The Year 2010 has been a Story of Joy and Triumph for the Auditorium!

Ever since the Bonnechere Manor was relocated in 1995, it was evident that an Auditorium was needed in order to provide space to bring our 180 residents, their family, friends, staff (220 employees), volunteers (over 200) and community members (entertainers, school and theatre groups) together as a group for activities and celebrations.

For the past 16 years residents, staff and families have been doing their best to make do with the limited space available. However, the lack of space has meant that when there is an event or large group occasion, participation is open only to a select few. Thus, the purpose of the Auditorium is to bring the residents of Bonnechere Manor, their families and friends together to celebrate and participate in all events. In addition, the Auditorium will accommodate other community activities, bringing together and welcoming the community as a whole into our home. The Auditorium will be used for all events including musical, theatrical and other community events all geared towards strengthening the focus of community within the Manor and the County of Renfrew. The Auditorium will also be available for other outside events including public meetings, recreation, arts and other community purposes for use by the public and community organizations.

The total cost of the project is $1.1 Million with $100,000 generously donated by the contractor, M. Sullivans & Sons. The Auditorium has been partially funded through the Investing in Ontario Act; funds which have been funnelled through the County of Renfrew and City of Pembroke. The Bonnechere Manor Foundation (BMF) has committed to raise the remaining $424,166 towards the project. The communities of the County of Renfrew have demonstrated their generosity and support in helping raise over $331,238.12 in the past eighteen months to the BMF’s Auditorium Campaign! Although there is still $92,928 to be raised, there has been enough to get the project started and ground was broken in October, 2010! We are greatly looking forward to a Grand Opening later this spring!

Watch for more news on the exciting Grand Opening festivities!
Accomplishments, celebrations and successes were all a part of Bonnecche Manor in 2010.
The highlights throughout the year are as follows:

**January**
The year commenced with Bonnecche Manor once again being successful in obtaining a three-year accreditation certificate with Accreditation Canada.

**February**
To be more accountable to residents and their families and to also provide information to the healthcare providers in identifying areas that need improvement, the Ontario Health Quality Council publicly report quality of care and resident satisfaction in Long-Term Care Homes. The Bonnecche Manor results and provincial averages are listed at the Ontario Health Quality Council website: http://www.ohqc.ca/en/ltc_prov_results.php.

**March**
The Bonnecche Manor Foundation held a Telethon on March 7th. The Telethon was well attended and supported by the community with a grand total of $77,222 being raised! Residents from the Bonnecche Manor attended the production to watch the live show and to support the Bonnecche Manor Artist’s Group who were creating art … live on TV COGECO!

**April**
In recognition of the tremendous value volunteers bring to the quality of life in our Long-Term Care Homes, Bonnecche Manor recognized this group on April 22nd, 2010 with this year’s theme being “Volunteers are a Vital Piece of our Puzzle”. Close to 200 volunteers were in attendance for the dinner. Volunteers provided over 4,900 hours to Bonnecche Manor residents in the previous year. On behalf of the residents, families and staff, thank you for your continued support, assistance and sharing of talent.

**May**
Bonnecche Manor remained outbreak free for the past six-months due in part to the continuation of the “Clean Hands, Save Lives” campaign that was launched in the previous year.

Mr. W. James Hutton, previous Development & Property Director replaced Mr. Norm Lemke as Chief Administrative Officer/Clerk for the County of Renfrew.

**June**
Bonnecche Manor participated in the pilot project of the Resident Assessment Instrument Minimum Data Set (RAI-MDS) project commencing in 2005. Bonnecche Manor’s CMI was frozen for 3 years and in 2010 Bonnecche Manor was one of forty-seven homes within the participating 217 Homes in the first five Phases of the RAI-MDS project that was successful in obtaining an increase to the CMI through the new funding classification entitled Resource Utilization Groups 34 (RUGs). Congratulations staff!

**July**
The Ontario Government proclaimed into force The Long-Term Care Homes Act (LTCHA) as of July 1st, 2010. Ongoing educational webinars and tools have been provided by the Ontario Association of Non-Profit Homes and Services for Seniors (OANHSS) and the Ministry of Health and Long-Term Care (MOHLTC).

