



# **The Corporation of the County of Wellington Information, Heritage and Seniors Committee Agenda**

April 9, 2014

Terrace Boardroom

4:30 pm Museum and Seniors

6:00 pm Library

Members: Warden White; Councillors Mackenzie (Chair), Innes, Maieron, Tosh; Brad Whitcombe, Walter Trachsel, Jennifer Dixon, Helen Horrocks

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**7. Closed Meeting**

**8. Rise and Report**

**9. Adjournment**

Next meeting date May 14, 2014 or at the call of the Chair.



**County of Wellington**  
**Museum & Archives at WP**  
Statement of Operations as of  
31 Mar 2014

	<b>Annual Budget</b>	<b>March Actual \$</b>	<b>YTD Actual \$</b>	<b>YTD Actual %</b>	<b>Remaining Budget</b>
<b>Revenue</b>					
Grants and Subsidies	\$52,300	\$0	\$0	0%	\$52,300
Licenses, Permits and Rents	\$25,000	\$2,395	\$8,754	35%	\$16,246
User Fees & Charges	\$60,000	\$4,055	\$4,774	8%	\$55,226
Sales Revenue	\$11,000	\$252	\$402	4%	\$10,598
Other Revenue	\$7,000	\$200	\$200	3%	\$6,800
<b>Total Revenue</b>	<b>\$155,300</b>	<b>\$6,902</b>	<b>\$14,130</b>	<b>9%</b>	<b>\$141,170</b>
<b>Expenditures</b>					
Salaries, Wages and Benefits	\$1,298,700	\$97,661	\$292,642	23%	\$1,006,058
Supplies, Material & Equipment	\$166,000	\$25,826	\$37,588	23%	\$128,412
Purchased Services	\$251,300	\$20,745	\$22,909	9%	\$228,391
Transfer Payments	\$7,000	\$0	\$0	0%	\$7,000
Insurance & Financial	\$19,000	\$0	\$18,338	97%	\$662
<b>Total Expenditures</b>	<b>\$1,742,000</b>	<b>\$144,231</b>	<b>\$371,477</b>	<b>21%</b>	<b>\$1,370,523</b>
<b>NET OPERATING COST / (REVENUE)</b>	<b>\$1,586,700</b>	<b>\$137,330</b>	<b>\$357,348</b>	<b>23%</b>	<b>\$1,229,352</b>
<b>Transfers</b>					
Transfer to Capital	\$175,000	\$0	\$175,000	100%	\$0
<b>Total Transfers</b>	<b>\$175,000</b>	<b>\$0</b>	<b>\$175,000</b>	<b>100%</b>	<b>\$0</b>
<b>NET COST (REVENUE)</b>	<b>\$1,761,700</b>	<b>\$137,330</b>	<b>\$532,348</b>	<b>30%</b>	<b>\$1,229,352</b>



## County of Wellington

Museum & Archives at WP

Capital Work-in-Progress Expenditures by Department

All Open Projects For The Period Ending March 31, 2014

	Approved Budget	March Actual	LIFE-TO-DATE ACTUALS			% of Budget	Remaining Budget
			Current Year	Previous Years	Total		
Terrace / OPP Road Upgrade	\$1,300,000	\$3,184	\$38,384	\$7,579	\$45,963	4%	\$1,254,037
Groves Hospital Grant	\$3,882,000	\$6,972	\$71,708	\$7,120	\$78,828	2%	\$3,803,172
WP& Artifact Storage Buildings	\$730,000	\$0	\$0	\$206,468	\$206,468	28%	\$523,532
Commons Development	\$50,000	\$0	\$0	\$0	\$0	0%	\$50,000
<b>Total Capital</b>	<b>\$5,962,000</b>	<b>\$10,156</b>	<b>\$110,092</b>	<b>\$221,166</b>	<b>\$331,258</b>	<b>6%</b>	<b>5,630,742</b>





# COUNTY OF WELLINGTON

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## COMMITTEE REPORT

**To:** Chair and Members of the Information, Heritage and Seniors Committee  
**From:** Janice Hindley, Administrator, Wellington Place, Museum and Archives  
**Date:** Wednesday, April 9, 2014  
**Subject:** **Administrator's Report on WCMA activities, January to April 2014**

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### Background:

This report highlights the recent activities to date at Wellington Place, Museum and Archives.

### Highlights of 2013 Acquisitions to the Collection

At our last Committee meeting, I provided you with highlights from the items that were accessioned into the archives collection in 2013. The following are the highlights of items that were accepted into the curatorial collection in 2013. The archives collection consists primarily of documents, photographs, art, and other paper material. The curatorial collection are objects and artifacts. Together, they make up the entire WCMA collection that is searchable through our website.

Over 300 objects were processed by curatorial staff into the collection from 66 donors.

- **Threshing Machine** made in Mount Forest, circa 1905, the Ernst Brothers 'Favourite' was a very popular model in the area. This was transferred here from the Fanshawe Pioneer Village who were deaccessioning equipment from their farm collection that did not represent their local area. The thresher has required a good deal of cleaning in both the interior and exterior, carried out by WCMA staff, and was on display last year at the Harvest Home Festival. This thresher was bought by Philip Hellyer (1866-1946) of Kenilworth in 1925.
- **Three-seater Democrat Buckboard** built circa 1852 at the Templin Carriage Works in Fergus, it was purchased by the donor's great-great-grandfather, William Torrance (1827-1881) shortly after he emigrated in 1852 from Edinburgh, Scotland. The Torrance family farmed in the Mimosa area of Eramosa Township. He used the buckboard to haul produce to Hamilton and for going to church. The wagon was passed down through the generations to Ron Torrance of Fergus.
- **Coffin Plate** coffin plates were attached to the lid of the coffin for the funeral and then usually removed before interment. One commemorates the death of George Nelson of Eramosa Twp (1810-1892) who served on Eramosa Twp council, 1864-1865. He was buried at the farm and in 1917 moved to Eramosa Union Cemetery. The other plate commemorates Harry Cowan who died 20 September, 1886 age 4 months and 20 days. He died, according to his death certificate, of 'cholera infantum.' His family farmed on the 10<sup>th</sup> concession of Peel Twp.
- **Signature Quilt** signature quilts are an important documentation of communities and neighbourhoods. Made in 1928, it displays names, embroidered in red, of those connected to

‘Simpson’s Corners United Church’, West Garafraxa Twp. One square lists the soldiers (embroidered in purple thread) who died in First World War.

- **Salem Brewery Beer Bottle** part of a much larger collection of bottles found in 1970 in Salem by the donor, this molded bottle dates to 1906-1911 for ‘The Salem Brewery / E. C. Andrich & Bro’ producers. It was fortunate that it was found buried in perfect condition.
- **Two Pharmacy Window Blinds** A pair of large, storefront green roller blinds from the Harriston Druggist and Chemist, William Taylor. Handpainted on each is Taylor’s name and “Druggist” on one, “Chemist” on the other. Dated 1891.
- **Police Officer’s Uniform** Susan Gray was the first Staff Sergeant in Wellington County (2008). She began her career in 1991 in St. Thomas. Officer Gray retired in 2013 and donated the complete uniform to WCMA.
- **Flapper Dress** Because these dresses were often silk and heavily beaded, they rarely survive in good condition. This dress is an exception and is presently on display in the ‘History by Decades’ exhibit. Worn by Pearl Robertson Young (b.1902) of Everton area in the 1920s, it was given to her by her sister, Sarah, who had moved to Buffalo and had first worn it.
- **Sofa and Chair Set** WCMA collects artifacts from all decades to the present because so much is being thrown away. This sofa and armchair set dates to 1968 and was bought from the Towriss Bros. Furniture Store in Elora. The set was placed in the front parlour of the owners and was reserved for visitors and special occasions: their six children were not allowed to use it.
- **Transistor Radio** Bought by Bruce Whale when he was 12 years old in 1958 from the Drayton Country Radio and TV store where he worked on weekends.

### **New staff**

I am very pleased to announce that Kyle Smith will be joining us as the new, permanent part time programming assistant. Kyle has a Bachelor of Arts degree in history and a Diploma in Cultural Resource Management. He has a wealth of programming experience, both at the Doon Heritage Crossroads Village at the Waterloo Region Museum and, most recently, at the Joseph Schneider Haus. I am also pleased to announce that Hailey Johnston has been hired as our new, permanent part time curatorial assistant. Hailey has a Bachelor’s degree in science and a diploma in Museum Management. She has worked at the National Air Force Museum of Canada, the Royal Ontario Museum, and as an archaeological field technician in Spain.

Three of our four summer students have been hired: Ruth Robinson and Tori Hadfield are returning, and Ailish Farrelly is a new student to our team. The student summer gardener position will be hired later this month.

### **1877 Barn**

The Barn will open on the first weekend of May, weather permitting, for its second year as a public exhibit. Over the next few months, staff will be working on the lower part of the barn, where livestock

were kept at the Farm, to prepare that part of the Barn for a public exhibit. The work will include cleaning the walls, floors and fixtures; reinstalling the litter carrier track and bucket; straightening the horse stalls so that the period Beatty stall dividers can be installed; repairing the interior stone walls; removing the brick from the old bricked-in entrance and replacing it with stone; drying out the two, new cedar posts that will replace the existing A-frame; and, sourcing a model team of draft horses and a milking cow for display.

### **Archives Awareness Week Programmes**

As you can read in Circa, the Archives staff will be delivering the “Ask the Archivist” programme at several of the County’s library branches between April 7 to 11. In addition, the areas normally off limits to the public will be open for “behind the scenes” tours. On April 5, 2014, speakers from the British Home Children Association will be presenting a workshop to the public on that very popular topic.

### **Programming and Events**

March break programmes drew over 500 people during the week to enjoy “All Things Scottish.” So far, programming staff have provided tours to 18 school groups, a total of 605 students, and in May, Arthur Public School is bringing their entire primary division to the Museum, one day at a time. Our outreach programmes are typically four bookings per month, with approximately 70 people per booking. The Aboriginal Heritage Festival plans have been finalized and we have an excellent line-up of dancers, speakers, and demonstrations for both the education day on May 2 and the public day on Saturday May 3. Plans for summer programmes and special events are now in full swing.

### **Facility Rentals**

The WCMA continues to be **the** place to host an event! From weddings to baby showers, educational training sessions and celebrations of life, our facilities are very much in demand. So far this year, from January to March inclusive, we had a total of 49 bookings, and the rest of the year is booking up steadily. We currently have 12 weddings booked, and have taken one wedding booking for 2015. The Guelph Conservatives held a special dinner event here recently, and Museum staff provided them with a private tour of our World War I trench “Far From Home” exhibit. The Elora Writers’ Festival will be held here in May, and the Federation of Ontario Bed and Breakfast Accomodations is holding its annual general meeting here over two days. One of our local bed and breakfast operators played a key role in bringing the group to our site. Conestoga College has rented our facilities for the past three months for a cooking class, and the Social Justice Group of Centre Wellington recently hosted its Food Awareness event over the weekend.

### **Recommendation:**

That the Administrator’s report on WCMA activities be received and forwarded to County Council for adoption.

Respectfully submitted,



Janice Hindley, Administrator, Wellington Place, Museum and Archives





## Archives Awareness Week

Drop in for a chat with an archivist from April 7 to 11!

Ever wonder how you can start researching your family history, how to use Ancestry.com, what the proper process is for preserving your family photographs, or any other thing history related?

Get answers to those questions and more at our **"Chat with an Archivist"** nights at various Wellington County Library branches.

**Aboyne Branch - Monday, April 7 from 3:00 - 7:00 pm**  
**Harriston Branch - Tuesday, April 8 from 3:00 - 7:00 pm**  
**Puslinch Branch - Wednesday, April 9 from 3:00 - 7:00 pm**  
**Hillsburgh Branch - Thursday, April 10 from 3:00 - 7:00 pm**  
**Arthur Branch - Friday, April 11 from 12:00 - 4:00 pm**



## All Things Scottish for March Break!

March 10 to 14, 1:00 - 4:00 pm

From sports, to treats, music, dancing and wee doggies, join us each afternoon this week between 1:00 - 4:00 pm for true Scottish Immersion! Each day has a different theme, complete with special guests, games, crafts, activities and a scavenger hunt of course! Admission is by donation.

**Monday- Tartans and Tales**

**Tuesday- Music and More Tales**

**Wednesday – Kitchen Ceilidh**

**Thursday – Dancing and "Wee Doggies"**

**Friday – Highlander Brain and Brawn**



## Genealogy Workshop: British Children

Saturday April 5, 2014, 1:00 - 5:00 pm  
Register \$15.00, light refreshments included

Presented by the British Home Children Advocacy and Research Association. Speakers: Author Sandra Joyce and Genealogical Researchers Lori Oschefski and Karen Mahoney.

## Guess the Artifact



This large wooden box, measuring 94 (w) x 27 (h) cm was an essential piece of kitchen equipment. Used about once a week, it provided a staple food for families. **What is it?**



# Events and Other Happenings

## WCMA Adult Outreach Programme

We are very pleased to offer Adult Outreach Programmes for senior's organizations, retirement and long-term care homes, church and community groups.

We have created a series of themed presentations, each including a power point show and artifacts to examine while sharing stories and memories. Presentations are suitable for a group looking for a new way to interact with artifacts and photographs from the WCMA collection.

Topics to choose from include **Fabulous 50's and Sensational 60's or Hats, Handbags and Handkerchiefs or We will Remember Them: Wellington County at War**, and eight more.

The presentations generate lots of memories; often reminding people of stories, experiences or events they thought they had forgotten. The hands-on experience with artifacts is also enriching and leads to great discussion and debate! Eleven programs so far to choose from, or if a group or organization has an idea, we are happy to work on a custom programme. For a complete listing, visit our website or call for a brochure.

To book an Adult Outreach Programme, please contact: Beth Dyer, Programme Assistant, 519.846.0916, x 5231 or [bethd@wellington.ca](mailto:bethd@wellington.ca). Each presentation is \$50.00.

## Did You Guess the Artifact?



A **dough box** was used to mix bread dough and provided a warm environment for the dough to rise. The lid protected it from dirt and mice. This box, circa 1850, belonged to Mrs. Enoch Burkhart of Drayton. A box of this size would have yielded 12 to 15 loaves - a family's weekly supply.



### A NATIONAL HISTORIC SITE

located on Wellington Road 18 between Fergus and Elora

[www.wellington.ca/museum](http://www.wellington.ca/museum)

T 519.846.0916 x 5221 Toll Free 1.800.663.0750 x 5221

## Major Exhibit Opening: April 5 - June 9

**Connections Fibre Artists Pay Tribute to the Group of Seven**

Over 50 original fibre art interpretations of Group of Seven works. **Everyone is welcome at the opening reception on Friday, April 4 from 7:00 - 9:00 pm.**



## Family Day on Ice a Huge Success!



Thanks to all the volunteers and visitors who made Family Day on Ice a huge success! We had over 500 visitors attend our event and everyone enjoyed the true winter experience!



Alternate formats available upon request.



## Wellington County Collects: The Collection of Peter Bernhardt

On display in the Archives from May 17 to September 7

Bernhardt jugs are one of two collections that Peter Bernhardt will be sharing with us this spring. His great great-grandfather, Henry Bernhardt (1825-1907) established Rock Springs Brewery in Preston in 1846. Peter is our second exhibitor featured in our Wellington County Collects exhibit.

His collections of Jugs and Aladdin lamps are on display until September 7.



## Guess the Artifact

These hand-held wooden items measure about 15 cm (6 in) in length. They helped extend the life of clothing and encouraged us to "make do and mend." **What are they?**



## Major Exhibit Opening: April 5 - June 9

Connections Fibre Artists Pay Tribute to the Group of Seven  
Opening reception: Friday, April 4 from 7:00 - 9:00 pm

Over two dozen fibre artists from Wellington County, Guelph and surrounding areas have interpreted iconic works of the Group of Seven, Canada's most celebrated painters from the mid 20th century. Formed in 1920, the Group of Seven infused its paintings of the landscapes and villages of Quebec and Ontario with a distinctly Canadian style. In honour of their contributions to Canadian art and our national identity, Connections fibre artists have created over fifty interpretations in fibre, a remarkable tribute to these artistic pioneers.



Please visit [www.wellington.ca/museum](http://www.wellington.ca/museum) for more information. Follow link to Celebrating The Seven page.

## March Break 2014 - All Things Scottish!

Our March Break program this year was a brilliant success. Kids of all ages dropped in over the course of the week to enjoy All Things Scottish featuring crafts, music, baking, dancing, scavenger hunts and much more! Thank you to everyone who came out to enjoy a taste of Scotland!



# Events and Other Happenings

## Aboriginal Heritage Festival

**School Programme Day, Friday May 2**  
**Public Programme Day, Saturday May 3**

The Museum and Archives, in collaboration with community partners, is pleased to present the Aboriginal Heritage Festival for the third year at this site. This celebration blends the beauty of Native Art, the sounds of the drum and the power of the indigenous voice.

The full day event combines guest speakers, native educators, displays and demonstrations. Local First Nations organizations will be on hand to share the history of the original peoples through discussions and storytelling. The event will also feature native foods for sale and an artisan marketplace. Come and see our teepee!

Please visit [www.wellington.ca/museum](http://www.wellington.ca/museum) for more information on the festival, the class registration form and to access the AHF Youth Award Nomination form.

## Did you guess the artifact?

They're darning eggs. Inserted into a sock or glove they provided support and shape while a hole or tear was repaired using a darning needle and yarn.



**A NATIONAL HISTORIC SITE**

located on Wellington Road 18 between Fergus and Elora

**[www.wellington.ca/museum](http://www.wellington.ca/museum)**

T 519.846.0916 x 5221 Toll Free 1.800.663.0750 x 5221

## Archives Awareness Week

**April 7 to 11: Drop in and ask an Archivist about:**

- How to start your family history
- How to use Ancestry.ca
- How to preserve your family photographs
- How to research your house
- What resources are available at the Wellington County Archives



**Aboyne Branch - Monday, April 7 from 3:00 - 7:00 pm**

**Harriston Branch - Tuesday, April 8 from 3:00 - 7:00 pm**

**Puslinch Branch - Wednesday, April 9 from 3:00 - 7:00 pm**

**Hillsburgh Branch - Thursday, April 10 from 3:00 - 7:00 pm**

**Arthur Branch - Friday, April 11 from 12:00 - 4:00 pm**

\*Wellington County Archives will be open for behind the scenes tours all week.\*

## Art Workshops: Coming this summer!

**Programme runs from July 7 - August 31**

Welcome to another exciting programme of art workshops at the Museum and Archives. We offer a diverse selection of media and skill levels, all taught by the area's top art instructors. This summer, we are also offering a varied range of two-day weekend sessions; perfect for students wanting an excellent visual art experience, but with a shorter time commitment. Enrolment is limited, so register early.

Please visit [www.wellington.ca/museum](http://www.wellington.ca/museum) for more information and course descriptions. To register by phone with a credit card, call: 519.846.0916 x5221, or 1.800.663.0750 x5221



Alternate formats available upon request.





**County of Wellington**  
**Homes for the Aged**  
Statement of Operations as of  
31 Mar 2014

	<b>Annual Budget</b>	<b>March Actual \$</b>	<b>YTD Actual \$</b>	<b>YTD Actual %</b>	<b>Remaining Budget</b>
<b>Revenue</b>					
Grants and Subsidies	\$7,898,200	\$657,964	\$2,022,840	26%	\$5,875,360
Municipal Recoveries	\$1,309,000	\$48,287	\$285,930	22%	\$1,023,070
User Fees & Charges	\$4,182,500	\$341,106	\$1,024,094	24%	\$3,158,406
Other Revenue	\$0	\$2,891	\$7,843	0%	\$(7,843)
<b>Total Revenue</b>	<b>\$13,389,700</b>	<b>\$1,050,248</b>	<b>\$3,340,707</b>	<b>25%</b>	<b>\$10,048,993</b>
<b>Expenditures</b>					
Salaries, Wages and Benefits	\$13,989,300	\$1,124,403	\$3,421,626	24%	\$10,567,674
Supplies, Material & Equipment	\$1,182,300	\$108,431	\$220,918	19%	\$961,382
Purchased Services	\$974,800	\$92,883	\$236,883	24%	\$737,917
Insurance & Financial	\$32,000	\$0	\$31,682	99%	\$318
Minor Capital Expenses	\$0	\$12,890	\$12,890	0%	\$(12,890)
Debt Charges	\$1,964,000	\$0	\$565,246	29%	\$1,398,754
Internal Charges	\$1,083,100	\$73,498	\$241,979	22%	\$841,121
<b>Total Expenditures</b>	<b>\$19,225,500</b>	<b>\$1,412,105</b>	<b>\$4,731,223</b>	<b>25%</b>	<b>\$14,494,277</b>
<b>NET OPERATING COST / (REVENUE)</b>	<b>\$5,835,800</b>	<b>\$361,857</b>	<b>\$1,390,517</b>	<b>24%</b>	<b>\$4,445,283</b>
<b>Transfers</b>					
Transfer to Capital	\$128,000	\$0	\$128,000	100%	\$0
Transfer to Reserves	\$1,393,000	\$0	\$250,000	18%	\$1,143,000
<b>Total Transfers</b>	<b>\$1,521,000</b>	<b>\$0</b>	<b>\$378,000</b>	<b>25%</b>	<b>\$1,143,000</b>
<b>NET COST (REVENUE)</b>	<b>\$7,356,800</b>	<b>\$361,857</b>	<b>\$1,768,517</b>	<b>24%</b>	<b>\$5,588,283</b>



## County of Wellington

Homes for the Aged

Capital Work-in-Progress Expenditures by Department

All Open Projects For The Period Ending March 31, 2014

	Approved Budget	March Actual	LIFE-TO-DATE ACTUALS			% of Budget	Remaining Budget
			Current Year	Previous Years	Total		
Resident Vans	\$85,000	\$0	\$0	\$21,821	\$21,821	26%	\$63,179
Terrace Roof Replacement	\$2,500,000	\$329	\$49,145	\$2,418,690	\$2,467,834	99%	\$32,166
Nursing Equipment Replacements	\$50,000	\$0	\$0	\$0	\$0	0%	\$50,000
Resident Equipment Lifts	\$60,000	\$362	\$30,043	\$0	\$30,043	50%	\$29,957
<b>Total Capital</b>	<b>\$2,695,000</b>	<b>\$691</b>	<b>\$79,188</b>	<b>\$2,440,510</b>	<b>\$2,519,698</b>	<b>93%</b>	<b>175,302</b>

## 2014 Quality Report – Wellington Terrace LTCH

	Total Previous Year	January	February	March	April	May	June	July	August	September	October	November	December	Total for 2014
<b>Human Resources</b>														
New hires	62	5	3	NA										
Exiting Employees	50	3	1	NA										
# calls to Ministry of Labour	0	0	1 Visitor fall	0										
Lost hours due to workplace injury	159.6	0	0	NA										
Hours worked by employees in modified role (WSIB)	475.0	0	52.50 (1 employee)	NA										
<b>Excellence in Care</b>														
# of falls resulting in injury	178	16	19	13										
# of residents with NEW stage 2 -x pressure ulcer	119	2	3	1										
# of transfers to Emergency Room	21	5	0	0										
# of Medication Incidents leading to adverse event	0	0	0	0										
# of outbreak days	37	0	0	0										

Census/ Compliance														
# of deaths	65	9	4	4										
Inspection: # areas in non compliance	1	0	0	0										
<b>Risk Prevention</b>														
Review of Fire Plan through Fire Drills completed	12/12	Yes	yes	yes										
<b>Reporting to Ministry of Health</b>														
# of Formal Complaints made by family or resident	0	0	0	0										
# of Critical Incidents	11	3 *one resident to resident abuse *2 falls resulting in transfer to hospital	0	0										

NA = Some HR and clinical data will not be available until the final report for the month is submitted

## **Supporting Data for Report**

### **Fire Drill Learning Objectives 2013:**

January – Review General Guidelines for Code Red (State of Readiness)

#### **.Definitions:**

##### **Human Resources:**

**Calls to Ministry of Labour** occur where an accident occurred. Employee or resident has lost consciousness or fractured a bone and requiring hospital attention from an accident.

