



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
February and March 2010**

Please Participate in The Lodge's Annual Family Satisfaction Survey!

The Lodge at Broadmead aspires to excellence and values family feedback on our care programs and support services. As well, The Lodge is required to report on family satisfaction annually to our funding body, the Vancouver Island Health Authority.

Over the years we have used different survey methods, but they were costly and labour intensive to administer. Last year, we pilot tested a new survey form, which families found easy to complete. However in paper format it required hours of data input by administrative support staff. This year, we have put the survey into an online survey tool. We want to encourage families to use the online process if possible, but if you can't use a computer or do not have a computer with Web access, we will provide you with a paper form to complete – just ask for one at Reception.

The survey will be available for the whole month of February. We would ask that there be **one** survey completed per resident's family.

To complete the online survey, type the following address into your web browser:

<http://www.surveymonkey.com/s/DB93LXY>

If you complete a paper survey, please hand it in at Reception by February 28th. Your responses will be anonymous and confidential unless you specify that you want someone to contact you to follow up on the survey. Thank you for taking the time to contribute to our 2010 family satisfaction survey. The more responses we get, the more confident we can be in the results. If you have any questions feel free to contact me.

New Residents' Bill of Rights

In December 2009 the BC Ombudsperson Kim Carter released the first of two planned reports on her ongoing investigation into the care of seniors. If you are interested in looking at the report you can go to the following website: <http://www.ombudsman.bc.ca/>

One of her recommendations was that the Ministry of Health and the Ministry of Healthy Living and Sport take the necessary steps to ensure that a commitment to care and the rights of seniors living in all residential care facilities are set out clearly in law. The Ministries accepted this recommendation and recently The Lodge received the new Residents' Bill of Rights document.

For many years, The Lodge has had a Resident's Rights and Responsibility policy and document, which was developed by the Lodge's Residents Council and posted throughout the facility. As all BC residential care facilities are required to utilize and post the new Residents' Bill of Rights document, we are in the process of replacing our previous Residents Rights and Responsibilities document with the new document. It will be posted prominently around the facility, and is included in The Lodge's Admission Handbook and Staff Orientation Handbook.

Family Council Update

Another of the Ombudsperson's recommendations had to do with the important role of Family Councils in residential care. We have also been working on this. Last fall, we mailed out a questionnaire to family members asking if they would be interested in exploring the formation of a Family Council at the Lodge. A Family Council is a forum for families and friends to share experiences, learn and exchange information. Family councils provide a valuable mechanism for dialogue, support, education and processing concerns.

We had a number of questionnaires returned from family members indicating interest, so we are having a special meeting on Thursday, February 25th from 11a.m. to 12:30 p.m., in the Board Room on the Mezzanine level. The session is open to family members and friends involved in supportive relationships with residents of The Lodge at Broadmead.

We have invited a representative from the B.C. Advocates for Care Reform to come and speak about Family Councils. Dave Cheperdak, Chief Executive Officer, and Fiona Sudbury, Director of Care will attend the first part of the meeting to talk about new issues impacting The Lodge, residents and their families, including the B.C. Ombudsperson's Report, new accommodation rates, and other topics. Please r.s.v.p. your attendance at this meeting to Tracy Koebel, Social Worker, at 658-3256 or email Tracy.Koebel@broadmeadcare.com.

Fiona Sudbury, Director of Care
250-658-3239
fiona.sudbury@broadmeadcare.com

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:

- Thursday, February 25th from 11 am to 12:30 pm – ***Please see the Family Council update on page 2***
- March 18, 11:00 am – 12:30 pm in the Conference Room – RSVP to Tracy Koebel
Topic – to be announced

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 #202, 306 Burnside Road West, 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.

The Dementia Helpline is a service for people with dementia, their families and caregivers. It is staffed by a trained team who can provide information, and talk about topics such as diagnosis, disease progression, planning for the future, providing care and support, maintaining independence. Call toll-free 1-800-936-6033 (Lower Mainland 604-681-8651) Tuesday to Friday, 10 am to 4 pm.

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
(250) 658-3256

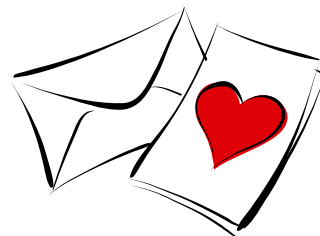
Sheilagh McIvor, Social Worker, A Level
(250) 658-3207

CREATIVE ARTS

We wish you all a very happy Valentine's Day in the company of those you love.

Creative Arts will be closed for our annual Inventory and cleanup from **March 22 to 26**. Your assistance in reminding resident artist(s) at the time would be most welcome.

Lauren Haines, Coordinator Creative Arts
(250) 658-3241



VOLUNTEER SERVICES

Well the flowers are blooming and we made it through the Christmas season with minimal service disruption thanks to volunteers and thanks to the mild weather! I hope that you have been enjoying the gift shop with the hours expanded to include Saturday mornings. We plan to expand further to include opening on Sunday mornings at the end of February.

