

June 2021

ESPAÑOLA REGIONAL HOSPITAL & HEALTH CENTRE

Annual Report 2020/2021

APPRECIATION

MERCI

MIIGWETCH

GRATITUDE

THANK YOU

Message from the Leadership Team

To say that the last year was "unprecedented" would be an understatement. The arrival of the coronavirus, COVID-19 very quickly turned all of our lives upside down early in 2020. As leaders in health our top priority became ensuring our community and catchment area consisting of over 14,000 people remained safe. We have many vulnerable individuals living under the roof of the Espanola Regional Hospital and Health Centre (ERHHC) so ensuring this virus remained outside of our doors was essential. At the time of writing this report, we are so very thankful that we have been successful, and would like to dedicate this year's annual report to our staff, volunteers, patients, residents, families and community. We are extremely grateful for the commitment and dedication of each and every one of you as we navigated through this very challenging year.

On behalf of the board of directors, we are exceptionally proud of the accomplishments made over the past year. It certainly started out with uncertainty and trepidation. We did not know what this pandemic would bring us, therefore we quickly moved into action to ensure all safety measures were considered and put in place. Who would have thought that we would all be wearing masks one year later, that our children would be home schooled and a stay at home order would exist. Screening everyone entering our building for any related signs or symptoms has become the new norm. Green stickers indicating that you have been screened for the day is the new fashion, along with masks and eye wear.

At the onset of the pandemic we were faced with fear and uncertainty. As we moved through the hours, days, weeks and months ahead we counted our blessings as each day passed with no outbreaks in our facility. Developing the "iron ring" around our seniors in the nursing home and Queensway Place was our priority, while still providing emergency and hospital care for the sickest patients in our community. As businesses locked their doors, erecting "closed" signs, we needed to remain open with all of the safety measures put in place to ensure there was no spread of infection.

As the year progressed we needed to ensure that our community remained healthy. That meant people continued to receive preventative care, and were able to get the diagnostic services such as laboratory and diagnostic imaging they needed. We were faced with an aging X-Ray machine which was showing its age with breakdowns and equipment failures. The machine needed to be replaced, which was not an easy task in the midst of a global pandemic. Funds needed to be raised and protocols needed to be in place to ensure the new installment of the machine was done safely and efficiently. We are so very pleased to report that we succeeded and the new X-Ray suite is fully operational. We would like to express our sincere gratitude to our team who worked tirelessly to make this happen. We would like to thank each and every one of you who donated the funds to help us pay for this new equipment. The Hospital Foundation continues to work tirelessly to ensure the funds are raised to pay for this very expensive suite.

A tremendous amount of change had to be put in place to ensure that we could continue to provide the exceptional care that our community deserves as we moved through the ever changing directives from health experts. At the beginning of the pandemic one of our fears was running out of precious personal protective equipment (PPE) such as masks, in particular the N95 masks which are essential protection for staff caring for infectious patients. We were so thankful to receive donations from the community, businesses and service partners to ensure the supplies were available. Not only did we receive donations from others who had these precious supplies, the Hospital Auxiliary and community sewers worked tirelessly to make masks, as they quickly became mandatory for everyone.

There have been many heroes in our journey through this past year. Our front line staff including, physicians, nurses, diagnostic, screeners, registration, environmental service workers, physiotherapists, recreation to only mention a few, put themselves out there, in the front line ensuring that patients and residents received the care they needed each and every day. Behind the scenes were our unsung heroes, ensuring that the front line providers had what they needed, including materials management, human resources, finance, maintenance, information technology, health records, dietary to only mention a few. Everyone worked as a team, to ensure that we had everything in place to keep everyone safe.

In reflection, we are so very proud and grateful. Everyone played a role in this pandemic, those that worked and lived under our roof, along with our entire community. Donations poured in supporting our "heroes". No one went hungry as food, as well as other donations recognizing our front line staff arrived. On behalf of the staff, we would like to thank all of the generous contributors. We felt honored by these acts of kindness.

Despite all of the challenges, we continued to recruit to and retain our invaluable team of providers and staff. We are very pleased to report that we have a full roster of physicians, including medical learners. Our physicians led our team, providing expertise, support and exceptional care. The number of employees has grown exponentially over the past year. We are quickly approaching 300 employees, which is remarkable since a few years ago our average was 220.

