



# BROADMEAD

Care Society

*Excellence in Care for  
Veterans and Seniors*

Report To The Community  
2007-2008

Supported By  
Broadmead Care Foundation





# BROADMEAD Care Society

*Excellence in Care for  
Veterans and Seniors*



# BROADMEAD Care Foundation

*Excellence in Care for  
Veterans and Seniors*

## MISSION STATEMENT

*We are a Community of Care that provides quality living in a respectful, loving and enjoyable environment, to Veterans and members of the community who require our services.*

## MISSION STATEMENT

*The Broadmead Care Foundation is committed to providing financial support to the Broadmead Care Society in achieving its goals through fund development, stewardship and financial management of funds raised as a permanent source of revenue.*

## STRATEGIC GOALS

1. Broadmead Care Society aspires to excellence in care for Veterans and all residents and clients we serve.
2. Broadmead Care Society will have a strong and positive relationship with the community it serves and will ensure that any issues impacting the Society and its community will be addressed through advocacy, engagement and proactive strategies.
3. Broadmead Care Society will have sustainable financial capacity to achieve its Vision and Mission.
4. Broadmead Care Society seeks to be a preferred employer recognized in the community for excellence in care and a healthy work environment.
5. Broadmead Care Society will effectively utilize information and technology to support all resident and client services internally and to support its role in the health services system externally.

*Margaret Kalichack  
and  
Lori Vermilyea*

*Featured on the cover:*

*Captain (N) Peter R. Hinton, Ret'd,  
Commissioned HMCS PROTECTEUR in 1969.  
He was her first Captain. Capt. Hinton  
also served as the Base Commander for  
CFB Esquimalt and prior to that for CFB  
Halifax. Also pictured, Captain Hinton  
with his wife Geri, participating in  
Remembrance Day ceremonies at The  
Lodge at Broadmead, where he now  
resides.*



## Caring for Veterans and Seniors – It is an Honour

Canada's military mission to Afghanistan has once again renewed our country's appreciation for the men and women who serve in the Armed Forces. While Canada has a growing number of Veterans from peacekeeping missions around the world since the 1950's, we also have the continuing responsibility to honour and care for the Veterans who served overseas during World War II and the Korean War.

Broadmead Care Society (BCS) is very proud to be a Priority Access Bed facility – designated by Veterans Affairs Canada and the Province of British Columbia to provide care for War Veterans who live on Vancouver Island.

For all residents and clients at The Lodge at Broadmead, whether Veterans or members of our community, our key commitment is to aspire to "excellence in care." Our Foundation, Broadmead Care Foundation, shares this commitment by raising funds to support the work of the Society.

The greatest challenge we faced in the past year was presented by the Vancouver Island Health Authority's (VIHA) new care delivery and funding model and the concern of a significant funding reduction. We are very pleased to say that after an extensive consultation process, changes were made to the model and the funding reductions were not implemented. Significant challenges still lie ahead for the next two years as we make further major changes in BCS and in our budget to increase our hours of care to meet new VIHA requirements.

In this Report you will also read about developments in our programs and services and the progress we have made in the past year in the following areas:

David Cheperdak,  
Chief Executive  
Officer

Evelyn Stewart,  
Executive Director,  
Broadmead  
Care Foundation

- » Quality of care: We have continued to reduce operating costs in non-care areas and have reallocated these savings to increase the direct care we provide to each resident to an average of almost 3 hours per day. We are also preparing to implement the Resident Assessment Instrument which will enhance the quality of clinical assessments and contribute to improved care planning for residents.
- » Information systems development: We have also made significant progress in implementing a new clinical information system called PointClickCare and a Dietary Information System called ThreeSquares. These systems will be interfaced and together create a comprehensive resident and client information system.
- » Capital improvements: Even though The Lodge at Broadmead is only 13 years old, we are continually making improvements to provide the highest quality and safest living environment possible for residents and clients. The plan includes 3 major projects: dining room upgrades, kitchen renovation and a new nurse call system.
- » Being a learning organization: For The Lodge to create the "excellence in care" we aspire to, we must be continually learning. As a result, we continue to focus significant energy and resources on staff education, research and publishing.

Our commitment to "excellence in care" is supported by our hard working Board, almost 400 employees and 200 volunteers. We value our partnerships with the Vancouver Island Health Authority, the primary funder for our 225 residential care beds, and with Veterans Affairs Canada who fund the Veterans Health Centre and other programs such as Creative Arts & Spiritual Care, that enhance the quality of care for Veterans at The Lodge.

We remain indebted to the many individual donors and Veterans organizations that generously support us in caring for and honouring those who have served us.