**Hours lost to employees in modified role (WSIB)** – number of hours is tracked where staff is working in a modified role until they can return to full duties.

**Fall with injury:** injury may include redness, pain or fracture, or break in skin integrity.

#### **Skin and Wound Management at Wellington Terrace**

Wellington Terrace has a formal skin and wound care program lead by two RNs with a special interest in wound care. Recently, we have conducted education for all RNs and RPNs on the staging and treatment of wounds. We have the expertise of an advanced wound care therapist who will do advanced treatment plans on the request of the home. We have medical directives in place for treatments with a quality dressing.

##### **What makes residents in LTC more susceptible to skin and wound issues:**

- Increased aging of the skin `thin skin`
- Nutritional status compromised related to medical diagnosis
- Cognitive impairment- more bumping into and accidents
- Impaired mobility- not repositioning selves regularly.
- Dehydration
- Steroid use

##### **Current processes to mitigate responsive behaviours:**

- The home follows a Gentle Persuasion Approach Philosophy. There are 3 education sessions held per year. Focus of this program is respectful, non violent, self protective strategies for staff to use when dealing with a resident with responsive behaviour.
- Responsive behaviour program. Focus is on reporting responsive behaviours so all team members are aware of potential resident action. These incidents are recorded in the resident progress notes and read q shift at report.

- The Behaviour Support Team reviews all responsive behaviour progress notes and follows up when required. Determines if resident requires increased assessment or if the change can be attributed to a clinical reason. The BSO along with the team develops individualized toolboxes for all staff to review. These tool boxes contain information on resident triggers for responsive behaviours as well as interventions to mitigate responsive behaviours.
- Weekly team meetings are held to discuss resident specific case studies and problem solve. Specific techniques for preventing or responding to responsive behaviour are shared.
- Care plans are updated as required to include specific approaches recommended when doing residents care (complete care with two PSWs, for example)
- All direct care staff carry walkie talkies so they are able to quickly deploy assistance if required.
- Wellington Terrace is supported by external expertise – Psychogeriatric Resource Consultant (PRC). We hold monthly Psych clinics under the direction of a Geriatric Psychiatrist



## COUNTY OF WELLINGTON

WELLINGTON TERRACE LONG TERM CARE HOME

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474 WELLINGTON ROAD 18

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February 24, 2014

To All Staff;

The Professional Health Care Committee meets several times a year to report on quality initiatives, problem solve, and evaluate the clinical work done at Wellington Terrace. Every February, a Quality Forum is held to report on the goals set the previous year and forecast new goals for the following year. Attached is a copy of the report presented on Monday, February 10, 2014.

The result of our work was also highlighted to residents, families, staff and volunteers through a poster display in the Clearing. Many participants expressed their appreciation for the efforts made to improve care and quality of life for our residents.

I would like to acknowledge each and every staff member for their contribution to these accomplishments. The initiatives outlined in this report are evidence of the excellent care provided at Wellington Terrace. I will proudly share this report with the elected officials who sit on the committee we report to.

Thank you again for your hard work every day. Your efforts greatly contribute to the fine reputation of Wellington Terrace.

*Peter Barnes*

Administrator

## **WELLINGTON TERRACE**

### **Professional Health Care Committee and Infection Control Committee**

#### **Joint Annual General Meeting**

**Monday, February 10, 2014 @ 10:00 Wellington Terrace**

#### **Team Members**

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Peter Barnes, Administrator	Wellington Terrace
Laura Holtom, Assistant Administrator	Wellington Terrace
Peg Muhlbauer, RN, Director of Care	Wellington Terrace
Patty Ridgeway, Nutrition Services Manager	Wellington Terrace
Paula Cody, Consulting Registered Dietician	Barker Blagrove, & Assoc.
Rick Clark, Environmental Services Manager	Wellington Terrace
Cheri French, Human Resources Manager	Wellington Terrace
Marilyn Clayton, RN, Pain & Palliative	Wellington Terrace
Carol Woods, RN, ICP, Team Leader	Wellington Terrace
Mary Lou Bolen, RN, BSO, Team Leader	Wellington Terrace
Kate Brubacher, RN, RAI MDS Coordinator	Wellington Terrace
Judy Goodall RN, Skin & Wound, Continence	Wellington Terrace
John Sewell, RPh, Consultant Pharmacist	Medical Pharmacies
Mary Black Gallagher, Volunteer Coordinator	Wellington Terrace
Dr. John Stickney, Medical Director	Wellington Terrace
Colleen Cudney, Life Enrichment Manager	Wellington Terrace
John Brice, Linda Vines & Anna Kingma	Red Cross Care Partners



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2. Life Enrichment Department
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5. Human Resources
6. Staff Development and Wellness

### **PROFESSIONAL ANNUAL QUALITY REPORT**

7. Registered Dietitian
8. Consultant Pharmacist
9. Medical Director
10. Physiotherapist

### **MONITORING COMMITTEE**

11. Falls Prevention Management
12. Skin and Wound Care Management
13. Pain and Symptom Management
14. Palliative Care
15. Continence Care & Bowel Management
16. Specialized Dementia Care
17. Infection Control
18. MDS RAI Update

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## **1. NURSING DEPARTMENT REPORT**

### **Peg Muhlbauer, Director of Care**

2013 proved to be an active and exciting year in the nursing department.

Our first undertaking in 2013 was a major restructuring of our resident neighbourhoods as we changed Walnut Grove into a dementia supported area in response to the changing needs of the residents on our waitlist. In order to do this, 35 internal transfers of residents occurred. All residents required increased support and reassurance through this period of time. All departments collaborated to make this a seamless transfer of care for the residents. Two fulltime staff were added to this area to support the higher level of care. In addition, a fulltime RPN was added to the night shift compliment. In 2014 we are poised to continue to respond to the changing requirements of residents entering long term care. The next neighbourhood to transition to this heavier care model will be Apple Valley. We are prepared with a staffing and equipment plan as this neighbourhood becomes heavier over time. The vision for Apple Valley is it will become heavier physical care for residents with less cognitive impairment. We believe this model will better support the transition for residents currently on the neighbourhood.

Also at the beginning of 2013 we initiated our new electronic documentation system Point Click Care. The RAI team guided us effortlessly through the process. The feedback on this system has been very positive and has made our information about residents more timely and accurate.

The second phase of Point Click Care implementation was the electronic medication record (eMAR). This project implementation was well supported by Medical Pharmacies.

We are already reaping the benefits of EMAR in terms of resident safety by seeing a decrease in the number of medication incidents that have occurred since the system was implemented.

The third and final phase of Point Click Care is the implementation of point of care for the PSW staff in 2014. This system will be 4 touch screens in each neighbourhood that will be mounted on the wall. This is where the PSWs will document the resident's flow sheet and be able to view a cardex of information about the residents care.

This new, innovative way of charting will help to make documentation quicker and more accurate leading to increased resident safety.

We continue to work to provide consistently staffed neighbourhoods and provide staff with increased satisfaction around their schedules. Last year we set a goal for the retention of RPNs in 2013. In 2012 we had 16 RPNs resign from the Terrace. We all know what a huge impact losing valuable members of the team has on resident care. I am happy to report that in 2013 only 6 RPNs resigned. I feel that in part this is a result of the flexibility we have provided in staffing and scheduling- allowing “give aways” and unlimited switching of shifts within the neighbourhoods.

We believe these efforts will increase our staff retention and support employee wellness strategies.

On February 14<sup>th</sup> Jill Mainland will be retiring from her role of Resident Care Manager. Jill's outstanding efforts to quality and in particular leadership of the Falls Prevention Team will be greatly missed and we thank her for all her dedication and work in this area. Tricia Burrough will be assuming the Resident Care Manager role in March. We welcome her to the team.

I would like to acknowledge and thank the RNs who take on the leadership role for the monitoring teams which include infection control, skin and wound management, falls prevention, responsive behaviours, continence care and pain management. The work of these teams contributes to excellent outcomes for residents. Each RN brings a passion and perspective to the table and ensures that their area of expertise is taken into consideration with each decision that is made.

2014 promises to be another exciting year as we continue to work to fulfill our mission of providing compassionate care, honouring the unique needs of each resident.

There is a very good reason that 160 people are waiting on our list to become one of the 176 residents who call Wellington Terrace Home.



## **2. LIFE ENRICHMENT DEPARTMENT**

**Colleen Cudney, Life Enrichment Department**

***Monitoring Group:*** Recreation Staff

**Lead/Members of Team:** Colleen Cudney, Life Enrichment Manager, Katrina Lawr, Rec Staff, Laurie Godreau, Rec Staff, Lindsay Wideman Rec Staff, Carrie Perkins Rec

Staff, Karn Denkers, Rec Staff, Amanda von Holstein, Rec Staff and Meghan West, Rec Staff

### **Focus of Service for 2013:**

Our goal is to maintain Dementia Care programs in all RHAs while providing a minimum of 21 Therapeutic Recreation Appointments in each RHA, and 5 leisure groups in either the RHA/sisterhood/ or across the Home, each week.

### **2013 Accomplishments:**

Developed criteria to establish TR case load based on outcome scores from the assessment tool - Measurable Assessment of Recreation in Resident Centered Care (MARRCC) in combination with outcome scores from RAI's Pain, depression, cognitive performance, and social engagement scores.

Established Therapeutic Recreation Appointment (TRA) schedule in which residents are seen on a 1:1 basis.

Identified that the case load = the entire resident population.

Redefined how TRAs address resident needs as determined by assessment, resident situation/need (new admission, palliative, loss) and maintaining resident recreation goals.

Acquired Activity Pro, an online monitoring and evaluation software programme to quickly and accurately record recreation engagement activity and produce recreation service reports.

In December we provided 261 individual T.R. appointments.

### **Challenges in 2013:**

There is an increase in residents with advanced dementia. It required a variety of resident visits to meet the specific goals of our residents.

### **Goals for 2014:**

Our many achievements along with the challenges we experienced in providing therapeutic recreation appointments has helped us to recognize the ongoing effort we wish to put forth in continuing toward our goal, with some adjustment, in 2014.

**Our Goal in 2014 is to continue to refine our Recreation Services in providing individual Therapeutic Recreation Appointments weekly for all residents, while maintaining opportunities for group engagement.**

We would like to focus on a plan to forecast and allocate funds equitably across the Home so that all residents have the opportunity to enjoy entertainment twice a week throughout 2014.

**To provide opportunity for all residents to enjoy entertainment twice weekly during 2014.**

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## **2a VOLUNTEER SERVICES**

**Mary Black Gallagher, Coordinator of Volunteers**

**Monitoring Group:** Volunteer Services, of the Life Enrichment Department

**Focus of Service for 2013:** Our Quality Improvement Initiative for 2013 was to increase the volunteer support for residents living in our Dementia-Care neighbourhoods. We proposed that we would see an increase of 10% in resident/volunteer interactions in the Cedar Gorge and Maple Ridge neighbourhoods, and that we would not see a decrease of more than 10% in resident/volunteer interactions in Walnut Grove, which displayed higher numbers at the beginning of the year already. Resident/volunteer interactions include all documented one to one visits, pet therapy visits, dining room assistance visits, and participation in group programmes primarily facilitated by volunteers.

## Results of QI Initiative:

AIM for 2013	Jan - Dec 2013	Jan - Dec 2012	Significant Notes of Comparison
A) Increase CG resident/volunteer interaction by 10%	1138	945	Up 193 interactions in 2013, which is an increase of 20% from Jan-Dec 2012
B) Increase MR resident/volunteer interaction by 10%	1223	948	Up 275 interactions in 2013, which is an increase of 29% from Jan-Dec 2012
C) Observe NO MORE THAN 10% decrease in resident/volunteer interaction in WG	2365	2599	Down 234 interactions in 2013, which is a decrease of 9% from Jan-Dec 2012

### Successes in 2013:

#### 1. Successful in Initiative

- a) We met our goal of increasing resident/volunteer interactions of at least 10% in Cedar Gorge and Maple Ridge, and we did not see a decrease of more than 10% in Walnut Grove

#### 2. Education and Training in the following topics

- a) Dementia; presented by Robin Smart from Alzheimer's Society
- b) Resident and Population Changes – Walnut Grove Transition
- c) Biking Buddies Role Review
- d) Behavioural Support Ontario Overview
- e) Sharing of new Mission, Vision and Values for Wellington Terrace
- f) Sharing appropriate language: Words with Dignity
- g) Equipment and Processes for Emergency Planning
- h) Review of *Falling Leaf* Falls Prevention Programme
- i) Review of *No One Dies Alone* Programme
- j) Training and Orientation to Sign-In Kiosk
- k) Better accessibility and sharing of current Volunteer Handbook manual (on website, in Volunteer Lounge)

#### 3. Recognition and Celebrations

- a) Ontario Volunteer Service Awards presented in April
- b) Monthly birthdays recognized; individual thank you cards sent for various contributions and participation; newspaper articles of recognition and appreciation
- c) First annual Wellington Terrace Volunteer Awards event, recognizing the abundant numbers of significant anniversaries
- d) John Telfer Teen Award presentation
- e) Resident Volunteer Luncheon in July
- f) Community Volunteer Luncheon in September
- g) Recognized and celebrated 8 co-op students completing placements with us in 2013

- h) 80% of our volunteer team received the flu vaccine for the 2013/2014 season

#### **4. Recruitment and PR**

- a) Various ads about volunteer opportunities and volunteer appreciation, on County Page of Wellington Advertiser throughout the year
- b) Interviews on The Grand 92.9 twice this past year, highlighting various volunteer roles and expressing our gratitude to current volunteers
- c) Home Show booth, in conjunction with Wellington Terrace HR, in May
- d) Presentation of volunteer opportunities at Pine Meadows Adult Living Community in July
- e) Presentation of Biking Buddies role at the Trails and Tourism Forum at museum in September
- f) Use of PointClickCare volunteer referral system for filling requests for one to one support
- g) Use of newly-initiated Volunteer Request Log, available on public file for staff to access, replacing use of paper request forms for volunteer support for group programmes and events

#### **Challenges in 2013:**

##### **1. Ensuring All Volunteers are Active in Using the Sign-In Kiosk**

There are a few members of our Volunteer Team who, despite several training sessions, have stated they prefer to use the manual sign-in log sheet to document their hours, instead of using the kiosk sign-in system. To ensure that all volunteers have positive experiences each shift they volunteer, we will continue to offer the manual log-in sheet for those volunteers that prefer this method. Throughout the year, however, we will offer further training and mentoring to attempt to enable them in the use of the kiosk.

##### **2. Ensuring All Entertainment Volunteers are Signing in Hours**

There are a few entertainment volunteers who have not been formally registered or trained in signing in their volunteer hours, since their initiation to volunteering many years ago. We will work to ensure that all entertainment volunteers have their hours logged into the data system, beginning this year. These logged hours will improve the accuracy of the statistical reports completed for Volunteer Services each quarter and each year.

#### **Quality Improvement Initiative for 2014**

Volunteer Services of Wellington Terrace will increase the total amount of events in which live music is provided by volunteer entertainers by 20%, from 105 scheduled in 2013 to 126 to be scheduled by December 31<sup>st</sup>, 2014.

## **2b MOBILITY AND SEATING PROGRAM**

**Monitoring Group:** Recreation Staff Specialist

**Members of Team:** Colleen Cudney, Life Enrichment Manager, and Katrina Lawr, Rec Staff

### **Focus of Service for 2013:**

Our goal is to reduce the time spent by Recreation staff to manage the Mobility and Seating program by 62% from 105 hours per month to 40 hours per month by Dec. 2013.

### **2013 Accomplishments:**

- separated resident owned equipment from Wellington Terrace inventory, and moved the tracking of resident owned equipment to the Nursing department through Ward Clerk responsibilities.
- Completed Wellington Terrace inventory
- Eliminated recreation staff responsibility for monthly equipment checks.
- Created billing reports to submit to accounts payable.
- Replaced cleaning materials and supplies for nursing staff.
- Created instructional cardex as a quick reference regarding; repairs, cleaning, cushions, for all RHAs.
- Facilitated information sharing at meetings with nursing staff and ward clerks
- provided ward clerks with owned equipment lists, labeller and labels, and markers
- Created mobility and seating referral, assessment and care plan on Point Click Care.
- Established mobility specialist schedule.



- Tracked recreation staff time to manage program.
- Audited resident care plan for residents using WT equipment.
- developing reporting practises.
- met our goal to reduce the time spent by Recreation staff to manage the Mobility and Seating program by 62% from 105 hours per month to 40 hours per month by Dec. 2013.

### **Challenges in 2013:**

Ongoing education to nursing staff about importance of appropriate seating.

### **Goals for 2014:**

The mobility and Seating program goals are to revise the program description and policies to instruct and guide the services being offered through this program, and

To further define assessment responsibilities regarding seating assessments to guide practise in the future, and

Devise a plan that expands the program responsibilities beyond a single staff person.

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## **2c RESTORATIVE CARE**

**Lead/Members of Team:** Colleen Cudney, Life Enrichment Manager, Kristen Sharer PCW-RC, Kate Brubacher RN RAI Co-ordinator, Linda Vines PT, John Bryce PT, Marylou Bolen RN CG/MR/WG Team Lead, Carol Woods RN BD/OG/AV Team Lead, Paul Barnhill Nutrient Supervisor, Paula Cody Dietician

### **Focus of Service for 2013:**

Our goal is to collaborate with Physio Therapy to increase the number of referrals discharged from Physio Therapy to Restorative Care by 100%, from 0 referrals in 2012 to 6 referrals in 2013.

Our goal is to interface with Physiotherapy to increase the number of residents receiving a minimum of 3, 15 minute physio therapy interventions per week along with 2 restorative care modalities per week, by 10% of 176 residents from 0 to 17 residents by December 30, 2013.

**2013 Accomplishments:**

Created a tracking tool to track the Intensive, Nursing and Physio Therapy services being offered monthly to residents

Establish the process for and commenced Rug submission for REHAB

Revised Program Description for the Restorative Care Committee

Completed 2 new policies – Tracking Rehab RUG Scores, and IRC, PT Interface Report on interface at monthly meetings

Created a decision tree for restorative care referral

Discharged 3 Physio Therapy referrals to Intensive Restorative Care

Have residents meeting the Rehab RUG eligibility scores

**Challenges in 2013:**

Despite establishing the framework through the revised Program Description and the creation of the policies referenced above, we did not achieve our goal to have 6 Physio Therapy referrals discharged to Intensive Restorative Care.

We continue to define the perimeters of restorative care and attempt to meet provincial guidelines regarding the % of residents receiving Restorative services, as well as determining the length of time residents receive the service and establish 'new normal' nursing care plans.

The nursing RHA teams have struggled to produce accurate documentation.

**Goals for 2014:**

The Restorative Care Committee Goals for 2014 is to continue our work toward increasing the number of referrals discharged from Physio Therapy to Restorative Care by 100% from 3 individuals in 2013 to 6 individuals in 2014 and,

To achieve the Ministry of Health's recommendation of having 5% of the resident population eligible for the Rehab Rug this would increase our current resident eligibility by 8% from 8 individuals in 2013 to 9 individuals in 2014

Our goal for 2014 is to attain 100% accuracy in Restorative Care documentation of Restorative Care services

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## 2d SOCIAL SERVICES

**Lead/Members of Team:** Maja Amichand, Registered Social Service Worker, directed by Colleen Cudney, Life Enrichment Manager

**Focus of Service for 2013:** Our quality initiative for 2013 was to increase service to residents diagnosed with dementia by 35.5% from 6 individuals diagnosed with dementia to 16 individuals based a SSW caseload of 27 by December, 2013.

**Accomplishments:**

In each of the 12 months we exceeded our goal of 35.5% increase of service to residents diagnosed with dementia. Our highest percentage increase occurred during the months of September and October with 62% of the case load having a diagnosis of dementia.

There was a steady increase in service to individual residents diagnosed with dementia from 10 in January to 14 in February and by March we had exceeded our goal of 16 and continued to increase this number during the year due in large part to an increase to the overall number of individuals on the case load, and that on average 76.8% of new admissions had a diagnosis of dementia. We served the greatest number of residents diagnosed with a dementia in September and October with 28 individuals in September and 26 residents in October.

Medium caseload = 40 individuals

Medium # of residents on the caseload with a diagnosis of dementia = 21 or 52.5%

**Challenges:**

We have recognized that many of the residents we see on a regular basis struggle with loss and we have not had a forum to validate this loss other than through individual visits. It would perhaps beneficial to the resident to provide a support group that would help them in knowing others experience loss and share coping strategies, as well as increasing social work intervention on an individual basis to residents experiencing loss..

**Goals for 2014:** The social Work goal is to increase grief support services for our residents through individual visits and group support.

### 3. NUTRITION SERVICES DEPARTMENT

**Patty Ridgeway, NSM**

**Focus of Team:**

- To provide quality food service and nutritional care to the residents of Wellington Terrace.
- To provide food service to support the many activities within the home.

**Aim Statement:**

Our goal was to maintain our food cost for the year of 2013, that is, there was no budget increase in our raw food expenditure budget in 2013. **(See report)**

**Other Successes this year:**

**Staffing**

- Nutrition services staff achieved a high level of attendance and participation at Resident Care Conferences and RHA team meetings (increased involvement of full time NSW at team meetings)
- Improved front line communication and problem solving skills by initiating quarterly server meetings.
- Reduced our on call requirements on the weekend to 2 (in previous years 3 OC on weekend,)
- Focus on consistent staffing. Most relief staff now have a designated area and are trained to relieve in one other area if needed.
- “Big move” and re-organizing of Walnut Grove presented challenges to all departments; at the end of 2013 we were very encouraged by the positive energy of that new team.

**Events**

- We provided quality foodservice to many events within the home: Harvest Day, Staff Appreciation Events, Volunteer Events, County Committees,
- Partnered with LED staff to bring the “around the world” meal experience to our home areas in the final quarter of 2013
- NS Department staff took a lead in offering 1-2 additional themed meal programmes for our residents: Quackers and Cheese, Welcome Spring picnic, Belgian Waffles for Breakfast.

