

Volume 2/Issue 4  
Autumn 2021

# Westford Word

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*"I'm so glad I live in  
a world where there  
are Octobers."*

*-L.M. Montgomery,  
Anne of Green Gables*

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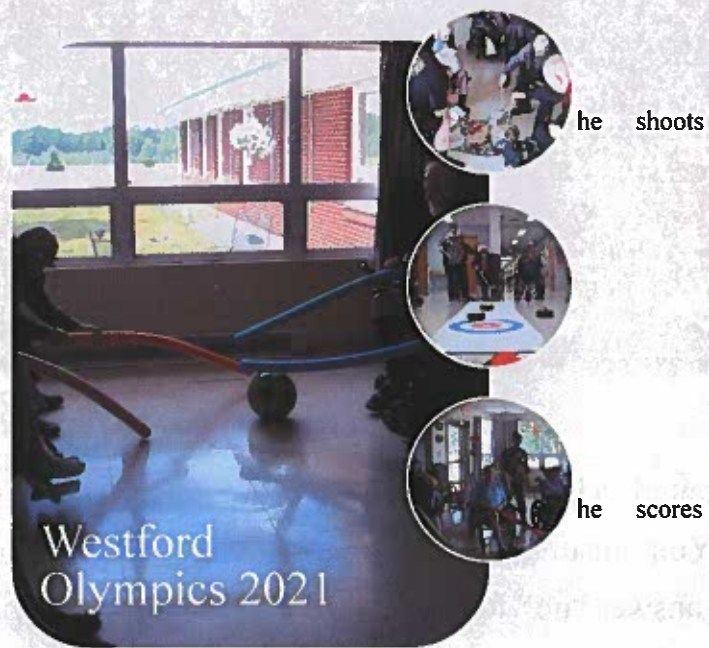
We are excited to be able to open our doors for visitors but remain vigilant. You must hand sanitize, mask with one of our masks, screen, be able to answer "no" to all the questions, and we ask that visitors bring (if not already provided) proof of vaccination with them as we now need it for our records and for a visit to take place. Masks are again mandatory at all times, and visiting is ONLY in bedrooms. This situation remains fluid and we thank everyone for their continued patience as we navigate the ever-changing conditions associated with this pandemic.

## Activity Announcements

This fall, we are excited to plan events that will include family. Our first "family" event was our Silver Fox Walk for the Canadian Cancer Society. This was our version of the Terry Fox Run and was hosted on Friday, September 17 at 11AM. Our Residents walked around the grounds "travelling" through each of the provinces and territories finishing with a BBQ and outdoor games in the Serenity Garden.



Other events planned for this fall include Westford Homecoming Spirit Week, Antiques Roadshow, Thanksgiving, Halloween, Remembrance Day, and Game Show Week. Church services started back up with the clergy returning on September 15<sup>th</sup>.



## Environmental Support Services:

### ESS ESSENTIALS

1. A reminder that all electrical items must be left at the activity or nursing office so maintenance can inspect it before it is used.
2. When purchasing new clothes for your loved one, please place in a bag with the Resident's name clearly marked so that laundry can label the items. We ask that any clothing that is not being worn be taken home to be stored or donated to PEDVAC, Salvation Army or any other place of your choosing.
3. If you are placing bird feeders or plants outside your loved one's window, please be prepared to be the responsible party for the care and filling of those items.

## Dietary Discourse:

### Fall Menu Planning

Our spring and summer menu is drawing to a near end and we anticipate a fall and winter menu to be implemented beginning of October. We would love some fall recipes and any favorite foods that could be incorporated into the menu or as a special menu item. Any suggestions and recipes are encouraged and welcome. *Lee Ann Addicott, BSc., RD*

## Administrative Awareness:

### Administration on Quality Indicators

We all hear a good deal about quality care and quality indicators. We work within a framework that includes a good deal of unannounced inspections, audits, monitoring and standards we need to follow. At the very least we are inspected on the care we provide, the meals we provide, the environment we provide, the fire prevention services, financial audits and safe work practices. These are all a part of the quality management framework in which we provide services to the residents living at Westford.

