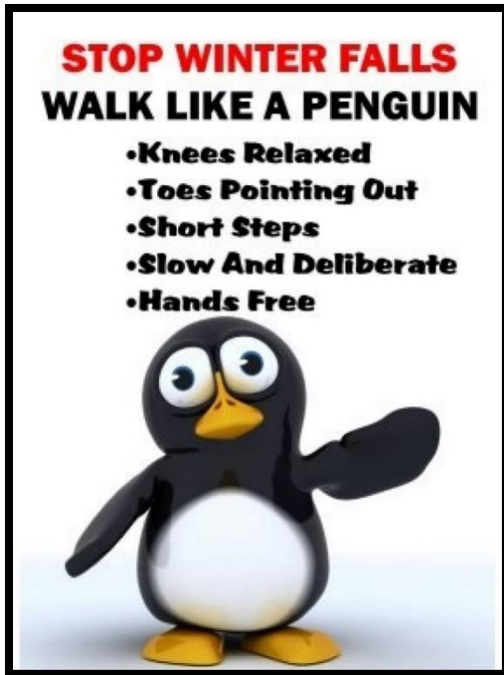


# PIONEER RIDGE LONG TERM CARE AND SENIOR SERVICES NEWSLETTER

December 2023, January 2024

## A MESSAGE FROM THE ENVIRONMENTAL SERVICES DEPARTMENT



Happy new year! A new year brings a new list of priorities and projects to complete, along with a new budget. Some minor projects include replacing resident room door handles as some are original and are due to be changed out. We've received our first batch and will start changing out this month.

We will continue to upgrade lighting in resident rooms by changing the recessed light fixtures with flush mount LED fixtures to better illuminate the entrances. As we move closer to spring, we will be enhancing the airflow on Home Areas 2 through 4, as we did on Home Area 1 this past autumn. This will allow us to better balance the air and allow for more consistent temperatures throughout the Home Areas.

Now that the snow has arrived, our team will be working diligently to keep walkways clear so please do your best to refrain from walking where vehicle traffic travels as those

areas are more prone to get slippery. [Click to see how to walk like a penguin](#). You never see a penguin slip and fall, so 10 million penguins can't be wrong!



## A MESSAGE FROM THE FOOD & NUTRITION SERVICES DEPARTMENT

### 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. And remember, tickets sell fast!



## A MESSAGE FROM OUR BEST PRACTISE CLINICIAN DARCIE



We are working hard on implementing more Best Practice Guidelines this year. We have a strong focus on Oral Health, Falls and Restraints, and 3D's (dementia, depression, and delirium). We are maintaining our Best Practice Spotlight Organization status by securing more staff Champions in the Home as well. If you have any questions, or concerns regarding best practices please reach out to Darcie at 807-684-3928. Join us for our fourth 'Pioneer Talks' session where we discuss Falls and Restraints! (poster attached)

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**Pioneer Talks**

- Our **fourth** in a series of information and support sessions for family members and care givers
- Learn about various topics related to resident care. The topic for this session is: **Falls and Restraints**
- Led by our Fall and Restraint leads; Darcie Brown, Erinn Macgowan and Catherine Roy

**DATE: FEBRUARY 27, 2024 TIME: 6-7 PM**  
**WHERE:** Pioneer Ridge Auditorium (3rd floor)  
**To RSVP,** contact Darcie at **807-684-3928**

FREE COFFEE AND SNACKS

## FRIENDLY REMINDER

Families: Please avoid using the top of the cupboards or wardrobes as extra storage. This is typically a health and safety issue for both residents and staff as we do not want belongings falling down.

Thank you!

## FUN FACT

Did you know Pioneer Ridge is Thunder Bay's only municipal long-term care home, which has 150 beds! On average, approximately 4 beds become available each month! Despite this, 610 people remain on the waiting list. These numbers serve as a testament to its reputation as the top choice for long-term care homes in the city.

## A MESSAGE FROM OUR STUDENT PLACEMENT COORDINATOR

### LEIGH FAIRBRIDGE

The energy at Pioneer Ridge has been a buzz over the last few weeks with students arriving. We currently have 44 Practical Nursing students and six Clinical Instructors from Confederation College working in our home. The students are in their first year of training and will be with us until February 25th. The student feedback has been very positive, they are learning a great deal from our competent staff and feel very welcomed.

I am excited to announce that we will also be welcoming our first group of clinical students to complete their Preceptorship Training in April 2024. This different group of Confederation College students are about to complete their final clinical training and have chosen Pioneer Ridge to provide this mentorship/preceptorship. Our knowledgeable Preceptors will be mentoring these "soon-to-be" practical nurses and PSWs during April and most of May. The hope is that these students will then be hired here at Pioneer Ridge to ensure a smooth transition to their clinical career and a sustainable workforce for our home.

I will also be attending several job fairs within the next few months to remind potential nursing students that Pioneer Ridge is a great place to learn and work.

