



HEALTH
SERVICES

The Pines Long Term Care

April Update, 2024

Outbreak Update

- The Oak and Cedar Home Areas remain in a Respiratory Outbreak with one (1) resident showing symptoms such as cough, runny nose, nasal congestion, and/or fever. There have been a total of six (6) residents affected. Family members of those residents affected have been notified. Test results show Influenza A for one resident and Human Coronavirus for another.
- The following infection control measures are to be implemented or continued at this time:
 - Masks and eye protection to be worn in the Oak & Cedar Home Areas
 - Residents are to remain in the unit at this time to reduce the risk of spread
 - *If residents insist on leaving the unit, please assist them with masking or a visor and encourage outdoor visiting.
 - Twice daily respiratory symptom screening in Oak and Cedar Home Areas
 - Immediate isolation of any residents with new symptom onset
 - Cohorting of staff, when possible.
 - Cohorting of residents and only small group activities on the unit for unaffected residents. Isolated residents to receive one-to-one activities.
 - Twice daily high-touch surface cleaning
 - Increased hand hygiene and PPE audits on the unit.
 - Limit of two (2) essential caregivers at a time
 - No General Visiting to Oak & Cedar home areas
- We will continue to provide updates as we move through the outbreak.
- If you have any questions please contact John Iskander, IPAC Lead at ext. 4752



Infection Prevention & Control Education: Four Moments of Hand Hygiene

As part of our continuing IPAC education program requirement, we wanted to review Four Moments of Hand Hygiene.

The four moments include:

1. Moment 1: BEFORE first touching the resident or their environment
2. Moment 2: BEFORE aseptic procedures
3. Moment 3: AFTER body fluid exposure risk
4. Moment 4: AFTER touching the resident or their environment

As part of the 4 Moments of Hand Hygiene, an assessment should be done to determine what is considered the resident environment and what is considered the health care environment.

Please review the attached documents with frequently asked questions such as what Hand Hygiene moments, when, and how to perform Hand Hygiene among other concerns.

Please reach out to our IPAC Lead, John at john.iskander@muskoka.on.ca with any questions you may have.

[Four Moments of Hand Hygiene](#)

[Public Health Frequently Asked Questions Four Moments of Hand Hygiene](#)



Welcome Dr. Hammell

Thank you and Farewell to Dr. Mittal

- Dr. Jennifer Hammell is a new family physician in Bracebridge who graduated medical school at the Northern Ontario School of Medicine. She completed her third-year community clerkship and residency in Bracebridge. She has a special interest in geriatric and palliative care and holds an Honours Bachelor of Health Science with a minor in Gerontology from the University of Ottawa. She is a Port Carling native and is excited to be back in Muskoka to provide care to her community. In her free time, she enjoys board games and hiking with her husband.
- Dr. Hammell has taken over for Dr. Mittal at the home as of April 8, 2024. We would like to thank Dr. Mittal for her time with us and care for the residents.

Please help us in welcoming Dr. Hammell!

Spring is in the Air and Our Courtyards need your Help

SPRING IS IN THE AIR



We are thrilled to report that the grass is already green in our newly renovated courtyards! The spring clean up will be a snap this year and we will be out enjoying the fresh air in no time.

We have a blank slate to work with this year and are welcoming any suggestions for features you would like to see. Our vision is to have courtyards that reflect the unique preferences and needs of our residents, staff and families.

Whether it's enjoying a leisurely stroll, participating in a gardening session, or simply soaking in the beauty of nature, our courtyards are here to provide a welcoming oasis for all.

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Some possibilities may include:

- Raised Gardens
- Water features
- Bird feeders
- Outdoor dining
- Multi-sensory stations
- Shaded cozy seating

We want to hear your ideas!
Bring your suggestions to the next
Resident Council or Family
Council Meeting



WALKING TOGETHER: CAREGIVER SUPPORT GROUP



ORGANIZED BY THE PINE'S SOCIAL WORKER



If you feel anxious and overwhelmed by your caregiving responsibilities, you're not the only one. Every caregiver faces challenges on their caregiving journey. It's normal, and you don't have to face it alone.

