



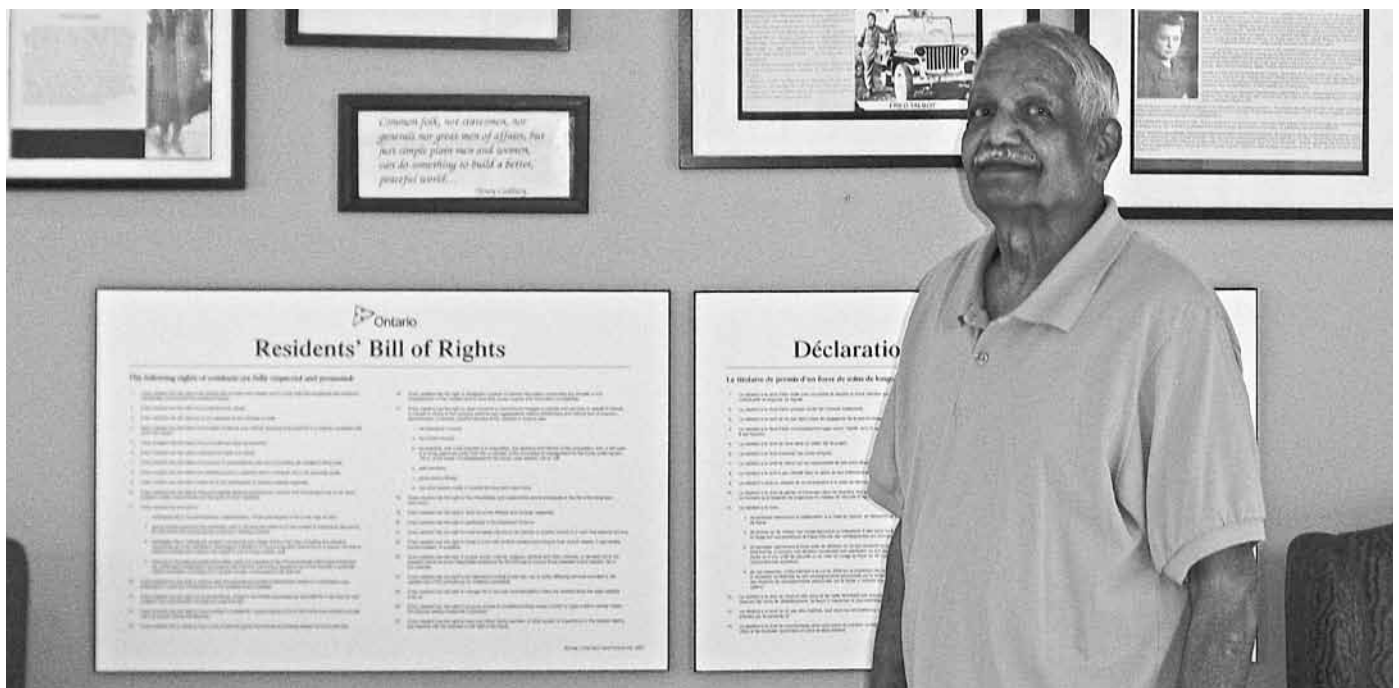
## Long-Term Care Homes Act

**N**ew provincial legislation became law on July 1, 2010. The Long-Term Care Homes Act and Regulation replaces the three pieces of legislation which previously governed long-term care homes in Ontario: the Charitable Institutions Act, the Homes for the Aged and Rest Homes Act and the Nursing Homes Act. The fundamental principle of the new legislation is that:

*“a long-term care home is primarily the home of its residents and is to be operated so that it is a place where they may live with dignity and in security, safety and comfort and have their physical, psychological, social, spiritual and cultural needs adequately met.”*

This underlying principle is to be considered always in the interpretation of legislation and its’ application to the division’s policies, procedures and practices. Another important part of this legislation is the strengthened Residents’ Bill of Rights. There are now 27 residents’ rights, an expansion and clarification of the 19 in the previous legislation. You will find both the English and French versions posted in the homes.

With this new legislation in effect, the Ministry of Health and Long-Term Care is launching a revised compliance program, with an increased focus on resident satisfaction and outcomes of care. As a result, residents in Ontario’s long-term care homes should see more consistent and improved care and services delivered by long-term care providers.



