



16th Annual Awards for Excellence Ceremony – May 14, 2019

Hosted by Richard Cloutier



The Awards for Excellence are given each year by the Long Term & Continuing Care Association of Manitoba. The Awards honour the efforts and dedication of outstanding service teams, employees, volunteers and providers who go “above and beyond” to offer care and services in a variety of care and living settings – for example: Personal Care Homes, Supportive Housing residences, Retirement Residences, (sometimes known as Assisted Living), Adult programs, Community and Seniors resource centres.

The award is open to all staff and volunteers who are engaged in providing care and services to seniors throughout the province of MB. There is no requirement to be a member of the Association.

Judging

An independent panel of judges reviews all of the nominations and selects the award recipients. A monetary contribution is provided by our generous Conference Partner, Azores Furniture Manufacturing, to go towards sustainability for each award winners’ initiative. Our thanks to John Frizado from Azores Furniture Manufacturing for his generous contribution for each award winner.



Thank you to all who submitted nominations. The Long Term & Continuing Care Association of Manitoba formally congratulates all of the nominees for their valuable contributions to the lives of clients and residents in Manitoba. By now, all nominees will have received a letter from the Association’s Board Chair, recognizing their special achievements. It is quite an honour to be nominated and recognized by your peers and colleagues. Thank you for your continued efforts to provide exceptional care and services that enrich the lives of seniors in Manitoba.

In 2019, we had a very special awards ceremony. There were three Awards for Excellence, one award for Recognition of Intergenerational Community Excellence and a Life Time Achievement Award.

Life Time Achievement Award

Hans Epp received a Life Time Achievement Award for his more than 30 years of exemplary, dedicated and committed Pharmacy Practice, devoted to Long Term Care services in the Steinbach area.

Throughout Hans' tenure, the medication reviews completed quarterly for all residents supported the multi-professional team in providing the best pharmacological care possible.

As well, Hans provided Drug Information Requests, "Best Possible Medication Histories", Care Conferences, Teaching and Training, Pharmacy and Therapeutics Meetings and Presentations, and Statistic Gathering and Sharing. It is estimated that > 20,000 Medication Reviews have taken place over the years with greater than 500,000 Long Term Care prescriptions dispensed.

Long Term Care residents often do not have a strong foundation of family and friends. The provision of pharmacy care helps to support the health and well-being of each resident, is paramount, and inclusive of each residents' care plans. The care plan brings in to play numerous areas of collaboration such as dietary, activities, spiritual, social work, and of course nursing and medicine.



Hans' support was available through a 24/7 connection and was provided in person, remotely, and through colleague connections. What has been unique and exceptional is the consistency of the provision of service over the decades and the passion to grow through the changes in health care and government. Training and certification in geriatric pharmacy was completed through a special program offered by Shoppers Drug Mart and Hans' career has been devoted in part to Long Term Care provision and Consultant Pharmacist services since the beginning. More recently in the past 20+ years, Hans also provided guidance and direction for the pharmacy services at the Bethesda Regional Health Centre including rehab, acute care, and cancer care.



Thousands of residents, family members and staff have been directly and positively affected by Hans' efforts. The consistency of professional pharmacy services through resident changes, physician/nurse changes, and leadership changes has been extraordinary.

Hans's vast experience, dedication, and commitment to the provision of service to Long Term Care residents is unique and exceptional. The opportunity to be able to grow in one's career, maintain and build one's own professional passions, manage the changes in healthcare, and to work alongside many different health care providers as a multi-disciplinary team, is an inspiration to anyone in the industry and definitely as a pharmacist. To see the passion to "make a positive difference" in peoples' lives every day, building even in the later seasons of one's career is empowering!

"Making a difference" is at the heart of this award.

Award for Recognition of Intergenerational Community Excellence

Accepting the award From Riverside Lions Seniors Residences:

Barbara Shields – Executive Director

Elizabeth Pontanos – Tenant Services Manager

Leomer Floirendo and Maria Cristina Floirendo – Activity Workers

From Ecole Varennes:

Paulette Cote – Community Liaison Worker

Luke Enns – Student

Ben Lang- Student

Calli Smirl - Student

Abegail Taylor – Student

Ecole Varennes and Riverside Lions Seniors Residences launched a valuable Intergenerational Partnership in early 2017. The objectives were to promote and sustain the Intergenerational relationship through activities and learning between Elementary Grade Students and our Seniors.