Join our caregiver walking group aimed at increasing mental and physical wellness and connecting essential caregivers and persons of importance within The Pine's community to one another. Walking together allows caregivers the opportunity to speak directly with another caregiver, share experiences, challenges, and successes, provide, and receive emotional support, and navigate this journey, together. Thereafter, creating a sense of community through shared lived experiences.



WHERE?

Meeting at The Pines in
The Country Kitchen



WHERE ARE WE WALKING?

We will set out on an
approximate 1.5 km walk
(shorter routes can be
made available)

WHEN?

The 2nd and 4th Tuesday of May,
June, July, August*, September

Tuesday, May 14th
Tuesday, May 28th
Tuesday, June 11th
Tuesday, June 25th
Tuesday, July 9th
Tuesday, July 23rd
Tuesday, August 6th*
Tuesday, August 27th
Tuesday, September 10th
Tuesday, September 24th

You are welcome to register
for some or all walks.

WHAT TIME?

10:30 am

WHAT SHOULD I BRING?

Comfortable walking
shoes, a water bottle, an
umbrella if it's raining



**ANYONE WHO IS A PERSON OF
IMPORTANCE TO A PINES RESIDENT
IS WELCOME**



FREE!!



**FOLLOWED BY COFFEE OR TEA IN THE
COUNTRY KITCHEN WITH FELLOW
WALKERS**



RAIN OR SHINE





Recruiting Volunteers at The Pines

Are you passionate about making a difference in the lives of seniors?

Join our dedicated team at The Pines as a volunteer!

What You'll Do:

- Engage in Meaningful conversations with residents
- Assist with recreational activities and games
- Help with social events
- Assist with bus outings and more....

Benefits:

- Gain valuable experience working with seniors
- Make a positive impact on the lives of others
- Build meaningful connections and friendships

Contact us to get started: 705-645-4488



Continuous Quality Improvement


- March Meeting:
 - Pharmacist: reviewed Quarterly Report
 - Residents Council: was overjoyed with the new furniture
 - Nursing: Local Priorities funding received for IV pumps and supplies for antibiotics and hydration- NLOT to support education this year.
 - Infection Prevention & Control: RSV vaccine program complete with approx. 75% of residents received the vaccine. 96% of residents were fully vaccinated against COVID and 78% of residents received their annual flu vaccine.
 - Activities: working on getting more entertainers into the home and rebuilding the volunteer program.
 - Administration: Admission and Discharge Survey & Complaint results reviewed for the quarter
 - Capital Projects: generator complete, furniture complete, dishwasher complete. HVAC equipment replacement, carpet, boilers, fencing. Aging building, and courtyards
 - Simcoe Muskoka District Health Unit: provided an update
 - Social worker, medical director, LifeMark (physiotherapy), dietician, North Simcoe Muskoka Hospice Palliative Care Network, and Behaviour Support Services all provided updates to the team.
- Minutes can be found posted in the home on the CQI Board just outside of the Oak Home Area



The Pines Long-Term Care Home 2024-2025 Continuous Quality Improvement Report & Quality Improvement Plan

- Thank you for your feedback and support in developing the plan.
- The plan is posted on the Portal and in the home for review.
- Our team will focus on this plan moving forward with our operational leadership team meetings. We will review with our CQI team the progress we are making in the hopes of meeting our targets.