Volunteer Education:

We have a couple of workshops coming up for volunteers including Meal Time Assistant Training on Friday March 19 from 9-noon. Watch the bulletin board in the volunteer lounge for all Lodge based and community based workshop and registration information.

Thank You

Thanks to all the volunteers who help to make an “enjoyable now” for each and every Lodge resident, and Veterans Health Centre client. Change is now a constant in residential care. We appreciate the flexibility of BCS volunteers for stretching and growing with us. Very special thanks to all of the volunteers who have helped with portering during the dining room renovations! We could not have done it without you!

Current Volunteer Requests:

- **Meal Assistants** – help a resident to enjoy their meals by feeding or supporting them to feed themselves. The volunteer always assists the same resident and develops a relationship. This is an essential part of person centred care at The Lodge at Broadmead. A workshop will be scheduled once enough volunteers have signed up.
- **Lodge Assistants**- spend time visiting with residents, going for walks in the building, playing games, reading books, etc. Since 75% of residents have moderate to advanced dementia, this role is a key part of supporting personhood and in people who have difficulty participating in larger group activities and may be at risk of social isolation.
- **Hymn Sing**- Volunteers help residents get to and from the Oak Room and help them participate in the Sunday morning Hymn Sing from 10:00-noon.
- **Veterans Health Centre**- Volunteers help with activities, serving tea and coffee and socializing and get to go on the occasional outing with this group of Veterans living in the community. Friday evening shifts are available between 3:00-7:30pm.

Kelly Sprackett
Coordinator, Volunteer Services
(250) 658-3205 or Kelly.Sprackett@broadmeadcare.com



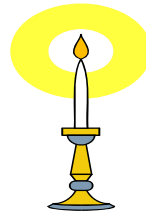
SPIRITUAL CARE

In addition to offering individual spiritual support to residents, their families and friends, we arrange for worship opportunities at The Lodge for worshipping groups. Services occur monthly on the following days at 11:00 am in the Veterans' Chapel in the Oak Room:

First, Third and Fifth Tuesday	United Church
Second Tuesday	Anglican Church
First and Third Thursday	Roman Catholic Service (Maple Room)
Fourth Tuesday	Interdenominational
Fifth Tuesday	United Church

Roman Catholic communion is offered to residents on the lodges the second, fourth and fifth Thursdays. On Sundays a bible study group meets at 9:45 am and a hymn sing group meets at 10:30 am, both in the Oak Room.

If you have concerns, and you think it might be helpful to speak with me, please give me a call. I am at The Lodge Tuesdays and Fridays.



Bob Norris
 Coordinator of Spiritual Care
 (250) 658-3217

DINING ROOM RENOVATIONS UPDATE

Renovations Update

The renovations to the Lodge Dining Rooms and A2 Lounge are nearing completion with the last three dining rooms scheduled to reopen in mid February. We appreciate the inconvenience that these renovations have created for residents, families and staff and want to sincerely thank you for your patience. We hope that you will find the new surroundings considerably more inviting and homelike.

Please be aware that the renovations have necessitated the removal of the domestic refrigerators that were located in the former kitchenettes. The new refrigerators located in the renovated dining room kitchen areas are primarily needed to store food and fluids for the residents' meals and snacks. As well, for infection control reasons, it is not recommended that perishable foods brought in for residents be placed in the fridge for a resident to eat at a future time. If not properly marked the food may become stale and pose a risk to anyone eating it.

A communal fridge is available in the Maple Room on B Level for anyone needing to refrigerate items brought in for a special occasion. If you bring in a special treat and not all of it is eaten, it is our preference that the remainders be discarded or taken home.

Merv Dutchak, Director
Support Services
(250) 658-3245



THE BROADMEAD CARE FOUNDATION

The Broadmead Care Foundation exists for the sole purpose of raising funds to support a quality of life that we believe is deserving of the Veterans and seniors who reside in The Lodge at Broadmead.

To provide the very best in care and meet the changing needs of the residents requires ongoing costly building renovations and improvements projects. The Lodge at Broadmead usually does not have access to government funding for these important projects. This year, our focus has been on renovating and upgrading the residents' dining rooms. This project will be made possible primarily through donor contributions.

To fund three of the dining rooms, the Foundation set a target of \$630,000. Thanks to the support of the community, organizations and individuals we have raised \$300,000 to date.

Our campaign posters within The Lodge have initiated many positive responses and some excellent fundraising ideas. While fundraising is always challenging, the current economic recession has made it even more difficult. The Foundation plays a critical role in raising funds to help the Society achieve specific goals, so we must raise awareness of our fundraising needs – particularly with the family and friends of our residents.

We hope that this increased awareness will encourage you and others to support the Foundation through donations and/or fundraising ideas to fully fund these renovations that will improve the quality of life for our residents and for the staff who work with them.

Please contact the staff in the Foundation office by phone at 250-658-3220, or by email at evelyn.stewart@broadmeadcare.com.

