



August 1st, 2024



Dear Families and Friends,

Happy British Columbia Day! As the summer continues, it is important to stay aware of hydration and avoid the direct sun where possible. I hope you are enjoying the weather safely!

The completion of the UV window film grant project was a big success and several of you have commented on the difference the film has made. Thank you for your positive feedback.

The team who installed the film took BTU measurements before and after – measuring the heat penetration. The numbers went from 134 down to 63 which shows a significant impact on comfort in the rooms. We have now added film to the south windows in the reception area to reduce heat there as well.

Canadian Dental Care Program for Seniors - Update

You may have heard about this program in the news. This is a federally delivered program for eligible Canadian residents over 65 years of age. Over 220,000 eligible Canadians have signed up for the program to date.

We have moved forward to engage a local dental hygienist to provide appropriate services that will meet resident needs. Those who wish to take advantage of the service will first have to receive a complete assessment for which there is a cost. We will have final details on cost and how the program will operate come the next (September) newsletter.

We will also continue to engage the Silver Valet which is the visiting dental van that can do more complex dental treatments (extractions, for example) on-site as well. They have also signed up for the Canadian Dental Care Plan and will be able to process some costs for those who are registered in the program.

In the meantime, there is work for you to do if you wish to participate in the Canadian Dental Care program. Below is a link to the program with the pathway to the application. You will need your loved one's most recent tax notice of assessment on hand to verify income as this program is income and age based. Once you apply, you must wait to receive your verification and member card before you can use any services that would be reimbursed. Here is the link to the program:

<https://www.canada.ca/en/services/benefits/dental/dental-care-plan.html>

The Lodge will *not* be involved in the billing or application process. Billing will be between the service provider and the resident/family once an individual is confirmed as eligible and approved.

August Special Events

August special events bring back Mike's Critters on August 16 at 1:15pm with another collection of critters. If there are critters that you or your loved one would like to request please check out the list of Mike's critters on his website at <https://www.mikescritters.com/critters/critters.htm>, requests can be given to Andii: amillett@broadwaylodge.ca . We will celebrate August birthdays on August 21st from 1:30pm-3:00pm.

And finally, our 4th floor recreation staff, Sarah, will be hosting the 4th floor friends and family BBQ luncheon on August 7 at 12:00pm to join please RSVP to Sarah at ext. 248 and purchase a meal ticket from reception before August 3rd. Hope to see our 4th floor families and friends there for delicious food and fun entertainment!

The Broadway Group Social Media

We cordially invite you to like and follow our social media presence. The link will guide you directly to our Facebook page: <https://www.facebook.com/profile.php?id=61561923333229>.

Please check us out as we seek to raise awareness and our profile as a care community.

Family Circle – BL Family Council

Family Circle Chair, Eric Li, and his mother were recently featured in the Tye online newspaper. It is a terrific article that reflects well on the importance and necessity of family councils in long term care. Please have a read and perhaps find some inspiration to participate in our Family Circle! Everyone is welcome!

<https://thetye.ca/News/2024/07/22/Changing-Face-Long-Term-Care/>

Our Family Circle continues to actively seek support in the form of family members who wish to participate or even co-lead and guide the council meetings.

These meetings are an important venue for family members to come together to share experiences of care, to provide education, and to advocate for your loved ones. Just the other day, one family member reflected at the July 25th meeting just how valuable and supportive they found participating in the meetings was for their personal needs.

The August Meeting will feature a visit from our new dental hygienist, Leanne Oliver. She will explain how the service will be provided, assessment costs, and answer any questions you may have.

Monthly meetings are typically held on the last Thursday of each month. You can count on the announcement coming in this newsletter, on elevator posters, and in an advance email.

The **August** Family Circle meeting is for **Thursday, August 29th at 7:00pm**.

Join the Zoom Meetings: <https://us02web.zoom.us/j/84943144345>



Resident / Family Satisfaction Survey

Please be aware that an email will be sent in the next few days inviting you to complete our annual satisfaction survey. We invite you to complete the survey and return it by August 8th. It is a brief window but sometimes shorter times are more effective to generate a response! We thank you for your time in completing the survey and look forward to hearing from you.

Rebranding – Chaplain to Be Known as Spiritual Care Practitioner

The title of Chaplain is a Christian one and it can also be fairly ambiguous and lack defined parameters for those outside of the Christian faith. In our experience, those who have a different religion, faith philosophy, or no religious background can be unsure when the chaplain introduces herself with this title. It can pose questions. Once Jeannie can describe her role in Spiritual Care people recognize it is for everyone with no prerequisite. They understand that she is looking after the emotional and spiritual health of all residents. This usually generates a relaxed response of those being offered the service which they can, of course, accept or refuse. So, going forward, note that our frame of spiritual reference for staff support will be to identify as spiritual care and/or spiritual care practitioner. We hope this change will be seen as honouring all residents and their spiritual care needs.

Unreasonable Hospitality Award – Nomination Time!

It is that time of year where we seek nominations of staff whom you believe have gone “above and beyond in their ability to care and give people more than they expect.” If you feel there is a staff member who fits this criteria – we would love to hear from you!

Please take a moment to share the name of the staff member and what you have observed or experienced in their ability to exceed expectations and provide unreasonable hospitality. We know it is a strange phrase, but it captures exactly that: a person has exceeded expectations in such a way that it is almost unreasonable!! We want our hospitality to bring comfort and care to a new level in ways that no one would expect. And so, it is important in this goal to recognize and celebrate staff who accomplish this goal through their actions.

The deadline for submissions is August 30th. Please email me your nominations (reply to this email or send directly to me at rdunne@broadwaylodge.ca.) Don't forget to share by describing your observations or experiences – we look forward to presenting the award to this year's deserving candidate. Can't wait to hear from you!!

Clothing Labelling Centre & Information Resources

Just a reminder that we have added a couple of helpful tools to our reception lobby space. First, as represented on the left on this page is our Clothing Labelling Centre.



If you have new clothing for your loved one, this is where you will bring it going forward. Instead of the nursing station. There is a booklet for you to complete the submission form and bags in the drawer. Once you have completed the form and put the appropriate copies in the bag (explanation on the cabinet for clarity), you will put the bag through the slot. This cabinet will be emptied daily by the laundry staff who will then label and return the clothing to the resident. Please stop by the area and read the instructions to become familiar with the process. The Support Services Manager, Natalie Vo, will be responsible for supporting this system.



The second item is a resource display centre that is positioned above the cabinet. We have selected a range of resources to include here based on past questions from families and friends. Please let us know if there are any resources that you would like rotated through or added to the resource centre

Last Words

As an aside, we are currently updating our emergency preparedness resources. As part of this process, we are increasing our fire drills over the next few months to ensure that staff are entirely clear and confident in their responsibilities should they need to put them to use. We recognise that the fire bells ringing can be disruptive and will do our best to comfort residents and keep the drills as brief as possible.

Stay hydrated and safe as the summer months continue!

Warmest Regards,

Handwritten signature of Rosemary Dunne.

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