

Bay Haven Newsletter

NURSING REHABILITATION

DRESSING AND GROOMING

Marguerite Boux is cued by
Vicky Wall



PASSIVE RANGE OF MOTION

Goldie Butters works on her Range
of Motion with Brenda Tanner



AMBULATION

Jean Williams walks towards
independence with Cindy Currie

Last summer, Bay Haven long term care staff were educated by PT Health on the benefits of Nursing Rehabilitation for our residents. The Nursing Rehab Program is now well underway and many of our residents have benefited from the program. Nursing Rehabilitation uses measurable goals and interventions to maximize resident's functioning potential.

Nursing Rehabilitation is an integral part of a good Falls Prevention Program. Certain people, especially the aged or those suffering from diseases or injury, are at high risk of falling due to cognitive changes, decreased muscle strength, poor balance and decreased sensory perception. Our new Falls Prevention Team has been working diligently over the last few months to establish a well defined Falls Prevention Program. The Falls Prevention Team includes the Occupational Therapist and Physiotherapist, the Registered Practical Nurse Manager, the Director of Nursing, the Clinical Nurse Manager, the pharmacist, PSW's and family members.

The Falls Prevention Program is specifically geared towards residents who have a high risk of falling or have fallen repeatedly due to mental and/or

physical challenges. Falls can be dangerous, especially if they result in head injuries, or fractures in people who have weak bone density. A Falls Prevention Program provides for a comprehensive prevention plan and therapy options to minimize, if not eliminate altogether, the risk of such falls.

Stay tuned for an update on the continued progress of our Falls Prevention Program in our next newsletter.

YOU'RE WELCOME

Bay Haven welcomes the following new residents to our home and family.

A warm welcome is extended to new Nursing Home residents:

Ms. Joan Best

Mrs. Shirlie Rennie

Mrs. Elsie Heintzman

Mr. Michael Gergely

A warm welcome is extended to new Retirement Home residents:

Mrs. Isabelle Farrimond

Mrs. Pearl Cook

MANY THANKS TO...

- Everyone who remembered the staff during the holiday season. The cards, goodies, gifts and good wishes were certainly appreciated.
- Our local florists, namely Blue Mountain, Floral Renaissance and Smarts for their continuing support during the past year.
- Our family members who are volunteering to assist with the activity programs and our volunteers who give so graciously of their time. The lives of our residents are certainly enhanced by each and every one of you!
- Catherine Brown for providing the music for the Beaux and Belles of Bay Haven's Christmas concert.

WELCOME CHONTELLE!

By now, most of you have met our new Director of Nursing (DON), Chontelle Frost. Chontelle is an intelligent, kind and compassionate leader with exceptional strategic and communication skills.



Chontelle joins us from the academic world with an impressive resume. Most recently, she worked for the University of Calgary in Qatar as a Clinical Laboratory Manager and Instructor. Prior, she was a Clinical

Resource and Educator at the Saad Specialist Hospital in Saudi Arabia. In this position, one of her primary duties included the development and implementation of the Simulation Center. Previously, she was Clinical Instructor at the University of Toronto and worked as Charge Nurse in the Pediatric Intensive Care Unit at the Hospital for Sick Children and at Bloorview Children's Hospital in the sub acute long term care unit.

Chontelle is diligently working behind the scenes to ensure that the nursing department is running smoothly and that our residents are comfortable, safe and receiving the best care possible. Chontelle is friendly, approachable and an advocate for our residents and our staff. We are thrilled to have her on board! Please do not hesitate to introduce yourself to Chontelle.

JUST SAY NO TO THE FLU

Thank you to all who received the flu vaccine and were able to visit and make this holiday season one to remember. Please be reminded that if you are not feeling well, do not visit.

EMPLOYEE RECOGNITION

Our most recent recipient of the Employee Recognition Program Award is Lisa Hardisty, Activation Coordinator Assistant.

Lisa started working in the Activity Department at Bay Haven on January 5, 2010. Her academic career began at the University of Guelph in Hotel and Food Administration but was not fond of that career path. She went to Laurentian and began working towards a Sociology degree. One of her course requirements was Gerontology; she loved it and switched her major immediately. She has a BA in Gerontology from the Laurentian University at Georgian College program in Barrie.

