

## 2011 AWARDS FOR EXCELLANCE

Larry Updike, presented the awards. Larry Updike, host of *Up to Speed* on CBC Radio One 89.3 FM. CBC Manitoba is our MEDIA partner for the conference this year. Our partners make it possible to bring you today's incredible line up of speakers and still ensure that the conference is affordable.

Awards for excellence are given each year by the Long Term & Continuing Care Association of Manitoba to honour the efforts and dedication of outstanding service teams, employees, volunteers and/or providers who go above and beyond the call of duty to provide care in many service settings for example: Personal Care Homes, Supportive Housing residences, retirement residences, Adult programs and seniors resource centres. The award is open to all staff in long term and continuing care throughout the province of MB.

### **There are three Award Categories:**

#### **Community Services**

The award for excellence in community service will be given to a person, team or volunteer who has either provided exceptional service to residents of the community i.e. adult day programs, respite care; or to volunteers or employees who have provided exceptional service to the residents/tenants within a facility in the long term care continuum, by facilitating a connection to the community.

#### **Recreation/Therapy Services (2 Awards in this category this year)**

The award for excellence in recreational therapy service will be given to a person or team that have shown innovation in the type and delivery of an exceptional recreational therapy program that has benefited residents/tenants of a facility in the long term care continuum.

**The first award is in the category of Recreation and/or Therapy Services. This award is being given to the Recreation Team from Beacon Hill Lodge: Stacy Blazina, Recreation Manager will accept the award on behalf of the Beacon Hill Lodge team.**

A remarkable street festival in the heart of downtown Winnipeg warrants an award for the Recreation Program team at Beacon Hill Lodge. In the year 2000, Beacon Hill Lodge hosted its' first annual Canada Day Street Festival in honor of our country's birthday. This year, Beacon Hill Lodge will celebrate the 12<sup>th</sup> anniversary of this amazing event!

The party is like no other; Residents, staff, family, friends, community members, and the media are involved in planning, implementing and taking part in the festivities! Planning for the street festival starts at least 4 months before the event date. Arrangements are made with the City of Winnipeg to block off two lanes of Edmonton Street directly in front of the Home. This is an amazing feat in and of itself when you

think about a busy downtown street in a city the size of Winnipeg! Rental items such as cotton candy and slush machines, and a highlight of the day...a dunk tank, are ordered. Graciously, our Executive Director, Resident Care Coordinator and a Recreation Staff member always volunteer to go in the dunk tank! Live entertainment is a must and a band is booked for the duration of the festival.

Party day is fun, exciting, busy and exhausting all at once! There's nothing more rewarding than seeing the smiles and hearing the laughs of hundreds of Residents, families, friends and staff taking part in such a huge event!

The Canada Day street festival has always been successful!

Overall, this event really showcases Beacon Hill Lodge's excellence in team work, service delivery and recreation programming. It demonstrates staff's commitment to enhancing the Residents' quality of life by creating a community event that is accessible to everyone. The sheer magnitude of planning and executing such an all encompassing event illustrates that the staff are willing to go above and beyond any regular programming, and makes this event truly unique. Based on the successes in the past, it's obvious that this program will continue for years to come!

**The second award in the category of Recreation and Therapy Services. This award is being given to Michelle Millar who is the Activity Recreation Director from Pembina Manitou Health Centre.**

Michelle develops, coordinates and implements recreation activities for the residents of Pembina-Manitou Health Centers along with the Home Care, "Seniors' Day Out", clients.

But Michelle doesn't stop there. She takes a genuine interest in all who attend her Day Out program, focusing on each individual's interests rather than their disability. New Comers to the Seniors Program are always welcome and Michele's hands on approach has them coming back for more!

Michelle strives to introduce new ideas and activities to ensure participation and improve the quality of life for the residents. She even includes an intergenerational approach in her department. She has participation from elementary children in the adopted grandparents' program ensuring that each resident has an adopted grandchild to visit with and share stories. Most recently, Michelle has included touring of homesteads to encourage the residents to reminisce.