We are very pleased to report that we continue to remain in a positive financial position despite the exponential cost of the pandemic. The Ministry of Health and Long Term Care and Ontario Health were very supportive in providing the essential funding required to make certain all safety measures were put in place. We are very proud to end the 2020/21 fiscal year in a positive financial position despite the historical and ongoing financial assistance that is required to support the Nursing Home and Outpatient Laboratory Services.

The Therapeutic Park could not have opened at a better time. With strict visitor restrictions ensuring the safety of our residents, we were able to support visiting and outdoor activities during the warmer months. Our residents and families were exceptionally grateful for the amazing efforts of the Hospital Foundation in raising the funds for this project. It certainly was the highlight of a very difficult year.

As we move into the future, we are very hopeful that life will return to a new normal as the community receives the opportunity to receive a COVID-19 vaccination. Our infection control team has partnered with community providers to support these clinics. When our Nursing Home residents became vaccinated, we all felt a collective sense of relief. We will continue to work tirelessly with the community until all citizens have an opportunity to receive a vaccination.

Although we were faced with a global pandemic, we continued to plan for the future. This past year laid significant ground work in expanding our Electronic Health Record. Significant investments are being made to the "ONE" health record initiative in the North, which is "One person, One record, One system". The hospital board of directors has approved a significant investment to ensure that we achieve this goal.

In 2020 we launched our new five year strategic plan, in partnership with the Espanola and Area Family Health Team. We are very excited about the possibilities as we move forward into the future. We will continue to build upon all of the lessons learned over the past year including the infection control expertise that we have acquired. We are very proud of the model of care that we possess here at ERHHC. Our model put us in the best position to respond to the pandemic, we were able to act as a system, ensuring safe care was provided across our health care campus, minimizing service disruption, ensuring our "Patients First" philosophy.

Thank you for taking the time to read this report, to honor our exceptional Heroes. We are so very thankful to be working together, as a team with our community.

Respectfully

Dave Pope, Board Chair

Dr. Andre Michon, Chief of Staff

Nicole Haley, CEO

Mission ● Vision ● Values

Mission

Your Partners for Better Health & Wellness

Vision

Caring for the Health of Our Community

Values

Patients First ~ Integrity ~ Respecting Diversity ~
Compassion ~ Contribution of all

Enablers

Effective Communication ~ Technology ~
Our Resources ~ Partnerships

In Memory of Dave Adamczak

May 9, 2020



On May 9th 2020 we learned of the devastating loss of our friend & colleague Dave Adamczak, Assistant Director of Care in our nursing home. Not only was he a genuine friend to many, but also compassionate and skilled nurse, a caring leader and a top notch fisherman. He has been greatly missed by everyone in our organization, our residents and everyone he touched.

I pray that I may live to fish
Until my dying day
And when it comes to my last cast,
I then most humbly pray:
When in the Lord's great landing net
And peacefully asleep
That in His mercy I be judged
Big enough to keep.



Thankful

We are so very grateful for the support we received during this past year! From home sewn masks, donated masks and visors, food, treats, monetary donations, ear savers, caps, our much appreciated volunteers and so much more! Thank you from the bottoms of our hearts!



Leadership Team

2020/2021

Board of Directors

Dave Pope, Board Chair

Karen Lalonde, 1st Vice Chair

Yves Carriere, 2nd Vice Chair

Cynthia Townsend, Treasurer

Nicole Haley, Secretary

Colette Proctor

Louise Gamelin

Louise Laplante

Ron MacKenzie

Gary Macpherson

Jeremiah Steele

Medical Leadership

Leadership

Dr. Andre Michon, Chief of Staff

Dr. Michel Bonin, Medical Director-Lab

Dr. Bill McMullen, Medical Director-LTC

Dr. Jeff Middaugh, Medical Director-ED

Active Staff

Dr. John Knox

Dr. Kim Perlin

Dr. Liane Ainslie

Dr. Alison McMillan

Dr. Stephen Bignucolo

Administration

SENIOR MANAGEMENT

Nicole Haley, Chief Executive Officer

Kim Roy, Chief Financial Officer

Jane Battistelli, Director of Clinical Services

Tammy Tallon, Executive Assistant

Our physicians must be recognized and commended for their efforts in going above & beyond in providing quality care to the residents of the communities we serve during this past year's pandemic .

