

The Agnes Pratt Home

I am pleased to provide you with a report of activities at The Agnes Pratt Home for the year April 1, 2020 to March 31, 2021.

This year has certainly presented Long-Term Care with many challenges as we continue to live within a global pandemic and work with the restrictions that COVID-19 has caused. We have greatly realized the importance of our greater pastoral care community and are very thankful for the work that our Chaplain continues to do in our Home.

Our Chaplain, Reverend Ettie Gordon-Murray, continues to provide wonderful pastoral care to our residents and staff. She continues to build on programs and services based on resident needs and ensures our residents receive the support they require. The theme for this year's Spiritual/Pastoral Care Week was Collaborative Healthcare: Chaplains Complete the Picture. Her role has provided great support to residents during a time when even families were not able to be present. Our Chaplain certainly does help complete the picture with regard to the overall healthcare of our residents.

During this year, chapel services have been provided quite differently. When group activities were not safe to hold, services were broadcast over a P.A. system into resident rooms so that they could hear. When smaller unit groups were deemed safe, on-unit chapel and prayer services were held. Later in the year, services were held in the chapel with residents from one unit in attendance and all others could hear the service over the P.A. One-on-one support and fellowship are also being provided. Residents appreciated these opportunities.

The Home has been involved in various quality initiatives throughout this year.

- Maintaining support for our residents during a global pandemic.
- Development of various safety plans in relation to COVID-19.
- Implementation of a virtual visitation program for residents and their families.
- Implementation of a Palliative Quilt program.
- We continue the work on the use of antipsychotic medications prescribed to residents of long-term care.
- We are continuing initiatives to support staff mental health in the workplace, which needs have increased related to COVID-19.
- We continue to move forward to enhance resident and family-centred care.
- Recruitment and retention of staff.

We look forward to another year to continue collaboration with residents and families with the goal of providing compassionate, professional, safe and high-quality care. Respectfully submitted.

Annette Morgan, BN MN
Administrator