



Muskoka Landing Newsletter

March 2024

Contact Us

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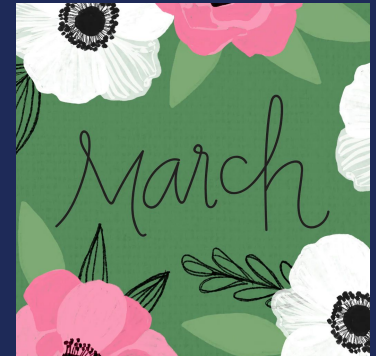
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Administrator's Message

Hi everyone,

I would like to thank everyone who participated in our resident/family survey. Your feedback is valued and appreciated. In the next few weeks we will be reviewing the results and creating action plans on how we can make improvements based on your feedback and suggestions. Once this has been completed we will share our plans with you through family council, quality council as well they will be posted on our quality board. If at any time you have any questions or would like to provide further feedback please come and see me.

Thank you again for your continued support
Denise



Nursing News

Dear Residents and Family Members,

I am happy to share that Dr. Hillary Klassen will be offering a Spasticity Clinic here at Muskoka Landing in the early Spring. This is exciting news for our Residents as this will provide Spasticity treatment options within the home and eliminate the need for our Residents to travel to appointments.

If you would like further information regarding the program and services offered, please feel free to contact me.

As the Director of Care at Muskoka Landing, my door is always open for all residents and family members. My direct extension is 4004 or you can reach me at sdilts@jarlette.com.

Thank you to all for your ongoing support.

Kind regards,

Shandel Dilts RN, BScN, Director of Care



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Environmental Services News

As we head into spring it is time we start thinking about some spring cleaning. Anytime that you are visiting, could you please remove any resident unwanted items from their rooms.

Thanks for your help with this matter.

Don't forget to make sure that all items you bring into the facility are labeled with your loved one's name. If you need assistance with labeling please see Tammy Antaya.

Thank you!



Resident and Family Services News

When visiting Muskoka Landing, make sure to visit our Reflection Room. A room that any resident, caregiver and staff can use at any time. Information/resources available to help anyone dealing with grief and loss.

Our next Diversity, Equality and Inclusion Committee is inviting any caregivers who have a special skill to connect with Tammy Antaya. We invite residents, caregivers and staff to attend our meeting. The next meeting will be scheduled for March 22, 2024 from 1:00-2:00pm. Our Cultural Cafe for February featured our one and only Staff Scheduler, Prateek Jagota on India. All welcome! Take a peek at our Cultural Lending Library-more books to borrow. Committee working on bringing in cultural dance and music this year.

Deb Shaw in facility weekly to provide foot care and Sandra Kilgannon to provide hairdressing services too. Her price list is documented in the salon.

Jarlette Services is continuing to work on a new Resident Handbook and tour package.

Thank you for your continued support. Here's to hoping that Spring soon springs a leak!!!!!!

Nutritional News

This month in our nutrition department we celebrated our food service workers during the week of Feb 7-11. We honored these food service workers, but the honour is truly mine to manage such an exceptional team.

In December and January the nutrition department worked with local restaurants to bring some fun meals to the home. They even had The Main Street Local Kitchen cater a meal, providing a real restaurant like feel!



Social News

We have had a lot of fun here over the past month. In February we celebrated the Lunar New Year and welcomed the year of the Dragon!

We also celebrated Mardi Gras with lots of games and laughter!



Social News

We would like to wish a very happy birthday to everyone who celebrated their birthday in January!

- Terry- February 1
- Robert- February 1
- Gwen- February 5 (101!)
- Dieter- February 18
- Scott- February 21
- Jack- February 22
- Nina- February 26

Social News

BECOME A VOLUNTEER - MAKE A DIFFERENCE



We are always looking for more students and Volunteers to help run fun and engaging activities for our residents.

If you are interested please contact Riley Comish at rcomish@jarlette.com

Remembering and Recognizing Friends

Nina

Nina was a contradiction, feisty yet shy, strong-willed yet compassionate. She had few opportunities handed to her, yet somehow built a full life and legacy. Nina raised 2 strong independent daughters and has 5 grandchildren, of whom she is most proud. She will be missed by all those she touched.



Remembering and Recognizing Friends

Joan

Joan had a smile that lit up the room. She was a firecracker of a woman, living up to her beautiful red hair. Travelling with Charlie, her husband, in his tractor trailer was a pleasure. She loved chocolate, music and fun. Painting was a fulfilling pastime. She will be missed by her children, grandchildren and Muskoka Landing families.