**August**
The kiosks for the new computer system, Point of Care (POC) have been installed throughout the hallways in the resident home areas of Bonnecche Manor allowing the front line staff to record and capture electronically the care completed. Thank-you to all front line staff for their dedication and patience while learning this new innovated system.

**September**
The new Auditorium Ground Breaking Ceremony was held on September 20th, 2010. On behalf of the Bonnecche Manor Foundation Board, Residents, Families and Staff, I would like to thank everyone for their attendance at the Ground Breaking Ceremony and for their continued support of the Bonnecche Manor Foundation’s Auditorium Campaign.

County Council approved an additional corporate competency for all employees to be measured on: “Honesty and Integrity”.

Ministry of Health and Long-Term Care conducted an inspection under the Long-Term Care Homes Act, 2007 and there were no findings of Non-Compliance as a result of this inspection.

**October**
The initial step of the Auditorium project commenced October 4th, 2010 with the removal of the flower bed gardens, fence and patio stones. Construction on the Auditorium has continued ever since.

**November**
We were successful in obtaining a $24,872 grant through the New Horizons for Seniors Program with the Federal Government for a “Seniors Therapeutic Community Garden” project. This project will commence in the Spring of 2011 in an area out from the new auditorium on the South side of Bonnecche Manor. As the project’s title indicates, this will be a joint venture with our residents and the community including therapeutic walking paths and raised garden beds for easy accessibility.

**December**
I would like to welcome the following new staff members in 2010: Tami Thompson, Bobbi-Jo St. Pierre, Shelly Hall, Vanessa Giordano, Melissa Wright, continued on next page...
The Bonnechere Manor Foundation

The Auditorium Campaign has made quite the busy year for the Bonnechere Manor Foundation!

The Bonnechere Manor Foundation was formed by a group of dedicated volunteers in 2003 with the mission of promoting a caring environment and to enrich the quality of life of the 180 long-term care residents who call the Bonnechere Manor their home. The Foundation raises funds that support capital projects, state-of-the-art equipment, and other programs that provide a caring environment, but that are not funded through existing Ministry of Health and Long Term Care mechanisms.

Since the Foundation’s inception, our dream and goal has been to provide an auditorium for the residents and surrounding community of Bonnechere Manor. Over the years, numerous architectural plans had been developed and fundraisers held, however the plans were never taken to fruition. This all changed in 2009 when the new architectural plans were accepted, the County of Renfrew and City of Pembroke contributed a portion of the project’s funds from the Investing in Ontario Act, and fundraising became a full-time occupation for the Foundation!

Our list of accomplishments within the “Bonnechere Manor Centre – Auditorium Campaign is numerous, and includes the following highlights: the creation of the Auditorium Campaign Logo; brochures were designed and distributed in over 5,000 letters and at all fundraising events; an “Accumulation of Funds” was applied for and granted from Revenue Canada which allows the Foundation to be able to raise funds for a project of this magnitude; the Foundation website was designed and updated to accommodate on-line donations and information on events and sponsors: www.BonnechereManorFoundation.com; 3 billboards were created for the Campaign and are on display around the building; the Foundation was nominated as the 2009 Community Organization in May by the Renfrew & Area Chamber of Commerce; and over $330,000 has been raised for the Auditorium!

These funds were made possible through the Foundation promoting the Auditorium Campaign in over 34 fundraising events (in just 2010) and at over 74 presentations, in addition to receiving over 2,000 individual and 70 corporate donations! Event highlights include; local food show: Renfrewlicious; the Telethon; Raising the Roof BBQ ($81,811.50); Gold Parties; Summer Concerts; Raffles; the Tim Horton’s Smile Campaign ($4,404.00!); the Money Concepts and Friends Dinner Theatre ($7,000); MPP, John Yakabuski’s ‘Taking Care’ CD fundraiser; and the “Christmas Cheer Broadcast” ($20,000!).

Residents were active in supporting our many events including: a studio tour of MyFM where 12 residents made their own radio recording that has been played on-air; watching and participating in our Telethon in March; watching our summer concert fundraiser; singing at our “Christmas Cheer Broadcast.”

On September 20th, 2010 the 17 Board Directors of the Foundation were found pinching themselves at the Ground Breaking Ceremony as we couldn’t believe that the long-time dream of having an Auditorium had actually become a reality!

