



**Markhaven**  
Home for Seniors



# April Newsletter 2023

## UPCOMING EVENTS

**April 10th - Easter Celebration at  
2:30PM with Rosita Stone**

**April 18th - Wine & Cheese Social at  
2:30PM**

**April 20th - Birthday Celebration at  
2:30PM with Natalie Wong**

**April 25th - Diner's Club: Swiss  
Chalet at 12:00PM**

**April 29th - Entertainment with Emilio  
at 2:30PM**

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**54 Parkway Avenue, Markham, Ontario L3P 2G4**

**905 - 294 - 2233**





# Insiders News



## Nursing Update



**THE DENTIST IS COMING!**

**ON-SITE DENTAL DIRECT will  
be at Markhaven**

**On Tues., April 25th, 2023**

**Please call the office directly to  
book an appointment at:  
437-887-1134  
or email us at:  
[admin@onsitedentaldirect.com](mailto:admin@onsitedentaldirect.com)**

## Recreation Update

We would like to welcome everyone  
to watch as we hatch duck eggs!  
Make your predictions, when will  
they hatch?



Incubator will arrive on Monday April 3rd  
and will be located in the Neely

## Visiting Update

Attention families & visitors, as we  
move towards a passive screening  
process. In order to enter Markhaven,  
you will have to buzz the nurse and they  
will provide entry. We know that some  
families have access cards and may use  
that for entry for the time being as we  
will be using a keypad entry in the near  
future.

# Markhaven Family Council

- April 2023 Newsletter -

**Markhaven Family Council Contact Info:**  
**markhavenfamilycouncil@gmail.com**



## **WHO ARE WE?**

Family Council welcomes all family members and friends of current and former Markhaven residents. The best advocates for residents are their family members and friends.

## **WHAT DO WE DO?**

The role of the Family Council is to:

- support residents and family members
- provide advocacy
- provide education
- provide ways to problem-solve

**The focus of the Family Council is on resident care and resident needs.**

Everyone on the Family Council email list receives important information about LTC in the media, current Ministry updates and all communication sent out by the Markhaven office. Attendance at meetings is strongly recommended, but not required to be on the Family Council email list. 😊

## **FAMILY COUNCIL EXECUTIVE**

**Marg Calver – Chair**  
mwcalver@gmail.com

**Shane Taylor – Vice Chair**  
shanetaylor18@gmail.com

**Narinder Kainth – Treasurer**  
midwifelily84@gmail.com

**Linda McLean – Secretary**  
logicallylinda50@gmail.com

## **SPECIAL GUEST**

Esther Spencer, Director of Care of Markhaven was our special guest speaker on March 23<sup>rd</sup>, 2023. To obtain a link to watch her recorded presentation please email us!

Our next Family Council Meeting date will be sent to Family Council Members via email. Stay tuned!

The Fixing Long-term Care Act is the governing document for long-term care in Ontario.

The foundation of the Act is the Residents' Bill of Rights.

"The fundamental principle to be applied in the interpretation of this Act and anything required or permitted under this Act 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."

The Act emphasizes the importance of progressive, resident-centered models of care. "44 (2)(b) to advance and share research on innovative and evidence-informed person-centered models of care."

The Glebe Centre in Ottawa is in the process of transforming to a resident-centered model of care. The Glebe was featured in a recent presentation, "A Journey of Change: From Institution to Home", sponsored by CARP and FCO. Here is the link to the presentation.

<https://www.youtube.com/watch?v=5fqFslZsg8w>

Toronto Municipal LTC Homes are transitioning to an emotion-based, resident-centered model of care, called CareTO. There will be a presentation on April 5, sponsored by CARP and FCO. **For more information, please copy and paste this link into your web browser:**

<https://changeltcnow.ca/2023/03/16/webinar-april-5-2023/>

The Long-Term Care Act can be viewed on the e-laws website at this link.

<https://www.ontario.ca/laws/statute/21f39#BK83>

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All family members and friends of residents are encouraged to be on the Family Council email list. Attendance at meetings is not required to be on the contact list.

Family members and friends are the best advocates for residents. The Family Council sends out very important information about long-term care, including updates from the Ministry of Long-Term Care, media reports and information sent by Markhaven management. Long-term care facilities are mandated to have a Family Council.