Terry Tirunavakarsu, Resident Council President, Bendale Acres

## A Peek into the Long-Term Care Homes Act

In the next few editions of Homefront, we will be providing “snapshots” of some of the key changes in the Long-Term Care Homes Act and how they will affect staff in day-to-day work. In this edition of Homefront, we focus on the new Complaints process.

We all hope that residents and their families will consistently be satisfied with the care and service that staff provide on a day-to-day basis. But we understand that “not everything is perfect all the time” in our day-to-day lives – and the same is sometimes true when a person lives in a long-term care home. Stress, miscommunication and unclear expectations can frustrate any of us and although we want to avoid that as much as is possible so that residents’ satisfaction level remains high, there are times when complaints may occur.

The Long-Term Care Homes Act requires the home’s managers to investigate each and every complaint. Managers are required by law to speak to all staff who may have knowledge of any facts related to a complaint. Even if we (or you!) think the complaint is minor in nature, it must be fully investigated by management under the law.

When you are asked to speak to a manager, the law requires you to be honest and open, and to provide any information that you have that may lead to resolving the complaint. Many times, complaints arise due to miscommunication and can be easily resolved. In those infrequent circumstances in which staff did not follow policy, managers are required by the law to follow up and take steps to make sure the performance problem does not occur again.

The Long-Term Care Homes Act also makes a mandatory requirement for all staff to immediately report any allegation, suspicion or observation of potential or actual abuse. There is no choice – but more importantly, it is the right thing to do. Tell your manager immediately if you suspect any type of abuse. The law also protects staff who report abuse from any type of retaliation.

## Getting To Know You

### Michael Saunders Resident-Client Advocate

Michael’s background is in social work, with over 35 years of experience in acute care (Mount Sinai Hospital), government (Ministry of Health and Long-Term Care) and long-term care (Toronto Long-Term Care Homes and Services Division).



Michael Saunders, Resident-Client Advocate

In September 2004, he re-joined the division after an absence of several years (from the Ministry of Health and Long-Term Care) to spearhead the development of an enhanced internal advocacy program. This provided an additional resource for residents, clients, family members and staff to rely on in advocating for residents’ and clients’ rights.

He is very passionate about seniors’ issues and about ensuring that the rights of residents and clients are not compromised at either an individual level or the systemic level.

#### *Q: Who inspired you and why?*

**A:** I have been in the field of social work for nearly 35 years (that’s a long time!!). In terms of being inspired, I would still have to say that the Director of the Social Work Department at Mount Sinai Hospital where I worked when I was in my 20’s. Besides being a brilliant and well known Social Worker, Eva was extremely generous in sharing her knowledge and skills. In reflecting back, I have to say that is where I grew up professionally.

#### *Q: Who would you like to have dinner*

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### *with and why?*

**A:** Most people might answer this question identifying world leaders or someone like that.

For me, I think it would be a joyful occasion if I was able to get my entire family together and sit down at the same table all at the same time. Everyone is so busy with different commitments, families of their own, and the fact that we don't all live in the same place makes it difficult. In my mind, besides the good food, I can imagine the conversation and reminiscence and good natured teasing that would go on.

**Q: *What is your favourite past-time?***

**A:** I enjoy reading, gardening, cooking (eating), travelling and spending time with friends and family. I am also gearing up for a major renovation on my condominium; despite the chaos and inconvenience, I will enjoy the finished product. Let me clarify that – I am not doing the renovations myself. I am just the idea and creative person who says, “That wall has to go” and asks, “Why can't we put the staircase there?”

**Q: *Why do you work in long-term care?***

**A:** There was a time that I left long-term care and went to work with the Ministry of Health and Long-Term Care. What I missed most was the direct resident and family contact. Knowing that you can make a difference, either one-on-one or at a systemic level, and can get that type of immediate feedback from residents and family members, is a great motivator. Also, our residents with their histories, life stories and experiences constantly teach me.

**Q: *What is your greatest accomplishment in Long-Term Care Homes and Services?***

**A:** In truth, I think that all of our work in long-term care is both challenging and rewarding on a daily basis. For some of us, we don't take the time to reflect on those daily accomplishments that we

have been a part of and recognize that through our efforts, caring and commitment we have made a difference in someone's life.

On a more personal level, I am extremely proud of my association with an organization that is seen as a leader within the sector, and the fact that we are often seen as the “go to organization” for others, and that we are often seen as being on the cutting edge. Together we have a lot of skill, expertise, talent and willingness to try new things which keeps things fresh and vibrant.