Resident Council News

The Residents' Council meeting will be held on the Third Thursday of each month in the Large Activity Room at 2:00pm. Minutes from last month's meeting can be found on the Residents' Council board by the front office. All Residents are a part of Residents' Council and are invited to attend all meetings. Contact Riley Comish with any questions.



Residents' Rights

1. Every resident has the right to be treated with courtesy and respect and in a way that fully recognizes the resident's inherent dignity, worth and individuality, regardless of their race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, marital status, family status or disability.
2. Every resident has the right to have their lifestyle and choices respected.
3. Every resident has the right to have their participation in decision-making respected.

Family Council Update/ Town Hall News



We are looking for new Family Council members. We meet the third Monday monthly from 2:00-3:00 in person. An opportunity to meet others, support, learning opportunities and work together to provide quality care for our residents. Please talk to me if you have any questions. The more the merrier! I can be reached at 705-788-7713 ext 4007. We have a new Family Council brochure located outside the RFSC office on the main floor. Family Council members are now walking along with the admission families to help them feel comfortable and adjust to their new surroundings. Family Council has assisted with making a special area on HA 3 for residents at the end of the long hallway with a music theme. Watch and wait to hear more information on our Staff Recognition Wall.



Town Hall Meeting

Town Hall meetings are on hold for this month. Updates are sent out regularly to families through email. If you are not on our OneCall email list and would like to be, please contact Janet Wilson at Janet.Wilson@jarlette.com

Upcoming Events

- March 15: Jimmy's Old Time Radio Show in the Large Activity Room at 1:30
- Staff and Family Town Halls will be starting again. Stay tuned for the dates

UPCOMING
EVENTS



Let's stay connected!

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Director's Message

Dear Residents, Families and Staff

Long-term care (LTC) homes have many obligations related to the continuous quality improvement initiatives and in particular, the resident and family/caregiver experience surveys in the Fixing Long-Term Care Act, 2021 and the Regulation.

The highlights include:

Resident and Family/Caregiver Experience Survey

- Survey executed at least annually to measure the resident and family/caregiver experience with the home and the care, services, programs and goods provided.
- Home must seek the advice of Residents' Council and Family Council (if any) in carrying out the survey and acting on its results.

The Continuous Quality Improvement (CQI) Program: Each LTC home must

- Establish an interdisciplinary quality improvement committee, which must include at least one member from the Residents' Council and Family Council (if any);
- Ensure the home's CQI initiative is coordinated by a designated lead (who is a member of the home's staff);
- Prepare a report on the CQI initiative for the home each fiscal year;
- Publish the CQI initiative report on the home's website and share a copy of the report with the Residents' Council and Family Council (if any);
- Maintain a record of the names of the people who participated in the evaluations of improvements in the CQI report.

Director's Message

The Resident/Family/Caregiver Essential Caregiver survey results for our family of Jarlette Health Services LTC homes are published and ready to be shared with stakeholders in the homes.

This year we experienced one of our highest return rates with 768 people taking the time to complete a survey. Of note, is of the 768 respondents, 418 were residents themselves. The valuable information that the survey results provide is essential to the CQI initiatives in each of our homes and ensures the active engagement of many in improvements in *your* home.

My sincerest thanks to everyone who took the time to complete a survey and I look forward to the great planning work being undertaken to address areas of concern and interest in each home.

Kind regards,

Jill Knowlton
Director, LTC Operations
Jarlette Health Services

Jarlette Health Services News

Welcome to March! We will see how it arrives and how it departs; like a lion, or a lamb? In either case, hopefully there will be more sunshine to look forward in the month ahead.

There is plenty to celebrate during March. As part of our Employee Recognition and Engagement Program, **March is Maintenance Month and we celebrate the essential role of our maintenance team members!** These dedicated people work often behind the scenes to ensure our family of long-term care and retirement homes are kept in good condition and remain clean and safe to live and work in! If you see them in your home, please reach out to them to thank them for all they do!

We also want to wish all the women in our homes a **Happy International Women's Day (IWD) on March 8th!** We thank them for their unique contributions, many of them ones we couldn't do without, and we look forward to considering some of their remarkable achievements and what more we can do – at any age – to become a more inclusive society. The theme for IWD 2024 is *Inspire Inclusion!*

We also remind you that team members, residents and family members are invited to step forward as diversity representatives! Your home has **Diversity Cafes**, managed by a Diversity Lead, and at the meetings everyone may come together to explore diversity, and share our own experiences, while considering actions that may be taken to break down social and cultural barriers and build stronger relationships. For more information, reach out to your community's Diversity Lead or your community's administrator today!



Let's stay connected!

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