We often take it for granted that the doctors are trained to look after every aspect of the healthcare needs of its citizens. In many larger urban communities, doctors have the support of specialists and other medical supports readily and conveniently available within their hospitals. In small rural communities, like Espanola, our physicians develop an enhanced skill set in order to manage higher levels of complexities of care.

In short, our physicians are amazing!

MANAGEMENT TEAM

Angela Brunetti, Environmental Services / Queensway Place

Paul Ainslie, I.T. / Clinical Informatics

Jodie Graham, Materials Management

Marlo DesJardins, Human Resources

Katie Wiebenga, Infection Control/Occupational Health

Suzanne Thompson, Continuous Quality Improvement

Terri Noble, Public Relations/Foundation

Al Renaud, Maintenance

Monique Gallant, Physiotherapy

Liisa Tallon, Health Records / Privacy Officer

Kristy DesJardins, Food Services

Michelle Parker, Acute Care / Emergency / Pharmacy

Phil Smith, Diagnostic Imaging

Paula Mitroff, Director of Care, LTC

Phyllis Paradis, Social Worker

Vern Hurst, Laboratory

Jon Brunetti, Primary Care

Our managers are actually "working" managers in that they also perform front line (direct and indirect) patient care in addition to managing their departments.

This is not unusual in small hospitals, where managers often take on front line functions due to lack of critical mass/economies of scale.

While that can add its challenges it also offers a greater degree of fulfillment and satisfaction as they can experience the direct impact of their teams' efforts on patients and families.



THE AUXILIARY
ESPANOLA GENERAL HOSPITAL,
825 MCKINNON DRIVE, Espanola, Ontario P5E 1R4

Annual Report 2020-21

As is the case with most organizations COVID-19 has put most of our efforts on hold.

On March 23rd Sandra & Rachelle opened the gift shop and offered 20% off on merchandise. We also sold butter tarts (which were a great success).

We have been able to bring in a small amount of funds from donations to the In Memoriam fund. Sandra has received phone requests from people wanting to purchase some of our handmade items they have seen on Facebook and other items on display at the shop and has had some success in doing so.

Our dedicated group of members who do a great job of supplying handmade items continue to do so and some of our regular shoppers have put in orders for special items.

COVID-19 has put a dent in our efforts to help the hospital; however, we are able to donate \$11,000.00 towards the cost of the x-ray equipment this year. A thank you goes to Terri Noble who was successful in selling a good deal of our perishable items within the hospital. This meant we were also able to donate another approximately \$500.00 over and above the mentioned amount. This was also achieved by help from others such as Home Style Foods, who has been successful in selling items from the shop which they display for us.

We are also grateful it was possible for us to continue to provide a \$500.00 bursary to each of the local high schools and help two deserving students with their studies in the medical field.

It is our hope that once everyone has received their vaccinations we can again open our shop and resume our other fund raising activities. Meanwhile please take care and stay safe.

Presented on behalf of the Auxiliary members,

Carol Pickard, President.

Foundation

Foundation Board

Michael Dunn

Chair

Angela Vourensyra

Vice Chair

Cynthia Townsend

Treasurer

Nicole Haley

Secretary

Marlo DesJardins

Ron MacKenzie

Brenda McCarthy

Dave Pope

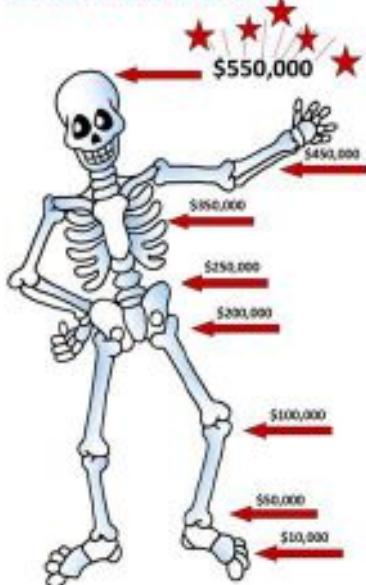
Marc Samson

Terri Noble

Staff



CLEARER IMAGE X-RAY CAMPAIGN



Dear Friends,

In the last quarter of 2019 we had celebrated the announcement of a two year regional financial campaign to enable the acquisition of new XRay and support equipment. Assisted with patron events, partnerships and some remarkable pledges and donations , we were well on the road to fulfilling our commitment. And then the pandemic.

