

January 31, 2020

Dear Families and Friends of West End Villa:



Happy New Year to you and your family

Greetings from West End Villa, and a warm welcome to the families of the residents who are new to our home! We are all looking forward to another great year. Every department has been working hard to make our home the best in town. This letter is packed with lots of information and updates from different departments. If you require any additional information please speak to that department.

Copies of the monthly calendar and mailed out information letters are available at the sign in table or can be found on our website, <http://www.extendicarewestendvilla.com>.

We would like to take this opportunity to thank you for your ongoing support, especially with our fundraisers. Our goal every year is to raise a minimum of \$6000. This year we raised over \$6500. In the past this money has been used to purchase additional entertainment, garden supplies, extras resources at special events, emergency funds and ensuring all residents receive an individualized gift at Christmas time. Our next big fundraiser will be our annual garage sale in June.



Upcoming Resident Council Fundraiser

The Resident Council of West will be organizing a cake auction on February 14, 2020. Tickets will be sold for \$2.00 each and 3 for \$5.00. Donated baked cakes can be dropped off the night before or the morning of the auction in the activity Room. Please include ingredient list.

Throughout February and March Council will be selling tickets for a 50/50 draw. Tickets will be \$2.00 each or 3 for \$5.00. The draw will take place March 31st. All money raised from these events will go to the Resident Council.



Pre-paid Breakfast

Our Famous Friday Breakfast Club is one of the most popular programs at the Villa. In an effort to make it easier for residents to attend and pay for their meal, Pre-Paid Breakfast is available. A full breakfast cost \$3.50, but 5 pre-paid can be purchased for \$15, a savings of \$2.50. These make great gifts.



Thank a Volunteer

We would like to thank our many Volunteers who have helped keep programs and bus trips running smoothly. It has been a great year in the garden and throughout the building. If you see a Volunteer in the building, don't be shy - go up and say Thank You!



We Need You!

As always, we welcome new volunteers. They play a big role in keeping our activities and programs running. This is an opportunity to make a real difference the lives of our Residents. If you are interested contact The Activity Department for more information.




Family Council

We are fortunate to have a group of active Family Members, who meet regularly for one hour, from 4 to 5 pm, usually on the third Thursday of the month. All families are welcome to join us.

Wish List


The Activity Department is always looking for music cds, portable DVD players, magazines, large print books, disc man, mitts, winter hats, gently used shoes, fabric for quilts and wool.

Resident Cupboard




Please take a few minutes on your next visit to remove old clothing and surplus items. If you notice name tags missing on clothing please re-submit to laundry. Please check your loved one's closet and wardrobe to ensure they have proper warm clothing for the winter months. This includes outdoor coats, hats and boots.

Unmarked Clothing




Please ensure new clothing is put in the Wood box located beside the elevator. Clothing should be placed in a sealed bag. In the bag please include resident's name and room number on a paper.

Pet Alert




Please ensure that the office has a copy of your current veterinarian records if your pet is visiting the Villa. Office Staff will be pleased to review these with you.

Safe Driving & Parking



The parking lot can be a busy place please be mindful to the 20 km/h speed limit, follow direction arrows marked on the ground. Park in designated parking spots only.

Smoking Area




We follow the Ottawa By-laws and smoking is permitted in the gated smoking area on the West side of the building. Smoking is not permitted in any other area on the property.

Year Book Committee


We are looking for Volunteers to help create a WEV Year Book. Our goal is to get as many residents involved and there will be large jobs and small jobs assigned to complete this project. Our first planning meeting will take place on Feb. 13th at 10:00 am in the Activity Rm. If you are interested in helping and cannot attend the meeting, please advise Activities.

Welcome Tea



You are cordially invited to join Staff and members of The Management Team for tea. This is a great opportunity for newcomers to have general questions answered and meet some of the individuals that are taking care of your loved one. Please join us on February 11th at 2:00 pm in the Activity Room (large room on main floor)

Food & other treats




We respectfully ask that visitors coming into the home only purchase items for your family. Some residents have allergies or are on special diets that you may not be aware of. We also recommend that you advise nurse on unit when purchasing treats. Thank you for your cooperation.

E-mail Address

The home will be setting up an e-mail system for non-personal information. If you have not given the office your email address and wish to receive general information please contact reception ext. 100

Dream Team



Completing bucket list have become a trend in 2020 and so do many of our residents have things they would like to accomplish. We are forming a multi-disciplinary team to help make dreams come true. If you have time and energy please join the Dream Team on February 27th at 3 pm in the Activity Room.

Extendicare National Accreditation

May 3-8, 2020

What is Accreditation?

Health care accreditation is an ongoing process of assessing health care and social services organizations against standards of excellence to identify what is being done well and what needs to be improved.

Accreditation is important because it helps create better health care and social services for you, your family, and your community. It allows organizations to understand how to make better use of their resources, increase efficiency, enhance quality and safety, and reduce risk.

More than 1,100 health care and social service organizations, representing over 7,000 sites and services, are experiencing the rewards of being accredited by Accreditation Canada.

How does accreditation work?

Health care accreditation through our Qmentum program is an ongoing process of assessing health and social services organizations against standards of excellence to identify what is being done well and what needs improvement.

