

PIONEER RIDGE LONG TERM CARE AND SENIOR SERVICES NEWSLETTER

May - September 2025



A MESSAGE FROM OUR ACTING ADMINISTRATOR

Over the summer we have had many exciting changes within Pioneer Ridge. Our Butterfly Model of Care on Monarch Manor is really taking shape with enhancements to the living environment with additional door wraps and home-like additions. Our training with our vendor, Meaningful Care Matters, is nearing completion and our accreditation is scheduled for this autumn.

Our Training, Development & Quality Improvement Lead Tanya Baker, has been appointed into a new role. Effective August 25, Tanya is now the Supervisor – Quality Improvement, Business and Resident Financial Services. Congratulations Tanya! Our team is planning events for the coming months, including preparations for our resident and family Christmas dinner. Yes, it seems early, however it does require a lot of planning to put together the best possible event at a special time of year. We have been getting some information regarding additional funding for our Home and will be doing a submission in order to improve our services and offerings.

All the Best,

~ Barry Caland



WHATS GOING ON IN THE ENVIRONMENTAL SERVICES DEPARTMENT...

Our shipping and receiving area rehabilitation, originally scheduled for early June, had been postponed and is now underway, with completion scheduled for mid-October. The project was designed to resolve our issue with the ground heaving with frost. This should create a long-term level surface for our family members, external vendors and staff, who regularly use this area.

Over the past several weeks, we have had to put measures in place regarding Special Air Quality Statements from Environment Canada. When the Air Quality Index (AQI) is 4 or higher on the chart below, we close windows, reduce the volume of external air from entering the building and recommend residents remain indoors, particularly those with respiratory issues. As an example, on July 29 the AQI reached 11+ on their chart. We have an ultraviolet light system in our mechanical systems, that purifies the air, like those found in a hospital system. This ensures we are discharging the safest air possible to our residents.

1	2	3	4	5	6	7	8	9	10	+
low risk			moderate risk			high risk			very high risk	
(1 - 3)			(4 - 6)			(7 - 10)				

As a reminder, our Hummingbird Haven gazebos are available for booking for you family gathering at no charge, complete with a fire pit. Since we are the sunniest city in Eastern Canada, it is a great time to spend the evenings outdoors, with our later sunset times. For more information, speak to a Therapeutic Recreation team member or call the office at 807-684-3913.

Take care and enjoy the last few days of summer!

~ Barry Caland



A MESSAGE FROM OUR TRAINING DEVELOPMENT AND QUALITY IMPROVEMENT LEAD

We Want to Hear From You!

As a valued family member or caregiver, your perspective is important to us. Please take a few minutes to complete our short survey about your educational and support needs. Your feedback will help us create info sessions that best support you and your loved one in your journey with us!

👉 https://www.surveymonkey.com/r/family_ed_needs or scan the QR code

or contact Jaime @ 807-684-3497 for a paper copy



Thank you for being a vital part of our care community!

~ Tanya Baker

PIONEER RIDGE LONG TERM CARE AND SENIOR SERVICES NEWSLETTER

May - September 2025

A MESSAGE FROM OUR BEST PRACTICE CLINICIAN DARCI

On July 8-12, Members of our BPSO (Best Practice Spotlight Organization) Team attended the Indigenous- Focused Symposium where we fostered understanding, relationship building, collaboration and trust between Indigenous and Non-Indigenous communities to improve health care outcomes for Indigenous People.

We learned that it is possible to bridge Indigenous and Western perspectives in healthcare through a Two-Eyed Seeing approach that supports Best Practice Guidelines.

We listened to Indigenous voices and knowledge keepers on ways and ideas that we can support cultural awareness and safety.

We are honoured and proud to be a part of this symposium and all that it has taught us, and what we can bring back to the team.

On August 8, ten of our staff, along with staff from other organizations, gathered to complete the RNAO BPSO Champions training with the RNAO coaches. We gathered to discuss our common goal of what it takes to become a trained Champion, so that it supports our residents, families and peers. Our very engaged staff discussed how to become efficient mentors, leaders, advocates, communicators and collaborators while supporting RNAO's Best Practice Guidelines. Pioneer Ridge is proud to be a Best Practice Spotlight Organization. If you see our BPSO Pins, ask us what it's all about.



~ Darcie Brown



FROM THE DESK OF OUR INFECTION PREVENTION LEAD LIANE HEEBNER

The province of Ontario experienced a measles outbreak, with most cases being in Southwestern Ontario. Although the risk to residents in this home is considered very low, there remains a risk of exposure to staff and visitors, especially from those who travel to outbreak areas.

