



You're in the Loop

News and Information for the Fairhaven Family

February 2012

Executive Update

We have been quite busy with activities during the first month of 2012. One of these special events included our own "Vintage Voices" being part of Snofest for the first time. Even though the weather was quite snowy that day, we had a great turnout, including the Snofest Mascot. Thank you to Ann Thomas and her team who have been working diligently practicing – it was worth the wait - you sounded wonderful. Congratulations to all of you and I look forward to more of the "Vintage Voices" in the coming months. Thank you also to Ken Grainger who donated the wall hangings in the Great Room – they look terrific!

We are working on a new team at Fairhaven called the Behavioral Support Ontario (BSO) team. We applied to the Central East Local Health Integration Network (CE LHIN) in the fall of 2011 and were informed in November that Fairhaven was selected for this new initiative. This team will be composed of registered staff and personal support workers. Wendy Smith, Manager of Quality Care Initiatives, is the Quality Improvement Lead for this project. Our goal is to have the staff hired by the end of March and the program started immediately. This is an exciting opportunity with the potential to improve the experience and the quality of care for residents with behavioural issues at Fairhaven.

As the weather will be getting warmer, we are looking at equipment and building repairs to ensure a safe environment for everyone. Fairhaven's Building Services will be adding two part-time positions for a one year period to allow us time to ensure work orders are performed in a timely fashion and maintain weekend coverage.

These are just a few of the projects we are working on at the moment; however there are other tasks we will be reviewing over the next few months. If you have any questions or recommendations to enhance our home, please feel free to call me at your convenience, extension 231.

During 2011 there have been difficult times, some would even call them stressful, however I like to look for the positives and opportunities that we can embrace in our community called Fairhaven. I recall the smiles and laughter I have seen throughout Fairhaven over the past year. Therefore I feel it appropriate to make your day lighter by ending with a few lines about smiles and laughter.

"Seven days without laughter makes one weak." – Mort Walker

"A smile is an inexpensive way to change your looks." – Charles Gordy

"If you would like to spoil the day for a grouch, give him/her a smile." – Author Unknown

by Joy L. Husak, Executive Director

January 27th was Fairhaven's 9th Anniversary at 881 Dutton Rd. Can't wait for our party next year!



Valentines Quiz (Just for the fun of it!)

Some of the residents at Fairhaven are married couples with both spouses living at the Home. Bev and Howard Davies, who live on WV5, come to mind. Here are your questions about these special people:

1. How many married couples currently live at Fairhaven?
2. Which couple do you think has been married the longest?
3. Which couple are the "Newly Weds", i.e. married the shortest length of time?

See answers on the back page and give these residents a "heartful" greeting on Valentine's Day!

Fairhaven Gets Steamed

Housekeeping Services has recently purchased two steam cleaning units. One is pictured to the right sitting on its handy cart with cleaning accessories in the baskets. This equipment delivers steam to a nozzle attachment so it can be applied in a back and forth motion for five to ten seconds. Grease, oil, stains and dirt are easily and effectively cleaned and bacteria and viruses are killed. Steam vapour disinfection is rapid, cost-effective, environmentally safe, and leaves no residue on the surface being cleaned. The equipment will be used regularly at the Home to prepare rooms for new residents, and to clean serveries, spas, shower rooms and furnishings.



On the Move

Karen Lombardo, Nutrition Services Manager, has moved from level 3 to the Nutrition Services office, 1030, on level 1 adjacent to the main kitchen. Meaghan Wallace, Registered Dietitian, is now working from office 2018 on the main level.

Phone and email contacts have not changed for Karen or Meaghan.

Karen's former office, 3012, is being refitted to provide a location for the Behavioural Support Ontario (BSO) Team. BSO planning and organization continues at Fairhaven. Job postings are available on the posting board and website. More information about the BSO concept is available on the [CE LHIN website](#).

Plan a Visit to the Café

Beginning January 31, the café will be open Monday through Friday from 2:00 - 3:30 pm. The café will also continue to be open on the 4th Saturday of each month from 1:30 – 3:30 pm. Many thanks are extended to the hard working café volunteers and welcome to our new volunteers on Tuesdays - Karen, Susan and Carol, and on every other Monday - Sue and Stacey. Of course, everyone is welcome at the Café!

Fairhaven "Guidelines for Visitors" Revised

The Resident Advisory Council and Family Council have recently reviewed and updated the *Fairhaven Guidelines for Visitors*. Updated copies will be printed and posted throughout the Home and on the Fairhaven website (fairhavenltc.com) in the Council section.



Many residents enjoy visits from their "furry friends" however, not all residents are comfortable with dogs. If you bring a dog to Fairhaven, please keep the dog on a leash. Do not take your dog into the Dining Rooms or Café and please ask permission from residents before allowing your dog to approach them. This way everyone will feel relaxed and safe.



