

KEEPING in Touch

A MONTHLY UPDATE FROM YOUR
LONG TERM CARE HOME – ECU

Message from the Administrator – *Gina de Souza*

Dear Residents and Family Members

Warm wishes are extended to you and your family and friends.

As you reminisce about earlier seasons past, may your thoughts be full of special memories.

It is my wish that your experience of 'Home' in our Extended Care Unit and Welland Hospital Site Interim Long Term Care Unit be added to those special memories of earlier years.

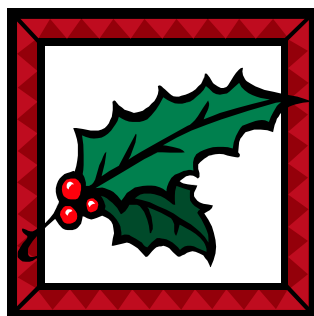
The past year has been full of change, growing pains and excitement in the nursing home as we continue our commitment to Continuous Quality Improvement.

It is my privilege to be Administrator of

your Home. Together with Assured Care Consulting Inc. and the support of the Niagara Health System, our management team and staff are working closely to provide excellence in all areas of service delivery.

Come celebrate the season with us on December 22 at 2 p.m. in the ECU dining rooms.

May the spirit of peace touch us all this holiday season and best wishes for good health and happiness to all in the coming new year.



Home Update

The Nursing Home is a member of the Ontario Long Term Care Association (OLTCA), which has launched a campaign to seek support before the new Long Term Care legislation is passed. Operators have concerns about the licensing and capital renewal programs that would affect the future of older homes.

Please see the display items and briefing notes in the front entrance of ECU. There are cards that can be signed and sent to your MPP.

Our home is being painted. The common areas are underway and resident rooms will be soon started. The resident rooms will be painted one at

Contact Us at
905-378-4647

- Administrator (Operations) - **Gina de Souza**, ext. 33501, Gina.DeSouza@niagarahealth.on.ca
- Interim Director of Care (Nursing) - **Dianne Roy**, ext. 33503
- Program Manager (Recreation/Rehab/Volunteer/Spiritual) - **Crystal Mooney**, ext. 34585, Crystal.Mooney@niagarahealth.on.ca
- Office Manager (Finances) - **Laurie Holmes**, ext. 33502, Laurie.Holmes@niagarahealth.on.ca
- Food Services Supervisor - **Sharon Ironside**, ext. 32279, Sharon.Ironside@niagarahealth.on.ca
- Environmental Services Supervisor (Housekeeping/Laundry/Maintenance) - **Julie Cascio**, ext. 33517, Julie.Cascio@niagarahealth.on.ca

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and ready for bedtime for the residents to return to their newly-painted rooms. We are using a paint product with low odour. The large activity room will be used during the day if residents need to have a nap before their room is ready. Safety and comfort needs will be addressed during this time.

Thank you for your understanding while our Home is being painted. Our sincere apologies for any inconvenience it may cause. We look forward to a brighter, cleaner home for residents, family and staff.



Program News — *Crystal Mooney*

The Christmas Season is upon us and the elves (recreation staff, students & volunteers) have been working hard to get the home decorated! Many thanks to 'Among The Flowers' for decorating our Christmas trees. Decorations for these trees have been donated by Giant Tiger. Families wishing to use a room for a family

Changes to the Foot Health (Chiropody) Program at the NHS have occurred. The nursing home is awaiting information regarding what criterion needs to be met for residents to use the revised program. I am in the process of researching external community resources for chiropody services to prevent a gap in service to our residents. Once further information is received from the NHS and our external community resources, it will be shared with family members. ✦

party, please contact Recreation at 905-378-4647 ext. 33504.

