

Communication Techniques for Families Visiting Residents in LTC

Effective communication plays a vital role in ensuring residents feel respected, heard, and supported. Below are key guidelines for family members and visitors to foster positive and meaningful interactions with residents in long-term care settings

STEPS FOR A SUCCESSFUL INTERACTION:

1. Introduce Yourself Respectfully
2. Use the Resident's Preferred Name
 3. Give Time for Expression
 4. Listen Actively and Respectfully
5. Be Mindful of Your Communication Style
 6. Adapt to the Resident's Needs
 7. Encourage Independence
8. Respect Cultural and Personal Beliefs
 9. Respect Privacy and Dignity
 10. Monitor Emotional Well-being
 11. Be Mindful of Physical Touch
 12. Share Information with Care
13. Reflect and Improve Your Communication
 14. Be Supportive and Positive



Conclusion:

By following these guidelines, family members and visitors can help create a respectful, supportive, and comfortable environment for residents in long-term care. Meaningful communication not only improves the resident's quality of life but also fosters stronger relationships within West Park!

Foot Care Schedule

Proper foot care is essential for maintaining the overall health and well-being of our residents, especially those in long-term care. Regular foot care helps prevent issues such as infections, ulcers, and discomfort, all of which can significantly impact a resident's mobility and quality of life. Our Foot Care Nurse is dedicated to providing specialized care to ensure that our residents' feet remain healthy and pain-free. Foot care sessions will be available on the dates provided to the right. If you would like to have your loved one booked for an appointment, please reach out to the Registered Nurse or Nursing Leadership team, and we will be happy to assist you in scheduling this important care.

Foot Care Clinic Dates: Next 3 Months

January

- Jan 8, 2025
- Jan 13, 2025
- Jan 22, 2025
- Jan 27, 2025

February

- Feb 19, 2025
- Feb 24, 2025

March

- Mar 5, 2025
- Mar 10, 2025



January 2025

West Park Health Centre

103 Pelham Road, St. Catharines, ON, L2S 1S9 | (905) 688-1031 | <https://www.facebook.com/westparkltc/>

A New Year, a New Chapter

As we bid farewell to 2024, we take a moment to reflect on the many meaningful moments we've shared with our residents and their families at West Park. It has been a year of growth, resilience, and the kind of heartfelt connections that define our community. Together, we navigated challenges, celebrated triumphs, and created lasting memories that will continue to warm our hearts throughout the years to come.

This past year, we witnessed the strength and spirit of our residents as they embraced the days with courage and grace. Whether through moments of laughter, the quiet comfort of companionship, or the joy of new experiences, we've been honored to support each resident on their unique journey. Our dedicated team has worked tirelessly to ensure that West Park remains not only a place of care but also a home where every individual feels valued and loved.

Looking ahead to 2025, we are filled with hope and excitement for the opportunities the new year will bring. Our focus will remain on providing personalized care, fostering meaningful interactions, and creating an environment where each resident continues to thrive. With your support, we will continue to build on the foundation of kindness and respect that makes West Park a truly special place for our residents to live, laugh, and grow!

Adopt a Rescued Bird Month

Mentoring Month

International Creativity Month

Universal Letter-Writing Week

January 12–18

Buffet Day
January 2

Twelfth Night
January 5

National Word Nerd Day
January 9

Belly Laugh Day
January 24

West Park Leadership

If you need to reach any member of our leadership team, please refer to the contact list provided for the most direct point of contact. We are here to assist you and ensure that all your questions and concerns are addressed promptly and with care.



Kaitlyn Pearson - Executive Director - kpearson@southbridgecare.com - ext. 201

Rahul Unnikrishnan - Director of Care - runnikrishnan@southbridgecare.com - ext. 202

Kennedy Clapp - Director of Clinical Services - kclapp@southbridgecare.com - ext. 204

Victoria Chaisson - RAI Coordinator/Quality Lead - vchaisson@southbridgecare.com - ext. 205

Clarissa Vandebussche - IPAC Lead - cvandebussche@southbridgecare.com - ext. 209

Maria Andrei - Dietary/Environmental Manager - mandrei@southbridgecare.com - ext. 203

Sarah Masonovich - Resident Program Manager - smasonovich@southbridgecare.com - ext. 212

Taida Marczak - Office Manager - tmarczak@southbridgecare.com - ext. 200

Aketha Adderley-Lloyd - Nursing Clerk - aadderley-lloyd@southbridgecare.com - ext. 206

Infection Prevention Reminders



Ensuring your hands are clean and free of germs is critical in preventing the spread of germs.

