

2016

Norview Lodge ANNUAL REPORT



Administrator's Report, **Bill Nolan**



Long-term care is a progressive and proactive industry and 2016 was not lacking in the challenges that derive from that. There are constant demands on staff to achieve

the highest level of care and to conduct a preventative risk management process. The funding envelopes have become more challenging to work within, but the leadership team of Norview has been working diligently to achieve their goals. These envelopes as in the past are regulated from the Hamilton Niagara Haldimand Brant (HNHB) Local Health Integration Network (LHIN) as governed by the Ministry of Health and Long-Term Care. Norview has made very successful use of programs such as Behavior Supports Ontario (BSO) and Resident's First to provide processes that, in 2016, have increased the success of Norview Lodge.

Norfolk County Council, which acts as the Committee of Management, has continued to remain very supportive in the many challenges presented to Norview in the past year. Norview Lodge continues to complete the extensive reports that explain and illustrate many of our challenges. We also update the Committee of Management throughout the year by providing reports of

Continuous Quality improvement (CQI). These are presented to the Committee of Management to explain and illustrate Norview's ongoing commitment to improvement.

We have had many successes in the year 2016. Norview Lodge, through our LHIN, has had to meet many new deadlines for new quality initiatives. With reporting requirements such as the mandatory Quality Improvement Plans (QIP) that have had to be submitted to the LHIN. This reporting document was created by the LHIN to be in addition to our quarterly reports of Continuous Quality improvement (CQI). In 2016, this document became a public document for all to view.

Norview Lodge also received another successful Resident Quality Inspection (RQI) carried out by the Ministry of Health and Long-Term Care in July of 2016.

In 2016, our community partners, in addition to many volunteers and the Norview Lodge Auxiliary, have collectively supported all aspects of Norview's operations. These partners have donated both labor and funds to Norview. Norview Lodge as always takes every opportunity to purchase supplies, food and many other items from our local suppliers within Norfolk County.

We achieved many of our previously set goals including staff completing a large variety of training programs.

This training allows Norview to provide every aspect of required care for our Residents. Nearing the end of 2016, Norview Lodge began an on line training program called Surge Learning which allows Norview staff the ability to access current educational materials with the ability to test and record staff member's retention and accuracy.

Norview's team consists of the following departments:

- Administration
- Programs (activity assistants),
- Nutritional services (cooks and dietary aides)
- Nursing services (registered nurses, registered practical nurses, health care aides and personal support workers)
- Housekeeping
- Laundry
- Facilities services staff (technicians and storekeepers)
- Pharmacy services
- Dietitian
- Lab (blood work)
- X-ray
- Dental
- Foot care
- Hair care
- Physiotherapy, occupational and speech therapy

We have had another successful year at Norview and want to continue to be the long-term care home of choice in Norfolk County.

Medical Director's Report, **Dr. Medve**



Maintaining Human Spirit

Your family member or friend lives at Norview Lodge because they have lost the autonomy to live without additional care and support. Norview Residents face daily challenges of the body and mind that threaten to erase their individuality. It is our role as friends, family and caregivers to embrace the difficult task of preventing our Residents from becoming disconnected from who they once were.

Most of our Residents do not ask for much. They have worked their jobs, raised their families and lived their younger years. They ask only to be permitted, as much as possible, to keep shaping the story of their own life. We must help them to compensate for their debilities and dependences and foster their abil-

ity to make choices according to their own priorities. As medical providers, Lisa Deonarine, the nurse practitioner, and I believe that our main role is to support Norview Residents in maintaining the integrity of their own lives.

With the support of a caring community, Norview Residents can continue to be the authors of their own lives with their own distinctive sense of character, convictions and interests. Everyone can help. It starts with attentive listening, a smile and just being present. Allowing a Resident to tell you about their own life, their job, hobbies or family reinforces their sense of worth. I urge you to be part of our community so that despite the challenges that our Residents face daily, we continue to support the ongoing integrity of their human spirit.

These are the ideals that I wish to use to help guide us moving forward.

Continuous Quality Improvement

Over the course of the year, staff members at Norview Lodge submitted 15 suggestions for improvement. Of these suggestions four were chosen by the Senior Management Team to be included in the Top 5 suggestions for the year. Congratulations to Tara Smith, Mary Anne White, Kathryn Martinsen and Christine Watmough for submitting suggestions that help to improve the health, safety, efficiency and well-being for the staff in our home.