**Q: *Can you please describe one of your happiest experiences in Long-Term Care Homes and Services?***

**A:** This question is simple to answer. My happiest experience was when I was given the opportunity to rejoin the division, after working with the Ministry of Health and Long-Term Care. It was the vision of the General Manager that successfully established the Resident-Client Advocate position within the division as an enhanced resource for residents, clients and family members.

**Q: *If you had anything to say to staff about working with the residents – what would it be?***

**A:** I know that we all get caught up in our day to day challenges and priorities.

But don't underestimate or undervalue the impact that we all have on our residents' lives everyday. A simple act of stopping to talk to that one resident or that one family member can and does make a significant difference and genuine contribution to their lives!!

*Patty Carnegie*

*This was Patty's final submission to HomeFront before retiring.*

## A Fish Story

**F**udger House volunteers recently donated a fish aquarium. It's a fresh water set-up which is located in the main lobby for the enjoyment of all.

Live green plants help keep the tank clean and oxygenized with the support of two bubbling electric filters. To ensure a healthy aquarium, the volunteers have enlisted monthly professional maintenance for the new tank. In addition, this high-tech system ensures the fish are fed automatically once each day.



Throughout the day and night there are changes in the lighting. The night lights are beautiful as the tank is low lit with blue lights reflected in the bubbles. Drop by and see if you can recognize the aquarium residents including Neon Serpaeteha, Turquoise Rainbow, Golden Algae Eater and Cory Catfish.

*Stephanie McCullam*

## Garage Sale & Car Wash



**S**even Oaks held its first Garage Sale and Car Wash that involved the work of over 40 volunteers. In addition to the funds that were raised, the process was a great team building exercise and a chance for new volunteers to get involved.

Special thanks to Jaiwantie Singh and the Seven Oaks Youth Council for setting up the car wash. Since it was such a success, there is no doubt it will become an annual event. Thanks to all who helped out!

*Rachel Walters*

## Family Committee Day Treats and Tea

**W**esburn Manor celebrated Ontario Family Committee Day with a Family Council Tea where they greeted family members and visitors of residents and explained to them the importance of family involvement and support with staff.

The Etobicoke Guardian and community newspaper SNAP were in attendance and took photos as Wesburn Manor Family Committee hosted their first celebration in honour of provincial Family Councils.

*Elaine Russell*



Pictured with some treats and tea are (L-R) Emilia Avila, Lucy Karabinos, Chair of the Wesburn Family Committee, Elaine Russell Administrator at Wesburn Manor, Joan Jackson, Sylvia Castellino, Pauline Bebenek, and Georgina Moniz

## Pride Reigns at Fudger House



L-R Lisa Davis, Earl Alford, Eric Siminovitch, Edbert Celestial

**F**or the sixth year in a row, Fudger House took part in the annual Pride Parade. Residents, staff and volunteers rode on the colourfully decorated bus and several of us marched in front carrying the Fudger House banner. It was a very hot day but we had plenty of water guns to soak the crowd, as well as ourselves!

The parade was the finale to a week of Pride activities at the home including the annual flag-raising and barbeque. This event welcomed such guests as City Councillors Kyle Rae and Pam McConnell and MPP Glen Murray.

Fudger House is proud to be the first City of Toronto home to recognize and provide programs and services for the LGBT community.

*Leah Taylor*

## Bleecker got a beautiful mural!

**F**udger House was awarded a grant through the City's "Clean and Beautiful" project to enhance its back wall that faces Bleecker Street. Artist Dilianna Popova's design, and some life-size wooden birds



contributed by the home's Residents Art Program, improved the appearance of the wall and enhanced its curb appeal. It's been a welcome addition to the neighbourhood.

## Keeping up with technology – QuatroTime system (QTS)



**T**he Long-Term Care Homes and Services Division is not staying behind when it comes to technology. The division is acquiring the QuatroTime system (QTS), a system that will revolutionize scheduling within the division. Information for staff will be much clearer and the time spent by managers preparing the schedules will be greatly reduced! Decisions for call-in work will be fully supported by a computerized system.

This new and exciting system has been proven to be very effective in other City divisions and other organizations. A group of valiant managers and front line staff have the enviable challenge to shape the system that will meet the needs of our division. The end result will be a highly efficient system with the ability to schedule sufficient resources to meet multiple demands. It will have a complete integration with City staffing and payroll systems such as SAP.

