



**AIMING HIGH  
TOGETHER™**



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<https://www.primacareliving.com/henley-house>



## **Message from the Administrator:**

### **Ministry of Long-Term Care Annual Rate/Co-Payment Increases**

On May 26, 2021 our partners from the Ministry of Long-Term Care indicated that they would be deferring the annual co-payment increase until January 1, 2022. What that means is that there will not be an increase in co-payments in 2021. Individuals who are currently enrolled in the long-term care rate reduction program will need to re-apply when the rate reduction cycles expire on June 30, 2021. For information and assistance in applying for or re-applying for the LTC rate reduction please speak with Kate Hardwick, Business Manager.

### **Visiting Policy Updates**

We are very excited to announce that we are finally able to provide our residents and their loved ones an opportunity to connect via outdoor visits. Effective May 22, 2021, we recommenced our outdoor visiting program. For those who are interested in booking an outdoor visit please go through this link <https://henleyplace.simplybook.me/v2/>. Our goal is to provide everyone equitable access to this opportunity. Should you have any questions please reach out to the Life Enrichment Team.

### **Vaccination Update**

Recently our partners from the Ontario Health and Niagara Region indicated that they would be shortening the vaccination intervals for essential workers and essential caregivers. Many of our team members and essential caregivers have already received notification that their second vaccination dates have been bumped up considerably.

In addition to this adjustment, we have been made aware by our partners at Niagara Region that the previous access and facility codes utilized to book appointments have been deactivated. To book a first dose vaccination appointment please visit this site <https://www.niagararegion.ca/health/covid-19/vaccination/appointment-booking.aspx>. Should you require any assistance in booking an appointment please speak with Griffin Allen. Please remember that every single vaccine dose administered amongst our residents, their loved ones and our team members matters.

### **Giving Back**

Tony Robbins once said, “the secret to living is giving”. In this spirit, we would like to extend our sincerest appreciation to everyone who has supported our two fundraising campaigns this month. To date, we have been able to raise \$228.00 for the Niagara Alzheimer’s Society. In addition to this, we continue to raise funds for the Canadian Red Cross India COVID-19 relief initiative. We will continue fundraising for both initiatives over the next few weeks. For more information on how to participate or donate please speak with Pamela Hocaluk, Life Enrichment Manager at [PHocaluk@PrimacareLiving.com](mailto:PHocaluk@PrimacareLiving.com).

On behalf of the Leadership Team at Henley House I would like to thank all of our residents, their loved ones and our team members for our ongoing partnership and collaboration as we battle this pandemic together.

Stay safe and get vaccinated!  
Griffin Allen



## Nursing News: Hand Hygiene

I would like to take some time to talk about the most important/ effective factor in our day to day settings to prevent transmission of infections/ infectious agents, and that is Hand hygiene. Hand hygiene refers to removing or killing microorganisms (germs) on the hands. When performed correctly, hand hygiene is the single most effective way to prevent the spread of communicable diseases and infections. In health care, hand hygiene is used to eliminate transient microorganisms that have been picked up via contact with patients, contaminated equipment or the environment. Hand hygiene may be performed either by using liquid/foam soap and running water, or with alcohol-based hand rubs. Use of soap bars is not recommended in long term care sectors as it is a source of bacterial contamination.

### When is it required?

- Before and after contact with any patient/resident, their body substances or items contaminated by them
- Between different procedures on the same patient/resident
- Before and after performing invasive procedures
- Before preparing, handling, serving or eating food or feeding a patient/resident
- After assisting residents with personal care (e.g. assisting patient to blow nose, toileting or doing wound care)
- Before putting on and after taking off gloves
- After performing personal functions (e.g. using the toilet, blowing your nose)
- When hands come into contact with secretions, excretions, blood and body fluids

### Two ways to keep your hands clean:

**Hand washing:** The physical removal of microorganisms from the hands using liquid soap (plain or antimicrobial) and running water.

