



# TEMISKAMING LODGE FLYER

March 2024

**Contact Us** | 705-628-1100 | [lbouassa@jarlette.com](mailto:lbouassa@jarlette.com)



## In This Issue...

Administrator's Message

Temiskaming Lodge News

Nutritional News

Social News

Remembering and Recognizing  
Friends

Resident and Family  
Council News

Upcoming Events

Good News Stories

Director's Message

Jarlette Health Services  
News



March 2024



## Administrator's Message

### Resident and Family Satisfaction Surveys

We have just received the results of the surveys that were conducted in November 2023. The Leadership Team will review the results and review these results with team members, residents, families and associated councils. Most importantly, we will be establishing a quality action plan to identify 3 items that require improvement and 3 items that we want to sustain as a Home. These quality action plans will be shared with everyone and posted on the Quality Board. Stay tuned for more details!

### Ministry of Long Term Care Inspection

We had a Ministry Inspector visit the Home from January 8-11/2024 to follow up on the following: intake from a complaint related to care and medication administration, as well as one intake related to outbreak management. In early February, the final report was received and we have one written notification relating to ensuring that medications administered were prescribed to the resident. The report is posted on the information board and it can be easily accessed at <https://publicreporting.ltchomes.net>. The nursing team is diligently following up with the medication administration program to ensure that all steps are taken to prevent/reduce medication incidents. On an annual basis, an interdisciplinary team at Temiskaming Lodge does a self-assessment related to medication safety through the Institute for Safe Medication Practices (ISMP). This is a valuable tool that enables us to proactively assess the medication use processes, identify safety risks, create an action plan for improvement and track progresses as implemented. In 2023, we scored 94% on the ISMP self-assessment and the Team is committed to continuing to work towards continuous improvement of the medication program.

March 2024



## Administrator's Message Cont'd

### Leadership Team Changes

Please note that Andrew Cole has joined our Team on February 8<sup>th</sup> as the Environmental Services Manager. With his experience and enthusiasm, he is a welcome addition and, even if he is still in orientation mode, he has readily rolled up his sleeves to help with repairs, preventative maintenance and other tasks. We also wish to share with you that Alisha MacMaster, our Resident and Family Service Coordinator, will be pursuing other interests and her last day of work is March 15<sup>th</sup> 2024. Alisha has been instrumental to facilitate several admissions since we have moved to the new Home and we thank her for her devotion and services while working with us- she will be missed! Lastly, we were excited to receive additional funding to have a full-time Behaviour Support Ontario staff member on site. Christine McCleery, who has been working a 0.5 in that position, will now be working full-time and will continue to play a lead role with responsive behavior management.

Sincerely,

**Francine Gosselin, Administrator**

March 2024

## Temiskaming Lodge News Cont'd

### Restorative Care

Temiskaming Lodge residents and team members would like to thank the Temagami Family Health Team for their beautiful donation. Thanks to them, we now have a Nustep bike in our Wellness Centre. This is being enjoyed by many residents and we are very appreciative of their generosity.



### The Bruce Family Dining Room

If you are interested in booking The Bruce Family Dining Room, please call and speak to Tammy, ext. 221. If you will require dishes; plates, cups, and silverware, please make this request upon booking the room. We also wish to advise everyone that if you require dishes for over 10 people there will be a \$10 clean up fee. We also ask that everyone works together in keeping this space clean after each use.

Thank you all!



March 2024

## Temiskaming Lodge News Cont'd

### Schedule B Services Increase

Services	Current Rate	New Rate Feb 1, 2024
Guest Meal - Breakfast	\$10.00	<b>\$10.50</b>
Guest Meal - Lunch	\$12.00	<b>\$12.50</b>
Guest Meal - Dinner	\$15.00	<b>\$16.00</b>
Guest Meal - Kids	\$7.00	<b>\$7.50</b>
Concierge Service	\$75.00	<b>\$77.25</b>
Cable/Tv rental	\$63.65	<b>\$65.57</b>
Cable Activation	\$55.00	<b>\$55.00</b>
Tv mount fee	\$129.10	<b>\$129.10</b>
Telephone Service	\$34.15	<b>\$34.83</b>
Activation	\$53.00	<b>\$53.00</b>
Long Distance plan		<b>\$15.00</b>
Internet	\$41.20	<b>\$41.20</b>

March 2024

## Nutritional News

We now have a committee to assist with making the dining room experience a pleasurable one for all residents. The “Happy Meals” committee will meet monthly to discuss any dining room concerns and come up with some ideas on how to resolve the issues. Staff, residents and family members are encouraged to attend these meetings.