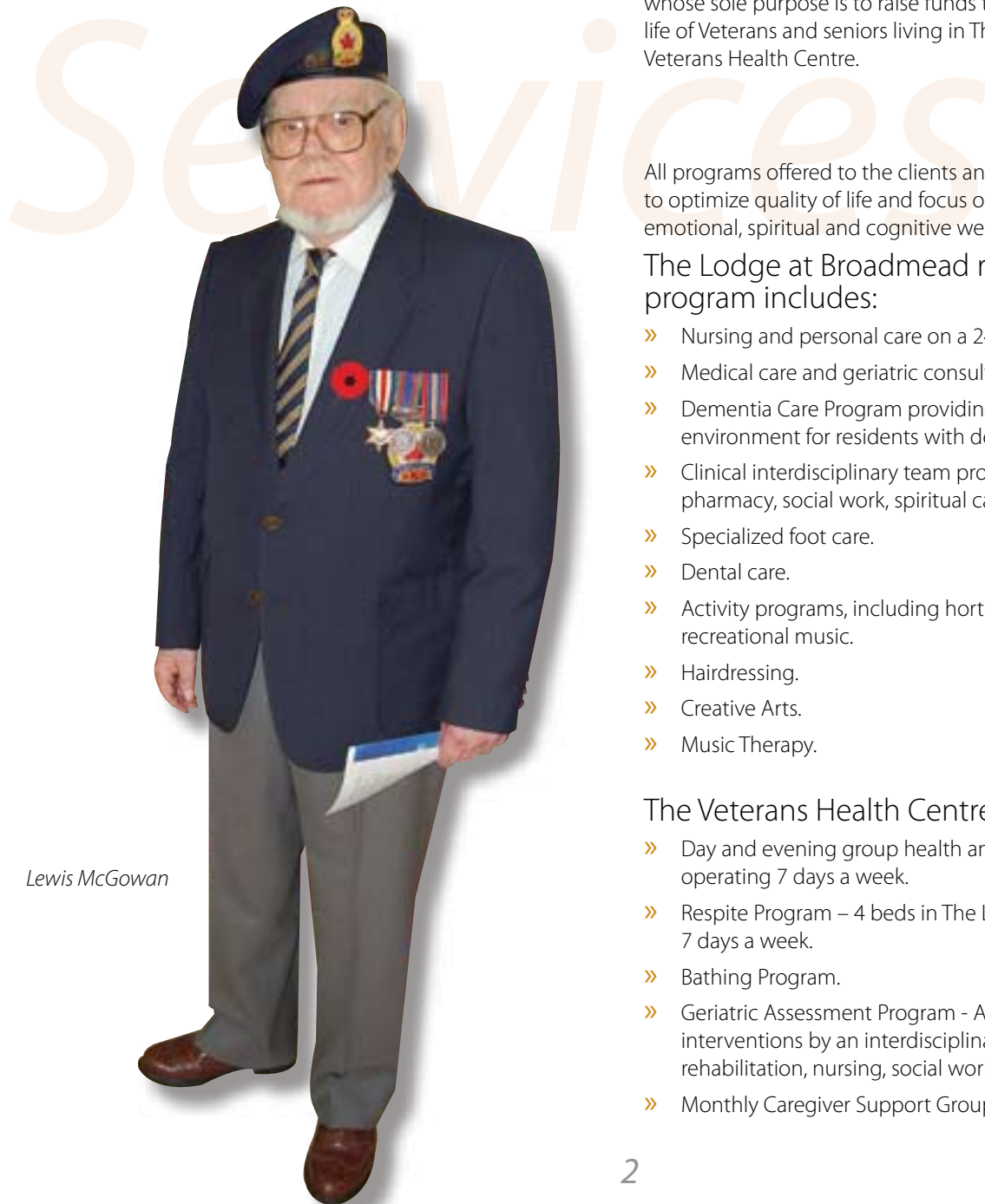
Sharon  
Gillean-Shalinsky,  
Chair

Patrick Bryson,  
Chair



## About Us

*Our vision is to aspire to “excellence in care”. To achieve this, we are building our capacity to conduct program evaluation, participate in research to advance evidence-based care, to learn from others and to provide education to share our experience with other health care organizations.*



Lewis McGowan

Broadmead Care Society is a non-profit organization that works in partnership with the Vancouver Island Health Authority and Veterans Affairs Canada to meet the health care needs of Veterans, seniors and members of our community.

We own and operate The Lodge at Broadmead, a beautiful 229 bed residential care (complex care) facility that opened in 1995. Services include 115 Priority Access Beds for Veterans, 110 community beds and 4 respite care beds for Veterans.

We also operate the Veterans Health Centre that provides a geriatric assessment and treatment program, integrated into a social and recreational program for Veterans living in the community. The Centre provides these services for 160 Veteran clients per week.

The Society is supported by the Broadmead Care Foundation whose sole purpose is to raise funds to support the quality of life of Veterans and seniors living in The Lodge or attending the Veterans Health Centre.

