

HOME IS WHERE THE  IS:
A Place I Can Be ME!

The
JARLETTE
Journal

JUNE 2023

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Greetings From Our CCO!

By the time this journal has been published, our family of long-term care and retirement homes will have once again grown with the addition of the much anticipated Muskoka Landing Retirement Lodge, in Huntsville! And during the summer months ahead we will have completed our redevelopment of Temiskaming Lodge into a modern home suitable for future generations of residents. Stay tuned for news of our red carpet welcome of each community's first residents and big grand opening parties to follow!



The completion of Muskoka Landing Retirement Lodge, an entirely new retirement community, was no small feat after the disruption of the COVID-19 pandemic and widespread shortages in skilled labour and the supply chain. Even if these challenges were not part of the story, this 100-suite residence for seniors on scenic Fairy Lake is a project with a bold vision behind it; a vision which took countless hours by dedicated team members to realize!

The success of these endeavours are just two examples of what we have accomplished in the face of unprecedented adversity.

There have been many other accomplishments as we diligently worked towards delivering improvements to our other communities in order to better serve our diverse body of residents. These include – and of course are by no means limited to! – implementing new in-home systems to improve quality of care and services and increase time spent between our team members and residents, welcoming more internationally educated nurses to fill the health human resource gap, rejuvenating some of our long-term care and retirement homes, further expanding our implementation of the Butterfly Approach to Care, and convening members of our leadership teams for goal planning and for Jarlette Educations Days with our partners for the first time since the onset of the pandemic, to name a few! We are finding new and innovative ways of engaging our residents to ensure they live their lives to the fullest, each and every day, through daily activities and dining experiences. Importantly, we also continue to celebrate our residents' and team members' milestones as communities do, to ensure they received their much deserved recognition. These include through our Roberta Jarlette awards at our Making A Difference Awards celebrations each autumn and the Jemmy Awards.

Across our organization, there are still other accomplishments to reflect upon over the past six months and, indeed, many more projects underway! And as always, we strive to share the stories of our residents and families and team members from each of our senior living communities, including from our newest member of the Jarlette Health Services family, Muskoka Landing Retirement Lodge.

I hope the title of this edition of the Jarlette Journal strikes a chord with our readers, as we strive to foster communities which respect the diversity of our residents, families and team members and which can truly feel – and be! – as home to them.

Julia King

Chief Operating Officer

Building the Future of Seniors Living

Even as Muskoka Landing Retirement Lodge and soon after the redeveloped Temiskaming Lodge long-term care home open their doors, our small but mighty construction project team will be working away to progress other major projects. Here is an overview of what's on the go!

Muskoka Landing Retirement Lodge (Huntsville, ON) will open its doors in **June 2023**.

Temiskaming Lodge (Temiskaming Shores, ON) long-term care home will open its doors in **September 2023**.

The Villa Retirement Lodge (Midland, ON) redevelopment is underway and is expected to be completed in **late 2025**.

Southampton Care Centre redevelopment will break ground in **late June 2023**.

Stayner Care Centre redevelopment began in early 2023, just down the highway from the current home, and will be completed by **Fall 2025**.

St. Angela's Meadow (Chatham, ON) long-term care home will bring the current Meadow Park Chatham home to the property adjacent to the retirement lodge. Construction is expected to begin in **late July** and be completed in **early 2026**. Watch for the groundbreaking celebration details!

Avalon Care Centre (Orangeville, ON) redevelopment will begin on the adjacent property and we will share the timeline once it is available.

Meadow Park (London) long-term care home has not yet begun, but we will have an update to share soon!

Our redevelopment projects transform older communities into modern, more comfortable and brightly lit homes with enlarged rooms and living spaces. The state-of-the-art buildings will be organized to offer community settings for our residents, which includes an emphasis on daily programs and services tailored to each residents' unique needs and interests.

These projects, while they take some time to reach completion, will help to ensure that senior housing and long-term care options remain in the broader communities for generations to come. You can be certain we will keep you informed of our progress, but you can also reach out anytime to **info@jarlette.com** for updates!



Cathy (regional manager), Jessica (former administrator of Stayner Care Centre) and Mayor Doug Measures at the groundbreaking of the home's redevelopment. Progress can be seen at the worksite!



The Jarlette Health Services story began in Midland, Ontario in 1970 and it continues, more than 50 years and three generations later with the redevelopment of the original home, the redeveloped The Villa Care Centre at 658 King Street – just on the other side of Little Lake! – opened in March 2022 and will be joined by a redeveloped The Villa Retirement Lodge, a state-of-the-art home for residents (pictured above).

Better Late Than Never!

A BIG WISH OF CHARLES' COME TRUE!

Big or small, many of us have something we have dreamed of doing tucked inside of us. We wait patiently in the hope that the day will come where we have the opportunity to make our wish come true.

Each year, Jarlette Health Services looks for that opportunity in each of our retirement and long-term care communities to uncover that special *something* a resident has always longed to do.