**Other**

- RAI obligations were met
- Development of new production review form to capture staff observation and resident comments.
- Presented at the BSO forum on the success of our “Flexible Breakfast Program”.
- Operational efficiencies were made through “working smart” ideas
- Maintained full operation during 7 day fridge/freezer shut down related to roof repair.
- Maintained a high level of resident satisfaction with meals (very few food concerns expressed)

#### **Challenges:**

- Maintenance of Food Cost (we continue to purchase high quality foods), prices are increasing throughout the year.
- Nutrition risk level seems to be closely related to other nutrition indicators such as supplement use and workload.
- Roof repair – fridge shut down – more than 60 hours of additional labour to plan menus, empty, move product and re-fill fridges.
- Providing the necessary analysis of the many audits we are completing to make them meaningful and relevant.
- To have a menu that provides quality food and selections to meet the changing needs of our frail residents. (Regular textured food can now present problems for our most well residents e.g. can’t manage: tender cooked vegetables, solid muscle meats, buns or heavy breads)
- On boarding of new staff –they have limited abilities to move to different serveries (can make staff replacement challenging)
- Some increase in overtime staffing cost because of tighter control of on call assignment.

#### **Goals for 2014:**

- Control of food costs
- 2014 focus is on continued development of our customer service program
- Improve our auditing and analyses of processes
- Reorganization and utilization of our kitchen and storage spaces
- Hire and transition and new RD to our NS and interdisciplinary team
- Focus on facility be visionary and anticipate what will be needed (equipment, smallwares, walls/spaces)
- Sustain Food Quality
- In depth recipe development

<b>Topic for Improvement: Food Cost Stabilization</b>	<b>Dept. / Committee: Management</b>																									
<b>Project period: 2013</b>	<b>Date of report to CQI: February 2014</b>																									
<b>AIM STATEMENT:</b>  Our goal is to maintain our budgeted raw food cost of \$10.59/resident/day for 2013.																										
<b>CHANGE IDEAS:</b> <table border="1" style="width: 100%;"> <thead> <tr> <th style="width: 60%;">TASK</th> <th style="width: 20%;">TARGET DATE</th> <th style="width: 20%;">STATUS</th> </tr> </thead> <tbody> <tr> <td>Complete menu costing to more closely monitor higher cost items. This will help with menu substitution ideas.</td> <td>March 31, 2013</td> <td>completed</td> </tr> <tr> <td>Leads report on wastage of end use product for a 4 week period.</td> <td>March 15/13 August 15/13</td> <td>completed</td> </tr> <tr> <td>Front line staff report on waste reduction opportunities</td> <td>ongoing</td> <td></td> </tr> <tr> <td>Comprehensive storage review</td> <td>February, 2013</td> <td></td> </tr> <tr> <td>Review CPS cost analysis</td> <td>ongoing</td> <td></td> </tr> <tr> <td>Purchase single items required for limited use.</td> <td>ongoing</td> <td></td> </tr> <tr> <td>Plan for use of items not all needed for production (e.g. cake, pies etc.)  Items utilized for Cook's feature</td> <td>ongoing</td> <td></td> </tr> </tbody> </table>			TASK	TARGET DATE	STATUS	Complete menu costing to more closely monitor higher cost items. This will help with menu substitution ideas.	March 31, 2013	completed	Leads report on wastage of end use product for a 4 week period.	March 15/13 August 15/13	completed	Front line staff report on waste reduction opportunities	ongoing		Comprehensive storage review	February, 2013		Review CPS cost analysis	ongoing		Purchase single items required for limited use.	ongoing		Plan for use of items not all needed for production (e.g. cake, pies etc.)  Items utilized for Cook's feature	ongoing	
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<b>RESULTS:</b>  Staff recommendations for the purchase of bulk items (may be available through supplier).  Maintain a balance between price reduction and waste due to increased inventories.  Participate in local purchasing of a few items on a bi-weekly basis.																										

**Identified items that are being wasted in production (e.g. muffin batters), larger pails of batter will be divided instead of using smaller pails/area.**

**Re-purpose items where quantity purchased exceed demand**

**Sell off items to staff to re-coup some losses**

**Raw food cost as of March 31, 2013 was \$8.71/resident/day (20% of budget).**

**Purchase decision based on pricing agreements through CPS. Anticipate price increases – reflect on menu.**

**Price changes:**

**Fish products – increased 10%**

**Eggs – increased 3%**

**Bread – increased 4%**

**Ground Beef – 2%**

**Supplements - 3%**

**Approximate Raw food cost for the year ending December 2013 = 692,000 (variance of 1.75%)**

#### **CELEBRATION PLAN:**

**The results have been shared with the NS Staff at a recent meeting.**

**Staff were congratulated on their efforts.**

**Strategies to control costs will continue in 2014.**

#### **NEXT STEPS:**

- ☐ **Report to PHCC**

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## 4. ENVIRONMENTAL SERVICES REPORT

### **Rick Clark, Manager**

**Focus of Team:** To provide a clean and safe environment for the residents, staff and visitors of Wellington Terrace. Assure all building, grounds, electrical and mechanical equipment are maintained to their original state for a safe environment for the residents, staff and families at Wellington Terrace.

Approximately 30 front line staff

### **Successes this year:**

- In early January a new 4000 sq. ft. storage building was built over at the county museum; 1500 sq. ft. has been designated for seasonal and offsite storage for the Terrace.
- The main server room in the administration hallway was relocated to Birch Dale storage room to accommodate a new upgraded server for our computers and eventually an upgraded (void) phone system. The air in this room required to be climactically controlled with a commercial air conditioner. The key way to the door has been changed for security purposes.
- Improved Residents Infection Control Stations:  
Aim Statement – To standardize and improve equipment quality and cost effectiveness supplies for resident room isolation stations.  
New (PPE) washable infection control gowns to replace the disposable gowns.  
New designated garbage containers have been purchase to replace the steel wire containers used for garbage and isolation linens. New red isolation fabric bags have replaced the red plastic bags for soiled isolation linens and resident clothing. This quality improvement enhances the appearance and efficiencies of the stations and greener for our environment while being cost effective.
- The soiled linen bags (white, green, orange and yellow) located in each of the 6 RHA soil utility rooms has been changed. The new colors are now Cedar Gorge & Maple Ridge (white), Walnut Grove & Birch Dale (green), Oak Glen & Apple Valley (orange). The purpose is to save time and simplify the sorting of soil laundry for staff in the RHA's and improve better tracking in returning missing items that often get sent down to laundry. An audit sheet has been developing for laundry staff to document missing items found when soil laundry is sorted. The



new system is working very well and has been well received by both the nursing and laundry team.

- The resident transition moves that occurred earlier in March and April went very well, 37 residents rooms were moved. Job well done by the Environmental Services Team for their part in this project.
- A painter was hired to repaint all utility, fire, and entrance doors throughout the RHA's, this work was completed in the month of June.
- Drywall damage from past roof leaks were repaired and painted, flooring repairs in the RHA's hallways have been completed as well.
- Environmental Services seasonal full time gardener completed her first full season in 2013. Soils, mixes and mulch were purchase in bags to reduce labor intensive work and easier handling for our gardener; this new practice eliminates messy grounds from bulk delivery. Tracking and logging of supplies and materials that have been purchased to complete the seasonal gardens and grounds has been established. A task job duty schedule has been created of the tasks that are being completed from the start to the end of the gardening season. Environmental Services seasonal full time gardener is currently working her way through all courtyard flower beds splitting plants, tidying up preparing for season end. The enabling gardens behind Cedar Gorge and Maple Ridge were planted with flowers and vegetables, a hardy and successful season. All in all a successful first season in the courtyard and gardens.
- Attended the OHHA Conference in Kingston May 28-30, great speakers, information and net working.
- Additional outdoor security surveillance cameras were installed at the back side of our facility to ensure resident safety along with a new gate beside Public Health to discourage residents from entering the parking lot. Additional signage was also placed around our outdoors regarding resident security and safety.
- New standardize shelves were purchase for all fridges in the med room, power bars were installed from the generator for all fridge's and med cart computers. Two new fridges were purchased to replace older ones in the med rooms.
- Environmental Services Week June 10-14 was successfully participated by all staff an information board and quiz, door prizes, staff lunch and sundaes were some of the highlights of the week.
- Five new electric fireplace counsels have been purchased for the RHA's TV rooms.

- Stats for 2013: there were 70 room discharges – 68 new admissions, 2 transfers to other homes and 75 internal transfers.
- **Current projects:**
  - 1) Currently work is being done in the Veteran's room located on the 2<sup>nd</sup> floor, the current border has been removed and a new border is up along with the installation of book shelves and different furniture as we transform this area into a library and meeting room for residents and families.
  - 2) Arrangements are being made to install additional ceiling lifts and wall monitors in the RHA's early this year, electrical work will be required to accommodate this project.
  - 3) The new Terrace roof replacement is nearing completion; duct insulating and metal flashing will be completed over the next 2-3 weeks. The rooftop walkway will be installed late spring or early summer along with some warranty and general clean up.

#### **Challenges:**

- Continue to evaluate and monitor staff routines, daily workloads and best practices.
- Enhancing working strategies to support staff with discharge cleaning and room transfers because of the yearly increase numbers of new resident admissions.
- Continue to work with the Management Team in making good sound decisions about future additional gardens and assuring that they are maintainable and meet the needs and use of our residents here at Wellington Terrace .
- An increase of retirements is inevitable within our dept. within the near future, continue to plan and prepare for successful recruitment and replacement of senior staff.

#### **Goals for 2014:**

- Post and recruit for the new full time maintenance worker position and establish a new working schedule for the maintenance team.
- Continue to develop and enhance the outdoor seasonal gardener's job duties and routines for all courtyard gardens and grounds.
- Replacing the ceiling tiles in all 3 kitchen serveries.
- Tidy up the grounds around the building now that the roof construction will be completed this spring.
- Complete staff annual performance appraisals.

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## 5. HUMAN RESOURCES

### **Cheri French**

**Focus of Service:** To provide quality human resources services to the management and employees of Wellington Terrace while ensuring efficiencies are identified and implemented.

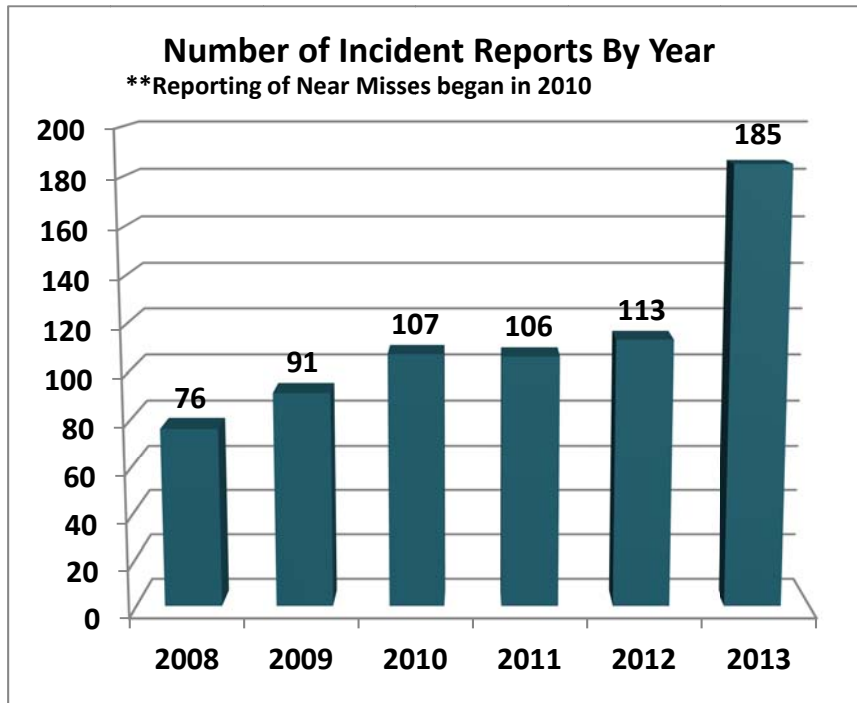
### **Successes in 2013:**

#### **Attendance Management**

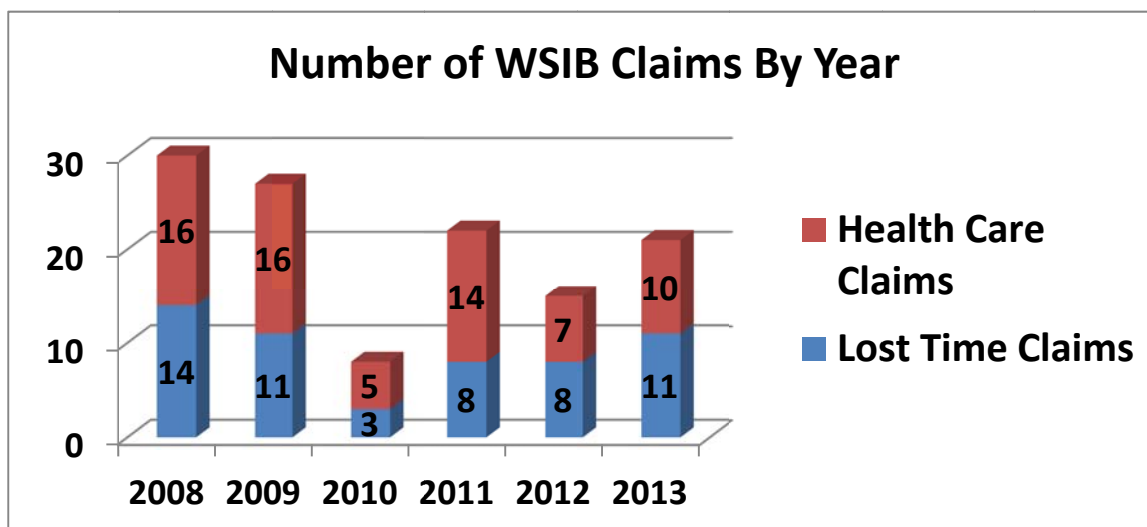
The attendance management initiative at Wellington Terrace continued in 2013. Reporting was streamlined in 2012 with the creation of a custom report which resulted in a reduction of administrative effort and time to produce the same results. In turn, the reporting to management was timely and efficient thereby resulting in more relevant follow-up with employees.

#### **Workplace Injuries and Incident Reporting**

From a workplace injury and incident perspective, there has been an increase in the number of workplace incident reports submitted. This is a result of the direction to start reporting resident responsive behaviours through employee incident reports. During the year, it was decided that the reporting of these responsive behaviours would be directed to the Behaviour Support team unless employee contact or an injury occurred. It is therefore expected that a significant reduction in the number of incidents will occur in 2014.



In 2013, there was an increase in workplace injuries, although lost time hours and modified work hours were reduced by almost 9% from 2012 to 2013. In addition, lost time hours alone were reduced by almost 38% in that same time. This was attributed to the contributions of our Joint Health and Safety Committee and the combined commitment to safety by the management team and our employees.



With the introduction and implementation of the Health and Safety module in InfoHR, all incident reports are being entered and tracked in the system. This allows for better trending and creates efficiencies with respect to employee history and reporting. Human Resources created a process checklist as a communication tool and implemented a change in how the incidents are being reported to the Joint Health and Safety Committee and management. This has streamlined the process and has resulted in more effective information provided.

### **Training and Development**

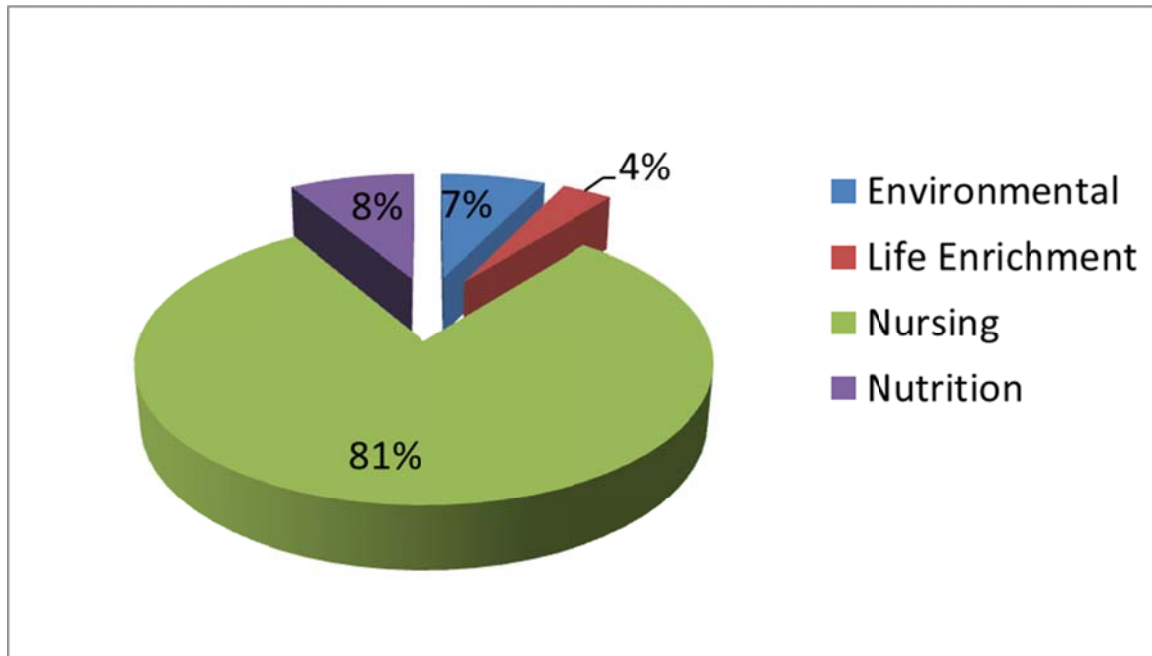
The Human Resources department ensures that County-wide mandatory training is provided to all employees at Wellington Terrace. In 2013, these presentations were further reviewed and streamlined for General Orientation to ensure consistency in messaging and to avoid duplication between presentations. In addition, experiential training components were added to ensure consistent messaging was delivered in a fun and engaging way.

In 2013, additional mandatory training was provided in the areas of Respectful Workplace, Accessibility and Personal Safety. This training was completed in addition to the annual WHMIS refresher.

From a tracking perspective, the education and training module of InfoHR was explored and initiated. Implementation of the module occurred in 2013 with the database development occurring into the beginning part of 2014. The introduction of this module will allow for quick and easy reporting of education completed and outstanding for employees, and will assist managers in the performance appraisal process.

## **Recruitment and Selection**

In 2013, Wellington Terrace was in receipt of 815 resumes, conducted 172 interviews and filled 139 positions. As demonstrated in the graph below, Nursing made up the majority of our recruitment efforts.



With a goal of creating efficiencies and cost savings, a process change was implemented which allowed recruitment decisions to be made by using previous interview and reference notes for internal candidates if they were completed within the previous four months. This has allowed for time and cost savings and quicker responses in filling staffing gaps.

In 2013, Human Resources in conjunction with the Nursing Department researched and explored the New Nursing Graduate Initiative to determine if the programme would be beneficial at Wellington Terrace. Although it was determined not be a good fit for Wellington Terrace at the time, it provided a good understanding for future planning.

To better market Wellington Terrace to potential candidates, Human Resources worked with the County's Communication team to develop a recruitment banner and postcard to

present at events such as career fairs. Human Resources participated in career fairs and information events with the Career Education Council, St. Louis Adult Education, Upper Grand District School Board, Georgian College, Centre Wellington Home Show and the Local Immigration Partnership and Workforce Planning Board.

From a workflow perspective, the interview checklist and process was modified to reduce time during the interview meeting. As well, the new hire package provided to employees during their meeting with Human Resources was modified to an electronic package with the capability of automatically completing fields. This has reduced the amount of time to create five packages from three and a half hours with photocopying and collating requirements to under 30 minutes.

### **Employee Retention**

In 2013, the exit interview was reviewed and modified to gather additional information from parting employees. The interview was also developed so that employees could complete the survey online. It is anticipated that there will be an increase in the number of responses received in 2014. In addition, by having the survey online, it will create efficiencies in data analysis and reporting.

### **Goals for 2014:**

1. Health and Safety
  - a. Further develop efficiencies in reporting by working with Information Technology and Power Pivot tools.
  - b. Continue to monitor employee incidents in conjunction with management and the Joint Health and Safety Committee to recommend further safety initiatives and training as required.
  - c. To review the current return to work process and establish a work plan and procedure to better streamline the programme.
2. Recruitment and On-boarding
  - a. Align and highlight on the Wellington Terrace Human Resources section of the County Website to correspond with the implemented marketing strategy from 2013.
  - b. Increase qualified candidate pool by participating in Community, College and University career events and strengthening our partnerships.
  - c. Continue to measure the effectiveness of recruitment practices to ensure positions are filled in a timely manner to ensure adequate staffing levels are achieved.

3. Employee Retention
  - a. Evaluate the data gathered with the new exit interview.
  - b. Complete a trend analysis and make recommendations to management.
  - c. Work together with department managers to develop retention strategies to reduce voluntary turnover by 10%.
4. Training
  - a. Complete the final data import into the Education module of InfoHR.  
Develop and provide education report training to management.

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## **6. STAFF DEVELOPMENT AND WELLNESS PROGRAMME REPORT**

**Laura Holtom, Assistant Administrator**

**Focus of Service:** An annual education plan is established for staff and volunteers. The plan is based on legislative requirements and assessed need of the home.

**Successes of 2014:**

- Produced a Meal Assistant Training Video
- Produced a Fire Safety Training Video
- Introduced 2 training videos to be viewed by staff in first week of employment and therefore reduced 60 minutes from General Orientation which was redirected to key topic areas – Dementia and Resident Abuse
- We began tracking informal learning opportunities provided by monitoring groups such as at team meetings and mentoring opportunities.
- During Staff Appreciation Week and also through a partnership with Social Action Team we introduced yoga classes for employees.
- Through the support of Employee and Family Assistance Programme (EFAP) the County of Wellington features an independent learning module (e-courses) on key issues impacting the personal lives of our employees. They include topics such as 'Foundations of Effective Parenting' and 'Taking control of your Mood'.

**Challenges:**

- Ensure that key messages and information is consistently being presented at General Orientation

**Goals for 2014:**

- Review materials (verbal and written) shared at General Orientation.
- Reproduce power point materials and handouts using new Wellington Terrace branding design and colours.
- Review and revise the Employee Handbook
- Work with Human Resources to initiate new attendance tracking software.



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## **7. CONSULTING REGISTERED DIETITIAN**

Lead: Paula Cody, RD

Focus of Service:

- To provide clinical nutrition care services to the residents at Wellington Terrace.
- To provide administrative support through menu approval, staff education, policy development, interpretation of and compliance with Ministry of Health and LTC regulations and standards related to nutrition.

Successes in 2013:

- The transition to Point Click Care and E-Mars was completed this year. Clinical nutrition documentation including care plans, diet and supplement orders, monthly weight variance documentation, Dietitian referrals and RAI-MDS (nutrition related) documentation are now all completed within PCC.
- The AIM goal to reduce missed nutrition referral opportunities from 25% in February to 5% was successfully completed by the end of September.
- One in-service on “Feeding Techniques” was provided February 21<sup>st</sup> at a general orientation day to employees. An educational video was subsequently developed in-house based on the content of this in-service. This video frees up more RD time for direct resident care.
- A Wellington Terrace NSW enrolled in the OHA Canadian Society of Nutrition Management course completed her required 75 h of clinical nutrition practical experience under my supervision during March and April 2013.
- The preferred fluids of most residents are now included in the nutrition care plans to facilitate hydration promotion.
- Menu review and development: Close collaboration with the Nutrition Services Manager and Supervisor throughout the development /revision process of the Spring/Summer and Fall/Winter menu cycles once again made approval of these menus an easy task for the RD.
- Meetings attended in 2013: Restorative Care Meetings (6). PHCC meetings (10),
- Audits:
  - Third annual Calcium intake audit: This was completed in February 2013 for all residents and focused on usual daily calcium intake. The results are shared with the pharmacist who uses the resultant data during quarterly med reviews. This interdisciplinary collaboration results in a reduction of calcium supplementation for some residents.
  - A diet order audit was completed in October to ensure diet and supplement orders were correctly entered in PCC prior to E-Mars going live.