Rehab Report

I am sorry to announce that Ryan Luffman, Physiotherapy Assistant ILTC, will be leaving effective December 8. Please join me in welcoming Christine. ✦

ECU Wish List

As we move forward with renewing our Home, we have developed a list of items that we would like to have but that are not funded under our capital equipment plan. These items will add to a more homelike atmosphere in the Home and improve the overall quality of life for residents living here. If you are interested in donating toward any of the following items, please see Laurie in administration:

- ◆ New TV Stand for Library
- ◆ Seating for Solarium
- ◆ Large Aviary for solarium
- ◆ Outdoor bench cushions
- ◆ Water feature for entrance
- ◆ 2 reclining chairs
- ◆ Foot rests/ottomans
- ◆ Resident computer station
- ◆ 3 Portable stereos
- ◆ Fish tank with cabinet
- ◆ TV and DVD on wheeled stand – videos, DVDs
- ◆ Karaoke machine/music
- ◆ Buffet hutch for dining rms
- ◆ Desk for front entrance Volunteer Greeter
- ◆ End tables for west lounge
- ◆ Wall-mounted library TV
- ◆ Dinnerware and cutlery for formal dining program
- ◆ Pictures/wall decorations
- ◆ Cabinet in ILTC dining room for apron storage
- ◆ 2 Grandfather clocks
- ◆ Internal Sound System for music in hallways.

From the Nursing Desk — Dianne Roy

Like most people interested in knowing what the future holds, last year at this time I eagerly read my New Year horoscope only to find that it was the same ho-hum everyone gets. New Year 2006 predicted I would travel and meet new friends; little did I know that I would find myself enjoying semi-retirement in Welland.



My horoscope also said I would have to overcome my fears in order to make new friends. I confess I have spent my 30-plus years in Canada afraid of driving over the Burlington skyway on a regular basis. However, here

I am, driving over the skyway to Welland each week, and loving it! Now, I look forward to the opportunity to take (fleeting) glances of the beautiful Ontario landscapes (I still feel the occasional 'heights phobia' creeping up on me, then I tell myself I must be brave!).

My Holiday Season Wish List

I wish that we could always have enough staff to cover all shifts.

I wish that we could always remember how important a smile is.

I wish that we could all work in harmony.

I wish that we would always remember that it is better to give than to receive.

I wish that each of us would be mindful of how much a gentle voice soothes and

reassures those who feel vulnerable.

And finally ...

I really wish for a big diamond, a fur coat and a BMW for Christmas!

My Predictions for 2007

We will all have the opportunity to be surrounded by people who care about us.

We will enjoy spending our days in a newly-decorated Home.

We will always have food on our plates.

We will never have to wonder what will happen if we get sick.



We will go to sleep with the knowledge that if we don't wake up in the morning, someone will miss us.

We will work together to make our Nursing Home become the place to live and work.

And finally ...

Wine will be served at meals more often!

Happy Holidays ✦



Update from Food & Support Services – Sharon Ironside & Julie Cascio

Christmas Meal Vouchers are available for those wishing to join their family members for Christmas Day Lunch or Supper. Please purchase your vouchers from Laurie or Sharon in the Main Office before Dec. 15.

Meal Vouchers are available year-round for anyone wishing to join a resident during meal time. Vouchers are just \$5 a meal and must be purchased at least 24 hours prior to the meal. Dates must also be given as to when the voucher will be used.

The New Menu started Nov. 27. A taste panel was conducted with residents who

attended the monthly Food Committee meeting.

Residents enjoyed the food panel and gave many good reviews.

New dining room chairs have arrived in ECU gold and blue dining areas and we are getting a painting face lift as well.

A friendly reminder that for safety purposes do not place televisions, other heavy items or breakable personal items on the over-bed tables. If you are planning to provide a piece of furniture for your loved one, please see Julie to ensure it meets the standards of our Home.

Tax Time's Coming

As 2006 comes to an end and 2007 begins, it is time to start thinking about income taxes. All 2006 Income Tax Receipts will be mailed out on Feb. 28, 2007. For residents with Ward Accommodation, please bring me your 2006 Notice of Assessments as soon as they are received from Revenue Canada.

If you would prefer to receive *Keeping in Touch* electronically, please forward me your e-mail address for the distribution list.

Thank you and have a Safe and Happy Holiday.

Merry Christmas

Laurie Holmes, Office Manager ✨

Event Calendar

- ◆ **December 12**, 7-9 p.m.— Midnight Madness Shopping in the Front Entrance
- ◆ **December 20**, 10:30 a.m.— Christmas Worship Service
- ◆ **December 22**, 2 p.m.— Resident and Family Christmas Party
- ◆ **December 31**, 2 p.m.— New Years Party

Pick up a Recreation Calendar in the Home for a complete listing of events.



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