

2007



44 Rob Blake Way, P.O. Box 604
Simcoe, ON Canada N3Y 4L8
519-426-0902
www.norfolkcounty.on.ca

Norview Lodge

ANNUAL REPORT

Message from the Manager, Kim Jenereaux

This was another exceptional year for Norview Lodge.

The annual review by the Ministry of Health and Long-Term Care resulted in a report of "no unmet criteria." There are more than 450 compliance criteria and standards for all long-term care homes in Ontario. Accolades to all for this achievement.

Norview Lodge, as an organization, received a 2007 Service Award for Geriatric Excellence (SAGE) which is a joint initiative of the Regional Geriatric Program (central) and the St. Peter's Health System. This award recognizes those who provide exemplary service and make outstanding contributions to the health, independence and quality of life of seniors.

Six of Norview's dedicated volunteers received Volunteer Service Awards sponsored by the Government of Ontario for 25 and 30 years of service, as well as one youth volunteer. They were recognized along with other community volunteers at a provincial event held in June.

A successful emergency exercise was held in October with local secondary school students, OPP, Norfolk General Hospital, Fire and Emergency Services and staff participating.

Norview Lodge hosted a civic reception for the Lt. Governor of Ontario and his wife in December as part of his visit to Norfolk County. A painting done by Norview Resident, Mr. John Drayer, was presented to the Honourable David and Mrs. Onley.

Norview Lodge was featured in The Canadian Wood Council's *WoodWORKS* brochure and calendar for the extensive use of wood in the new home.





Message from the Medical Director/Home Physician, Dr. J.B.R. Chivers, PhD, MD

The medical needs of the Residents of Norview Lodge and the demands of the governing bodies, as well as legislative requirements, continue to grow, particularly in the area of assessments and documentation. Family meetings, consultations and discussions are also on the increase.

Recruitment and retention of physicians willing to provide the level of medical care and service to long-term care Residents (in the facility) continues to be challenging. The resources are limited, but I have been successful in recruiting a “back-up” physician in Dr. Richard Tanner.

Educational programs were prepared and delivered to staff in the subject areas of depression, chest assessments and antipsychotic medication use.

The annual Long-Term Care Medical Directors' and Physicians' Conference provides an opportunity for education and networking with colleagues to discuss the issues relating to medical care in long-term care homes.



The Admission Process

The Hamilton Niagara Haldimand Brant Community Care Access Centre, Haldimand-Norfolk branch, determined eligibility and managed all admissions and waiting lists.

Residents are required to pay for accommodation costs as established by the province annually, based on income only (except for private rooms.) Norview Lodge provides both basic and private accommodation. For tours, please contact Norview Lodge.

Fast Facts – Administration

- 99.42% occupancy rate for long-stay program.
- 67.67% occupancy rate for short-stay program with 247 days (vacation and respite).
- 64 admissions, 57 deaths and 5 discharges.
- 76% “excellent” rating and 9% “good” rating in overall care and service in the annual Resident/Family Satisfaction Survey.
- 23 Residents were over the age of 95; 58 Residents were 90 years of age and older (32% of the population); oldest Resident is 99 years of age and youngest Resident is 52 yrs.

Business Services

A pre-authorized payment plan was implemented to provide a convenient process for monthly payments directly from the bank. There is a 55 percent rate of participation in this plan.

Fast Facts – Nursing Care Services

- 92% of Residents and 65% of staff were vaccinated against influenza
- 94% of Residents were vaccinated with pneumovax
- 5 outbreaks occurred (3 respiratory and 2 enteric)

Nursing Care Services

Health Care Aides and Personal Support Workers provide and assist in the provision of the activities of daily living.

Education was the main focus including the revision of guidelines to provide quality nursing care. Accomplishments included: 24 staff participating in “Gentle Persuasive Approach” training; Registered nurses completed supervisory training; development of a pandemic planning; purchase of hi-lo and electric beds; increased utilization of private accommodations; increased utilization of ministry funding

for support surfaces (special mattresses); participation in Fanshawe College and the Grand Erie District School Board Personal Support Worker placement programs; purchase of safety needles for prevention of needle stick injuries; and education on Accreditation Program and Required Organizational Practices.