All programs offered to the clients and their families are intended to optimize quality of life and focus on their health, physical, emotional, spiritual and cognitive well-being.

The Lodge at Broadmead residential care program includes:

- » Nursing and personal care on a 24-hour basis.
- » Medical care and geriatric consultation.
- » Dementia Care Program providing specialized care and living environment for residents with dementia.
- » Clinical interdisciplinary team providing rehabilitation, pharmacy, social work, spiritual care and dietitian services.
- » Specialized foot care.
- » Dental care.
- » Activity programs, including horticultural therapy and recreational music.
- » Hairdressing.
- » Creative Arts.
- » Music Therapy.

The Veterans Health Centre program includes:

- » Day and evening group health and activity programs operating 7 days a week.
- » Respite Program – 4 beds in The Lodge operating 7 days a week.
- » Bathing Program.
- » Geriatric Assessment Program - Assessments and interventions by an interdisciplinary team including rehabilitation, nursing, social work, dietician and spiritual care.
- » Monthly Caregiver Support Group meetings.

## Activity Program Review

In early 2007 Broadmead Care Society contracted Rosemary Dunne, a recreation therapist, to evaluate the current activity program offered to the residents at The Lodge with the intent to improve and enhance the quality of the programming. The Society is fortunate to have a varied activity program to offer the residents including Creative Arts, Activities, Spiritual Care, Music Therapy and Recreation, and Horticultural Therapy.

As the care needs of residents at The Lodge change, with higher levels of dependency for activities of daily living, and more residents with a diagnosis of dementia, the activity programs must also reflect these changes and we felt an evaluation was needed.

*The process used many different approaches to answer the basic question:*

***“Are the current activities we provide meaningful and appropriate for residents and do they involve families in a meaningful way?”***

The recommendations from the report have guided the activity team at The Lodge in creating a program framework that redirects the focus from large events to small group meaningful activities, and the development of new programs to meet the residents’ changing abilities.

As a result of one of the report recommendations in February 2008, the Society invested in a week of formal training for the Activity Workers to increase their skill set to meet the identified changing needs of the residents. In keeping with the Supportive Pathways themes of functional, meaningful activities, the theme of the training was “Moving from Extravagant Events to Extraordinary Moments”. The training was made possible thanks to a grant from the Victoria Foundation.

The momentum from the week of formal training has been maintained “in house” as the activity program continues to meet the recreational and social needs of the residents. Many of the activity programs have changed to small, intimate gatherings of residents to enhance skills and abilities and draw from past experiences. Greater integration of various activity staff and programs have resulted in programs that stimulate the residents’ senses in meaningful ways.

*Elizabeth “Beth” Pengelly*

## A PROFILE OF OUR RESIDENTS

Every year The Lodge completes a survey to track and trend levels of residents’ cognitive and functional abilities. This survey provides important information that assists our staff in providing the best care possible as resident’s needs change.

*This year’s survey showed that:*

- » The average age of our residents is 85. 64% are men and 36% women. The high number of men reflects our Veteran population.
- » Resident turnover has increased. In 2007/08, 88 residents died and the same number were admitted, up from 82 in 2006/07 and 69 in 2005/06.
- » The results of the cognitive screening test showed that 70% of Lodge residents have cognitive impairment, 55% at moderate to severe levels.
- » The results of the functional dependency tests showed that 2007/08 dependency levels were slightly lower than in 2006/07. This may reflect the resident turnover, i.e. the more dependent residents died, and less dependent residents were admitted.
- » Half of The Lodge’s residents are totally dependent on others to manage their basic activities of daily living. Specifically:
  - » 66% need help to eat or must be fed
  - » 85% need help or are completely dependent for dressing
  - » 74% need help or are completely dependent for personal hygiene (wash face, comb hair, brush teeth, shave)
  - » 40% need a mechanical lift to move from chair to bed
  - » 75% need help or are completely dependent for assistance to go to the toilet
  - » 81% do not have full bladder control
  - » 48% are at risk for skin breakdown



## Being a Learning Organization

### Supporting high quality care through education

Broadmead Care Society seeks to be a preferred employer recognized in the community for excellence in care. Ongoing learning for all staff is an essential component of aspiring to Excellence in Care. Since 2003 we have been building our dementia care program through education and evaluation activities. Employees are offered the opportunity to attend our Dementia Care program's Supportive Pathways basic two-day workshop or one-day refresher program. This year we have focussed our education program development on dementia care at the end of life, and regular clinical in-service education and clinical rounds.

*Rowena Bay-Ong and Brody Lake*



## The Dementia Difference

The Lodge at Broadmead launched its newest staff education program in September 2007. The Dementia Difference is a two-day workshop that focuses on the application of palliative care principles to the care of people with late-stage dementia. It blends evidence-based palliative care with current dementia care best practice. The Dementia Difference covers content on disease progression, the ambiguous dying syndrome, supporting families, symptom management, making moments meaningful, care during the last days and hours, and staff self-care.

