



Whispers

OCTOBER 2019

October Birthdays:

Bayfield Manor would like to wish the following Residents a happy birthday. We look forward to celebrating on Friday, October 25th at 2pm.

- Lorena Wright - Oct.2
- Marjorie McMartin - Oct.4
- Connie McCurdy - Oct.12
- Lillian Tilston - Oct.14
- Stuart Irving - Oct.14
- Dorothy Joyce - Oct.17
- Willemina Luimes - Oct.19
- Jean Knapp - Oct.23
- Ruby Leach - Oct.24
- Shirley Howard - Oct.28
- Helen Trimble - Oct.28

What we've been up to:

On Sept. 18th we held a Centenarian party to celebrate our residents who are over 100 year of age.

Congratulations to Dorothy Joyce who will be 102 on Oct.17th, Helen Oram is 101, and Martin Ketellaars is 100.



On Sept. 25th a few residents took a trip to Mountain Orchard. They enjoyed a wagon ride to the apple trees, filled a few bags with McIntosh, and Honey crisp apples, and enjoyed some apple cider donuts.



UPCOMING MEETINGS:

Bayfield Manor would like to give a warm welcome to Donald Reed, Reyna Surrey & Mary Cowen who have joined our Retirement Home
Welcome

Residents Council and Food Committee Meeting for LTC side October 10th at 10:15am. All residents Welcome

General Family Meeting for LTC side, October 10th at 2 & 6pm. All family members welcome to join.

The Fall/Winter menu will start October 21, 2019.



Staff and family members are encouraged to decorate the residents bedroom doors for Halloween. Prizes will be given out to the most creatively decorated doors. Doors can be decorated anytime after October 1st.



The Activity dept. is encouraging everyone to dress up for our Halloween party on October 31st at 2pm.

Thanksgiving Dinner will be on Sunday October 13, 2019 at noon. Turkey with all the trimmings. On Thanksgiving Monday we will have Bone in Ham with all the trimming! Let us know if you want to have family and friend join you for a meal.



COMPLAINT PROCESS

I'd like to take a moment to review the complaint process to make sure that everyone is aware of what to do if their issue is not sorted out to their satisfaction.

First off, we encourage residents and families to bring up concerns or complaints as they arise- we don't want something that could be an easy fix go unaddressed until it becomes a big issue. Our staff are very responsive, and they know the day to day routines better than anyone. Very often they will be able to address resident or family concerns (sometimes by just giving an explanation for why things happen the way they do) right away. If the staff isn't able to give a satisfactory reason, they will usually bring it to the attention of the RN on duty at the time. If appropriate, the RN will then discuss with the family or resident at the same time. If the issue still isn't resolved, the RN will report it to the Director of Care, Jane Johnston, who will look into right away. For problems that aren't nursing care related, the staff and RN may not be able to provide an explanation. In these instances, the problem is supposed to get to my attention, sometimes by way of Mark in the front office, or Andy, the Environmental Services manager. Dietary issues are supposed to channel through Erica, and activity related problems to Kelly.

All retirement complaints that aren't resolved by the staff are supposed to be brought to Dawn's attention who in turn reports them to me.

We aren't perfect here at Bayfield. We make mistakes sometimes, and if we do we will do our best to correct them. There are also situations that we simply can't fix. However, residents and families must have confidence that if they bring up a problem that there will be follow up and that an explanation will be provided, even if that explanation isn't the preferred outcome.

If you don't get a satisfactory answer to a problem you have, I would ask that you contact Jane or myself directly (through the regular home phone or in person). A reminder also that the Ministry of Health has a direct complaint line, (866) 434-0144. The RHRA equivalent number is (855) 275-7472. We certainly hope that we can solve issues ourselves, and I will be especially alert this year monitoring complaints to ensure that our processes are working as they should.

Gerry Miller

Notice of Public Consultation on the proposed issuance of a new license for Southbridge Kemptville. The addition of 94 more LTC beds to be developed in a new 160 LTC home at the same location. Public opinion is being sought on the new proposal in writing by mail or email to the following address:

Email to LTCHomes.licensing@ontario.ca
 Director under the Long-Term Care Homes Act, 2007
 Ministry of Long-Term Care
 Licensing and Policy Branch
 1075 Bay Street, 11th floor
 Toronto, ON M5S 2B1

please see poster at the front entrance for more details



A quick reminder for family members to make sure that resident's rooms aren't too cluttered. There isn't much space for storage so if you are able to keep seasonal items at your home it would be a great help. Please try to avoid using the tops of the cupboards for storage as this creates a potential hazard.