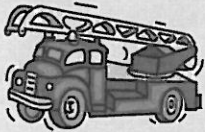


Inglewood Herald

March 2011

Inglewood Care Centre

Family Newsletter



All visitors are asked when arriving or leaving Inglewood, to please be mindful of emergency vehicles and allow them priority access to our driveway.

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From the Desk of the Administrator

Inglewood has undergone a change in the way we will be delivering nursing services. We are introducing a collaborative model which includes Licensed Practical Nurses (LPNs). While this change in the provision of care may cause some initial disruption for the Nurses, Residents and families, we are confident in the abilities of our nursing staff to provide safe, competent and ethical care to our Residents at Inglewood.

Our collaborative model of care respects the unique contributions and abilities of both LPNs and RNs. Both LPNs and RNs are self-regulating professionals who are required to meet Standards of Practice and

follow a Code of Ethics. These are established by each of their respective regulating bodies or Colleges, CLPNBC and CRNBC.

During this transition our Nurses will become clear about their prospective roles and will support and assist each other in providing and excellent standard of nursing care to our Residents. Ongoing education will be provided for all Care Aide and Nursing staff so that all will be knowledgeable about the roles and responsibilities of all members of the health care team. One of these sessions will be conducted by a representative of CRNBC and CLPNBC to review and educate on the collaborative model of

care being implemented. You can find more information on the Colleges' web sites.

Once the model is in place, starting with the first phase on April 12, 2011, and we have had some practice time in this new role, I welcome any feedback that will assist myself as well as the DOC, ADOC and the contractor's Managers to continue to improve our services to the Residents.

Best Regards,
Margo Lupien

Important Information Session for All Families

On **Wednesday, March 23rd in the Lodge Lounge at 7 p.m.** we will be hosting an Information Session open to all family members, friends and residents at Inglewood. The Management Team and representatives from CareCorp's Management will be providing a presentation and information about the recent changes at Inglewood and allowing an opportunity for questions to be asked.



Volunteer News

**THANK YOU TO
ALL OF OUR
MANY
DEDICATED
VOLUNTEERS
FOR ALL THAT
YOU DO FOR
OUR RESIDENTS!**

I've seen and met angels wearing the disguise of ordinary people living ordinary lives.

*~Tracy
Chapman*

National Volunteer Week will be celebrated from April 10th to 16th, 2011. We have much to be thankful for with the roles our community volunteers fill for us here at Inglewood. In 2010, our volunteers donated '263' monthly hours with 59 different volunteers visiting each month. Their roles varied from visiting, leading programs, assisting with meals, entertaining, opening the Tuck Shop, to assisting the Recreation Staff with their scheduled programs and special events. We welcomed '53' new volunteers. And '43' volunteers resigned as they pursued new opportunities with their work, travel, school and educations. It is always my hope that volunteers enjoy their experience, and learn about long-term care.

This spring, we celebrate a number of special anniversaries.

Elsbeth R. and Norma B. lead the Life Stories Group, and will be entering their 16th year.

Lori McC. has volunteered

weekly since 1999 (now in her 12th year) playing piano in the Lodge and Upper Terrace on Monday mornings.

Arla S. and Valerie M. had their 10th anniversary in January with their short story reading and discussion group, "Viewpoints."

In the Upper Terrace, **Linda S.** is in her 7th year. She paints the ladies' nails and does hand massage...a little Thursday afternoon spa.

Elizabeth McN. has been devoted to the Manor residents since 2005. Elizabeth visits three mornings a week leading a talk group on Wednesdays called "Potpourri of Life." She also visits with residents, assists the Recreation Staff with programs and helps whenever she is needed.

Allan P. is a volunteer in his 6th year as he visits residents and helps with the early morning breakfasts that the Recreation Staff organize.

Graeme W. is in his 5th year assisting Recreation Staff and residents on Wednesday afternoons

with a variety of programs from chimes to bowling.

Thank you to all our Volunteers for their continued dedication and support. They do make a difference in the quality of life here at Inglewood.

I will be off on medical leave (LOA) from February 25th to mid April. In my absence, there will be some disruption of service with our volunteers, especially over the March break, and most likely, in the Residents' Tuck Shop. I'm sure the Recreation Staff will fill in as time permits.

Celebration Team

A thank you to the residents and families for their donations this past year. Over the past few months, we had a staff December Christmas Social with food, chocolates, and lots of door prizes. And on February 11th, we thanked our Staff with a delectable dessert party and '205' boxes of chocolates. The pictures of both events are in the hallway of the Lodge. The events were made possible by your generous donations.