# Special Events & Activities

## Special Events

This past month here at Markhaven we've had several events and activities consisting of events such as St. Patrick's Day, Birthday Celebration for our March Celebrants, also had our monthly Wine & Cheese Social and Diner's Club and being able to enjoy eating together and socializing with co-residents within Markhaven.



## Our Wonderful Entertainers



We would like to thank our entertainer, Kelly Davies & Shannon Graham for their wonderful performance.

## Highlights

More Photos



Happy Birthday to all our March Celebrants!



# Special Events & Activities

## Special Events

During our Diner's Club, we had an amazing performance from our very own Director of Care, Esther whom graced us with a piano performance coupled by co-residents singing along!



## Wine & Cheese Social

Here are some highlights of our Wine & Cheese Social



## Activities

Other highlighted activities in Markhaven.





# Meet Our Team

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## Markhaven Leadership Team

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My name is Janice and I am the Executive Director. I have been married to the love of my life for 39 years. We have 3 children, 4 grandchildren and one crazy Bernadoodle named Lulu after Honolulu. I love to shop, travel and spending time with my family, especially my sweet grandkids. I am honoured to work at Markhaven and look forward to seeing all that the Lord does for us.

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My name is Alfred, I am the Director of Finance. I have been an accountant with many years of working for non-for-profit organizations. I enjoy travelling, hiking, music and animals.



Hi, my name is Esther Spencer, and I am the Director of Care. I am from the Caribbean island of Antigua and have been a nurse for 40 years. I enjoy working in long-term care. I am married and mother of 3 children and 8 grandchildren. My hobbies are reading and music.

# Meet Our Team

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## Markhaven Leadership Team

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My name is Jason Ramoutar. I am the Environment Service Manager for Markhaven. I've been married to my wife coming up in July of 5 years we have a 3 year old daughter together and a 10 year old dog. I'm excited to be working for Markhaven and making it a loving community for a loved ones.

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I am Marleys Shortte. I'm originally from the Caribbean Island of St. Vincent & the Grenadines but have made Canada my home for the past 22 years. I have one child, my daughter Jhordyn. I enjoy spending time with my family and friends doing activities such as dining, playing board games, shopping, and traveling.



My name is Jon Waddington. My wife and I have 2 children, a boy and a girl, with another baby girl on the way, and 2 dogs. As a family, we love going to the cottage year-round and go snowmobiling, four wheeling, and swimming. My favourite things to do are playing soccer and music with my family and friends.



# Meet our Team

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## Markhaven Leadership Team

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My name is Lourdes, I am the accounting supervisor. I have been married to my husband for 32 years and together we have 3 daughters. Our eldest daughter just got married in Hawaii last October 2022. We have a hybrid dog named Sydney that we love to spoil. My husband and I enjoy going to the movie theatre, cheering on the Toronto Raptors, and spending time together travelling as a family at least once a year.

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My name is Christine Mills I am Resident Coordinator. I live in the Durham Region, have been married for 27 years, have 2 children and 2 dogs. I enjoy listening to music, watching movies, travelling and exploring the great outdoors. My favourite food is pizza, favourite color is orange, favourite sport is American football "GO STEELERS!" My office is located on the second floor by the main elevator accross from the library.



Kristina is the Food Service Manager and is a member of the Canadian Society of Nutrition Management. She has been working in the food industry for over 10 years in the capacity of quality assurance, food product development and as a Dietitian. She was born and raised in Jamaica and moved to Canada 5 years ago. She enjoys food and travel. In her spare time, she enjoys cooking/baking, socializing and entertaining friends and family and loves visiting new places.



# Meet our Team

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## Markhaven Leadership Team

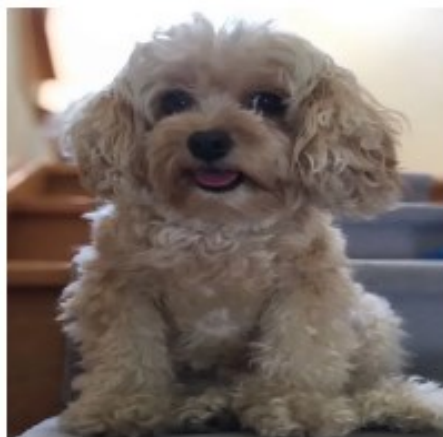
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Hello, my name is Karen, and I am thrilled to introduce myself as the registered dietitian here at Markhaven. With four years of experience as a registered dietitian, I have had the pleasure of working in various settings, primarily in long-term care homes. I am passionate about working with both elderly individuals and young children, and I find it extremely fulfilling to make a difference in their lives through nutrition. I graduated from the University of Manitoba and used to live in Winnipeg before moving to Toronto. Additionally, I have a beloved pet betta fish named Goldie. In my free time, I enjoy travelling, reading, cooking, and maintaining a healthy lifestyle.