## Challenges

- An increasingly complex care resident population. More individuals require special individualized diets that are labour intensive to set up and for Nutrition Services staff to provide.
- Swallowing / chewing problems remain the most common reason for referrals to the Registered Dietitian (average of 14 / month). “Change in appetite” (average of 12/month) is the next most frequent referral.
- Average Dietitian referrals/follow-ups for 2013 was 116 per month. In 2012 the average was 98 per month. In 2011 the average was 90 per month. In 2010 the average was 81 / month. In 2009 the average was 79 / month.
- It has become necessary and challenging at times, to prioritize activities in order to accommodate the inflexible time frames related to RAI-MDS documentation and the sometimes large volumes of simultaneously received nutrition referrals.
- One of my goals for 2013 was to reduce the time required to complete the average quarterly nutrition assessment by 26% from 27 minutes (using Gold Care) to 20 minutes (using PCC). Unfortunately, I was much too optimistic as to the possible time savings using PCC. I find it currently takes an average of about 25 minutes per quarterly or 7.4% reduction in time.

## Goals for 2014:

- An orderly transition of service provision (related to the retirement of the current Registered Dietitian in the spring of 2014) as evidenced by continued timely response to referrals, weight variances, other changes in condition and MDS obligations.

I have greatly enjoyed the past year at Wellington Terrace. There is always a willingness to “go the extra mile” for the residents and a great sense of interdisciplinary co-operation.

John Sewell RPh

Focus of service mandate:

- To promote safe and effective use of medication therapy in residents
- To provide support to Wellington Terrace through in-services, technology, audits and inter-collaborative work

Successes of 2013:

- Facility-wide implementation of an electronic medication administration record (eMAR)
- Medication safety meetings held quarterly with great attendance among registered staff which demonstrates a focus of maximizing resident safety
- Successful completion of 2 co-op placements from a student pharmacist at the University of Waterloo
- Successful recruitment of a student pharmacist from the University of Waterloo for the winter 2014 term
- Calcium and vitamin D use remains well above LHIN average (calcium 22.1% higher, vitamin D 15.1% higher).
- Antipsychotic use down 10.9% from previous year.
- Successful enrolment in the GOAL study which is aimed at promoting best practice in osteoporosis management
- Completion of the Terrace's first antimicrobial stewardship audit
- **Although our Narcotic use is higher than LHIN average (approximately two times higher), this is a result of our excellent and responsive pain management programme.**

Goals for 2014:

- Ongoing review of narcotic analgesic orders to determine if step-down therapy may be appropriate for any residents.
- Provide education for the appropriate use of antipsychotic medication in the long term care setting
- Implementation of medical directive to improve timeliness and efficiency of managing residents taking certain anticoagulants
- Improve medication safety and minimize occurrence of medication incidents through ongoing medication safety meetings
- Pharmacy will continue to review medications on a quarterly basis for all residents with an in-depth review of each resident annually at minimum.



## **9. MEDICAL DIRECTOR'S REPORT**

### **Dr. John Stickney, Medical Director**

I wish to submit this report regarding the medical care that has been given and received at the Wellington Terrace in the year 2013. I am pleased to be part of such an effective team of health care providers that have a common goal and commitment to excellent care of our residents and their families.

Everyone is aware that our new admissions are coming to us with higher needs both from a physical and cognitive perspective. It is a challenge to come to know them and understand their needs quickly so as to support them during their transition to our setting. This is a time when a crisis can develop and when we need to respond quickly. It is only with a well coordinated and committed team that this happens and this is one of our common goals.

During 2013 we have supported many residents and their families during their final days together and have received many positive comments regarding how well the Wellington Terrace team has performed. Everyone involved realizes the importance of helping create final memories for families that will be with them through the rest of their lives.

Students have always been welcomed at the Wellington Terrace from many of the health care disciplines. In 2013, it was my privilege to support and in a small way mentor students from the University Of Waterloo School Of Pharmacy as well as the clinical clerks from the McMaster School of Medicine. New to us this year was the placement of final year residents with us for a significant part of their Care of the Elderly Rotation. We have had positive feedback from each of them and hope to continue to expand this as we realize that these are the practitioners of the future.

The year 2014 will bring us new and different challenges so that we must continue to focus our energies together to meet these effectively. I sincerely look forward to being part of the Wellington Terrace team.



## 10. PHYSIOTHERAPY DEPARTMENT

### Team Members

Linda Vines PT

John Brice PT

Anna Kingma PTA

Jocelyn Lodder PTA

Our goal is to ensure the ongoing provision of physiotherapy services of the highest possible caliber to the residents of Wellington Terrace. Specifically,

- to recognize that each resident is unique
- to remain aware of and respond to the needs of each resident
- to remain proactive in minimizing risks (such as falls and infections)
- to continue to participate on teams where our services can be helpful

### Successes in 2013:

2013 was a year of significant change for the Physiotherapy Department. We added the services of a second full-time physiotherapy assistant. This has permitted us to greatly expand our services. Specifically,

- we have increased our total interventions by approximately 25 percent
- we have increased, when appropriate, visits to some resident to 3 per week
- we are better able to see residents at their convenience (e.g after other services)
- we are able to respond faster to new referrals
- our physiotherapist can respond to the increasingly complicated needs of new residents

### Challenges for 2013:

Our biggest challenge for 2013 was responding to the documentation and administrative requirements of the MOHLTC. These requirements are not finalized at the Ministry level and we are striving to remain aware and responsive.

Goals for 2014:

We are excited about our opportunities for 2014. Specifically,

- respond to the MOHLTC requirement for program documentation
- respond as quickly as possible to new referrals and admissions
- work with other staff to become aware of and respond to developing conditions (such as cardio respiratory conditions) as quickly as possible to reduce risk of complications (such as pneumonia)
- to remain proactive in reducing the incidence of such condition as skin breakdown, falls, contractures and infections
- to continue to actively participate on the various teams and committees at WT
- to ensure our services are responsive to the changing needs of Wellington Terrace residents.

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## **11. FALLS PREVENTION MANAGEMENT**

**Jill Mainland, Manager of Resident Care**

**Lead/Members of Team:**

Joanne Badder, BSO PSW

Cindy O'Sullivan, NSW

Annette Baker, RPN

Colleen DeBoer, Admin/ Recorder

Heather Near, RPN

Jessica Allan, RPN

Anna Kingma, PT Assistant

Bernadette Shakespear, ESW

Kristen Sharer, Restorative Care Worker

RHA Champions: Michelle Rutherford,

Tammy Becker, Tina Buckton, Jackie Camp, Michelle Harriott and Kelly Balkom

**Focus of Service:**

To provide strategies to reduce and mitigate resident falls.

**Successes in 2013:**

- A reduction of 2% in the average number of falls per month (Aim Statement unmet – goal was a reduction of 9%)
- A reduction of 1% in the numbers of injuries associated with falls (Aim Statement exceeded)
- The numbers of serious injuries requiring follow up care was maintained at 1% (Aim Statement exceeded)
- The number of fractures as a result of a fall has been reduced and maintained by 64% over the past 3 years compared to the statistical data collected from 2004 - 2010
- Education: Care and Use of Fall Alarms and Falling Leaf Programme for all staffs, Post Fall Assessment for Registered Staffs, Webinar “Understanding and Preventing Falls in Dementia” for Monitoring Committee and Champions, Falls Prevention at each general orientation, Bulletin Board updated monthly, “Osteoporosis” presented by John Sewell and Anthony Suen, “Posey Fall Alarm” presented by Scott Crozier to Monitoring Committee and Champions, Falls Statistics and Data are reviewed monthly at the RHA team meetings to analyze contributing factors and implement intervention to prevent future falls and injuries

The goal of the educational activities is to ensure that all staff are aware of the importance of their role and responsibility in Falls Prevention.

- Algorithm developed to assist staff to determine when to apply and discontinue the use of a Fall Alarm and initiate the Falling Leaf Programme
- The Falls Prevention Program, Policies, Procedures and Terms of Reference for the Monitoring Committee were reviewed and revised as needed.
- Equipment: Additional fall alarm systems and ceiling lifts were purchased.
- Dance Programs were initiated in 5 Resident Home Areas to strengthen and enhance the residents’ physical abilities and balance.
- A “Leaf” has been affixed to the name badges of the members and champions for easy identification.
- Posey Fall Alarm system was trialled

## **Challenges:**

- There was a 7% reduction in the number of residents participating in the Osteoporosis Programme. (Aim Statement unmet – goal was to increase participation by 2%)
- The Falls Risk Assessment and Post Falls Risk Assessments are not always completed accurately and thoroughly
- It is impossible to prevent all falls

## **Goals for 2014:**

### **Aim Statements:**

**Our Goal is to maintain or reduce the average number of falls per month to 58 or less by December 31, 2014.**

**Our Goal is reduce the numbers of injuries associated with falls by 3.5% from 28% in 2013 to 27% by December 31, 2014.**

**Our Goal is to maintain or reduce the incidence of serious injuries requiring follow up care in an acute care facility as a result of a fall to 2% by December 31, 2014.**

### **Objectives:**

- Participate in the “GOAL” study (Gaining Optimal Osteoporosis Assessment in Long Term Care)
- Offer the following education:

Mandatory Falls Prevention for all staffs

Accurate completion of the Falls Risk Assessment and Post Falls Assessment for Registered Staffs

Use and Care of Posey Fall Alarm system presented by Scott Crozier (total of 3 sessions in 2014)

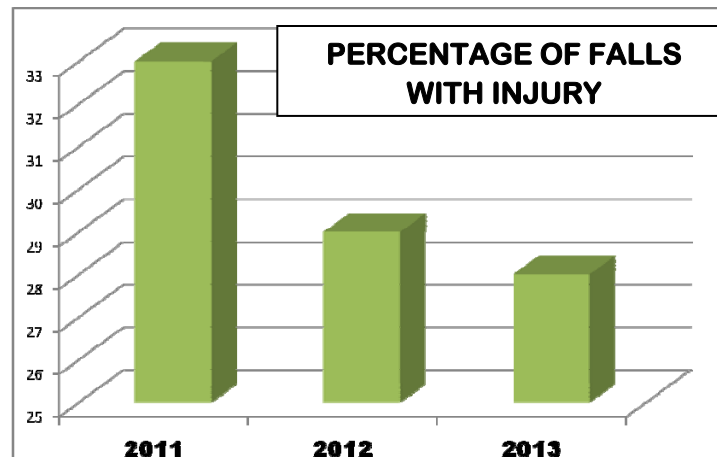
1:1 Fall Alarm use/care and Falling Leaf programme training for all nursing staffs, including a sign-off

“Drugs and Falls” presented by John Sewell and Medical Pharmacies student

Ongoing Falls Prevention education at all general orientation sessions, bulletin board displays, RHA team meetings and departmental meetings



- Develop a pamphlet to circulate to residents and their families to increase their knowledge in Falls Prevention.
- Purchase additional Posey Fall Alarm systems and ceiling lifts
- Continue to collect and analyze the data surrounding resident falls
- Celebrate our successes.



## 12. SKIN AND WOUND CARE MANAGEMENT

### Judy Goodall, RN

Team Members: Elise Seitz R.N., Marzena Szymanski R.P.N., Kendra Kirton R.P.N., Diane Olinski NSW, Joeleen Diljee PSW, Laura Marshall ESW, Paula Cody RD,

Katrina Lawr Rec/Equipment Specialist Rep.

Sub Committees: Minimal Lift Team, Physiotherapy/OT and Continence and Bowel Management Team

#### Statement of Intent:

The Home shall ensure that a skin and wound care program will be maintained to preserve skin integrity, prevent pressure ulcers, promote comfort and mobility, and prevent infection. The interdisciplinary team plays a significant role in skin care and pressure ulcer management, promoting open communication, and monitoring resident outcomes and program outcomes. The Monitoring Committee will be guided by the

Wellington Terrace policies and procedures and the Mission, Vision, and Values.

Focus of the Skin and Wound Care Monitoring Committee:

1. Select and provide ongoing evaluation of tools required to gather and track data for all residents at risk for altered skin integrity.
2. Evaluate and monitor data collected using the appropriate tools. Information collected will include assessments, reassessments, interventions and resident's responses to interventions are documented.
3. Provide recommendations to teams that may include; strategies to transfer and position residents reduce and prevent skin breakdown; reduce and relieve pressure, including the use of equipment, supplies, devices and positioning aides based on the residents condition.
4. Review and revise policies and procedures at least yearly in accordance with evidence-based practices and if there are none, with prevailing practices. The team will also monitor information such as who participated in the evaluation, summary of changes made and date those changes were implemented.
5. Assume a leadership role for monthly "skin and wound care rounds" where the team reviews with the RHA team.
6. Focus is on problem solving and providing education for all staff.

Aim Statement:

The AIM of the Skin and Wound Care Monitoring Committee is to reduce by 50% the number of residents who have pressure ulcers from 6 per month to 3 per month by implementing:

- Early identification of stage 1 pressure ulcers
- Ensuring staff aware to avoid shearing forces during transfer and repositioning
- Use of pressure relieving mattresses
- Use of pressure relieving padding ie roho cushions, prevalon boots
- Regular repositioning schedule for high risk residents
- Standardized treatment for each stage, including pain control
- Toilet and/or brief change routine to avoid incontinence/or manage.
- Early intervention from sub groups ie; RD, PT, OT

Success in 2013:

1. The Monitoring Committee continues to use the skin concerns tracking tool for recording skin tears, complex wounds, venous stasis ulcers, stage one or shearing type wounds, and stage two or greater pressure ulcers. The tracking has been fine tuned to include prior to admission and hospital acquired skin tears, venous stasis ulcers and pressure ulcers.
2. The nursing teams are evaluating treatments and documenting every 5 days on a regular basis. When the treatments are ineffective they have sought out other strategies and resources such as the Wound Care Nurse, and the OT/PT before the wound worsened, thus the wound healed faster and the resident was more comfortable.

3. The Skin and Wound Care Program has been finalized and placed on the WELL for easy access for all disciplines and team members.
4. The nursing team has been more reliably adding actual skin care concerns promptly to the care plan.
5. The Continence and Bowel Management monitoring committee continues to closely work with the Skin and Wound Team. Elise has officially joined our team. She is responsible for ordering the treatment supplies along with the Tena supplies.
6. The Tena wash cream program that Elise implemented has been successful in reducing and preventing excoriation.
7. The Skin and Wound Team provided education with interventions at team meetings to prevent excoriation between skin folds.
8. Peg has been proactive with educational opportunities. In September three Registered Staff participated in a day session in the “Art and Science of Wound Care”.
9. Laura has developed a successful education introduction by providing skin care education during the employee orientation sessions. The skin education has been beneficial in promoting good skin care while stressing the importance of good assessment practice while having prevention being a goal.

#### Challenges the team had in achieving the goals:

To provide interesting educational opportunities for staff. The sessions needed to be brief, meaningful and beneficial in promoting excellent skin care for our residents that had a prevention focus.

Prompt Intervention can be a challenge.

Implementation of a care plan for prevention of skin concerns. Some residents being admitted are already at a high risk for skin breakdown. We need to implement care needs promptly requiring all the disciplines to assess and develop a plan. The RAI team has initiated immediate referrals as required depending on their assessment findings which in turn will help the resident to receive the care needs required to prevent, treat and resolve skin concerns.

Communication is a challenge.

The Registered Staff need to ensure communication by e-mailing Elise and I when there are pressure areas developing at an early stage rather than when it is an open wound.

The team needs to be informed when there is groin excoriation that is not healing before it becomes scalded in appearance, or if the resident is sustaining cuts or blisters from briefs not being applied correctly. The team can assist to ensure all interventions are in place and that there is a plan of care developed for the skin concern.

Next Steps

### Goals for 2014:

Our goal for this year is to reduce the number of new stage 2 or greater pressure ulcers from an average of 6 per month to 3 each month. The goal in 2013 was 3 – 0 per month. This goal was only met 25% of the time.

Our goal for this year is to reduce the number of skin tears from an average of 11 per month to 5 or less each month. Last year the goal was 5 to 3 or less per month. This goal was unmet. In fact the numbers increased this year more than 50%.

Our goal will to complete an analysis on when skin tears are occurring using the 5 whys to determine the root cause of the problem.

Our goal will be to provide education on skin tear and pressure ulcer prevention.

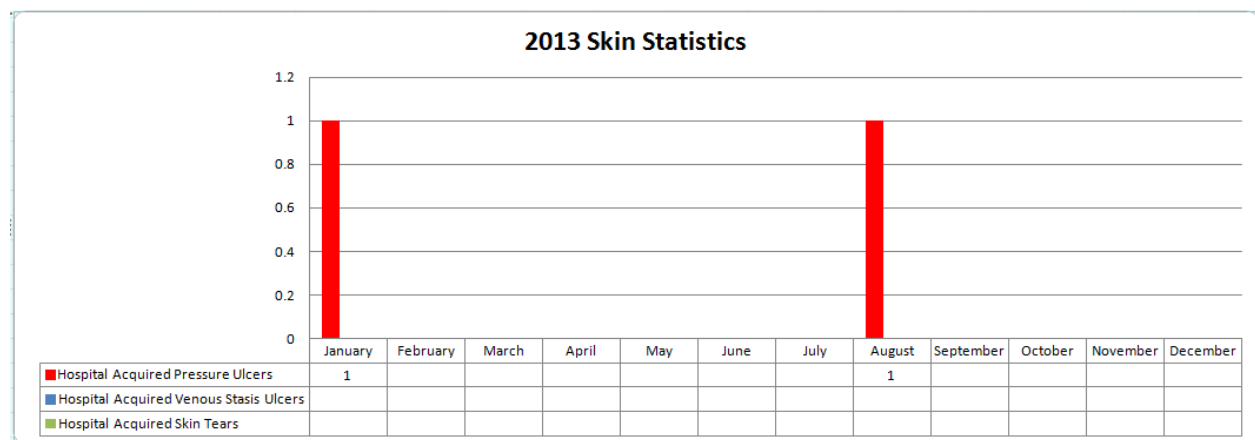
Our goal will be to provide education for the PSWs on treatment cream applications.

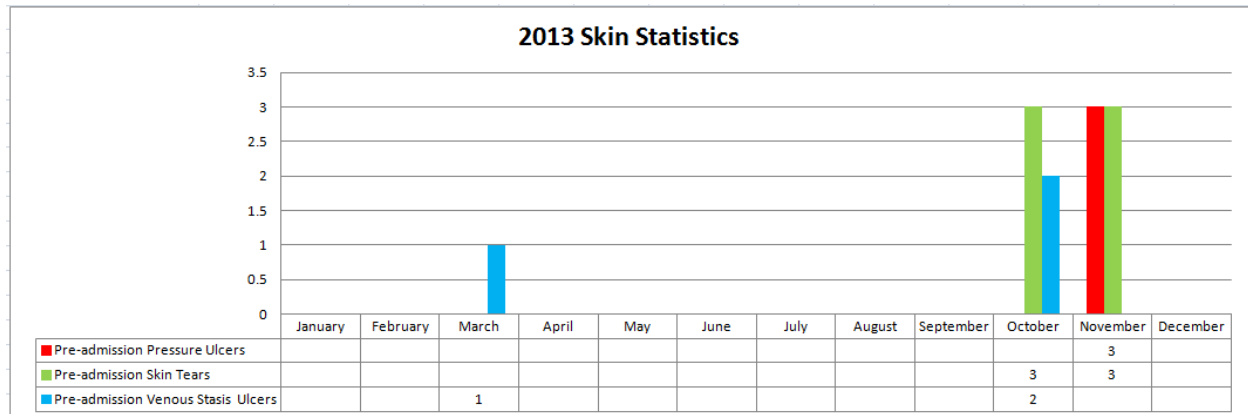
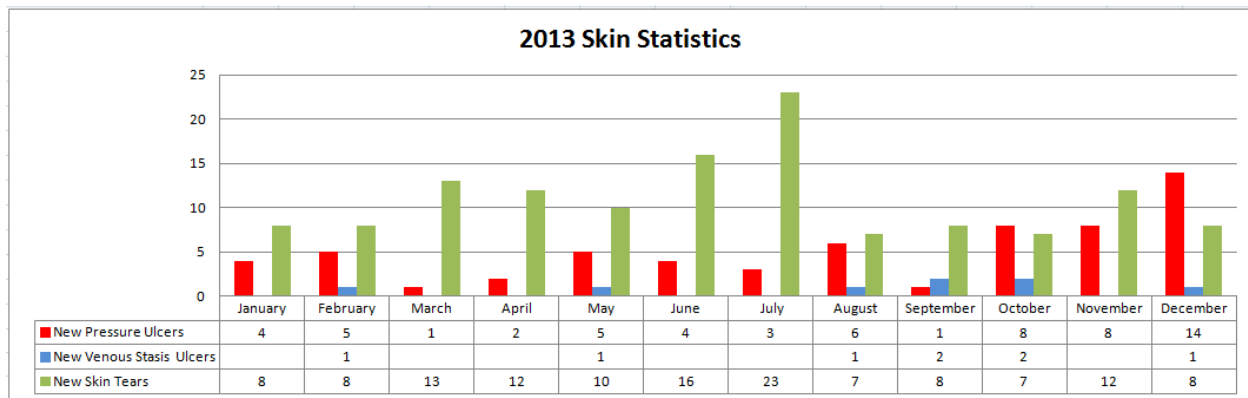
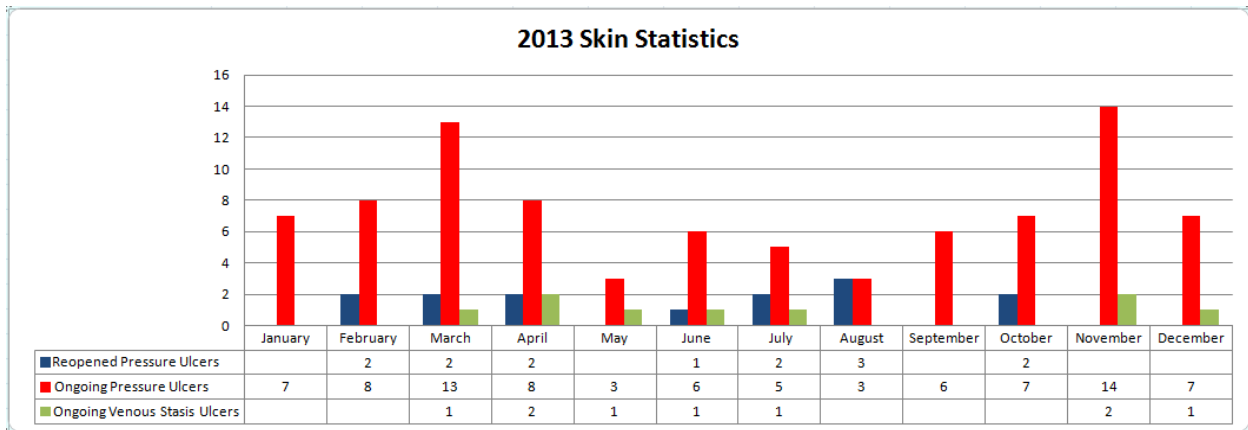
Our goal will be to provide more specialized skin and wound education for the Registered Staff.