PIONEER RIDGE LONG TERM CARE AND SENIOR SERVICES NEWSLETTER

May - September 2025

What is measles? It's a highly contagious virus that is spread from breathing in air where an infected person has coughed or sneezed. You may also get it from touching a surface with the virus on it. The virus can live in the air and on surfaces for up to 2 hours.

What are the symptoms? Symptoms may begin with a cough, fever, runny nose and red eyes, this is followed by white spots in the mouth which appear 2-3 days after symptoms begin, then a rash starts on the face moving downward to the chest and arms.

What if someone is exposed or tests positive to measles? All measles cases are reported to and managed by the public health unit. If a visitor or staff was exposed to a measles case, they would be restricted from the home for a period determined by public health. Those who are infected with measles would be restricted from the home until they are no longer considered contagious.

How do you prevent the spread of measles? The best way to protect yourself is to get two doses of the measles vaccine (MMR or MMRV). Other ways to protect yourself is to wash your hands often, stay home if you feel sick and avoid crowds during a measles outbreak.

What are we doing at Pioneer Ridge to reduce the risk to residents? We are asking staff and visitors to stay home if they are sick, encouraging frequent hand washing and monitoring residents closely for new symptoms.

It's that time of year when we prepare for the upcoming cold & flu season!

One way to protect residents living in long term care is to provide them with vaccinations against common viruses that can make them sick. Common viruses we can vaccinate residents against are the RSV (Respiratory Syncytial virus), Influenza and Covid-19.



The RSV is a one-time vaccine which can be given at any time of year, preferably before fall. Covid-19 is typically offered every 5-6 months and the Influenza vaccine is offered on an annual basis.

We will begin contacting residents and/or their POAs to obtain consent or refusals for these vaccines soon. Alternatively, POAs may contact me by email at liane.heebner@thunderbay.ca or by calling 807-684-3918 to provide consent or refusal ahead of time.

Other ways to prevent the spread of illness to residents living in the home is to stay home when sick, practice frequent hand washing and respiratory etiquette.

~ Liane Heebner



JUST A FRIENDLY REMINDER



Residents / families who wish to use a surveillance camera in their room must follow our policy and related procedures.
HIDDEN / COVERT monitoring is not permitted at any time.
The use of AUDIO recording is not permitted.

It is of the utmost importance to respect the privacy of our residents and employees when using surveillance cameras.
The roommate's permission is required if the room is shared. The surveillance device should not violate the rights of other people likely to be filmed, like visitors, who must also be informed of the device's presence.

This also applies to the use of video calls / conferencing (Zoom, Facetime, etc.) For detailed information, please refer to the policy. If you would like a copy, please call Jaime at 807-684-3497.

PIONEER RIDGE LONG TERM CARE AND SENIOR SERVICES NEWSLETTER

May - September 2025

WELCOME TO THE PIONEER RIDGE TEAM MORGAN CONNORS



I'm thrilled to join the team at Pioneer Ridge as the new Student Placement Coordinator. I bring with me a background in education through my classroom teaching experience and Bachelor of Education, along with several years of supporting staff and volunteer training and development within the City of Thunder Bay's Recreation and Culture Division. I'm excited for this new chapter and look forward to learning from the incredible staff, students, and residents throughout our Long Term Care home. Outside of work, I'm an outdoor enthusiast who enjoys hiking, canoeing, camping—really any chance to connect with nature. If you ever have a favourite local trail or hidden gem to recommend, I'd love to hear about it!

Over the last few months, Pioneer Ridge LTC Home welcomed a group of Personal Support Worker students from Dilico for their final Clinical Placement. These students had the opportunity to work alongside our team members on all floors, guided by their Clinical Instructor. We also were joined by three new PSW students in June, who were with us for their Practical Placement until August. Thank you for the kind, welcoming environment here, towards both myself and students.

~ Morgan Connors



A MESSAGE FROM OUR RESIDENT COUNSELLOR

I've always found myself captivated by the uniqueness of Impressionism. This painting style is characterized by its loose, textured brushstrokes and charming dabs of paint scattered throughout. My family home had two paintings done in this style and often times I would look at them from really close up and then, while walking backwards, would hold my gaze until the picture became clearer and clearer. Individually and up close, each brushstroke might have appeared unremarkable, and some perhaps may even seemed a bit rough. Yet, when I took several steps back and viewed the artwork as a whole, it was then that I was able to truly appreciate the pictures. The distance changed my perspective of the painting.