A HUGE thank you to all of the residents, staff, volunteers, Board Members, donors and the community who have supported this campaign – you have made such a difference in the lives of our residents and the community!

Don Goulet, Chair

Administrator’s Report continued...

Angel Schwerdtfeger, Nicole Best, Ni Ni, Jenny McLaughlin, Christa Leal, Tiffany Russell, Leitha Harris, Kacey Dick, Susan Fraser, Shelley Dick, Jennifer Clark, Stephanie Kuehl, Natasha Riopelle, Mandie Jessup, Rebecca Wolfgram, Marianne McLellan, Scott Johnson, Kendal Eady, and Deborah Smith.

Mr. Robert Sweet, Mayor of the Town of Petawawa was once again appointed Warden for the County of Renfrew. Introducing the 2011 Health Committee Members: Mayor Janice Visneski, Chair, Reeve Tammy Stewart, Vice-Chair, Warden Robert Sweet, Mayor David Shulist, Mayor Dick Rabishaw, Mayor Jennifer Murphy, Mayor Mary Campbell, City of Pembroke Councillors, Mr. Terry O’Neill and Mr. Gary Severin.

At this time I would like to express my appreciation to the staff and management team for their continued dedication to the residents and families of Bonnechere Manor. The listed successes were accomplished because we support and assist each other in making the ‘Manor’ home for our 180 residents. Thank you!
Residents of Bonnechere Manor had a great year of activities in 2010!

At the Activities Department, we strive to provide an active and stimulating environment with the focus on mental, social and emotional health. As such, over 2,400 activities are run and coordinated by our staff each year with the following highlights in 2010:

The “Red Hat Groupies” gathered monthly to chat, and share some laughs. Keith Eady entertained the ladies numerous times.

Birthday celebrations were held every second month throughout the year. Birthday cakes and sandwiches were donated by the ladies church groups as well as the Bonnechere Manor Ladies Auxiliary.

Holy Name Society sponsored three special bingos in January, February and March and residents enjoyed home baking.

The Bonnechere Manor Artists’ Group enjoyed showing off their talents at the Bonnechere Manor Foundation’s Telethon in March.

Douglas Tavern hosted a St. Patrick’s Day party with residents enjoying the live music as well as sandwiches and company from the Day Programs.

The summer months were very busy. Country favorites and Community Living entertained the residents with BBQ’s, Western Days & a Corn Roast with special guests Rob Warren and Keith Eady.

12 residents took a field trip to the MyFM radio station where they had the opportunity to make recordings for the Auditorium Campaign. These have been played on-air at various times over the year.

Residents enjoyed the outdoors with songs in the gardens and numerous walks to Tim Horton’s. McGregor’s Produce donated strawberries for a Strawberry Social and corn for a corn roast.

Seniors month was a busy month this past year and residents participated in numerous outings to Renfrew Victoria Hospital, Groves Park and Quail Creek.

Brad Bennett came in as a guest speaker to discuss the Olympics as he was a torch bearer in Renfrew.

A special project this year was a “Barn Craft” where numerous residents participated in painting & putting wood together. It is now displayed in the HM1 South lounge area.

Residents partook in intergenerational programming: students from Central Public School (CPS) came to paint with residents, carve pumpkins and do crafts. Residents also went out to watch the CSP Christmas Concert.

Resident Peter Adamchick received his “65 Year Medal” through veteran affairs in November and residents went to the cenotaph for Remembrance Day service in the community.

The Activities Department received many donations from the Auxiliary for bowling, Toonie Tuesdays (Kentucky Fried Chicken) Domino's Pizza, Tim Horton's and Christmas shopping.

Residents had numerous "Special" bingo donations from Sport Renfrew as well as a Fishing Trip.

Bonnechere Manor Choir sang many times over the year to the community and to residents in the home. They also created a new CD. The choir enjoyed going to Heritage Radio during the Bonnechere Manor Foundation’s “Christmas Cheer Broadcast” to sing songs they had practiced for many months.

Thank you to all volunteers for your hard work throughout the year!
The Day Program has been quite busy in the year 2010!