As part of her third year, she interned at Bay Haven. She chose Bay Haven for several reasons: she was impressed with the informative website and was motivated by the number and variety of activities and opportunities offered to residents and wanted to be a part of it! She ran a weekly Wii Fit program in the Retirement Home.

After Lisa graduated, she continued with her part time job at Metro hoping to find a job in her career. She saw many Bay Haven staff and secretly

hoped an opportunity would present itself. In December of 2009, she saw Susan Thibert at a holiday function. Susan mentioned an opportunity was coming up and she was hired within the week!

Lisa is a “true local” having been born and raised in Stayner. She has a younger brother, Raymond. When not at Bay Haven, she enjoys spending time with family, friends and her boyfriend, Mike. She volunteers for many organizations and is the chairperson for Community Policing in Clearview Township. She sits on the registration committee for the upcoming SCI reunion to be held in May 2011 and is on the Board of Directors for the GNE. She is a Big Sister with the Big Brothers/Big Sisters organization.

Lisa takes joy in the diversity of each day at Bay Haven; whether it be a Wii program, Bingo or Bowling. She enjoys her coworkers and particularly enjoys the residents “...who have welcomed me with open arms into their home...what a sense of family here! Thank you for providing me with such a great opportunity for learning.”

Congratulations, Lisa!

WAY TO GO!

Bay Haven is proud of the many accomplishments we have achieved over the years. In-services, seminars, and other educational opportunities keep staff abreast of current long term care issues and in turn allow us to provide the best care possible to our residents.

Congratulations to...



- All nursing staff for attending a variety of RAI training webinars
- Melissa Szabo and Chontelle Frost, RAI Coding for Beginners
- Melissa Szabo for the week long one-on-one excellent training provided by Bonnie Lyons, Education Specialist with MOH
- Chontelle Frost, DOC/ADOC Leadership Certificate Program
- PSWs and HCAs who attended Mike Holton’s inservice presentation re: Safe Transfers
- Retirement Home PSWs and DHAs for Best Practices for Environmental Cleaning Educational Toolkit

- Paula Smith and Lisa Hardisty who attended Activity Professionals of Ontario Convention in October
- The Infection Control Team who continue to learn at the weekly Regional Infection Control Networks (RICN) web conferences.
- Julie Lakin, Mental Health Issues and the Law
- Jodi Simonato, Leadership Course offered by the Registered Practical Nurses Association of Ontario
- Annette Schneider and Cynthia Landriault for the PGT webinar and for two webinars re: the New Rate Reduction system.

RAI-MDS UPDATE

We are pleased to announce that Melissa Szabo is our new RAI Coordinator. Melissa is organized, a quick learner and efficient with assessments and inputting. Congratulations, Melissa!



Melissa Szabo

GRASSROOTS ADVOCACY CAMPAIGN

It Takes a Team to Care is the central theme of this year's OLTC Advocacy Campaign. This campaign targets elected officials with a message about the pressing need to ensure long term care is resourced appropriately in order to sustain high quality care for residents. The theme is designed to highlight the important role that ALL members of the LTC team play in caring for residents and the requirement for sufficient funding.

This campaign will demonstrate that long term care is a high-value, system solution to health care delivery in Ontario. Long term care regularly offers solutions to reduce ER wait times and ALC pressures, leads the way for quality improvement in key indicator areas, and represents value for the health care dollars invested.

At the same time, the key purpose of this advocacy campaign is to reinforce that it *takes skilled and committed staff, working as a team to make a facility a home. Yet due to unfunded cost pressures, our team is threatened.* The LTC sector is under unsustainable pressure predominantly caused by new demands (for example, new regulations, HST, WSIB, wage increases) that come without funding to support the additional cost impact.

We will be displaying posters and asking for the support of our residents, families, staff, volunteers and others by signing electronic postcards to be sent to our MPP, Jim Wilson. The campaign will run from the last week of January into mid-February; please keep an eye out for the campaign.

Thank you for your support!