This exciting and innovative signature program encourages our residents to reflect on a simple question: "If you could do anything, what would it be?" Whether a hot air balloon ride, a family outing to Niagara Falls, or to enjoy a day at the spa – anything! – what would it be? It's in the dreaming and the doing, that makes the **Better Late Than Never** program so special. **Avalon Retirement Lodge** (Orangeville, ON) recently helped make one such wish come true for their resident, Charles!

All his life, Charles wished to fly in a small plane, seated beside the pilot where he could interact and learn more about what he was experiencing. He shared this wish with our recreation team as they were getting to know him and it inspired Nicole, the community's Recreation Coordinator. She sensed how special the wish was to Charles and wanted to explore the possibilities of how the dream could become a reality for him.

With careful planning, which included engaging with his family and reaching out to The Brampton Flight Centre, and much patience due to a few weather related delays, Charles' big wish came true on March 15th of this year.

It is not only Charles who is "flying high in retirement". When something like this happens – when a big wish is made to come true – it strikes a powerful chord within, reminding each of us that we should never give up and that we should believe in our dreams at every stage of our life.

It's simply never too late to have your dreams come true. So watch out for more stories like these in the months ahead!

AVALON
RETIREMENT
LODGE



HELLO CHARLES!



SAY CHEESE!



SEE YOU AT
CRUISING ALTITUDE!

Orangeville

Culinary Excellence in Retirement Living

The culinary program in each of our retirement lodges is directed by our team of skilled food service professionals with many years of experience in the preparation and presentation of delicious meals.

Each and every culinary manager has been selected to participate in our dining program because they have a proven track record in excellence and pride in accomplishment.

Food really is the bread of life we all look forward to enjoying daily! It is with this in mind that we have developed menus with a great deal of variety and representation of food experiences from diverse cultural backgrounds.

But menus are just one part of the dining experience. Excellence in service to our residents is a top priority in selecting the best team members to represent our food program to residents and guests. After all, friendly and efficient service in a warm and welcoming environment is what the Jarlette Health Services retirement living experience is all about.

Dining at any meal time is truly a social experience that we want our residents and guests to be fully immersed in. And with a wide selection of *Ontario VQA* wines to choose from, residents and guests can enjoy a glass with their meals, at minimal cost.

Pride in our culinary program and its presentation is a driving force behind what we do and how we do it. I invite you to spend some time with us to relax and enjoy our ambiance, our wonderful food and what our amazing team has to offer you!

To do so, I invite you to reach out to one of our retirement lodges directly and mention you'd like to visit for a tour and a meal!

Gary O'Brien

**Regional Culinary Manager
& Environmental Services
(Retirement Living)**



Gary working his magic in the kitchen!



“

I have expressed our gratitude to the team for your amazing care during Dad's stay and in particular during his last weeks. We felt heard, cared for and appreciated the support and caring. Your team is so genuinely caring and kind, and it meant so much.

I have created a painting that I hope will inspire staff daily as they come in to work, and remind them that what they do is so important and appreciated by families and residents, and that we are thankful every day for what they do.

I haven't given it a title yet - perhaps the team would like to name it. It is a view from the 18th Concession at the beach, and you can see Christian Island at the horizon.



Simmons Family

The Villa Care Centre
Midland, ON

”

INTRODUCING BERNICE!

A Life of Challenging the Status Quo



Bernice is an active member of the Meadow Park community (London, Ontario) and the **Making A Difference Award winner in 2022** in recognition of her contributions to the lives of her fellow residents and her life of accomplishment.

Bernice has been both an athlete and world traveler! Her athletic career began when she attended the University of Western Ontario. During her years at Western as a student, Bernice cherished athletics. She was a member of the track and field team and competed in high jump, long jump and running, as well as being on the women's basketball team. She also played volleyball and ice hockey. Upon graduating in 1968, she attended teacher's college in London and entered the profession in 1969.

Her career began later that year at Westminster Secondary School and she coached the women's senior basketball team and led them to achieve numerous wins and high standings. She also coached the women's senior volleyball team and track and field athletes. Her energy, passion and talent led her to the role of head of the women's physical education department in 1975. She used the opportunity to push for the equality of women's sport at a time where men's athletics in the school board were dominant.

In 1989, Bernice caught the traveling bug. She ventured to Australia and New Zealand for a month, and then in 2005 to South Africa, and later to Portugal. She returned again to Australia and New Zealand for another two months. She has also hiked and bicycled through numerous Canadian and United States parks. Her travel was slowed by some health challenges, including lymphoma, resulting in two rounds of chemotherapy, and a knee replacement (think about the mileage she put on it!), but she continued to remain active, with, golfing and walking.

"There's no substitute for hard work. If you work hard and prepare yourself, you might get beat, but you'll never lose."
– Nancy Lieberman

Since her move to Meadow Park London, in 2021, she has become known for her advocacy for women and, not surprisingly, living an active lifestyle! She sees close friends, cruises the hallways, and regularly attends Residents Council meetings. Those who see her around the home say she has a smile bright enough to light up everyone's day!

