



BROADMEAD

Care Society

*Excellence in Care for
Veterans and Seniors*

**Operating The Lodge at Broadmead and Veterans Health Centre
A Publication for Families, Friends, Volunteers and Companions
September and October 2008**

Volume 19 Issue 67

Dear Families, Friends, Volunteers and Companions:

**You are invited to the Annual General Meeting and a special presentation
“It’s an Honour – Caring for Veterans and Seniors”**

The Board of Directors, staff and volunteers of Broadmead Care Society and Broadmead Care Foundation are pleased to invite you to join us for our Annual General Meeting which will be followed by a special presentation.

Broadmead Care Society is the non-profit society that owns and operates The Lodge at Broadmead and the Veterans Health Centre. As a non-profit Society, we are required to hold an Annual General Meeting (AGM) every year at which time the Society members have an opportunity to participate in the business affairs of our organization. The AGM is a brief (20 minute) business meeting – after which we will have a special presentation “It’s an Honour – Caring for Veterans and Seniors”. Captain John Croucher, a recent Veterans of Afghanistan will speak to us about his experience – and our responsibility to support all Veterans in Canada – past and present.

We are looking forward to this special event and hope that you plan to join us.

Date: Wednesday, September 24, 2008
Time: 4:30 – 5:45 pm
Location: The Lodge at Broadmead – Oak Room

A handwritten signature in cursive script, reading "David Cheperdak".

David Cheperdak
Chief Executive Officer

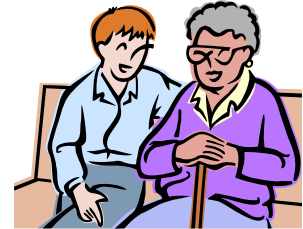
SOCIAL WORK

The Family Information and Support Group

The Family Information and Support Group will now meet on the 3rd Thursday of each month from 11:00 to 12:30 in the Conference Room on the Mezzanine Level of The Lodge at Broadmead. The Family Information and Support Group offers information, education and support for family members of the residents at The Lodge. Programs include speakers from various community agencies and from within the Lodge and sessions that encourage wellness for group participants. All family members are welcome to attend; light refreshments will be provided. The upcoming schedule includes the following:

Upcoming Family Information and Support Meetings:

- **September 18** - 11:00-12:30 Mezzanine
Presenters: Alice Lou and Pauline Meglaughlin, Lodge Dieticians
Topic: Eating Well, Aging Well: Healthy eating for Seniors
- **October 16, 2008** - 11:00-12:30pm Mezzanine
Open discussion and information sharing
Facilitated by Tracy Koebel, Social Worker



Other community support services for caregivers are offered by:

Family Caregivers network is located at 526 Michigan Street
Please check their website to obtain information about upcoming workshops at www.fcns-caregiving.org or call 250-384-0408

Alzheimer Society Resource Centre is located at 2571A Quadra Street, please call 250-382-2052 for more information or visit their website at www.alzheimerbc.org.
The resource centre offers support and information regarding Alzheimer's Disease and related dementias. Their services include a library, educational programs, support groups, individual support, and referral to community resources.

Hillside Seniors Health Centre located in the Yakimovich Wellness Centre at 1454 Hillside Ave. Please call 250-370-5641 for more information or visit their web site at www.viha.ca/hshc. The Health Centre offers primary health care to adults over 55 years of age who do not have a family doctor. The Wellness Centre offers a variety of educational and health promotion activities with a focus on healthy aging.

For information on the **Caregivers Association of BC**, please call 1-800-833-1733 or visit their website at www.caregiverbc.ca. The Caregivers Association supports, educates, and advocates for unpaid caregivers in BC. Provides information and referral regarding services and support groups. Also offers a free on-line support group.

Tracey Kobel, Social Worker, B Level
Interdisciplinary Team
(250) 658-3256

Sheilagh McIvor, Social Worker, A Level
Interdisciplinary Team
(250) 658-3207

VOLUNTEER SERVICES

Volunteer Services Update

It is fall again – this is an excellent time to consider volunteering to try something new! We always welcome new volunteers at The Lodge at Broadmead and Veterans' Health Centre. Please tell all your friends and family about our volunteer program. Current opportunities include: Meal Time Assistance, Afternoon or Evening Refreshment Service, Portering to activities during the day, Veterans' Health Centre Activities Assistance, Sunday Hymn Sing Assistant and many others. A volunteer commitment can be for as little as one hour per week.