Over the past year 86 staff members have attended Dementia Difference workshops.

To supplement content provided in the Dementia Difference workshop, four hours of education on symptom management at the end of life was provided to 24 nursing staff by the palliative care nurse consultant, and a session on positioning for comfort was provided to 85 direct care staff by a Lodge Physical Therapist. In addition, each Lodge was provided with a 'library' of print reference materials related to end-of-life dementia care.

## Clinical In-service Education and Interdisciplinary Case Rounds

The changing care requirements of older adults coming to live in residential care, the growth of literature on 'best practice' and the requirements for continued

competency for licensed health professionals guided the content for the development of clinical education provided at The Lodge at Broadmead.

Over the past year The Lodge's interdisciplinary team has identified areas of practice that "needed improvement" and education has been developed and delivered to address these areas.

Clinical in-services are one-hour education sessions held on a monthly basis. Topics have ranged from Anemia to Medication Optimization. Interdisciplinary case rounds are one hour group discussion sessions. Using a case study approach, team members examine topical resident care issues and best practice care guidelines. These sessions are offered monthly.

The interdisciplinary approaches to education promotes team building and a shared understanding of best practice.

## Excerpt from a letter written October 30, 1944

*Last night was a dilly. It was the busiest night they have had since the battle for Caen. I was in charge of a chest surgery ward and also on call for resuscitation – which is where they take the lads when they are first admitted and transfuse them, etc., to get them ready for operation, or the wards. Well, resuscitation started to boom and little Margie was on the run. They all get Penicillin, anti-gas, anti-Tetanus and transfusion routinely. And the documentation! Smack off the bat we got two severe chests, with added spinal injury that gave paralysis below the waist. Then along came a D.R. (Dispatch Rider) with his foot hanging - and plugged full of Scotch to get him there. When he began to sober up, I never heard such accomplished swearing over a long period of time in my life. The boys were embarrassed.*

*... This town is so strangely quiet – only the occasional doodle bug instead of continuous. You rather miss the continuous jarring that they give. Tonight we sleep on (not in) a real bed. The quarters are in a Belgian hospital and we sleep in a ward – sleeping bags on top of the beds – such luxury – and electric lights and a bath if you go over to the hospital for it, and easy chairs in the mess and water you can drink. Golly, we will be getting soft. Sleep really sounds awfully good at this point. Think I'll go and sample it.*

*All the best.*

*Love, Marg*



Margaret Fletcher

## Caring for our War Veterans – the time is now

Demographic information tells us that the average age of WWII Veterans is about 84 years old; meaning many Veterans across Canada will be requiring increased services from our health care system.

We recognize that our organization has an opportunity and responsibility to serve this historic generation of war Veterans as they reach a stage of life when they require health care services such as: the Veterans Health Centre, the Respite Program, and overall residential care offered at The Lodge at Broadmead.

One of our current residents, Margaret Fletcher, is a World War II Veteran whose life story embodies this generation of heroes who served our country – and now seek our care and support.

### Margaret Fletcher

Do you know what a doodle bug is? Margaret Fletcher certainly does. Margaret is a resident of The Lodge at Broadmead, a nurse and a Veteran of WWII.

Following in her mother's footsteps, Margaret took her nursing training at the Jubilee Hospital in Victoria. After working in the Emergency Room at the hospital and later as a midwife with the Victorian Order of Nurses, Margaret completed her Public Health Course at University of British Columbia. Shortly after graduating Margaret signed up for duty. She was first deployed to England. From there she travelled to wherever her services as a nurse were required. She recounts first arriving in Holland and how hungry the Dutch people were that they had resorted to eating tulip bulbs. She was very happy to be present when the "Fly Boys" airlifted great big parcels of food from England and dropped them all over Holland.

Margaret recorded many of her days and nights during the war by sending letters home to her parents – daily.

Many years have passed since Margaret served our country on the front lines in Europe. Now Margaret is a resident of The Lodge at Broadmead. She will tell you how grateful she is to live at The Lodge and to have wonderful people around her to provide her with the care she requires. As Margaret now has limited eyesight and has difficulty seeing staff, everyone announces themselves as they pass her in their travels. She often has a good joke to tell, and if you are lucky she will have a hug for you as well.

Margaret will celebrate her 100th birthday in January 2009. The staff and volunteers at The Lodge have become family as she has resided here since the building was opened to residents in 1995.

By the way, a doodle bug was a flying missile that had enough power to fly over the English Channel and was capable of destroying two to three houses. They made a droning noise and as soon as the droning noise stopped people had 15 seconds to escape from the powerful blast that followed.