PHARMACY REPORT

The Ontario government has recently passed new legislation in the Long Term Care Homes Act. Part of this act governs the management of medications provided in the nursing home. Any products to be administered to residents by staff must be dispensed through the affiliated pharmacy, for our home this is Medisystem Pharmacy. This includes over the counter products like vitamins, minerals and other supplements. Details were mailed out in last month's billing. For more information please check out the MOH - LTC website at: <http://www.health.gov.on.ca/english/public/legislation/lrchomes/lrchomes.html>

SAFETY GROUPS SUCCESS

Bay Haven celebrated its 5th successful year in the Safety Groups Program with a party for residents and staff. The Safety Group program is an initiative developed by the Workplace Safety and Insurance Board (WSIB) to help eliminate workplace injuries and illnesses in Ontario and to promote health and safety in the workplace. It is based on the premise that a well-integrated workplace health and safety program is good for business.

Donna Shiner and Cynthia Landriault are Bay Haven's Safety Group representatives. In 2010, we completed the five steps for each of the 5 new Safety Group elements and continued with ongoing review and training of previous year's elements. Looking ahead to 2011, we will focus on maintaining our previous years' elements and incorporating new initiatives. Since we have completed five years in the Safety Groups Program, we now progress into the Advantage Program. The Advantage Program will focus on internal auditing for Health & Safety Compliance. Together through communication and training, it is a great way to create a culture of safety for everyone.

MAKE A FRIEND A NEIGHBOUR!

Do you know someone who might benefit from living at Bay Haven Retirement Home? We are offering a special referral incentive to residents, staff or volunteers who refer a resident to Bay Haven Retirement Home. Some restrictions apply. See Cynthia Strandholt or Roseanne Beaupre for more details.

ACTIVITIES REPORT

We look forward to a New Year with excitement. Many of our well loved programs will continue but new and different opportunities will be offered throughout the year in both the Nursing Home and the Retirement Lodge.

Our annual theme day will be held on March 30th. **The Wonderful World of Disney** has been chosen as this year's theme. As usual, staff and residents are encouraged to dress as their favourite Disney character. Everyone can start planning their costume now.



Outings are being planned for both the Nursing Home residents and the Retirement Lodge resident. Family members will be needed to assist with the Nursing Home outings. Watch for details and sign up sheets when the planning is complete.

At the request of the residents, we have booked some great music throughout 2011. Families are encouraged to pick up a monthly calendar and attend any of the planned programs!

Painter Judy Shield will continue her classes in the Nursing Home on the second Wednesday of each month in 2011.

Our Annual Family Kick Off to Summer Party is also in the planning stages. The date has been set for June 25, 2011. Mark your calendars now to be part of this fun afternoon.

Our next exhibit in the Retirement Lodge display case is courtesy of Nick Hodson. Mr. Hodson is best known in the Collingwood area for his historically significant pencil sketches, as well as paintings of houses and many of the ships that were launched at the Collingwood Shipyards. Mr. Hodson's works are in many private and corporate collections in Canada, USA, and internationally. Stop by to see Nick's collection. Thank you, Nick.

Technology continues to be used in the provision of our activities. When our Physiotherapist, John Underhill, traveled with his family to Africa in December, we were able to connect our laptop computer to the big screen television each Friday and follow their adventure through their blog. The heartwarming photos and stories of the country and the people were remarkable and enjoyed by both residents and staff. www.4underhills.wordpress.com

The use of portable DVD players has enabled the activity staff to broaden the 1-1 activities offered at Room Service.

The daily emails received from family members continue to be delivered at breakfast and many of the residents take the opportunity to send emails during our Mail Call program every Sunday.

Access to programs such as You Tube provides residents the opportunity to see and hear favourite music and shows from the past. Residents only have to mention something and it is a click away.

COMMUNITY HIGHLIGHTS

Salvation Army

Bay Haven collected paper goods, food and toys for the Salvation Army in December. We're proud to announce that four large boxes were donated. The Salvation Army thanks us for our support.

Looking Ahead

Every spring, Bay Haven participates in the **Adopt-A-Road Program** cleaning up the roadside along the Pretty River Parkway. We are always looking for volunteers. A sign will be posted in May with more details; if you are interested please call Susan at (705) 445-6501. Remember...many hands make light work.

