

Inside Markhaven

March 2017

54 Parkway Avenue, Markham, Ontario L3P 2G4 905-294-2233



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Office Hours

The office will be open:
8am - 4pm Monday to Friday

Afternoon Tea

Dear Readers, In keeping with innovative activities within the programs department, we are planning our 2nd Afternoon Tea on April 21st at 2:30pm inside the Neely Auditorium. Residents may invite up to 2 guest, and up to 15 residents can attend the event. Please remember, this is an activity not a **special event**.

In our modified version of an Afternoon Tea, we would like you to supply your loved one with a jacket/cardigan (male) and a hat/cardigan (female). In addition, we asked that all family members and/or friends attending, to please wear similar attire. There will be tiny sandwiches, scones, cakes and tea, including many conversations.....

Family members or guests wishing to attend please RSVP to rasheeda.headley@markhaven.ca or call 905 201-3309 by **Tuesday, April 17th at 3:00 pm.**

Should you have any questions, please do not hesitate to contact me.

Thank you in advance for your cooperation.

Lost and Found

There will be a display of our Lost and Found items in the Staff training room from Fri. April 7 to Mon. Apr 24 /17. After this time all items not claimed will be donated to charity. Our staff training room is on our second floor directly beside our library.

If you find any items belonging to your loved one would you please bring the items to the office and we will gladly label the items with the resident's name and room number free of charge.

Family members are very welcome to order our resident clothing labels at no cost from our office if you prefer to iron them on the resident's clothing. At this time I would ask our Family members to please go through the resident's wardrobe and dressers and take home any clothing and other items the resident is no longer wearing and or using. Thank you for your assistance!



Message from Family Council

Special Saturday afternoon entertainment is being sponsored by the Family Council on Saturday, March 25th, at 2:30 pm in the Neely Room. Plan to come and bring your loved one to enjoy this event.

The Family Council purchased one Perfect Petzz cat for each unit. The cats are available at the nursing stations. Families are able to use the cats when visiting their loved ones.

The Family Council will meet on Thursday, April 27th, at 7 pm in the Neely Room. The speaker will be Jennifer Mason, a Psychogeriatric Consultant with York Region. Jenn will talk about dementia and strategies to help us deal with caregiver stress. After Jenn's presentation there will be a round-table discussion of topics of common interest. Please mark your calendars and plan to come and meet with other family members and friends of residents.

Important Notice

To All Family/POA's— Going away on vacation?

If you will be going away on vacation we ask that you please bring a letter to our administration office with your name, the resident's name and the names and phone numbers of the people our staff is to contact in your absence.

If you are unable to come to Markhaven's office during our regular business hours, you are welcome to drop off the letter in our office mailbox which is located in the front lobby. It is the black wire basket on the wall directly beside the door leading to our office. Please write on the envelope "Attention to the office staff" this way anyone of our office staff will be allowed to open the letter with your directions inside it. Please remember the office is open Mon-Fri 8:00am-4:00pm and mail is only opened during this time.

You may also email the information prior to leaving on vacation to both resident.services@markhaven.ca AND lorna.campbell@markhaven.ca . We must request both staff members be emailed in case one is not available.

Thank you for your assistance!



Program Department



March Activities!

Creative Writing

When: March 1

Time: 2:00 pm

Where: Neely Auditorium

St. Patrick's Day Celebration

When: March 17

Time: 2:30 pm

Where: Neely Auditorium

Outing

When: March 20

Time: 10:00 to 2:00 pm

Where: Markville Mall

Exotic Animals

When: March 24

Time: 2:30 pm

Where: Neely Auditorium

Entertainment

When: March 25

Time: 2:30 pm

Where: Neely Auditorium

Irish Soda Farls with Sean

When: March 27

Time: 10:30 am

Where: Neely Auditorium

Residents' Birthday Party

When: March 29

Time: 2:30 pm

Where: Neely Auditorium

April Activities!