# Information Technology Advances at The Lodge

## PointClickCare and the Resident Assessment Instrument

April 16, 2008 marked the one-year anniversary of The Lodge's implementation of PointClickCare (PCC), an internet-based software system for long term care that integrates an electronic health record and finance/accounting systems. PCC will eventually integrate with other building information systems such as food services, pharmacy and quality monitoring/improvement processes.

PCC helps to streamline documentation and workflow. It has had a positive impact on resident care quality and safety by organizing information in a way that is easily accessible to staff in the facility and physicians in their offices. Lodge staff can review and document in the resident's health record at any Lodge workstation. PCC can also generate a variety of useful reports for operational purposes.

PCC also fully integrates with the Resident Assessment Instrument (RAI), which we are preparing for implementation in January 2009. The RAI is a comprehensive assessment tool which is being implemented in long term care facilities across Canada and in many other countries. Quarterly RAI assessments will assist with individual resident care planning. It will also provide information that the organization can use to monitor the quality of care and resident safety, for example, tracking fall and injury rates and monitoring the prevalence of pressure ulcers.

## Pressure Mapping

As a result of our commitment to "excellence in care", Broadmead Care Society strives to provide the best equipment possible to meet residents' health care needs. Rehabilitation Services has known for some time about equipment called a "pressure mapping" system that has become an invaluable tool in the treatment of pressure ulcers.

Pressure ulcers sometimes develop on the "sitting bones" of residents, especially those in wheelchairs. In some people the spine bones become more prominent and must be protected from hard surfaces. Despite the use of pressure relief mattresses and cushions, and tilt features on wheelchairs, residents still are sometimes confined to bed rest to enable healing of the ulcers. This results in an inability to participate in social functions thus diminishing quality of life for the resident.

Using the pressure mapping system, the Rehab Team are able to identify which positions in bed provide the most pressure relief to promote healing. More importantly, they are able to identify the appropriate degree of tilt for a wheelchair so that there is adequate pressure relief to offload the area of the ulcers. This information allows the team to make accurate, informed decisions to develop a treatment plan that moves toward supporting residents to return to their previous level of independence and participation in activities they enjoy.

*This equipment was purchased in 2007 thanks to a generous grant from the Mr. and Mrs. P. A. Woodward's Foundation.*



*Kelly Rocheleau and  
Jim Oldnall*

## Making Music for Residents

The soothing resonance of a harp is music to the ear and the instrument of choice for Val Turner, the music recreationist at The Lodge at Broadmead. Val is often seen in a resident's room where she brings the harp to life.

When a resident is anxious or agitated, or experiencing an escalated heart rate, Val is trained to adapt her music according to the resident's breathing, matching it to the rhythm of the strings. Gradually, she will slow the rhythm of the music which in turn will slow the breathing and heart rate, significantly calming the resident. This is also an effective tool in helping residents fall a sleep.

Music is also a catalyst for socialization between residents and their families. Families can be together with residents in a relaxed social situation where there is little need for conversation, which can often be difficult or not possible for a person with dementia.

Lifting the spirit, supporting reminiscing, and calming anxious residents also happens when Val plays the piano in the Oak Room. Even though Val has played for many audiences, including cruise ships, she much prefers playing for the residents of The Lodge where she feels appreciated.

Music recreation and therapy programs are not funded by the provincial government. The Broadmead Care Foundation helps to fund these vital programs through the financial generosity of family members, donors, and organizations like RBC Royal Bank. These generous donations make it possible for Val Turner to bring the gift of music to The Lodge and provide an enhanced quality of life for residents.

## Volunteer Services

Volunteers are a vital part of every day life at The Lodge at Broadmead. They contribute their time and skills that enhance the quality of life for residents at The Lodge and clients at the Veterans Health Centre. "We have 200 volunteers contributing 10,000 hours a year," says Kelly Sprackett, Coordinator of Volunteer Services. "Volunteers assist residents at meal time, help out with activities and entertainment, provide companionship, support outings in the community and provide governance on our Board of Directors.

Staff, families and residents appreciate the extra support that is provided to The Lodge at Broadmead by our volunteers. We extend our heart felt thanks to all of them.

If you are interested in volunteering at The Lodge please contact Kelly at 250 658-3205.

*Val Turner plays for Leonard "Len" Shebeski*



## The Lodge's Core Group of Physicians

General Practice physicians (GPs) are a very important part of the care team at The Lodge at Broadmead. In recent years, fewer physicians have been available to provide medical care to residents admitted to a residential care facility. To ensure that all residents have access to quality medical care, we have been working with a small group of 10-12 local physicians who have been willing to increase the number of patients they care for at The Lodge. We call this group our Core Group of Physicians – collectively they now provide medical care to over 80% of the residents at The Lodge.