Family Council

Members of the Family Council met five times in 2016: January, March, June, September, and December. Members gathered at noon for a light lunch which was identical to the lunch menu provided for the Residents of the home. This allowed members to experience, first hand, the quality of food served to the Residents of our home. Feedback on the food was generally very positive. Although the Family Council is not mandated, they are a dedicated and concerned group of individuals who meet to review reports from the Ministry of Health and Long-Term Care, to share ideas and suggestions for improvement, advocate on behalf of all Residents and family as well as provide mutual support for one another. Family members and friends of Residents are encouraged to participate.

Nutritional Services

- 2 menu cycles Spring / Summer and Fall / Winter
- 14 to 16 Residents attend the Food Committee Meeting with input into the 2 menu cycles
- 12 Special Menus for the Resident theme holiday meals during the year
- 100% of Nutritional Services team Attended Annual Education Days
- 100% have a current Food Handlers Certificate
- Fanshawe College Food Service Workers Students toured Norview Lodge and some completed work placements.

Programs & Volunteer Services

- Volunteer hours totalled 1573.25
- 64 outings into the community
- 97 registered volunteers not including students from the Holy Trinity Health Science class, Co-operative Education students from both Holy Trinity and Simcoe Composite Schools, Personal Support Worker students from Fanshawe College, student placements from Athabasca University and Mohawk College, and adult referrals from the Ontario Works program.

Housekeeping & Laundry Services

- All Housekeeping and Laundry staff complete education and training monthly through 2017 Surge Learning.
- Staff are trained to understand the transmission of germs and how to break the chain of transmission effectively through environmental cleaning best practices.
- Norview housekeepers clean and disinfect over 35,000 square feet in total per day, 365 days per year, which includes 8 dining rooms, 8 sitting rooms, 179 Resident rooms and all public areas.
- 752,941 lbs of laundry washed, dried and delivered to 8 home areas. That is an average of 2,063 lbs completed per day! Can you imagine washing and folding 600 washcloths daily?
- All personal items including clothing, linen, footwear and even eyeglasses are professionally labelled with the Resident's name by Laundry staff.

Nursing Services

- Average of 11.17 medications per Resident (this includes routine and "whenever necessary medication")
- Average of 67.25 Residents requiring mechanical assist to transfer daily
- 73 transfers to hospital
- 50 transfers with admission to hospital
- 19 Critical Incidents reported to Ministry
- 7 Mandatory Incidents reported to Ministry

Facilities Services

- 68 trips to Resident appointments (3,755 kms)
- 1,875 work requisitions completed
- 36 Fire Drills Completed

Health & Safety

- 4 Health & Safety Team members attended the PTSD Symposium
- 4 Health & Safety Team members did a Webinar on WHMIS 2015
- 85% of staff received the Influenza Vaccine
- 144 work place inspections completed
- Members of Health & Safety Team completed an audit on “Proper Foot Wear” in December.
- 204 staff and 5 contract members attended refresher training on:
 - Worker Health & Safety Awareness
 - Fire Prevention & Safety
 - WHMIS and WHMIS 2015
 - Emergency Codes & Evacuation Procedures
 - Donning & Doffing PPE
 - Handwashing
 - Best Practices / Routine Practices For Infection Control
 - Registered Staff ongoing training for Needle Stick Injury Prevention

Celebration of Life 2016

Norview Lodge was honoured on two occasions to celebrate the lives of our Residents, who had died, and the families and friends who supported them.

On Thursday, June 23, we welcomed 10 families and gave honour to the lives of 31 of our Residents.

Then on Wednesday, November 16, we welcomed four families and gave honour to the lives of 16 of our Residents.

The tone of each of these remembrance services was set by the melodic strains of Krisitn Vollick’s harp. Photos of our beloved Resident’s supplied by family members captured the essence of each of the individuals we were there to honour.

As staff, we are given the honour of caring and loving our Residents in their final days and it is a privilege to mourn, remember, and laugh with families we have supported.

Norview Lodge

Revenues	\$	Expenditures	\$
Federal/Provincial Grants	8,801,700	Administration Services	501,500
Norfolk County	2,665,000	Programs & Support Services	921,200
Fees & Service Charges	3,888,900	Nutritional Services	2,000,100
Other Revenues	29,500	Nursing & Personal Care Services	9,492,900
Total	15,385,100	Housekeeping Services	769,000
		Laundry Services	442,400
		Building & Property	1,258,000
		Total	15,385,100

Fast Facts

- 49 admissions
- 3 discharges
- 46 passings
- 99.18% occupancy rate
- 95.52% full pay preferred accommodation bed utilization
- 5 Staff Development / Refresher days held

Norview Lodge

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