Through shared recreational activities, our seniors and the students formed strong connections. One of the most treasured activities is *Reminiscing*. Our seniors are passionate about their past. They talk about their life, where they grew up, and the work they enjoyed. And their students and grandchildren! Who doesn't like to share stories about them? The students really engage and draw out the stories by asking questions. The seniors respond with joy! Thru reminiscing, seniors gain improved self - esteem and feeling of usefulness. The students develop listening skills and learn about empathy.

At first, the students were shy and our seniors are unsure. Over time, confidence developed and friendships grew.

Group activities such as painting and crafting create bonds and give the seniors a reason to come out of their suites! It alleviates feelings of isolation and loneliness. Christmas Concerts put on by the students are a huge hit! The concerts make the seniors and students feel like they are a part of this special intergenerational community and that they belong.

Twenty to thirty elementary grade students come to Riverside Lions once a month. They come with big smiles and warm greetings for the seniors who are waiting for them with enthusiasm and excitement. The students come with a lot of energy. As soon as they arrive, you can hear the chatter and laughter. One senior smiled and said, "I just love watching them; it reminds me of my children and grandchildren."

Both students and seniors benefit in this beautiful partnership. The program brings them together to form a fun and meaningful relationship. The students learn how to interact to people much older than them. Students show kindness, learn patience, tolerance and compassion. It is amazing to watch a student waiting patiently for a senior to finish a turn in a game, another listening attentively to a senior telling her life story, a student with a smile helping a senior bead a bracelet.

By sharing their time together, our seniors help students develop social skills, a sense of pride and leadership. The students stimulate seniors mentally and physically.

The Ecole Varennes and Riverside Lions Intergenerational Partnership is still going strong.

Last year, Riverside Lions seniors visited the school on two occasions. To most of the seniors, the experience sitting in the classroom after so many years is unforgettable. They commented, “it brings back memories, and it was a great feeling to be with students and to feel young again”. The students shared their classroom with pride.

The program has a positive effect on everyone involved, students, seniors, staff and teachers. It enhances the quality of life for seniors and students and offers the opportunity for each generation to share lived experiences, knowledge and wisdom. Elizabeth commented, “With intergenerational activities, we have created an environment that cultivates caring, thus alleviating loneliness, boredom, helplessness and isolation. The students of Ecole Varennes have touched all our lives.”



Awards For Excellence.

The First Award For Excellence went to Dorothy Lapointe

Dorothy has been a housekeeping aide at Heritage Life Personal Care Home since its opening in 2013. Prior to that, she was a dietary aide at St. Adolphe Personal Care Home, which closed when Heritage Life opened.

Dorothy is warm and friendly and the Residents feel her love. This love goes a long way towards providing the Residents with that personal touch. As we all know, Personal Care Homes can be very busy places. Health Care staff often end their day thinking if only I had more time..... Dorothy's touch helps to combat loneliness and lack of purpose by making each Resident feel special.

And Dorothy REALLY GETS IT!! She got the theory behind *Relationship Centred Care* long before it became a formal strategy. She listens to each Resident, making them feel unique and special. She keeps the neighbourhoods pleasant and comfortable by making sure each room is clean and organized, and that their belongings can be easily found when needed.



As a dietary aide, Dorothy made special weekend breakfasts, the kind we all enjoy and remember from our past. Bacon, eggs, and hash browns were served and the Residents looked forward to those weekends when Dorothy was working. She also knows all the Resident's likes, dislikes, and special needs. Unusual requests are never a burden. She takes joy in making the lives of Residents meaningful every time there is an opportunity.

As a housekeeping aide Dorothy helps the Healthcare aides assist Residents to the dining room. She also assists Residents when staff are busy. She reports changes in Residents' conditions to the nurse and healthcare aides.