**Hand rub:** Cleaning hands with an alcohol-based hand rub to reduce the number of organisms on hands when hands are not visibly soiled

Reference: [https://www.publichealthontario.ca/en/BrowseByTopic/InfectiousDiseases/PIDAC/Pages/Best\\_Practices\\_Hand\\_Hygiene.aspx](https://www.publichealthontario.ca/en/BrowseByTopic/InfectiousDiseases/PIDAC/Pages/Best_Practices_Hand_Hygiene.aspx)

### Did you Know that the courtyards, balcony and pathway surrounding the building are open for Resident use?

We have so many beautiful outdoor spaces that Residents and essential care givers are welcome to use—we do ask our essential caregivers to ensure that they are still wearing their mask and face shield and ensure that we are physical distancing



## Best Practice Spotlight Organization (BPSO) with the Registered Nurses Association of Ontario (RNAO)

Karen E Campbell PhD, RN, Coordinator BPSO with Primacare Living Solutions

It's the final part of year 3 of Primacare BPSO designate status and all three homes have continued to implement falls, reduction of restraints and treating pressure injuries best practice guidelines (BPG). Primacare has just submitted its final report to RNAO for consideration. Our goal to sustain all the work that has been done and to further reduce falls and falls with injuries by 20%, Primacare has a plan in place to reach this goal. Every 2 weeks each home will review and audit all Primacare homes, to make sure the care plans are set up correctly, and the residents rooms have the necessary items in place. If issues are discovered steps are taken each month to correct these areas. These finding are also reviewed by corporate staff to ensure the correct processes are in place. Stop and ask the home leadership and champions about their work about their work on BPSO.

It is an honor to be selected for the BPSO program with RNAO and Primacare has been working hard to focus on implementing Best Practice Guidelines that are research and evidenced based with the homes.

## June is Pride Month!

Pride Month is celebrated every June in celebration of our LGBT communities within and around our Primacare homes. Please keep your eyes out in the home areas for our themed programs and special days including discussion groups, creative activities, dress up days and food programs. Whether you are any Ally or part of the LGBT community, this month is about celebrating love in its many forms.



MESSAGE FROM CHARLENE NARINE - Social Worker 😊

June is here and things are starting to grow. The joy of spring, turning into summer. When I think of May at Henley House there are several memories that come to mind. One resident recently came into my office all excited that she was going to have a visitor. As individuals get the vaccine, they are more confident to become essential caregivers. Oh, the sheer joy that she was feeling. Another memory that stands out is when I brought in some East Coast music and put it on the CD player for the residents to enjoy. I saw their feet tapping and their hands clapping. I may have had a little dance around myself. Actually, one of the residents teasingly called me a show-off! :)

Recently I read an interesting article entitled, "Living But Not Flourishing: the Pandemic – Fueled Feeling known as Languishing" according to the article "Languishing is not depression or sadness, but rather the absence of feeling good about your life, ". Languishing is also the lack of meaning, purpose of belonging in life, which leads to emptiness, lack of emotion and stagnation according to Corey Keyes, a sociologist. It is neither feeling good or bad. It is feeling nothing. Depression is another story. With depression you have a difficult time with doing small tasks. With languishing you have a lack of motivation but will continue on with life and the feeling is due to the pandemic.

What is a way to help yourself out of just languishing?? There are ways to bring life back, according to the article. It is finding things that excite and challenge you. People I have talked to started a new hobby or started free courses on line. Writing goals and set boundaries can help especially if you work from home or are retired. Exercise, eating healthy foods and sleeping are always the basics of taking care of yourself.

If you need support, please feel free to email, phone or drop by my office on Lancaster. These are difficult times especially when it comes to seeing some residents with down moods. According to the article these are common feelings for this abnormal situation.

As family members, friends and staff at Henley House we can also try to think outside the box to bring life back to the blah feeling of the pandemic for our residents. This month we will be asking for feedback about a family support group. If you wish to take part in a support group, feel free to connect with me at extension 4543.

We at Henley House realize that these times are very difficult for families. If I can be any assistance, in anyway, I am available from 8:30 to 4:30, Monday, Wednesday and Thursday. I am also available via email at [cnarine@primacareliving.com](mailto:cnarine@primacareliving.com). Please do not hesitate to connect with me!