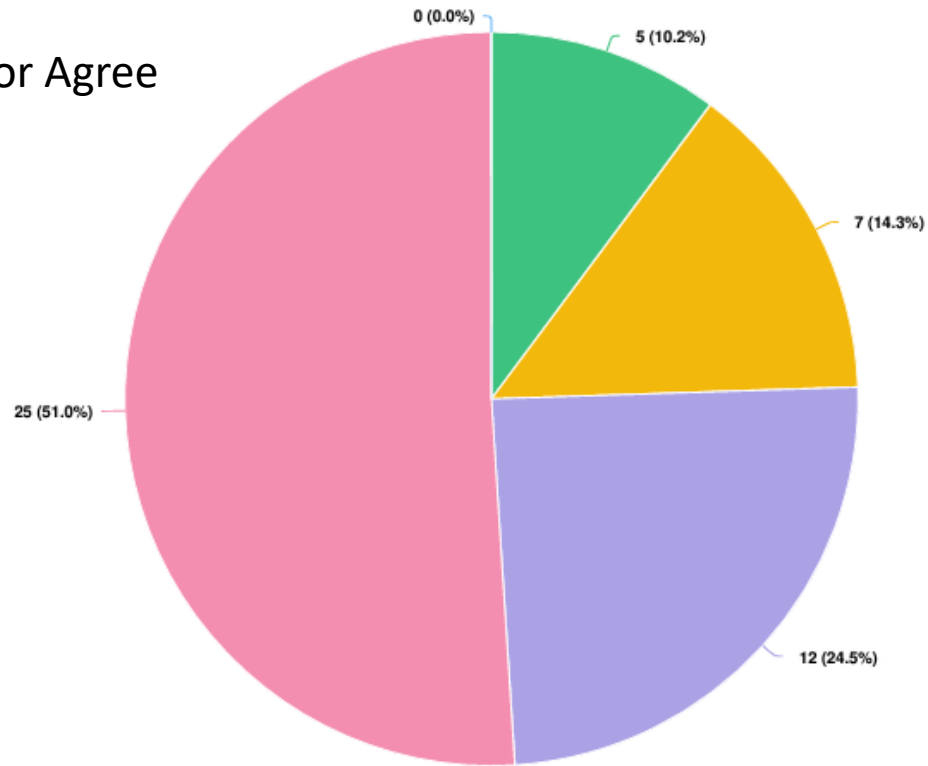




Follow-up Survey related to 2023
Resident & Family Engagement
Survey

Q1 Do you participate in decisions regarding your or your loved ones' care?

76% Strongly Agree or Agree
14% Neutral
10% Disagree



Question options

- 2 - disagree
- 3 - neutral
- 4 - agree
- 5 - strongly agree
- 1 - strongly disagree

Optional question (49 response(s), 0 skipped)
Question type: Radio Button Question

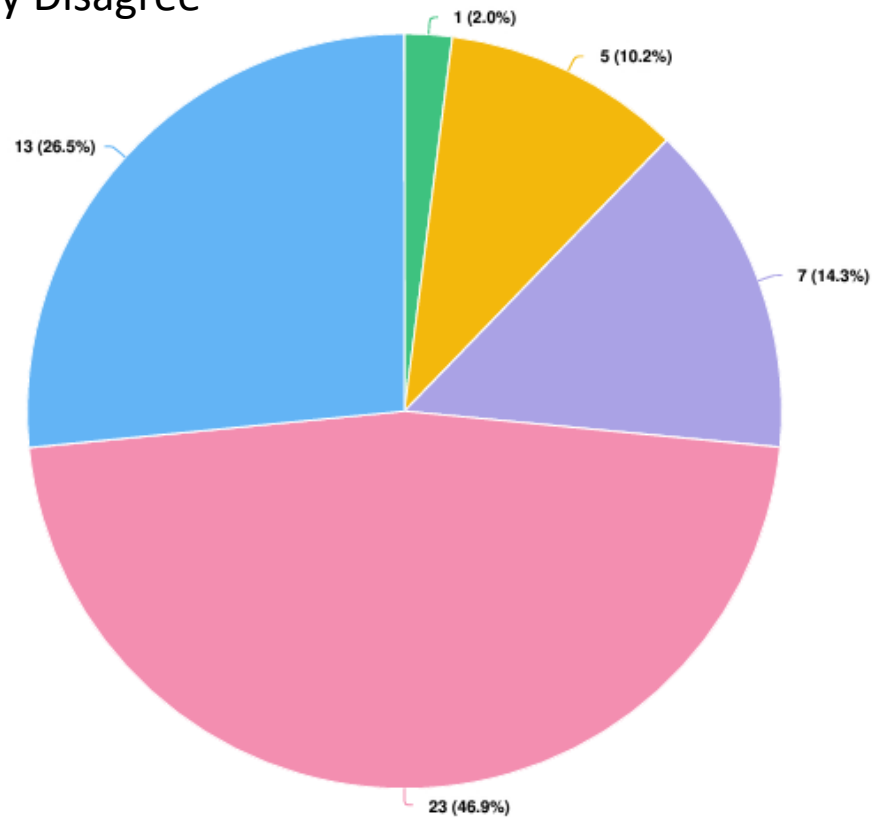


Q2 Are you allowed to decide your or your loved ones' daily routine?