CONGRATULATORY MESSAGES

There have been some inquiries regarding Congratulatory messages. The Queen recognizes Birthdays over 100 years of age and Wedding Anniversaries over 60 years celebrating. The Governor General recognizes Birthdays over 90 years and Wedding Anniversaries over 50 years. The Prime Minister recognizes Birthdays over 75 years, Anniversaries over 25 years and will send Special Milestone Messages. Arrangements can be made through the office of the local MP.

Mayors can be reached through their individual offices. Make sure that you make your request 6-8 weeks before the event as it takes time to receive them.

THE PHYSIOTHERAPIST CORNER

by Mike Holton, PT Health

Evelyn Cole

Evelyn Cole has been a longtime resident of Bay Haven. Welcomed to the long-term care side years ago, she worked hard to regain her strength and independence. Since then, she has been a helpful and involved resident living in Bay Haven's Retirement Lodge. Evelyn is particularly involved in the Physiotherapy program. She can be found in the dining room before nearly every exercise class, often helping staff arrange furniture and prepare for the class. When the work begins, staff is thrilled to have her in the group as she brings her good work ethic, helps others with advice and encouragement and makes the atmosphere fun and energetic with jokes and wit. Evelyn's next goal is to walk comfortably with only the use of a cane and we know she will work as hard as she can to achieve it. Thanks for being such an active, vibrant part of our Physiotherapy program, Evelyn!

Chris Jahnke

Chris Jahnke has keen eyes and a unique ability to sense when group exercises are drawing near. Each day that the Physiotherapy staff are in Bay Haven to lead group exercises, Chris is usually the first one ready to go. She spreads her enthusiasm throughout the building asking others if they would like to join in the activity that she enjoys so much. Before staff have a chance to take off their coats, Chris has often organized the room, making it ready for exercises and this is greatly appreciated. As a member of the group, Chris is always smiling, always working, and always improving. After the group, she often stays to watch others practice their individual exercises and offers her most genuine words of praise and encouragement. Somehow, Chris still finds the energy and motivation to practice balance exercises on her own, walk the halls for exercise and is a regular member of the Bay Haven walking group. We in the Physiotherapy program don't care where she comes by her liveliness, we are just glad that she brings it to the Bay Haven community each and every day because it truly is contagious.

CREATIVE DISPLAYS

We are looking for creative ideas for displaying memories, collectables or hobbies. The display case is located in the corridor between the Retirement Lodge and the Retirement Suites. Over the years, the displays have been wonderful. In the past, the Collingwood Museum presented creative collections of local history. Residents and staff have displayed various memories and collections including staff pets, artifacts from various countries, Christmas ornaments and many other vintage and current items. The display is looking for new and creative ideas or themed displays. The displays usually last for 3 to 4 months and the items are locked. If you would like further information or if you are interested in showing off your collections, please contact Susan Thibert at (705) 445-6501 or sthibert@bayhaven.com

ACCREDITATION UPDATE

The Long Term Care Home and The Retirement Home will both be undergoing two Accreditation processes in 2011.

Bay Haven will be surveyed by the Canadian Council on Health Services Accreditation (CCHSA) September 16 to 19, 2011. The mission of the CCHSA is to promote excellence in the provision of health care, service delivery and the efficient use of resources. The accreditation program is voluntary, independent of government agencies and is organized and administered by health care and service professionals under the auspices of CCHSA. CCHSA defines quality through the following eight dimensions: Population focus, Accessibility, Safety, Work life, Client-centered services, Continuity of services, Efficiency and Effectiveness. www.accreditation.ca

On June 23rd and 24th, Bay Haven will undergo a survey by the Ontario Retirement Communities Association. Successfully accredited by ORCA since 1995, Bay Haven has proudly passed ORCA's standards for accreditation and continues to meet the highest professional residential care standards in the province, demonstrating a commitment to quality and accountability to its residents, staff and the public. ORCA membership is an assurance of a safe, well maintained, professional and pleasant living environment. www.orcaretirement.com

PASSINGS

We offer our condolences to the families and friends on the passing of the following residents:

Mrs. Marie McArthur
Mrs. Ann Culbert
Mrs. Olive Pollard

Mrs. Beth Goldsmith
Mrs. Marguerite Cooper
Mr. Rob Ruck

Our next memorial service will be held in the Retirement Home in May 2011. A time of fellowship with light refreshments will follow the service.