## MESSAGE FROM CHAPLAIN JOSEPH

“Who will separate us from Christ’s love? Will we be separated by trouble, or distress, or harassment, or famine, or nakedness, or danger, or sword?” **Romans 8:35**

For I am convinced that neither death nor life, neither angels nor demons, neither the present nor the future, nor any powers, neither height nor depth, nor anything else in all creation. **Romans 8:38-39**

God’s love for us is eternal no matter what. We must remember that no matter what goes on in our lives daily nothing can ever separate us from God’s love. Looking at these passages, we see that when we feel like we are not good enough, or that we are feeling like we are dealing with so much in our daily life, God will always be at our doorstep.

This is so important to remember because, we are never alone in everything we do. His love is so strong for us, that He gave His only son up for us as a ransom so we can live eternally with not only Him, but as well as our family members. God has always been about love, and with His love, it has and will always be unconditional.

We must remember what Saint Augustine said “*God loves each of us as if there were only one of us.*”

God loves us that much that no matter what happens whenever we may give into temptation, or get into heavy trials that even those cannot make Him love us any less. The bond between God and us is so strong that, no matter what we do, where we go, or how we feel God will lead the way, and go with us hand in hand. God is our true protector and, guide all the days of our lives.

May the Lord be with each and every one of you! Walk in faith, and know that nothing can nor will ever separate the bond that God shares with us on a daily.

Chaplain Joseph DiFrancesco  
[jdifrancesco@primacareliving.com](mailto:jdifrancesco@primacareliving.com)





## MESSAGE FROM LIFE ENRICHMENT

### June is Seniors Month

The Ontario Seniors' Secretariat declares June is Seniors Month with the theme; **"Stay safe, Stay in Touch"**. "It is a time when we recognize the contributions that older adults have made in communities across our province".

We are so pleased that outside visits have resumed for the residents and families. Perfect timing to catch up with loved ones while enjoying the beautiful weather that we are being blessed with. We look forward to seeing you. Be sure to book your visit using the link:

<https://henleyplace.simplybook.me/v2/>.

June is a busy month with different activities / events planned throughout the month. We are pleased to inform you that small group church services will be resuming in home areas June 4th with Chaplain Joseph leading the service. This will take place in Lakeside home area.

June 4th is also Donut Day. The Life Enrichment Team will be taking the travelling cart to home areas with donuts and refreshments while spreading some smiles for all.

June 14th, we will be having glasses of Ice Tea with lemon. So refreshing!

Father's Day is Sunday June 20th. There will be special refreshments / snacks provided for our gentleman friends.

Summer is coming. What better excuse to wear bright florescent colors or pastels. You choose. June 23rd will be Pink Day here at Henley House. Wear your brightest or palest pink and join in on the fun.

Of course June is famous for anything strawberries. Picking strawberries was always such fun. One for the basket, two for me! June 25th will be strawberries & ice-cream afternoon.



## Butterfly Essentials

### The essential threads to create 'The Butterfly Approach®'

#### Thread Four

**Team members seek to remove controlling words, actions and other features which take away power, choice and independence from people.** This includes talking about people in front of them, moving someone's wheelchair without asking first, deciding when and where someone eats and restricting where people can go.

#### Thread Five

**Team members wear their own clothes not staff uniforms.** This is linked to making it feel like a home, not a place of work, but also enables team members to express themselves as individuals and to use colour and accessories such as hats and jewellery to connect with people.

#### Thread Six

**Team members can be themselves at work & share personal stories.** The whole team needs to be able to draw on their own feelings and life experiences to be more connected with people as individuals.





## Nutrition News

### MESSAGE FROM DIETARY

Residents continue to enjoy their meals in the dining room. We continue to follow all infection control practices to keep our residents safe.

Our Henley House cooks prepared a wonderful Mother's Day lunch which consisted of an Apple Caramel Crepe, Maple Sausages, a Citrus Spinach Salad and a Fresh Strawberry Trifle for Dessert.



Our Activities and Dietary department are finalizing plans for our Summer BBQs which will commence in June. Our new Spring/Summer menu has commenced on May 10. Residents are enjoying some of the new menu options offered.

We would like to take this opportunity to thank all of our family members that assist their loved ones during meal service.

On behalf of the Dietary department we hope everyone stays safe and healthy while enjoying the long awaited Summer.

## Resident Council Update

Meetings continue to be done in small distanced groups in the ADL rooms. We encourage residents to participate in these meetings. Find out what is happening in your home. Let us know what you would like to see.