Volunteer Education:

I've developed a tentative schedule for volunteer education sessions this fall. Dates are not solid yet, but we will offer the following workshops this fall. Sign up sheets will be posted on the bulletin board in the Volunteer Lounge.

September

- **Fire and Emergency Preparedness:** This training is offered on line and in person. We will try to offer at least two sessions this fall in the training room to ensure that volunteers understand their responsibilities and respond quickly in an emergency. **Facilitators:** Merv Dutchak, Director of Environment Services and Kelly Sprackett, Coordinator of Volunteer Services.

October

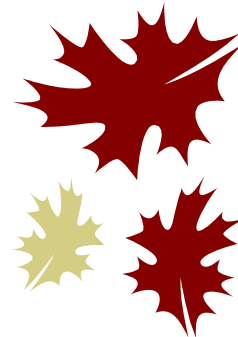
- **Meal Assistance:** Did you know that over 70% of Lodge residents need some assistance just to eat their meals? We always need more volunteer meal assistants for any meal on any day of the week. This workshop provides practical information and exercises to prepare volunteers for their role. After the training, the Dietitian matches the volunteer for one to one coaching with a particular resident until the volunteer is comfortable. Then the volunteer assists only that resident for regular weekly meal assistance. **Facilitator:** Alice Lou, Registered Dietitian.

November:

- **Listening and Communications Skills:** This workshop will help volunteers to provide support and communicate clearly and positively with residents and their families while volunteering. **Facilitator:** Tracy Koebel, Social Worker to residents on B Level.

For information about volunteer services, contact Kelly Sprackett, Coordinator of Volunteer Services at 250-658-3205 or Kelly.Sprackett@broadmeadcare.com. To read more about the volunteer program or print a volunteer application form; go to the Volunteer Services page on the BCS website at www.broadmeadcare.com

Kelly Sprackett, Coordinator
Volunteer Services



ACTIVITY PROGRAMS

OPEN INVITATON

Families/visitors are always welcome to attend any of the programs which run from 6:00pm to 7:00pm, Monday to Friday. The Monday Night Sing-Along with Pat Robertson is very popular as are some of the other evening music programs. Come and check it out.... we'd love to have you.

TENTATIVE SCHEDULE OF EVENTS

- Tea time is daily from 3:00pm-3:45pm in the Oak Room
- The Oak Room Bar is open daily at 3:00pm with last call at 3:50pm
- All entertainment and programs take place in the Oak Room unless noted otherwise
- Evening programs run in the Oak Room at 6:00 pm, Monday to Friday

SEPTEMBER EVENTS

Monday, September 1st

3:00pm

LABOR DAY

Music with Carrie Cowen

Tuesday, September 2nd

11:00am

2:30pm

Worship in the Veterans' Chapel on Mainstreet - United
Music with Neal Henderson

Wednesday, September 3rd

10:00am

11:00am

6:00pm

Maycock Optical – small eyeglass repair
Royal Canadian Legion Pro Pats Branch 31 visits the Lodge
Maycock Optical will visit the B level lodges
Legion Loonie Bingo with Jamie Chamberlain sponsored by the Korean Veterans Association

Thursday, September 4th

11:00pm

2:00pm

2:30pm

6:00pm

Roman Catholic Mass is offered in the Maple Room on Level B
The Bridge Club meets in the A1 Kitchenette
Music with Audrey Wainwright
Loonie Bingo with John Addicott

Friday, September 5th

1:30pm

2:30pm

6:00pm

Memorial Gathering in the Veterans' Chapel on Mainstreet
Music with Dave Bentley and Friends
Music with Joan Songhurst

Saturday, September 6th

3:00pm

Music with Robin Sealy

Sunday, September 7th

2:30pm

GRANDPARENTS DAY

Music with Jennifer Jasecho

Monday, September 8th

2:00pm

2:15-3:45pm

3:00pm

6:00pm

Jacko with Lori
Computer support for residents at the A1 computer station
Music with George Lobson
Sing-Along with Pat Robertson



