



CARESSANT CARE CONNECTIONS

The monthly newsletter for Staff, Residents and Families



Cobden vets proud to serve

In the fall of 1943, a young Ed Stairs, pictured left above, left his home in New Brunswick to join the Royal Canadian Air Force.

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“I wanted to do my part and serve my country,” says Ed. “I was sent to Winnipeg where I was trained in radio and radar tracking. Then, I was deployed to Kingston, Ontario to become part of The Royal Canadian Corps of Signals to learn Japanese codebreaking. You had to have good hearing and common sense. Once I finished the course it was 1945 and I was sent to the West Coast.”

Once deployed to British Columbia, Ed eagerly awaited his mission aboard a US navy ship that would patrol the West Coast between Seattle and Vancouver listening for Japanese communication. But on August 6, 1945, everything changed.

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Pilot training and peacekeeping

"I was ready to go aboard my ship then we heard that something big had happened and our mission was scrubbed. I was confused. I didn't know what had happened or why we were no longer needed after all that training. Then we learned that Japan had been bombed by the United States. There was nothing more for us to do. Japan surrendered days later after a second nuclear bomb was dropped on Nagasaki."

Ed went from being a trained codebreaker to air traffic control at Comox Airport on Vancouver Island.

"I worked to guide planes that were flying up and down the West Coast. Then that ended and I was faced with no job, no home and an uncertain future."

Ed was given the opportunity to continue with the Canadian Armed Forces Reserves. He took advantage of a program that paid for vets to go to university. "I studied forestry and ended up working for Ontario Hydro for a number of years running power lines. When I got married in Cobden, I decided to go back to the air force. I was given the opportunity to work for the RCAF Institute of Aviation Medicine where I helped to train pilots to fly jets."

During the 1950s and 60s RCAF auxiliary squadrons were based at the Eglinton Hunt Club to defend Toronto during the Cold War. The RCAF Staff School, later the Canadian Forces Staff School, occupied the site from 1960 - 1994 educating over 10,000 military officers prior to closure June 30th 1994.



Just turned 96 in October, Ed is father to four children and granddad to four grandchildren. He has been living at Caressant Care Cobden for 10 years when he moved in with his wife, now sadly deceased. Ed is proud to be an active member of the local Royal Canadian Legion. "I have been a member for 38 years."

Bill Maltby is another Cobden Retirement Home Resident who served his country. He was born in Chatham, Ontario.

"I decided to go into the army, because it was a job and there were no jobs to be found at that time in my life." This was after World War II had ended. "I was 23 years old when I enlisted in the Canadian Armed Forces. I can remember you needed to get up and get at it in the morning. You had to clean and dress up in uniform for morning inspection and off to the field where they would do drills and role play for a real war."

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Bill spent time in Germany as a peacekeeper in the early 1950s.



Bill Maltby today

“After the army, I worked in a veneer plant where I spent most of my working life until I retired.”
“I have been at Caressant Care Cobden for around three years. I like it here. The folks are good to me.”

We thank Ed, Bill and all the vets for their service to our country.

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Lest We Forget!



Bob Proctor, World War II Vet, Resident at Fergus Retirement Home.

Caring for patients in the transitional Unit

Dr. Carola Collins, Medical Director at Caressant Care Woodstock, has been working in long-term care since she was 16 years old when she was a nurse's aide so, she comes by her passion for this sector quite honestly. And it is that passion that guides her everyday and was instrumental in seeing the creation of the ALC Transitional Unit at Caressant Care Woodstock Retirement Home as covered in the October issue of *Caressant Care Connections*.

"I have been sitting on various Pandemic Process Planning Committees and heard back in March about the challenges with ALC (Alternate Level of Care) beds at our local hospitals. I knew we had some empty beds in our retirement home and talked with Carol Bradley, then acting Executive Director at Woodstock Nursing Home, about utilizing those beds. It took lots of discussions with folks at head Office, The Local Health Integration Network and our health partners but we got the ball rolling to create the transition beds to be located at Caressant Care Woodstock Retirement Home."

Dr. Collins knew that this would not be a simple solution as there were some challenges involved in creating an acute care setting within a retirement home. "We had to make sure the section that would house the transition patients would be completely isolated from the rest of the retirement home and that we had the appropriate equipment to treat those patients. Also, these patients would not be covered by the local call group of physicians in Woodstock so I essentially took on these additional patients that would be under my care along with the long-term care residents. There were also no billing codes for these patients that would recognize the level of care these transition patients needed but in the end it all worked out and I am glad to have been part of the program's creation."