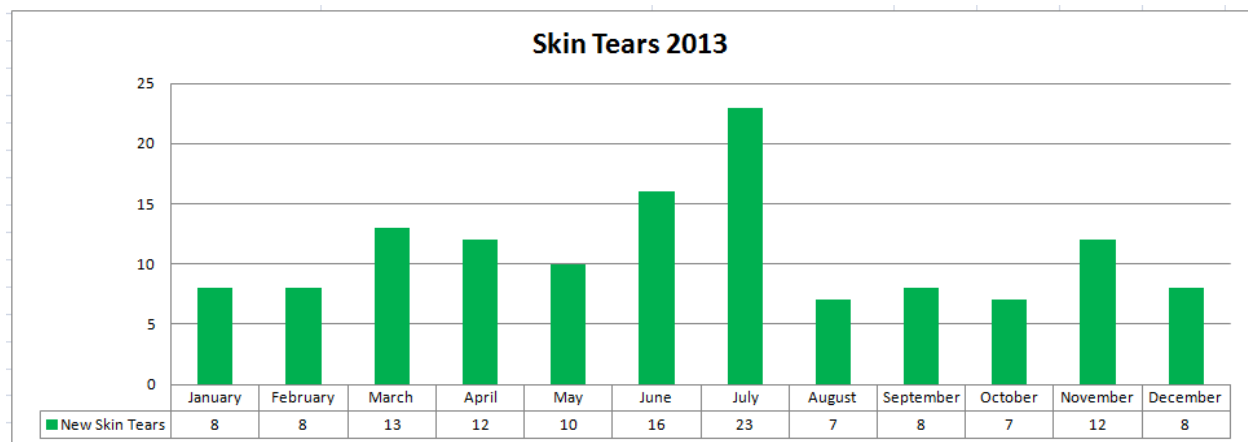
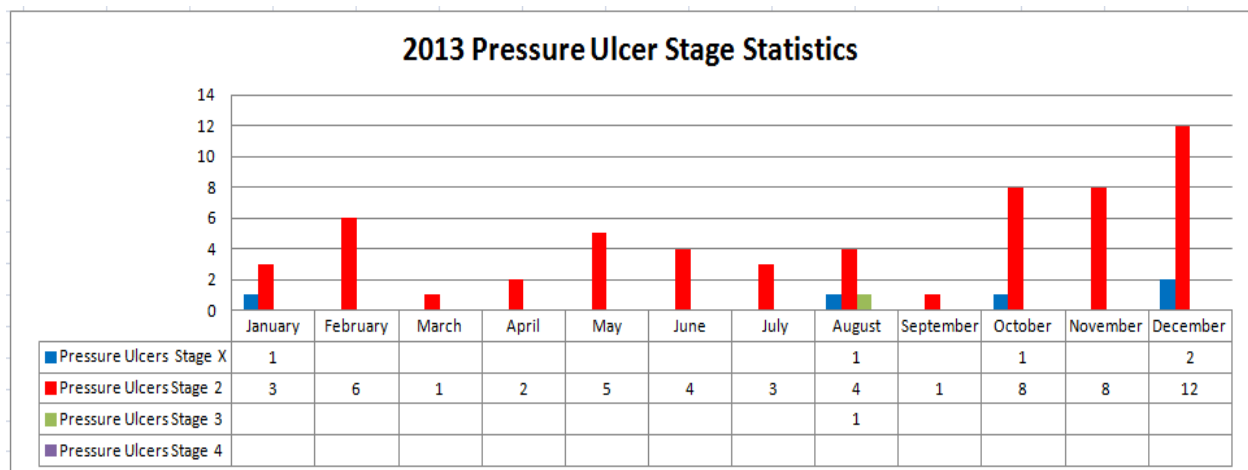
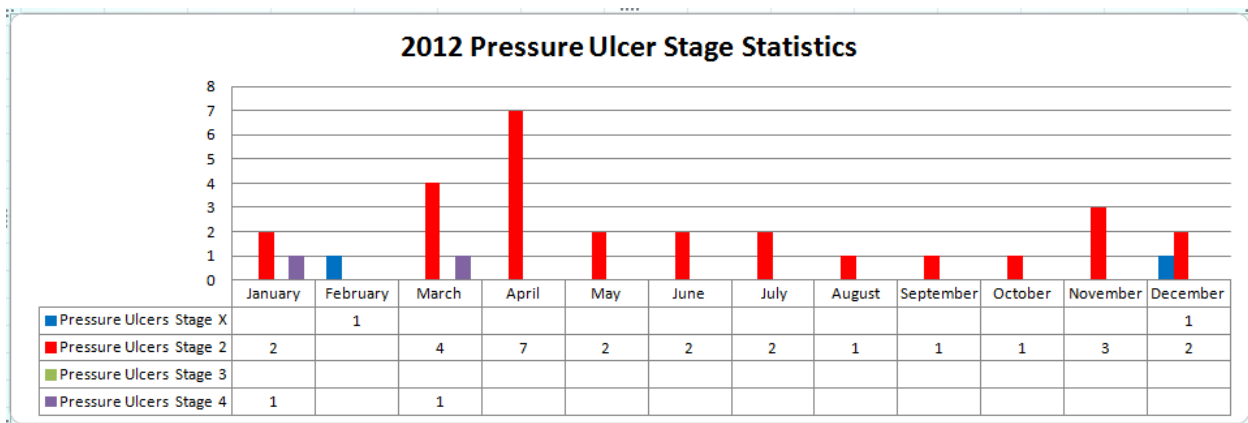
Our goal will be to develop monthly skin rounds and visits from the Specialized Wound Care Nurse as needed for complex wounds.

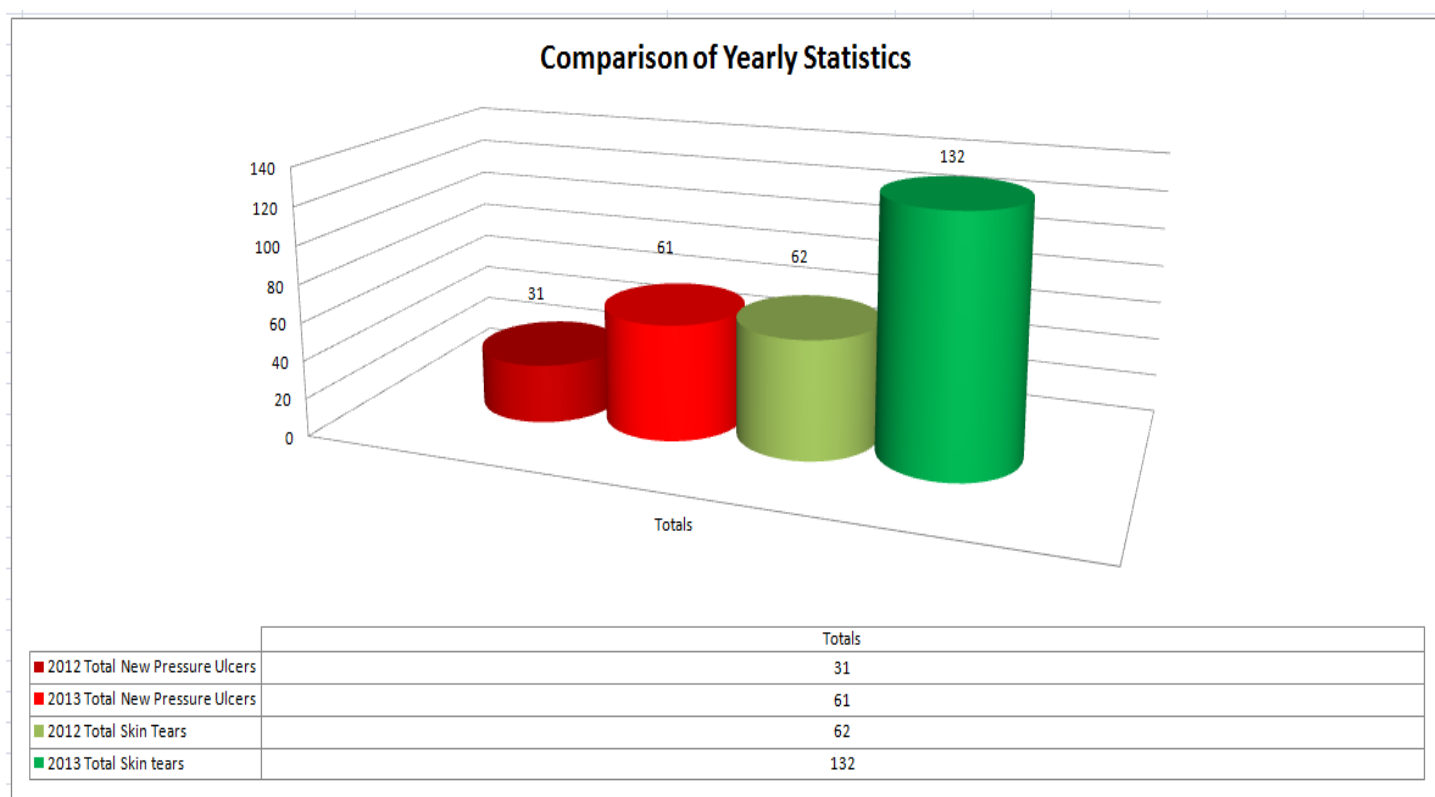
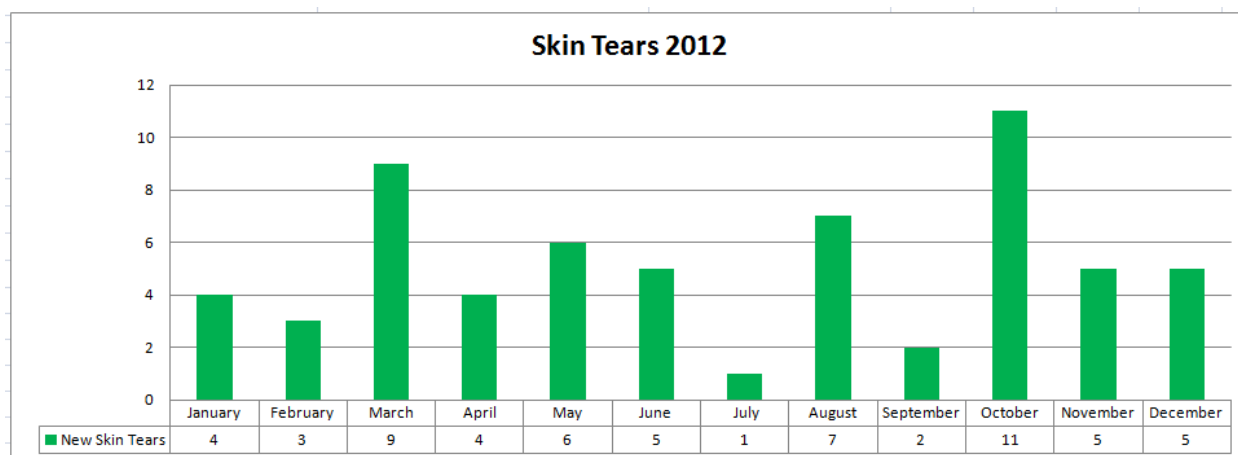
Our goal will be to improve on progress note assessments and care plan skin and wound documentation to ensure concerns are added promptly.

Our goal will be to keep accurate records of supplies eg: special mattresses, prevalon boots, and dressing supplies.









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### **13. PAIN AND SYMPTOM MANAGEMENT MONITORING COMMITTEE**

#### **Members of the Team:**

**Marilyn Clayton – Lead**

**Virginia Muir – RPN**

**Tracey Henderson – Dietary**

**Anne Krieger – Environmental Services**

**Cynthia Scarrow – PSW**

**Linda Vines – Physiotherapy**

**Chris Bigelow – Palliative Pain and Symptom Management Consultant**

#### **Successes in 2013**

1. eMAR for delivery of medications for pain and symptom management.  
Point Click Care

- Care planning
- Documentation
- Referrals to pain rounds
- RAI MDS integration and triggering of pain assessment
- Pain assessment in PCC instead of on paper copy
- Better tracking of Pain Rounds referrals

2. Quarterly Reviews

- Marilyn has been participating in the Quarterly Review process with a focus on Pain and Symptom Management. This ensures every resident has a thorough review at least once per quarter.

3. Education

- 2 RPNs attended the 2 day Pain Management course with Chris Bigelow
- Staff from LED, PT, and all levels of Nursing attended a 1 hour in-service on Pain Assessment in Dementia.

#### **Challenges**

- Maintaining procedures in new formats
- Ensuring new RPN staff have advanced pain education



## Goals for 2014

Chris Bigelow to assist with delivery of a certificate program for Pain Management education with registered staff. We hope to archive this so that staff unable to attend can view at a convenient time.

PSW staff – improved reporting of pain. Care to stop to allow time for pain interventions to be effective.

Develop mini messages for the Pain Monitoring Committee to bring to team meetings.

Marilyn is hoping to work with Kate Brubacher to learn how best to use the Alerts on PCC.

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## 14. PALLIATIVE COMMITTEE

### **Members of Team:**

**Marilyn Clayton – Lead**

**Barb Clark – Secretary**

**Members at Large – Every member of staff invited to participate.**

Focus of Service – Delivery of quality care to residents and their families at End of Life.

### Successes

1. The Dove's Debriefing sessions have been held on 3 occasions, with an average of 11 staff attending. Feedback has been very good and staff have been very supportive of one another in the sessions.
2. 4 more volunteers have signed up for No One Dies Alone bringing our number back up to 43.

### Challenges

1. Comfort around conversations around wishes/goals/support of the residents and their families at End of Life.
2. Families have reported dissatisfaction with spiritual and cultural supports.
3. No One Dies Alone and Cherry Blossom rooms not always being offered to residents.
4. Ensuring that volunteers for No One Dies Alone are signing in each visit in order to effectively track the number of volunteer hours for this service.

## Goals for 2014

- Revamping the End of Life Checklists to improve comfort with service introduction, and to improve service introduction at End of Life as well as compliance with procedures. (I.e. Dietary requisitions for Hospitality cart/stocking of Cherry Blossom Rm.) Offering of services. (I.e. NODA; Cherry Blossom Rm., spiritual care)
- Educating families, staff, and volunteers re: services available at End of Life using; Newsletter; Display board; Bulletin board; and mini in-services delivered at team meetings and resident and family council meetings.
- Having RNs – Responsible nurses and Team Leaders work more closely with RPNs to build confidence and ensure consistent use of procedural guidelines.

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## 15. CONTINENCE CARE AND BOWEL MANAGEMENT

### Bowel and Bladder Monitoring Group

Team Lead: Elise Seitz RN

Team Members: Kelly Balkom, Darlene Seymour, Dominika Chomyn, Jackie Camp (filling in for Sandra Bunyan), Angela Osmond, Judy west, Judy Goodall, Donna Lehman, Brenda Prince, Megan West

Sub Committees: Skin and Wound Care Monitoring group

Focus of Service: Wellington Terrace is committed to providing continence care and bowel management interventions to promote comfort, dignity and independence, to prevent and treat skin impairment, to decrease falls and to promote continence. Our monitoring committee serves as leaders to; provide strategies home wide to promote resident comfort and dignity, promote the prevention of skin breakdown and infection, develop policies, procedures and protocols as well as serve as a resource or refer to specialized resources for all teams. The monitoring committee is guided by the Wellington Terrace policies and procedures and the Mission, Vision and Values.

Focus of the Continence and Bowel Management Group:

- To maximize residents comfort, dignity and independence
- To provide individualized continence care plans noting the specific types of incontinence with the corresponding interventions to best manage care needs
- To maintain an interdisciplinary team approach and circle of care theme
- To ensure that MOH standards are met
- To promote best practice guidelines for promoting bowel and urinary continence and prevention of constipation as per RNAO guidelines

- To enhance education in continence care

#### Successes in 2013:

- The Tena representative was in to provide on the unit training for all shifts on two days in August.
- All neighbourhoods continue with their individualized toileting routines. For those residents that do not benefit from a toileting routine, all neighbourhoods continue with their changing routines. Many of our residents have a combination of toileting routine and changing routine (they may be toileted during the day and changed during the night or toileted for bowel elimination but otherwise require their incontinent product changed). We have increased the number of routines from 84 in 2012 to 104 in 2013.
- We continue to use Tena Wash cream for those individual residents that are assessed as requiring it for treatment of skin breakdown or who are at high risk for skin breakdown.
- We continue to assess our residents for the use of pads vs. briefs to promote their comfort, dignity and independence while trying to contain costs.
- Two continence displays were placed outside of the staff dining room. The first display was to provide basic information on the different products that we use at Wellington Terrace and their different absorbencies. The second display was on how to correctly apply pads and briefs. Two additional displays will be set up in the next month. One will be on recognizing skin breakdown from incorrectly applied incontinence products and the use of treatment reams. The second will be on continence promotion.

#### Challenges:

Ongoing education on the correct application of pads and briefs will always be required. This is crucial to preventing skin breakdown. Keeping education sessions short, interesting and frequent is a challenge.

Ongoing adjustment of toileting and changing routines is required. As our residents change, so will their continence care plans. The Tena Team continues to work to identify those residents requiring changes and are becoming quite comfortable discussing continence care at team meetings.

80% of our residents have some type of incontinence. At present, 59% have a continence care toileting or changing routine in place. There is still room for improvement.

#### Goals for 2014:

Further education for the Tena Team to ensure that they are assessing our residents for the correct product and size and to ensure that we are maximizing the number of routines in our efforts to promote continence. .

Continued education for all nursing staff on Continence promotion and individualized toileting and changing routines.

Continued education for all nursing staff on the correct application of incontinence products. Further education on recognizing skin breakdown caused by improperly applied products is required.

Work with the Pain Management Team to address constipation related to opioid use.

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## 16. SPECIALIZED DEMENTIA CARE

Mary Lou Bolen R.N.

**Members:** Julie Coulson Behavioural Support Ontario (BSO) RPN, Joanne Badder B.S.O.PSW, Terri Adlam Pieces Resources Consultant (PRC), Kate Brubacher RAI Coordinator, Colleen Cudney Life Enrichment Manager, Krista Cudney NSW, Sara Hogeveen PSW ,Laura Holtom Assistant Administrator, Peg Muhlbauer Director of Care (DOC), Lindsay Wideman LED , Liana Woods ESW,

### **Focus of Service:**

- Improve quality of life for all residents by decreasing responsive behaviours
- Continue with ongoing education and support with regards to dementia care and cognitive impairment for staff, volunteers and families
- Continue to partner and support Behavioural Support Team (B.S.O.) both within the Home and LHIN wide
- Review and revise policy and procedures in accordance with best practice guidelines
- Continue to focus on decreasing all forms of physical and chemical restraints

### **Successes in 2013:**

- Walnut Grove RHA successfully transitioned to our third dementia supported neighbourhood

- Psycho-geriatric Clinic continues to be facilitated here at Wellington Terrace monthly under services of Canadian Mental Health (Trellis) and Dr Clements with 60 visits occurring
- Two referrals were submitted and accepted to the Specialized Mental Health Unit –Seniors Inpatient Services at Freeport for a 90day admission for assessment of unpredictable responsive behaviours.
- Education continued this year in Gentle Persuasion Approach (G.P.A.) with another 57 staff trained. Total current staff trained to date are 184  
RN's – 100%, ESW-93%, LED-91%, RPN's -87%, PSW's -61%, Clerical-43%, Administration – 40%, Terrace aids – 6%
- Education also continued with another 6 Reg staff trained in P.I.E.C.E.S and 4 PSW's in Montessori Approach to activities for residents
- 114 education sessions at team meetings, BSO bulletin board or other forums with topics discussed delirium , pain and dementia, importance of consistent approaches , sun downing, benefits of music therapy , changing language to maintain dignity of our residents
- New referrals to BSO caseload for year was approximately 66 residents and range of active residents on caseload at any given time was 19-31
- All 6 RHA's have Montessori based activities set up for staff to use with residents
- "Toolboxes" created for individual residents on the Resident Home Area's to help staff with specific interventions that will improve their quality of life. Small wrench beside residents name on resident list to indicate who has one.
- Multidisciplinary team sessions were held to 1)facilitate the needs and concerns of transitioning Walnut to a dementia supported RHA 2) support Birch team to better understand the cognitive and physical needs of a new resident with our PRC 's Terri Adlam's guidance
- All RHA's have a social history of each resident in a designated binder available to all of team to be able to access so they can better understand and care for their residents
- Reduction of incidents of elopement on the secured dementia RHA by 50% by posting sign on doors (decoratively) alerting visitors and staff to look through the glass before opening it to ensure that a resident is not wanting to leave on the other side

- Distribution of activity sheets that are recreation and Montessori based on all RHA's . These sheets are available for all staff to use as a guide to a variety of meaningful activities available for residents to reduce boredom and behaviours
- Positive media coverage with the K-W Record and also OANHSS spotlight on our BSO programs
- Weekly music and dance program on all 3 sisterhoods for BSO caseload residents and also other residents and a Floral arranging program on Birch dale
- Increase of behavioural charting has occurred with new PCC system – Julie,BSO RPN will continue to monitor this daily for trends and triggers
- Members of the Maple team presented the flexible breakfast program at the Collaboration Day in Nov/13 for all the BSO in the LHIN
- Presently percentage of residents with an order for antipsychotic medication without a psychiatric diagnosis is 31.1 % which is a reduction from 33.0 % from previous quarter

#### **Challenges:**

- Noise Study which we planned on getting under way with our audiologist Lynne McCurdy and the monitoring group was delayed due to ongoing roof reconstruction
- The majority of residents being admitted to Home have some form of cognitive impairment and the numbers are increasing as to the level of complexity of this cognition thereby requiring very extensive interventions and support

#### **Goals for 2014:**

- Monitor and act upon results from Noise study
- Continue ongoing GPA and P.I.E.C.E.S. education and weekly team meeting education sessions by BSO team
- Support Resident Home Areas with high incidents of residents with increased anxiety
- Continue to monitor antipsychotic medication usage without a psychiatric diagnosis

## 17. INFECTION CONTROL

**Carol Woods, RN**

Topic for Improvement:

- 1) Reduce number of outbreak days.
- 2) Improve hand hygiene compliance.
- 3) Reduce disposable burden of isolation supplies.

Task: # of Outbreak Days

- For 2011-56,
- for 2012-45
- for 2013-39

Maintain over 90% compliance for Influenza Vaccine for staff and residents in 2013.

- Resident rate-97%
- Staff rate-98.8
- Volunteer rate-80%

Improve hand hygiene compliance to over 80%.

Average compliance rate for 2013- 87%.

Implemented change in disposable gowns and laundry bags to fabric in response to increased contact isolations. Started of Birchdale resident home area with success and moved to include all remaining 5 home areas. Further improvements made by changing practice of disposable dishes and utensils for meal service to regular dishes and utensils. Wire frames for laundry and garbage bags were replaced with taller plastic style garbage cans that are waterproof and easily cleaned and disinfected.

Changes were made to the practice of donning a blue gown for the staff leaving an outbreak area. With this change it was reinforced that staff must properly don and doff personal protective equipment for the residents on individual room isolation and always use surveillance to ensure residents who may be showing signs and symptoms of illness be expediently isolated. Posters were made available with the isolation packages for proper order to apply and remove personal protective equipment (PPE) that could be affixed to the

wall on the resident isolation room.