Our first intervention is having a spice rack for each home area. The staff will offer a variety of spices to residents while they are serving the meals in order to assist with enhancing the flavours of the food. This intervention will be put into place on March 18th, 2024.



\*SPICE UP YOUR LIFE\*



March 2024

## Social News

### Nursing Update

To all family members and friends,

Between autumn and spring time it is the highest seasonal risk for many different types of common colds, viruses, and flus. Please help keep your loved ones and everyone else safe by not visiting if you are experiencing any of these symptoms:

- Fever or chills
- Fatigue
- Headache
- Sore throat
- Nausea or vomiting
- Diarrhea
- Cough
- Muscle or body aches
  - New loss of taste or smell
- Congestion or runny nose
- Shortness of breath or difficulty breathing



Keep in mind that the Temiskaming Lodge can help assist your loved one with setting up FaceTime calls as an alternative when you are unable to visit.



March 2024

## Remembering and Recognizing Friends



**William W.**

06/20/1953 - 02/13/2024

**Etienne R.**

06/01/1932 - 02/22/2024

**Arnold B.**

12/03/1934 - 02/24/2024



*Don't cry because it's over; smile because it happened. ~Dr. Seuss*



March 2024

## Resident Council News

Our Residents' Council meets every month and our next meeting is scheduled for **March 7th, 2024 at 10:00 am**. These meetings will be held in Celebration Room on the first floor. All residents are encouraged to attend. During these meetings, residents are notified of any changes/updates happening in the home, receive Resident Rights education and are able to voice any concerns or issues that may be affecting all residents in the home. We also invite them to share ideas for new programs or suggestions of ways to improve their experience with the Lodge.



## Resident Council News Cont'd

### Residents' Bill of Rights Review

#### Section 4: Right to quality care and self-determination



20. “Every resident has the right to ongoing and safe support from their caregivers to support their physical, mental, social and emotional wellbeing and their quality of life and to assistance in contacting a caregiver or other person to support their needs.”

21. “Every resident has the right to have any friend, family member, caregiver or other person of importance to the resident attend any meeting with the licensee or the staff of the home.”

22. “Every resident has the right to designate a person to receive information concerning any transfer or any hospitalization of the resident and to have that person receive that information immediately.”

23. “Every resident has the right to receive care and assistance towards independence based on a restorative care philosophy to maximize independence to the greatest extent possible.”

March 2024

## Family Council News

### Town Hall Meeting

A reminder to everyone that our Town Hall Meetings for Friends and Family are booked on the first Thursday of each month at 2:00 p.m. Our next meeting is on Thursday, March 7th, 2024. For this meeting, there is the option of participating virtually or in person at the Home. More details will be sent by email closer to that date.

### Join The Temiskaming Lodge Family Council

Be the voice that can help improve the quality of life for all residents in our community setting. For more information please contact our Resident and Family Services Coordinator, Alisha MacMaster 705-628-1100 ext. 224 or [amacmaster@jarlette.com](mailto:amacmaster@jarlette.com)



March 2024

## Upcoming Events

### Save the Date!

We have lots of live entertainment happening in the month of March.

\*\* Please see our calendar for all the activities happening throughout the month. \*\*



### February Birthdays

Mar. 1 - Therese L.  
Mar. 4 - Betty T.  
Mar. 5 - Gerald B.  
Mar. 20 - Imogene P.  
Mar. 21 - Clemence A.  
Mar. 21 - Rolande M.



### Birthstone – Aquamarine

The birthstone for March is the aquamarine. This gorgeous gemstone gets its name from the Latin term aqua marina, meaning “sea water.” It’s an apt name considering the aquamarine’s sparkling turquoise color, which ranges from pale to medium blue. Blue aquamarines are the rarest and most valuable. The green stones are sometimes changed to blue by heating them in an electric furnace at 842°F (450°C). Most aquamarines are found in Brazil.

- The Monthly Gazette, Activity Connection

March 2024

## Good News Stories



### Love in the Air

Residents at Temiskaming Lodge were feeling the love in February. Leading up to Valentine's Day residents enjoyed some flower arranging and crafts. On February 14th, residents serenaded us with some love song Karaoke.



March 2024

## 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.



March 2024

## 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



March 2024

## 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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16