As the physician for these patients, Dr. Collins does much of her consulting by phone due to COVID but says she manages to visit the unit once every two weeks to check on patients and confer with medical staff assigned to work on the unit through CarePartners. "Most of the patients that come to the transition unit are waiting for placement in long-term care beds and do require a fair bit of care. We have been successful in discharging a few to home care, which is great. However, we are tending to see a lot more people in need of the level of care that can only be provided in a long-term care home."

Admissions to the transition unit are managed through the LHIN. When a new patient is admitted, Dr. Collins is informed by the patient's attending physician. "We will then discuss care plans, medical history and any issues I should be aware of as I assume care of the patient," she explains.

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“usually within the first week of admission I will do a head to toe assessment, chat with them about their health and meet with family to discuss their loved one’s treatment plan. I will then do a two-week re-assessment.”As many who work in long-term care feel, Dr. Collins sees the residents she cares for as more than just someone who needs medical care. “They are someone’s parent or grandparent. They are very dear to my heart and I am very pleased that Caressant Care stepped up when they did to provide a place for these hospital patients to come and be cared for while waiting to be appropriately placed. I hope this program can continue because I do believe it is badly needed.”



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Caressant Care gives back...

As Caressant Care celebrates 45 years of caring, we wanted to take the opportunity to give a little something back to our communities. Resident Councils at each home were asked to choose a local charity or group to receive a \$200 donation.

- Arthur** - Arthur Food Bank
- Bonnie Place** - Parkinson's Foundation
- Bourget** - Canadian Mental Health Association Champlain East
- Cambridge Country Manor** - Sick Kids Foundation
- Cobden** - Holy Trinity Anglican Church Pembroke (for organ repair)
- Courtland** - Norfolk 4H Association
- Fergus** - Centre Wellington Food Bank



Resident Audrey Spoelstra from Caressant Care Listowel Nursing Home with Major Wendy Johnston of the Salvation Army.



Donation from Courtland Residents Council to Monica Veit for 4H club

- Harriston** - Harriston Food Bank
- Listowel** - The Salvation Army Church
- Lindsay** - Kawartha Lakes Food Source
- Marmora** - The Heart of Hastings Hospice
- Mary Bucke** - Animal Aide
- McLaughlin Rd** - Hospice Kawartha Lakes/ Alzheimer's Society
- Tavistock** - Tavistock Assistance Prgm.
- Woodstock** - Oxford Alzheimer's Society

Safe Feeding at Mealtimes

Seasons Care provides dietary/food services to Caressant Care Homes.

Contributor: Twinkle Patel, RD, Corporate Dietitian



Mealtimes are crucial in a long-term care setting as these times fulfill emotional and social needs of our Residents. While food is needed to meet the nutritional needs of our body, it is also associated with feelings and memories - both good and bad. Mealtimes are also a point of contact for Residents with other Residents in the home, as well as staff.

Many of our Residents however have difficulty with participating in mealtime activities either partially or completely. Providing assistance to Residents during meals not only ensures adequate intake of food and fluids, but also provides them an opportunity to connect with their caregivers. By ensuring that proper assistance is provided to them, we can ensure that our Residents are not worried or stressed about mealtimes but continue to enjoy and look forward to them.

Safe feeding practices are essential in long-term care homes, and particularly important for Residents with dysphagia, as they can significantly reduce the risk of choking and aspirating (breathing in foreign objects). Dysphagia is a clinical term that is used to describe difficulty or discomfort when chewing or swallowing food. Having this difficulty may lead to significant discomfort and serious consequences for Residents, so much that they may start to avoid eating.

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Mrs. J, ready for more cereal?

Let's discuss some basics to keep in mind when helping our Residents at mealtimes to keep them safe and healthy and their mealtimes enjoyable.

First and foremost, let's talk about Hand Hygiene. Hand washing and sanitizing has always been important at mealtimes. Hand washing is as critical at mealtimes, as it is before medical procedures. Your face has various entry ways for germs and microbes making it extremely important to perform hand hygiene before assisting Residents. If you are assisting more than one Resident, perform hand hygiene in between helping each Resident.

There are various provisions put in place to ensure safety of Residents at mealtimes, such as:

- Upon admission to a long-term care home, each Resident has a Diet Order consisting of the Diet Type, Food Texture and Fluid Consistency that they will receive. This diet order is put in place after discussion and agreement with the Resident and family. All staff are required to follow this diet order for the Resident when offering them food or fluid items.
- Sometimes a Resident's diet, texture or fluid consistency have to be modified to meet their specific ability to chew and swallow. Modified textures, such as minced or pureed, help the Residents that have reduced chewing or swallowing ability to consume adequate calories and nutrients without getting tired or having any unpleasant coughing or choking episodes. These modified textures are put in place after discussion with and agreement of the Resident and family to assist in adequate and safe meal intake.



