

### Director's Message

As we welcome the month of May, we embrace the beauty and warmth that this time of year brings. May is a month of renewal and growth, a time to enjoy the blossoming flowers, fresh green leaves, and gentle breezes. It's perfect for new beginnings, whether it's exploring new hobbies, starting a garden, or simply taking a moment to relax and reflect.

We're proud to share that our team has been awarded the **AdvantAge Ontario Workplace Quality and Innovation Award**. This recognition celebrates our ongoing commitment to creating a supportive, forward-thinking workplace where innovation thrives. Congratulations to everyone whose dedication and creativity made this achievement possible!

**World Hand Hygiene Day** on May 5 serves as an important reminder of a simple task that helps prevent the spread of infection. Hand hygiene saves millions of lives every year when performed at the right moments. Let's come together and continue to make a difference by washing our hands often. Proper hand hygiene can reduce the transmission of respiratory infections by up to 23%, and gastrointestinal infections by up to 48%. Washing your hands with soap and water

for at least twenty seconds is one of the most effective ways to prevent the spread of germs and keep yourself and others healthy.

**National Nurse's Week** is celebrated this year from May 12-18 with the theme for 2025 being "The Power of Nurses to Transform Health." This theme underscores the remarkable influence that nurses and all healthcare workers have in shaping healthcare, driving innovation, and advocating for person-centered care. Their care, compassion, and expertise contribute to the health, safety, and wellbeing of our residents. Each of them is a vital member of our Colour It Care team! I commend their efforts and thank them for their commitment to our "Colour It Your Way" promise and person-centered care.

This month also offers a wonderful chance to honour and celebrate all the mothers and extraordinary women who inspire and uplift us daily. Through cherished memories, kind words, or comforting hugs, their presence is a treasured gift. Wishing everyone a Happy Mother's Day!

Our priority remains the safety and wellbeing of everyone who lives and works in our homes. With various viruses still circulating in the community, we kindly remind you to perform hand

hygiene with alcohol-based hand rub when visiting. Please remember to sanitize your hands upon arrival, before leaving, and after any contact with a resident. If you are feeling unwell, we ask that you reschedule your visit for another day.

Until next time, keep Colouring It Your Way!

Jennifer Cornell,  
Director of Long-Term Care & Senior Services

## Around The Home



We decided the best way to welcome the arrival of April was with a pizza luncheon for both residents and staff. Big Cheese Pizza, right here in Markdale, provided a delicious lunch for everyone to enjoy, and that was no April Fools' joke.

The Walk Grey County Challenge is a program designed to encourage residents to stay active by setting a fun and engaging goal: spotting all twenty historic Grey County sites displayed throughout the home. The initiative not only promotes walking or wheeling but also serves as a wonderful conversation

starter for residents as they stroll with family members or staff.







during that time, she became so much more than her title.

She was the keeper of knowledge, the master of our collective agreements, and the person who kept us all organized. More importantly, her unwavering commitment to the residents and their families was truly inspiring. Christina's unique ability to balance professionalism with deep compassion has left a lasting impact on everyone she worked with.

Her presence will be deeply missed, but her legacy will continue to be felt throughout Grey Gables. We wish Christina all the very best in this next chapter and sincerely thank her for the incredible contributions she has made over the years.



Saying goodbye is never easy, and after more than 36 years of dedicated service to Grey Gables, Christina Lanktree's retirement and celebration with the residents on April 4 was truly bittersweet. Christina served as our beloved Office Coordinator for over three decades, and







From our home to yours, we hope everyone enjoyed a joyful Easter weekend filled with sunshine, springtime blooms, and naturally, plenty of chocolate. Here's to sweet moments and lasting memories with the people you love.





As with any health facility, we have procedures in place to protect the health and safety of the people we care for, their friends/family, as well as our staff. Please help us by making sure if you are ordering flower arrangements, they are low-scent flowers. The Easter lily, although a beautiful blossom, causes problems for several staff & Residents due to its strong scent.

Thank you in advance for your support and understanding.



## Notice of Assessment

We would like to remind residents and families of the importance of providing the 2024 Notice of Assessment (NOA) for residents who are eligible for the Rate Reduction program. Please provide a copy of the 2024 NOA to the Business Office upon receipt. If you have questions, please contact the Office Coordinator, Erin Brick, at [erin.brick@grey.ca](mailto:erin.brick@grey.ca) or at (519) 986-3010.

## Allergy Alert

With both springtime & Mother's Day being popular occasions to send flowers we just wanted to remind everyone of our non-scent policy.