74% Strongly Agree or Agree

14% Neutral

12% Disagree or Strongly Disagree



Question options

- 1 - strongly disagree
- 2 - disagree
- 3 - neutral
- 4 - agree
- 5 - strongly agree



Q3 Please provide suggestions as to how you could be more involved in planning care and services for yourself or your loved one.

Screen Name Redacted
3/02/2024 04:58 AM
Our whole family is extremely happy with the quality of care our Mom is receiving at the Pines. Caring for a resident with dementia is tough and the Pines staff do an amazing job.

Screen Name Redacted
3/02/2024 06:13 AM
If there was any way to provide some kind of computerized monthly report on a resident's care and health, that would be helpful.

Screen Name Redacted
3/03/2024 12:38 PM
• direct (E-mail) communication re medication changes, vaccinations, and any interventions. • feedback on deviations from regular daily routines (medical or physical changes). • SHORT monthly summary of resident's status (mental, physical, health/medication admin.)

Screen Name Redacted
3/06/2024 07:43 AM
Nope

Screen Name Redacted
3/06/2024 07:51 AM
Nope

Screen Name Redacted
3/06/2024 07:52 AM
I don't know

Screen Name Redacted
3/06/2024 07:55 AM
I don't know

Screen Name Redacted
3/06/2024 07:56 AM
None

Screen Name Redacted
3/06/2024 08:00 AM
No interruptions

Screen Name Redacted
3/06/2024 08:03 AM
Nope

Screen Name Redacted
3/06/2024 08:08 AM
No

Screen Name Redacted
3/06/2024 08:17 AM
No

Screen Name Redacted
3/06/2024 08:19 AM
No

Screen Name Redacted
3/06/2024 08:21 AM
None

Screen Name Redacted
3/06/2024 08:24 AM
I don't know

Screen Name Redacted
3/06/2024 08:25 AM
No

Screen Name Redacted
3/06/2024 08:28 AM
None

Screen Name Redacted
3/06/2024 08:32 AM
Resident feels she is free to do what she wants when she feels.

Screen Name Redacted
3/06/2024 08:39 AM
None

Screen Name Redacted
3/06/2024 08:41 AM
Resident is content with her choices and routine.

Screen Name Redacted
3/06/2024 08:43 AM
No

Screen Name Redacted
3/06/2024 08:48 AM
No

Screen Name Redacted
3/06/2024 08:51 AM
Resident suggests and wants staff to remind them more frequently on what's going on in the home as they sometimes forget and don't want to miss out. They also suggest having things posted daily as reminders as well.

Screen Name Redacted
3/06/2024 09:07 AM
Card games



Screen Name Redacted 3/06/2024 09:16 AM	No	3/16/2024 07:48 AM	with ECG, SDM, or PoA would be of great value.
Screen Name Redacted 3/06/2024 09:21 AM	No	Screen Name Redacted 3/23/2024 06:13 AM	At this time, Mom is pretty good at deciding her own routine.
Screen Name Redacted 3/06/2024 09:24 AM	No		
Screen Name Redacted 3/06/2024 09:29 AM	No	Screen Name Redacted 3/26/2024 09:13 PM	i
Screen Name Redacted 3/06/2024 09:42 AM	No		
Screen Name Redacted 3/06/2024 12:42 PM	None	Screen Name Redacted 4/03/2024 09:46 AM	Staff meeting with the family to discuss the residents specific, particular routines in daily care and wants, wishes re treatment.
Screen Name Redacted 3/07/2024 02:22 PM	Like the opportunity to help make decisions or suggestions. I would like to be able to give suggestions regarding his care because we know him best.		
Screen Name Redacted 3/08/2024 05:05 PM	I would like to be there when the doctor visits my parent. More meetings with staff to go over any concerns with care or even just to connect.		
Screen Name Redacted 3/14/2024 08:43 AM	Have more consistent staffing in Spruce especially RPN 's.		
Screen Name Redacted 3/15/2024 07:35 PM	LTC are set up based on housing a large number of people and having them follow a daily routine that benefit management and staff. Routines are set up for the running of an institution, although routines are only followed when it is convenient. How often are snacks actually served on time? It would be nice to be able to get a coffee or snack throughout the day just like other adults and not be treated as a child who is given nourishment when others decide.		
Screen Name Redacted 3/16/2024 07:33 AM	Care conference is most helpful but they seem to be on hold for now or an email update to family caregiver would be helpful .		
Screen Name Redacted	• rarely does TPLTCH ask ECG or SDM for input. • more consultation		