- Some Residents are also offered adaptive devices. These devices help with various physical challenges a Resident may have such as holding a cup, tilting of the head or closing their lips. The adaptive devices help our Residents to eat and drink adequately without having to modify the texture of foods much.
- In order to meet their specific nutritional needs, some Residents may require special interventions which are labelled just for the Resident. These interventions can be high fibre interventions or high energy high protein interventions depending on the additional requirements of the residents and will be accommodated by the home as needed.

It is important that you are aware of all the above provisions (diet, texture, fluid consistency, adaptive devices and interventions) put in place for each and every Resident. This information is easily accessible and can be found on the Dietary Database, in the service areas, or by consulting with a Registered Staff.

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Dining room considerations for pleasurable dining

Fun Fact – Do you know how many mouthfuls there are to a Resident's meal?

A Typical dinner has a minimum of:

- 125 mL potatoes
- 125 mL vegetables
- 125 mL meat/ casseroles
- 125 mL dessert
- 125 mL beverages

Total of 2 ¼ cups of food

36 X 15 mL (Tablespoon) mouthfuls

108 X 5 mL (Teaspoon) mouthful bites per meal

Apart from the food and fluid textures, some other considerations in the dining room to ensure the Residents' comfort during meals are:



- **Feeding Positions:** Ensuring safe feeding position is very important for Residents' comfort and safety. Residents should be sitting upright in their chair (90° angle), chin down & tucked under. Their feet should be flat on the ground. When you are assisting the Resident, your position is equally important. It is important to be seated when helping Residents, to be at eye level with them. If possible, be seated on the Resident's dominant side to assist them.
- **Dentures:** Check their dentures. Confirming dentures are properly placed and securely applied, with dental adhesive will ensure a safe and comfortable feeding experience for the Resident. Ill-fitting dentures can be a cause of great discomfort and can also cause the Resident to choke.
- It is important to ensure the temperature of food and fluid item is appropriate for the Resident to consume.
- Before offering any foods or fluids to the Resident identify the items so they know what is being fed to them. Always inform the Resident what is happening next: "Mr. S, here is another sip of water" or "Mrs. J, are you ready for more cereal?"
- If you have to assist Residents with full feeding assistance – it is important to offer them small teaspoons or bite sized foods at a time. Too much food or fluid at once can increase the risk of choking, and tire them more quickly.

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- Feeding at a moderate pace that the Resident can tolerate will help. Because of dysphagia, Residents may take longer to chew or swallow their food. Give them adequate time, remember, they have to do this 108 times, so allow them the time they need! Be sure the Resident has fully swallowed before offering more food/fluid.
- Residents should remain upright for about 30 minutes after eating/drinking to reduce the risk of any remaining food or fluid residue going into the lungs.
- If a Resident is coughing, choking or pocketing food/fluid, notify a Registered Staff Member immediately!

- Never Serve a Resident if they are not Alert. It is important to be sure the Resident is awake and alert before serving them food or fluid products.
- If a Resident refuse to eat or drink, honor their wishes.

I hope these tips will be useful to help you safely feed our Residents in the dining rooms and make it an enjoyable experience for them.

Bon Appetit!



Honouring Veterans During a Pandemic

Contributor: Alida Raven, BSW, RSW
Consulting Social Worker Caressant Care Harriston courtesy of Age-Wise Solutions Inc.

The current, and ongoing pandemic sure has thrown a wrench into many of our usual traditions this year, and will likely continue to do so for the foreseeable future. However, it has also shown us all how we can be creative and adaptable to maintain connection, and celebrate the things that mean the most to us. When I think of November, the most important event in my mind is Remembrance Day. Unfortunately, November 11th will be no exception for us to when it comes to following the guidelines in place to keep us all safe. So, we will need to find new ways to remember and honour those who have made the ultimate sacrifice for us.

For me and my family personally, we like to remember Canadian Veterans for giving us our freedom.



As a first-generation immigrant from Holland, there is much gratitude. I was lucky enough to have my paternal grandmother write her experience about living through WWII. Much of her experiences are similar to those taught in history, and shared by other Dutch people who lived through it; many cold days with no food to eat.

