What's inside..............
Administrator’s Message p.2/3  Family Council / Lost & Found p.7
Odds & Ends p.4  Message from Family Council p.7
Chaplain’s Message p.5  Leadership Team / Social Work p.8
Volunteer Opportunities p.6  Bits & Bites p.9
Message from primacare p.10
WHY SHOULD WE AVOID HOSPITAL TRANSFERS FOR OUR SENIORS?

Transferring elderly long-term care residents to hospital can have dramatic negative effects on seniors. Unnecessary movement of seniors to hospitals puts them at risk of adverse events such as serious infections, drug reactions, and skin breakdown due to long waits on an emergency room gurney – all of which have the potential for serious or even fatal complications. Residents can also suffer from “transfer distress,” characterized by disorientation, confusion, rapid deterioration in their condition, and comorbidities. We often see residents who never regain their previous levels of functioning and quality of life.

Of course, no one would suggest an elderly person should avoid going to the hospital if he or she has experienced a life-threatening event, such as a possible heart attack, stroke or broken bone. Hospitals still represent a senior’s best chance for surviving these emergencies however, many visits are unnecessary and can be managed in the long term care home.

Three reasons to avoid transferring seniors to the emergency department:

1. Seniors are at risk of hospital-acquired infections

Many elderly people have weakened immune systems due to poor nutrition, medications or other causes. This makes them less able to fight off common infections that are rampant in hospitals like MRSA, pneumonia and other bugs. Picking up one of these infections can have life-threatening consequences. Avoiding preventable hospitalizations reduces a senior’s exposure to these germs.

2. Once hospitalized, seniors often do not regain full function

Seniors may find it difficult or even impossible to restore muscle tone after being immobilized in a hospital bed. A hospitalization that results in muscle wasting can have a lifelong ripple effect. Weak muscles can lead to falls and other problems. Hospitals do not have the activity or mobility programs that are available in long term care homes. Helping to keep seniors out of the hospital can help them maintain their functionality.

3. Seniors who have been hospitalized have a hard time getting back into their routine

While a younger person may bounce back quickly from a hospitalization, the same isn’t always true for seniors. As a person ages, his or her ability to adapt to changes in routine falters. The disruption caused by staying in the hospital can lead to confusion and other cognitive declines that make it difficult to get back to regular life at home. Avoiding preventable hospitalizations helps seniors stay well-grounded in their daily routines.

Transfers to hospital can be costly.

Ambulance Services Billing

Ontario Residents

You are responsible for an ambulance service co-payment charge of $45.00 for ambulance services rendered:
- if you are a **resident** of Ontario, and
- you have a **valid Ontario health card**, and
- a physician deems your ambulance service **medically necessary**, and
- your ambulance trip originates in Ontario and ends in Ontario, and
- you cannot claim an ambulance co-payment exemption (**below**).

Your ambulance transportation costs are fully covered:
- if you are a **resident** of Ontario, and:
- you have a **valid Ontario health card**, and
- a physician deems your ambulance service **medically necessary**, and
- your ambulance trip originates at an Ontario hospital or health care facility, and
- your destination is a hospital or health care facility outside the province but **within Canada**.
and treatment is not available anywhere in Ontario.

Your ambulance transportation costs are fully covered if you are a resident of Ontario. You are responsible for an ambulance service co-payment charge of $240.00 for each land ambulance service rendered, and/or the actual cost for each air ambulance service rendered:

- if you are a resident of Ontario, and
- you do not have a valid Ontario health card, or
- a physician deems your ambulance service medically unnecessary, and
- your ambulance trip originates in Ontario, regardless of destination.

Heather Colyer
Administrator

Zesty Quinoa Salad

Great quick healthy lunch packed with protein!

Ingredients:

30 minutes 6 servings 270 calories

- 1 cup quinoa
- 2 cups water
- 1/4 cup extra-virgin olive oil
- 2 limes, juiced
- 2 teaspoons ground cumin
- 1 teaspoon salt
- 1/2 teaspoon red pepper flakes, or more to taste
- 1 1/2 cups halved cherry tomatoes
- 1 (15 ounce) can black beans, drained and rinsed
- 5 green onions, finely chopped
- 1/4 cup chopped fresh cilantro
- salt and ground black pepper to taste

Directions

1. Bring quinoa and water to a boil in a saucepan. Reduce heat to medium-low, cover, and simmer until quinoa is tender and water has been absorbed, 10 to 15 minutes. Set aside to cool.
2. Whisk olive oil, lime juice, cumin, 1 teaspoon salt, and red pepper flakes together in a bowl.

Combine quinoa, tomatoes, black beans, and green onions together in a bowl. Pour dressing over quinoa mixture; toss to coat. Stir in cilantro; season with salt and black pepper. Serve immediately or chill in refrigerator.
RESIDENT COUNCIL / PROGRAM MEETING

The next Resident Council / Program Meeting will be held on Wednesday August 12th @ 1:30 in the Morningstar Mills ADL room.

Residents are encouraged to attend these meetings and have their say. Input from the residents is vital in our day to day programming with in the home.

