

Information for our Residents, Family Members and Volunteers

Contact Us 658 King Street, Midland, ON L4R 4P3

Phone (249) 559-0400 Fax (705) 526-5080

www.jarlette.com



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Administrator's Message- Tracy Hinks

Hello Everyone,

The Villa Care Centre is committed to making an outstanding difference in the lives of others. We are proudly owned and operated by Jarlette Health Services, which boasts a 50 year heritage of excellence in resident-centered care and a commitment to strong values of respect, accountability, responsibility and passion, we work tirelessly to provide a dynamic Long Term-Care experience to our residents and their families as well as our team members and the communities we serve.

The Villa Care Centre, we truly believe that each and every resident is unique and that their individual personalities, healthcare wishes and lifestyle preferences should be upheld and celebrated in all facets of life. In this, we take a completely holistic approach to care and living which is based on personalization, intellectual, physical, spiritual and creative empowerment, along with the freedom to make the choices that matter in day-to-day-life.

The Villa Care Centre strives to exceed all legislated requirements set forth by the MLTC and other regulatory bodies, as well as our own corporate standards. After working hard in early 2022 on our recertification efforts, we were happy in December 2022 to be awarded the full three year accreditation by CARF.

Our Vision

Inspiring a lifestyle that delivers the BEST today and tomorrow.

Our Purpose

“To Make An Outstanding Difference In The Lives Of Others”

Administrator's Message- Tracy Hinks

Our Values

- Everything We Do Is With Commitment And Passion
- We Treat People With Respect
- We Are Proactively Accountable And Responsible
- We Always Strive To Do The Right Thing

Each Long Term Care Home is tasked with completing a Quality Improvement Plan (QIP). Below are the areas we have committed to improving.

- Decrease the percentage of residents without psychosis who were given antipsychotic medication in the 7 days preceding their resident assessment
- Maintain a high percentage of residents who responded positively to the statement: "I would recommend this home to others"
- Maintain a high percentage of residents who responded positively to the statement: "I am involved in decisions regarding the care I receive"
- Reduce our ED visits

If you would like to hear more about our Quality Program I invite you to participate in our Quality Council. We meet on a quarterly basis, the council consists of our Leadership Team, our Medical Director, our Pharmacist, frontline team members, residents and families. For more information on our Quality Programs please visit our Quality Board located on the main level by our Tuck Shop. If you have any questions about our programs please feel free to reach out.

Sincerely,
Tracy Hinks

Life Enrichment Department News- Dana Gignac

Please come join us for our May Entertainment!

Entertainment with Rick Groves- 7th

Entertainment with Melody Magic- 14th

Entertainment with Adrien Robitaille- 21st

Entertainment with Irish Rogues- 28th



Resident and Family Services News - Samantha Abraham

Power of Attorneys & Advanced Care Planning

Advance care planning is a process of reflection and communication, a time for you to reflect on your values and wishes, and to let others know your future health and personal care preferences in the event that you are unable to consent or refuse treatment or other care. Advance care planning means having discussions with family and friends, especially your Substitute Decision Maker – the person who will speak for you when you cannot. It may also include writing down your wishes, and may even involve talking with healthcare providers and financial and legal professionals. A written advance care plan may also be called an advance directive or a medical directive. For more information check out the “Speak Up” booklet located in the resource rack near the Cafe area! We encourage you to look into setting up a POA for Care and Property if you have not already done so. If a resident becomes mentally incapable of making decisions their POA/Substitute Decision Maker would step in and this is where it is beneficial to think about advanced care planning! If you have any questions, please reach out to Samantha (sabraham@jarlette.com or at ext. 212).



Nursing News - Jordan MacDonald

Mobile Ultrasound Services

Our contracted diagnostic imaging provider is pleased to announce they will be able to provide in home ultrasound services to our residents. Services began April 1 2024 and has been well received and utilized within our home.

Hot Weather Management

Heatstroke is a serious condition that can be especially dangerous for elderly individuals. As we approach the hot summer months, it's important to take precautions to prevent heatstroke in older adults. Make sure they stay hydrated, wear lightweight clothing, and avoid being outdoors during the hottest parts of the day. Keep an eye out for symptoms such as confusion, dizziness, and rapid heartbeat, and seek medical attention immediately if you suspect heatstroke. Let's work together to keep our loved ones safe and healthy in the heat.

Nursing News - Jordan MacDonald

Happy Nurses Week! May 6th-12th, 2024

Happy Nurses Week to our incredible team of nurses! This week, we celebrate and recognize the dedication, compassion, and hard work that our nurses put into providing top-notch care for our residents and their families. Here's to celebrating our amazing nurses this Nurses Week!

**HAPPY
NATIONAL
NURSES WEEK!**

The world is a better place
because of all that you do.