Michelle's sunny disposition has had an enormous impact on residents and co-workers alike. She always has a story to bring a smile to their days. Michelle even introduced a bath program to a very reluctant senior who now actually embraces this activity. Michelle is a great ambassador and a role model for Central Regional Health Authority. She really makes a difference!

Michelle, please accept this award for excellence for outstanding efforts and achievements in recreation therapy services. On behalf of the LTCAM, thank you for

finding new ways of making MB Seniors feel special. Please join me in congratulating Michelle!

**Innovation/Vision/Leadership (2 Awards in this category this year)**

The award for excellence in innovation/vision/leadership will be given to a person or team that have had a positive effect on staff and/or residents/tenants by promoting and enhancing quality care, compassion, and respect for rights and dignity.

**In the category of Innovation/Vision/Leadership**

**This award is being given to Cathy Bochen who is the Director of Care at Parkview Place Care Centre.**

Over time and based on numerous factors, some Residents are assessed as requiring some form of physical restraint, most often due to a concern that the person will come to some harm, usually from repeated falls. The use of restraints in long term care is the least desirable method of assisting a Resident in remaining safe and comfortable. The goal in long term care is to focus on resident-centered care that allows for optimum mobility, maximum independence and enhanced quality of life while keeping the resident as safe as possible. Wherever possible the goal is to provide this care without the use of restraints.

But Cathy and her team took providing care without physical restraints to a new level! Because of this, there has been a dramatic reduction in the use of physical restraints amongst the Residents at Parkview Place. Cathy's story is one of leadership, and together with the Resident Care Team, they accomplished something remarkable. Cathy and her team reviewed the existing protocols, processes and the number and type of restraints in the Home. Once this review was complete, reassessments of all Residents with physical restraints was undertaken with the view of finding a less restrictive method of assisting each person in remaining safe in their environment while maximizing mobility and independence. During this process Cathy reinforced the importance and value of a thorough assessment utilizing the skills and the involvement of all members of the multi-disciplinary team, including Occupational Therapy, Rehabilitation Aides and Nursing Department.

The results are staggering. In 2003 there were 66 physical restraints in use in this 277 bed personal care home. At the time of the 2010 Manitoba Health Standards review and throughout the year there were 4 restraints in use.

This is an example of where the Vision and Leadership of someone like Cathy can lead to the success of making Parkview Place a "least restraint" environment that is resident-centered, allowing the residents to retain mobility and freedom in their lives.

**The final award is also in the category of Innovation/Vision/Leadership.**

**This award is being presented to Janetta Boisert or Jay as she is better known, who is the Rehabilitation Assistant at Poseidon Care Centre.**

Jay's story is very special because she made a connection with a resident who had had a personal tragedy. Jay's commitment and compassion together with a caring team of individuals changed a hopeless situation into one of the most remarkable achievements.

A young resident had suffered a brain injury as a result of a blow to the head. He could not speak and needed to be supported in a special chair when not in bed. He was understandably angry and frustrated. But one staff member saw through this and thought life could be better for him. This person was Jay.

Jay thought that with a little more attention, his responsive behaviours could be managed. She recognized that he was bored and depressed. Prior to his injury he had been very active in his community and loved participating in sports.

Jay thought he might be a candidate for the Montessori based dementia program, a program that enables residents to interact positively with their environment and function at the highest level possible. Even though dementia was not part of his diagnosis, Jay discussed his situation with the recreation facilitator who completed the Montessori assessment and went on to develop goals and activities for the resident to improve his quality of life. The Montessori activities have been so successful in helping this resident realize his potential that his responsive behaviours have stopped and he is now communicating with the help of tools.

The resident is now able to communicate with staff and he and Jay have maintained a close relationship. Without Jay's compassion and commitment to all residents, but in particular this gentleman, he would not have the satisfaction or the enjoyment of pursuing activities that gave him pleasure in the past. Through his emerging ability to communicate he is able to share his needs but of equal or greater importance, he can now share his sense of humour which has helped him to connect with staff on another level.

Jay went above and beyond to make such a huge difference in this resident's life. Jay also learned and through this others learned, that the Montessori Dementia program can be successfully used for not only residents with dementia. This knowledge has enhanced quality of life and care for many other residents. Thank you Jay for providing exceptional care.