**Dr. Wolfgang Wetzer**

is a member of our Core Group and also serves as the Chair of the Medical Staff (all physicians with patients at The Lodge). Dr. Wetzer attended Bishops and McGill Universities for his medical education and completed his residency at the University of Calgary. He works in long term care because he enjoys working with older adults. He maintains his practice at The Lodge because "it is a high quality facility with excellent staff."

## Veterans Health Centre

In partnership with Veterans Affairs Canada, the Veterans Health Centre opened its doors in 1999, offering a geriatric assessment and treatment program integrated with a social and recreational program for Veterans living in the Greater Victoria area. At that time the Centre provided services for 50 Veteran clients each week.

As we enter our 10th year of service to Veterans on Vancouver Island we are excited about the expanded continuum of services and the pathway of care that the Veterans Health Centre now offers to Veterans. Currently, the Centre provides services for 160 Veteran clients every week offering programs including:

- » Group health and activity programs seven days a week with such activities as exercises, music, and specialized programs in horticulture and creative arts.
- » An Overnight Respite Program – 4 beds in The Lodge available 365 days a year.
- » Bathing program five days a week.
- » Assessment and interventions by an interdisciplinary team including rehabilitation, nursing, social work, dietitian and spiritual care.
- » Comprehensive geriatric assessment under the clinical leadership of Dr. Duncan Robertson, specialist in geriatric medicine.
- » Monthly caregiver information and support group meetings facilitated by VHC staff with guest speakers from the community.



*A group of Veterans enjoying an afternoon outdoors.*



**Dr. Ian Bridger**

is also a member of our Core Group and serves as the Vice-Chair of the Medical Staff. Dr. Bridger completed his medical education in London, England and has been practicing in Canada for 20 years. He continues to maintain a practice in long term care because of his affection for his patients and the challenges their care needs present. Dr. Bridger chose The Lodge as the place where he maintains his long term practice "because of its beautiful environment, but most importantly because of the commitment of everyone in the organization to put the needs of residents first."

*At The Lodge at Broadmead, we highly value our partnership with all of our Core Group of Physicians and we value their commitment to providing high quality medical care for our residents.*

During the past year the Veterans, volunteers, and staff have settled into the recently renovated space in the Veterans Health Centre. The renovation was completed in 2007 and increased the activity space by 40% allowing for enhanced and appropriate activity programming for Veterans. The cost of the renovations was shared between Veterans Affairs Canada, Broadmead Care Foundation and Broadmead Care Society.

The Veterans Health Centre, with its full continuum of services, plays a vital link in the care of Veterans who live in their homes in the Greater Victoria area. The Centre includes a broad range of medical, health, social, recreational and respite services that form a critical component of the "pathway of care" for the Veteran and their caregiver on their journey and may provide a transition from home to residential care. The Veterans Health Centre assists in preventing early admission of Veterans to residential care and provides vital support, education, counseling, future planning and respite for family caregivers.

**Snapshot of Veterans attending the VHC:**

- » Average age is 87 years
- » 13% are over the age of 91 and 5% are below the age of 80
- » 86% are men and 14% are female Veterans
- » Veterans attend the program from as far away as Metchosin, Sidney and Oak Bay



*Bathing Program*



*Geriatric Assessment Program*

## Teaching at The Lodge

Since opening in May of 1995, The Lodge at Broadmead has been committed to providing educational opportunities to assist with the training of Resident Care Attendants, Licensed Practical Nurses, Registered Nurses, and other healthcare students such as Occupational Therapists and Activity Workers. Currently we partner with both Sprott Shaw and Camosun College in providing a learning environment for students that reflects our philosophy of care and commitment to "excellence in care". Each year approximately 120 students come to The Lodge to gain experience and training in providing quality care for seniors in residential care. The positive learning experiences the students have at The Lodge frequently prompts them to apply for employment with Broadmead Care Society. The Lodge staff that mentor these students also benefit, as the mentoring experience encourages them to reflect on their own practice and skills. The Lodge is very grateful to the staff that make themselves available as mentors including nurses Ellen Sandy, Marilyn Woodrow, Rosemary Cook, Tatjana Gojkovic and Shauna Love (not in picture).

Currently the job market for health care staff is very competitive. Attracting highly skilled new staff to The Lodge is a big priority. In an effort to raise The Lodge's profile in this market and to attract new students to work as Resident Care Attendants, Broadmead Care Society has worked with Camosun College to produce a brief promotional film called "All in a Day's Work", a short montage of vignettes that show highly skilled, compassionate Resident Care Attendants in action. A number of Lodge staff, including Dea-Anne Sandrk, David Hunter, (not in picture) Susanne Francoeur, Mike Sheppard and Rupee Sidhu participated in the film. The video will be available on the Camosun College and Broadmead Care Society websites with the intent to attract more individuals to seek out a career as a Resident Care Attendant.