Programs and Services

Staff attended a number of workshops during the year, including a session on Montessori-based programming. Staff are designing and offering more Montessori-based programming in response to the needs of our lower-functioning Residents.

Volunteers continued to have a significant and positive impact on our programs and services. Residents teamed up with students from St. Michael's School in Walsh for an inter-generational program. The Grade 6 students came once a month to enjoy an hour of games, crafts and a variety of other activities.

Gardening was a big hit with Residents assisting in planting and maintaining a large vegetable garden. Residents enjoyed the fruits of their labour at meal times. Spruce Court Residents with the assistance of master gardener, Hannah Lawrance transformed the patio on the southwest corner of the home into a beautiful garden. The Norview Auxiliary donated a potting shed to this program.

The Norview Auxiliary, Family Council and Residents' Council continue to be very active in working to promote the best quality of life for all Residents in the home.

Fast Facts – Programs and Services

- 12 bus outings per month.
- 429.97 volunteer hours contributed per month.

Nutritional Services

The Ministry of Health and Long-Term Care (MOHLTC) requires all new employees to be enrolled in, or have completed, the Food Service Worker certificate course. Thirteen staff completed the Food Service Worker certificate course through Fanshawe College.

Our Registered Dietitian is on-site two days a week and has responsibility for ordering diets upon admission and conducting assessments for high-risk and moderate-risk Residents.

MOHLTC funding for raw food costs increased to \$7 from \$5.49 per Resident per day, effective Sept. 1, 2007.

Fast Facts – Nutritional Services

- 196,005 meals and nourishments provided.
- 4-week menu cycle changed in spring and fall with input from Residents.
- 6 Resident Food Committee meetings held.
- \$6.88 was the average food cost per Resident per day.

Support Services

All laundry staff are required to complete the Fundamental Laundry/Linen Methodology certificate course. The Ministry of Health and Long-Term Care mandates a turn-around time of 48 hours for personal laundry.



Fast Facts – Support Services

- 17 cents was the daily laundry cost per Resident.
- 16 loads of Residents' personal laundry were done daily.
- 2,085 pounds of laundry done daily.

Fast Facts – Facilities Services

- 200 trips made for Resident appointments.
- 350 preventive maintenance checks completed on assistive devices.
- 1,200 work requisitions completed (not including telephone or verbal requests).

The Housekeeping Department is responsible for cleaning and disinfecting all areas of the home (123,845 square feet). All staff from the Housekeeping Department are required to complete the Fundamental Housekeeping Methodology certificate course.

Facilities Services

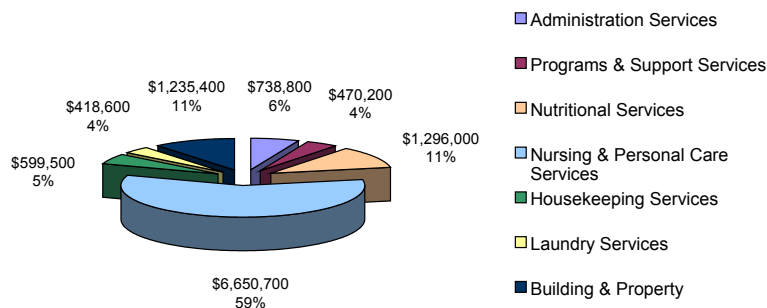
The Facilities Services Department includes Maintenance and Stores (purchasing, inventory management and Resident transportation.) The focus in 2007 included: provision of WHMIS training; fire training of all staff; continuous quality improvement regarding the heating, ventilating and air conditioning systems; realignment of staff to improve effectiveness; and remedial and preventive maintenance of the entire home and its equipment.

Work of Heart Fundraising Campaign

With the support of donations and the "manpower" of the Simcoe Lions Club, a pavilion was erected in the central courtyard. This provides a shaded area for Residents to enjoy the outdoors. Three remaining home areas were the beneficiaries of new pianos. A sunshade was also purchased to allow for outdoor enjoyment by the Residents on the second floor balcony during the hot summer months. Donations to this campaign provide for quality of life items for the Residents of the home.



Budget 2007 – Expenditures



Budget 2007 – Revenues