Achievement to Celebrate

Congratulations to the members of Fairhaven's resident choir, "Vintage Voices", who performed on January 19th in the Great Room as part of Peterborough's Snofest celebrations.

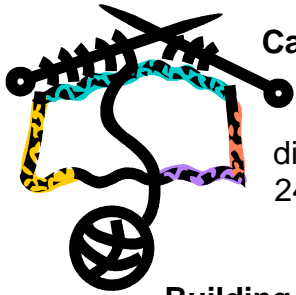
Joanne and I would like to take this opportunity to say, "Thank You!" to all the residents who performed in this concert. It is always very heartwarming to Joanne and me when members of the choir and their families come to us and say how much they appreciate our efforts. We have had a member arrive home from the hospital and come straight to practice from the taxi to join in with the singing. We have had a family member approach us to say thank you for inspiring her Mom because she has never joined anything, and here she is singing in our choir. Of course, I could go on and on. We all appreciate our volunteers, Don Thomas, on guitar; Ted Smith, Nancy Francy, Sue Hatton and Martina Verhaar. We are planning a concert in the spring and our plans will be announced in March.

Directors: Joanne Langstaff, Ann Thomas (both Recreationists) pictured above with the choir, Joanne is left front and Ann is right front.

by Ann Thomas

Service of Remembrance X 2

Fairhaven's Resident Memorial Service will be held twice per year starting in 2012. Resident Advisory Council members were pleased with this proposed change. March 29 and October 26 are the selected dates. The same type of service is planned but with smaller numbers, a more intimate and peaceful atmosphere is expected. During the March service, those residents who passed away between September 2011 and February 2012 will be honoured. Those who pass away between March and August will be remembered at the October service. People who wish to assist at either or both of these services will be greatly appreciated.



Can you Knit or Crochet?

Without the Auxiliary Craft Group, there is empty space in the Café sale windows. Fairhaven can provide the yarn, if you can make a project. Please discuss your idea with Rhonda Lustic, Programs and Volunteer Manager, extension 248.

by Rhonda Lustic, Programs and Volunteer Manager

Building Services Adding Two Positions

The Building Services department is making some changes to its staffing levels by increasing the number of available weekly maintenance hours. Two part-time maintenance worker positions at approximately 15 - 20 hours per week each will be adding. This increased staffing level will help improve response times and maintain weekend coverage. Additionally, these changes will allow time to undertake important preventive work orders, greatly reducing the frequency of equipment failure. Consequently, there should be a reduction in the use of outside contracting services to help balance the cost.

by Eric Lodgins, Director Corporate Services

Accessible Customer Service

Accessible customer service is not just about ramps or automatic door openers. It's about understanding that people with disabilities may have different needs. It may be as easy as simply asking, "How can I help?", and making small changes to how you serve customers with disabilities. The *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) introduced standards to improve accessibility across the province, and the Customer Service Standard came into effect on January 1, 2012. Fairhaven's Accessible Customer Service Policy and Plan, in relation to the Customer Service Standard can be found on our website, www.fairhavenltc.com, or by asking any member of staff. We look forward to continuing to provide excellent customer service to everyone!

by Liz DeCarlo, Human Resources Manager

Invitation to Play Pool



In the Great Room, the pool table is being relocated to make both the fireplace and TV areas more open and enjoyable. All residents, staff and visitors are encouraged to use the pool table, whenever the room is not in use. Bring your loved one, come down on your break and shoot a game, join in a program, or teach a resident how to play. If anyone is interested in signing up for a Pool Tournament, contact Rhonda Lustic or Danielle Thomas, extensions 248 and 221. If we have enough interest, we will organize a tournament later this spring.

An Opportunity to Show your Support

Mark February 29th on your calendar as Anti Bullying Day. Awareness about the negative impact of bullying in all walks of life is growing. Fairhaven staff, residents and family can join in on the 29th by making Fairhaven PINK. Thank you for participating.



Boston Pizza gives back to Fairhaven!

The Fairhaven Foundation is now registered with Boston Pizza’s Sponsorship Program. Every time you eat at either of Peterborough’s Boston Pizza locations (Chemong Road or Lansdowne Street) you can also support the Fairhaven Foundation! It’s easy! Simply print “**Fairhaven Foundation**” on your receipt and deposit in the box marked “Team Sponsorship” as you leave the restaurant. That’s it! For every receipt turned in, Boston Pizza will donate **10%** of the total sales to the Fairhaven Foundation. Gather your co-workers, family, and friends because at Boston Pizza, you enjoy a great meal and fund grows!!