## Health Discipline Bursary

Broadmead Care Society is privileged to have employees who share our mandate of Excellence in Care. Our staff are committed to making a difference in people's lives and every day they witness the positive impact of their work as they care for our residents and clients and provide ongoing support for their families.

The Society recognizes that education and training are important and meaningful ways in which we can support our staff, while at the same time improving the quality of care for residents. Education benefits everyone - but can be prohibitively expensive.

Thanks to the generosity of the Wirtanen family and their foresight to understand and appreciate the value of education and training, an education endowment was established in 2007. In association with the Society, the Foundation will be awarding two bursaries for employees of the Society who are pursuing professional careers in a health discipline.

The Society will complement the Foundation's contribution by providing the bursary recipients a forgivable interest free loan of up to 50% of the cost of tuition and texts less the bursary.

## Broadmead Care Society – A Quality Place to Work

### An interview with Amanda Bown

Amanda Bown, a Health Care Worker, joined the staff at The Lodge at Broadmead following her certification as a Resident Care Attendant at Camosun College in 2006.

Following periods of employment with several other long term care organizations, she chose Broadmead Care Society (BCS) as her employer in April 2008. Amanda was seeking employment with an organization where she could apply her training and concentrate on providing quality care to residents.

Amanda has appreciated the staff support, training, and orientation policies at BCS, including flexibility around her work schedule and the responsiveness of her work colleagues as mentors in providing the best care possible for Lodge residents. They have helped to relieve the stress and anxiety common to a new position. Amanda also commented on the willingness of BCS to provide her an additional day of orientation with a regular Health Care Worker to bolster her knowledge and confidence as a new Health Care Worker.

Recently Amanda received her first informal performance appraisal and found the feedback encouraging, constructive and informative. Amanda intends to maintain her employment with BCS and hopes to continue her education by becoming a Licensed Practical Nurse (LPN). Amanda recently completed a three month class in medical terminology and is seriously considering enrolment in a practical nursing program in the fall. Amanda hopes to be a future recipient of a Broadmead Care Foundation Bursary

*This is one of the ways Broadmead Care Society is striving to provide an outstanding workplace environment for residential care workers.*

to assist her in pursuit of her LPN. In her spare time, Amanda enjoys outings with her six year old son Austin, and her yellow lab Angel.



Amanda Brown with Freda Munch

# A Year in Progress for the Foundation

## Our sincere thanks!

The spirit of your generous giving is why we are able to support the Broadmead Care Society in delivering “excellence in care” for Veterans and seniors.

Caring. Comfort. Compassion. The desire to make a difference. A life remembered. A desire to give back. Whatever your reason might be, the Broadmead Care Foundation sincerely thanks you!

Your support helps hundreds of people every year in areas of new programs, updating and purchasing new equipment, and supporting renovations that will enhance the overall living environment and changing needs of our residents.

## Accomplishments for 2007/08

The Foundation provided grants to Broadmead Care Society for a total of \$187,900 for the following equipment, programs, and facility enhancement projects:

- » Pressure Mapping System
- » Blanket Warmer
- » 1 Tilt Wheelchair and parts
- » 2 Manual Wheelchairs
- » Replacement Lift Slings
- » Camera
- » Electric Beds  
(completed the replacement of 80 hydraulic beds)
- » Music Recreation and Therapy.
- » Resident Wellness Fund– (supports residents with limited financial means)
- » Recreation Education Program for activity workers
- » Veterans Health Centre Expansion Project

## To all our donors we say thank you!

If you have a project or program that you would like to support, please contact the Foundation office at 250 658-3220.

*We are seeking financial support from the community toward the costs of renovating and upgrading the dining rooms so that dining can become a more pleasant and enjoyable experience for the Veterans and seniors at The Lodge at Broadmead.*

# The Dining Rooms

As a result of the ongoing decline in the cognitive and health care status of residents, The Lodge dining rooms are too small for the growing number of non-ambulatory residents and are generally unsuitable for other activities. Increased noise and congestion are impacting the quality of the dining experience and compromising the ability of residents to enjoy a nutritious meal in a safe, comfortable environment. The dining rooms also have commercial serveries that create an institutional rather than home-like environment.

## The Necessary Change

The Lodge dining rooms are being renovated to increase dining space and to create some functional, home-like living space within each Lodge. These changes will significantly improve the quality of life for all residents at The Lodge. To support this very important project, the Foundation is embarking upon a capital campaign to raise \$700,000 to support the renovations to three of the five dining rooms.



The proposed changes include:

- » Removing the current institutional serveries and replacing them with more home-like kitchens.
- » Redesigning the dining rooms to increase dining space to meet complex care standards (from 2 square metres to 3 square meters per resident).
- » New furnishings to support multi-purpose use of the dining room areas for a variety of resident uses such as creative arts and exercise programs.
- » New décor and lighting to create a home-like and calming environment.
- » Improving sight lines for staff for resident safety.



