This year's Helping Hands Auxiliary fundraising events are:

TBD – Home Made Quilt Raffle (March or April)

May 9 – Mother's Day Bazaar

TBD – Home Made Pies Bake Sale – (Autumn)

December 5 – Christmas Bazaar

And another huge thank you to Marvin and Inez Lassi for the impromptu Christmas carol sing along(s) in the Mezzanine and again to Marvin for entertaining families for the first round of family Christmas dinners. Everyone loved it!



In other news...the painting has begun for our new Butterfly Model on Monarch Manor. The colours are bold and vibrant and looking great! Once the painting is done, we will be adding some resident centered décor to the walls around their rooms, to provoke memories and reminiscence. We will be looking for all kinds of donations that tell the story of their lives. Please see the images of the tours we took of existing Butterfly homes to get ideas and if there were anything you would like to donate, please contact anyone in the home. Come in and check it out!

Next will be an update to the home area 2 Living room which is scheduled to start in late February. We have refurbished the other living rooms to a Tea room on home area 4 and a Cabin room on home area 3. Now we will make home area 2 a Music room! We have purchased a smart TV and a new red record player with albums to listen to. Music decals and instruments have been acquired for the walls which will go up after the painting along with new blinds. We are seeking a couple famous musician pictures such as Elvis or Dolly Parton if anyone has something like this to donate...we would gladly accept.

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The first week of February is Therapeutic Recreation week!

I would like to give a huge shout out to our wonderful TR's and the amazing work they do! We cannot express enough love and gratitude to our TR team here at Pioneer Ridge! This group of exceptional people pour their heart and soul into the meaningful, purposeful, quality programming they offer our residents and family members throughout the entire year. Their collaboration and inclusivity create such a positive and happy environment within our home, and it is a pleasure to work with you all!

Thank you TR's for everything you do for us here at Pioneer Ridge.

As you all know...the Scotties Tournament of Hearts was held at the Fort William Gardens this month, therefore, we had to get all our TR's up to speed on the game and decided to take them out for an evening of curling. What a fun night it was and now everyone knows a little more about this cool game.

Go Northern Ontario!



Pioneer Ridge residents attended the Scotties Tournament of Hearts – Thursday February 20th afternoon draw.

Retirement news...

Lutheran Community Care Worker Liisa Lahtinen has retired, and new staff Angie Zhao will be taking her place. If interested in having Angie visit for pastoral services, please contact at a.zhao@lccare.ca

Looking to volunteer: Our residents can always use a friendly face to sit and have a cup of coffee, talk about the weather and share stories with. We need friendly visitors and pet pal visitors. A pet must have all their shots, be mild mannered and kept on a leash when visiting the home. If you have a pet or would like to spend time

with a senior, then please look to the City of Thunder Bay website under Pioneer Ridge Volunteering to apply. You will be paired up with a resident with like interests and you'll be on your way to making special relationships.



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AND LASTLY

We would like to announce and congratulate Samantha Moir as Pioneer Ridge's new Administrator.

Samantha's office is located on the third floor down the hall from the Business Office.

Samantha enjoys spending time with her husband and their four children. She is an avid skier and enjoys biking. She is a lifelong learner, and I have been committed to achieving my academic goals and have successfully completed a Master of Nursing, Master of Business Administration, and most recently, a Doctor of Nursing Practice in Healthcare Leadership.

Residents, staff, family and friends, please Welcome Samantha Moir to her new role.



BLESSED IN AGING

Blessed are they who understand
My faltering step and shaking hand
Blessed, who know my ears today
Must strain to hear the things they say.
Blessed are those who seem to know
My eyes are dim and my mind is slow
Blessed are those who look away
When I spilled tea that weary day.
Blessed are they who, with cheery smile
Stopped to chat for a little while
Blessed are they who know the way
To bring back memories of yesterday.
Blessed are those who never say
"You've told that story twice today"
Blessed are they who make it known
That I am loved, respected and not alone.

And blessed are they who will ease the days Of my journey home, in loving ways.

...Esther Mary Walker