RESIDENT SPOTLIGHT

At Bay Haven, we have the pleasure of getting to know some truly remarkable people – our residents. With their permission, we invite you to get to know them too.

MARGUERITE BOUX

Marguerite Anna-Marie (Aubin) Boux was born on July 19, 1924 in Winnipeg, Manitoba to parents Eugenie (Châle) and Ernest Aubin. Ernest was a fur salesman for Eaton's and Eugenie was a homemaker. Marguerite is the youngest of six children. Her older siblings were Paul, Jeanne, Louis, Joseph and Madeleine.

She spent her childhood years in Winnipeg. Marguerite's mother died when she was only five years old. She went to live at St. Mary's Academy where her aunt, Sister Zephyrin (her mother's sister) was a nun. There she had the chance to attend school and study piano and theory. Marguerite moved back to live with her father when she turned 16.

Marguerite recalls fond moments of visiting her aunt's room in the convent. Marguerite would often write letters in French for her aunt. She would go to her aunt's room before bedtime where she received treats before going to bed. Her aunt was an excellent artist and Marguerite enjoyed watching her paint. She still has a painting of Auntie's - of three horses drinking at a fountain.

At this time in her life, her sister Madeleine was also at St. Mary's Academy (in high school), but lived at home. Her oldest sister had begun to study

nursing and her two oldest brothers were in the seminary studying to become Oblate priests. Her father came to visit every weekend and she remembers that her aunt enjoyed her father's visits and approved of him.

Marguerite received a BA from the University of Manitoba and achieved an ATCM Diploma in Piano, from the Royal Conservatory of Music of Toronto.



Marguerite and Joe on their wedding day in 1948

Marguerite met her husband Joseph Francis Boux at a French Club at Sacred Heart Church in Winnipeg. They were married at the same church on August 25, 1948. They went out for about two years before getting married and found they had similar interests in music and in preserving French language and heritage, in their community.

Soon after they were married Joe, a civil engineer and co-owner of Supercrete, a concrete block company in Winnipeg, built their home on the Red River. The final stages of building coincided with the Great Flood of 1951, but only the basement of the new home was flooded and they moved in during the

summer of 1951. They lived for 10 years in that home before Joe and Marguerite and their family moved to Regina, Saskatchewan, so that Joe could launch a second Supercrete plant.

At the end of three years in Regina, Joe suffered a severe heart attack. Due to economic and health reasons he sold his interest in the business and Joe and Marguerite moved to Burlington where he became Manager of General Concrete in Hamilton.

Marguerite has two children; Jocelyne born in 1951 and Joe born in 1958. Jocelyne lives temporarily in Hamilton, Bermuda and Joe lives in Hamilton, Ontario. Jocelyne is a music teacher and Joe is a protection services



Marguerite with her two children, Jocelyne and Joe

consultant. Marguerite has five grandchildren; Chris is married to Christy, Joe, married to Meredith, Natalie, Karen and Justin and three great grandchildren, Maximilian, Ali and Rachel.

Marguerite worked at the Bay in the clothing department and in Human Resources before she was married. While living in Burlington, she worked as a secretary for Dr. Kyle (dentist) and for many years as executive assistant in the Labour Studies program for Dr. Frank Jones and Wayne Lewchuk at McMaster University. She also taught conversational French at McMaster University, Mohawk College and at the Canada Centre for Inland Waters. She worked for educated people, edited their papers and writings, which was very interesting. She met many interesting people in her jobs. For a time, she worked for the Hamilton Philharmonic Orchestra and got to know Boris Brott, Conductor of the Orchestra.