#### Education:

Carol and Nhu Thanh attended the Infection Connection conference in Guelph on September 26, 2013.

Carol and Rick attended the Joint Environmental and Infection Control Conference in Ottawa September 15-17, 2013.

#### CELEBRATION PLAN:

Infection Control Week Celebration was held from October 21-25 with great learning opportunities and prizes! Immunization clinic this year was held October 28-November 2 inclusive with great participation and prizes!

#### GOALS AND OBJECTIVES:

All Registered Staff to complete learning package for administration of Tetanus and Diphtheria Immunization for residents and develop policy, procedure and schedule for resident vaccination.

Increased hand hygiene education for all departments. Continue audits to focus on areas where there is non-compliance and plan for further interventions.



## 18. MDS RAI

**Members of Team:** Kate Brubacher, RN and RAI Coordinator, Kelley Krieger, RPN (Documentation Support Nurse), Melissa Brady, RPN and Judy Goodall, RN

#### **Focus of Service:**

To develop and maintain documentation standards within Wellington Terrace according to the College of Nurses of Ontario, Ministry of Health and Long Term Care standards and guidelines, and RAI-MDS 2.0 Standards

#### **Successes in 2013:**

Implementation of the Point Click Care System including:

- Developing very detailed care plan libraries for more comprehensive care plans
- Creating our own User Defined Assessments to capture the correct clinical evidence required by the Ministry of Health



- Training all of our Registered staff members on care planning and documentation
- Working alongside all disciplines to help develop and support documentation for their specialties.
- Implementation of eMAR (electronic medical records) effective September 2013
- Internet backup system improved, including wifi set up home wide
- Completion of the AIS testing (all departments and staff who complete the coding portion of assessments)
- Working with Medicare to ensure maximization of our CMI (funding) – Over the past 2 quarters have managed to improve the CMI Value for that time period to 1.05. Data used for funding is always one year behind and there is a formula applied to the CMI to determine funding.

\*All of the above changes have been embraced in a very positive manner by all disciplines and for that we are thankful!

#### **Challenges:**

- System challenges
- Accuracy of graphics and other forms of documentation
- Omissions in documentation

#### **Goals for 2014:**

- Implementation of the Point Click Care – Point of Care system for PSW documentation
- “Real Time” care plan updates for all resident changes
- Continue with documentation training – coding/Rap’s/Care Plans/Graphics and Point Click Care (Point of Care)
- Continue to find strategies for “Release time to Care”. Strategies to decrease the time spent on documentation and checklists, in order to increase the time spent at the resident bedside.
  - Improve accuracy of care delivery documentation





# COUNTY OF WELLINGTON

## COMMITTEE REPORT

**To:** Chair and Members of the Information, Heritage and Seniors Committee  
**From:** Kevin Mulholland, Construction & Property Manager  
**Date:** Wednesday, April 9, 2014  
**Subject:** Fergus Library Renovation - Project Status Report #6

Status of project	<ul style="list-style-type: none"><li>- Installation of metal frames has started</li><li>- Installation of masonry load bearing walls has continue</li><li>- Installation of wood blocking has begun</li><li>- Mechanical &amp; electrical roughins have continued</li></ul>
Upcoming work and deadlines	<ul style="list-style-type: none"><li>- Installation of metal frames will continue</li><li>- Installation of masonry load bearing walls will be complete</li><li>- Structural steel installation will be completed</li><li>- Steel stairs installation is scheduled for completion</li><li>- Installation of steel decking will be installed</li><li>- Concrete floors are scheduled to be poured</li><li>- Wood blocking installation will continue</li><li>- Structural steel studs &amp; drywall will begin</li><li>- Mechanical &amp; electrical roughins will continue</li><li>- Sprayed insulation will be installed</li><li>- Stone veneer is scheduled to begin</li><li>- Work will begin on the front ramp</li></ul>
Status of construction schedule	<ul style="list-style-type: none"><li>- project completion is currently scheduled for November 2014</li></ul>
Change orders approved since last meeting	<ul style="list-style-type: none"><li>- 1</li></ul>
Total change orders approved to date	<ul style="list-style-type: none"><li>- 9</li></ul>
Total net value of change orders approved to date	<ul style="list-style-type: none"><li>- \$25,623.12</li></ul>

### Recommendation:

That the Fergus Library Project Status Report be received for information.

Respectfully submitted,

Kevin Mulholland  
Construction & Property Manager



**County of Wellington**  
**Library Services**  
Statement of Operations as of  
31 Mar 2014

	<b>Annual Budget</b>	<b>March Actual \$</b>	<b>YTD Actual \$</b>	<b>YTD Actual %</b>	<b>Remaining Budget</b>
<b>Revenue</b>					
Grants and Subsidies	\$157,500	\$0	\$0	0%	\$157,500
Municipal Recoveries	\$24,700	\$0	\$0	0%	\$24,700
Licenses, Permits and Rents	\$33,000	\$1,122	\$8,551	26%	\$24,449
User Fees & Charges	\$94,100	\$7,065	\$18,339	19%	\$75,761
Sales Revenue	\$7,900	\$586	\$2,057	26%	\$5,843
Other Revenue	\$0	\$2	\$6	0%	\$(6)
<b>Total Revenue</b>	<b>\$317,200</b>	<b>\$8,774</b>	<b>\$28,952</b>	<b>9%</b>	<b>\$288,248</b>
<b>Expenditures</b>					
Salaries, Wages and Benefits	\$3,597,300	\$284,733	\$850,487	24%	\$2,746,813
Supplies, Material & Equipment	\$795,900	\$72,736	\$161,465	20%	\$634,435
Purchased Services	\$775,000	\$103,478	\$241,340	31%	\$533,660
Insurance & Financial	\$25,100	\$0	\$22,109	88%	\$2,991
Minor Capital Expenses	\$47,000	\$0	\$0	0%	\$47,000
Debt Charges	\$693,400	\$130,374	\$235,438	34%	\$457,962
Internal Charges	\$1,500	\$0	\$0	0%	\$1,500
<b>Total Expenditures</b>	<b>\$5,935,200</b>	<b>\$591,320</b>	<b>\$1,510,839</b>	<b>25%</b>	<b>\$4,424,361</b>
<b>NET OPERATING COST / (REVENUE)</b>	<b>\$5,618,000</b>	<b>\$582,546</b>	<b>\$1,481,887</b>	<b>26%</b>	<b>\$4,136,113</b>
<b>Transfers</b>					
Transfers from Reserves	\$(209,700)	\$0	\$0	0%	\$(209,700)
Transfer to Capital	\$300,000	\$0	\$300,000	100%	\$0
Transfer to Reserves	\$1,500,000	\$0	\$1,500,000	100%	\$0
<b>Total Transfers</b>	<b>\$1,590,300</b>	<b>\$0</b>	<b>\$1,800,000</b>	<b>113%</b>	<b>\$(209,700)</b>
<b>NET COST (REVENUE)</b>	<b>\$7,208,300</b>	<b>\$582,546</b>	<b>\$3,281,887</b>	<b>46%</b>	<b>\$3,926,413</b>



## County of Wellington

### Library Services

#### Capital Work-in-Progress Expenditures by Department

All Open Projects For The Period Ending March 31, 2014

	Approved Budget	March Actual	LIFE-TO-DATE ACTUALS			% of Budget	Remaining Budget
			Current Year	Previous Years	Total		
Aboyne Facility Improvements	\$570,000	\$0	\$0	\$106,166	\$106,166	19%	\$463,834
Fergus Branch Exp and Reno	\$5,000,000	\$3,695	\$(126,407)	\$1,326,512	\$1,200,105	24%	\$3,799,895
Fergus Branch Coll Enhancement	\$50,000	\$0	\$0	\$0	\$0	0%	\$50,000
Palmerston Branch Exp	\$500,000	\$0	\$0	\$0	\$0	0%	\$500,000
Radio Frequency ID System	\$50,000	\$0	\$0	\$0	\$0	0%	\$50,000
<b>Total Capital</b>	<b>\$6,170,000</b>	<b>\$3,695</b>	<b>\$(126,407)</b>	<b>\$1,432,677</b>	<b>\$1,306,271</b>	<b>21%</b>	<b>4,863,729</b>



# COUNTY OF WELLINGTON

## COMMITTEE REPORT

**To:** Chair and Members of the Information, Heritage and Seniors Committee  
**From:** Mark Bolzon, Manager Purchasing and Risk Management Services  
**Date:** Wednesday, April 9, 2014  
**Subject:** Architects – Palmerston Library Renovations

### Background:

The County's current Five-Year Plan includes funding to renovate and expand the Palmerston Carnegie Library. \$500,000.00 is approved in the 2014 Capital Budget with an additional \$2.5 million scheduled for 2015. The intent is that the design work can be completed by the end of 2014 and construction can commence in the 1<sup>st</sup> quarter (Spring) of 2015. In order to proceed with the work on a timely basis, the County will need to begin the process of engaging the architects for this project. The successful architect will also be made available to attend an open house to be scheduled in consultation with the successful architect and as approved by the Library Board.

Over the last few years the County of Wellington has developed an excellent working relationship with two architectural firms; The Ventin Group Architects (+VG), of Brantford and L. Alan Grinham Architects, of Guelph. These firms have been selected by County Council through various Request for Proposal processes as shown on the table below.

PROJECT NO.	PROJECT DESCRIPTION	CONTRACT AWARD
RFP CW2005-003	Rockwood OPP Station	Ventin Group (+VG)
RFP CW2005-003	Clifford Library	Ventin Group (+VG)
RFP CW2007-008	Drayton Library	Ventin Group (+VG)
RFP CW2007-008	Arthur Library	Ventin Group (+VG)
RFP CW2007-010	Mt. Forest Community Services Centre	Ventin Group (+VG)
RFP CW2008-002	Wellington County Archives Building	Ventin Group (+VG)
RFP CW2008-023	Renovations to Carnegie Library, Elora	L. Alan Grinham
RFP CW2008-023	Renovations to Carnegie Library, Mount Forest	L. Alan Grinham
RFP CW2008-023	Renovations to Carnegie Library, Harriston	L. Alan Grinham
RFP CW2008-026	Affordable Housing Project – Fergusson Place, Fergus	L. Alan Grinham
RFP CW2009-040	Central Garage Construction and Erin Garage Study	L. Alan Grinham
RFP CW2010-001	Puslinch Library Design Competition	L. Alan Grinham
Police Services Board/ Council Award	Aboyne OPP Station	Ventin Group (+VG)
Police Services Board/ Council Award	North Wellington OPP Station	Ventin Group (+VG)
Library Board	Fergus Library Renovation and Expansion	Ventin Group (+VG)
Social Services	Willowdale Child Care and Learning Centre	Ventin Group (+VG)

Staff are recommending that these two firms be invited to submit a detailed proposal for their services on the project.

The two firms will be invited to submit a two part proposal consisting of a lump sum fee to provide consultation services to meet with the public, staff and design committee in order to gather ideas, concepts, service requirements and public input to design a vision along with a service/needs analysis for the building. The second part of their submission will be a quotation for architectural services (percentage of construction fee quote) based on a standard Ontario Architects Association (OAA) contract. These fees for service will include architectural services, interior design services, and all sub consultants and engineering services deemed necessary (mechanical, electrical, structural, civil).

It is also recommended that the Library Board strike a design committee to work with staff to review the proposal submissions, conduct interviews, recommend a firm to Council and participate in the design process for this project.

The proposal submissions will require the firms to submit proposals to meet the following criteria –

- Proven experience in renovating Carnegie Libraries;
- Design must be sympathetic to the surrounding architecture;
- Incorporate sufficient building and floor space to meet library needs, public space requirements, etc.;
- Attend a public meeting to receive comments about public expectations about the library and to incorporate those comments into the final design.
- Meet the requirements of the Green Legacy Building Guidelines and Accessibility requirements;
- Attend a site meeting to understand scope of the work, site requirements, site services, etc.;
- Be prepared to present their proposals, consultation process recommendations and design concepts to the design committee, the Library Board and County Council;
- For Part Two of their submission submit a fee proposal based on the 2006 Edition of the Canadian Standard Form of Contract for Architectural Services, Document Six and with supplementary conditions to be negotiated and finalized.

This process follows the County's Purchasing Policy which allows for the bid process to be determined by the appropriate Council Committee and allows for the opportunity for the use of open or invited proposals as indicated–

*This policy is not intended to cover all purchases by the County of Wellington; in cases to which the policy does not apply, the process will be determined by the appropriate Council Committee in consultation with the CAO and Department Head.*

*When practical, competitive prices should be sought by soliciting verbal or written prices, by the use of open or invited quotations, or tenders or requests of proposals, participation in the consortium or piggy-backing with local municipalities before purchases are made.*

**Recommendation:**

That the County of Wellington invite +VG Architects, of Brantford and L. Alan Grinham Architect, of Guelph to submit proposals for the consultation process and architectural services for the renovations and expansion of the Palmerston Carnegie Library; and

That the Library Board strike a design committee to work with staff to review the proposal submissions, interview the firms, recommend a firm to Council and participate in the design process for this project.

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'Mark Bolzon', followed by a long horizontal line extending to the right.

Mark Bolzon  
Manager, Purchasing and Risk Management Services



# COUNTY OF WELLINGTON

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## COMMITTEE REPORT

**To:** Chair and Members of the Information, Heritage and Seniors Committee  
**From:** Murray McCabe, Chief Librarian  
**Date:** Wednesday, April 9, 2014  
**Subject:** Report from the Chief Librarian March 2014

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### Background:

To provide the Library Board with a brief overview of events and activities from across the library system.

**Rockwood:** Branch Supervisor Linda Hornick will be retiring from the County at the end of March following 30 years of dedicated service to the people of Guelph- Eramosa and the County. Linda has proven herself to be a very skilled and respected manager over the years, making her retirement a difficult occasion for her colleagues across the library system. The library management team will be taking Linda out for a lunch on March 24 to show our appreciation.

### Fergus Branch:

The construction site of the new library has been a hub of activity over the last two weeks during some really challenging weather. The brick layers have erected a significant amount of scaffolding on the site which now towers over the existing foundation. By the time the Board meets in March considerable progress will have been made with the necessary block work and residents will really begin to see the outline of the new library.

On February 24 library staff met with the architect's interior designer and identified the furniture required for the new library. The new library will feature some mobile shelving and staff has consulted with a number of library systems to determine which company offers the best product. Orders will be placed shortly for interactive furniture for the children's area and also for the new self-check out system. Once the order for the self-checkout system has been placed library staff will begin to add the radio frequency identification tags to existing materials and have our book vendors add the same to new purchases. See [www.burgeongroup.com](http://www.burgeongroup.com) and [www.keebee.com](http://www.keebee.com) for background information regarding interactive literacy displays for children.

**Harriston Branch:** The library now has its new outdoor electronic sign up and running and staff has received very positive reviews from the public. Brooke McLean, the Branch Supervisor, feels that the sign has already served to attract a number of new patrons to the library with visitors saying that the advertising brought them in to sign up for programmes.

Harriston and Mount Forest libraries are currently trying out radio headsets that allow staff to stay in touch with each other throughout the building. The radios assist staff when they are providing a programme in the basement meeting rooms but need to summon upstairs staff to help. This type of situation often occurs when a staff member may be providing a children's programme but cannot leave



the children alone. If the trial of the radios proves successful we will purchase the radios and plan to order another set for use at the new Fergus library.

**Hillsburgh Branch:** In February, Branch Supervisor Donna Revell and Information Services Librarian Sukhjit Rull attended the Recreation and Culture Fair at Centre 2000 to promote library services and March Break programmes. While public attendance at this event was less than in previous years the opportunity to interact with the community outside of the library proper is a great opportunity to share news of our services with users and non- users.

The library Supervisors' from Mount Forest and Arthur will attend Wellington North's Business Showcase event on March 14<sup>th</sup> to highlight library services to that community.

**Palmerston Branch:** To accommodate representatives from the Township of Minto the date for the public open house has been changed to Saturday May 3, 2014 from 10:00 am to 1:00 pm. The Chief Librarian and staff will be on site to welcome the public and collect their input. The event will include a display of pictures of the building informing the public of its storied past and current condition. If an architect is hired prior to the public meeting they will be asked to attend and participate in the information gathering session. The Chief Librarian has extended an invitation to Mayor Bridge to tour members of his council through the building at a time convenient for them.

**Public libraries and One Place to Look:** During the recent spate of high winds and blowing snow in the north of the county, Mount Forest and Harriston staff were able to assist stranded travelers that came to the library looking for help. At Mount Forest some travelers used the library to pass the time while waiting for the highway to be reopened and in Harriston a staff member took the initiative and not only found accommodation for one visitor but helped the traveler secure a stay at a nearby bed and breakfast .

**Debit/Credit card technology:**

Library staff is working with the County's Treasury Department to prepare for the gradual roll out of debit/credit technology at some of the library branches before summer. Currently, none of the libraries offer this payment option for patrons but by June, the libraries in Aboyne, Drayton, Fergus, Harriston, and Mount Forest should have this service in place. This provides a convenient method for dealing with library fines and room bookings and mirrors the service people receive in the retail world. The remaining libraries will receive the technology over the next year.

**Annual staff development day:**

As in past years library managers will host a staff development day allowing all library staff to gather together for training and a review of services. The meeting is scheduled for Monday, June 9, 2014.

**Recommendation:**

That the Chief Librarian's report for February 2014 be received for information.

Respectfully submitted,

*Murray McCabe*

Chief Librarian



# COUNTY OF WELLINGTON

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## COMMITTEE REPORT

**To:** Chair and Members of the Information, Heritage and Seniors Committee  
**From:** Murray McCabe, Chief Librarian  
**Date:** Wednesday, April 9, 2014  
**Subject:** Report from the Chief Librarian April 2014

---

### Purpose:

To provide the Library Board with a brief overview of events and activities from across the library system.

### Updates:

**Arthur Branch:** Branch Supervisor Lynn Rawlins and Mount Forest supervisor Shannon Hydon represented the County Library system at the Wellington North's 5<sup>th</sup> Annual Showcase event. The library booth attracted at least 80 visitors who stopped by to talk about library services and participate in our draw. Twelve of those visitors asked for library membership cards.

**Harriston Branch:** On Saturday March 29<sup>th</sup> staff arrived to find the branch without water. County maintenance staff and those from the Township of Minto determined that the waterline into the building had frozen. While we wait for the waterline to thaw, the toilets are being serviced by water from the cistern which gets its supply from rainwater. County maintenance staff have provided bottled water and hand sanitizer until the problem is resolved. This problem is apparently not unique to the library with a number of other properties in town also affected by this season's deep freeze.

### Fergus Branch:

The more seasonable weather has allowed for considerable construction activity on the site over the past two weeks. Masons have completed the brick work around the elevator and are now shifting their scaffolding to a new area of the building. At the last construction meeting on March 24<sup>th</sup> the County was informed that the general contractor TRP will be changing site superintendents in mid April. Jason Plumb is being relocated to a project closer to his residence and Mr. Garth Spanninga will be taking over supervision of the site. TRP has provided a few weeks of overlap so that Mr. Spanninga can become acquainted with the project and be introduced to the neighbours.

**Palmerston Branch:** The date for a public open house will be held in abeyance until an architect is chosen for the project. This will allow the architect to be present at the event and accept comments and suggestions from the public first hand. At our last board meeting some trustees were interested in determining what the original entrance to the library had looked like. Time permitting the Chief Librarian will show some old postcards and a black and white film that capture the look of the building early in its history.

**March Break Programming:** Library staff provided a number of programmes for children during March Break. The Arthur and Mount Forest branches showed a pre-release copy of Disney's "Frozen" which attracted considerable interest and was warmly welcomed by parents. The Aboyne, Puslinch and Rockwood libraries hosted entertainer Sean McCammon who sang songs related to the making of maple syrup. The entertainer even showed the children how tapping a maple tree is done by bringing in a maple log to demonstrate the process. Other branches provided farm themed activities with special guests that talked to children about the dairy industry. Veterinarian Todd Duffield captivated the children at the Erin library with a programme called "Eating Grass". At another branch a Dairy Educator had the kids making ice cream. The library attracted over 500 people to the programmes during this special week even though the weather was less than hospitable for travel on some days.

**eBooks and Databases:** In the Board report for March trustees will notice that the use of the Library's eBook collection is up by 1200 over the monthly total for March 2013. This represents a continuing increase in the use of electronic resources being witnessed by all public libraries. The top three eBook titles accessed over the last few months are "Gone Tomorrow" by Lee Child; "Dark Places" by Gillian Flynn; and "Defending Jacob" by William Landay.

The Board might also be interested to know that our popular genealogy database "Ancestry" was heavily used in March with library patrons conducting 12,742 searches. Access to this particular database is limited to in-house use only as required by the licensing agreement. Most of the library's other databases can be accessed from outside of the libraries themselves. As the library partners with the County Archives in the coming week to celebrate Archives Awareness Week the database is expected to benefit from increased promotion and use.

### **Recommendation:**

That the Chief Librarian's Report for April 2014 be received for information.