Another very important part of evaluating how we are doing is through the Quality of Life (QoL) survey we ask residents and/or their POAs/families to complete each year. These surveys were completed through only a paper copy at one time at different times throughout the year. Results have historically been very positive, and we value the feedback on what we are doing well as much as where we can improve. The survey is now provided through the computer program New Brunswick uses to track data that shows what the residents' health and care needs are and how they are being met.

We have increased the confidentiality by asking a university student to distribute and/or complete the surveys with residents or their representatives. The feedback is then entered into the computer. Paper copies are not viewed by anyone else, and they are locked away. The overall results were compiled from the last survey, and we thought it would be good to share some highlights and some of the continuous quality improvement initiatives taking place.

We are constantly looking at how we can do things better within our resources, or how we can use our resources differently to better meet the needs of the residents and keep the staff as safe and healthy as possible. We had 67% of the

residents/their representatives choose to complete the survey and not everyone wanted to answer every question depending on their comfort level or knowledge of the question. There are 50 questions in total within 10 sections covering such topics as privacy, staff, food and meals, safety, comfort, and activities.

It is interesting when reviewing overall results (none that are individual) because as much as we promote independence and choice and it is witnessed every day, some people do not feel like they have independence or choice. This is sad and hard to figure out how to help everyone understand that for example when they sleep in until they wish to get up, or not have a bath the day they did not feel like it, not participating in activities when they do not feel like it and choosing not to eat certain food and requesting the alternate, they are exercising their independence and choice.

When we talk about respect and daily decisions, we all need to have a common understanding that when we knock on someone's door and we wait to hear their response, or very slowly open the door to ask if it OK to enter, we are demonstrating respect and supporting autonomy. I have regularly witnessed staff approach residents with this respect, and I do not know if they realize just how appreciated and quality oriented, they are being. I hope we see 100% for these types of questions in the future, however, at this point we have results of at least 50% feeling this control with another 40% with no answers.

There is another very important question that always perplexes me because I cannot imagine treating someone differently even if we do not agree on a matter. With the question of expressing without fear of consequences most responses felt this was true, however, a few people did not. I hope we also see a change in this as we move forward and discuss concerns openly and do our best to acknowledge and improve where we can.

Overall responses demonstrate Westford is a good place to live and staff do ask how the residents' needs can be met, staff are knowledgeable, they do respond quickly when residents ask for assistance and residents get the health services they need. Friendships are important and it is clear from the survey results that there are many treasured friendships at Westford.

Thank you so very much for putting your trust in the Westford Team, and/or for being a part of the Westford Team. We have had a very challenging year together and together we made it through so far. Together we will continue the journey with quality and care at its heart.

Patricia Harrington, executive director



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*“Every leaf speaks  
bliss to me, fluttering  
from the autumn  
tree.” -Emily Bronte*

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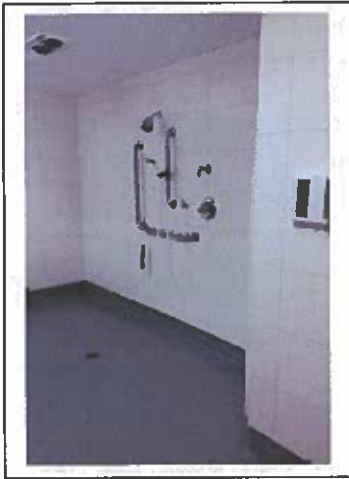
### **Nursing News:**

Even though we are still navigating our way through this pandemic, we are also entering into Influenza season.

I will be contacting each Resident’s Power of Attorney and getting Consent for the flu shot.

We are finally able to announce that the new shower room is up and running and fully functional!

Ryan MacDonald, DON



### **Special Thanks to:**

1. The Westford Volunteer Garden Committee for keeping the Serenity Garden looking lovely and inviting all season long. It has been especially appreciated this year as a place to escape the reminders of the pandemic and commune with nature.
2. Hillary Houston for donating tomato plants to our garden. Delicious!!
3. Jessica Ward and Gabby for our Pet Visit. Gabby brightens everyone’s day.
4. Becky Richard who returned as a volunteer. She was greatly missed by our Residents, and we are excited by her return.