Every holiday she decorates the neighbourhood with her own decorations. She keeps a little stash of new hair ties, combs; batteries etc. in case the Residents need something and their families are not around. These supplies are purchased with her own money. On Mother's Day, she makes corsages for all the ladies. At Christmas, she brings in Advent Calendars for all her Residents. She plays a strong role

in making the neighbourhood feel like home. She makes sure all the ladies have their hair nicely styled for the day. The Residents' proud and smiling faces tell the story.

Dorothy is a proud aboriginal woman who enjoys sharing her culture. She frequently bakes bannock and brings it in for the First Nations residents making it a very happy day indeed! She also brings her special recipe of Moose meat for those Residents who enjoyed this in the past.

There are 20 Residents living in the neighbourhood where Dorothy works. Each and every one of their lives are touched by Dorothy. This is not just a job for Dorothy. She shows others the importance of connecting with the Residents, proving that the extra touches are important. For many people who have very few visitors, Dorothy fills that need for connection with their community. She inspires us all do better!

Darlene Solvason, Director of Care at Heritage Life Personal Care Home writes of Dorothy: "It is our hope that others will look to Dorothy for inspiration and go above and beyond for the Residents. It is not something we can ask for in a job description.....But we can look to Dorothy as the role model who has set the bar high. I can't think of anyone who deserves to be recognized more for their contribution to quality Resident Care than Dorothy Lapointe. She makes a difference every single day."

The Second Award For Excellence went to: Deanne O'Rourke

Deanne is the Regional Manager of Clinical Services for Revera Long Term Care Homes in MB. She is here today because she is responsible for the creation and implementation of a High-Risk Foot Screening Approach. Deanne found a gap in care and she was determined to fill the need!

Studies that have examined foot problems among Long Term Care (LTC) Residents, revealed high prevalence rates (59-70%). Research has also found inconsistency between best-practice recommendations relating to assessment, documentation and management of foot risk factors in LTC, and clinical practice. Despite these concerns, there was no screening tool or risk management approach specific to LTC. Thus, Deanne piloted, implemented, and led a risk mitigation process in the eight LTC Revera Homes in Manitoba.

This all started a few years ago, when Deanne identified a gap in relation to the identification and management of high-risk foot issues. To reduce the risk of foot ulcerations and amputations, in line with the Canadian Diabetes Association's Clinical Practice Guidelines, Deanne identified a need for Residents with diabetes to receive a foot examination conducted by a trained health care professional on an annual basis, at minimum. Although Revera's existing Skin and Wound Program is quite comprehensive, it did not provide a systematic approach to the identification, prevention and management of complications related to high-risk feet in Residents with or without diabetes. The head-to-toe skin assessment did include a check of the person's feet but was mainly concerned with the presence of open areas or ulcerations. Following a comprehensive literature review, Deanne identified the gap and the need and she put together a proposal to expand foot assessment parameters to shift to a preventative approach by building

clinical expertise and integrating a structured method for the identification and management of high-risk feet.

To introduce the high-risk foot screening tool and protocol, a baseline screening of the feet of all existing Residents with diabetes was conducted. Once the nurses were trained on the assessment technique and process, the foot-screening tool was then added to the move-in (admission) package to be completed on every new Resident. The management protocol based on foot risk classification was adjusted to reflect the resources and professional intervention available within the PCH setting.

Deanne obtained feedback from key stakeholders prior to implementation with the home's Director of Care, Wound Care Champion, and Nurse Practitioner and discussed the project, agreeing on implementation and timelines and reviewing the High-Risk Screening Tool and management protocol. A major education process was undertaken, which included the Wound Care Champion and nurses on how to apply the new screening tool and management protocol.



To provide baseline information and an opportunity to trial the screening tool and management protocol, existing Residents with diabetes were identified within the Home to conduct the initial assessments. A total of 28 Residents with diabetes were screened as part of the baseline assessment, which represented 23% of the total Resident population. As the baseline screening was completed on each floor, the new tool was included in the admission package to screen all Residents upon entry into the Home.

Initially, following the completion of the pilot, audits were conducted on 30 Resident health records to review documentation and interventions put in place. The results demonstrated the need for the continuation of the high-risk screening tool.