SAFETY NOTE:
Please refrain from using any scented products such as perfumes, colognes, after shave lotions, moisturizing lotions, etc. due to high potential for allergic reactions within our community of residents, staff and visitors. Primacare’s policy is that we are a “Scent Free” Home. Recently, we had a very serious medical emergency occur due to an allergic reaction to a perfume being worn by a visitor. Thank you for observing this policy and ensuring that we provide a safe Home to everyone in our community.

Best regards,

Jill Knowlton
Managing Director

HAPPY SEPTEMBER BIRTHDAY

MANY HAPPY RETURNS !!!!
Margaret A.  Margo C.  Joanne F.
Alfred G.  Albert J.  Maria P.
Colleen R.  John R.  Anna S.
Charles S.  Patricia T.  Sophia T.
Reginald W.
May I take this opportunity to introduce myself to you, as the new chaplain at Henley House. I am Jay Kneale and have been involved in ministry of 35 years. I was born in Welland and have lived in the Niagara Peninsula for most of my life. I must admit that I do like to travel and discover the world and it's people (and it's foods too!), that is probably why I have an undergrad-uate degree in Geography and Sociology! It is my pleasure to be with you, and I am looking very much forward to our future meetings and greetings.

Blessings, Jay

“SUMMERTIME”
By: Rev. Jay Kneale
Pastoral Care Coordinator
Henley House

"Summertime"

The term "dog days of summer" comes to mind at this time of the year. Although, weather wise it seems like we have not had the extreme heat of recent summers past. I suppose the term "dog days" is more in reference to a more relaxed time of the year, when schedules are lesser and free time is greater. I think most of the "work" world enjoys these time of longer hours of sunshine, and possibly even some vacation time. It is a time to "re-create", and hopefully to take and make time to enjoy the goodness and grace that surrounds us.

People who are not necessarily bound by a schedule, do have the opportunity to experience these "miracles" of creation all year long. But, being human, as we are, it sometimes takes the seasons of the year or the seasons of life to remind us about the presence of God that is there at all times. Reminders are an integral part of the human experience. It helps us in our efforts to re-member ourselves to our cherished memories, our dear loved ones and our fond experiences of times past.

Summertime, like all times, has it's own character, it own blessings. It is a time see the growth of the crops, the enjoyment of the times at the beach, the picnic in the park, the boat ride on the water. Hopefully, if the time permits and the disposition allows, you can and will take the luxury of recalling those blessings in your life. As the writer Ecclesiastes (3:1-13) reminds us that there are truly many season in nature and in life.

Please, as life allows you, enjoy all to the best of your ability, and if you are able, and so inclined, give thanks to God the One is all, Creates all and Loves all.

Rev. Jay Kneale
Volunteer Opportunity

Opportunity: Facilitator – Painting

Hours: Min 2 hours per week
Days Available: Your Choice
Frequency: Based on Days available
Starting Date: October 2015

Program: Bird and/or Butterfly Houses

Requirements
Provide guidance to residents in sanding and painting of new and/or used bird/butterfly houses
Provide guidance to residents to make a stone and/or button birdhouse

Opportunity: Facilitator – Sewing Club

Hours: Min 2 hours per week
Days Available: Your Choice
Frequency: Based on Days available
Starting Date: Mld September 2015

Program: Sewing Club

Requirements
Provide sewing assistance to residents of club to make cushions for upcoming Henley House Fall Bazaar

WANTED !!!
If you have purses or wallets that you are no longer using, Henley House will gladly take them off your hands.

Our ladies and gentlemen were so used to having these with them, that some residents are asking for their “purse or wallet”.

When we get used to having something with us all the time, all of a sudden we don't have it any longer and we feel lost and out of sorts until we have it again.

Please feel free to drop off purses and wallets at the recreation office on 2nd floor or at the front office.
Thanking you in advance
Life Enrichment Department
PLEASE NOTE:

On the first full week of every month, clothing that has not been claimed will be placed in the wellness Room (1ST FLOOR by elevators) for one week. Please look at the clothing to see if anything belongs to your loved one. If you find clothing that belongs to your loved one, please take it to the Nursing station, fill out an inventory sheet and give clothing as well as the inventory sheet to the staff. They will then ensure it is taken down to laundry to be labelled and returned to the resident.

If you are bringing in new clothing for your loved one, it must be inventoried and labelled before resident wears it. Please bring all new clothing to nursing station so that the proper procedure may be followed.