Tuesday, September 9th11:00am
2:30pmWorship in the Veterans' Chapel on Mainstreet - Anglican
Music with Neal Henderson**Wednesday, September 10th**2:00pm
6:00pmThe Royal Victoria Heritage Fashion Show
Accordion music with Ken Beattie**Thursday, September 11th**11:00am
2:30pm
6:00pmRoman Catholic Communion on the individual lodges
Classical piano with Nancy Van Imschoot-Brown
Loonie Bingo with John Addicott**Friday, September 12th**10:30am
2:30pmMusic Bingo with Val Turner
Music with Dave Bentley and Friends**Sunday, September 14th**

2:30pm

Music with Bob Langford

Monday, September 15th2:00pm
2:15-3:45pm
3:00pm
6:00pmJacko with Lori
Computer support for residents at the A1 computer station
Music with Joan Songhurst
Monday Night Sing-Along with Pat Robertson**Tuesday, September 16th**11:00am

2:30pmWorship in the Veterans' Chapel on Mainstreet –
Inter-denominational with Bob Norris
Music with Neal Henderson**Wednesday, September 17th**2:00pm
6:00pmAugust and September Birthday Tea with Two Hits and a Miss
Music with Val Turner**Thursday, September 18th**10:00am
10:15am
11:00pm
2:00pm
11:00am-12:30pm
6:00pmVisit from the Royal Canadian Legion Zone Sick and Visiting
The Resident and Family Council Group meets
Roman Catholic Mass is offered in the Maple Room on Level B
The Bridge Club meets in the A1 Kitchenette
Family information and Support Group meets in the Conference Room
Loonie Bingo with John Addicott**Friday, September 19th**

2:30pm

Music with Dave Bentley and friends

Saturday, September 20th

3:00pm

Music with Robin Sealy

Sunday, September 21st

2:30pm

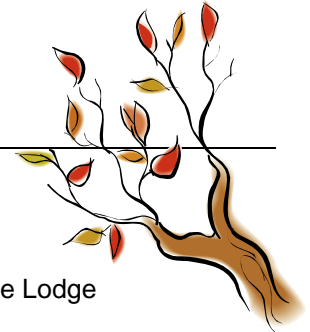
Music with Carrie Cowen

Monday, September 22nd10:30am
2:00pm
3:00pm
2:15pm- 3:45pmRailroad themed music with Val Turner
Jacko with Lori
Music with George Lobson
Volunteer computer support for residents at the A1 computer station

Wednesday, September 24th2:00pm
4:30pmMusic with Guy Marchi
Broadmead Care Society Annual General Meeting**Thursday, September 25th**11:00am
1:30-2:00pm
2:30pm
6:00pmRoman Catholic Communion on the individual lodges
Volunteer computer support for residents at the A1 computer station
Classical music with Nancy Imschoot-Brown
Loonie Bingo with John Addicott**Friday, September 26th**10:30am
2:30pmMusic Bingo with Val Turner
Music with Dave Bentley and friends**Sunday, September 28th**

2:30pm

Music with Bob Langford

Monday, September 29th10:30am
2:15pm- 3:45pm
2:00pmAutumn Leaves themed music with Val Turner
Volunteer computer support for residents at the A1 computer station
Jacko with Lori**OCTOBER EVENTS****Wednesday, October 1st**

10:00am

Maycock Optical – small eyeglass repair
Royal Canadian Legion Pro Pats Branch 31 visits the Lodge
Maycock Optical will visit the B level lodges
Legion Loonie Bingo with Jamie Chamberlain - sponsored by the Korean Veterans Association11:00am
6:00pm**Thursday, October 2nd**11:00pm
2:00pm
6:00pmRoman Catholic Mass is offered in the Maple Room on Level B
The Bridge Club meets in the A1 Kitchenette
Loonie Bingo with John Addicott**Friday, October 3rd**1:30pm
2:30pmMemorial Gathering in the Veterans' Chapel on Mainstreet
Music with Dave Bentley and Friends**Saturday, October 4th**

3:00pm

Music with Robin Sealy

Sunday, October 5th

2:30pm

Music with Jennifer Jasecho

Monday, October 6th10:30am
2:00pm
2:15-3:45pm
6:00pmLunar themed music with Val
Jacko with Lori
Computer support is available for residents at the A1 computer station
Sing-Along with Pat Robertson**Tuesday, October 7th**11:00am
2:30pmWorship in the Veterans' Chapel on Mainstreet - United
Music with Neal Henderson