Some of Marguerite's interests and hobbies include translating, French to English and English to French. She was a keen member of the French Club in Burlington conversing with other French speaking women. She loves music, especially going to concerts, and fashion; she modeled in fashion shows for different club fundraisers. She enjoyed politics and was active, with Joe, in the Liberal Party. She enjoys watching hockey. She has enjoyed reading French novels; she often taught French literature as well and enjoys watching old movies.

Some of her favorite food includes seafood, she notes that she used to make "a delicious seafood chowder" and Mousse d'Erable (a family favorite). She also enjoys genoa salami, Roquefort cheese, pâté, cheesecake, lobster, potato chips and coke.

The most important lesson in life is to persevere. Throughout her life she has maintained a positive attitude with hope and belief in people. Her husband Joe made the greatest impact on her life because he was so realistic. The wars and Canadian politics are historic events that deeply affected her. The hard times taught her to be thrifty and to be careful.

Her childhood memories are precious to her. Growing up in Winnipeg in the 1930's (the dirty thirties), and the loss of her brother Joseph to the polio epidemic when he was only twelve, are memories which she shares with her

family.

“My children are intelligent and self reliant and also very caring. I love them dearly. I love Christmas because of the gift giving and the thoughtfulness.”

Her advice to our readers is to “Enjoy people (your friends and family) and communicate with them regularly.”

After her strokes, she needed more care and wanted to live closer to her daughter, Jocelyne. Marguerite joined us at Bay Haven in 2007. Marguerite is extremely stylish; one rarely sees her without her fashion statement scarf and her perfectly coiffed hair.

Thank you, Marguerite, for letting us get to know you.

SHELF LIFE

This section provides information on interesting and educational books. If you have found a helpful book, let us know!

Anti-Cancer, A New Way of Life, by David Servan-Schreiber, M.D., Ph.D. A frightening coincidence revealed that Dr. David Servan-Schreiber, at age 31, had a lethal cancer of the brain. After he received conventional treatment, the cancer went into remission, but he later suffered a relapse. Servan-Schreiber, however, was in a unique position to fight back.

Anticancer is the culmination of Servan-Schreiber’s experience in the field of cancer, as a doctor and as a patient. It is his personal story, the story of the cases he has encountered, and the medical and scientific story of the disease and its mechanisms. He pays particular attention to the relationship between a body and its cancer; to the immune system and to the influence of environmental toxins, nutrition, emotions and physical activity on cancer.

COOL WEBSITES

We would like to share with you some web sites that we have found.

www.pthealth.ca - PT Health is one of the fastest growing physiotherapy health care companies in Canada with over 90 Orthopedic private Physiotherapy clinics, Occupational Therapy, Chiroprody, Sports Medicine, Athletic Therapy, Massage Therapy, and more, in New Brunswick, Nova Scotia, Ontario, Alberta, and British Columbia.

They've partnered with some of the very best health care providers in Canada, ensuring they offer world class individualized physio programs, while preserving a caring and compassionate environment. Consider your local PT Health clinic for an effective way to get well, and stay well.

www.4underhills.wordpress.com - See the remarkable pictures and hear the heartwarming stories of Sue, Johnny, Jake and Abby Underhill as they work at both a hospital and an orphanage in Tanzania.

WHAT DOES THAT MEAN?

In everyday English, idioms are in common use. In fact, idioms are so common that most native speakers do not even realize that they are using idioms. An idiom is defined as a group of words whose meaning must be known as a whole because it cannot be learned from the meaning of the same words used separately. Have you ever used either of these idioms?

Brand Spanking New – An American idiom meaning new and unused. Doctors have traditionally spanked babies immediately after delivery to start them crying, and breathing.

Flat Out Like A Lizard Drinking - An Australian idiom meaning extremely busy, it is a word play which humorously mixes two meanings of the term flat out.

Bay Haven's newsletter is published four times each year by:

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Visit our website - www.bayhaven.com

Send a message to family and friends at intouch@bayhaven.com
Please type the **resident's name** as the
subject line of every email,

Our mission is to provide resident/client focused quality long term care.

**IF YOU WOULD LIKE TO LEARN MORE ABOUT BAY HAVEN OR
TO SCHEDULE A TOUR, PLEASE CALL US!**

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