Respectfully submitted,

*Murray McCabe*

Murray McCabe  
Chief Librarian

# Wellington County Library

## FEBRUARY 2014

### Use Statistics

**Prepared for:** Wellington County Library Board

**Meeting Date:** March 12, 2014

**Prepared by:** Chanda Gilpin, Assistant Chief Librarian

**Date:** March 5, 2014



# Use Statistics

	2014	2013
<b>System wide circulation:</b>	February	February
Print, cds, dvds, magazines and audiobooks:	71,844	78,686
eBooks borrowed:	3,821	3,081
Inter-library loan, material loaned:	261	296
Public computer usage within the libraries:	5,146	4,350
Programme attendance:	2,241	2,263
Database usage	12,234	7,976
Public wireless users:	3,118	2,499

\*237 new patrons registered during Get Carded Campaign

### Circulation Statistics

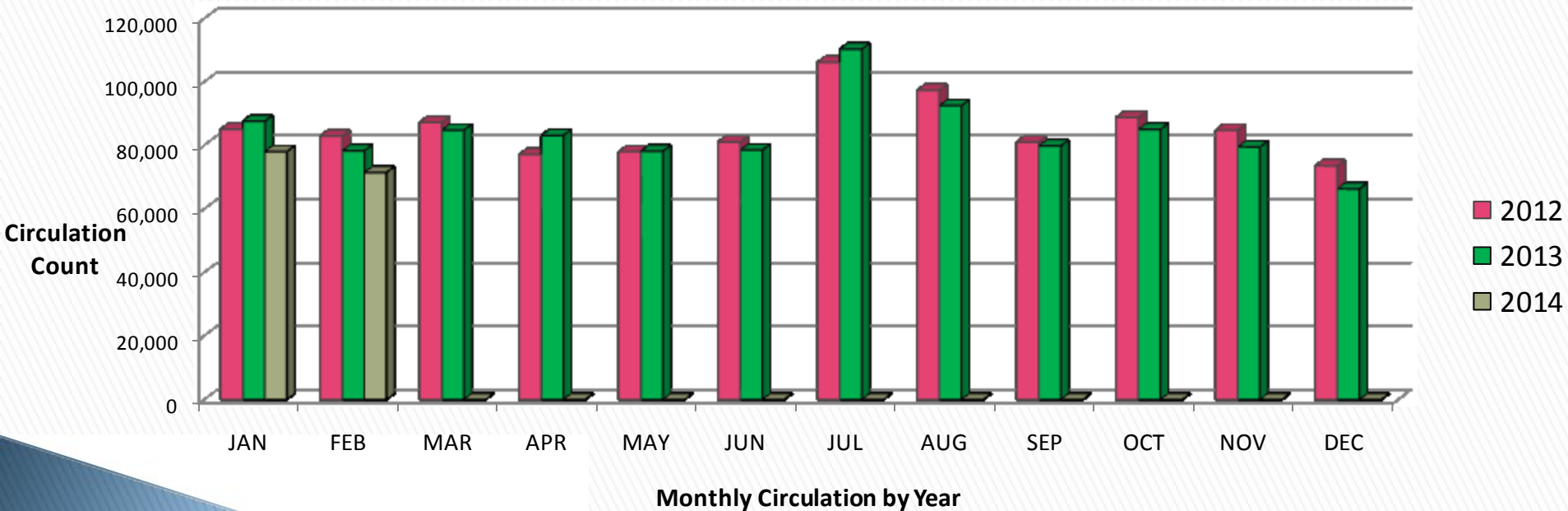
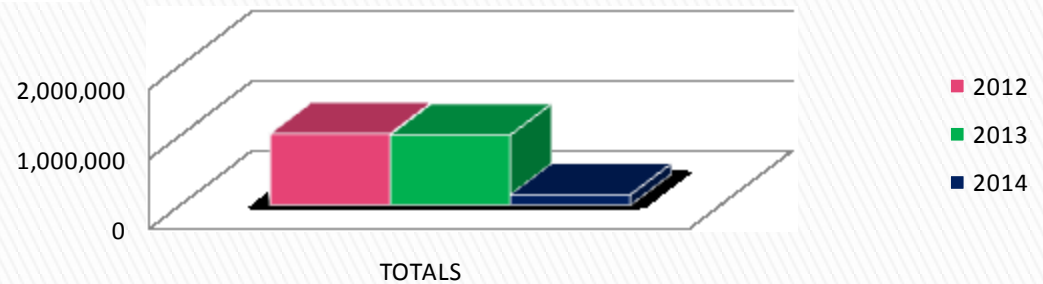
\*Circulation of Material – Traditional Formats

		JAN	FEB	MAR	APR	MAY	JUN	JULY	AUG	SEP	OCT	NOV	DEC	TOTALS
ABOYNE	2012	11,215	11,405	12,283	10,976	10,132	11,626	13,819	13,053	10,872	12,152	12,324	10,184	140,041
	2013	12,232	11,460	13,023	12,133	11,571	12,535	16,665	14,355	11,838	11,831	11,807	9,425	148,875
	2014	12,479	10,993											23,472
ARTHUR	2012	5,093	4,790	5,450	4,704	4,888	5,032	6,774	4,837	4,350	4,600	4,723	3,766	59,007
	2013	4,965	3,996	4,722	4,529	4,542	4,913	6,924	5,380	4,737	5,162	4,567	3,414	57,851
	2014	4,587	4,321											8,908
CLIFFORD	2012	1,693	1,510	1,472	1,459	1,583	1,819	2,048	1,842	1,746	1,493	1,606	1,143	19,414
	2013	1,543	1,367	1,538	1,357	1,490	1,557	2,045	1,624	1,184	1,576	1,254	1,177	17,712
	2014	1,372	1,264											2,636
DRAYTON	2012	12,320	11,291	10,937	10,190	9,668	10,391	14,934	12,304	9,889	11,984	10,286	9,228	133,422
	2013	11,088	10,128	10,136	10,306	8,582	9,903	14,501	10,694	9,753	10,431	10,174	8,704	124,400
	2014	9,908	9,502											19,410
ELORA	2012	5,526	5,536	5,806	5,002	5,237	5,496	6,897	6,445	5,940	6,106	5,786	5,652	69,429
	2013	5,961	5,162	5,718	5,789	5,513	4,902	7,933	6,589	5,727	5,698	5,659	4,704	69,355
	2014	5,520	4,759											10,279
ERIN	2012	4,593	5,031	5,695	4,757	4,502	4,824	6,076	5,959	4,817	5,473	5,236	4,608	61,571
	2013	5,075	4,167	4,880	4,702	4,691	4,409	6,772	5,889	5,135	4,979	4,579	3,735	59,013
	2014	4,214	3,793											8,007
FERGUS	2012	12,362	12,127	12,301	10,893	11,437	11,232	13,940	14,062	11,250	12,311	11,834	10,247	143,996
	2013	12,383	11,474	11,738	10,773	10,713	8,125	11,894	11,284	9,744	10,691	10,339	9,275	128,433
	2014	10,052	9,000											19,052
HARRISTON	2012	2,948	2,828	3,063	2,433	2,362	2,345	6,023	5,739	4,768	4,948	4,556	3,972	45,985
	2013	4,794	4,264	4,625	4,353	4,126	4,184	6,310	5,535	4,543	4,980	4,385	2,790	54,889
	2014	3,879	4,026											7,905
HILLSBURGH	2012	3,397	3,167	3,519	3,042	3,251	3,293	4,614	4,102	3,255	3,324	3,385	3,025	41,374
	2013	3,588	3,212	3,465	3,627	3,110	3,378	4,662	3,837	3,287	3,893	3,647	2,954	42,660
	2014	3,547	2,845											6,392
MARDEN	2012	4,600	4,282	4,702	4,033	4,146	3,942	4,764	4,452	4,289	4,918	4,084	3,936	52,148
	2013	4,661	3,848	4,038	4,658	3,960	4,002	5,278	4,227	4,013	3,866	3,865	3,240	49,656
	2014	3,887	3,267											7,154
MT FOREST	2012	7,180	7,092	7,529	6,949	7,282	7,571	8,885	8,611	6,790	7,177	7,325	6,494	88,885
	2013	7,566	7,008	7,674	7,820	7,011	7,284	9,789	8,694	7,904	8,652	7,754	6,919	94,075
	2014	7,392	7,539											14,931
PALMERSTON	2012	2,518	2,503	2,458	2,249	2,588	2,380	3,250	3,109	2,767	2,593	2,604	2,177	31,196
	2013	2,804	2,530	2,496	2,822	2,738	2,430	3,190	2,684	2,293	2,635	2,304	2,272	31,198
	2014	2,100	1,944											4,044
PUSLINCH	2012	4,417	4,511	4,489	3,890	4,122	3,889	4,795	4,414	3,720	4,232	4,270	3,674	50,423
	2013	3,924	3,595	3,886	3,827	3,902	3,910	4,501	4,032	3,088	3,763	3,177	2,738	44,343
	2014	3,234	2,777											6,011
ROCKWOOD	2012	7,273	6,892	7,557	6,563	6,847	7,292	9,420	8,456	6,639	7,508	6,855	5,516	86,818
	2013	7,068	6,145	6,935	6,478	6,248	7,041	9,914	7,738	6,649	6,924	6,073	5,017	82,230
	2014	5,942	5,473											11,415
TOTALS	2012	85,135	82,965	87,261	77,140	78,045	81,132	106,239	97,385	81,092	88,819	84,874	73,622	1,023,709
	2013	87,652	78,356	84,874	83,174	78,197	78,573	110,378	92,562	79,895	85,081	79,584	66,364	1,004,690
	2014	78,113	71,503	0	0	0	0	0	0	0	0	0	0	149,616

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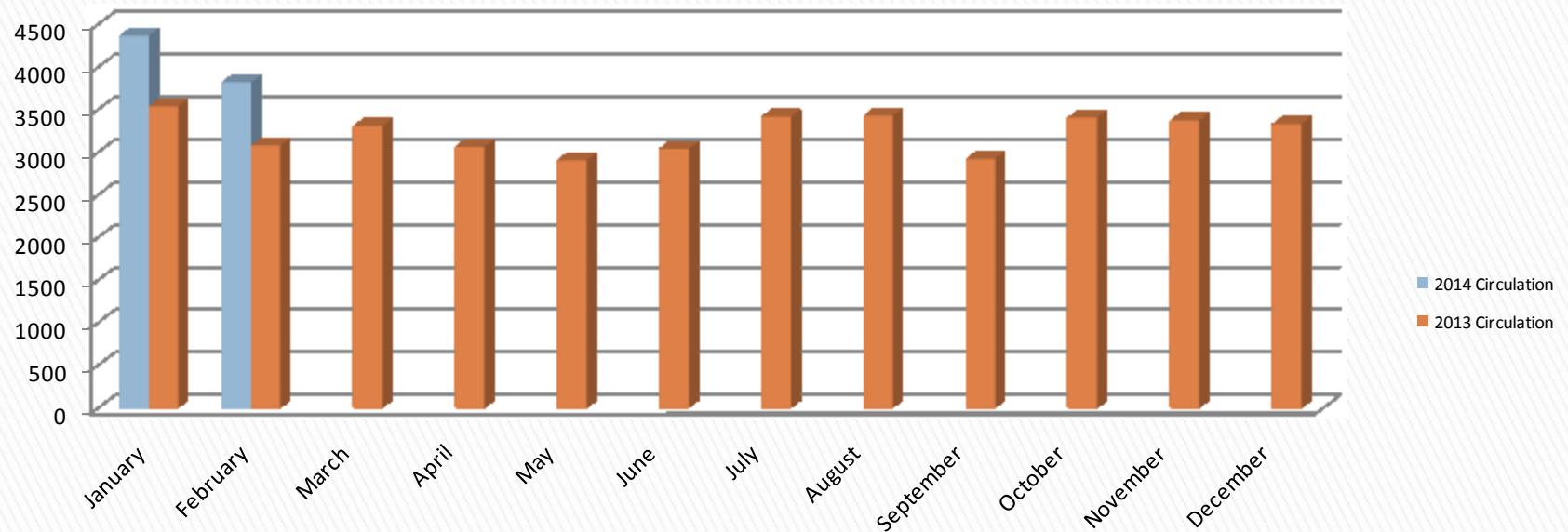
# Circulation Activity

## Wellington County Library Total Circulation of Materials by Year



# eBook Circulation Activity

**eBook Circulation by Month \***



**\*includes eBooks, eAudiobooks, eVideo and eMusic circulation from OverDrive.**



# Website Statistics

## February 2014

### Top Pages Visited

Library Home Page	6,606
eBooks and More	2,010
Online Resources	1,925
Borrowing	1,182
Branch Locations	572

Our website was accessed in a variety of ways including 778 visits through Mobile Devices.

Mobile devices include Apple iPad, Apple iPhone, Blackberry Playbook, Samsung GT-19300 Galaxy S III and Blackberry 9900 Dakota.

### Visits to Library Website

# of total visits	7,139
# of pages viewed	16,418

### Location of people accessing our website:

Canada, U.S., New Zealand, India, U.K., Mexico, Aruba, United Arab Emirates, Indonesia, Pakistan, South Africa

### The majority of visitors were within Canada:

Guelph, Fergus, Orangeville, Kitchener, Toronto, Clifford, Minto, Waterloo, Halton Hills, Erin, Cambridge, Saugeen Shores.

Of the visitors 55% were returning and 45% were new visitors to our website.

# Programming Report

February 2014

BRANCH	TOTAL NUMBER OF PROGRAMMES OFFERED	ATTENDEES		
		CHILDREN/ TEENS	PARENTS/ CAREGIVERS	ADULTS
ABOYNE	15	140	69	10
ARTHUR	14	51	52	32
CLIFFORD	9	48	22	9
DRAYTON	30	268	76	47
ELORA	5	28	12	18
ERIN	17	167	47	22
FERGUS	10	54	39	29
HARRISTON	18	74	30	49
HILLSBURGH	15	67	74	30
MARDEN	11	73	30	16
MT FOREST	11	112	18	24
PALMERSTON	10	32	31	15
PUSLINCH	14	105	37	33
ROCKWOOD	15	80	36	35
<b>TOTALS</b>	<b>194</b>	<b>1299</b>	<b>573</b>	<b>369</b>

\*9001 ballots entered in Get Carded Campaign

Total Participants

February 2013

BRANCH	TOTAL NUMBER OF PROGRAMMES OFFERED	ATTENDEES		
		CHILDREN/ TEENS	PARENTS/ CAREGIVERS	ADULTS
ABOYNE	11	150	80	19
ARTHUR	12	65	53	38
CLIFFORD	7	28	12	3
DRAYTON	29	278	39	12
ELORA	7	51	20	26
ERIN	14	119	44	20
FERGUS	21	210	127	26
HARRISTON	22	75	37	26
HILLSBURGH	8	34	21	44
MARDEN	7	47	38	18
MT FOREST	14	79	24	12
PALMERSTON	5	31	21	7
PUSLINCH	13	78	70	12
ROCKWOOD	20	120	38	11
<b>TOTALS</b>	<b>190</b>	<b>1365</b>	<b>624</b>	<b>274</b>

Total Participants

# Wellington County Library

## MARCH 2014

### Use Statistics

Prepared for: Wellington County Library Board

Meeting Date: April 2, 2014

Prepared by: Chanda Gilpin, Assistant Chief Librarian

Date: April 9, 2014



# Use Statistics

	2014	2013
<b>System wide circulation:</b>	March	March
Print, cds, dvds, magazines and audiobooks:	86,874	84,874
eBooks borrowed:	4,518	3,307
Inter-library loan, material loaned:	172	335
Public computer usage within the libraries:	5,563	4,774
Programme attendance:	3,082	3,787
Database usage	16,838	12,365
Public wireless users:	3,319	2,936

### Circulation Statistics

\*Circulation of Material – Traditional Formats

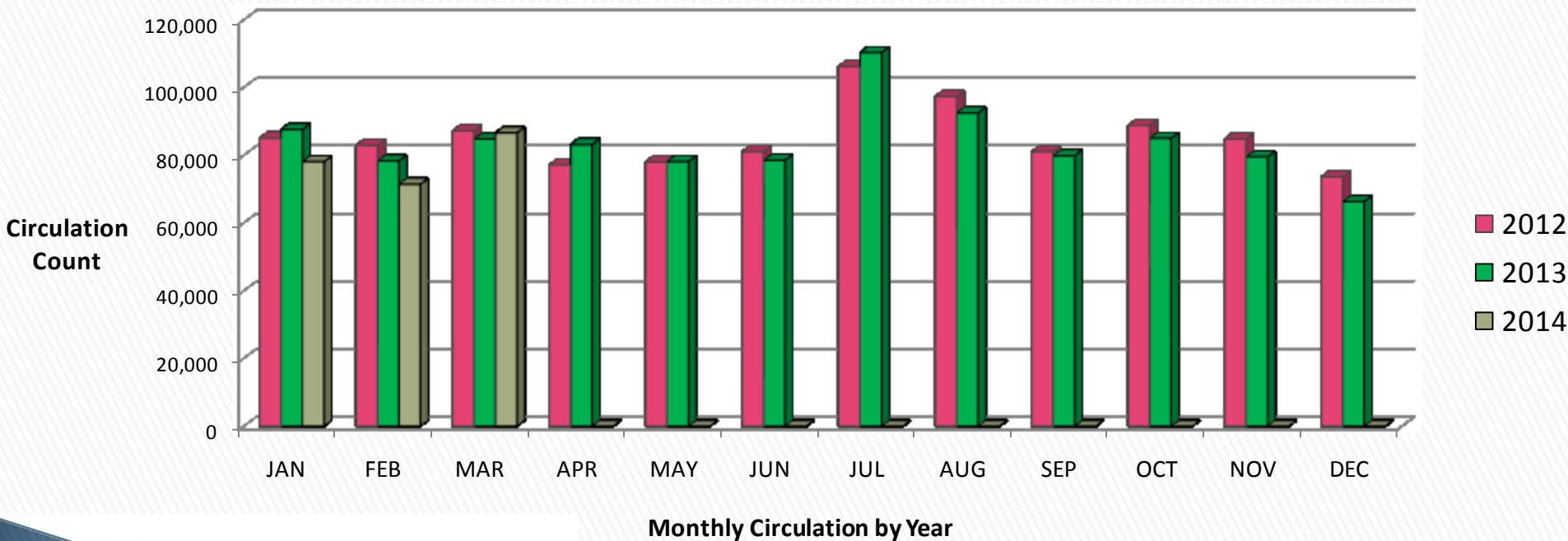
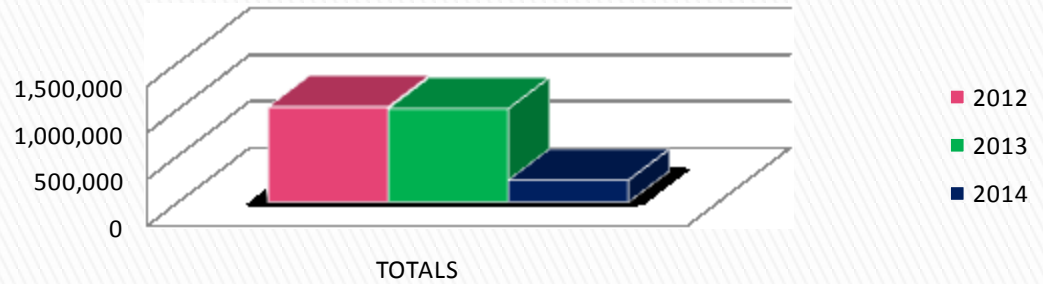
		JAN	FEB	MAR	APR	MAY	JUN	JULY	AUG	SEP	OCT	NOV	DEC	TOTALS
ABOYNE	2012	11,215	11,405	12,283	10,976	10,132	11,626	13,819	13,053	10,872	12,152	12,324	10,184	140,041
	2013	12,232	11,460	13,023	12,133	11,571	12,535	16,665	14,355	11,838	11,831	11,807	9,425	148,875
	2014	12,479	10,993	14,565										38,037
ARTHUR	2012	5,093	4,790	5,450	4,704	4,888	5,032	6,774	4,837	4,350	4,600	4,723	3,766	59,007
	2013	4,965	3,996	4,722	4,529	4,542	4,913	6,924	5,380	4,737	5,162	4,567	3,414	57,851
	2014	4,587	4,321	4,716										13,624
CLIFFORD	2012	1,693	1,510	1,472	1,459	1,583	1,819	2,048	1,842	1,746	1,493	1,606	1,143	19,414
	2013	1,543	1,367	1,538	1,357	1,490	1,557	2,045	1,624	1,184	1,576	1,254	1,177	17,712
	2014	1,372	1,264	1,623										4,259
DRAYTON	2012	12,320	11,291	10,937	10,190	9,668	10,391	14,934	12,304	9,889	11,984	10,286	9,228	133,422
	2013	11,088	10,128	10,136	10,306	8,582	9,903	14,501	10,694	9,753	10,431	10,174	8,704	124,400
	2014	9,908	9,502	10,947										30,357
ELORA	2012	5,526	5,536	5,806	5,002	5,237	5,496	6,897	6,445	5,940	6,106	5,786	5,652	69,429
	2013	5,961	5,162	5,718	5,789	5,513	4,902	7,933	6,589	5,727	5,698	5,659	4,704	69,355
	2014	5,520	4,759	5,988										16,267
ERIN	2012	4,593	5,031	5,695	4,757	4,502	4,824	6,076	5,959	4,817	5,473	5,236	4,608	61,571
	2013	5,075	4,167	4,880	4,702	4,691	4,409	6,772	5,889	5,135	4,979	4,579	3,735	59,013
	2014	4,214	3,793	4,766										12,773
FERGUS	2012	12,362	12,127	12,301	10,893	11,437	11,232	13,940	14,062	11,250	12,311	11,834	10,247	143,996
	2013	12,383	11,474	11,738	10,773	10,713	8,125	11,894	11,284	9,744	10,691	10,339	9,275	128,433
	2014	10,052	9,000	10,803										29,855
HARRISTON	2012	2,948	2,828	3,063	2,433	2,362	2,345	6,023	5,739	4,768	4,948	4,556	3,972	45,985
	2013	4,794	4,264	4,625	4,353	4,126	4,184	6,310	5,535	4,543	4,980	4,385	2,790	54,889
	2014	3,879	4,026	4,652										12,557
HILLSBURGH	2012	3,397	3,167	3,519	3,042	3,251	3,293	4,614	4,102	3,255	3,324	3,385	3,025	41,374
	2013	3,588	3,212	3,465	3,627	3,110	3,378	4,662	3,837	3,287	3,893	3,647	2,954	42,660
	2014	3,547	2,845	3,440										9,832
MARDEN	2012	4,600	4,282	4,702	4,033	4,146	3,942	4,764	4,452	4,289	4,918	4,084	3,936	52,148
	2013	4,661	3,848	4,038	4,658	3,960	4,002	5,278	4,227	4,013	3,866	3,865	3,240	49,656
	2014	3,887	3,267	4,276										11,430
MT FOREST	2012	7,180	7,092	7,529	6,949	7,282	7,571	8,885	8,611	6,790	7,177	7,325	6,494	88,885
	2013	7,566	7,008	7,674	7,820	7,011	7,284	9,789	8,694	7,904	8,652	7,754	6,919	94,075
	2014	7,392	7,539	8,416										23,347
PALMERSTON	2012	2,518	2,503	2,458	2,249	2,588	2,380	3,250	3,109	2,767	2,593	2,604	2,177	31,196
	2013	2,804	2,530	2,496	2,822	2,738	2,430	3,190	2,684	2,293	2,635	2,304	2,272	31,198
	2014	2,100	1,944	2,239										6,283
PUSLINCH	2012	4,417	4,511	4,489	3,890	4,122	3,889	4,795	4,414	3,720	4,232	4,270	3,674	50,423
	2013	3,924	3,595	3,886	3,827	3,902	3,910	4,501	4,032	3,088	3,763	3,177	2,738	44,343
	2014	3,234	2,777	3,269										9,280
ROCKWOOD	2012	7,273	6,892	7,557	6,563	6,847	7,292	9,420	8,456	6,639	7,508	6,855	5,516	86,818
	2013	7,068	6,145	6,935	6,478	6,248	7,041	9,914	7,738	6,649	6,924	6,073	5,017	82,230
	2014	5,942	5,473	6,930										18,345
TOTALS	2012	85,135	82,965	87,261	77,140	78,045	81,132	106,239	97,385	81,092	88,819	84,874	73,622	1,023,709
	2013	87,652	78,356	84,874	83,174	78,197	78,573	110,378	92,562	79,895	85,081	79,584	66,364	1,004,690
	2014	78,113	71,503	86,630	0	0	0	0	0	0	0	0	0	89,236,246

89

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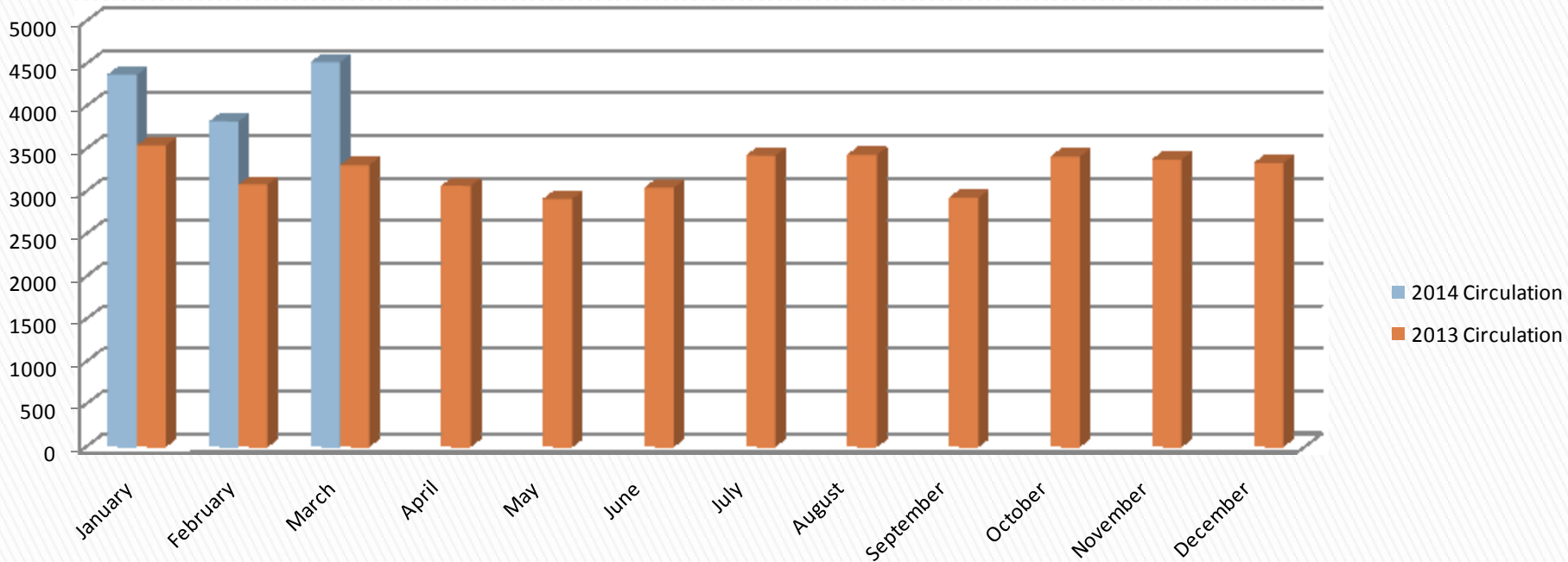
# Circulation Activity

## Wellington County Library Total Circulation of Materials by Year



# eBook Circulation Activity

## eBook Circulation by Month\*



\*includes eBooks, eAudiobooks, eVideo and eMusic circulation from OverDrive.