Thursday, October 9th

11:00am
6:00pm

Roman Catholic Communion on the individual lodges
Loonie Bingo with John Addicott

Friday, October 10th

10:30am
2:30pm

Music Bingo
Music with Dave Bentley and Friends

Monday, October 13th

2:00pm
2:15-3:45pm
5:00pm

THANKSGIVING

Jacko Game
Computer support for residents at the A1 computer station
A special Thanksgiving menu will be prepared

**Tuesday, October 14th**

11:00am
2:30pm

Worship in the Veterans' Chapel on Mainstreet – Anglican
Music with Neal Henderson

Wednesday, October 15th

2:00pm
6:00pm

October Birthday Tea with Two Hits and a Miss
Music with Val Turner

Thursday, October 16th

10:00am
11:00pm
2:00pm
11:00am-12:30pm
6:00pm

Visit from the Royal Canadian Zone Sick and Visiting
Roman Catholic Mass is offered in the Maple Room on Level B
The Bridge Club meets in the A1 Kitchenette
Family information and Support Group meets in the Conference Room
Loonie Bingo with John Addicott

Friday, October 17th

2:30pm

Music with Dave Bentley and friends

Saturday, October 18th

3:00pm

Music with Robin Sealy

Monday, October 20th

10:30am
2:00pm
2:15pm- 3:45pm

International themed music with Val Turner
Jacko with Lori
Volunteer computer support for residents at the A1 computer station

Tuesday, October 21

11:00am
2:30pm

Worship in the Veterans' Chapel on Mainstreet –
Inter-denominational with Bob Norris
Piano music with Neal Henderson

Wednesday, October 22nd

2:00pm

The Gypsy Rovers entertain

Thursday, October 23rd

11:00am
1:30-2:00pm
6:00pm

Roman Catholic Communion on the individual lodges
Volunteer computer support for residents at the A1 computer station
Loonie Bingo with John Addicott

Friday, October 24th

10:30am
2:30pm

Music Bingo with Val Turner
Music with Dave Bentley and friends

Sunday, October 26th

2:00pm

A performance by the Via Choralis Choir



Monday, October 27th

10:30am Superstitious themed music with Val Turner
 2:15pm- 3:45pm Volunteer computer support for residents at the A1 computer station
 2:00pm Jacko with Lori
 3:00pm Music with Carrie Cowen
 6:00pm Sing-Along with Pat Robertson

Tuesday, October 28th

2:30pm Music with Neal Henderson

Thursday, October 30th

11:00pm Roman Catholic Communion is offered on the lodges
 2:00pm The Bridge Club meets in the A1 Kitchenette
 11:00am-12:30pm Family information and Support Group meets in the Conference Room
 6:00pm Loonie Bingo with John Addicott

Friday, October 31st

2:00pm **HAPPY HALLOWEEN**
Spooktacular Event in the Oak Room



Kelly Franklin, Coordinator of Special Events
 (250) 658-3202

New Smoking Restrictions

New Tobacco Control Act Regulations and Vancouver Island Health Authority (VIHA) Smoking Restrictions have required Broadmead Care Society (BCS) to examine existing smoking provisions. The main entrance smoking area will continue to meet required compliance provisions for residents. However, **effective October 28, 2008**, BCS will adopt the VIHA standard which will prohibit smoking on BCS premises except for residents. Both the Tobacco Control Act and VIHA policy provide an option for an exemption for residents of Long Term Care facilities. **BCS considers it appropriate to make provision for continuing use of the existing smoking area for our residents** as residents could be placed at unacceptable risk if required to leave the premises to smoke.

We thought it important to communicate to you and explain the forthcoming changes for both your awareness and to seek your support when the further restrictions take effect October 28, 2008.

Thank you in advance for your cooperation in implementing this important new policy.

DEMENTIA CARE PROGRAM

Silent Resident Call System

Have you noticed that the B1 lodges (Palm North, Palm South and Magnolia) are much quieter than other lodges? What's different? **No overhead noise from call bells!**

Under the Dementia Care Program (DCP) the focus of the B1 lodge design was to create smaller living spaces which mirrored a more "homelike" environment for the folks living with dementia. The Silent Resident Call System (SRCS) was introduced to eliminate the noise from overhead call bells and thus achieve a quieter, more peaceful atmosphere for these residents.