For the front line staff the transition will be seamless. For managers it will require some adjustment, but the rewards will be enormous. Managers don't need to worry as appropriate training will be available before the system gets implemented. The Quatro Group calls this program a system with intelligent features that is flexible, powerful and secure. Now it's coming to your home. By year end the entire division will be benefiting from this new initiative.

*Carlos Herrera, Cummer Lodge  
Assistant Administrator*

## Celebrating 35 Years!

Castleview Wychwood Towers held an Open House on the occasion of its 35th anniversary. One might say that 35 years is not that long a period of time, especially compared with human age, but for a building it certainly is a significant number and demonstrates the value of Castleview Wychwood Towers' existence.

The gemstones for a 35th anniversary are coral and jade. Coral is a protective stone that is said to relieve tension and fear and promotes positive forms of social life. Jade is a gemstone of unique symbolic energy. Jade stimulates creativity and mental agility while having a balancing and harmonizing effect. Jade brings us joy, vivacity and happiness. These gemstones symbolize the philosophy of the home: to enable social life, create a protective and positive environment and support creativity and mental agility.

Castleview Wychwood Towers' managers and employees were proud to show the evolution of our home through a slide show presentation that captured valuable moments from the original foundations to the present. It was amazing to see how the environment changed, reminisce over "the good old times" and feel proud of the level of care and services we provide today.

Each department was represented through booths and displays, and visitors had an opportunity to learn more about the Nursing, Food



Caption: Noreen Grange, Nurse Manager, Ymelda Chua, Nurse Manager, Alma Paragas, RN

and Nutrition, ASU, Building Services, Volunteers and Programs and Services departments. All the departments were proud to showcase their achievements. Visitors were able to communicate with staff and volunteers and to feel the enthusiasm and passion that we show in our every day work with the residents.

The Family Committee proudly showed family members' involvement in residents' care; the Workplace Wellness Committee had a special corner for all employees; and the Korean Volunteers Association and the Momiji Health Care Society gave us an overview of their activities over the past three years. The whole picture was complete with presentations from key Castleview Wychwood Towers partners: Ontario Gerontology Association, Ontario Association of Residents' Councils and the International

Federation on Ageing.

We were delighted with the visits by Mr. Chapman, the Architect of Castleview and Mr. Almonte who worked on the window installations 36 years ago.

To make the whole event more festive and sweeter, our Administrator, Vija Mallia served the anniversary cake.

**We owe a special acknowledgment to those staff who have worked here from the very beginning:**

Nada Simic,  
Nurse Manager, 5th floor

Mario Alpuerto,  
PCA, 6th floor

Maria Demedeiros,  
PCA, 4th floor

Olga Mendoza, PCA, 7th floor

Keep up the good work!

*Irina Semjonov-Kuburovic*

## Toronto was up for the Challenge!



“CELEBRATE your ability & support SENIORS in your community” was the theme for the 19th annual Toronto Challenge, held on Sunday, June 13. The event was a great success and is the premiere fundraising event of the year for Toronto Long-Term Care Homes and Services and more than 50 community agencies that enhance the quality of life for seniors in the MonsterMortgage.ca 5k run, Nissan Canada Foundation 5k walk and a 1k fun walk. The fundraising tally for the event is not final, but hopefully will exceed last year’s \$400,000. Aphasia Institute, one of the supporting community agencies, has already exceeded their previous fundraising total of \$38,000 by raising \$62,000 for this year’s event.

The overall winners of the MonsterMortgage.ca 5k were (males) Adrian Lehmann with a time of 14:38 and (females) Donna Verge with a time of 19:14. In addition to the fastest male and female runners in nine age categories, the Students Supporting Seniors award was also handed out to Bishop Allen Academy cheerleaders for the group with the largest number of youth participants. As well, Dixon Hall was honoured as the agency with the most participants.

The oldest runner in the MonsterMortgage.ca 5k run was Gary Waller at 76 years old. The oldest walker in the Nissan Canada Foundation 5k walk was Grace Lawrence at 95 years old. The oldest 1k walker was Chuen Szeto at 95 years old. The youngest runner in the MonsterMortgage.ca 5k run was Bella Stock at two years old. The youngest participant in the Nissan Canada Foundation 5k walk was Julianna Lawrence at five months old and the youngest 1k walker was Noah Shelkh at five months old.