In her life and presence, prior to living at Meadow Park and since, she has made a difference in the lives of the people she has encountered. Bernice is a powerful example of how women are able to do anything they put their mind to and achieve their dreams! It's no wonder she was nominated to receive the **Making A Difference Award**!



Bernice enjoys all the activity that life has to offer her at our Meadow Park home in London, ON.



Mandy's

Passion for Service

Mandy was Leacock Retirement Lodge's (Orillia, ON) **Roberta Jarlette Award winner for 2022!** Always an advocate for quality of life, Mandy ensures that through her work as Chef the particular likes (and dislikes!) of the home's residents are taken into account in every meal she prepares. She does so with passion for her work and commitment to the residents she serves.

Mandy champions quality of life in the home by ensuring that she makes each individual meal to the particular preference of the resident. Even when she knows a decision will mean more work – and harder work for her – she never takes a short cut to avoid the extra effort.

This can be seen when Mandy will make omelettes. She could make a tray of them in an oven as cooks in a commercial setting might, however she cracks each egg fresh and prepares the omelette from scratch – to the tune of 85 omelettes in an hour! In fact, Mandy prepares all our home-

cooked meals from scratch to ensure that flavour and nutritional value of each meal is maximized. She uses home-style cooking techniques and eliminates unhealthy additives, like salts, sugars, BHT, sodium, MSG and others commonly found in commercially prepared foods.

Beginning her career with Leacock in late 2016, Mandy has consistently worked hard to find opportunities to improve herself and learn new skills. As a result, she was well prepared for her move from breakfast cook to the head chef position! She is always looking to learn more, including about new cooking techniques and styles, as well as the ideology, purpose and "how to" of rolling out new kitchen systems to make Leacock Retirement Lodge's even better, as well as how to create and produce innovative menus that resonate with our residents.

Mandy does a superb job managing the special dietary needs of residents by always planning her meals to ensure that there is a seamless transition between the two. Whether in finding ways to ensure a pasta dish has a gluten free option for Mary or ensuring there is a special batch of chilli without peppers for John, Mandy works tirelessly to include her knowledge of residents' expectations into her planning in order to make a positive impact on them!

Mandy has approached her role with humility and perseverance and crushes every challenge thrown at her, exceeding resident expectations and raising the Lodge's already high standards for excellence. She is an integral part of Leacock Retirement Lodge's team and we appreciate her years of service.

She's helping us make an outstanding difference in the lives of our residents!



Mandy was Leacock Retirement Lodge's winner of the Roberta Jarlette Award in 2022!

It's About The Journey... Not About The Destination!

Our mission as a family of long-term care and retirement communities has not changed substantially since our foundation in a small, rural Ontario town that is today much larger than it was 50 years ago. The ways we can go about our work to make an outstanding difference in the lives others *has changed*, as it should, as we learn more about each other and our unique perspectives and needs. This includes our knowledge of diversity, equity and the importance and benefits of inclusion!

We recognize there is always more of this good work to be done! So, over the past year we have sought out in each home, and our Home Office, an individual – our **Diversity Leaders**, who are helping to support our communities and workplaces to be welcoming homes to our residents and team members.

The broader group of Diversity Leaders meet on a regular basis to review initiatives as outlined in our **JHS Roadmap**, and Diversity Leaders meet with allies in their community to share experiences at **Diversity Cafe Committees** and ideas for what else we can do to be more inclusive.

When everyone is included, everyone wins!
- Jesse Jackson

To name just a few of our initiatives, as part of any new team member's or manager's onboarding experience, our Diversity Leaders will promote the principles of Diversity, Equity and Inclusion (DEI), share the Ontario Association of Resident Council's (OARC) **Through Your Eyes** program (www.ontarc.com/education-support/through-our-eyes.html) in an effort to promote the Resident Bill of Rights as well as bring forward the **Person-Centred Language Pledge**. Ensuring our Community Resource boards are updated with current and relevant information and resources that are accessible to individuals is also an important role they can play. Together we will continue to collaborate and move these initiatives forward.

Ultimately, **our communities are a place in which anyone should feel at home**. That's the theme of this edition of the Jarlette Journal! This makes the work of our Diversity Cafe Committees more about the journey than the destination -- and you are invited to join us on that journey, however you self-identify.

If you are not sure who your home's Diversity Leader may be, we encourage you to ask your Administrator or General Manager!



DENISE ERSKINE, OUR FIRST BUTTERFLY LEAD!

When Denise accepted the position as the Butterfly Lead at **Avalon Care Centre (Orangeville, ON)**, she may not have appreciated how critical her personal and professional paths would be to her success in leading the implementation of the Butterfly Approach to Care. These made her who she is: *a powerful advocate for those living with dementia.*

Denise was born in Toronto, at Doctor's Hospital, to parents who had emigrated from Jamaica and England. Doctor's Hospital was built by brothers, Paul and Peter Re kai, to meet the needs of an ever-growing immigrant population desperate to receive care in their own language, and have their culture recognized as an important part of recovery and well-being. Maybe this was a first for the move to sincerely person-centered care?