Optional question (39 response(s), 10 skipped)
Question type: Essay Question



Themes from the Written Feedback

Electronic Communication

Monthly report on resident

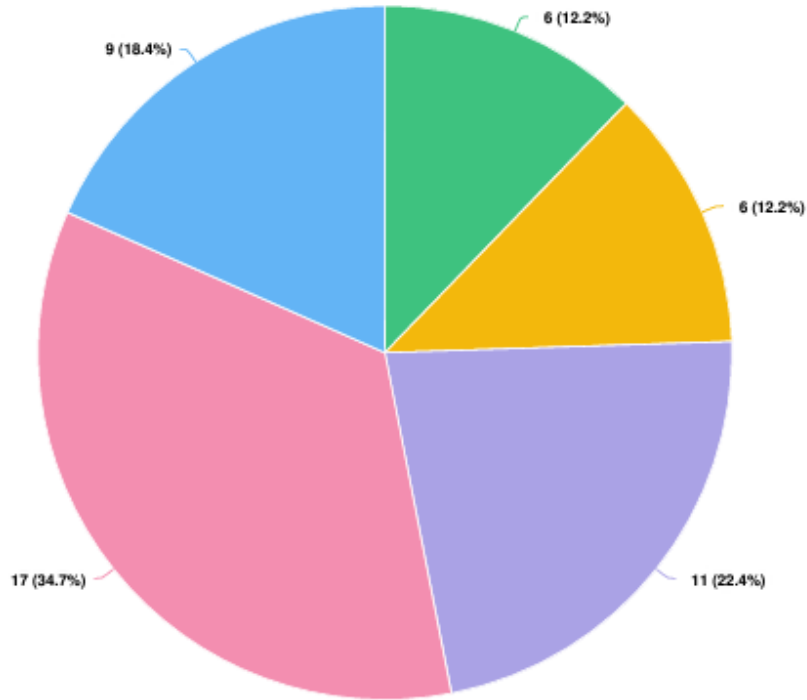
Direct email communication with
family

Reminders regarding activities in the
home

Opportunity to provide input
suggestions and help make decisions

Care conferences

54% Strongly Agree or Agree
22% Neutral
24% Disagree or Strongly Disagree



Question options

1 - strongly disagree 2 - disagree 3 - neutral 4 - agree 5 - strongly agree

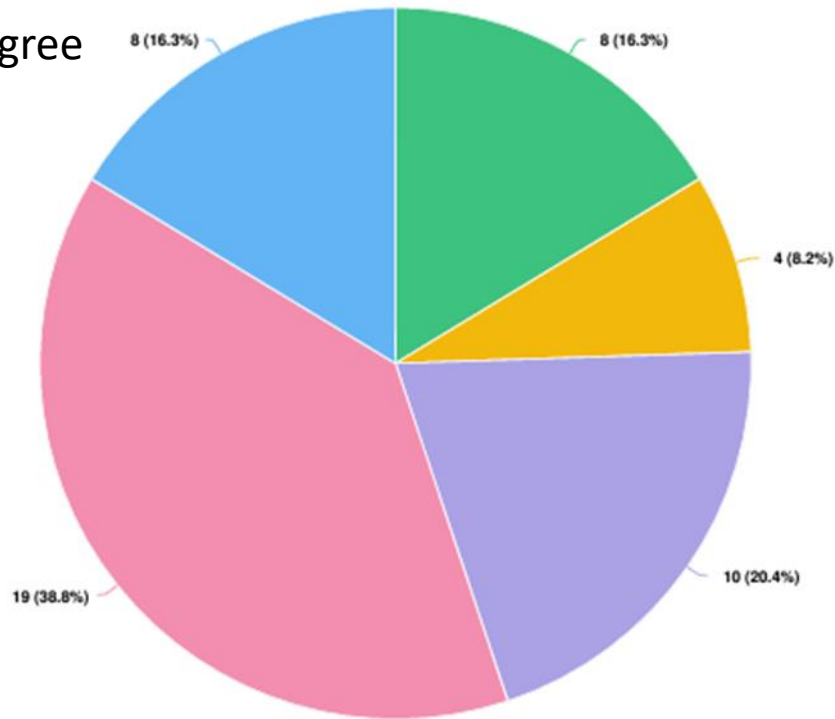
Optional question (49 response(s), 0 skipped)
Question type: Radio Button Question



