



Caregiver

THE NEWSLETTER OF DRAKE MEDOX COMMUNITY HEALTH WORKERS

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March 2008

Happy Easter from all of us at Drake Medox

Easter, Pascha, or Resurrection Day, is the most important religious feast in the Christian liturgical year. It celebrates the resurrection of Jesus, which Christians believe occurred on the third day after his crucifixion sometime in the period AD 27 to 33. Many pagan elements have become part of the celebration, and those aspects are often celebrated by many Christians and non-Christians alike.

Easter also refers to the season of the church year called Eastertide or the Easter Season. Traditionally the Easter Season lasted for the forty days from Easter Day until Ascension Day but now officially lasts for the fifty days until Pentecost. The first week of the Easter Season is known as Easter Week or the Octave of Easter.

Easter is termed a movable Christian holy day because it is not fixed in relation to the civil calendar. Easter falls at some point between late March and late April each year (early April to early May in Eastern Christianity), following the cycle of the moon.

Easter is linked to the Jewish Passover not only for much of its symbolism but also for its position in the calendar. The Last Supper shared by Jesus and his disciples before his crucifixion is generally thought of as a Passover meal, based on the chronology in the Gospels. Some, however, interpreting "Passover" in John 18:28 as a single meal and not a seven-day festival, interpret the Gospel of John as differing from the Synoptic Gospels by placing Christ's death at the time of the slaughter of the Passover lambs, which would put the Last Supper slightly before Passover, on 14 Nisan of the Bible's Hebrew calendar. According to the Catholic Encyclopedia, "In fact, the Jewish feast was taken over into the Christian Easter celebration."

Things to do around Easter time:

8th Annual Easter Scavenger Hunt

The entire family will enjoy scavenging for eggs during this fun annual event.

Date: 3/23/2008, Time: 10:00 a.m. - 4:00 p.m.

Ages: All ages

Both Indoor and Outdoor

Adults: \$10.00. Family of Five: \$32.00.

Location: West Coast Railway Heritage Park

39645 Government Road, Squamish, BC

604-898-9336

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Message from Stella..

Some of you might have received two Pension Statements for 2007, please use the second one as the first one was a mistake.

If you haven't received a statement please inform Stella.

Client Centered Care

Client Centered Care is ***“Providing care that is respectful of and responsive to individual patient preferences, needs and values, ensuring that patient values guide the implementation of home care services.”***

How can you as CHW’s provide Client Centered Care?

1. Do you arrive on time at your client’s home, and is it the time they expect you to arrive?
2. Do you call your client if you are going to be late?
3. Do you call the client in advance (at least the day before) if you are new to the client, to introduce yourself to prepare them for your arrival?
4. Do you greet your client in a friendly, courteous manner when you arrive at your client’s home? Do you also greet the family?
5. Do you let your client know you are there for HIM/HER and that you are glad to be there to help them with their Activities Of Daily Living?
6. Do you review the care plan to see what duties are authorized and discuss with the client in what order they would like these tasks completed?
7. Do you ask the client what products they prefer you to use when you provide them with personal care?
8. Do you ask the client what temperature they would like their bath water?
9. Do you ask the client what they would like

to wear that day?

10. Do you consult with the client on how they would like their laundry done?
11. Do you ask the client if they would like music on when you are there?
12. Do you involve the client in decisions? For example, do you ask the client if you can open a window or turn up/down the heat when you find the conditions in the home difficult or do you just do as you please?
13. Do you communicate with the client when you are present in the home completing your tasks? Do you draw the client into conversation with you or do you just get done what you need to do and leave?
14. Do you ask the client what they would like to eat/drink that day, taking into consideration any diet restrictions they may have?
15. Do you consider the needs of the client when you are arranging your schedule with your Scheduler?
16. Do you report your concerns about your client’s changing behavior, physical condition, appearance, health status to your scheduler for proper follow-up?
17. Do you document information about the client in the Log Book, for use by other members of the client’s Care Team?
18. Do you focus your attention on the client at all times while you are in the home? (You can do this even while performing other tasks simply by checking on the client periodically as you go about your tasks).

Nurses Corner

Courses

Drake Medox is pleased to offer the following education opportunities:

| Date | Time | Course |
|---|--------------|--|
| March 4 th and 11 th | 5-7pm | Dementia Care |
| March 5 th and 12 th | 10am- 3pm | Palliative Care - Basic |
| March 30 th South Health Unit – Knight Street | 10am- 2pm | Communicating for Respectful Relationships |
| March 25 th Caring and Learning | 1-4pm | Pain Assessment and Palliative Care |
| April 21 st Caring and Learning | 1-4pm | Responding to Verbal and Physical Aggression |

Please register at as soon as possible to secure your seat and remember to change your schedule.

Please call Sian to register for the session.