Her dream was to become a physician specializing in sports medicine, so she attended McMaster University, in Hamilton, and completed a degree in kinesiology. But the universe had other plans and upon graduation, Denise accepted a position as a physio assistant at The Neurological Rehabilitation Institute of Ontario, an organization specializing in traumatic brain injury resulting from strokes, accidents and chronic illness. During this time she learned a great deal about the brain and how it functions – and what it means to people whose brain does not function as it once did. Feeling that she needed more education, she returned to university to complete a degree in nursing!



Denise's first job as a nurse, except for a brief stint as a nurse at a children's summer camp, was at Hamilton General Hospital, where she again specialized in neurology and supporting people who had suffered catastrophic brain injuries. She went on to hold a number of nursing positions: an emergency room nurse in Brampton and Orangeville, in addition to working as a nurse educator in the Region of Peel's long-term care division. Meanwhile, as her career was developing, she was also planning her wedding and building a family of her own!

For a number of years, Denise and her family lived at the retirement residence in Orangeville they owned and operated and she credits this experience to gaining a true understanding of what it means to live in an congregant environment, as well as a strong perception of what home really means, and what it takes to create that feeling for residents.

Sadly, the firsthand experience of dementia also came knocking. Denise's mother has lived with dementia for a number of years. With her siblings, they remain constants in the home in which her mother lives, searching for ways to make their mum's experience as joyful as possible. More recently, Denise's father has also begun to experience some issue with memory. These are challenging times for caregivers who are trying to balance a young family and the needs of aging parents, as Denise currently does! But instead of letting it overwhelm her, she uses this to inspire her and work to improve the well-being of those living with dementia at Avalon Care Centre.

Her solid and deep understanding of the brain, her experience as the child of immigrants, her love of family, and her personal work in the area of dementia care, with both her parents, have made Denise the dementia advocate she is today! Thank you Denise for being a part of our team!

Our Butterfly Corner

Since our exciting **Butterfly** journey began in June of 2022, at **Avalon Care Centre (Orangeville, ON)** we have been sharing information and capturing moments which we trust will help you to understand the vision behind it, as well as some of the changes our residents, their families, and our dedicated team members experience. The ultimate goal of the Butterfly Approach to Care™ (which is captured well at the **meaningfulcarematters.com** website) is to build “resilient relationship-centred cultures shaped by the people living and working within them.” It is a culture change that is accompanied by changes to living and work environments, making what could be considered “institutional” settings, look and feel more like homes that our residents would choose to live in.

Additionally, these changes allow people living with dementia to live well and as independently as possible in the home by supporting some of the challenges they experience as a result of their dementia. This can only happen because team members now know how to detect issues and address concerns based on what they know about the resident. How great is that!

This approach benefits all residents living in the home, their families, as well as team members, but



Sally Knocker, of Meaningful Care Matters, sitting with resident, Nesha, assists in training team members at Avalon Care Centre about the importance of emotional intelligence in caring for residents with dementia.



Residents of Avalon Care Centre (Orangeville, ON) celebrate St. Patrick's Day with Irish dancing in a room painted in beautiful bright, Butterfly colours: warm, cheerful, distinct and easy to discern for residents with dementia, which can impact how colours and patterns are perceived.

but especially residents living with dementia due to the emotional support and connections it offers them. Basically, it places the emotional needs of those living with dementia before all else; ***feelings matter most!***

Dementia is a slow and debilitating disease that leads to the serious deterioration of areas of the brain that can greatly impact one's ability to live well and independently while performing everyday activities such as eating, walking, or brushing their teeth. At this time, there is no cure for dementia, so we need to support people living with dementia to live as well as possible until the day comes when there is a cure. The Butterfly Approach does just that! While creating great relationships between staff and residents, which research has shown increases the emotional wellbeing of both staff and residents, it also focuses on people's strengths, skills, and likes in order to create a day-to-day experience that makes them feel they are living a life filled with meaning, love and connection to others.

Our Butterfly motto at Jarlette Health Services is **"Feelings matter most."** The care, well-being and comfort of our residents will always be our chief priority, however we can enrich the long-term care experience by elevating it beyond health-care alone to a positive experience within our homes. This means caring about the emotions of our residents and their dignity as individuals with diverse experiences. And while we strive to do so already in each of our homes, the training



Carole Anne (life enrichment aide) and Beate (resident) enjoy a light-hearted moment.



A resident lounge which has been made more comfortable with the addition of 'homey' touches that reflect residents' lives prior to living in the long-term care home.

and focus that comes from implementing the Butterfly Approach brings us closer to that goal of creating really great living experiences for all and a quality of life that is second to none.