Next year the Toronto Challenge will celebrate its 20th year and will take place on Sunday, June 12, 2011. Held annually in June - Seniors Month in Ontario - the Toronto Challenge, presented by MonsterMortgage.ca, raises funds that go directly to non-profit organizations in support of seniors, including the City’s own long-term care homes and community based programs. The funds go a long way in enhancing seniors’ quality of life by supporting community outings for residents of long-term care homes, recreation and entertainment activities, large print books and so much more.

*Erin Mulcahey-Abbott*

### Pitching In

People at Cumber Lodge wanted to raise additional funds for programs in the recreation program and decided to capitalize on the ever successful Flea Market concept. This involved a lot of people planning, gathering and setting up items, answering questions, providing direction and of course, selling items including baked goods and coffee.

Under the direction of Marina DiFrancesco, (Recreation) Emebet Getachew, (Recreation) and Liz McMulkin (Co-ordinator, Volunteers), volunteers wearing neon green caps handled the crowds. These included members of the community and residents who enjoyed the extra activity. Based on the success of this initiative there is definitely a market and Cumber Lodge is committed to hosting another Flea Market later in the year. So hold onto your items and donate your treasures for the next big sale.

*Liz McMulkin*



Volunteers in their distinctive caps

## The 4th Floor Healing Room at Seven Oaks



**T**hrough the ages and throughout the world, ancient healing practices have included sacred settings or places where people could come to renew, refresh, and heal themselves. Such sacred spaces have taken many forms. The therapeutic potential of physical environments was eloquently articulated by Florence Nightingale as early as 1859. At Seven Oaks there is one such place.

The passion for being innovative in meeting the needs of residents and their families was discussed during monthly meetings by Leona Bryan, Nurse Manager on the 4th floor. An amazing synergy quickly developed collectively among the care team, and through the design ideas of Dina Santos a private sacred space for residents and families is now being enjoyed on the 4th floor.

The purpose of this sacred healing space is to infuse one's spirit with the celebration of life and love, to provide refuge and regeneration, and to create a focal point for contemplation or meditation about what's most important to families as they support their loved ones during the final days of life. The Healing Room on the 4th floor has incorporated color, art objects, nature and music in keeping with the concepts of palliative care for the residents and families of Seven Oaks.

Thanks to the Volunteers at Seven Oaks who supported the room through their donation funds.

## Let's Give Ourselves a Hand

**W**e celebrated Wesburn Manor's commitment to hand hygiene with Madeline Ashcroft from the Mississauga Halton Regional Infection Control Network by giving ourselves a hand.

Staff who used the alcohol based hand rub (sanitizer) upon entering the main floor were congratulated and given a hand to sign and place on our hand hygiene tree. Our hand sanitizer station on the main floor is placed in a high traffic area just before the elevator. Everyone entering the home is encouraged to use the sanitizer station.

Hand hygiene is the easiest and most effective way to reduce the spread of infections. Wesburn's IPAC RN, Trudy Whiting has been working diligently to promote "Just Clean Your Hands" with our staff, residents and families.

Let's give ourselves a hand and reduce the spread of infections in our home.



*Valerie Shishido*

(L to R) Front row: Trudy Whiting IPAC, Victoria Noseworthy; Middle row: Ralph Ramagnano, Lani Tamayo-Whiggans, Elaine Russell, Lucy Karabinos (President, Family Council), Sylvia James; Back row: Alfred Henry, Madeline Ashcroft RNIC

## Volunteers Barbeque Appreciation Day

**S**even Oaks celebrated its outstanding volunteers with a special barbeque appreciation dinner with over 110 in attendance.



Certificates recognizing those with 1000 hours of service were presented. After a terrific dinner, a belly dancer performed to the enjoyment of all who attended.

*Rachel Walters*

## Lights! Action! Cut! At Castleview Wychwood Towers

Hollywood... here we come! The Residents' Rights Education – "In Our Voices...In Our Words" was presented at Castleview Wychwood Towers as part of the annual review of Residents' Rights for staff.

The planning began back in January of this year. Pat Simons (Staff Education Supervisor), Linda Marabini (Manager of Programs and Services) and Elizabeth Cumberland (RSA) met with a focus group of residents. The residents are participants of the Castleview Wychwood Towers Resident Council. Members of the focus group were asked to choose six of the Residents' Rights that were most important to them. The focus group then discussed

how they felt when rights were supported and not supported.