Wheelchair square dancing which was started in June 2009 is still going strong. Under the guidance of Jim Ferguson we have learned 5 dances. We have terrific volunteers who come in twice a month to practice. We have performed at Calabogie Day Program, at the Manor Christmas concert, during Western Day and at Quail Creek.

Bowling has proceeded well with a number of excellent bowlers. Everyone has had a wonderful time. Clients in wheelchairs have access to bowl with the use of a ramp. After our bowling we have had delicious lunches of pizza from Dominos.

Celebrating the Olympic Games, we had an Olympic Torch walk with Brad Bennett throughout the building. This was an incredible experience to be able to touch and hold the torch!

Ted Richardson from Cobden had travelled to Guatemala and showed us slides from his trip. They built a home for a family and provided furniture for a school. We felt we where there with him through these slides and the presentation.

Our St. Patrick’s Day party was celebrated with Beachburg Day Program and Bonnechere Manor residents at the Douglas Hotel. Music was provided by Mac McCallum and friends. The McHales provided entertainment for us with step dancers and fiddler from the St. McHales School in Douglas. We are so pleased to have such support from the McHales as we have been there for the past 6 years.

In April we travelled to Wheelers Pancake House. The weather was warm and sunny. We watched them make maple syrup and toured the museum. We had an enormous lunch of Pancakes and sausage and fresh maple syrup.

We travelled to Barnets Cottage twice this year. Once with the Manor and Eganville Day program. We had music and games and a wonderful lunch. Calabogie Day program invited Eganville and Renfrew back to Barnets for pizza and a auction hosted by Bob Dillabough.

In July we where off to Huglis Berry Farm with Eganville Day program. We had a trip on the wagon through the berry patch. We picked enough blueberries to make some delicious pies. We also went to Natural Waters in Round Lake. We caught trout and had a picnic lunch with Eganville day program. We had a fish fry in the day program. Which was enjoyed by all clients.

For 10 years we have been invited to O’Brien’s Cottage on Lake Clear. Weather permitting O’Brien’s took us on a platoon boat ride. We had a barbecue lunch with Eganville Day Program. We had a volleyball game and of course the weather was beautiful. A big thank you to the O’Brien Family.

In the fall, we visited Suander’s Farm. We enjoyed walking through the mazes and had a picnic lunch with the Eganville Day Program.

We have walked in nice weather to Tim Horton’s for coffee and have had lunches at Shanloon Restaurant. The staff and volunteers have made special meals for Christmas, Easter and Thanksgiving. Parties such as a Beach Party, May Day and Barbecues with other outreach Day Programs.

Throughout the year we have had wonderful volunteers coming in to play music: Angie Towell with Alec Taylor, Donna Lea Gilbert, Keith Eady with Rob Warren, Guy Jamieson, Vince Pallen and Family, Mac McCallum and Friends, Frank Campbell with Sharon Delaire and Community Living.

Thank you to everyone for making this year so special!
The Bonnechere Manor Family Council

The Bonnechere Manor Family Council is all about families helping families and supporting each other. It is composed of family members and friends of residents at the Manor.

The Family Council gives families a voice in the decisions that affect their loved ones. Family members are informed and educated by coming to council meetings. The council as a group advocates for residents and families at the Manor, in the community and at the provincial and federal levels. It is a priority for the Family Council to always work in harmony with Bonnechere Manor administration and to enhance the facility by providing positive suggestions.

Reviewing our year, it has been a very productive one for the Family Council. Last January Shayne Hoelke, Administrator of the Manor, came to the meeting and informed the council of two new policies that were going to be implemented: ‘Ergonomic Design and Placement of Furniture in residents’ rooms’ and a policy for ‘Power Mobility Devices’. Joan Hughes, a resident care coordinator at the Manor, gave us a summary of the accreditation report that the Bonnechere Manor had just received.

At the March meeting both Shayne Hoelke and Vi Rossy, Director of Care at the Manor, came to the meeting to address concerns that the Family Council had. In April Donna Crogie came to demonstrate proper hand washing and to inform us of procedures that were in place in the Manor for flu prevention. In October Tracy Liebig from the Alzheimer’s Society came to speak on Adjusting to Dementia in a Long Term Care Home.