Deanne's passion about quality of care for our Residents and clinical excellence has resulted in a unique contribution to health and well-being of the Residents of LTC. This has been a very beneficial undertaking not only from the perspective of the staff at the Home-level and management, but also from the Residents and families' perspective. This tool has been completely implemented now across all Manitoba Revera Homes and has been instrumental in identifying and addressing high-risk foot issues.

With the amount of information and knowledge that nurses require to work effectively in LTC, it is a challenge to maintain a high level of knowledge in all areas, especially in relation to assessments or tasks that are not completed on a frequent basis. Deanne recognizes these

challenges and has employed such techniques as regular refreshers through in-services or on-line self-study modules, enablers and audit feedback. Deanne has incorporated high-risk foot screening information into an ongoing program of wound care education and refreshers.

The third Award for Excellence went to Rosalyn Cooney & Carol Gwizdak

Rosalyn & Carol are sisters who have spearheaded an arts and crafts program for the Residents of Betel Home Foundation in Gimli, Manitoba. The program has been immensely successful and greatly enjoyed by all participants. Residents are encouraged to do what they can and are assisted as needed to keep the activity enjoyable, stress-free, and purposeful.



While Roslyn and Carol's main focus is providing meaningful activity for their participants, they also have worked very hard towards fundraising for the recreation program through the fruits of their various projects. They often create small trinkets and crafts with the Residents to sell at our bi-annual Tea fundraiser craft sales. One of their bigger and more locally notable ventures involved creating hand painted quilting squares with the Residents, which were later transformed into a beautiful quilt by volunteers from a local fiber

arts group. The finished quilt was raffled off and raised over \$1,500 for Gimli Betel Home's recreation program. In addition to the enrichment of Resident quality of life and the dedication to helping our Residents feel involved in the fundraising process, Rosalyn and Carol have also taken it upon themselves to independently fundraise for two brand new blanket warmers to have on each Resident unit. This was no small undertaking and they made it a firm priority until every Resident had the opportunity to enjoy the cozy embrace of a warm blanket when they were relaxing, leaving the bath, or when they were ill.

Twice a month the dynamic duo facilitates an arts and crafts group involving between 8 and 10 Resident participants. Even those who do not wish to be involved directly are encouraged to stay to watch, socialize, and enjoy the afternoon with friends. Rosalyn and Carol almost always devise the craft of the day on their own, often going out of their way on personal time to collect supplies,

do prep work, and come up with innovative adaptations to make the activity as inclusive as it possibly can be. The degree of caring, dedication, and compassion that both Rosalyn and Carol pour into this program is second to none and makes it something truly special and unique.

Rosalyn and Carol are essential to the ongoing success of the program for more reasons than simply their dedication to coming twice a month to help run it. Their patience is second to none and they have a wonderful way of assisting our Residents to help reach their goals without making them feel inferior or incapable. They know how to have fun with any situation and make the best of a good plan gone awry. They help our Residents to embrace the changes they are going through without making them feel like they have to miss out on the things they enjoy because they have lost some degree of capability or accessibility. They treat our Residents like old and cherished friends rather than just clientele or participants. There is an immense amount of heart and soul that goes into every project they put their hands to and it fulfills the needs of our Residents on a number of levels, most notably creatively and emotionally. They think from a place of true selflessness and are always striving to find ways to improve, enrich and enhance the lives of those who call Gimli Betel their Home.

None of this would be possible without the nurturing hands of Rosalyn and Carol. Their well-rounded approach to the whole endeavor is a big factor in its ongoing success. The program has been active for well over two years now and the sky seems to be the limit. When a need is identified, they are there with open arms asking what more they can give. When a goal is established, they do not rest until it is met. With both Rosalyn and Carol having a background in healthcare. They have experience with the importance of therapeutic recreation from their mother's journey in long-term care (she was a Resident at Gimli Betel Home until her passing on May 22, 2017), they have an in-depth understanding of just how they are impacting the lives of our Residents and it fuels their every move with a burning compassion. Without their efforts, our arts and crafts program would never be the same and would likely be an infrequent item on our regular schedule of programs.