## Closet Clean-Up

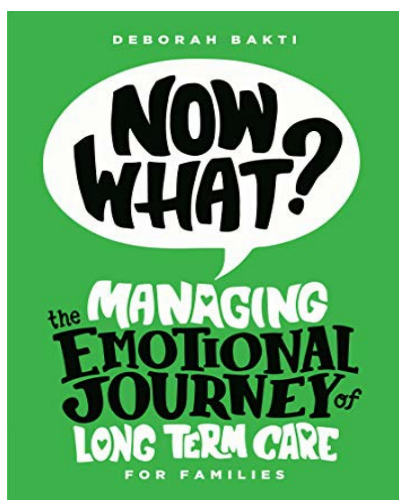
Although it is hard to believe with the unpredictable April weather, it is great to

see spring has sprung in Grey County. This is an ideal time of year to switch out the winter clothes for some more seasonal wear. **Please don't forget to add a sun hat to your residents wardrobe.** We hope to move some activities outdoor in the near future and sun protection will be important. Also, please ensure all personal items are labelled before being stored in resident rooms. Items requiring labelling can be left at the nursing station.



## Educational Opportunity

Looking for a new read? “Now What? Managing the Emotional Journey of Long-Term Care for Families” is available to borrow from Grey Gables.



Deborah Bakti's insightful book provides support for individuals navigating the emotional journey when a loved one becomes a resident of a long-term care home. It also focuses on building trusting and compassionate care partnership between care homes and families. Deborah worked as an executive in seniors' care for 11 years, and during that time she became a resident's family member three times, with her husband, mom, and dad. Her professional and personal experience lend well to this thoughtful, relatable read.

Deborah has provided educational sessions for families, our leadership team, and members of our Colour It Care team. These sessions have introduced valuable tools and resources to help foster relationships and enhance the overall care experience.

If you would like to borrow a copy of this book, please contact Kim Mustard at 519-986-7529 or email her at [kim.mustard@grey.ca](mailto:kim.mustard@grey.ca)

## Family Council

Due to our continued challenges with outbreaks throughout the home, we made the difficult decision to cancel our Family Council meeting for the month of April.

We are excited to welcome our BSTU Coordinator, Nadine Muir to our May meeting. Nadine will provide us with an update on our Behavioural Supports Ontario (BSO) program and the

Behavioural Supports Transitional Unit (BSTU).

Please join us for a hybrid meeting combining both in-person and virtual platforms this month. Please note the slight change in date as we will be meeting in the Heritage Room on:

**Thursday May 22, 2025**

**at 11:00 a.m.**

For those who want to join us virtually please click the Zoom Meeting [link](#).



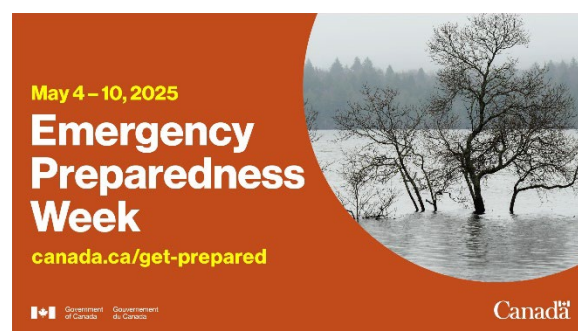
## Emergency Code Review

### Code Orange Review

In the event of an external disaster, community utility failure, air exclusion event, severe weather event (including weather watches and warnings), severe air quality issues, wildfire danger and/or if the location is requested to provide emergency shelter to an external group (emergency reception), a Code Orange will be called to alert team members, visitors, and residents and prompt an appropriate response in accordance with the location's Code Orange Emergency Plan.

Policies for Code Orange provide direction for all these types of emergencies. We also have pre-event checklists for situations such as winter storms or the recent Solar Eclipse that promote preparedness rather than reactivity.

Local Municipalities, and Grey County also maintain policies to address these types of situations and if criteria is met, would declare a state of emergency.



### National Emergency Preparedness Week May 4 – 10, 2025

Emergency Preparedness Week (EP Week) is a national awareness initiative and an opportunity for you to take action to ensure you're prepared to protect yourself, your family and your community during an emergency.

This year, the theme is **Be Prepared. Know Your Risks**. We encourage you to understand the risks in your area and learn what actions you can take to protect yourself and your household.

For more information, check out the Government of Canada's Emergency Preparedness [website](#).



## IPAC Tip

### Hand Hygiene Day 2025



**It might be gloves. It's always hand hygiene.**

Medical gloves are used in healthcare and are defined as disposable gloves used during medical procedures. These gloves can get contaminated as easily as bare hands and do not protect 100%. When worn, gloves should be removed, for example:

- after touching a resident and hand hygiene performed immediately as per the [Public Health Ontario's 4 Moments for Hand Hygiene](#).

**Whether or not gloves are worn, practicing proper hand hygiene at the right times and in the correct manner remains one of the most crucial**

**measures to protect both residents and healthcare workers.**

Hand hygiene audits are conducted in each of our long-term care homes, ensuring that best practices are consistently followed to protect the health and safety of both residents, visitors and staff.