We expect that **by July 2023 our Avalon Care Centre community will have completed its transition to a Butterfly home**, but as a family of long-term care and retirement homes, the journey will continue! **Alexander Place (Waterdown, ON), and Temiskaming Lodge will begin theirs this summer**, along with **Roberta Place (Barrie, ON) and The Villa Care Centre (Midland, ON) in early 2024.**

To help share our progress, we have created a web page with information and colourful photos of our residents and team members in their Butterfly communities, as well as an engaging podcast with residents, family members, care advocates and vision leaders in long-term care in our broader society. We hope you enjoy these resources and find them useful to your understanding of the Butterfly Approach to Care – and that you continue to check in for new material!

Podcast Alert!

Our podcast, "The Jarlette Podcast" is live! You can find episodes by visiting our Butterfly Corner at **[Jarlette.com/ butterfly-approach/podcast](https://Jarlette.com/butterfly-approach/podcast)**. Have questions or ideas for a podcast? Email us at **info@jarlette.com**!



*From left to right,
top to bottom:
Margaret
(resident),
Melanie
(volunteer),
Juliet (Volunteer),
Marjorie, Marty,
Betty (residents),
Juliet, Denise and
Diane (volunteers)
from the FOAP*

THE FRIENDS OF ALEXANDER PLACE

Volunteers are an indispensable part of life in our long-term care and retirement communities!

The generous individuals and groups that support our homes and lodges are as diverse as the places they are drawn from, including in the good work they do! We deeply appreciate the **many** people who have stood with us throughout the COVID-19 pandemic and look forward to restoring our bridges to the broader community as public health protocols continue to be reduced and to welcoming volunteers – new and old! – back into our homes!

Let us tell you a story about a particularly engaged group of volunteers: **The Friends of Alexander Place!** In 2022 alone, they distributed Valentine's Day gifts to each of our residents from the local group known as the Love Bugs, delivered hot cross buns to our residents over Easter, made improvements to the home's gardens, participated in our Canada Day celebrations and BBQ event and purchased Suzuki tone chimes to broaden the home's music therapy program. They provided decorations and treats for a Hawaiian-themed summer party, sponsored Man Cave and Ladies Lagoon pizza lunches, attended the home's 20th Anniversary celebration, helped to organize the Classic Car and Motorcycle Evening at the home and provided delicious Holiday butter cookies to residents and team members. They attended numerous events to showcase the Alexander Place long-term care community and the importance of volunteerism – all in one year!

In addition to these many contributions, the Friends of Alexander Place have set for themselves ambitious goals for 2023 that will make the group even stronger supporters of Alexander Place's residents. We cannot thank them enough for all that they do and look forward to working with them to continue making an outstanding difference in the lives of our residents!



Alexander Place

Meet Susan Devine!

A Big Part Of The Waterside Community!

Susan has had a long career in pediatric cancer research; first at McGill University and then at SickKids, in Toronto. She took early retirement to be more available for her mom, Betty, who had injured her shoulder. Susan moved her mother from Montreal to **Waterside Retirement Lodge (Wasaga Beach, ON)** in July 2014 to be closer to her and has been volunteering her time at our Lodge ever since!

Susan is a lover of crafting and runs her own program, **'Crafty Arts with Susan'**, to which our residents look forward to each month. They make cards for special occasions, paintings, and wreaths to decorate the doors of residents' suites. If you visit Waterside you may see their work!

During the unknown of the pandemic, Susan dedicated her time to assisting our culinary team to provide door-to-door room service and to sneak in a daily visit with her mother!

To thank our frontline team members for their care, commitment and dedication to our residents, the Waterside management team planned a *'management takeover day'* for each department, to which Susan and her partner Ross jumped at the chance to lend a hand.

Even after her mom moved on to live in long-term care, Susan still returns as an active volunteer to assist with recreation and more. Susan also has a 'honey do list' for Ross to assist wherever we need him, including decorating for Christmas, changing light bulbs and more!

Thank you, Susan, for making an outstanding difference at Waterside Retirement Lodge!

"The residents, as well as all the team members, provide more to me than I could ever give back. Such a feeling of love and joy to be part of the Waterside family."
- Susan Devine



WATERSIDE
Retirement Lodge Inc.

A POEM FOR OUR PERSONAL SUPPORT WORKERS

P is for professionalism and personal care,
E is for established knowledge and skills to which they must adhere,
R is for the routine they must follow each day,
S is for safety first and speaking respectfully in everything they say,
O is for their outlook towards each task,
N is for the non-discrimination of the people who ask.
A is for their ability to be flexible and aware,
L is for the loved ones who depend on their care.
S is for selflessness while providing dignity for all,
U is for the utmost patience in responding to each call.
P is for problem solving on the spot,
P is for the decisions for privacy in individual communication, or not.
O is for the overall concern and dedication,
R is for resilience to be sensitive to every occasion,
T is for team players who are trustworthy and diligent without reservation.
W is for wellness and the fostering they provide.
O is for the options they must consider and decide.
R is for the role they plan in our lives,
K is for the kindness that they display in order to thrive.
E is for the energy expended to complete the job with pride,
R is for the rewards they gain from caring for others in stride.
S is for the satisfaction gained in helping one another, putting challenges aside.