Also, if you feel ill or have been in contact with an individual who is ill recently, please do not visit our home.

Hand sanitizer dispensers are available throughout the home. Please sanitize your hands as soon as you enter our home and regularly during your visit.

Please follow all posted instructions regarding the use of masks and other Personal Protective Equipment while visiting our home.



Our Home's Mission Statement:

Our Vision: Bridging lives together with meaning and purpose.

Our Mission: To provide quality care and services through innovation and excellence.

L Live life to the fullest

I Implement change through innovation

V Value freedom of choice

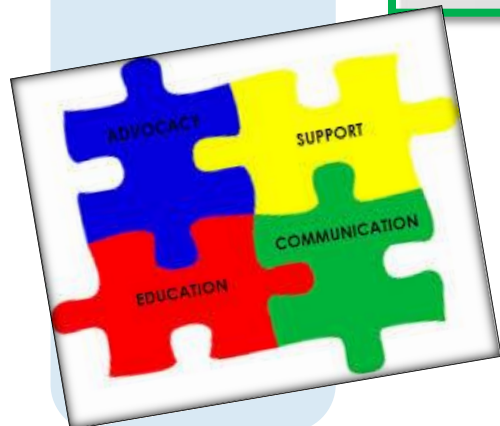
E Exceed expectations

SOUTHBRIDGE CARE HOMES

Notable Quotable ...

“The biggest adventure you can take in your life is to live your dreams.”

~ Oprah Winfrey (born January 29, 1954)



Family Council Wanted!

We are looking for West Park family members to join our Family Council, a vital group that plays an important role in shaping the experience of residents in long-term care. A Family Council provides a forum for families to connect, share concerns, and collaborate with staff to improve the care environment. It also offers families a chance to advocate for their loved ones and support the well-being of all residents. If you're interested in becoming involved, please reach out to Sarah M., Program Manager, at smasonovich@southbridgecare.com. Your voice and participation are invaluable to us.

2024 Resident & Family Satisfaction Survey Results

We are pleased to share the results of the 2024 Resident & Family Satisfaction Survey, which was recently distributed via email to all families. This annual survey serves as a crucial tool for gathering insights into the experiences and perspectives of both residents and their families, helping us to continually enhance the quality of care and services we provide.

identified five key areas where improvements can be made.

These areas include communication with families, resident engagement activities, the availability of services and responsiveness to concerns, and staff training.

In response, we have developed a comprehensive action plan aimed at addressing these specific areas.

Your input is instrumental in shaping the services and care we provide, and we are committed to acting on the survey results to create a more both residents and their positive and supportive environment for families.

Please feel free to reach out with any additional comments or suggestions as we move forward with these improvements.

Based on the survey results, we have

West Park Hairdresser

Our hairdresser, Jane, comes every last Wednesday of each month from 1:00 pm – 4:00 pm. Jane does haircuts only, and charges \$25.00 per cut.

If you would like your loved one to receive a trim, please reach out to Sarah Masonovich, Program Manager, at smasonovich@southbridgecare.com OR by phone at (905) 688-1031 ext. 212, who would be happy to set an appointment up!

SURVEY RESULTS ARE IN!



Notable Quotable...

“Truth is like the sun. You can shut it out for a time, but it ain't goin' away.”

~ Elvis Presley (born January 8, 1935)

Upcoming Valentine's Day Bake Sale

Friday, February 14, 2025, Residents' Council and the Programs Department will be hosting our annual Valentine's Day bake sale.

All funds raised will go back to resident programming.

We would love if you could attend and spread some love with us this Valentine's Day.

The bake sale will be held in the 1st floor T.V lounge from 1:00 pm – 4:00 pm.

If you would like to make a baked good donation for the tables, please reach out to the Programs Department at (905) 688-1031 ext. 212.

We hope to see you there!!