As residents, staff and managers entered the auditorium, they were greeted with Bob Marley music – "Stand up for your rights." They watched some skits, and upon the completion of each skit, staff and managers were asked to identify and discuss which rights were being followed and which rights were being violated in the scenarios. The Residents' Rights Education – "In Our Voices...In Our Words" was well received and there was a record attendance for the inservice.

There already is talk about three more rights being presented in the fall. It was even suggested that we videotape the skits so that they can

be used as a valuable educational resource. BRAVO!

*Elizabeth Cumberland*



Cast & Crew (L to R) Back row: Elizabeth Cumberland, Pat Simons, Judy Gomez and Sema Gurbuz. Seated: Doug Stuart and Nella Terzuolo, residents. Absent from the photo is Linda Marabini.

## The Clean & Beautiful Project at Lakeshore Lodge

*"A thing of beauty is a joy forever: its loveliness increases; it will never pass into nothingness." John Keats*

Lakeshore Lodge was the recipient of a City of Toronto Clean and Beautiful City project grant totalling \$4,000. Bob Price, Administrator asked Family Committee members Marlyn and Edna Rollauer to use their knowledge and expertise to design the space and beautify the Lakeshore Boulevard West facing of the home.

Ideas were gathered from residents and staff, and Sheridan Nurseries assisted with the planning.

A 14 sq. ft. concrete pad was poured, park bench secured and planters purchased – along with items to fill them. And all but 58¢ of the grant was used. Additional funds raised by family members and residents were approved for use by the Home Advisory Committee, Residents' Council and the Family Committee.

The hard work of dedicated volunteers, combined with the funding through the Clean and Beautiful

City project, resulted in an attractive resting area for all of the Lakeshore community to enjoy. Many residents, family members and staff have already taken advantage of the quiet sanctuary amongst the planters and trees. Recently a plaque was affixed to the bench dedicating some of the shrubbery to the staff of Lakeshore Lodge. This addition to our lakeshore grounds is truly a labour of love!

*Rhonda Bell*



## Annual Garage Sale for the Toronto Challenge

The annual Garage Sale at Carefree Lodge, organized by the Family Committee, and a barbecue lunch, sponsored by the local Knights of Columbus, were held with all proceeds designated for the Toronto Challenge to update the Hair Salon.

In the week leading up to the sale, there were many items donated to help raise funds.

As a way of thanking the staff for their hard work and commitment to the residents, a “pre-sale” for staff only was held the day before the community sale. There was a line of eager shoppers waiting for the bell to ring to start the sale. It was reminiscent of shoppers waiting for the doors to open at an electronics store on Boxing Day!

Almost \$4,000 was raised by the sale.

*Susan Wong*



Nora Arenas, Laundry Service Worker, and Barry McMonagle, Family Committee member

## Quality of Life in Late-Stage Dementia

The division has a large number of surveys, questionnaires and processes in place to assess residents’ and clients’ satisfaction.

We use this input to guide quality improvement. But – how can you assess a resident’s satisfaction with quality of life if he or she has significant dementia?

In researching this question, the division’s staff found that there was very little best practice evidence in this area. Staff set out to find a solution. Following research, including a broad literature search and additional discussions, the division decided to pilot the Quality of Life in Late-Stage Dementia (QUALID) scale, as an instrument to measure resident satisfaction.

QUALID is a research-tested, validated, reliable instrument for rating quality of life for persons with late-stage Alzheimer’s disease and other dementias. The QUALID scale is completed by staff as they directly observe the resident day-by-day over a seven-day period, rating 11 observable behaviours. If direct observation over a seven-day period is

not possible, data can be gathered with input from members of the family and/or with other members of the care team.

Each of the 11 observable behaviours associated with quality of life are rated on a scale of one to five. Once all the behaviours have been reviewed and rated, the score is tallied. Total scores range from a finding of 11 (reflecting higher satisfaction) to a score of 55 (reflecting the least satisfaction).

In January 2009, Wesburn Manor agreed to launch a six-month pilot project of QUALID and programs and services staff enthusiastically took the lead. Results from the Wesburn Manor pilot were very positive and the division introduced QUALID in other homes in 2010. The information from QUALID is proving to be very valuable in quality improvement and in designing enhanced care and programming for residents with significant dementia. Thanks to Wesburn Manor staff for their leadership!

*Michael Saunders*



Yvonne Nixon, Support Assistant A and Linda Morey, Complimentary Care

## Celebrating Health and Wellness



Moshsha Charles (Co-ordinator, Volunteer Services) and Anne Marie Mohler (Administrator) organized a variety of agencies to come and give our staff some much needed TLC.

