

Retirement Homes Regulatory Authority



From The Administrator

Dear Families,

As the Owner/Operator of Serenity Blenheim Independent Living, I have continued to focus on suggestions on improvements that matter to you and your loved one. Since taking over on September 10, 2013, we have made several improvements to the home including:

1. Visitor Sign In/Sign Out – Residents, family members and visitors are to sign in/sign out at the entrance to the building. This has been put in place so that in case of an emergency or fire, we can know who is not in the building or who may be visiting in the building. The Sign In/ Sign out book also assists maintaining the security of people going through the building.

2. Activities and Entertainment – We have scheduled entertainment every Friday for Residents. On Mondays and Wednesday we have Victorian Order Of Nurses complete a physiotherapy class from 10:00 – 11:00am. On Tuesday and Thursdays our Personal Support Workers will hold an activity for residents from 2:00 – 3:00 including: arts/crafts, board games, cards, putting contests and bingo. If you have any suggestions and/or ideas, please let me know. Should you wish to express your talent and/or craft, do not hesitate to contact me.

3. Suggestion/Comment Box – There is a suggestion/

comment box at the front desk where the Sign In/Sign Out book is located. If you have a suggestion, comments or concern and would like to remain anonymous, please complete the comment card and place in the box. I will make sure to address as soon as possible

4. Care Home Information Package (CHIP) – We have updated and developed a CHIP as per the Retirement Homes Regulatory Authority Requirements. It is located at the front lobby of the home.

5. Resident Handbook - We have updated and developed a Resident Handbook as per the Retirement Homes Regulatory Authority Requirements.

6. Policies and Procedures – We have developed policies and procedures for each department as per the Retirement Homes Regulatory Authority Requirements (RHRA).

...continued on next page

Ontario is taking strong action to protect its most vulnerable seniors living in retirement homes and ensure families have peace of mind that their loved ones are able to live with dignity and respect.

As of April 2012, the Retirement Homes Regulatory Authority, required all retirement homes to apply for a license in order to operate in Ontario. Greater protections for seniors include:

- A Residents' Bill of Rights, which must be posted in every licensed retirement home
- Retirement home operators' duty to protect residents from abuse and neglect
- Staff training on abuse, fire prevention and safety and whistle blowing protections

In order to allow retirement homes time to comply with the new regulations, further protections for seniors will come into force in phases up to January 1, 2014. We have been hard at work developing policies and procedures, training our team and upgrading our home in an effort to exceed the expectations that retirement homes are required to meet.

Further to licensing, our most recent visit from the RHRA occurred in April 2014. A few items were identified to need further work. Should you be interested in knowing more, please feel free to read the report that is publicly posted on their website or posted in our home. Should you have any questions, please feel free to contact me.

7. Resident Rights – Extensive training has been done on Resident Rights as per Bill 140. There is also a poster indicating resident rights that all staff/employees and myself must adhere to. It is located next to my office door.

8. Security Cameras – You may have noticed that we have added a security system in the common areas of the building. Our home is open to the public and should there be any unforeseen incident, the security cameras will help to us to problem solve any suspicious behavior.

9. Fire Department Monitoring - The fire alarm system is monitored by the local fire department. We have also hard wired 911 individual call bells to heat detectors for added safety.



The focus for the remainder of 2014 and 2015 will include:

1. Installation of a Sprinkler System – All Retirement Homes in Ontario must have a sprinkler system installed no later than 2017. We have taken a proactive approach to install them this year, construction beginning August 18, 2014 in an effort to make sure our residents are safe.
2. Installation of new outdoor signage. There will be a new permanent outdoor signage being installed outside of the property by the end of this year.
3. Installation of electric doors and keypad entrance and exits. Estimated for 2015.
4. Upgrade the nurse call bell system to allow voice two way communication between the care giver and resident. Estimated for 2015.
5. Develop and update resident’s charts – We will be calling all families in the near future to update any information that we may be required to collect. There may also be documentation that may need to be signed and your presence may be requested for this. If you are the designated Power of Attorney (POA) for Care or Power of Attorney (POA) for Finances, it is important that we have a copy of this on file. Confidentiality and Personal Health Information Laws require that we only divulge medical information to the designated Power of Attorney. (POA)
6. Continue to build on Policies and Procedures for our staff, residents and families.
7. Invest in education for our employees that will allow increased confidence and provide knowledge to base decisions on
8. Develop Residents Council – I will be calling on residents to participate in a resident’s council. This formal committee will operate under the Ontario Resident Council Association guidelines and will assist in making improvements, receiving feedback,

10. Marketing – If you have not already heard, we have voice adds by three of our very own residents featured on Blackburn Radio. We have updated our website at www.blenheimindependentliving.com and are in the process of developing our newsletter and tri-fold brochures.

11. Events – Serenity Blenheim Independent Living is registered to attend all four Senior Fairs in Chatham Kent. This will allow us to market and share information to others who may be interested in our home and the services we have to offer.

resolving concerns etc.