The restrictions and lockdowns, uncertainties and fears brought about by Covid19, abruptly restricted our campaign. Many of our donors, partners and patrons found their plans and abilities to also be threatened.

Our many friends, benefactors and patrons; whether as individuals, organizations, or business, are integral to our success. They needed time to adapt too and we understand. Friendship and respect keep us close as we, together approach a normal.

We had for some time been looking for a fundraising opportunity that would, provide an income, eliminate social distancing concerns, be available anytime and offer a chance to be rewarded. In February 2021, after partnering with an agency and acquiring a provincial gaming license the Foundation eagerly launched rbf5050.ca on line. This is a monthly 50/50 raffle that offers opportunity, participation and income.

Mike

Financial Report



The Finance Team

Here at the ERHHC, the key to our success is our committed and dedicated professionals. The Finance department is no exception; the staff work diligently to provide quality financial services to our four corporations and two distinct operational areas.

ESPAÑOLA GENERAL HOSPITAL Statement of Financial Position March 31, 2021 with comparative figures for 2020

	2021 \$	2020 \$
Assets		
Current assets		
Cash	2,259,642	2,375,618
Accounts receivable	802,215	589,611
Inventories	342,551	300,089
Prepaid expenses	176,489	212,460
	3,580,897	3,477,778
Portfolio investments	5,163,703	4,618,947
Capital assets	15,548,341	15,028,793
Capital expenditures for projects in progress	364,682	457,752
	24,657,623	23,583,270
Liabilities and Net Assets		
Current liabilities		
Accounts payable and accrued liabilities	3,283,083	2,913,160
Deferred contributions for capital assets	10,252,637	10,189,693
Post-employment benefits	820,532	768,735
	14,356,252	13,871,588
Net Assets		
Invested in capital assets	5,660,386	5,296,852
Internally restricted for the acquisition of capital assets	276,829	268,584
Unrestricted	4,320,728	4,312,292
	10,257,943	9,877,728
Accumulated remeasurement losses	43,428	(166,046)
Total net assets	10,301,371	9,711,682
	24,657,623	23,583,270

Statement of Operations

ESPAÑOLA GENERAL HOSPITAL

Statement of Operations

Year ended March 31, 2021 with comparative figures for 2020

	Budget \$	2021 \$	2020 \$
Revenues			
Ministry of Health and Long-Term Care / North East LHIN:			
Hospital operations	12,277,896	12,595,327	12,377,680
COVID-19 pandemic non-recurring		1,864,100	-
Emergency on call coverage	1,872,480	1,979,131	1,858,223
Sources other than Ministry of Health and Long-Term Care / North East LHIN:			
Other patient revenue	1,342,680	1,000,466	1,311,044
Chronic care co-payment	619,992	641,950	637,636
Preferred accommodations	99,000	47,813	83,406
Recoveries and other revenues	1,933,332	1,857,893	2,003,784
Loss on disposal of capital assets		(791)	(2,853)
Amortization of deferred contributions for allowable capital assets	72,192	100,125	91,660
	18,217,572	20,086,014	18,360,580
Expenses			
Salaries and wages	8,570,195	9,066,994	8,305,784
Supplies and services	3,503,864	3,728,400	3,619,250
Employee benefits	2,785,303	3,283,049	2,632,218
Medical staff remuneration	2,385,996	2,513,537	2,405,807
Amortization of allowable capital assets	474,240	421,273	336,093
Medical and surgical supplies	145,380	165,050	152,924
Drugs and medical gases	163,476	148,146	154,195
Bad debts	20,000	3,470	16,339
	18,048,454	19,329,919	17,622,610
Excess of revenues over expenses before undenoted items	169,118	756,095	737,970
Other Revenues			
Long-term care program (schedule 1)	2,551,860	2,943,179	2,576,141
Realized investment income on portfolio investments internally restricted for the acquisition of capital assets (note 13)	150,000	216,694	147,235
Other votes and programs (note 10)	161,682	162,322	161,674
Amortization of deferred contributions for non-allowable capital assets	418,548	445,600	430,426
	3,282,090	3,767,795	3,315,476
Other Expenses			
Long-term care program (schedule 1)	2,954,714	3,325,016	2,980,671
Other votes and programs (note 10)	161,682	164,610	162,700
Amortization of non-allowable capital assets	621,972	654,049	634,594
	3,738,368	4,143,675	3,777,965
Excess of revenues over expenses	(287,160)	380,215	275,481

Crazy COVID Facts

12 months in
the making!