Next meeting will take place Thursday June 17th.

Times and home areas will be announced closer to the date.

Refreshments will be served!



## Family Council News

Due to provincial restrictions, Family Council Meetings have not been taking place, however we would like to move to the virtual platform to continue meetings.

We are currently looking for a new Family Council Facilitator and additional members. Please contact Charlene Narine at 905-937-9703 ext 4543 to express interest.



Please join us for our weekly **family zoom meetings** that take place Thursday evenings at 6:00pm follow the link at: <https://zoom.us/j/3670067336>

# Quality Corner



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## Preparing For the Hot Weather

Summer is fast approaching and with that comes the hot and humid weather.

Your body is always trying to maintain a consistent temperature of 37C and it will become over-worked if exposed to heat for too long. You may become dehydrated or experience exhaustion very quickly. As well, with warm weather comes the risk of heat stress and heat stroke, two very serious heat related conditions that affect many, but seniors are particularly prone too because of age-related changes, medications they may be taking, and chronic health conditions they may have.

In long term care, each spring we assess all residents to see if they are at increased risk for heat related illnesses and then take care measures to try to prevent heat related illnesses for our residents. Below are some facts and tips to help prevent heat related illness that everyone should follow:

All people may feel the effects of extremely hot weather, but those more vulnerable to heat illness include:

- a. Elderly people (especially women and those with chronic health conditions)
- b. Children (especially babies and younger children)
- c. People who work outdoors
- d. Obese and overweight people
- e. Hospital inpatients and nursing home residents
- f. People with medical and chronic health conditions

Did you know that medications used to treat mental health conditions, seizures, Alzheimer's disease, Parkinson's disease, high blood pressure and cardiac conditions can affect the body's ability to adapt to heat and may increase your risk of heat illness? During hot weather it is important to continue taking your medications but if you have concerns, share your concerns with your doctor or primary care provider.

To protect yourself against heat illness, it is important to recognize the signs. Heat illness is serious and can be life threatening

If you experience these symptoms in the hot weather, seek medical attention immediately.

Signs of heat illness include:

- |                       |                                   |
|-----------------------|-----------------------------------|
| Headache              | f. Confusion                      |
| Nausea                | g. Swelling of feet or hands      |
| Dizziness             | h. Muscle cramps                  |
| Weakness or tiredness | i. Rapid breathing or rapid pulse |
| Fainting              | j. Increased body temperature     |

To protect yourself against heat related illnesses you can:

Stay hydrated, drink plenty of water before you feel thirsty. Avoid alcohol, caffeinated, and sugary drinks. Water is your best choice in hot weather.

Stay cool and keep out of the sun. Plan activities outside for the cooler part of the day.

If you need to go out in the heat, take an umbrella to provide you with shade and wear loose fitting, light colored clothes. If you are too hot, have a cool shower or go for a swim. Remember to always wear a hat, preferably with a wide brim and sunscreen when out in the sun. Avoid using hot tubs and saunas. Avoid using your oven to cook. And if you exercise, do so in a cool or air conditioned environment.



## Message from Primacare

### Tracy Richardson– Vice President

I wanted to take the opportunity to introduce myself. My name is Tracy Richardson, and I am the new Vice President of Primacare. I am excited to join the team and look forward to meeting with residents, families, and team members over the next few months.

First, I would like to acknowledge the hard work and dedication of the staff who continue to give support and care to our residents during these unprecedented times. Thank you!

I have been reflecting on our mission, vision and values, one of which is to continuously learn and develop best practices which results in excellence. A great way to get to know the communities is to learn about those best practices and how they have improved the quality of care delivered.

Over the next few months, I will be spending time visiting the communities, reviewing processes and systems for strengths, as well as areas that may require some refinement to ensure continued quality of care of our residents.

My goal is to ensure that we continue to improve our quality and develop new innovative best practices that will ultimately have a positive impact on the residents we serve. Again, I look forward to meeting you,

Regards,

*Tracy Richardson*



There are lots of good reasons to get vaccinated.



But they all start with YOU.  
Time to step up.

## PEOPLE PLACES & EVENTS



Cheering on the Jays



Mary perfecting her  
golf! swing



Happy Birthday Maria



Pauline enjoying some golf



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