Villa Voices

May 2024

Administration- Lisa Monette

Attention all residents who reside in a Ward Basic accommodation; remember to bring a copy of your Notice of Assessment (NOA) from Canada Revenue Agency to Lisa Monette our Administrative Assistant so we are prepared for the new Rate Reduction cycle. Any questions regarding this process please make sure to contact Lisa at lmonette@jarlette.com or at ext 201

Family Council News

The Villa Care Centre is proud to have an active Family Council. Our Council meets monthly to not only advocate for their loved ones, but to advocate for all our residents. The Council is also a wonderful support system with members who have been with us since our Home has opened in 2022. Our Council is seeking representation for the Hummingbird and Goldfinch Home Areas, if interested please reach out the the council via email at: thevillafamilycouncil@gmail.com. Their next meeting will be on Monday, May 6 @ 2PM in the Villa Boardroom located on the main floor, feel free to stop by!

Diversity, Equity, and Inclusion Corner - Samantha Abraham

The month of May is filled with a variety of cultural celebrations and awareness days. Below are some highlights!

Asian Heritage Month

Asian Heritage Month is an opportunity for us to learn more about the diverse culture and history of Asian communities in Canada, as well as to acknowledge the many achievements and contributions of people of Asian origin who, throughout our history, have done so much to make Canada the country we know and love. Over the last 2 centuries, immigrants have journeyed to Canada from East Asia, Southern Asia, Western, Central and Southeast Asia, bringing our society a rich cultural heritage representing many languages, ethnicities and religious traditions. The people of these diverse, vibrant and growing communities have contributed to every aspect of life in Canada — from the arts and science to sport, business and government. Asian Heritage Month offers everyone in Canada an opportunity to learn more about the history of people of Asian origin in Canada and to celebrate their contributions to the growth and prosperity of our society



Villa Voices

May 2024

Diversity, Equity, and Inclusion Corner - Samantha Abraham

Dutch Heritage Month

By proclaiming the month of May as Dutch Heritage Month, the Province of Ontario recognizes the important contributions that Dutch Canadians have made to the economic, political, social and cultural fabric of Ontario's society. May is a historically significant month for the Dutch Canadian community. On May 5, 1945, the Canadian forces were instrumental in the liberation of the Netherlands from occupation during World War II. The Netherlands celebrates its independence and liberty, along with the heroic efforts of the Canadian forces, with a national holiday known as Liberation Day, which takes place annually on May 5

Red Shirt Day (May 31)

Red Shirt Day of Action for *AccessAbility* and Inclusion is a day when people across Canada come together and wear red to create a visible display of solidarity: to show their support for disabled individuals and their families, celebrate the achievements of disabled Canadians, and to pledge their commitment to help create a fully accessible and inclusive society.

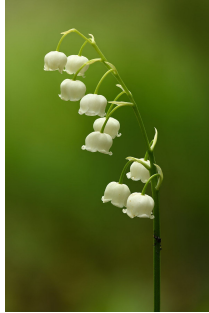
Villa Voices

May 2024

Celebrating May! - Dana Gignac

Flower of the Month- Lily of the Valley

Lily of the valley, the birth flower for May, got its name from early Christian monks. The flower's Latin name, *Convallaria majalis*, means "valley" (*Convallaria*) and "the month of May" (*majalis*), which probably refers to where it thrives and when it blooms. These delicate, white, bell-shaped perennials are very fragrant. They signify purity and innocence and also are said to bring luck in love. For these reasons, they are often the choice for bridal bouquets.



Birthstone of the Month- Emerald

The emerald is the birthstone for May. This stone's name was derived from the Greek word *smaragdus*, which is a term that was applied to several kinds of green stones. In the Middle Ages, the stone was thought to foretell the future. It was also believed to cure epilepsy and fever and to protect the wearer from panic. Emeralds frequently occur inside shale, a fine-grained sedimentary rock. They are found in many parts of the world, but Colombia is known to mine the largest and highest-quality emeralds.



Food Services- Teresa Edwards



Residents will have a Special Meal with all the trimmings and delicious dessert to celebrate Mothers Day!

As we move into the nicer weather, BBQ season will begin and we hope to join forces with Life and Enrichment to start it off right. Let's get our BBQ on !!!

Villa Voices

May 2024

We're here when you need us!

| Position | Ext |
|--|-----|
| Sarah Hockridge, Restorative Care Coordinator | 200 |
| Dana Gignac, Life Enrich & Volunteer Coordinator | 213 |
| Annmarie Traynor, Staffing Coordinator | 216 |
| Megan Jones, IPAC Coordinator | 217 |
| Mellissa Wilson, Nursing Unit Clerk | 204 |
| Nursing Station Blue Jay | 241 |
| Nursing Station Cardinal | 242 |
| Nursing Station Hummingbird | 243 |
| Nursing Station Goldfinch | 244 |
| Nursing Station Robin | 245 |
| Reception | 236 |

| Position | Ext |
|--|-----|
| Tracy Hinks, Administrator | 202 |
| Lisa Monette, Admin Asst | 201 |
| Jordan MacDonald, Director of Care | 207 |
| Lexi Sgroi, Co-Director of Care - Hummingbird/Goldfinch | 219 |
| Sarah Garrow, Co-Director of Care - Blue Jay/Cardinal | 220 |
| Sam Abraham, Resident Family Services Coord | 212 |
| Don Woodman, Anthony Smith & Sarah Robertson Environmental Services | 215 |
| Tammie Marchant, Nrsng Education Coordinator | 210 |
| Denise Pickett, Staff Education Coordinator- Robin | 208 |
| Teresa Edwards, Culinary Manager | 205 |

Welcome To our Newest Team Members!

