



NEWSLETTER

Item 01— New Management Team Members

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MARCH, 2022

 **SOUTHBRIDGE**
— HEALTH CARE LP —

HERE WE GROW AGAIN!



Kayla Payne, Director of Clinical Services

Hi everyone! My name is Kayla Payne and I am a registered nurse. I graduated in 2014 and have worked in acute care for the past 7 years focusing on inpatient medicine and emergency. While working at the hospital, I spent the last few years working for the Catholic District School Board of Eastern Ontario as a clinical instructor. My experience and compassion will assist me in making a positive impact for Southbridge Cornwall residents, families and coworkers. Looking forward to being part of this team and learning from each and every one of you!

I look forward to providing any assistance required.



Nathalie Hickman, Director of Quality and Risk

What excites me most about working at Southbridge Cornwall, is the opportunity to raise the bar for Long-Term Care in our community. With the team and all residents moving to a new and modern site this summer, I get the chance to take part in collaborating with exceptional team members. With them, I intend to enhance our home experience for all residents and their loving families.

New Management Team Members continued

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HERE WE GROW AGAIN!



Jessica Valade, Social Work/Resident Services Coordinator

After having spent 22 years providing therapeutic recreation to seniors in both community and long-term care settings, I am very excited to begin a new journey as the home's Resident Services Coordinator/Social Work. I am honoured to be able to provide a warm and welcoming first impression and informative orientation to residents who will call Southbridge Cornwall their new home. If the pandemic taught us anything, it is the unprecedented need for mental health care and support within long term care for residents and families alike.

My role is significant in the provision of care for persons in long-term care. I am eager to help enhance residents' care by maintaining therapeutic relationships with residents and their families supporting social / emotional needs, engaging in resident advocacy, collaborating with the interdisciplinary team on how to best meet the holistic needs of all residents, and liaising with other community services when required.

My goal is simple and aligns with the Southbridge Care Homes purpose - to ensure residents feel connected, supported, loved and cared for.

LIFE ENRICHMENT PROGRAM

We hope you are enjoying our monthly updates regarding your new home. The feature for this month is the platform we have acquired in the Life Enrichment Department. This new platform will support the team to deliver engaging programs that are tailored to the individual needs and interests of each resident. Some of the key features of the platform are outlined below.

In the new system the team documents individual resident preferences for areas of interest, activities, and pastimes. Based on the information gathered, the system will make recommendations for programming options. The program considers the dimensions of well-being in the recommendations and will quickly identify any gaps or where additional programming is required. The platform will provide this data for the whole calendar, but it will also identify if additional considerations need to be given to meet the dimensions of well-being for an individual resident. The programming is very resident centered and specific to the individual which will certainly enhance the resident experience.

A regular review of resident engagement and participation will be monitored which will inform the team regarding the effectiveness of the programs and the data will support the team in ongoing consultations with residents and family members. This information will ensure the team is able to pivot and adjust the activities to meet the needs and interests of the residents. The system will also proactively alert the team if a resident needs engagement to ensure social isolation doesn't occur.

Based on resident choice and interest a personal calendar can be created to meet specific resident needs and expectations. A copy of the personalized calendar allows residents to plan their time and focus on programs or activities of interest. There can be a lot going on but there will be no fear of missing a favorite activity when this information is readily available. The Resident Home Area and Whole Home calendar of activities will always be available. Calendars and newsletters will also be available for family members and friends.

A regular review of resident participation and engagement in both personalized and large group activities will allow the team to revisit the desires and interests of residents living in the home. The team will be able to make adjustments as needed to ensure all aspects of resident well-being are addressed.

In addition, this platform is completely integrated with our current electronic health record. This creates real benefits with resident and program documentation stored in one place. This will eliminate duplication and streamline the documentation process giving the team opportunities to spend more quality time with residents.

We are excited to showcase this new platform when we are in the new home!!

CONSTRUCTION PROGRESS PHOTOS



Drywall ceiling installation
on third floor.



Drywall taping and sanding
complete on ground floor.



Window shimming continues on third floor.

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