Family Council Meetings

HENLEY HOUSE FAMILY COUNCIL [HHFC]  
we work in the "best interests of our residents"
Chair – Louis Bonomi
Vice Chair – Barbara James—Joe
Secretaries – Renee Hoculik
Treasurer – Tibby Schauer
Staff Liaison – TBA
Family Council Network 4 Representative – Barbara James-Joe
The next Family Council Meeting will be held on Wednesday September 9th in the celebration Room 10:30 a.m.—12:00
YOUR LEADERSHIP TEAM

Heather Colyer - Administrator - hcolyer@primacareliving.com - x4502
Tracey Hrick - Business Manager - thrick@primacareliving.com - x4600
Cherie Rak - Assistant Director of care - crak@primacareliving.com - x4537
Shelly Daubney - Unit Clerk - sdaubney@primacareliving.com - x4501
Sandy S
Rachelle Crumb - Food & beverage manager - rcrumb@primacareliving.com - x4504
Pam Hocaluk - Life Enrichment Manager - phocaluk@primacareliving.com - x4552
Tina Tang - Director of Informatics & Quality - ttang@primacareliving.com - x4529
Rob Sachvie — Environmental Supervisor - rsachvie@primacareliving.com - x4506
Rev. Jay Kneale - Pastoral Coordinator - jkneale@primacareliving.com - x4528

INFORMATION STATIONS

Lakeside - 4526
Lancaster Park - 4525
Montebello Park - 4508
Centennial Gardens - 4523
Morningstar Mill - 4524
Woodend Park - 4522
Nurse Manager - 4542

SOCIAL WORKER

Hi, I’m Sandy Saczkowski.

I have worked in Social work for the past ten years, with experience in private practice, various levels of government, hospitals, not for profit organizations as well as different community groups.

In my spare time, I enjoy spending time with my two little papillon dogs, reading, gardening and doing Sudoku.

While I am originally from Montreal Quebec (oui, je parles francais), I am currently a resident of St. Catharines.

I so look forward to meeting all the residents and getting to know you and your families. I am excited to work in collaboration with our staff to ensure you are cared for in mined, body and spirit. It is such an honor to be able to walk with each of you in this phase of life, with all it brings.

Sandy
Just a reminder to all families that curling irons are not allowed in resident rooms. Curling irons can cause injuries to the resident who is using it as well as anyone else who comes in contact with a hot curling iron. If your loved one has a curling iron it must be left at the Nursing station with the resident name on it. You may ask for it at the nursing station when required. The safety and well being of your family member and all residents is one of the things that we strive for on a daily basis.

DID YOU KNOW?

Seasonal influenza vaccine programs are one of the most important steps in protecting residents from contracting influenza. The vaccine is tailored each year to what the World Health Organization anticipates will be the circulating strains of influenza in the general population in the coming year.

We at Henley House are preparing for the season. Your nurse maybe calling you to get consent to give your loved one the vaccine, once Public Health releases it. We are also completing lab work to help us to learn how well your loved ones’ kidneys are functioning, in the case of needing to give Tamiflu in the event of an outbreak.

Cherie Rak, ADOC

It is hard to believe that in a week the children head back to school and life takes on some sense of semblance and order.

I remember that I would be more excited than the children when it was reaching this time. Though, through out the summer I would hear “I’m bored” more than a few times, I started to hear “Summer can’t be over, we just started. There’s so much I still want to do.” I would think that it can’t come fast enough. Oh...that first day of school. Preparing all the night before, rushing in the morning, sending them off with lunches, new clothes, backpacks & school supplies. Oh, the sheer joy.
Now it was me time...savour that cup of tea on the porch watching the bustling neighbourhood with children all rushing off to begin the day and other parents like myself smiling as we started to hear quiet. Oh, how nice was that.
Now, years later, it seems we have too much quiet at times. Children are all grown and gone from home. No more do I hear the bellows of “MOM” on a quiet morning.

Yes, I love them dearly, but the quiet is so peaceful.
September Newsletter submission for Primacare

September is a very exciting month with the launch of the fourth year of our *Aiming High Together* Quality Awards program. The unique aspect of this program is that it is peer/stakeholder nominated. Staff, residents/families, service providers, volunteers, students and our Councils are asked to consider nominating a staff member in one of five categories:

- Leadership Excellence
- Community Outreach
- Making a Difference
- Workplace Culture
- People Focused Quality Care + Service.

Your Administrator will be hosting information sessions on the awards program in September if you would like to know more. Details regarding each of the award categories, nomination and selection processes and the awards ceremony are all available in the Quality Awards Program Overview and/or Fact Sheets available from your Administrator or at the reception desk. Nomination Forms will be available at the reception desk commencing September 28.

The awards are judged by an expert panel using criteria based on Primacare’s 5 pillars of excellence. Using a points based system, the highest scoring nominee in the areas of initiative, creativity, collaboration, innovation and impact in each award category will be announced as the award recipient.

Some key dates to keep in mind:

- Nomination forms available at the reception desk: September 28, 2015
- Final date for nomination forms to be returned to special mailbox at the reception desk: October 30, 2015
- Award winners announced in each LTC Home: November 12, 2015
- Award luncheon to celebrate our winners in late November, 2015.

Please take a moment to have a look at the program and consider nominating a staff member, team or department you think best embodies excellence in any of the categories. I would like to thank all of those who take the time to complete a nomination form and provide supporting documentation. The heart of a Home is the dedicated staff who come to work every day to make a difference in the lives of the residents who call it home. We proudly Aim High Together to be the best Home we can be.

I look forward to chairing the awards panel this year and hearing from you through the nomination process. If you have any questions regarding this years Aiming High Together Awards program, please see your Administrator or contact me directly.

Best regards,

Jill Knowlton
Managing Director