Chelsea F. - PSW
Ramandeep K. - PSW
Shadrack M. - PSW
Mandeep K. - PSW
Navdeep K. - PSW
Pawandeep K. - RN
Festus O. - PSW
Abby S. PSW
Terry Y. PSW
Peyton C. PSW
Nicole J. RCA
Dana G. LEC
Amanda K. RN
Hailey Roberts PSW

welcome
TO THE TEAM

Happy May Birthday!

| | |
|------------------|--------------------|
| Gloria S.- 1st | Irene L. 9th |
| Janet S.-3rd | Kurt H. - 10th |
| William K.- 3rd | Annette L.- 13th |
| Kenneth M. - 3rd | Janet C. - 14th |
| Sonia P.- 4th | Marlene F. 18th |
| Donald S.- 8th | Christian S - 20th |
| Dawn. H- 8th | Gale N. - 21st |
| Mary Jo Q.- 9th | Martin P. - 21st |

Remembering our Friends

James W.- February 1949-March 2024
Dan W.- June 1927- March 2024
Wanda S.- May 1928-March 2024
Malcolm B.- November 1935-March 2024
Ed M.- June 1943- April 2024
Lorrie L.- June 1959- April 2024

Villa Voices

May 2024

Director's Message

Dear Residents, Families, Staff and Friends,

The Ministry of Long-Term Care has announced new regulatory changes, effective May 1st and July 1st. These amendments are designed to increase staffing flexibility, clarify air conditioning requirements, and end certain pandemic-related provisions.

The key changes include:

- Changes to staffing qualifications and air conditioning regulations become effective on May 1.
- The current flexibility in 24/7 nursing requirements due to the pandemic emergencies will end on July 1.
- The flexibility allowing homes to hire PSWs or those providing personal support services with necessary skills, despite missing some qualifications, is extended until July 1, 2025.
- Broadening the definition of “emergency” as it relates to the visitor policy effective July 1, 2024. A key learning from the COVID-19 pandemic is the critical need to ensure continued access to visitors. Section 267 (4) is amended by adding the following definition of when a home may close to visitors: *imminent threat to the health or well-being of residents and others attending the home that requires immediate action to ensure the safety of persons in the home.*

If you have any questions about these regulatory changes, please feel free to reach out to your home's administrator to directly chat about what they mean, or any other matter!

(Continued...)

Villa Voices

May 2024

Director's Message

May 12th holds great significance as it is Florence Nightingale's 204th birthday and International Nurses Day! This is a very special day as we celebrate the healing hands, caring hearts, comforting words, and brilliant minds of nurses as they support care in all countries in the world. I would like to personally say thank you to our staff for their committed service and making life better for residents.

In fact, our organization is very much nurse-led. Not only do nurses work in providing direct care to residents in our long-term care homes, but they also represent a major part of our organization's leadership. Even our president, David Jarlette, is a nurse! More than ever, we recognize the importance of nurses to every aspect of our health – physical, emotional, mental, social – and to greater societal good. Please take a moment to thank the very special nurses who work in your home!

Finally, there is a Ministry of Long-Term Care requirement to notify Home and Community Care of a bed vacancy following a discharge from the Home. While at times this can seem rather quick for families following the death of a loved one, this requirement is meant to ensure that another individual in urgent need of care receives it as soon as possible. We are happy to assist you with clearing out a resident room if needed. Please consider this in your planning and note that we have limited storage and are unable to store personal belongings longer than a few days if necessary.

Happy Spring to all and looking forward to warmer weather and an opportunity to get outside and enjoy our beautiful patios and gardens.

Kind regards,

Jill Knowlton, Director of Long-Term Care Operations

Villa Voices

May 2024

Jarlette Health Services News

The month of May is recognized for many reasons, in addition to the ever warmer sunshine, budding trees and blooming spring flowers. It is National Caregivers Month and also a time to show special appreciation for the people who make a literally life changing difference in our lives: mothers! Happy Mother's Day on Sunday, May 12th!

It is also a month during which our family of long-term care and retirement communities celebrates some of our most *nurturing* professional team members, such as nurses, personal support workers and personal support assistants. Be sure to thank them for their passion and dedication to our residents when you see them in your home!

In many regards, our homes and lodges are nurse-led. Many of our administrators and general managers come from nursing backgrounds and nurses are found in our ranks from the frontline to the highest management levels, including our organization's president.

Thank you to each of them for making such a great difference in our lives. When you encounter them in your community, please take a moment to thank them personally!