



# TOTAL CARE EMPLOYEE NEWSLETTER

May – June 2025

BEING AN INFORMED EMPLOYEE CREATES A PREPARED EMPLOYEE

Issue #1

WE ARE EXCITED TO BRING YOU THE VERY FIRST ISSUE OF OUR EMPLOYEE NEWSLETTER – CREATED JUST FOR YOU, THE DEDICATED TEAM BEHIND THE TOTAL CARE HOME SUPPORT SERVICES. THESE NEWSLETTERS ARE ABOUT KEEPING YOU IN THE LOOP, CELEBRATING THE GREAT WORK YOU DO AND SHARING TIPS TO HELP US ALL STAY SAFE AND PROVIDE THE BEST PROACTIVE APPROACH TO ENSURE QUALITY PERSON-CENTERED CARE.



AS PART OF OUR ACCREDITATION QUALITY IMPROVEMENT APPROACH, OUR ACCREDITATION CO-ORDINATOR, MAXINE AVERY, HAD A REMARKABLE IDEA TO BEGIN ALL MEETINGS WITH A POSITIVE THOUGHT FROM ALL IN ATTENDANCE. THIS POSITIVE APPROACH CAN CHANGE THE OUTCOME OF YOUR ENTIRE DAY. WHY NOT ADOPT THIS BEFORE YOU START YOUR WORK DAY?



COME JOIN US FOR A STAFF  
APPRECIATION BBQ

12 COISH PLACE

SUNDAY, AUGUST 17<sup>TH</sup>

12PM – 5PM

## EMPLOYEE OF THE MONTH



JANUARY  
SHEILA CADIEUX



FEBRUARY  
KIM TUCKER



MARCH  
STEPHANIE ASH



APRIL  
SUZETTE SNOW

**Our Mission:** "...to provide "hands on" care to the elderly, convalescent and disabled clients by encouraging, supporting and assisting these clients to achieve and maintain a state of well-being in their own environment".



## Accreditation Workforce Survey

As part of our ongoing commitment to excellence and continuous improvement, we recently conducted a workforce survey to gather input from staff across the organization. This survey focused on key areas including job satisfaction, overall employee satisfaction, and how you, the employee, feel the organization does in our efforts of providing a safe and high-quality work environment for all.

It was designed to collect feedback to identify areas of strength as well as areas that need improvement, so we can provide a quality improvement plan that focuses on success and a better work life balance for all.

Our strengths and weaknesses were:

### Top 5 Strengths

1. Workers feel they know what is expected of them
2. The Company treats our clients with respect and dignity
3. At work, employees feel comfortable being themselves
4. After a serious incident, the company tries to prevent the same mistake again
5. Employees feel they have the materials, supplies and equipment they need to do their job.



### Top 5 Opportunities to improve upon are:

1. Making employees feel that they can make recommendations on how to do their work better
2. Consider the employees' suggestions for helping improve the workplace they work in
3. Letting the employee decide what works best to perform their duties
4. Employees think often about leaving the job they are in
5. Employees feel that if they make a mistake, it will be held against them.

The organization would like to thank you for taking the time to complete the surveys and are very grateful for all of your feedback. We want to ensure a work environment that provides safety, job satisfaction, inclusion and work-life balance for all.

Some of the improvements that we are adopting to help create a positive employee experience:

1. Caribous Rewards Program including recognition points as well as new employee referrals
2. Offer a "Open Door Policy" and create a "Just Culture" environment
3. Employee events for staff and families
4. Adopt new initiatives to continuously provide safety in the workplace
5. Increased continuous educational opportunities

Thank you to those of you who participated in the Workforce Survey. In order to provide quality improvement to all, we need feedback from you, our workers, on what we are getting right and what we can improve on. We agreed that if the participation was 80% or greater, we would draw for 2 \$150 gift cards. Participation in this survey was 56.7%. Management decided to draw a \$100 gift card to show we do appreciate those of you who did take the time to complete the survey. The winner was Susan Peddle. Congratulations Susan!

## "DO NOT USE"

Accreditation Canada and other authoritative sources in healthcare have adopted a "Do Not Use List" which includes specific abbreviations, symbols and dose designations that can significantly contribute to serious and potentially fatal incidents involving clients. At Total Care, we have developed our own version of this list for internal use. This will be mandatory in medication records as well as all client documentation. This list will be made available in all client charts. Please ensure you familiarize yourself with it.