55% Strongly Agree or Agree

20% Neutral

25% Disagree or Strongly Disagree



Question options

- 1 - strongly disagree
- 2 - disagree
- 3 - neutral
- 4 - agree
- 5 - strongly agree

Optional question (49 response(s), 0 skipped)
Question type: Radio Button Question



Screen Name Redacted
3/06/2024 08:03 AM

Nope

Screen Name Redacted
3/06/2024 08:08 AM

No

Screen Name Redacted
3/06/2024 08:17 AM

Come by more often

Screen Name Redacted
3/06/2024 08:19 AM

No

Screen Name Redacted
3/06/2024 08:21 AM

None

Screen Name Redacted
3/06/2024 08:24 AM

None

Screen Name Redacted
3/06/2024 08:25 AM

Come in more often

Screen Name Redacted
3/06/2024 08:28 AM

See more often

Screen Name Redacted
3/06/2024 08:32 AM

Resident feels content with how her concerns and questions are responded to.

Screen Name Redacted
3/06/2024 08:39 AM

I don't know I have a physician here

Screen Name Redacted
3/06/2024 08:40 AM

More visits

Screen Name Redacted
3/06/2024 08:41 AM

Resident has no suggestions, she is content.

Screen Name Redacted
3/06/2024 08:43 AM

I don't know

Screen Name Redacted
3/06/2024 08:48 AM

No

Q6 Please provide any suggestions as to how your physician could be more responsive to your concerns or questions.

- Screen Name Redacted
3/01/2024 02:59 PM
I have never met his doctor, Dr. Whynot.
- Screen Name Redacted
3/02/2024 04:58 AM
Dr Cross has been our Mom's doctor since he started his practice in Bracebridge, and now that there is an NP on board at the Pines our Mom is being well looked after. We also appreciate the dietitian as she started our Mom on Boost to help with calorie and nutrition intake.
- Screen Name Redacted
3/02/2024 06:13 AM
Dr. Jones who is the current doctor for the Pines has not reached out to me regarding my wife's care. If there has been any care provided by the doctor, or examinations done, I have not received any reports. I have not been asked to meet with the doctor and so have had no input into the care of my wife.
- Screen Name Redacted
3/03/2024 12:38 PM
• discussions re medication (planned and actual) changes + written (E-mail) confirmations; • alternative approaches re medical problems (options & amp; downsides/possible side-effects).
- Screen Name Redacted
3/06/2024 07:43 AM
Nope
- Screen Name Redacted
3/06/2024 07:51 AM
Nope
- Screen Name Redacted
3/06/2024 07:52 AM
Come more often
- Screen Name Redacted
3/06/2024 07:55 AM
More hands on
- Screen Name Redacted
3/06/2024 07:56 AM
None
- Screen Name Redacted
3/06/2024 08:00 AM
Just be more responsive, showing up more



Screen Name Redacted
3/06/2024 08:51 AM
Resident shared she is not sure who her physician is anymore and when they visit or communicate she feels they don't introduce themselves properly and it is a fast visit therefore she doesn't get much out of the meeting. Resident however feels she has no concerns to speak with a physician about so is not worried about this