All staff were invited to participate and receive information on stress, wellness, pampering and relaxation. The aroma of oranges filled the air, and they were also given to staff as gifts. Staff learned about high blood pressure through a presentation by a leading charity in this field. As well, they were able to get their gait checked by a foot doctor, and some staff received

incentives to join a gym. Inservices on Stress and Financial Management were provided by the Employee Assistance Program. EMS, Metro Medical Pharmacies, and Spiritual and Religious Care also participated in the Health Fair.

A meditative Tai Chi demonstration was held in the atrium and line-ups for the Massage Therapist, therapeutic touch, and aromatherapy hand massages proved their popularity.

*Linda Morey and Moshsha Charles*

**W**hat a wonderful day we all had when Kipling Acres hosted its first Wellness Health Fair. Wellness Committee members Sharon Powell (Rehab), Myrna Mandani (PCA), Elaine Brown (PCA), Linda Morey (Complimentary Care),

## Putting On the Ritz...with Pride

**T** rue Davidson Acres celebrated Pride with 'Glitz and Glam' this year.

Art Therapist April Penny, Complementary Care Assistant Sandra Livingstone and Recreation Assistant Adriana Gorejko worked together with residents to create a series of top hats with bows, gold and anything that glittered with glam. This collaborative project combined the complementary efforts of Sandra who set up the Wellness Centre to create a soothing environment for creative expression. April, whose supportive approach, artistic eye and bow tying expertise came in handy, and Adriana who successfully promoted the program and created excitement amongst the residents to participate and decorate a hat of their own. The top hats were used to create a fun and colourful environment for the home's flag-raising event, to decorate the Pride parade



float, to provide costumes to the parade marchers, and are now being displayed with pride in the Great Hall above the fireplace mantle.

The "Glitz and Glam" Hat Project is part of the Scented Art Program, an ongoing creative collaboration between Art Therapy, Complementary Care and residents. Creativity and artistic expression have taken many forms in this program over the past four years; including group paintings, seasonal and themed art for special events, gifts, card making, and home-area decorative enhancements. Supported creative expression and enjoyment in a relaxing social setting are the main goals of this unique program, and with this particular Scented Art Program project residents appeared to have lots of fun creating these very whimsical and overly embellished hats to reflect the "Glitz and Glam" theme!

## Therapeutic Paws of Canada Come to Wesburn Manor



Jackie Kenyon and Snoopy, Lauren Noble and Rex, Bonnie Fernie and Sooty, Cathy Marcuzzi and Penny

**W**esburn Manor is fortunate to host a volunteer pet visiting program. Through Therapeutic Paws of Canada, handlers and their therapy dogs visit residents on a regular basis sharing, caring, offering touch, fun and warmth - on a leash!

Started by Volunteers Bonnie Fernie and Cathy Marcuzzi, these program co-leaders recruited Lauren Noble, Jackie Kenyon and Steve Bellissimo plus their significant four-legged friends.

Therapy dogs are very special and easily put residents, family and staff at ease as they visit residents. Now that we have more dogs visiting on a more frequent basis, the residents at Wesburn Manor are getting familiar with the pets, and the pets familiar with the residents, making some strong and lasting friendships throughout the home.

*Liz Paveley*

## A Taste of Greece at Kipling Acres

**O**n May 5, staff at Kipling Acres were treated to Mediterranean cuisine from the island of Greece, as the theme for this year's staff appreciation event.



(L to R): Mabel Perez (RPN), Helen Gudani (FSW), Marisa DeFrancesca (FSW), Wanda Barone (FSW), Babak Bob (Acting Nurse Manager)

The tables were adorned with Greek artefacts, the vases were filled with aqua blue water and white roses. The menu consisted of Greek salad, rice, potatoes, chicken souvlaki and assorted desserts. While the staff feasted on their meal, they were serenaded by instrumental music from Greece in the background.

As if the food, music and the company of fellow staff were not enough, staff had the chance to win one of three overnight stays in a hotel, a luncheon for two for Father's Day, gift cards and bottles of wine.

Thanks to our cook extraordinaire, Diane Walters for the food preparation. And a special thanks goes to Sophie Starogiannis, who provided Kipling Acres with Greek artefacts, olives for the salad and the homemade Tzatziki sauce.

*Moshsha Charles*

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