## Hand Hygiene and PPE Word Search



FACE SHIELD  
BODY FLUIDS  
HAND HYGIENE  
FIFTEEN SECONDS  
DONNING  
PREVENTION  
GLOVES  
HAND SANITIZER  
FIVE MOMENTS  
SOAP  
HOVER LIFT  
DOFFING  
MASK  
NO JEWELRY  
GOWN  
PPE  
EXPOSURE  
GERMS

### The Hand Washing Song

I don't know but I've been told  
A bathroom's full of germs and mold!  
Wash our--  
Ha-ands!  
Rub them. Scrub them.  
Rub them. Scrub them.  
USE SOAP!!



Sung in the Style of "Military Cadence"  
All rights reserved. www.filesfolderheaven.com

Why is sharing knowledge about hand hygiene still so important?

Because hand hygiene helps save lives – yours, a loved one's or those most vulnerable in society.



We are excited to announce a special project here at Total Care! We are putting together a community cookbook featuring traditional Newfoundland recipes that bring comfort, joy and a real taste of home.

We are looking for some of your favorite, tried and true, recipes. If you have something to share, please email or drop of at the office!



### How Do I Communicate with Total Care?

#### CALL US:

- Call or email the office and speak with your Client Care Coordinator for client and scheduling related questions
- Call the office or email Heather in HR with questions/concerns with payroll

**MEET US:** Call us to arrange a meeting in person.

#### COMPLETE SATISFACTION SURVEYS

**COMPLETE COMPLIMENTS/COMPLAINTS FORM:** Look for these in your Blue Binder, fill one out and send it into us.





## Mother's Day

Our Mother's Day contest winners were, Kelly Alexander from the Bonavista Office (Pictured left) and Selina Holloway from the Clarenville office (pictured right).

These lovely ladies and long-time devoted and dedicated employees enjoyed a lovely spa day compliment of Total Care!



### Apple-berry Cobler

#### Ingredients

##### For the filling:

- |                              |                              |
|------------------------------|------------------------------|
| 1 cup fresh raspberries      | 1 cup fresh blueberries      |
| 2 cups chopped apples        | 2 tablespoons brown sugar    |
| 1/2 teaspoon ground cinnamon | 1 teaspoon lemon zest        |
| 2 teaspoons lemon juice      | 1 1/2 tablespoons cornstarch |



##### For the topping:

- |                               |                                  |
|-------------------------------|----------------------------------|
| Egg white from 1 large egg    | 1/4 cup soy milk                 |
| 1/4 teaspoon salt             | 1/2 teaspoon vanilla             |
| 1 1/2 tablespoons brown sugar | 3/4 cup whole-wheat pastry flour |

#### Directions

Heat the oven to 350 F. Lightly coat 6 individual ovenproof ramekins with cooking spray.

In a medium bowl, add the raspberries, blueberries, apples, sugar, cinnamon, lemon zest and lemon juice. Stir to mix evenly. Add the cornstarch and stir until the cornstarch dissolves. Set aside.

In a separate bowl, add the egg white and whisk until lightly beaten. Add the soy milk, salt, vanilla, sugar and pastry flour. Stir to mix well.

Divide the fruit mixture evenly among the prepared dishes. Pour the topping over each. Arrange the ramekins on a large baking pan and place in oven. Bake until the filling is tender and the topping is golden brown, about 30 minutes. Serve warm. Serves 6

#### Dietitian's tip:

Berries are an excellent source of antioxidants. You may substitute frozen fruit in the recipe.

To make this plant based, use an egg substitute instead of egg whites.

Total Care hosted a free family skate in March and a Movie in both Clarenville and Bonavista in April for all employees and their family!



### Circle of Care:

As part of accreditation and quality improvement our company is committed to ensuring that every employee understands how important their role is in their client's circle of Care. Whether providing client care or helping keep their environment clean and safe, they are an important part of the circle of care. Often, they are the ones who will see changes in their client even before the client or family will. We want you to know that any information or suggestions you would like to share or any change you feel may be beneficial to your client's care, you are encouraged to reach out to your coordinator to discuss.