However, she wrote about how thankful she was when Canadian soldiers drove into her town and shared their food packages, chocolate, bread, and so much more with her community. She was very grateful that she was able to return to the freedoms she had prior to the war because of

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the sacrifices made by soldiers. I am thankful to have her story, and for our veterans. Learning and valuing these experiences and stories is one of many ways to remember and honour our veterans. I have been through many towns over the years, which feature banners in their downtown featuring the names of local veterans. When possible, I have taken the time to read each name. These are people's children, parents, spouses and loved ones. They are important pieces of our local, and national history. Many of us have only seen war through television pictures, or been taught about it in history classes. This leaves a certain level of disconnect, that makes it seem less "real", as though there is no way it could impact us personally.

At Caressant Care, many of our residents are veterans. We should be taking the time to know their names and their experiences. These residents, and their families were personally impacted. It is up to us to listen to, value and understand these experiences so we can better understand.



It is so important for us as a society to honour and remember our veterans. Though many have shown acts of heroism and bravery, only a few have received official recognition. It is important for us to remember and be grateful for all who have made the sacrifice. This is very much applicable on November 11th, but should also be remembered every day. We are so blessed to live within the safety of Canada and our communities.

Our veterans have certainly made a sizeable contribution through their service to make that possible.

This time of year, we are all accustomed to seeing our local veterans selling poppies. Wearing a poppy is one of the most visible ways we can show our remembrance. I am sure the Legion will be creative in finding COVID friendly ways to continue their annual fundraiser. Many of us have shifted our shopping to be online, and that is exactly where poppies, and other items can be purchased (www.poppystore.ca).

They even have poppy masks for sale.

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Many have cancelled the usual Remembrance Day events, however there are still some happening outdoors. Consider a visit to your local cenotaph, whether it be for a service, or on your own time to remember. The Legion is also offering a broadcast of their service so Canadians can watch from the safety and comfort of their own homes. And, of course, our two minutes of silence at 11:00 on November 11th to remember all those who lost their lives in service is “Covid-friendly”.

We can take the time to learn more about what our veterans have done for us. Learn about the First and Second World Wars, The Korean War, Afghanistan and various Peacekeeping missions. Take the time to say “thank you” to the veterans you know, and veterans you may meet in the future.

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Doing Great Work

From College professor to Director of Care

Olasupo (Ola) Ayeni came to Canada from his native Nigeria in November of 2003 to find a better life for he and his family. Ola had hopes of being a teacher in Canada. Indeed, he taught chemistry at a college in his hometown Ibadan, the capital and most populous city of Oyo State, Nigeria. But fate had a different idea.

“I quickly learned that teaching in Canada is a very lengthy process of about two to three years. So, while that process was underway, I decided to pursue nursing. I became an RPN and I loved it.”

Ola then decided to go back to University to become a Registered Nurse. At the same time, his teaching licence came. Ola now had a decision to make.

“I really enjoy healthcare so for me it was a pretty easy decision to make so I got my RN license and got a job as a Director of Care at a long-term care home just outside of Lucan, Ontario.”



But the family had just moved from Brampton to St. Thomas. The job near Lucan meant Ola had to commute at least 1.5 hours each way and longer in winter. When the opportunity at Caressant Care on Mary Bucke as a Director of Care came up, he didn’t hesitate to go after it.

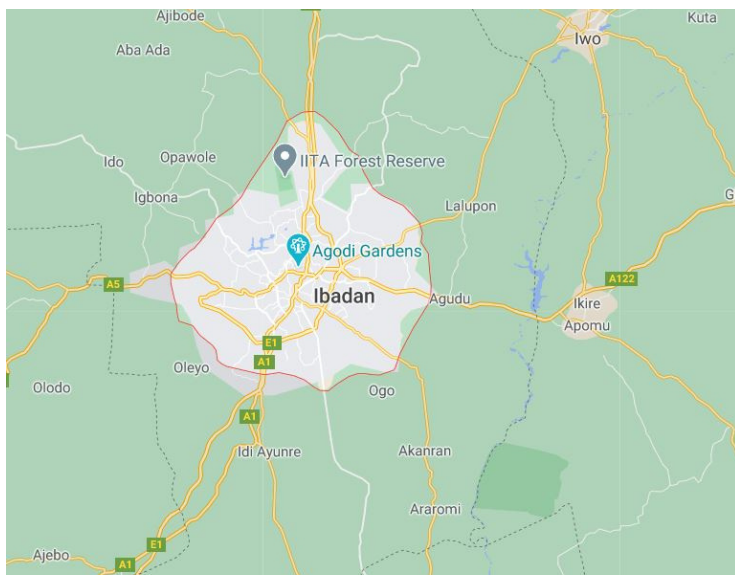
“I was so fortunate to have gotten this position. I started in February 2020 and I just love working here,” says Ola. “There is such great support from Head Office relating to COVID-19 and we have a really great team at Mary Bucke. I love working in Long-term care.”