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Hello my name is John, and I am the Recreation Manager here at Markhaven. I have been working in recreation for 10 years. I was born in the Philippines and moved to Canada when I was 11 years old. I have 3 children and a dog. I enjoy engaging in playing multiple sports, especially basketball. I love nature and occasionally go out for daily strolls. I value spending time with family and friends, and a good cup of coffee.



Meet Champagne! Our Casual Support Dog for the Administration Team! She enjoys exploring the office and spending time staff, getting lots of treats and lots of cuddles. Come and say "Hi" when I visit, I love meeting new people.



# Employee Recognition

## Employee of the month!



Alma was nominated by her peers and was awarded for her consistency and excellent performance and her willingness to go above and beyond. She provides superior care and residents are always well-dressed and groomed when she cares for them. She is always smiling, she is a team-player and she always show respect to residents, family members and co-workers. Also, her attendance for the month was superb.

## Happy Retirement



Joan Richards has been with Markhaven since March 1, 2004 as a Personal Support Worker. She currently works on our Paramount/1South Home Area.

We are honouring her 19 years of tireless service to our team, and celebrating the legacy of hard work and dedication left behind.

With heartfelt congratulations on your retirement!

## Markhaven Family

Please extend a warm welcome to our new hires:

Lisa Buchkowski - PSW

Kadion Small - PSW

Adesuwa Adun - PSW

Daniel Ranin - Housekeeping

Mary Leung - Spiritual Care



## Spiritual Reading



The theme for this month is "renewal." Just as the Earth is renewing itself with the arrival of spring, you too can take this opportunity to renew your spirit and your connection with the divine.

Take some time this month to go outside and connect with nature. Take a walk in the park or go for a hike in the mountains. Allow yourself to be fully present in the moment and appreciate the beauty of the natural world.

In addition to spending time in nature, take some time for self-reflection. Set aside some quiet time each day to meditate, journal, or simply sit in silence. Use this time to connect with your inner self and to listen to the guidance of your intuition.

As you focus on renewal this month, pay attention to any areas of your life that may need to be refreshed or renewed. This may include your relationships, your career, your spiritual practice, or any other aspect of your life that is important to you.

Remember that renewal is a process, and it may take time to see the results of your efforts. Be patient and trust that the universe is supporting you on your journey.

As you move through the month of April, stay open to new opportunities and experiences that may come your way. Trust that these experiences are meant to help you grow and evolve, and embrace them with an open heart and mind.

May this month bring you a renewed sense of peace, purpose, and connection with the divine.

## Phone Directory

**Executive Director:** ext. 3304  
Janice Pitts  
janice.pitts@markhaven.ca

**Director of Care:** ext. 3303  
Esther Spencer  
esther.spencer@markhaven.ca

**Environmental Services Manager:** ext. 3305  
Jason Ramoutar  
jason.ramoutar@markhaven.ca

**Food Services Manager** ext. 3307  
Kristina Grant  
kristina.grant@markhaven.ca

**Resident Services Coordinator:** ext. 3308  
Christine Mills  
christine.mills@markhaven.ca

**Director, Fundraising & Volunteers:** ext. 3401  
Laurie McClelland  
laurie.mcclelland@markhaven.ca

**Chaplain:** ext. 3404  
chaplain@markhaven.ca

**Recreation Manager:** ext 3309  
John Sarcilla  
john.sarcilla@markhaven.ca  
recreation@markhaven.ca

**Home Area Nursing Stations**  
Parkway (1 North) ext. 4317  
Paramount: (1 South) ext. 4310  
Toogood (2 North) ext. 4318  
Springdale (2 South) ext. 4312