9. Obtain and partner with a physician who can attend the home to see our residents, thus minimizing unnecessary travel to clinics.
10. Focus on a “customer service” approach. I strongly believe that “we are in the resident’s home.” We are to act and behave in a respectable manner, as we are their “guests.” This means knocking on resident doors before entering. The way we behave and act reflects on the home.

I have made a promise to be available; therefore, all families, residents and visitors have my personal cell phone (519-859-0133). This is one of the perks to a small home and allows me to be accessible to you at anytime of the day, as well as on weekends and after hours.

While our resident population is increasing and multiple co-morbidities may develop over time, it is my intention to be able to care for our residents as long as possible. Please read more about our **Personal Support Worker Packages** available to allow for a longer stay and to maintain comfort, dignity and independence at the home.

Throughout the summer, I have spent evenings and weekends trying to connect with families. I welcome opportunities to further connect with our community and each individual loved one.

As always, thank you for the privilege of allowing me to care for your loved one. Please do not hesitate to contact me at the retirement home at 519-676-4489, me cell phone at 519-859-0133 or by email: info@blenheimindependentliving.com if you have any questions, need assistance, or would like to share ideas.

Sincerely,

Rahim Charania, RN, BScN, CHCA, CHE



In this issue

- 1 IMPROVEMENTS
- 2 2014 & BEYOND
- 3 RED CROSS CARE PARTNERS & CCAC
- 4 FROM INDEPENDENT TO RETIREMENT
- 5 THE DISNEY APPROACH

CONTACT INFO

SERENITY BLENHEIM RETIREMENT LIVING

OFFICE

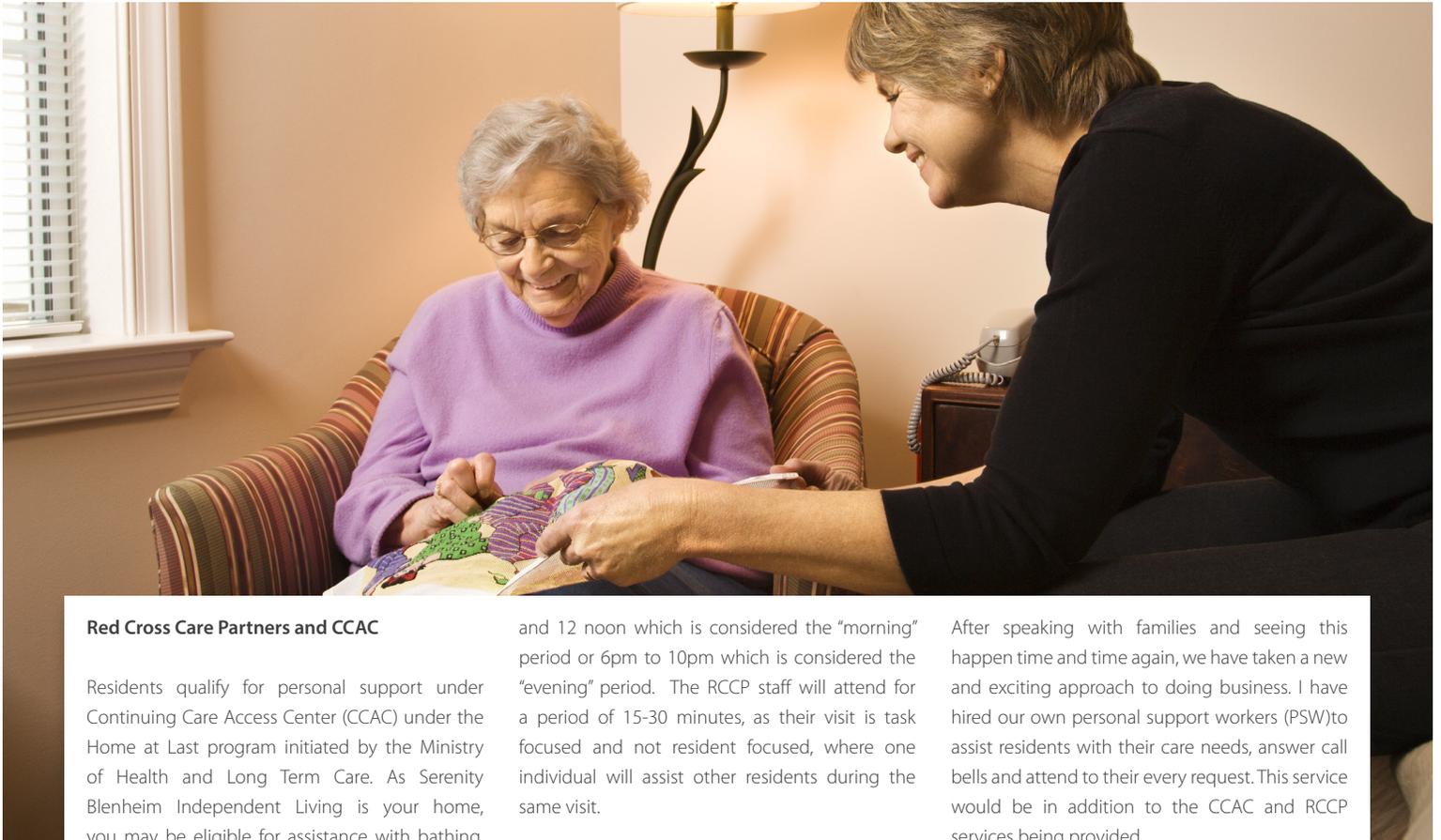
84 Marlborough ST N, Blenheim Ontario, N0P 1A0

