

Client Satisfaction Survey

We would like to thank all who took the time to complete our recent client satisfaction survey. We have reviewed all results, and we are very pleased overall. Your recommendations will be used to improve in areas you feel is not yet proficient. We encourage you to speak up if something is not right. We want to get it right. Remember, changes take time and don't happen overnight but be assured we are working on it. The main concerns listed were:

1. Replacement workers – We have a new reward program to help with recruitment and retention
2. Returned calls in timely manner – All phone calls should be returned same day, please let us know if this isn't happening for you on a regular basis. Sometimes it could be valid.

Your concerns have not fallen on deaf ears, we are listening 😊 Eloise, Client Care Manager

Workforce Survey

Our annual workforce survey for our employees have also been completed and we are thrilled to see that our workforce feel we have made positive changes to address their concerns. Areas of concern were:

1. Feeling overworked and consider leaving their position – We now have a reward program to address recruitment and retention.
2. Feel as though they can't make improvements, and suggestions are not always considered – We have an "Open Door Policy" and encourage everyone to voice their concerns, every voice matters. We want all workers feeling valued 😊 Maxine HR Specialist



Angela Templeman



We are excited to welcome two new Coordinators to our team! Angela Templeman – Bonavista and Area, and Amanda Phillips – Lethbridge and Area.

We are thrilled to have these ladies and look forward to the experience, compassion and support they will bring to our clients and employees!



Amanda Phillips

Employee Spotlight: Kayla Donovan, HR Assistant

This month, we're proud to shine the spotlight on Kayla Donovan!

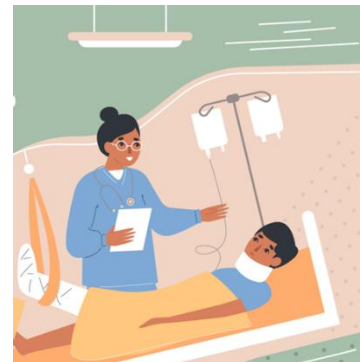
Kayla joined our team in 2021 and has been a valued part of our organization ever since. While working with us, she was also dedicated to her education, balancing her responsibilities with determination and focus. Kayla recently achieved a major milestone by earning her Business Degree at MUN, and we couldn't be more proud of her accomplishment. We're excited to share that Kayla is now stepping into a full-time role as our AlayaCare Advisor, where her skills, knowledge, and commitment will continue to strengthen our team. Outside of work, Kayla enjoys everything winter has to offer, especially time on her skidoo. She is also actively involved in her community as a coach for the U9 Minor Hockey in Bonavista. She loves spending time with her two dogs, Charlie and Lily, and cherishes every moment with her nieces, Emberly and Emelia. Congratulations, Kayla! Your hard work and dedication truly inspire us, and we're so happy to have you as part of our team.



Safety

Importance of Accurate Reporting of Wound Care

Accurate and timely reporting is essential to maintaining safe, high-quality care for our clients. All home support workers are reminded of the importance of reporting on signs of skin breakdown, wounds, infections, or concerns related to catheter care, feeding tubes, incontinence, ostomy care, etc. This must be documented as an incident if there is any breakdown of surrounding skin. Early reporting allows us to respond proactively, implement appropriate interventions, and prevent further complications. If you have any questions or concerns regarding this, please contact us.



Would You Know What to do in an Emergency?

Emergencies can happen at any time and may include situations such as fires, severe storms, illness outbreaks, pandemics, flooding, or even wildfires. When something unexpected occurs, would you feel prepared to respond safely and effectively?

At Total Care, we are here to support you. We have processes in place to assist employees and clients in any emergency. If you require help, please contact our office at any time of the day. No matter who you speak with, our team will guide you using our Emergency Preparedness Plan to ensure you receive the appropriate support and direction.

We encourage employees and clients to take a few moments to review the 72-hour Emergency Plan located in the blue binders in your home. It is also important to familiarize yourself with the Fire Escape Plan in your home.

For assistance, please contact:

- Daytime: 709 466-5505
- After Hours Emergency Line: 709 427-7035



Being informed and prepared helps keep everyone safe.

Hand Hygiene

At the end of April, our Hand Hygiene was at 58% for educational compliance for employees. This was down from last audit due to it being a new year and all workers must redo this course annually. Our reports throughout the year should show continuous improvement. We owe it to you, our clients, to ensure your workers have clean hands. If you have any questions or concerns please contact the office @466-5505.

Low-level Disinfecting – Mechanical Lift

To be delegated by our agency registered nurse before doing so:

- Ensure we help prevent the spread of infection; Total Care requires that workers:
- Clean their hands by following the “5 Moments of Hand Hygiene”
- Apply gloves
- Clean mechanical lift with Acel wipe daily
- Before and after each use
- Clean weekly with mild soap and water, then use Acel wipe
- Sling is to be cleaned weekly or when visibly soiled with a mild laundry detergent and do not exceed water temperature of 82 degrees Celsius
- Do not use bleach or dry clean, hang to dry

Client Activity



In March, we were delighted to host St. Patrick's Day client activities at our Clarendville and Bonavista offices. The day was filled with music, games, prizes and plenty of laughter. It was wonderful to see so many smiling faces as clients came together to celebrate and enjoy the festivities. Events like these are a great reminder of the importance of connection, fun and community. A fantastic time was had by all!



TOTAL CARE – IN THE COMMUNITY

We are proud to support Epilepsy Awareness in our communities through a recent donation. The cheque was presented to Jillian Russell, who we have partnered with for over 3 years, and she will forward the contribution to the Epilepsy Foundation of Newfoundland and Labrador. At Total Care, giving back is an important part of who we are. We are honored to contribute to an organization that provides education, advocacy, and the support to individuals and families living with epilepsy who we provide care to across our province.



Breakfast Programs - Schools

We are proud to support the well-being of students in our communities through a recent initiative across the Clarendville and Bonavista areas. This year, Total Care made donations to 12 schools within our catchment area in support of their School Breakfast Programs. We recognize the important role these programs play in ensuring students start their day nourished and ready to learn. Supporting local schools and investing in the health of our youth is one of the many ways we continued to give back to the communities we serve.



Phyllis Recipe Box – Hot Crab Dip

- 1 – 8oz pkg of softened cream cheese
- 4 Tbsp. milk
- 1 – 6.5 oz can crab meat
- 2 Tbsp onion, finely chopped
- ½ Tsp horseradish sauce
- ½ Tsp Worcestershire sauce
- Salt and pepper to taste



Combine all above ingredients.
Bake in an oven-safe dish at 375 for 15-30 minutes.
Serve hot with bagels or corn chips.
It's delicious cold too!



Enjoy!

Riddle Corner

- I am a bow that can't be tied. What am I?
- I fall in spring and help flowers grow. What am I?
- What kind of garden does a baker have in spring?



A Rainbow, Rain, Flour Garden

SeniorsNL

RESOURCES • INFORMATION • CONNECTION

If you are over the age of 50 and need...

- Help Finding Community Events
- Support with Filling Out Forms
- Assistance with Housing or Food Needs
- Transportation Assistance
- Connection to Volunteer Groups
- Access to Wellness Programs
- Introduction to Community Recreation

A Link Worker can help!!

Contact Julie: 709-631-0478

Julie.saunders@nlhealthservices.ca



NL Health Services

Keep an eye out for our Spring/Summer activity booklets being given out by your coordinator in the coming months.