833 containers or
128,160 sanitizing
wipes, 100,000
masks were used

3977 work orders
completed by
maintenance.

Apr 2019-529 invoices were
entered and paid

Apr 2020-651 invoices were
entered and paid

6 new finance functional
centers created to deal with
COVID

The kitchen
prepared
116,272 meals

97,941kg of laundry
was washed & dried

Hires: 84
Electronic resumes
received: 1135

LTC has conducted 312
zoom/virtual family
visits due to lockdowns

We hosted 188969
minutes of zoom
meetings.
(131.2 days)

80,000 green stickers
were used to identify
screened patients

Environmental Services has been
paged 862 times for "isolation"
cleans... Not counting pages for
regular cleaning!

The Foundation has
received and processed 297
donations!

ERHHC Team 2020-2021

Information Technology/Clinical Informatics



When COVID struck the IT/CI department were put to the test, taking the task of managing an environment that turned virtual over night.

The ONE Project has kicked off at ERHHC. This initiative will implement a completely redesigned, modern and integrated Electronic Health Record. Informatics & IT will work on this project with Hospitals throughout North Eastern Ontario over the next 2 years.

ERHHC has made investments in modernizing our IT infrastructure by replacing aging network components, upgrading servers, adding 24x7 IT security operations monitoring, and migrating critical hospital applications to the cloud.

Development continues on a Business Intelligence Platform to leverage information captured across the organization. In collaboration with department managers, dashboards such as Mental Health Health & Addiction and Emergency Department Utilization were developed for capturing and monitoring performance indicators in alignment to our strategic pillars.

Maintenance

- Replaced the Domestic Hot Water boiler in the penthouse
- Replaced the Make Up Air unit for LTCS
- Upgraded the LTC nurse call system
- Added automatic doors to the service hallway
- Completed phase 4 of the hospitals LED upgrade
- Repaired the sink hole in the parking lot
- Renovated the FHT board room and diabetes board room



Laboratory

COVID has changed the way we serve our patients and our Lab has been very busy adapting to the new normal! They have performed 157,521 In house tests, 19,239 referred out tests, 2850 ECG's/holters and served 27,482 patients!



This is our new BioFire Torch Analyzer used to test for COVID-19 using a PCR method (Polymerase Chain Reaction)

Physiotherapy

Physiotherapy 2020/2021 and the year of change. So what happens in the Physiotherapy department normally? Patient care – in the form of inpatients, outpatients, and nursing home residents. We see clients through a variety of programs including Bundled funding for joint replacements , Episode of Care funding to provide public access for those clients who are not likely to have private coverage, cardiac rehabilitation, WSIB, and urgent clients of all ages and injuries.



So what happens in an abnormal year? Last year and the challenge of COVID caused an almost total reinvention of how and what we do. Staff were redeployed to assist in the nursing home and Queensway place. Our department was all but boxed up in the event the space was needed for overflow from the emergency department. And still there was patient care – done differently but still happening. Then start up and the challenge of increasing numbers with less space, less equipment, more time needed for cleaning and ensuring patient flow, and PPE. Finally getting into that swing and our next change becomes staffing with the announcement of the closure of our in-house private clinic and impending retirement of one of our staff.

So, Physiotherapy 2021/22? Well so far another year of change. Our physical footprint in the building has been significantly reduced to allow for takeover of space for our hospital that is bursting at the seams. We are continuing to redecorate, rearrange and reconfigure our existing space and determine what equipment is needed while still maintain the COVID measures in place. We have bid farewell to Sarah Carroll who has been with us since 1996. We have excitedly hired a new staff member Unnikrishnan Nair and hope he will also be a 25 year member of the team! And we look forward to the start of Resilience Physiotherapy coming in August. So perhaps 2020/2021 wasn't the only year of change but it's still a good one to be over.

Health Records/Registration

The Health Records Department is responsible for the collection, use, security and disclosure of your personal health information (your health chart). We do the transcription for many consultations, clinics, emergency patients and acute care patients. We also submit all diagnosis and statistical information from Emergency and Acute Care visits to a central registry called CIHI and to the Ministry of Health.