Ann Morrison, Resident
Waterside Retirement Lodge

Enriching Resident Life

Retirement living and long-term care are about far more than health-care alone, even if the care, comfort and well-being of our residents are foremost on our mind. Our communities strive to be homes which engage residents to be active participants in daily life and to allow them to live to their full potential.

An important part of any one person's healthy lifestyle is activity and, with this in mind, our recreation and life enrichment teams work diligently to create programs suited to the interests and abilities of every resident! Retirement living may be more independent than long-term care, but there are plenty of ways to provide meaningful and exciting opportunities to residents. Take a look and see for yourself!

We partner with volunteers and businesses every day, to create meaningful opportunities for our residents.

If you have any questions about the activity programs in one of our communities, just reach out to a recreation coordinator or a life enrichment coordinator in your community!

We're also always open to your ideas for other exciting activities we can host!

Peter, from Avalon Retirement Lodge prepares a carnation bouquet.



Ross, a resident from The Villa Care Centre, visits with a chihuahua puppy.

Gord, from Leacock Care Centre (Orillia) emerging from their sensory tunnel.



Gratia, a resident from Temiskaming Lodge, sharing her home-made Mardi Gras costume.



Residents of Leacock Retirement Lodge (Orillia, ON) enjoying a Drumfit program.

Say Hello to Deanna!

Over 30 years of Passion & Dedication

Deanna was born in Midland, Ontario at St. Andrews Hospital, which today is now the Hillcrest long-term care home. She began her career as a dietary aide with Jarlette Health Services upon graduating from Midland Secondary School.

Deanna soon became a cook at The Villa Retirement Lodge (Midland, ON) and after twenty dedicated years in that role has since become the culinary manager! She has a collaborative style, working alongside the other departments in the lodge.



In order to keep things fun and interesting for residents, she themes her meals in cooperation with the recreation activities which are scheduled. Think lumberjack breakfasts to Cinco De Mayo themes – she does it all! She also values baking fresh and so residents are able to enjoy home-made muffins, birthday cakes and whatever else they can imagine.

For Deanna, retirement living is about community. She once took this sentiment to a new level, however, when on a vacation to the East Coast. She knew the sister of a resident of The Villa Retirement Lodge lived there and that they had not seen each other in years. Deanna made a special stop at the sister's door, knocked and introduced herself, and delivered a heartfelt message that the resident had recorded on video before she left Midland!



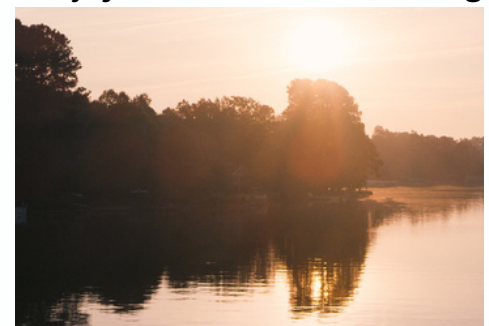
Deanna has worked her way up from the bottom of the ladder at The Villa Retirement Lodge and is now the home's culinary manager!



Deanna and Jessica (server) prepare a meal for the residents of the lodge.

She prides herself on her professional experience of working her way to her current role and is sometimes called upon to assist with training new culinary managers to our retirement lodges. She also volunteers her time by driving for the Children's Aid Society. Family is very important to Deanna as well. She has volunteered with her children's sports teams and enjoys spending time with her grandson. A people-centred person, she fondly remembers selling merchandise for the Canadian country music singer, Jason McCoy, and the fun and enjoyment she felt meeting countless wonderful people on his Ontario tour!

Her many years as a team member and manager at The Villa Retirement Lodge brought her into regular contact with members of the Jarlette family, including founder, Alex, and his son and current president, David. Of course, she worked with Renee (daughter of Sharon, who herself works for Jarlette Health Services and is Alex's daughter) and Thomas, a son of David who also works for the organization! That makes Deanna like family!



Thank you, Deanna, for your passion for our residents and long years of service!

Little Lake, which The Villa Retirement Lodge overlooks.

“

After careful research, personal contact with the management and inspection, the conclusion was obvious: St. Angela's Meadow was head and shoulders above all other options.

It has only proven to be better than my initial findings: the people, all the people are just a wonderful, caring team!

Ray

St. Angela's Meadow Retirement Lodge
Chatham, Ontario

”

Hollywood Mike's Story!

Say hello to Mike, one of **Leacock Care Centre's (Orillia, ON)** friendliest community members – and the face of this edition of the Jarlette Journal! **"Hollywood Mike"**, as known to his friends, is always the first to welcome new residents with a gregarious “Welcome to Leacock!”