All Family Council Meetings are open to family members and friends of Manor residents. The meetings are held the 4th Tues. of each month at 7:00 PM in the Bonnechere Manor chapel. Please note: no meetings are held in July, August or December. Meetings with guest speakers are always promoted in the Bonnechere Manor monthly mail out.

For more information please contact Ella Box 613-432-6049 or Barb Bristow 613-432-6147.

Palliative Care

The new Volunteer Palliative Care Coordinator is RN Tracy Cousins, who has worked part time at the Manor since 2008. She accepted the role after long term RN Joanne Reasbeck retired in September.

Some of the work of the Committee Members was to develop a Palliative Care survey to send out to families for feedback on the services provided. The goal is to improve services and provide consistent care to the dying and their families. The survey will be sent out with a letter of condolence from Bonnechere Manor.

A new snack cart was purchased to better serve the families who are attending to their loved ones.

Annemarie Neff, President of the Ladies Auxiliary, volunteered many hours to sew a ‘Dignity Quilt”. The Dignity Quilt will provide a covering for the deceased while departing the Home. Annemarie not only volunteered her time, but provided the material for making the quilt. We are very honored that she has sewn a wonderful quilt that will be used for many years to come.

Food Services

Food Services is a department that is very stable and does not experience a lot of changes.

News for 2010 is that we did not have any unmet standards from the Ministry of Health and Long Term Care or the Renfrew County Health Unit.

We once again had the Christmas Dinners for the Residents Family Members on December 2nd and 3rd 2010. These dinners were very well received by the guests.

We also provided a Formal Appreciation Dinner for all our Volunteers on April 22nd, 2010 the dinner was very well received.

We provide over 200,000 meals and 200,00 snacks is one year!

Thanks to all the Food Services Staff for making Bonnechere Manor a great place to live. We are looking forward to the new Auditorium for more functions to be served in 2011.
From the Nursing Department

In 2010, a significant number of changes occurred to improve the quality of life for our residents:

A concentrated effort was put forth to promote Best Practices of the Registered Nursing Association of Ontario and the Ministry of Health for Long Term Care. Areas that the nursing leadership concentrated on were specific to improving positive outcomes in:

- Falls Reduction; Continence and Prompted Voiding; Constipation; Oral Care; and Least Restraint.

The groundwork for these programs has been established but we continue to educate new staff and monitor the progress to date. More work was done on educating the staff around ‘Pleasurable Dining’ a ‘Gentle Persuasive Approach’ to behaviours and ‘Respect in the Workplace’. These programs are now part of the mandatory education and orientation of new staff.

Our education programs are expanding with the introduction of the “Residents First” project. All resident home areas will be part of this exciting change in how we do business. The LEAN project, part of the Ontario Quality Health Council and Residents First Program, basically finds ways to improve the efficiency of workflow. Joan Hughes RCC, is our Improvement Facilitator. She led a multidisciplinary nursing team through this exercise. This means that with staff input processes, improvements are made and waste is eliminated.

Wasting time is the biggest culprit in impeding efficiency. A template for each unit was developed and this assisted staff in finding equipment such as linen, and other tools to perform their job consistently. The LEAN project for Bonnechere Manor focused on getting the residents to the dining room for breakfast on time. Many barriers to this goal were eliminated when the trial was performed on HM1 North and Pinnacle North. Staff members adjusted well, and were excited about how successful this project improved their workday.

The residents benefited from the teamwork the staff engaged in, and the overall results were very positive. The next steps are to introduce the LEAN methodology to the other units in the next 2 months.

The new Long Term Care Home Act 2007 came into effect on July 1st, 2010. It is a comprehensive document with many legislative changes that affect all departments within the Home. The Nursing Department is working towards providing education in 2011 to both residents and staff about the many changes. With the introduction of the new changes within the act, compliance with the Performance Branch of the Ministry of Health and Long Term Care (MOHLTC) has evolved into a new approach and direction. Bonnechere Manor did not have an annual compliance review in 2010, but did have 2 visits with no unmet standards. This is the fourth consecutive year in a row that the Nursing Department has been successful in obtaining no unmet standards. This is the fourth consecutive year in a row that the Nursing Department has been successful in obtaining no unmet standards under the criteria set out by the MOHLTC.