Palliative and Dementia Care Clients

It is now an expectation of Vancouver Coastal Health that all CHW's assigned to clients identified as requiring Palliative or Dementia Care have completed specialized training in Palliative or Dementia care **PRIOR TO** being assigned the shift. If you have not participated in the supplemental educational training provided by Drake Medox on Palliative or Dementia Care then you should **NOT BE** accepting clients from your Schedulers that have a Palliative or Dementia diagnosis. It is **YOUR RESPONSIBILITY** to advise your Scheduler that you have not been trained or taken the Drake Medox training and **CANNOT** accept the shift you are being offered. If you are pressured to take this assignment please advise either Susan Gooding or Barbara Fry immediately.

CONJUNCTIVITIS (PINK EYE)

If any of the following pertains to you please contact the office ASAP.

This is an infection of the outer most layer of the eye. The three most common types of conjunctivitis are viral, allergic and bacterial. Each requires different treatments. Signs and symptoms:

- 1. Allergic:** Usually affects both eyes, itchy, tearing with swollen lids
Treatment: Cool compresses, and artificial tears and possibly antihistamines
- 2. Viral:** Watery discharge, irritation, red eye, infection usually begins with one eye, but may spread easily to the fellow eye
Treatment: The same as allergic, possibly the use of topical steroid drops to reduce the discomfort from inflammation
- 3. Bacterial:** Stringy, mucous discharge that may cause lids to stick together, especially after sleeping, swelling, redness, tearing, gritty/sandy feeling in eyes, usually affects one eye but may spread easily to the fellow eye
Treatment: Usually antibiotic eye drops or ointments that cover a broad range of bacteria

PREVENTION

- Don't touch your eyes with your hands
- Wash your hands thoroughly and frequently
- Change your towel and washcloth daily, and do not share them with others
- Change your pillowcase often
- Discard eye cosmetics, particularly mascara after 3 months
- Avoid Shaking hands
- Do not reuse handkerchiefs (using a tissue is best)
- DISINFECT SURFACES SUCH AS DOORKNOBS AND COUNTERS WITH DILUTED BLEACH SOLUTION

TIPS FOR IMPROVING YOUR PROFESSIONALISM

The Vancouver Coastal Health (VCH) carries out on-going Client and Clinician Satisfaction Surveys. Clients are those receiving service from Drake Medox CHW's, and Clinicians are the various professional staff who make up the other part of the client's Care Team. You may be familiar with some of them, whom you have met at your clients' homes, e.g., RN's, Occupational Therapists, or Physiotherapists.

The Satisfaction Surveys provide valuable information in terms of how the Clients and Clinicians perceive of our service, and our staff, both in the field and in the office. Whereas our goal as an organization is to maintain a high level of Client and Clinician satisfaction through excellent care, it has come to our attention, through the VCH's surveys, that

OUR LEVEL OF PROFESSIONALISM NEEDS SOME IMPROVEMENT

Here are some of the ways in which we can improve our professionalism:

1. All interactions with Clinicians should be kept to the facts, communicated clearly, and in a respectful manner both to the Clinician and in consideration of the Client. Your information is important and helpful to the Clinicians, as well as the Schedulers.
2. CONFIDENTIALITY – we cannot emphasize enough the importance of clients' right to privacy. **Please do not discuss clients with other caregivers or other clients.** You run the risk of being sued if you are overheard in a public place or in another client's home.
3. BE RESPECTFUL when addressing your clients and co-workers, including your Scheduler. It is VERY inappropriate to yell at or argue with your co-workers. In addition, arguing with clients cannot and will not be tolerated.

Goodbyes and Welcomes

Our Clinical Nurse Leader, Bal will be leaving Drake Medox to fill a position with Richmond Health Services as an Educator. We wish her luck in her new position and are sad to see her leave. Bal's last day will be 7th March.

Taking Bal's position will be Trudy Whitten. Many of you might already know her as one of our current College RCA Instructors. Make sure you welcome her and introduce yourselves to her.

While we are welcoming people into the office, we welcome Heather Parker. Heather is our other College RCA Instructor. She has moved from Vancouver Island to be with the Drake Medox College.

Reminders

Stat Holidays: 21st (Easter Friday) and 24th (Easter Monday) March, please remember to inform all your clients that don't get 7 day service that they will not be getting service on the Stat Holiday. Please reschedule these visits for your client to another day where possible and advise your scheduler so they can make change to the computer. If you would like the stat holiday off please inform your scheduler at least 2 weeks before hand.

Daylight saving Sunday 9th March – remember to put you clocks forward one hour, so we lose an hour.

Happy Birthday to:

Perlita B, Marina C, Loretta C, Sosina D, Leticia F, Laarni I, Chi Sang L, Sandra O, Elizabeth P, Bhimla P, Catherine R, Daisy R, Helen W, Ronald Y, May Z

Well Done CHW's

The Nurses from the South Health Unit would like to thank all the CHW's for their reporting/documentation in the Client Guides. Keep up the good work.