Managing Transitions - education for family caregivers

Inglewood is partnering with the North Shore Caregiver Support Program to offer a 3 part series on "Managing Transitions" for family caregivers. Topics that will be covered include:

Strategies in times of change:

- Moving (assisted living, long term care, moving within a care centre)
- Changes in physical and mental well being
- Dementia 101

- Self care / pacing through crises

Reflecting on relationships:

- Ways to manage family crises
- Impact of role changes
- Effective and respectful ways of creating boundaries

Renewal Strategies:

- Relaxation strategies
- Identifying personal "stress signals"
- Creating balance in everyday life.

Dates:

Tuesday March 15th
March 29th, and April
12th, 2011

Time: 6.30 - 8.30 pm

Place: West Vancouver Community Health Centre,
2121 Marine Drive W.,
West Vancouver.

Participation in all 3 sessions is recommended, for opportunity to develop the skills you learn.



Registration not required.

For more information, contact Karyn Davies, Caregiver Support Program Coordinator at 604-982-3320 karyn.davies@nscr.bc.ca or Michelle Fleming, Coordinator of Social Services at 604-913-4707 or m Fleming@inglewoodcarecentre.com.



Greetings from the Family Advisory Committee

The transition in service provider duties that has been going on by degrees in the last few months will be moving into a new phase. For those who are new to Inglewood, or who are unaware, the contract company, SimpeQ, (which provides dietary, laundry, housekeeping and care aide services) is withdrawing their services effective February 28th. The new contractor, Care Corp, starts March 1st.

We have endured. My hope is that the experience for the residents, our

primary focus and concern, has been minimal over and above those that are likely to occur from time to time.

Change is a part of all life on our planet. Our attitude and behaviour in responding to the inevitable circumstances at ICC, with have a huge bearing on what the outcome will look like and be. In my opinion our hour long dialogue with Margo, Michelle and 6 members of Care Corp management team, one of whom was the President was open,

productive, convivial and encouraging. We agreed that a common goal of providing the best possible environment for our family residents was paramount. The other aspect of the interchange was the agreement that this can only be accomplished if it is viewed as a TEAM approach involving the staff, management, families and where possible residents, in which there is a clear understanding of the standards. Communication is essential and is based on the common goal. This is

to be the focus at all times in order to create a positive forward thinking relationship. The committee will work closely with staff and management to represent your observations and concerns in the spirit of collaboration. We are open and welcome your comments and involvement.

Respectfully submitted,
Elicia Hart, President
Family Advisory Committee.

\$5,020 raised for Alzheimer Society of BC for Walk for Memories!

On Sunday, January 30th, 36 members of the Inglewood community participated in the annual Alzheimer Society of BC's Walk for Memories in Stanley Park. We raised a total of **\$5020** for the Alzheimer Society of BC!

It was an absolutely beautiful day for a walk, and with many of our team members wearing

the new white Inglewood hoodies, everyone was feeling fantastic! We had 8 family members, 8 residents, 3 partners from the Health Authority, 8 managers, 2 SW students, 1 private physio, 2 private companions, 3 friends, 1 owner's daughter and at least 5 dogs join us on the Walk for Memories in Stanley Park on a per-

fect sunny day. 3 of the residents made it the whole walk, the others walked part way and then stayed in the bus to keep warm.

Thank you to everyone who took part in the walk and to all of those who donated money to our team. We appreciate the support for this important cause!

If anyone would like to purchase a white Inglewood hoodie, they are available in the Social Work office for \$45. Profits will go to the Resident Council.



Bottles Fundraiser Continues!

Since our residents so much enjoyed going to the bottle depot regularly with bottle donations, we are continuing with our bottle fundraiser. Keep bringing in your bottles—to the bin in the Lodge by the front desk, and in the Lower Terrace in the bin in the Rehab room. We appreciate all of support in these fundraising efforts! We are continuing to seek funds to purchase a new awning and patio furniture for the Lower Terrace, a new TV and fridge for the 3rd floor Manor, a storage shed and stacking chairs for the Lodge.

The new bus is going out multiple times per week and the residents are so enjoying it!



Our new bus, full of bottles on it's most recent trip to the bottle depot.

Inglewood Care Centre

725 Inglewood Ave
West Vancouver, BC V7T 1X5

Phone: 604-922-9394

Fax: 604-922-2709

Website: [http://](http://www.inglewoodcarecentre.com)

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