In many ways, our lives mirror this artistic journey. They are composed of countless experiences that shape who we are and how we think today. You've likely encountered moments you'll cherish forever, alongside other times that felt challenging or difficult, perhaps even insignificant at first glance. It's important to remember that everyone faces trials and struggles, but when you take a moment to reflect on your life's canvas, those seemingly harsh strokes begin to blend into a beautiful picture. Each experience, no matter how tough, contributes to the unique masterpiece that is you. Embrace it all—the small, the significant, the tough—and recognize the wonderful creation that emerges.



~ Dennis Morettin, RSSW



UPDATES FROM B.S.O EMBEDDED SERVICES TEAM AT PIONEER RIDGE

Updates on the "Butterfly Approach" on Monarch Manor

We have been "busy bees" or should we say "butterflies", on Monarch Manor since our last newsletter. Mary, our Consultant from Meaningful Care Matters, has visited our home four times since. April 29th- May 1st, Mary mentored team members on Monarch Manor by assisting them to conduct mealtime observational audits. She also completed our mid-term audit, utilizing the Q.U.I.S tool which is the "5 types of care" and the "Mealtime Experience checklist". The results of our audit had improved, since our initial one and also identified areas where we were required to focus on further.

meaningful care matters
Free to be me

PIONEER RIDGE LONG TERM CARE AND SENIOR SERVICES NEWSLETTER

May - September 2025

We completed workshop #5 “Sharing your Story – Starting with Self”, workshop #6 “Changing a Moment can make the difference”, workshop #7 “Touch and later stage dementia” and currently in our final workshop #8 “Expressive behaviours, sex and intimacy”.

~Our final audit is scheduled sometime in October and will be unannounced. To become an accredited Butterfly home, the auditor will be observing Monarch Manor for 5 hours, completing Qualitative interactions audits and a desktop audit. We will also require a 70% on the 100-point checklist which is a work in progress, as well as provide person centered policies, resident care plans and psychotropic medication usage.



Our first Butterfly graduates!



Some of you may have already seen that the Resident life stories have been completed and are now hanging in our residents’ rooms. If you require any revisions, please let us know.

The “Life Stations” themed areas have been planned based on the results of our residents’ lives. Here are a few examples:

Occupation: 8/38 = 21% Teachers, Teacher Assts, Bus Drivers, Crossing Guards, 3/38 = 8 % Bush Worker/Heavy Equipment Operators/Millwrights **Other Interests:** Camping - 11/38 = 30%, Walking/Exercising - 15/38 = 39%.

There have been many positive environmental changes on Monarch Manor. Themed areas are being designed, and our new furniture has arrived. You will notice that many have their favourite spots now to lounge:

The Transformations:

Do you remember how our dining room looked before?

After:



Donations have been arriving daily from our generous families, staff and members of the community. Below is a picture of our High School Co-op placement student Moth, who shared her creative abilities by painting a water scene on our “Fishing” wall.

Below are some pictures of our residents and staff engaging in the environment and having opportunities for meaningful occupation.



PIONEER RIDGE LONG TERM CARE AND SENIOR SERVICES NEWSLETTER

May - September 2025

An alternate dining area has been created to decrease personal expressions of residents who react to a noise, crowds or an over stimulating environment. Converting the activity room to a bistro, has been most beneficial as residents are eating better and wanting to sit for a meal. Centerpieces have been provided with flowers, cue cards, jokes, conversation starters, pictures, pencil crayons and paper to improve the mealtime experience in both areas.



Staff have been transitioning from uniforms to regular clothing and are showing their creativity. One can notice t-shirts with resident's favourite sports teams, musical group, funny sayings, cute animals and even the painter "Bob Ross". Staff will continue to wear their name tags. Coming soon... "Monarch Manor" bright coloured t-shirts have been ordered and will be seen on team members in next month. Staff life stories will be hung at the entrance to Monarch Manor as we are all family.

As part of the Butterfly accreditation, we ask families to personalize your loved one's room and bathroom, using familiar items from their life and décor.

As we are now completing our last workshop and have been 15 months into the transformation, we are collecting evidence-based indicators, in hopes to demonstrate a decrease in personal expressions, resident to staff incidents, decrease in falls and staff absenteeism.