# BROADMEAD Care Society

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## BOARD OF DIRECTORS

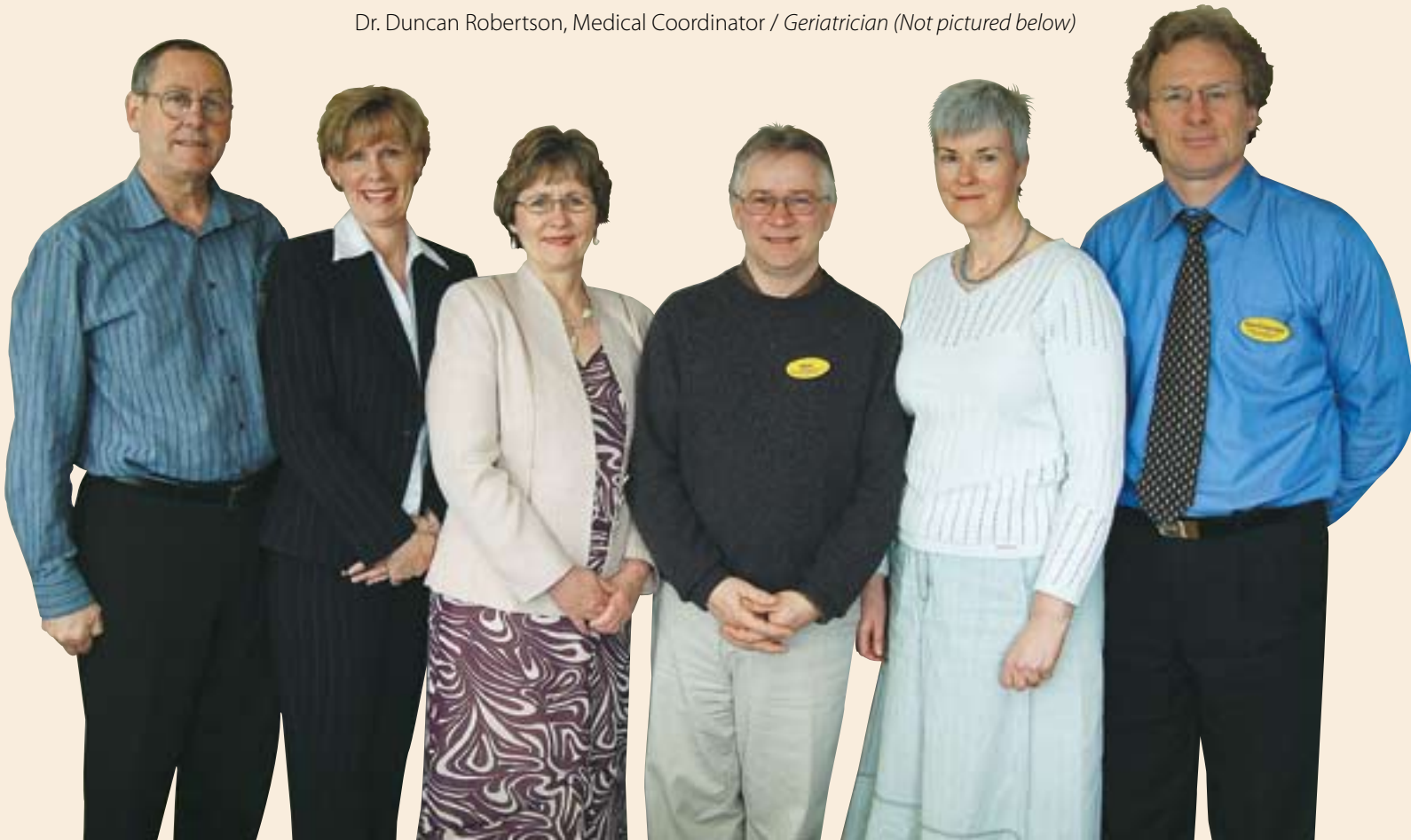
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Lorne Meyer, Past Chair  
Major Bruce Allan  
Richard Grosset  
Susan MacLeay  
Doug Robinson  
Betty Spry

## MANAGEMENT TEAM

Ken Gower, Director, Human Resources  
Evelyn Stewart, Executive Director,  
Broadmead Care Foundation  
Sue Dickson, Director, Finance and Information Systems  
Merv Dutchak, Director, Support Services  
Fiona Sudbury, Director of Care  
David Cheperdak, Chief Executive Officer  
Dr. Duncan Robertson, Medical Coordinator / Geriatrician (Not pictured below)





## **BROADMEAD** Care Society

*Excellence in Care for  
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*Troy Waight with John Turner*