Herbal Tea with Sean

When: April 24

Time: 10:30 am

Where: Neely Auditorium

Exotic Animals

When: April 14

Time: 2:30 pm

Where: Neely Auditorium

Afternoon Tea

When: April 21

Time: 2:30 pm

Where: Neely Auditorium

Entertainment

When: March 25

Time: 2:30 pm

Where: Neely Auditorium

Residents' Birthday Party

When: April 26

Time: 2:30 pm

Where: Neely Auditorium

Note:

For further information on upcoming scheduled activities and special events, please visit Markhaven's website under "Markhaven Services".

Additionally, our monthly activity calendars are posted on the bulletin board in each unit and activity room. Additional communications are posted in the elevators and the main floor North East corridor.

Management Team

To reach any manager, please call 905-294-2233 and then the appropriate extension.

Executive Director ext. 3304

Mike Bakewell
Mike.bakewell@markhaven.ca

Director of Care: ext. 3303

Lorna Campbell
Lorna.campbell@markhaven.ca

Director of Program Services: ext. 3409

Rasheeda Headley
Rasheeda.headley@markhaven.ca

Chaplain: ext. 3404

Francis Welch
chaplain@markhaven.ca

Director of Support Services: ext. 3307

Arjun Sathyaseelan
arjun.sathyaseelan@markhaven.ca

Resident Services Coordinator: ext. 3308

Brenda Wilson
resident.services@markhaven.ca

Maintenance Manager: ext. 3305

Stephen Lowe
maintenance@markhaven.ca

Manager of Fundraising & Volunteers: ext. 3401

Laurie McClelland
laurie.mcclelland@markhaven.ca

Office Manager & HR Coordinator: ext. 3301

Andrea Firth
andrea.firth@markhaven.ca

Nursing Update

Markhaven exceeded its immunization target for the 2016/2017 flu season with the home's staff vaccination rate at an outstanding 96% and residents' vaccination rate at a whopping 94%.

In October 2016 the home launched its flu campaign to align with the annual Infection Prevention and Control (IPAC) week. The campaign was organized by members of Markhaven's IPAC Committee.

Education was provided to staff and residents as well as to families via Markhaven's Newsletter on flu myths vs the flu. Each unit was challenged to create their own infection control board which was an excellent promotional tool.

These boards enabled staff to engage each other as well as visitors in conversations about the flu and the flu shot. Flu clinics were set up in the OTN and RAI rooms. Michelle and Mariel, as well as other nurses, were readily available to administer the flu shot to staff.

The high number of staff immunized between October and now shows dedication to resident safety here at Markhaven.

We are happy to report that in addition to the high immunization rate, good infection control practices have enabled Markhaven to keep respiratory and other outbreaks at bay.

Important Message

Building Temperature:

Please be advised that our building's environmental systems are struggling to maintain a constant temperature throughout the home during these abnormal fluctuations in outdoor temperatures we've been experiencing.

We are implementing both short-term and long-term measures to address these issues, and we appreciate your patience as we work towards permanent solutions.

If you are finding an area of the building to be an uncomfortable temperature, please ask the nursing station to open a maintenance request in our maintenance software, or speak directly to our maintenance personnel.

Staff Appreciation:

As mentioned in a previous newsletter, Markhaven has begun acknowledging the hard work and dedication of our frontline staff by naming an employee of the month each month. Going forward, we will also be mentioning them in this newsletter each month. To date, the following staff have been named Employee of the Month:

Clive Gayle – Environmental
Beverley Weekes – Programs
Deirdre Willems – Nursing
Anjanie Singh – Dietary
Winnifred Facey – Nursing
Shinder Joshi – Laundry
Mablin Cameron – Laundry
Michelle Ganzon – Nursing

Home Area Naming:

We received a great response to our request for input on naming our Resident Home Areas and the polling is now complete. We will soon be unveiling the new names. Please stay tuned for an announcement, and thank you all for your input!

Storage of Resident Items:

Due to health and safety regulations and fire code regulations we must ask family members/POA's of each of our residents to please remove all items out of the residents' rooms that are being stored on top of their wardrobe, under their bed and/or on the floor in the residents' rooms.

Markhaven must follow the fire code and health and safety regulations for the protection of each of our Residents.

Thank you in advance!