The SRCS not only reduces the noise on the lodges but operates as an important tool to assist the staff with individual resident monitoring. The SRCS operates on a wireless format via the installation of motion sensors in each resident's room. The sensors are triggered by resident activity throughout the evening and night, with activity alerts relayed to a pager that each Health Care Worker (HCW) carries. The room number of the resident and the nature of the alert triggered are displayed on the HCW's pager with each call generated by the system. The HCW then goes to the room to attend to the resident.

The lodge nurse carries a wireless phone. Calls that are not answered by the HCW within a specified timeframe go to this phone. The nurse is also able to track all call alerts at a computer in the Team Centre that displays the B1 lodge layout and the individual resident rooms.

Along with their pager, each staff member is also required to carry a duress pendant which, when activated during an emergency, alerts all B1 staff to come to the area of concern.

The SRCS is now in its second year of operation on Palm N, Palm S and Magnolia lodges at The Lodge at Broadmead and plans are underway to implement the silent call system on all lodges throughout the building.

Centhia Conrad-Smethurst, RN
Care Coordinator



Security on A2 Village Green Lodge

As most of you are aware Village Green was recently secured to expand TLAB's ability to support people with moderate dementia. Prior to this the only secure living environments for folks with cognitive impairment who were able to walk were the Palm & Magnolia lodges. There are still some people living on Village Green Lodge that can leave the lodge unescorted but many can not. Please check with staff members before opening the front doors to Village Green for residents – always use the path of least resistance – just as on Palm North, South and Magnolia. If a resident wants to leave and they can not be distracted then escort them through the door and then make a staff member aware.

BEST PRACTICE: SIDE RAILS

SIDE RAIL (BED RAIL) AUDIT

At The Lodge at Broadmead we are continually striving to use best practices, decrease safety risks for residents and optimize resident's quality of life. Over the past few months we completed an audit of the usage of side rails. *Why side rails you ask.....?*

Traditionally, in residential care, we have followed our colleagues in hospital and put up side rails after we have assisted a resident into bed or provided care when the resident is in bed. It is often believed that side rails protect residents and help them stay in bed. Research has found that this is not true.

Studies have shown that people are at risk of injury when full side-rails, or all 4 split-rails are up. Bed rails do **not** prevent falls and people who are at risk for falls often end up falling from a higher level, or get entangled in the rails or bed sheets while trying to get out of bed.

In the audit we found that there were 7 beds with full length side rails in the building, the rest had 4 – half length rails. The most frequent use of side rails is for the top two to be up – for use of the bed control [electric] or to use as transfer or turning assist. Some residents were identified as having all 4 bed rails, considered “full rails” up after they are assisted to bed to sleep. A rationale cited frequently for this was ‘safety’.

Whether or not to use side-rails, as with any other medical or environmental intervention, must be accurately assessed and re-assessed on an ongoing basis in order to ensure maximum safety for residents. Our next step will be a team assessment as to the side rail requirements for each resident at TLAB.

Our goal is:

All residents will use upper rails only unless there have been specific reasons identified to use lower rails.

Those residents who continue to use full rails will require an order from the physician as they are considered a restraint under our Least Restraint Policy and Procedure [8.41].

If you have any specific questions regarding your family member and the use of side rails please speak to the Lodge Nurse. If you have general questions of want further rationale for our decision please contact a Care Coordinator or Janice Robinson, Clinical Nurse Specialist (250-658-3273).

INFECTION CONTROL

Upcoming Cold and Flu Season

As the fall approaches, we begin to prepare for the upcoming cold and flu season. We all need to be prepared so that we keep the residents and ourselves safe and healthy. Here are some reminders to help prevent the spread of colds and other infections.

The most important thing we can do to prevent the spread of infections is effective handwashing. Studies have proved that ineffective handwashing is the cause of most infections and outbreaks.

It is recommended that you wash your hands before you prepare food, eat or assist someone else to eat and after you prepare food, eat, use the toilet, blow your nose, or touch objects likely to be contaminated. Waterless hand rinses (alcohol rubs) are an easy way to clean your hands. They are as good as hand washing as long as your hands aren't visibly dirty. Alcohol rub stations are located at reception, by sign in/out sheets and on the lodges.

What is a good way to wash your hands?