Leigh Fairbridge, Student Placement Coordinator



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## A MESSAGE FROM THE BEHAVIOURAL SUPPORT TEAM

January 8<sup>th</sup>, Behavioural Support Lead, Resident Wellness Worker and Administrator presented to City Council, requesting approval for single source contract to transition from a medical model of care to an emotion-based model of care. Emotion based care is person centered care in a more home-like environment with focus on feelings and meaningful moments. Administration recommended that the City of Thunder Bay adopt “Meaningful Care Matters (MCM) – “Butterfly Approach” because:

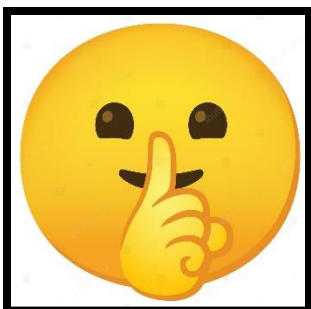
- is informed by a 20-year history and evidence resulting in improved clinical outcomes with demonstrated financial savings
- ensures successful culture change through extensive training, development, facilitation, continuous consultancy and accreditation
- Best reflects our vision and mission

We are proud to announce that City Council unanimously voted in favour for single source contract! What does that mean? “Meaningful Care Matters” ~ “Butterfly Approach” will be the most suited, emotion-based model of care for Pioneer Ridge Home Area 1, “a place to live well”. More updates to follow soon!

Our Residents on Home Area 1, are enjoying their new, personalized “Door Wraps.” Next phase will be completion of the remaining door wraps on the exit door, fire wall doors, spa room doors and bathroom. Painting will follow soon after!



## “Hush No Rush”



When: Wednesday Feb. 7th – Wednesday March 13th

Time: 7:00 a.m-7:00 p.m

Home Area 2 will trial a six week “Hush No Rush” Wednesday to determine if limiting environmental overstimulation will result in a decrease of personal expressions for our residents. During “Hush No Rush” staff, families, volunteers and other visitors will be reminded to be aware of rushing and to limit any controllable distractions - silencing cell phones, lowering tone of voice, moving the floor scrubbing days to another date, etc. Staff will also be implementing quieter programs on those days, limiting deliveries, and closing doors to home

area. If you have any questions/suggestions, please call Behavioural Support Lead at (807) 629-7181 or email [judy.walters@thunderbay.ca](mailto:judy.walters@thunderbay.ca).



## **We Want to Hear From You!**

Your input is valued.

Administrative Office

Tel: 684-3913

Or email [jaime.rizzo@thunderbay.ca](mailto:jaime.rizzo@thunderbay.ca).



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The BSO Embedded Services Resident Wellness Worker, Crystal Wark and the Resident Care Assistant, Nancy Carswell are now available at (807) 632-9108.

The Responsive Behaviour Committee thanks you for your donations of nursery items for Home Area 1. We are still requiring a small Baby change table and shelving...Nursery will be set up upon completion of painting the Home Area.



## MESSAGE FROM IPAC LEAD STEVEN SCHELHAAS.



This fall season has been a busy one, with four total Respiratory outbreaks and one suspected outbreak since August 2023. COVID-19 and RSV being the two major causes of all five instances, and a mix of RSV and COVID for one of the five outbreaks total. All staff and visitor have shown their commitment to Hand Hygiene and Personal Protective Equipment (PPE) as the average outbreak length was only 13 days since August 2023, Impressive.

Vaccination Campaigns have been quite successful. Starting in October we administered our first doses of Influenza vaccine with a strong uptake of 94% of all residents receiving the vaccine. In November we administered the COVID-19 XBB vaccination with 84% vaccination rate. In December the government of Ontario provided financial coverage for all residents living within a Long-Term Care facility to receive the RSV vaccine. To date the RSV vaccination rate is at 76% of all residents with the next round of vaccines coming in February for all new admissions- stay tuned.

Daily auditing of staff, residents, and visitors continue as the cold and flu season continues to press on into 2024. Please continue to be diligent in practicing hand hygiene and donning of PPE. If visiting a loved one with a known Antibiotic Resistant Organism (ARO), please don the appropriate PPE as indicated on the signage posted outside the room, any questions regarding ARO's and your loved one feel free to ask staff or reach out to IPAC ☺

Stay safe, stay healthy!

## WELCOME NEW STAFF TO PIONEER RIDGE

Kuldeep Kaur – PSW

Owen Gospel – PSW

Blessing Ude – PSW

Amanda Neufeld – Agency RPN

Jandraine Curib – RN

Kelsey Agnew – Therapeutic Recreationist

Ola Avoseh – PSW

Babil Byju – PSW

Busayo Sogbesan – Agency RPN

Stacey Smith – PSW

A stylized logo with the word "WELCOME" in a serif font, surrounded by colorful, abstract shapes in shades of green, yellow, orange, and blue.

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## \ THE PIONEER RIDGE FAMILY & FRIENDS COMMITTEE

### Mission Statement:

To promote a supportive and collaborative forum where family members and friends of residents along with management delegates of Pioneer Ridge can share their stories, learn from each other, discuss successes and continuously be looking for improvement to ensure premiere quality services.