- Check out our Hand Hygiene compliance posters that are posted at the front door.

For more information on glove use and World Hand Hygiene Day, click this [link](#).

## Colour It Academy



### Be Active This Spring

As the weather warms up, it's the perfect opportunity to get outside and enjoy the benefits of walking. Walking enhances mental, social, and physical well-being, improves balance, posture, and muscle strength, and provides a wonderful chance to connect with others. Committing to a 30-minute walk each day can help you achieve the following:

- **Improved Cardiovascular Health:** Regular walking helps



lower blood pressure, reduce cholesterol levels, and decrease the risk of heart disease and stroke

- **Better Blood Sugar Control:** Walking, especially after meals, can help manage blood sugar levels and reduce the risk of type 2 diabetes
- **Enhanced Bone and Joint Health:** Walking strengthens bones and muscles, improves joint flexibility, and reduces the risk of osteoporosis
- **Weight Management:** Walking helps burn calories, which can aid in maintaining a healthy weight and reducing obesity-related health issues
- **Boosted Immune System:** Regular physical activity like walking can enhance the immune system, making it easier to fight off illnesses
- **Reduced Anxiety and Depression:** Walking can improve mental health by reducing symptoms of anxiety and depression and boosting overall mood
- **Improved Balance and Coordination:** Walking helps improve balance and coordination, which can reduce the risk of falls
- **Social Interaction:** Walking with friends or in groups can provide social benefits, reducing feelings of loneliness and isolation

## Diversity and Inclusion Calendars



The 2025 Diversity Calendar provided by the Ontario Centers of Learning, Research, and Innovation in Long-Term Care This thoughtfully curated calendar celebrates the rich tapestry of cultures, traditions, and experiences that make our world a vibrant and diverse place.

The calendar provides a go-to place to keep track of dates that may have special meaning for LTC residents, families, and team members: religious and spiritual days of significance, cultural celebrations, awareness days and health promotion days. Staying aware of these days and scheduling activities around them will help us create an inclusive home, 365 days a year.

[Click here](#) to view the Culture and Diversity Calendar for May 2025.

## Leadership Team

You can reach the home at 519-986-3010.

Our phone system allows callers to navigate using the dial pad, or voice commands to connect directly with a member of the leadership team or

department. Please listen carefully to the menu options when calling the home.

**Shannon Cox**, Executive Director  
519-986-7577, [shannon.cox@grey.ca](mailto:shannon.cox@grey.ca)

**Cynthia Merrifield**, Director of Care,  
519-986-4402,  
[cynthia.merrifield@grey.ca](mailto:cynthia.merrifield@grey.ca)

**Leah Cantlon**, Nurse Practitioner  
519-371-6543, [leah.cantlon@grey.ca](mailto:leah.cantlon@grey.ca)

**Drake Hall**, Nurse Practitioner  
519-369-7578, [drake.hall@grey.ca](mailto:drake.hall@grey.ca)

**Cherie Diaz**, IPAC & Wellness Manager  
519-986-0152, [cherie.diaz@grey.ca](mailto:cherie.diaz@grey.ca)

**Crystal McKay**, Resident Care  
Coordinator, 519-986-4077  
[crystal.mckay@grey.ca](mailto:crystal.mckay@grey.ca)

**Leslie McCutcheon** Resident Care  
Coordinator, 519-986-2355  
[leslie.mccutcheon@grey.ca](mailto:leslie.mccutcheon@grey.ca)

**Nadine Muir** BSTU Coordinator,  
519-986-7576 [nadine.muir@grey.ca](mailto:nadine.muir@grey.ca)

**Kim Mustard**, Resident and  
Family Services Manager  
519-986-7529, [kim.mustard@grey.ca](mailto:kim.mustard@grey.ca)

**Crystal Lucas**, Nutrition Manager  
519-986-4222, [crystal.lucas@grey.ca](mailto:crystal.lucas@grey.ca)

**Ron Sackett**,  
Maintenance Manager, 519-986-4773  
[ron.sackett@grey.ca](mailto:ron.sackett@grey.ca)

**Erin Brick**  
Office Coordinator, 519-986-3711  
[erin.brick@grey.ca](mailto:erin.brick@grey.ca)

**Jodi Simonato**, RAI Coordinator  
519-986-1832, [jodi.simonato@grey.ca](mailto:jodi.simonato@grey.ca)

## Let's Connect

We want to hear your **suggestions, questions, compliments or concerns.**

There are lots of ways to share your feedback with us.

1. Fill out a Let's Connect comment card and drop it in our confidential Let's Connect box.
2. Speak directly with our Executive Director or with any manager on duty.
3. Email your feedback to the Grey County Support Services Office at [Long Term Care Feedback](#).
4. For emergencies or urgent concerns, please contact any member of our team.

