

INGLEWOOD HERALD



Inglewood Care Centre
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From the Desk of the Administrator

By the time you have received this in your mail, we will have undergone the Accreditation process, held January 27 to 29, 2010. I will provide an update in February's Herald to share with you the outcome of our toils!

We are looking forward to some busy times at Inglewood. February brings the traffic and business of the Olympics into our neighbourhood as well as a changeover of the pharmacy provider. Pharmax is leaving us at end of day January 31st and Community Care Pharmacy under the direction of Godfriet Keller becomes our new provider. This will be done from off-site and will mean that they will be at a phone call rather than being able to 'pop downstairs' for a quick chat. Community Care is a seasoned company over the past 25 years, providing this service to Long Term Care. We are currently working with Godfriet to ensure a smooth transition. Community Care will be contacting you via letter to confirm the third party billing. You will need to complete the form and correct any information required. Please offer them your timely support during this transition phase. They can be reached at 604-583-5312 if you would like to give them a call in advance.

Backing up to the Olympic theme, ICC and the Contractors have been discussing contingency planning during the Games. In planning for a worst case scenario, we were wondering if any of our Residents' families who live on the North Shore may volunteer to billet any staff members in event it becomes necessary. We have a number of contingencies however, if there is an interest, kindly direct your call to me.

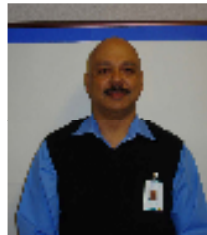
On other points of interest, the new rates under

the direction of the Ministry come into effect February 1, 2010. There is an appeal process if there is cause and the information was included in the correspondence received.

We took delivery of 30 mattresses to complete the replacement of the old 'pinks' – at last! Flooring replacement from carpet to hard floor will resume in the next month.

And, we would love to hear from you via the Feedback forms found at the nursing units on how the new contractor is doing with respect to dietary and the new menu implemented January 12, 2010.

WE WELCOME NEW FACES TO INGLEWOOD!



Prem Singh, Support
Services Manager (SimpeQ
Support Services)



Patty Pasternak, Food
Services Supervisor
(SimpeQ Support Services)

Alisha Langley continues on with the new Support Services team as the Admin and Environmental Supervisor.

We look forward to some very productive time in 2010 and hope you will join us on our adventures.

Margo M. Lupien, Administrator

PREVENTION OF VIOLENCE IN THE WORKPLACE

By Brenda McEwan, Education Coordinator

You are going to see this new, framed notice posted in all three buildings in Inglewood. We don't want you to feel offended, so please let us take this opportunity to tell you why this is happening.

Are you aware that health care workers are among the highest risk group for becoming a victim of violence while on the job? Care aides, licensed practical nurses, registered nurses and community health workers are at highest risk for exposure to violence, and make up **97%** of these types of (WorkSafe BC) claims. (source: WorkSafe BC, July 2008).

Violence is defined by the Provincial Violence Prevention Steering Committee as "incidents where persons are abused, threatened or assaulted, in circumstances related to their work, involving a direct or indirect challenge to their safety, well-being or health".

Of particular interest to us (and we hope to you, too) are the following facts (courtesy of WorkSafe BC, 2007 statistics):

1. *Health Care Settings Where Claims Due to Violence Occur:*

- Long-term Care 40%
- Short-term/Residential Social Service Facility 23%
- Acute care 19%

2. *Health Care Workers Most Often Injured by Violence:*

- Nurse's aides (resident care aides) /LPNs 45%
- Community Health Workers 30%
- RNs and Registered Psychiatric Nurses 22%

3. *Source of the Violent Incident:*

- Patient or Resident 64%
- Person other than the patient or resident (family member, co-worker, etc) 30%

Hopefully, you'll share our concern.

Inglewood is committed to providing a safe environment for our employees, as well as for the residents for whom they care. For this reason, Inglewood's Management team with the support and involvement of our Occupational Health and Safety Joint committee, has decided to adopt the warning notice that Vancouver Coastal Health displays in all their buildings:

"Violence, foul language and abusive behaviours are not acceptable.

Verbal threats or acts of violence will not be tolerated and may result in removal from this facility and/or prosecution."



Parking Challenges – We need your help!

As you all know, we have a significant challenge here at Inglewood, when it comes to parking. It doesn't go away and it doesn't get any better.

And we really need your help.

Our worst time is between 2:40 PM and 3:10 PM.

Our day staff is in the building and can't leave until 3:00. Our evening folks are circling the parking lot, needing to park and punch in by 3:00.

And it's a popular time for visiting. Our parking lot is being asked to do double and triple duty – that's a tough call!

We love our visitors and we want you here – but

we need our staff, too. Are you aware that a staff member is required to stay at his/her post until the reliever actually arrives on the floor? So everyone needs a parking space, at the same time.

You could help us if you could make a real effort to avoid visiting between 2:40-3:10 and leave that half hour for our evening staff to be able to get in to work. By 3:15, there'll be lots of empty spaces. We'd all appreciate it very much.

Occupational Health & Safety Committee going to BOOT CAMP!

Do you all know about our Occupational Health and Safety Joint Committee?

“The Workers Compensation Act requires employers to establish a Joint Health and Safety Committee in any workplace that regularly employs 20 or more workers (full and part time). The WorkSafeBC (formerly known as The Worker Compensation Board of BC) may also require other workplaces to establish a health and safety committee.”

The legislation clearly sets out duties and responsibilities of such a committee and requires detailed terms of reference. It’s called a “joint committee” because it must have at least equal representation from management and non-management employees and it’s expected to have two chairpersons, one from each group. The purpose is to bring both sides of the table together to plan, support and promote policies, procedures and practices that promote a healthy and safe working environment for all employees of the organization. Ongoing education is a big part of the process and there is a written requirement that every member of the committee must receive a minimum of 7.5 hours of health and safety-related education annually.

Inglewood’s committee members are all scheduled to attend OH&S Boot Camp, at OHSABC (Occupational Health and Safety Agency for Healthcare in British Columbia) headquarters, in Vancouver, on Wednesday, February 3rd.

This committee is dedicated to employee health and safety – but it makes good sense that the better all our workers look after our own health and safety, the better we can look after our residents’ health and safety.

Committee members

Non-management:

Violeta Ducusin	RN, Upper Terrace
Antonio Ortiz	RN, Manor
Virginia Ciar	LPN, Upper Lodge
Prescila Libradilla	RCA, Upper Terrace
Victoria Vagay	RCA, Manor
Jessica Griffin	Support Services
	Support Services

Management:

Margo Lupien	Administrator
Pamela Shaw	Director of Care
Amanda Peters	Manager, SimpeQ Care Aide
Alisha Langley	Supervisor, SimpeQ Support
Ian Procter	Manager, Maintenance
Brenda McEwan	Education Coord. (ex-officio)

FAMILY ADVISORY COMMITTEE NEWS

It is with regret that we announce that Les Fowler has resigned as Family Advisory Committee President. Les has served the Inglewood community in various capacities for over three years and we appreciate all of his many efforts. We welcome Elecia Hart, previous vice chair to her new post as Chair of the Committee. The Committee welcomes new members who are interested in advocating on behalf of residents and who are interested in participating in the

many volunteer projects that the Committee organizes (such as education nights, gardening programs, etc). If you would like to experience what the Committee is like, we welcome you to attend the **Open Meeting** on Wednesday, March 10th at 5:30 p.m. in the Manor Activity Room. If you are interested in learning more about the Committee, please contact Michelle Fleming, Coordinator of Social Services at 604-913-4707 or mfleming@inglewoodcarecentre.com.