Ever outgoing, he loves the community's musical programs and live entertainment and has been known to cut a rug to the song ***Time Of My Life*** from ***Dirty Dancing***.

Mike leads an active lifestyle and so has made many friends over the years, even away from home. In addition to participating in activities at Leacock Care Centre, he enjoys traveling to see friends. His great friend, Bob, works at a bakery and coaches Special Olympics basketball and golf teams. Mike himself has been coached in skiing at several ski resorts. He has made good friends through VON day programs in Barrie, which he attends up to three times a week. He still enjoys visiting his mother and an old neighbour and family friend, Sue, at her home.

If you visit Leacock Care Centre, it is almost a guarantee that you will meet Mike! Thank you for sharing your story, Mike! And for being a great ambassador for your fellow residents, and for demonstrating the happiness that comes from living life the fullest!



HOLLYWOOD MIKE!

CELEBRATE!

The Importance of Recognition

Our team members, from the frontline of caregiving to the offices of management, bring their passion and dedication to work with them each and every day. It's more than a job to them: **it is a vocation!**

Jarlette Health Services is committed to recognizing our team members' unique achievements and contributions, even the seemingly small ones that promote a positive work environment and the organization's culture! **Our team members are more than their job titles to us.** They are essential to helping us to build stronger senior communities and to make an outstanding difference in the lives of our residents, their families and our team members.

Whether praising a team member for a job well done in front of colleagues and managers, or team members filling out **'Shout Out' cards** to be posted on the wall and entered into monthly prize draws, or managers making special thank you cards for their staff, these gestures make a difference!

As a family of long-term care and retirement homes, we're pleased to also acknowledge our team members' **Years of Service Milestones** for their loyalty and dedication to our residents.

We also go all-out in October each year to choose one frontline team member from each community and our Home Office to receive the **Roberta Jarlette Award** (watch the next edition for this year's winners!) and to be invited to **The Jemmy Awards** (see Pages 18-19).

Each month, we celebrate each of the various professions that support our resident communities, from 'behind the scenes' laundry and dietary/culinary workers to our frontline healthcare workers to administrative team members with tokens of appreciation and celebration.

And on the sad day on which a longtime team member must retire, we encourage our communities to celebrate their time as a valued member of the community and for diligently enriching our residents' lives.

There are many ways we can acknowledge the passion and dedication our team members bring to their work. We want to ensure that they always feel a sense of community – and at home! After all, a motto we live by (*and which is found in each of our communities!*) is:

*Our Residents do not live in our Workplace,
we work in their Home!"*

When our team members pour themselves into making our senior living communities a genuine home for our residents, they deserve recognition!

And so, from us to each of our team members, **thank you!** We look forward to celebrating YOU!

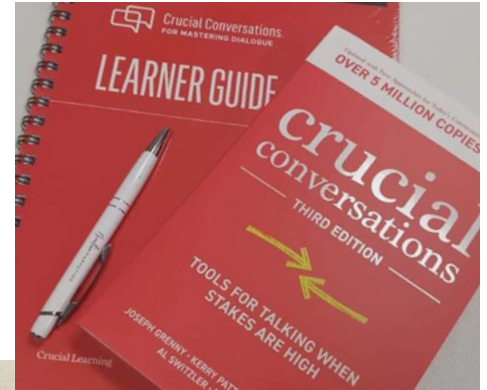


Tyler (dietary aide) received the Roberta Jarlette Award at Meadow Park Chatham for his service to the community in 2022! He is joined by Hermione, who won the Making A Difference Award for residents – and the face of our June 2022 Jarlette Journal!

JARLETTE EDUCATION DAYS

A big event our managers look forward to each year is Jarlette Education Days (JED): a three-day **signature learning experience and networking conference**. In addition to an educational and professional development theme being selected, which this year was *Crucial Conversations*, it has been a chance for many of our partners, who provide important services and supplies to our long-term care and retirement communities, to also come together and for everyone to learn how their work intersects. At the onset of the COVID-19 pandemic in 2019, Jarlette Education Days had been temporarily halted and when it returned, in 2022, some gathering restrictions remained. However, we are thrilled to share that the complete Jarlette Education Days event has returned!

In addition to an excellent Crucial Conversations course by trainers Maxine, Kevin and Wendy,



Maxine and Jarlette Health Services team members celebrate the completion of their Crucial Conversations course and new skills to be used in their work-places!



Matt , Michelle and Griffin, members of our Long-Term Care regional management team, converse at Jarlette Education Days 2023, held in Alliston.

which focused on important communication skills for a large, complex and growing organization, the directors of Jarlette Health Services provided an overview of their 2022 accomplishments and projects for the current year.

Of course, a highlight is also the opportunity for our managers to engage with each other professionally and socially, which also had not happened in sometime. The reviews are in and the overall event was a great success!