Continued...

Ola may not be teaching in college as he once did, but thanks to his teaching skills he is able to combine being a Director of Care and education. “I am very involved in doing staff education as well as taking every opportunity to educate family members on what is happening with their loved one. I really enjoy connecting with them.”

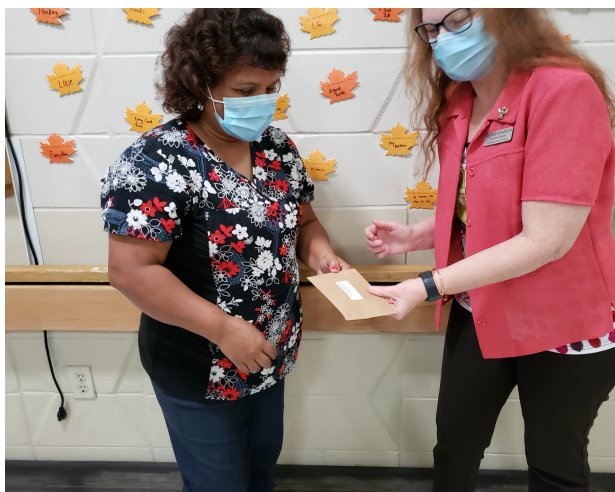
Ola also loves connecting with his Residents. “I love listening to their stories of where they came from and the lives they have lived. This is why I love working in long-term care so much.”

Ola is married with two young boys, one of whom was born after the family came to Canada. Ola freely admits that it was a real shock coming from a place where every day is summer with the average temperature in the mid-thirties Celsius. “When we experienced our first Canadian winter I thought oh my goodness what have I got myself into,” laughs Ola. “But I am used to it now and my boys just love all the seasons. We do go back to Nigeria to visit our families that are still living there. But we always look forward to coming back home to Canada.”



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On the Home Front



Honouring our long service staff at Cambridge Country Manor

They have combined 60 years of service to our Residents. Meet some of our long service Staff.

Latchmin Sooknandan, PSW – 10 years receives her award from Heather Richardson, Executive Director.

Continued...



Bel Cardoso, Housekeeping and Laundry – 15 years



Dorothy Penney, Dietary – 25 years



Ann King, PSW – 15 years

Congratulations to all our long service Staff!

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Lindsay Advocate podcast with local musician and staff

On a late September afternoon, local music volunteer Craig Schroter performed for Residents at Caressant Care Lindsay Retirement Home safely from outdoors while Residents listened through open windows in the dining room. The Lindsay Advocate was there also to capture moments of the performance for a podcast called Stories from Kawartha Lakes.

Craig has been playing music for Residents for more than 15 years. His last live performance was at Caressant Care Lindsay in February, so it was good to get back in front of an audience, even if they were behind walls. "I got a call from Margaret Downing the Activity coordinator and she asked me if I would consider playing outside during dinner sittings," Craig says on the podcast.

Continued...

Dancing in the Diningroom

“I was set up outside three meters from the wall and facing open windows. It was different but it was good to be back.”

Margret notes that they had to think differently to bring live music back to the Residents. “Craig has been playing for us for years, so we were just thinking outside of the box during this time on how to get entertainment back to the Residents.”

One Resident can be heard expressing his appreciation for the music. “it’s nice to have music out here from time-to-time. Brings back a lot of memories – cruising the streets – makes you feel younger. I love it. It’s great.”

Retirement Home Manager Erin O’Grady agrees. “For the Residents, they are still living with COVID but we can still bring entertainment and life into the home – it is just a new reality for them. They were dancing in the dining room.”

You can listen to the whole podcast here:
<https://lindsayadvocate.podbean.com/>

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Courtland Residents enjoy visit from special friends



The Lindsay Advocate
2h · 🌐

he general manager of Caressant Care says they were dancing in the dining room.”

INDSAYADVOCATE.CA
chroter strums to appreciative audience - on the side of wall — Lindsay Advocate

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Halloween fun at Caressant Care Woodstock Retirement Home





Thank you to our amazing Staff, Residents, Families and Communities for your compassion and caring spirit during these unprecedented times.

Be sure to follow us on facebook.com/CaressantCare and visit our website www.caressantcare.com for the latest updates.

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Please send story ideas to Stuart Oakley, Communications and Marketing Manager, soakley@caressantcare.com