• Office (519) 676-4489

• Fax: (519) 676-0300

• Cell (519) 859-0133

EMAIL: info@blenheimindependentliving.com



Red Cross Care Partners and CCAC

Residents qualify for personal support under Continuing Care Access Center (CCAC) under the Home at Last program initiated by the Ministry of Health and Long Term Care. As Serenity Blenheim Independent Living is your home, you may be eligible for assistance with bathing, laundry, housekeeping and/or personal support, if you are not already under the program. Power of Attorneys (POA) and/or Substitute Decision Makers (SDM) are the only ones that can call CCAC – Intake at 519-436-2222 should you require any further information or request a assessment to see what you may qualify for.

If you are on the program, please give CCAC consent for myself to be able to inquire about the frequency of care you or your loved one may be receiving. I would also appreciate that Serenity Blenheim Independent Living be the first point of contact to know that RCCP will not be able to attend to help our residents with their routines so our team can step in and assist where necessary.

Red Cross Care Partners is the contracted provider by CCAC to provide personal support services. RCCP is completely independent of Serenity Blenheim Independent Living, however in an effort to maintain continuity in care and be involved in your care, should there be a gap in service, we can step in and call the appropriate RCCP schedulers to follow up and ensure no missed visits occur. This will alleviate any burden on you from attending the home when RCCP is not able to attend.

RCCP may attend to provide help between 6am

and 12 noon which is considered the “morning” period or 6pm to 10pm which is considered the “evening” period. The RCCP staff will attend for a period of 15-30 minutes, as their visit is task focused and not resident focused, where one individual will assist other residents during the same visit.

In conclusion, all care providers should be held accountable and I strongly feel that it is unfair for a care provider not to show up, no one be notified that there will be no care provider to assist and you be asked to fulfill that role.



From Independent Living to Retirement Living

Our residents are growing older. Previously, residents who require more care and exhaust personal support hours provided by CCAC would then be assessed for Long Term (LTC) Care or a Nursing Home. To ask a resident who is vulnerable with their health to move at such a time in their life can only put more stress on you and your family members.

It is unfair to ask a resident to void or be toileted at a certain time. To only be turned twice in a day should they be bed ridden. Have limited motivation to attend programs. It is these important tasks that our PSW's will attend to due to the nature of the visiting RCCP personal staff.

After speaking with families and seeing this happen time and time again, we have taken a new and exciting approach to doing business. I have hired our own personal support workers (PSW) to assist residents with their care needs, answer call bells and attend to their every request. This service would be in addition to the CCAC and RCCP services being provided.

However, there will be a cost to these extra-added services. I may contact you should your loved one be requiring or would benefit from this service. Please see the package that we have created.

So when would it be time to move my loved one to a Nursing Home? With the assistance of community health teams and specialized nurses that are trained in end of life care, residents can live their final days at Serenity, in the comfort of their own home. Please feel free to speak with me should you have any questions.

Care Package

<i>Includes the following care services in addition to those care services described in the Plan above.</i>	Monthly charge
<ul style="list-style-type: none"> • assistance with bathing • ambulatory assistance • dressing assistance • assistance with personal hygiene • toileting • progress notes • increased family communication • hourly monitoring • transferring to and from bed • hourly turning 	\$600.00
	Second Person Charge \$300.00



Customer Service, the Disney Approach

In March of 2014, I visited the Disney University. I am always on the look out as to how we can better our retirement home, seeking new ideas, and evaluating how other organizations do business. I was amazed at the cleanliness, customer service, the way employees speak to the guest and how they treat each other.

I have adopted the Disney approach to care and will be sharing as well as educating our team. The secret to Disney's success isn't magic pixie dust; It's a well-trained, enthusiastic and motivated work force. It's a secret that Walt Disney himself realized years ago. "You can dream, create, design and build the most wonderful place in the world—but it requires people to make the dream a reality," he said.

That is why feedback is of critical importance. I will be sending you a survey in October 2014 to rate our home in several areas. The home has been in business for 8 years, where this truly has been my first year at the home. The feedback

will give me the direction to focus my attention and how to make the home the most wonderful place to live.

As in every other service business, quality is critical to the success. We depend on word of mouth referrals and positive feedback. Because 70 percent of our residents are referrals the quality of service they receive can literally make or break our home and the reputation we have built.

"Disney defines quality as attention to detail and exceeding guest expectations," says Jim Cunningham, program manager, business programs at the Disney Institute. It is my vision to make sure that each and every encounter with our staff and myself is a positive one.

