

## The Panorama Gardens Team

Panorama Gardens is a facility comprised of multifaceted teams of nurses, therapists, and administrative/non-administrative staff. Each of these departments collaborate and work together as a team to create a comprehensive and effective care for both short and long term residents.



## Description of Events

As the therapists arrived in the facility, the rehab department immediately collaborated with the nursing staff on where they can provide help and what type of assistance they needed. Therapists aided with relocating residents in secure areas, monitor residents' vital signs, help clean up debris, and provide nursing care towards the patients such as transferring, hygiene and feeding. The rehab gym was utilized as an evacuation area where residents who are bed bound can be cared for and monitored. With the water damaged confined and the fire department present, the therapists were able to talk to patients in their rooms and the gym while providing them attention and comfort. With extra help at hand, the nursing staff was able to concentrate on their more critical tasks such as contacting hospitals, coordinating resident transfers, calling doctors, and getting a hold of family members.

## Outcomes

With working as one unit, the whole staff was able to secure patients and minimize the disaster efficiently. The damages were able to be restricted with no harm done to any residents. The residents felt assured and safe throughout with no noticeable presence of anxiety. The residents who are out on pass with their family members or representatives also felt reassured. All staff and residents were able to resume normal activities within days of the disaster and while construction was ongoing. Residents who are in rehabilitation were able to continue to make improvements in their therapy goals. Most of the residents expressed that they were impressed with how the whole staff worked together and how they handled the situation smoothly and competently.

The adversity caused by this event strengthen our conviction that we work best when we work as a team. We are stronger together and we are more prepared to face any future challenges that can or will occur. In Panorama Gardens, "Love One Another" is always present and permeates throughout all who comes here.

## Introduction

As employees of Panorama Gardens and Ensign Group, one of the most important things we keep in our minds and in our hearts, is the importance of our core values. Each day we go to work, we are reminded of what CAPLICO stands for. This credence became more prevalent when a disaster occurred in the building one Saturday of March 2018. During mid-day rounds of the nursing staff, a loud noise was heard followed by water rushing from the ceiling in Station 3. There were different size debris falling and water began flooding the floor of the facility. Residents who resided in rooms 46 to 53 were the most endangered due to the instability of the ceiling caused by the water bursting from the pipes. Immediately all department heads were alerted and swift action was taken.

When the DOR was informed of the disaster, she immediately relayed the message to all the therapy staff. Upon hearing the news, the therapists voluntarily came to the facility with some coming from their all-day seminar, part-time jobs and even from many miles away. On that day it became evident that our job responsibilities do not solely define our duty. We have a commitment to provide care for our residents and we are willing to go the extra mile for them.



## Acknowledgements

Thank you to all Panorama Gardens staff who make this place a home to our residents where they can always be comfortable, feel safe, and loved!