The organizations that take part in our accreditation program choose to do so because they have first-hand knowledge of the contribution accreditation makes in improving quality, reducing risk, and strengthening accountability.

Our accredited organizations devote time and resources to identify what they are doing well and what could be done better—and then take action to address issues so they can provide the best possible care and service to their patients and clients in order to save and improve lives.

What does being accredited mean?

When you see the Accreditation Canada seal, you can be certain that the health care organization is working hard to meet our standards to deliver safe, high-quality care. They do so because better quality means better health.



March is Nutrition Month in Canada. Healthy eating is about so much **more than food**, and so are your Registered Dietitians! At West End Villa, your Dietary Team wants to engage you and your families in discussions about food and wellness with a specific focus on topics related to “senior hood” and ageing! A few mini-education sessions will be offered in February and March, please save the dates! Beverages, a healthy snack and some random door prizes will be provided.

February 11th, 2020– ACTIVITY ROOM: 2:00-3:30pm **Welcome Tea** “Nutrition Needs and Concerns of Seniors in Long Term Care.”

March 2nd 2020 - ACTIVITY ROOM: 10:30 am “Kidney Health and Wellness”.

Depending on demand, additional session dates on topics such as weight management and diabetes can be scheduled.



Infection Prevention and Control

Proper hand hygiene is the single most important infection prevention and control practice. Please wash your hands and use hand sanitizer upon entering the facility, when entering and exiting resident's room and prior to leaving the facility.

How to handwash

Lather hands for 15 seconds



1
Wet hands with warm water.



2
Apply soap.



3
Lather soap and rub hands palm to palm.



4
Rub in between and around fingers.

Lather hands for 15 seconds



5
Rub back of each hand with palm of other hand.



6
Rub fingertips of each hand in opposite palm.



7
Rub each thumb clasped in opposite hand.



8
Rinse thoroughly under running water.



9
Pat hands dry with paper towel.



10
Turn off water using paper towel.



11
Your hands are now safe.

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How to handrub

Rub hands for 15 seconds



1
Apply 1 to 2 pumps of product to palms of dry hands.



2
Rub hands together, palm to palm.



3
Rub in between and around fingers.



4
Rub back of each hand with palm of other hand.

Rub hands for 15 seconds



5
Rub fingertips of each hand in opposite palm.



6
Rub each thumb clasped in opposite hand.



7
Rub hands until product is dry. Do not use paper towels.



8
Once dry, your hands are safe.

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STOP THE SPREAD OF GERMS

Always Wash Your Hands

After you:

- Sneeze, cough or blow your nose
- Use the washroom or change diapers
- Handle garbage
- Play outdoors

Before and after you:

- Prepare ore at food
- Touch a cut or open sore



During an outbreak, remember that if you are planning to visit, check with the nurse for necessary precautions. Often it is recommended that the public does not visit during an outbreak as it puts others at risk of infection. If it is necessary to visit, please respect that residents should not leave affected floors to visit unaffected areas and that visits should be limited to your family member's room and not shared lounges or off units. If you require any additional information please speak to Nursing.

Resident/Family Spaces

Throughout the Villa, there are various areas for residents and their families to get together. On the 5th Floor, the Celebration Room can accommodate 5-8 people for a small gathering. This should be booked through Heather, Program Manager (Ext 108).

Should residents and their families require a small private space, each floor has several lounges which are available. Priority is given to residents in these spaces.

The large Activity Room, on the main floor, may also be used if there are no Activity Programs or Special meals in progress. Naturally, these take priority.

Space can be reserved at no additional cost to families but we ask that candles not be used, all decorations be removed after event and the room is left clean.

**Please beware of the following
Health and Safety concerns:**

Personalization of Resident Rooms

Personalizing your space is important to create a feeling of home, security and familiarity.

We ask that Families and Resident adhere to the admission guidelines.

This includes furniture in your space.

One Staff member must be able to move furniture to perform deep cleaning and scheduled housekeeping.

Nursing Staff must have access to both sides of the bed as needed (for care and linen)

We encourage personal pictures on the walls and a familiar bedspread.

Items in the Rooms

Due to the increase risk to residents and staff, following Guidelines will decrease this risk and reduce clutter in resident rooms and lounge areas.

A portable lift must move freely with in the room, having access under the bed and able to rotate into the bathroom without interference of furniture or other articles.

If items have been place to create a barrier or inhibit the manual lift from moving they must be removed.

To reduce the hazard to tipping items and clutter on surface areas, we ask residents to not have more than 3/4 of the surface covered, this can be established by moving all articles to one spot safely.

Electrical Cords and Wires

Due to the increase amount of items that require electrical outlets and the use of cords.

To decrease this risk and reduce clutter/ tripping hazards in resident rooms and lounge areas.

The Maintenance Department must complete an initial check and sign off of these items before being used. This includes new unopened items.

All cords and wires must stay away from traffic areas and be adhered to the wall.

Extension Cords are not recommended in the building.

A power bar with surge protection is recommended if needed.

Thank you for keeping our home Safe, Clean and Healthy.

Feel free to contact us if you have any questions or comments

Thank you for your continued support of West End Villa.

Sincerely,

The Staff & Management Team