Families stated that visits with their loved ones have been more positive, as they find that there are destinations to explore and chat about. Another positive has been those children, who used to be apprehensive to visit long term care, have been enjoying their visits with their loved ones. See Audrey with her Grandpa: Our Homes Action Team Committee met for the last time with Mary, MCM Consultant, (missing Don, June, Sue, Kim and Hollie):



Other B.S.O updates:

G.P.A (Gentle Persuasive Approach) 72 staff have taken the 1-day training thus far. We will be offering more classes this year October 16th and November 6th.

~We were requested by the Knowledge Broker for CERAH to submit an abstract on the "Butterfly Approach" in hopes to present at the 2025 CERAH Conference: Aging Across the Life Cycle, Oct. 2 & 3, 2025 and we were accepted. Both Crystal and Judy will be presenting at the conference on our transition to an emotion-based model of care.

If you have any questions/suggestions, please call or email the BSO Embedded Services Team: (807) 684-3936 Behavioural Support & Butterfly Lead, Judy Walters (807) 629-7181 or email judy.walters@thunderbay.ca Resident Wellness Worker, Crystal Wark (807) 632-9108 or email, crystal.wark@thunderbay.ca Resident Care Assistant, Dawn-Lee Soderberg at dawn-lee.soderberg@thunderbay.ca



PIONEER RIDGE LONG TERM CARE AND SENIOR SERVICES NEWSLETTER


May - September 2025

On Thursday September 25, Pioneer Ridge hosted a special guest, 2024 Hockey Hall of Fame inductee Jeremy Roenick. An 8th overall draft pick by Chicago, directly out of high school, he spent 20 seasons in the NHL, scoring 513 goals and amassing 1216 points. As one of the celebrities playing in the Thunder Bay Easter Seals Celebrity Hockey Classic, he graciously took an hour out of his day to spend with our residents, talking about hockey, signing autographs and posing for pictures. Thank you to Jeremy, and Rhonda Harrison from Easter Seals Ontario for helping to coordinate this special visit.



NOVEMBER IS FALLS PREVENTION MONTH

Pioneer Talks



PREVENTING FALLS AND LEAST RESTRAINTS

6:30PM IN THE PIONEER RIDGE AUDITORIUM **NOVEMBER 18 2025**

An educational session for residents, families and friends on Preventing Falls and the Least Restraint Policy

RSVP to BPC Darcie @ 684-3928

PIONEER RIDGE LONG TERM CARE AND SENIOR SERVICES NEWSLETTER

May - September 2025



HAPPY FALL TO EVERYONE...SUMMER WENT BY WAY TO FAST!

Here is a run down of what we've been doing the last couple months...

May started with some warm weather. We got a lot of residents outside, did some raking and cleaning of the spent perennials from last year. Our flower beds were ready to receive. The weather turned a little chilly, but the flowers were ordered, and delivery was Monday May 26th with TR's plan to get residents outside on Wednesday May 28th to plant the urns and large planters in the front patio.



We've had many nice comments about how colourful the gardens were this year...Thanks!

And many thanks to our golden garden gals who come weekly to weed, water and fertilize. We cannot do it without you and your many talents. Looking at the gardens...we may need to do another perennial split as they are looking overgrown again...We'll look into that for later this month or next and probably have another plant sale in the front lobby.

Our Helping Hands Auxiliary Mother's Day Bazaar was a huge success raising close to \$3000 for the Therapeutic Recreation department. Many thanks to all those who come in and buy tickets for the penny auction, buy the delectable treats and peruse the nearly new items. We really appreciate your support. All that money goes into supporting and enhancing the resident's quality of life.

Our TR's have been busy working on projects ...Chris dreamed up and worked hard (with Jins' help too) turning an unused space into a raised veggie garden area in the TR park. And Jins created a music room on the home area 2 living room. Pictures below...

Before...



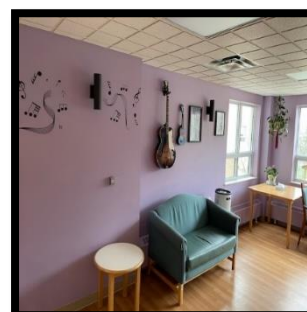
After...



Summer Growing...



And here are the updated pictures of our Home Area 2's living room "The Music Room"



PIONEER RIDGE LONG TERM CARE AND SENIOR SERVICES NEWSLETTER

May - September 2025

Resident Council meetings took a summer holiday, but we are back in full swing. Resident Council meetings take place the first Thursday of the month (Sept-June) at 2pm in the Home Area 4 dining room.