Pioneer Ridge is proud to announce our new chair of this Committee Maria Lento.

Maria has been on the Family & Friends Committee for about one year and has decided to take the lead. We are very happy to have her and her support for her loved one and our home. If you are interested in joining the committee, please call or email [Jaime.Rizzo@thunderbay.ca](mailto:Jaime.Rizzo@thunderbay.ca) – 807 684 3497.

### Meeting Schedule:

March 18, 202 at 2pm – June 17, 2024, at 2pm – September 16, 2024 at 2pm and Christmas Luncheon on November 18, 2024 at 12:30pm.



## A MESSAGE FROM OUR THERAPEUTIC RECREATION DEPARTMENT

Happy New Year everyone!

The holiday season has come and gone with one of the warmest Decembers on record. It was hard to tell if it was the beginning winter or the coming of spring with no snow and mild temperatures. Difficulty getting into the Christmas spirit was felt by all at the beginning of December, but turned around once we got the decorations up and residents out to see the best of the city's Christmas lights.



We always get a lot of people wanting to give back and donate time and talent for our residents around the holidays and so, with the last couple years going without, we surely noticed and appreciated having people come back to the home. Closer to the middle of December a lot of volunteer groups started coming in to sing carols for us.

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We had the grade 7-8 music class from Bishop EQ Jennings School join us to perform Christmas Carols, a reindeer dance, and a violin solo. Members from the Lakehead Unitarian Fellowship came in to tickle the ivory keys and delight our ears for more Christmas carols. Dance Mas Dance and World Cultural Dance groups entertained and showed off some spectacular moves. Our Winter Solstice party showcased one of our very own residents behind piano to play a couple well-loved songs that the daycare kids joined in on and stole the show! The abominable snowman also made an appearance that day too. See pictures below.



On the Friday just before Christmas two flutists came to play a smaller, more personal performance in the mezzanine. The music touched our hearts and was a magical sound throughout the front lobby.

Santa, his elf, and reindeer stopped in to deliver presents and take photos with the residents on Christmas Day. Many of the residents Christmas presents were donated from Giant Tiger – A huge thank you to the wonderful



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staff working there who keep our residents in mind and donate regularly to our bingo prizes throughout the year.



Looking into 2024...The Therapeutic Recreation department will be continuing our Grand Friends Program with Pope John Paul Grade 7-8 Class coming in to spend time with the residents, making crafts, sharing stories & laughs. Pictures below are from last meeting in December 2023.



Grace Remus daycare kids visit later in January to join us for a game of bowling and an exercise class. We also have numerous entertainers over the month and our regular programs with the Thunder Bay Museum, Kiwanis & Knights of Columbus Club Bingos continue.

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With the month being cold and not ideal to go on outings we plan to bring Las Vegas to the Ridge with a casino games day and of course keep the residents active and happy with many other fun and engaging activities.



Here are a couple pictures looking back to November at our Remembrance Day Ceremony... Our Resident Council President laying a wreath and the Treasurer reading In Flanders Fields and donating \$100 cheque to Branch 5 Legion for the Remembrance Day poppies.



## New for 2024...

Looking to book a space to spend quiet time or have a meal with your loved?

The outdoor front shelter -**The Nest**

The living room on HA3 – **The Cabin room**

The living room on HA4 – **The Tea room**

The butterfly garden gazebo – **Sparrow's Corner**

The large gazebo in Therapeutic Gardens – **Hummingbird Haven**

**Please contact Chris Millington in the business office 807-684-3913 to request a booking.**

**Family members with young children** – We have put together a small activity cart loaded with colouring pages, crayons, toys, and games for the kids to play with while you're visiting Grandparents. This cart will be stored between the vending machines on the 3<sup>rd</sup> floor Mezzanine area. Feel free to bring to other home areas while visiting but please remember to put back between vending machines for the next family to enjoy.





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## A MESSAGE FROM OUR BUSINESS OFFICE

Accommodation statements for 2023 will be sent out with the regular billing statements in early February. These charges should 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](mailto:tiina.dynes@thunderbay.ca)."



## A MESSAGE FROM THE NURSING ADMINISTRATION TEAM

Our Nursing Department has been working to recruit qualified nursing staff to enhance the quality of care provided at Pioneer Ridge. We conducted more than 100 interviews last year and have successfully welcomed 8 Home Support Staff, 40 Personal Support Workers, 9 Registered Practical Nurses, and 7 Registered Nurses to our nursing team. Additionally, we are excited to inform you about a new initiative starting this March - the implementation of a flex PSW shift on each home area. We are hoping that this will ensure a continuous delivery of quality care to our residents. We are also pleased to inform you that Pioneer Ridge has recently secured funding to acquire new diagnostic equipment including ECG machines, ultrasound machines, urine analyzer machine, bladder scanner, and vital sign monitoring equipment. This equipment will not only contribute to reducing emergency department visits but it also plays a crucial role in providing a more resident-centred experience. We always value your feedback and encourage you to share your thoughts and suggestion with us.