# Website Statistics

## March 2014

### Top Pages Visited

Library Home Page	8,154
eBooks and More	2,411
Online Resources	2,227
Borrowing	1,422
Branch Locations	704

Our website was accessed in a variety of ways including 1,546 visits from tablets and 1,040 from Mobile Devices.

Mobile devices include Apple iPad, Apple iPhone, Blackberry Playbook, Blackberry 9900 Dakota and Apple iPod.

### Visits to Library Website

# of total visits	9,076
# of pages viewed	20,650

### Location of people accessing our website:

Canada, U.S., New Zealand, U.K., Australia, India, South Africa, Bermuda and Spain.

### The majority of visitors were within Canada:

Guelph, Fergus, Orangeville, Kitchener, Toronto, Minto, Clifford, Waterloo, Cambridge, Halton Hills, Erin, and Saugeen Shores.

Of the visitors 64% were returning and 36% were new visitors to our website.



# Programming Report

March 2014

BRANCH	TOTAL NUMBER OF PROGRAMMES OFFERED	ATTENDEES		
		CHILDREN/ TEENS	PARENTS/ CAREGIVERS	ADULTS
ABOYNE	14	165	99	38
ARTHUR	23	238	101	50
CLIFFORD	8	48	22	0
DRAYTON	22	238	99	13
ELORA	9	153	58	21
ERIN	15	187	31	19
FERGUS	9	65	32	28
HARRISTON	18	102	38	52
HILLSBURGH	15	77	42	56
MARDEN	11	84	27	32
MT FOREST	25	260	86	24
PALMERSTON	15	112	56	52
PUSLINCH	12	83	45	19
ROCKWOOD	15	73	31	26
<b>TOTALS</b>	<b>211</b>	<b>1885</b>	<b>767</b>	<b>430</b>

Total Participants

March 2013

BRANCH	TOTAL NUMBER OF PROGRAMMES OFFERED	ATTENDEES		
		CHILDREN/ TEENS	PARENTS/ CAREGIVERS	ADULTS
ABOYNE	19	356	204	28
ARTHUR	13	117	80	27
CLIFFORD	11	81	26	2
DRAYTON	7	195	51	0
ELORA	9	164	63	15
ERIN	15	154	64	16
FERGUS	24	302	169	28
HARRISTON	22	134	38	33
HILLSBURGH	12	100	46	39
MARDEN	8	80	50	8
MT FOREST	24	255	41	7
PALMERSTON	13	218	87	15
PUSLINCH	12	119	65	31
ROCKWOOD	17	192	57	30
<b>TOTALS</b>	<b>206</b>	<b>2467</b>	<b>1041</b>	<b>279</b>

Total Participants

# And this year's Evergreen goes to?

Every year, a group of librarians read the best in Canadian adult fiction and non-fiction and present a shortlist of 10 nominees.

In conjunction with the Ontario Library Association's Forest of Reading, the Evergreen awards give library patrons the chance to read some great books and vote for their favourites during Ontario Public Library Week in October.

Register to participate in this year's programme at your local library branch and check out one of these titles today!

- An Inquiry into Love and Death** - by Simone St. James
- The Cat** - by Edeet Ravel
- Cinnamon Toast and the End of the World** - by Janet Cameron
- Flee, Fly, Flown** - by Janet Hepburn
- The Inconvenient Indian** - by Thomas King
- The Massey Murder** - by Charlotte Gray
- The Painted Girls** - by Cathy Marie Buchanan
- River of Stars** - by Guy Gavriel Kay
- The Silent Wife** - by A.S.A. Harrison
- The Stop** - by Nick Saul

## Look for these bookmarks at your local branch!

Posters and bookmarks will be displayed in your local branch, complete with descriptions of each book nominated for the 2014 Evergreen Award.

Help pick the

2014 Evergreen™

Award Winner!



It's easy!

1. Read as many of the books listed on this bookmark as you want.
2. In October, vote for your favourite at your library branch.
3. Wait and see if your vote wins you a prize! Ask staff for details.

## Updates and News

On behalf of library staff and patrons we bid a fond farewell to Linda Hornick Branch Supervisor at Rockwood and Puslinch. She retires this month after 30 years of exceptional public service. Linda has been a stellar member of the County library team and we will miss her leadership and thoughtful contributions as a new chapter opens for her.

Please join us in welcoming Diana Kaspar the new Assistant Branch Supervisor at the Aboyne Branch.

Wellington County Library  
552 Wellington Rd 18, RR 1, Fergus ON N1M2W3  
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ALTERNATE FORMATS AVAILABLE UPON REQUEST.

## March Break Events

We have a week full of free and exciting children's programmes, music concerts, face painting and more for March Break 2014 (Monday, March 10 – Friday, March 14). The theme for this year is "Down on the Farm".

**Musical Story Time with Andrew and Karen**  
**Tuesday, March 11**  
**11:00 am at Arthur Branch**  
**2:00 pm at Mount Forest Branch**

Come join us for a musical storytelling with Andrew Queen and Karen Stille. Bring your favourite farmyard animals to life with their animated delivery of original fairy tale songs. Songs include Three Little Pigs, the Billy Goats Gruff and - fresh out of the country kitchen - the Gingerbread Man. All ages welcome.



## March Break Movie Madness!

**Mount Forest Branch**  
**Friday, March 7 at 2:00 pm**

Bring the whole family for a free movie afternoon!  
Showing Monsters University.

**Marden Branch**  
**Tuesday, March 11 at 2:30 pm**

Bring the whole family for a free movie afternoon!  
Showing Chicken Little.

**Elora Branch**  
**Wednesday, March 12 at 1:30 pm**

Bring the whole family for a free movie afternoon!  
Showing Cloudy with a Chance of Meatballs 2.

**Mount Forest Branch**  
**Friday, March 14 at 2:00 pm**

Bring the whole family for a free movie afternoon!  
Showing Despicable Me 2.

**Arthur Branch**  
**Friday, March 14 at 2:00 pm**

Bring the whole family for a free movie afternoon! Don't forget your blanket and get cozy for a wonderful movie.

**Hillsburgh Branch**  
**Friday, March 14 at 2:30 pm**

Bring the whole family for a free movie afternoon!  
Showing Patch of Heaven.

**Rockwood Branch**  
**Saturday, March 15 at 1:00 pm**

Bring the whole family for a free movie afternoon!  
Showing Babe.

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"A book is like a garden carried in the pocket." ~ proverb, unknown source







## Down Home Farm Reads

Here is a list of "Down on the Farm" books for children, juniors and adults!

(Check your local branch for availability.)

- Biscuit Visits the Farm** - by Alyssa Capucilli (picture book)
- Cock-a-doodle-hooooooo!** - by Mick Manning (picture book)
- Daddy Played Music for the Cows** - by Maryann Weidt (picture book)
- It's Milking Time** - by Phyllis Alsdurf (picture book)
- Anna on the Farm** - by Mary Downing (juvenile fiction)
- A Dairy Farm** - by Melissa Gish (juvenile non-fiction)
- Farm Animals** - by Wade Cooper (juvenile non-fiction)
- Hattie Big Sky** - by Kirbie Larson (juvenile fiction)
- Alice's Tulips** - by Sandra Dallas (adult fiction)
- Far from the Madding Crowd** - by Thomas Hardy (adult fiction)
- My Antonia** - by Willa Cather (adult fiction)
- All Creatures Great and Small** - by James Herriot (adult non-fiction)
- Big Tractors: 100 Years of High Powered Farm Machinery** - by Robert Pripps (adult non-fiction)

## Homework Help for Kids!

Pebble Go is a fun, interactive way for your children to learn more about the world around them. Designed for grades K-3, Pebble Go features articles, videos, and educational games on a variety of subjects. Each article features both written text and a corresponding audio track so children can learn new words and develop their reading skills. The Earth and Space Collection has lots of information about the seasons, weather, earth climates, ecosystems, our solar system, stars, galaxies and lots more. The Animals Collection lets kids explore mammals, reptiles, fish, amphibians, as well as animal habitats.

Each subject includes introductory information as well as details on location, time of year, and unique information about that subject. Also, be sure to check out Share What You Know, a printable template that allows your children to share their learning by finishing a few simple tasks, like drawing a picture, answering a question, and making a note of the citation where they found that information. It's a great starting point for school projects and helps prepare for more difficult research projects in later grades. Access PebbleGo from home or any of our 14 library branches!

## Winnie Finn, Worm Farmer

**By:** Carol Brendler  
**Reviewer:** Leah McLeod  
**Young Adult Fiction**

Winnie Finn loves worms; she can tell you everything you need to know about worms.



More than anything, Winnie wants to win a prize at the fair for her worms so she can buy a new wagon. The problem is that the fair does not give out prizes for worms, but that does not stop Winnie.

Winnie and her worms find a way to win a prize at the fair and go on to buy "the best new wagon in Quincy County".

This is a fun story with humorous illustrations of Winnie, her worms and her friends. This book will be sure to please even the most squeamish worm farmer. It contains a lot of information about the importance of worms and composting.

## March Programme Highlights

### Free March Break Fun

Check out some of these fantastic children's performers visiting the library over March Break.

#### Music Concert: Sean the Maple Syrup Singer

Join us for a fun down-on-the-farm music concert with Sean McCammon "The Maple Syrup Man." Please register. (grades K - 6)

- Tuesday, March 11, 10:30 am at Puslinch Branch
- Tuesday, March 11, 3:00 pm at Rockwood Branch
- Wednesday, March 12 10:30 am, Aboyne Branch



#### Fire Safety with the Erin Fire Department

Prepare for the unexpected at this interactive workshop with our local firefighters! Try on fire-fighting equipment and see a fire truck up close. Families welcome. Please register.

- Tuesday, March 11, 1:30 pm, Erin Branch

#### Eating Grass: Do you have the stomach for it?

Veterinarian and Professor, Dr. Todd Duffield, from the Ontario Veterinary College, will share information through interactive activity centers comparing herbivores to carnivores. (grades 3 - 6) Space is limited so register early!

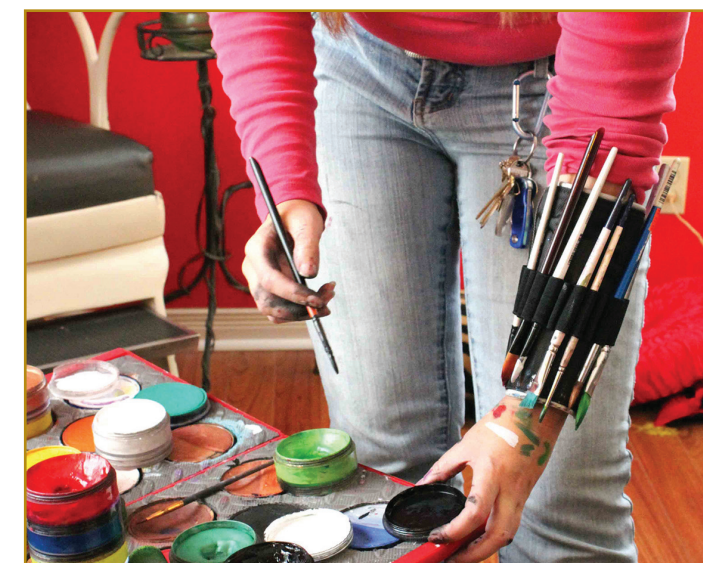
- Tuesday, March 11, 10:30 am



#### Face Painting

Join us for barnyard stories and face painting with Tania! Please register. (grades JK - 3)

- Thursday, March 13, 10:30 am, Fergus Branch



#### Moo to You!

Come join us to explore how you get your milk with fun filled music, games and entertaining videos with dairy educators Nancy and June. All ages welcome; please register.

- Tuesday, March 11 10:30 am, Clifford Branch; 1:30 pm, Harriston Branch
- Wednesday, March 12 10:30 am, Palmerston Branch and Marden Branch; 1:00 pm, Drayton Branch
- Thursday, March 13 10:30 am Erin Branch; 1:00 pm Arthur Branch and Hillsburgh Branch; 3:00 pm at Mount Forest Branch





# FREE Earth Week Programmes



**We Love Earth! (all ages)**  
**April 23, 6:45 - 7:30 pm**  
Learn about the importance of Earth Day through interactive stories and crafts.  
Aboyne Branch 519.846.0918

**Celebrate Earth Day (all ages)**  
**April 1 – 30 (during regular branch hours)**  
During the month of April, help us decorate our Earth Day Tree, by tracing your hand on newsprint and sharing what you are doing to care for the Earth.  
Hillsburgh Branch 519.855.4010

**Hooray for Earth Day (all ages)**  
**Saturday, April 19, 10:30 am**  
Drop in to the library to dye egg shells in natural dyes, and then fill the shells with soil and seeds. These little flower pots can go directly into the ground when planting season begins. Children must be accompanied by an adult.  
Hillsburgh Branch 519.855.4010

**Earth Day Craft (all ages)**  
**April 15, 16, 17 (during regular branch hours)**  
Drop in to create your own make-and-take Earth Day craft. All supplies provided.  
Marden Branch 519.763.7445

**Earth Day Crafts (all ages)**  
**April 22 – April 26 (during regular branch hours)**  
Celebrate Earth Week; make a creation from recycled material. Palmerston Branch 519.343.2142

## Eco-Friendly DVDs

- A Comprehensive Guide to Going Green (DVD)**
  - Earth Report (DVD)**
  - The Nature of things with David Suzuki Volume 1, Visions of the Future (DVD)**
  - Learn how to Recycle, Reuse and Reclaim (DVD)**
  - Sew Green: Recycle, Repurpose, Restyle (DVD)**
  - Franklin and Friends, Franklin's Earth Day (Junior DVD)**
  - Max and Ruby Earth Day Party (Junior DVD)**
  - Sid the Science Kid, Going,Going Green! (Junior DVD)**
  - Word Girl, Earth Day Girl (Junior DVD)**
- Please check your local branch for availability.

**Updates and News** Please join us in congratulating Neil Arsenault who will be the new Branch Supervisor for Rockwood and Puslinch. Congratulations to Doris Weber as she moves from the Harriston Branch to join the Mount Forest staff.

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## Earth Day

**April 22 is Earth Day.** It was launched in 1970, primarily to promote ecology, highlight the many pollutants that adversely affect the planet and to encourage respect for the environment.

In 1990, Canada joined other nations to celebrate the first international Earth Day. Today, it is a growing global tradition. Earth Day is observed by billions of people in almost 200 countries, with the common goal of demonstrating support for environmental protection.

Your library can help you learn about the environment and the challenges we all face in keeping our planet healthy. We've got books and online resources on every topic from green buildings to clean technology, water conservation to smart shopping.

Head to your local branch to see what's on display, or visit our web site and check out our Online Resources pages. See inside this newsletter for a list of Green Reads and information on resources for children and adults alike, like Living Green and the Environmental Studies collection. We also participate in battery recycling (up to size D), so bring your old batteries to your local branch.

All branches of Wellington County Library will be closed on Good Friday (April 18) and Easter Sunday (April 20). Aboyne and Marden branches will be open 10:00 am to 5:00 pm on Easter Monday (April 21). All other branches will be closed on Easter Monday.

## Story of the Green Legacy

In 2004, the Green Legacy Programme was a simple idea to plant 150,000 trees to celebrate the County's 150 year anniversary. 2014 will bring the total trees grown and planted by the Green Legacy Programme to 1.7 million! We are thankful for over 7200 volunteers that helped nurseries grow 170,000 trees given out in 2014. These volunteers donated over 19,800 hours of their time.

For more information on the Green Legacy Programme, please visit [www.wellington.ca](http://www.wellington.ca).

Wellington County Library and the County's Solid Waste department collected a whopping 8,627 lb (3,913 kgs) in old batteries from library patrons. That roughly means two Chevrolet Corvette's or one large African elephant. Thank you for doing your part to protect the environment!



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"Nature and books belong to the eyes that see them." - Ralph Waldo Emerson





# Going Green Books: Listing

**A Green Guide to Bringing up your Baby: The Kind Way for You, Your Baby (0-3) and the Environment**

- by Claire Gillman (adult non-fiction)

**Diet for a Hot Planet: the Climate crisis at the end of your fork and what you can do about it**

- by Anna Lappé (adult non-fiction)

**Overdressed: The Shockingly High Cost of Cheap Fashion**

- by Elizabeth L. Cline (adult non-fiction)

**Ecological Intelligence: How Knowing the Hidden Impacts of What We Buy Can Change Everything**

- by Daniel Goleman (adult non-fiction)

**Ecoholic Body: Your Ultimate Earth-Friendly Guide to Living Healthy and Looking Good**

- by Adria Vasil (adult non-fiction)

**Green Careers: You Can Make Money-and-Save the Planet**

- by Jennifer Power Scott (adult non-fiction)

**Building Green Places: Careers in Planning, Designing, and Building** - by Ruth Owen (juvenile non-fiction)

**The Magic School Bus and the Climate Challenge**

- by Joanna Cole (juvenile non-fiction)

**Reducing Your Carbon Footprint in the Kitchen**

- by Linley Erin Hall (juvenile non-fiction)

# The Silver Pigs

**By:** Lindsay Davis

**Reviewer:** Kiirstin Maki

**Adult Fiction**

I am extremely fond of historical mysteries that make ordinary people (as opposed to kings and queens) come alive for me.

Disgraced soldier Marcus Didius Falco is an informer - what one, these days, might call a private eye – and he lives and works in the busy, crowded city of Rome around 70AD. One day, out in the Forum, Falco bumps into a young woman in obvious distress, and being soft-hearted as he is, he decides on the spur of the moment to help her out.

Unfortunately, it appears that the beautiful young Sosia has gotten herself into much deeper trouble than either of them realize, and it eventually falls to Falco to uncover and thwart a plot that strikes at the very heart of the new Emperor Vespasian.

Told in a style reminiscent of the hard-boiled detective fiction of Raymond Chandler and Dashiell Hammett, The Silver Pigs contains dark humour, beautiful women, dangerous men, a loyal sidekick, and detailed, vivid descriptions of Rome and its people. It is the first in a long series, so if you like Falco, you will have plenty more to enjoy. Particularly recommended for lovers of historical fiction, and mystery buffs.



# April Programme Highlights

## For the Kids

**Easter Egg-Stravaganza**  
**Aboyne Branch:**

**Tuesday, April 1 - Monday, April 21**

Join us for an exciting scavenger hunt throughout the library. You'll be in for some fun Easter surprises! (all ages)

**Easter Bunny Extravaganza!**

**Marden Branch: Wednesday, April 9 • 6:30 - 7:30 pm**

Join us as we hop on down the bunny trail and enjoy some, games, crafts and stories! Ages 5 and under to be accompanied by an adult. Please register. (all ages)

**Easter Party!**

**Palmerston Branch: Saturday, April 19 • 11:30 am - 12:30 pm**

Hop like a bunny down to the library for stories, songs, games and Easter crafts. (all ages)

## For the Teens

**TAG You're It!**

**Aboyne Branch: Saturday, April 19 • 1:00 - 2:00 pm**

Come out, speak up, and make a difference. Sign-up and earn community involvement hours toward your high school diploma. Join us in the Aboyne branch staff room.

**Teen Advisory Group**

**Erin Branch: Monday, April 28 • 12:20 – 1:10 pm**

We will meet at 12:20 pm in the library seminar room. Bring your lunch, we'll provide dessert.



**Teen Café**

**Mount Forest Branch: Thursday, April 29 • 6:30 - 7:45 pm**

Lego Night! Come build with us! Please register.

## For the Adults

Archives Awareness Week is April 7 – 13! Come to the library through the month of April to celebrate.



**Ancestry Workshop**

Learn the basics of the Ancestry Library Edition database. Bring a laptop or mobile device if you have one, some library computers will be available. Please register.

- **Puslinch Branch: Wednesday, April 2 and 16 • 2:00 pm**
- **Mount Forest Branch: Tuesday, April 15 • 6:30 pm**
- **Rockwood Branch: Thursday, April 17 • 6:30 pm**
- **Arthur Branch: Wednesday, April 23 • 2:00 pm**
- **Marden Branch: Wednesday, April 23 • 6:30 pm**



# Green eResources

Celebrate Earth Day by learning something new about our planet and all that it has to offer. In addition to all of the great books, magazines and DVDs we have available in the branch, we also have a number of online databases that are available to you at home. For homework help, kids can check out PebbleGo or Living Green by Worldbook. PebbleGo offers a fun and interactive learning environment targeted for children up to Grade 3, while Living Green is geared for students in Grades 5-10. Each database features articles and videos about the planet, ecosystems, sustainability, wildlife, and more.

Our Environmental Studies and Policy Collection and Garden, Landscape and Horticulture Collection are designed for mature students and adults. They feature a wide range of scholarly articles, newspaper and trade publications and photos and videos. They present an authoritative list of resources that can be used for essays, research projects, or general interest. All of our online databases are free and easy to use! Visit [www.wellington.ca/Library](http://www.wellington.ca/Library) and click on Online Resources to get started.





**BE DOWN ON THE FARM FOR MARCH BREAK:**Sukhjot (left) and Donn were at the RACC Fair Saturday promoting “Down on the Farm” theme activities at Wellington County libraries during March break.