The Registration Department is your central registration and information source. Last fiscal year we registered 25,867 outpatients and 492 inpatients. A very busy department who also receives most of the phone calls and assists the Emergency Department and the Health Records Department.



Patients and their families have the right to trust their privacy will be protected by the health care providers upon whom they depend. We take this very seriously and do our very best to protect your privacy and your information. We conduct regular audits and have policies and procedures in place should there be a breach of your personal health information. Every employee also signs a confidentiality contract.

Central Supply/Receiving

This has been a very busy year for this department! It is their mission to source the best pricing on every item that enters our facility, have it delivered to the hospital in a timely manner and then roll it out to the appropriate department.



Emergency/Acute

In 2020/2021 we had a total of 9,686 ED visits. The average length of stay was 2 hours which is well below the provincial standard.

There were 420 COVID 19 test performed in the Emergency Department

There have been several new pieces of equipment purchased this year. We have procured a new Glidescope which is a piece of equipment that assists the physician with intubation. We have also received a new ventilator, staff are currently undergoing training on how to use this new piece of equipment. Also we have the LUCAS 3. This is a chest compression system that provides high quality chest compressions. This allows for us to have extra hands to assist with saving the patient's life.



LUCAS 3



Ventilator



Glidescope

We have developed a Foundations of Emergency nursing education program and are set to begin teaching June 15th. This will be part of future onboarding for all new staff starting to work in the Emergency Department.

ACLS (advanced cardiac life support) has been provided to some of the senior ED staff and will continue to be offered as courses become available.

Acute Care

There were 494 admissions to the acute care and 23 admits to the hospice suite with an occupancy rate of 23%

Staff were involved in a fundamentals of palliative care course at the start of 2021.

Diagnostic Imaging/Cardiology



This was a big year for Diagnostic Imaging, filled with renovations, adapting to temporary spaces, the arrival of the new X-ray machine and then came a whole lot of training for everyone. All of this was carefully managed through out several stages of COVID-19 protocols.

Environmental Services



What can we say about this department except BRAVO!! When you're dealing with a pandemic and you work in a healthcare facility you need to step up and that's exactly what this team did! New policies & protocols, hundreds of extra cleaning jobs, almost 100,000 kgs of laundry and all accomplished with a smile.

Espanola & Area Family Health Team



This year was a very different year in primary care. We went from in person to virtual appointments, many of our programs were cancelled. We adapted to several changes throughout the year and our exceptional physicians and staff made it all happen seamlessly and provided excellent care to all. The FHT/ERHHC collaborative palliative program continues to develop, with a new palliative navigator position being developed. Chelsea Gagnon RPN is the patient navigator, and we are quite confident the program will be a huge success.

Rapid Access Addictions Medicine (RAAM) - the RAAM program celebrated its one year anniversary in January, and the program has significantly changed the lives of many patients. We are now entering the next phase which will see a large push on promoting the program in the community, with a focus on high school age children.

COVID Assessment Centre / Screeners

The COVID Assessment Centre has evolved from a trailer at the rear of the hospital to a dedicated space in the link between the hospital & the Family Health Team.

They have completed 10,128 swabs to date.

Being screened before you enter the building is the new normal and our screeners do an amazing job. They are the first point of contact for anyone entering and have the task of making sure everyone is following our COVID policies.



Queensway Place

Queensway Place, 18 unit assisted living, supports the community by providing the use of the library for agencies such as the Alzheimer's society monthly meetings. Even though this has been a very different year with isolations, masks & limited visitation all of the residents have managed to keep their spirits up. We are all hoping that social gatherings include live music, and tea socials will resume again soon.



Dietary



These are a few of the faces from our Dietary Department. Dietary is not just responsible for preparing meals for our patients but, also prepares 3 meals and snacks for our Nursing Home & Queensway Place.

Human Resources & Wellness

This year has been very busy for the Human Resources department. Our Human Resources team takes care of payroll and benefits, recruitment and retention, labour relations, disability management, staff scheduling, communication and public relations and employee wellness and recognition. With the on-set of COVID-19 we saw our employees come together and rise to this unprecedented challenge. We have always known that our staff are exceptional, but COVID-19 highlighted this even more.