THANK YOU TO OUR VALUED PARTNERS FOR HELPING TO MAKE THIS CRITICAL ANNUAL EVENT HAPPEN AND FOR AIDING US IN OUR VISION OF MAKING AN OUTSTANDING DIFFERENCE IN THE LIVES OF OTHERS!

Members of the Retirement Communities management team, our COO Julia King and Director Jenna Green, enjoy each others' company at Jarlette Education Days' awards event: The Jemmy Awards.



THE JEMMY AWARDS

Unique to Jarlette Health Services, The Jemmy Awards are an opportunity to recognize important **Years of Service Milestones** among our long-term care and retirement management teams. **Dragon Awards** and **Founders Memorial Awards** are also bestowed in recognition of exceptional achievements by team members.

Dragon Award Recipients

Selected by the Jarlette family members, those who are recognized with a Dragon Award are deemed to have exhibited great effort in what they do, always going above and beyond!

For the first time, a prestigious Dragon Award was bestowed to a front line team member: Drew Hodgins! Congratulations Drew and to all our new Dragon recipients!



CARINA BATEMAN

Life Enrichment
Coordinator
(Royal Rose Place)
with Administrator
Lauren Lostrocco
(right)



BOB CAMPBELL

Construction Project
Manager
(JHS Home Office)
with Chief Operating
Officer
Julia King (left)



TRISHA PETRYNA

Resident & Family
Services Coordinator
(Elizabeth Centre)
with Administrator
Jeffrey Adisam (right)



DREW HODGINS

Resident Attendant
(Bayfield House
Retirement Lodge)
with General Manager
Edward Kariuki (right)

Founders Memorial Award Recipient



The Founders Memorial Award is another prestigious honour which, as recognized by the external members of the Jarlette Health Services Advisory Committee, is given to an individual who exemplifies the spirit of entrepreneurial tenacity and excellence in care which had been demonstrated by our organization's founder: Alex and Bobbie Jarlette. This year, the award was bestowed upon **ALISA THOMA**, Sales Coordinator at Avalon Retirement Lodge and Waterside Retirement Lodge! Congratulations! **Alisa with Advisory Committee members John (left) and David (right).**

Food and Living Well

in Long-Term Care

What comes to mind when you think about a favourite dining experience? We may look forward to the relaxed social enjoyment of catching up with family or friends, a chance to talk about the day's events or the weather, and the excitement of a tasty meal. Many of our most precious memories involve food! It is vital for our nutritional well-being, but most importantly, it is a great source of happiness and joy for residents of our long-term care communities.

Our teams of culinary managers and team members live and breathe the purpose of this organization: to make an outstanding difference in the lives of others. They are compassionate and dedicated to making each of these communities a true home for our residents. Witnessing the effort that goes into each meal and the creativity of organized events around food is inspiring. The outcome – happy residents laughing, smiling and enjoying life. This is our purpose and why we do what we do every day.

Jarlette Health Services is committed to the ongoing review and improvement of our programs and services to meet the changing needs of our residents. There are great things underway, including the new Butterfly Approach to Care, which includes a focus on dining and meal service, a series of summer BBQs, and other fun seasonal events! The upcoming Spring-Summer menu has also been revised to incorporate more resident favourites, special events.



Dorothy, from Meadow Park Chatham, enjoys special Mother's Day treats and teas prepared for her and fellow residents.



Bruno, a cook at Royal Rose Place, prepares a dessert for a resident celebration. The kitchen also served special sandwiches and treats for Mother's Day tea.

Behind the scenes, we are reviewing overall programs, and making positive steps towards ensuring our homes have the equipment, resources and support to provide the highest quality foods and to meet the special dietary needs many residents require. Jarlette Health Services has also invested in a food service software program called **Synergy Tech Suite**. This is a state-of-the-art technology that streamlines food service operations and food production. This will transition our homes from using paper references at point-of-service to using tv screens and tablets. Synergy Tech Suite offers features that will help our homes to increase the accuracy of residents' diets, textures, special dietary needs, allergies and other individualized preferences. It also offers increased options around menu creation and enhances the dining experience, which we are confident will result in an increase in resident satisfaction.

These are all great strides towards enhancing the service we provide for our residents. I am looking forward to continuing to work with the teams to enhance the excellent service we already provide to our residents. Please watch our social networks for upcoming events and pictures from our dietary teams. In honour of Mother's Day, please enjoy a glimpse into some of the celebrations that took place across our homes in May!

Stacey Scaman

Regional Culinary Manager (Long-Term Care)



SOME OF OUR AWESOME TEAM MEMBER PERKS!

- TUITION REIMBURSEMENT
- DEPENDENT TUITION ASSISTANCE
- COMPETITIVE HEALTH & WELFARE BENEFITS
- PENSION
- PERKOPOLIS MEMBERSHIP
- MONTHLY & YEARLY RECOGNITION
- YEARS OF SERVICE AWARDS
- PARTNERSHIP DISCOUNTS
- AND MORE!

HAVE QUESTIONS?
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HEAR FROM
YOU!

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