



## NEWSLETTER

**Item 01** — New Management Team Member

**Item 02** — Occupancy Plan

**Item 03** — Construction Progress Photos

APRIL, 2022

 **SOUTHBRIDGE**  
— HEALTH CARE LP —

# HERE WE GROW AGAIN!



**Shannon Ideson**, Resident Services Coordinator

Shannon began her journey with Chelsey Park over 6 years ago as a receptionist and within 1 year, advanced her professional pathway into the Bookkeeper position; supporting our residents and families with the financial transition to long term care for over 3 years, as well as covering Accounts Payable. She was promoted in in 2020 and has been working as our Customer Relations Coordinator handling our admission and application process, tours, marketing, overseeing the volunteer and student programs and many special projects related to the COVID pandemic. As the new Resident Services Coordinator at Southbridge London, Shannon is excited to continue her role with the community application review and our new residents and families with their admission process to long term care. Shannon has a Bachelor of Art's degree from the University of Guelph where she specialized mainly in Public Policy and a certificate from Fanshawe College in Emergency Communications. She is most excited to establish an excellent reputation for Southbridge London in our community and continue her close relationships with our families and residents, seeing their reactions to the new amenities and improvements to resident quality of life.

# OCCUPANCY PLAN

Finally, the warmer weather is approaching, plants are starting to sprout and we are witnessing the new homes come to life as the construction continues. We are thrilled to see the fruits of our labor as we prepare to move the residents and team members to these state-of-the-art homes.

One of the key requirements when redeveloping and/or opening a Long-Term Care Home is submitting an Occupancy Plan or Operational Plan to the Ministry of Long-Term Care.

The Southbridge Redevelopment Team, Senior Operations Team and Leadership Teams at the home level have been vigorously pushing forward to complete these Occupancy Plans and submit them to the Ministry to ensure the homes can open as scheduled.

The Occupancy Plan contains specific information that is imperative to seamlessly opening the new homes. Resident safety, well-being and comfort are of utmost importance to our teams during the opening of these homes. Some of the key information that can be found in the Plan includes but is not limited to:

1. Schedule of Construction activities – This includes start/completion date of key construction such as framing, drywall, flooring, millwork etc. This allows our Development and Procurement Team to schedule and coordinate installation of our vital building systems, fire safety systems, kitchen and laundry equipment, nurse call system amongst a vast array of other equipment.
2. Schedule of Recruitment Activities – The Southbridge Talent Acquisition Teams continue to recruit, secure and onboard staff members of all disciplines including Personal Support Workers, Nursing staff, Dietary staff and Laundry/Housekeeping staff so that our teams are ready to provide exceptional service and care to the residents in our homes.
3. Staff Training and Orientation – A comprehensive orientation for all existing and new staff will take place prior to any staff working in the new home. This orientation will help build knowledge of policy & procedure, familiarity with the new home, but most importantly, camaraderie so our teams are united and can confidently welcome the residents into their new home.
4. Packing & Moving of Personal Items – In advance of the move, resident personal belongings will be inventoried, packed and labelled in preparation for the move. Each resident will also have packed approximately 3 days worth of basic personal items and clothing separate from the rest of their belongings which will ensure they have the necessary personal items while we unpack the bulk items and settle in at the new home.

*Occupancy Plan continued*

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# OCCUPANCY PLAN

5. Moving Day – As we prepare for moving day, we are organizing key tasks such as arranging moving teams dedicated to certain cohorts of residents, reviewing and planning safe transportation of food and determining what our meal service schedule will look like for this monumental day.

Over the next few weeks, the homes will be working on reviewing, finalizing and submitting the second draft of the Occupancy Plan to the Ministry in preparation for opening. With this in mind, Southbridge will be ceasing routine distribution of this newsletter in order to prioritize these instrumental pre-opening tasks. In lieu of a newsletter update, the Leadership teams will set up personal and/or virtual meetings to provide additional updates. Further, the leadership teams at the home level are available and happy to answer inquiries regarding the new homes.

We are counting down the days until we can call these new buildings home and hope you are as excited as we are.

# CONSTRUCTION PROGRESS PHOTOS



Kitchen equipment has started to arrive on site.



Handrail install underway.



Installation of light fixtures has begun.

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