1. Wet your hands under warm running water.
2. Scrub all parts of your hands with soap for at least 15 seconds.
3. Rinse under warm running water.
4. Dry hands with a clean cloth or paper towel.
5. If you are in a public restroom, use the paper towel to turn off the tap.

Another thing you can do to help us protect our residents is to receive an influenza immunization or the "flu shot". This year's Influenza Immunization Program will start towards the end of October or beginning of November. As in previous years, the vaccine will be available to family members, frequent visitors, and companions. Information with dates and times of Immunization Clinics will be posted mid-October.

One last thing we request is that if you are sick, e.g. you have a cold, nausea or diarrhea, you do not visit until the symptoms have subsided for some time. This would help to decrease the likelihood of transmitting it to your loved one or other residents. If you have any concerns about this, you can contact a lodge nurse for direction.

Thank you for helping us to protect the residents. If you would like more information or have questions, please contact me at 250 658-3212, or a Care Coordinator.

Jim Oldnall, RN
Clinical Resource Nurse



DENTAL SERVICE

On-site Dental Services

Since March/08, Dr. Nathoo has visited the Lodge 2 days per month to provide on-site dental services for our residents. Dr. Nathoo specializes in dentistry for seniors and has a completely mobile practice serving residential care facilities in Victoria and Vancouver.

Upon consent of the resident and/or family/POA, and for an annual fee of \$65, Dr. Nathoo provides an annual assessment of a resident's oral health status. If the resident requires dental treatments, the family are advised are provided on a fee-for-service basis. The fees follow the fee guide of the BC Dentists Association.

When Dr. Nathoo visits the Lodge his hours are 9:00 a.m. to 4:00 p.m. He works out of the Dental Suite (across from Creative Arts). A few days before he comes his office assistant, Eileen, will call the family/POA to advise regarding the date for the next appointment and treatment planned. Appointment times are not fixed but are flexible to resident needs. Dr. Nathoo welcomes family members to drop by and see him if they wish to discuss the treatment plan.

Billing for the dental service is handled by Dr. Nathoo's office and any questions regarding the billing should be directed to (604) 222-0731. The office will assist with submitting insurance claims forms. Dr. Nathoo is taking steps to address the difficulties a few families have experienced regarding communications with his office.

Geriatric dentistry is an extremely challenging area of practice. As more people are keeping some or all of their natural teeth into late life, oral care is essential to good health. Yet many older people have very poor oral health. Dementia adds a layer of complexity as the person may be less able to describe symptoms or cooperate with examinations and treatment. Physical disabilities can make it difficult to position the person for dental treatment. I am looking into how to make it easier to transfer residents with poor mobility into the dental chair.

Because of the nature of dental treatment, occasionally there are post-treatment complications such as bruising, swelling, or infections. Dr. Nathoo has a limited ability to see residents with dental emergencies. In these situations the resident may need to be taken out to a community dentist for assessment and treatment. I am going to talk with the two dental offices closest to the Lodge to see how they can help us in this regard.

An in-house dental service is an essential component of health services in residential care. I have enjoyed working with Dr. Nathoo in establishing his service at the Lodge and look forward to continuing to work together to make the dental service run as smoothly as possible for our residents. Should you have any questions or comments feel free to contact me at (250) 658-3239.

Fiona Sudbury RN
Director of Care

Change in Dental Hygiene Service

Starting in September there will be a change in the dental hygiene service provided at the Lodge. Annette Woroniuk will be handing over her dental hygiene practice to Irene Sosath. Irene's company is called "Smiles at Home." Irene is a fully qualified dental hygienist with training and experience in long term care. You will find her to be very energetic, intelligent, conscientious, and committed to providing excellent oral care for individuals in residential care.

Jane Webb, a dental hygienist who has been providing dental hygiene care with Annette for the last 4 years will continue to practice with Irene. Annette's receptionist, Judy will also continue her role in the practice as Irene's receptionist. We hope that with the continued continuity of care the transition will be seamless. The telephone number remains the same.

Annette would like to thank everyone for the opportunity to provide dental hygiene care to our residents.

If you have any questions or concerns regarding the dental hygiene service, don't hesitate to call Judy or Irene at..... Smiles at Home.

"Smiles at Home" (Mobile Dental Hygiene Services)
520 Craigflower Rd
Victoria, BC
V9A 2V9
Ph (250)381-0357 fax (250)361-0915