We would like to thank everyone who purchased our Resident Council Easter Basket raffle tickets. The lucky winners were...



Richard Richardson nephew to Helen B on home area 4 & Ray Bukovy son in law to Elgie S also on Home Area 4.

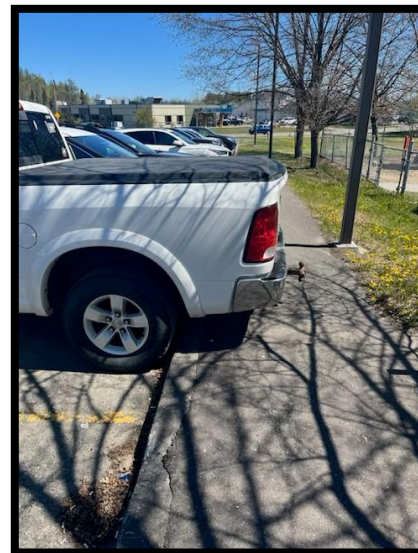


And for those who park in the front lot and reverse in, please take a look at the images below. Please note that residents in power chairs or larger chairs cannot pass the bumper hitch as it blocks the pathway.



YAY

Watch your hitch!



NAY

STUDENTS AT PIONEER RIDGE

This summer, we were pleased to welcome several Personal Support Worker (PSW) students to the Pioneer Ridge community. Although the length of their placements varied, the feedback was consistently positive. Students expressed appreciation for the welcoming atmosphere, the quality of guidance they received, and the supportive energy throughout our home. Starting a placement and joining a new team can be a nerve-racking experience, and I want to extend heartfelt thanks to our incredible preceptors, team members, residents, and families. Your kindness and support makes a lasting impression and truly helps students feel at home.

As we move into the fall months, we're excited to welcome Dental Hygiene students from Confederation College for their externship from September-November. Through this opportunity, they'll be making a positive impact while gaining valuable experience in patient-centred care. In addition to our Dental Hygiene students, we're also welcoming more PSW students throughout the fall. Currently, we have five PSW students

PIONEER RIDGE LONG TERM CARE AND SENIOR SERVICES NEWSLETTER

May - September 2025

completing preceptorships, gaining hands-on experience in our supportive environment. Additionally, in November, we will be welcoming Practical Nursing (PN) students from Oshki-Wenjack for a group placement. We look forward to continuing to support these students as they hone their skills and prepare for careers in compassionate care.

As interest in student placements continues to grow, we're also expanding our team of preceptors. This past July, four additional PSW staff completed the PREP LTC for Preceptors course. This training equips staff with skills in effective learning strategies, reflective feedback, anti-oppressive practice, conflict resolution, and student evaluation.

We're proud to support staff in taking on leadership and mentorship roles. By growing our team of preceptors, we're not only investing in professional development—we're playing an essential role in shaping the next generation of healthcare professionals.



COMMITTEE MEMBERS NEEDED

The Family & Friends Committee is an organized, self-led, self-determining and democratic group, which provides assistance and advice to families, friends and residents in the Home and makes recommendations to the Home in the interests of residents and their families.

Our goal, as we work very closely with the management team is to ensure that person centred quality care is meeting the individual needs of all residents and that they are all getting the best care possible.

Long Term Care staff cannot do it alone, they need the support, assistance and teamwork that resident and families can provide. Personal advocating is important - but by joining together, we can make our suggestions count even more!

If you are interested in joining the Family & Friends Committee please contact Jaime at Pioneer Ridge at 807 684 3497 or jaime.rizzo@thunderbay.ca or the Chair of the Committee Maria Lento at 807 621 0462 or marialento@hotmail.com.



FUN FACT

Laughter is a universal language that unites us all. And what better way to spread joy and positivity than by participating in National Tell A Joke Day on August 16th? This delightful day encourages everyone to embrace humour and brighten the day with a good laugh.

National Tell A Joke Day is celebrated to recognize the positive impact humor and laughter have on our lives. Telling jokes helps reduce stress, improve mood, and strengthen connections between people. Humour brings joy to the heart, and this day serves as a reminder to laugh and enjoy life. It's a perfect occasion to share jokes that can uplift others and brighten their day. After all, a good laugh is often the best medicine for any situation!



"Life is better when you're laughing." – Anonymous

"Why do seagulls fly over the ocean?" "Because if they flew over the bay, we'd call them bagels."