A revision of staff schedules, was done by Donna Crogie, RCC and the staffing clerk, Gail Riopelle to provide a more consistent resident assignment. The goal is to reduce the number of staff looking after a resident on a weekly basis. It is promoted as a measure of ‘Quality of life’ for the resident, by the MOHLTC.

A three year Accreditation award was finalized in 2010. We are working on Accreditation for 2012 and will be meeting in 2011 to prepare ourselves to be successful once again.

The Nursing Department, with the assistance of Information Technology and the Environmental Services Departments, installed computers in each resident home area in the hallways. The program is called Point of Care (POC). It allows the front line workers to document as care is being delivered. POC captures the most accurate account of care and also gives the staff access to the resident’s care plan in the area where they are working. POC allows the staff to have more contact with the residents and eliminates time spent documenting by long-hand in a staff room far from where the resident’s rooms are located.

The project and training were led by RAI Coordinator Simonne Kemp, RN and back up RAI Coordinator Patty Bridges, RN. They trained all of the Nursing Department staff and revised and individualized 177 care plans. This work took 2 months to complete, and reports are that it has been very successful to date.

Bonnechere Manor introduced a “Culture of Safety” for our residents and staff. A “Clean Hands Saves Lives” blitz was started in 2009 and continued in 2010 with the Manor having 6 months of outbreak free status in part due to this campaign. A “Violence Prevention Policy” was developed, and education provided to all staff. In addition, 2 other new policies were written, “Power Mobility Devices” and “Fragrance Free Policy” recognizing the issues with environmental hazards and resident/staff allergies.

2010 was extremely busy! I would like to commend the staff and managers for their commitment to improving the quality of resident care enabling Bonnechere Manor to continue as a model Long Term Care Home in Ontario.

We are a people centered Home dedicated to maintaining our “Excellence of Care” tradition in a safe and progressive community.
The Bonneckere Manor Auxiliary was chartered 34 years ago for the purpose of assisting with the provision of additional benefits for the residents of the Bonneckere Manor. Each year it has faithfully worked at meeting this goal, through a variety of planned activities and fundraisers. The year 2010 was no exception for the 26 ladies who form this group!

Residents thoroughly enjoyed breaks from their regular routines when Auxiliary members baked tasty treats and served them at coffee parties and on special days such as Mothers’ Day, Fathers’ Day and Valentines’ Day. The Auxiliary’s annual appearance at the Residents’ Christmas Concert once again proved to be a big hit! The Auxiliary Tuck Shop, located in the Great Hall, continued to be a “happening” place where residents could, each weekday in the year, stop for a chat, and purchase snacks or gifts at unbeatable prices! Every new resident to the Manor also received a special welcome visit from Auxiliary representatives. In addition, being a “happening” place where residents could, each weekday in the year, stop for a chat, and purchase snacks or gifts at unbeatable prices! Every new resident to the Manor also received a special welcome visit from Auxiliary representatives. In addition, sewing projects and resident birthday parties continued to be coordinated by Auxiliary members.

Auxiliary fundraisers such as its annual Fall Bridge Tournament, its Christmas and Spring Craft and Bake Sales, and its Gold Party, generated significant sums of money which was all turned back to the Manor for the benefits of its residents. For example, these donations were used to assist the Activities Department in providing bowling, Kentucky Fried Chicken and pizza meals, trips to Tim Hortons’, and of course, purchased special gifts for all the residents from Santa.

In addition to all of these programs, the Auxiliary was proud to be able to donate $10,000 to the Bonneckere Manor Foundation towards the building of the new Auditorium.

Though all of this takes a great deal of time and dedication, Auxiliary members feel it is very worthwhile when they see the smiling faces of the residents and how much these additional supports mean to them!

Annemarie Neff, President

**Animal Metaphors**

Can you complete these old sayings with the names of the missing animals?

As busy as a ______

As quick as a ______

as hungry as a ______

As stubborn as a _____

As free as a ______

**Answers:**


**Find these words from the newsletter!**

- Bonneckere Manor
- Family
- Friends
- Volunteers
- Celebration
- Day Program
- Activities
- Auditorium
- Campaign

**For questions, comments or ideas for the **MANOR **BANNER** please contact Robyn Arseneau, Community Relations Coordinator at: rarseneau@countyofrenfrew.on.ca or 613-432-4873 ext. 1253