Screen Name Redacted
3/06/2024 09:07 AM
Be here more often

Screen Name Redacted
3/06/2024 09:11 AM
No

Screen Name Redacted
3/06/2024 09:16 AM
No

Screen Name Redacted
3/06/2024 09:21 AM
No

Screen Name Redacted
3/06/2024 09:24 AM
No

Screen Name Redacted
3/06/2024 09:29 AM
No

Screen Name Redacted
3/06/2024 09:42 AM
Come in more often

Screen Name Redacted
3/06/2024 09:45 AM
Spends more time with me

Screen Name Redacted
3/06/2024 12:42 PM
None

Screen Name Redacted
3/07/2024 02:22 PM
I would like to have the opportunity to meet her and have a personal meeting to discuss and ask questions in person.

Screen Name Redacted
3/08/2024 05:05 PM
Be able to have the main family caregiver present during checkup if desired.

Screen Name Redacted
3/13/2024 09:51 AM
Communication happens if you lucky enough to meet during a visit

Screen Name Redacted
3/15/2024 07:05 PM
It would be nice to be able to make an appointment- I would know when the dr. Would be there and I could have a family member with me

Screen Name Redacted
3/16/2024 07:33 AM
As a family member it would be nice if the physician would when I'm told by nursing staff that she will call me it's followed through. My feeling is the doctor doesn't want to or maybe to be fair doesn't have time to talk to the caregiver but it would be most helpful to me and our family in caring for mom when we have a concern.

Screen Name Redacted
3/16/2024 07:48 AM
• discuss planned changes in the medication(s). • provide copies of new prescriptions. • more consultation(s) with specialists

Screen Name Redacted
3/30/2024 06:51 AM
I am happy with the care Dr Dekart is providing as well as changes in medication and updates provided.

Screen Name Redacted
4/03/2024 09:46 AM
Communicating directly with the family on a regular basis, and asking about family history or previous experiences in past.

Optional question (42 response(s), 7 skipped)
Question type: Essay Question

Themes from the Written Feedback

Meeting with the
doctor or NP

Nurse to follow up
with physician and
family

Physician to connect
with family
regarding
medication changes

Responsiveness,
presents, and visits

Family presence
during physician visit

Follow Up & Next Steps

- This information will be reviewed with the Residents' Council, the leadership team, and the physician.
- We will look at creating goals, some action items, and interventions to assist with improving in these areas.
- We appreciate your feedback and thank anyone who took the time to complete it.
- Please watch for the next Resident and Family Engagement Survey in the Fall.



Family Council Lead for The Home

- We currently do not have a formal Family Council lead in the home. If you are interested, please connect with Jennifer Ridgley at jennifer.ridgley@muskoka.on.ca. Would you like more information about Family Council or how to get started? click here: <https://fco.ngo/resources/how-to-start-a-family-council>



Family Portal

- Please take a moment to visit The Pines Resident Family Portal by clicking on the link below or type the following into your web browser:
- <https://www.engagemuskoka.ca/pines-residents-and-families-portal>
- Some of the newest items added are highlighted below:
 - News updates; Daily Outbreak Updates
 - The 2024 Evergreen Tribune has been uploaded to the portal for your review. You can find the Monthly Newsletters on the right-hand side of the portal.
 - Activities Monthly Calendar
 - Family Update Meeting information
 - Key Staff Contacts
 - Educational Links



The Pines Long-Term Care Home Mission Statement:

“Optimizing life with excellent care, compassion and comforts of home.”

The Pines Long-Term Care Home Vision:

“Continuously improving care, safety and quality of life in partnership with residents, their families and our community.”

The Pines Long-Term Care Home Updated Values:

Respect and Integrity-Culture: Everyone should be treated with fairness, dignity, and respect. Positive and open communication builds strong relations.

Innovative Leadership- Innovation: Creativity should be encouraged, and technology embraced. Ongoing learning contributes to improvements in quality of life.

Synergy- Team: Working together as a team involves cooperation, communication, and support.

Experiences- Service: Our commitment to showing care, sensitivity, and kindness to ensure a welcoming, safe, and comfortable environment for all.



Your Questions?

- administrator.pines@muskoka.on.ca