Remembering our Residents

Many family and friends choose to pay tribute to their loved ones through a gift to the Fairhaven Foundation. “In Memoriam” donations have been gratefully received in remembrance of the following Residents during the month of January:

- Elizabeth “Bessie” Maher
- Lilian Henry
- Sheala Johnston
- Margaret McFarlane
- Edna Smith

For more information about “In Memoriam” or “In Honour” donations, please contact Mary-Lynn Koekkoek, Director Fairhaven Foundation at 705-743-4265 extension 214 or by email at mkoekkoek@fairhavenlhc.com.

Highlights of Special Events for Our Residents in February

February’s theme is “A Heart of Gold”

Silvert’s Clothing Sale will be here on Thursday, the 23rd from 10:00 to 2:30 in the Great Room. With both winter and spring clothing, adaptive garments and footwear for both women and men.

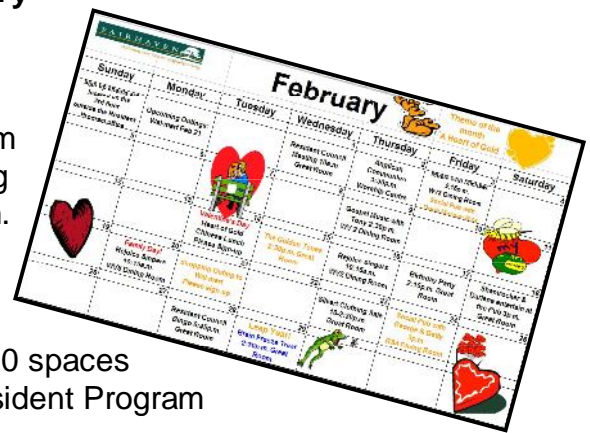
Chinese Lunch for resident on Tuesday, the 14th at 12:30 pm. costing only \$5 per person which includes lunch, refreshments, and dessert. Resident must sign-up and only 20 spaces are available. (Sign-up sheet is located on 3rd floor at the Resident Program office)

The Golden Tones will be performing on Wednesday, the 15th at 2:30 p.m. in the Great Room.

Welcome Coffee Break for all new residents and family on Tuesday, the 28th at 10:30 am in the Great Room.

See the full calendar at www.fairhavenlhc.com/News and Events/Special Events.

by Danielle Thomas, Recreational Planner



Blue Box Changes at Fairhaven

Recycling has been part of waste management at Fairhaven for years and steps are now being taken to encourage greater awareness and participation. Tall blue “blue boxes” are being provided in each resident dining room at both of the doorways, in the Staff Room and at both entrances to make it easier for residents, visitors, and staff to drop off items for recycling. Examples of items found at Fairhaven that can be collected are:



Metals – empty pop cans, aluminum foil

Cardboard – empty pizza boxes

Paper product – magazines, newspapers, cards and letters, empty Tim Horton cups (No tissues)

Plastics – empty water or pop bottles, empty plastic bags, empty juice cups (No straws or gloves)

Glass – empty food jars, wine or liquor bottles (Please, no broken glass)

Box Board – empty cartons from tissues, cookies, gloves

Styrofoam – drink glasses and packaging (No packing peanuts)

Other containers – milk and juice cartons, tetra boxes

No sorting is necessary, so please help fill those blue boxes. Keeping as much waste out of the Peterborough landfill site as possible is an important goal for Fairhaven and each of us can contribute – one item at a time!

by Lillian Horn, Housekeeping Services Supervisor

Welcome to the Carter Family



Every resident who comes to Fairhaven is welcomed many times over but this situation is a little unusual. Charles Carter has been a Fairhaven resident since November 1997. Many of us met his father who often brought two beautiful boxers with him on his visits to Charles. We now have the opportunity to welcome Charles's parents, Fred and Margaret, as they join the Fairhaven family.

Contrary to what you may think, this is not the largest family grouping we have cared for at the same time at Fairhaven. During 1986/7, two brothers and their wives, Bill and Tillie, and Bob and Elsie Fowler all lived in Garden Court, one of the care areas in our old building. Some remember that, for a time, it was fondly referred to as “Fowler’s Corners”.

Quiz Answers:

9 married couples are living at Fairhaven.

Gar & Joan Fuller – 32 years, Max and Millie Stanford, Joe and Ella Sullivan – both 60 years, Fred and Margaret Carter, Art and Jean Vanloosen – both 61 years, John and Shirley Davis – 62 years, Howard and Bev Davies – 64 years, Kay and Ray Stover – 65 years and Bill and Marjorie Gates 68 years. The total is 533 years!

Distribution - Use the web! Save trees! Get colour!

You're in the Loop is copied for staff, residents and family. Digital copies are also available on Fairhaven's website, www.fairhavenltc.com. You will find it posted on the “News and Events” page.

Comments and submissions from readers are always welcome. Please contact Lillian Horn at 743-0881, extension 281 or by email, lhorn@fairhavenltc.com