Staff wellness and recognition has always been a priority for our facility and witnessing the impact that COVID-19 was having on the daily lives of employees motivated us to do even more. This year we have spent countless hours, recognizing, celebrating, and encouraging self-care for our employees. Some of the highlights include, on-site mindfulness meditation sessions with a local practitioner, "Thanks a Latte" coffee days with delicious local coffee made into creamy lattes, monthly treat baskets for all departments with their favourite goodies, wellness draws for items like a fit bit and smart water bottle, coffee and donuts, pizza days, weekly recognition of essential workers, appreciation gifts such as wine tumblers and potted plants, monthly birthday draws, bi-weekly lottery draws, we created a Bell Let's Talk wall for staff to share their experiences with mental health and the list could on.....This year and every year we want to make our staff feel valued and appreciated and hopefully add a smile to their face!

Thanks a Latte



Appreciation Gifts



Family Movie Night Basket



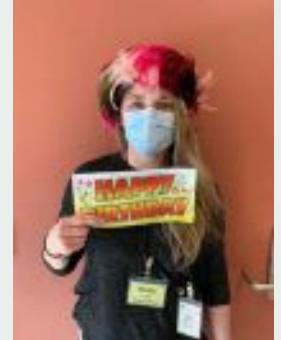
Wellness Draw Winner



Goodies in Gratitude



Birthday Draw



Espanola Nursing Home

It is certainly an understatement to say that this past year has been very demanding for the health care system. Long Term Care Homes in our province have faced several challenges, along with hardships, during the COVID-19 pandemic. Espanola Nursing Home staff has tackled these challenges with outstanding dedication and performance. Our vulnerable population of residents was, and is, at very high risk of infection due to their comprised immune systems and because they live in a communal living setting. At the onset of COVID -19 pandemic we knew it was paramount to put every infection control safety measure in place to ensure our residents were kept safe and free of infection. This was not an easy task but our team endeavored to implement several infection control practices to safeguard against this horrific virus.

Firstly, the nursing home was closed to all visitors which meant that our residents could no longer physically see their family and friends. We recognized that this could have devastating effects for the residents therefore we quickly organized facetime and zoom meeting visits for family and friends to connect face to face. We also partnered with A.B. Ellis Public school to conduct zoom visits between our residents and grade 5 students. This activity still occurs and the residents absolutely love to connect with these youngsters.

Masking of all staff was put into place immediately along with twice daily screening of all staff which included temperature monitoring. Just recently we were permitted to decrease this to once daily. Frequent hand hygiene was implemented and audited and continues to be of utmost importance with staff and residents. Additional safety mechanisms that were put into place in the early stages of COVID included keeping each resident in their room for all meals and delivering their meals to their rooms. This proved to be very taxing on all frontline staff but was necessary to minimize any spread of potential disease. This too, was very difficult for the residents as they were accustomed to eating together in a congregate dining room setting with all of their friends. We were then concerned that our residents would become socially isolated. Luckily we were able to quickly return back to eating in the dining room however each resident needed to be sitting 6 feet away from another person which of course caused its own challenges.

Activities in the Home also looked very different in that no group activities could occur however several 1:1 visits were held between our activity staff and our screeners with our residents. Games, reading and much needed conversation would take place during these visits.

On a twice daily basis all residents were and continue to be actively screened for COVID-19; this includes monitoring their temperature and assessing them for any COVID-19 symptoms. If symptoms do arise the resident and their roommate is immediately isolated to their room until we have received a negative COVID-19 swab and their symptoms have been resolved for 24 hours.

COVID-19 vaccination for residents began in February of 2021 in our Home and I am very pleased to report that 95% of our residents are fully immunized (they have received both doses in the series). LTC workers and essential caregivers were eligible to obtain their vaccine shortly after this.

Having said all of the above, I am delighted to communicate that several of our residents have received haircuts by one of our staff members and look so dapper! We have returned to group activities (with social distancing in place) and a more relaxed dining room setting. Our beautiful Therapeutic Garden is now open to outdoor visits for general visitors with family and friends. Essential visitors continue to visit indoors with infection control practices in place.

Our LTC team has risen to the very significant obstacles that COVID-19 presents but they have all adapted so well to support and ensure optimal physical and mental well-being of our residents.

Sincerely,

Paula Mitroff
Director of Long Term Care

Espanola Nursing Home

A Year in Pictures..... and what a year it was!



From This to THIS!

