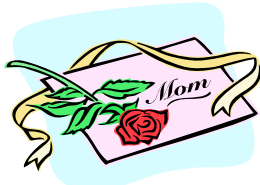


June 2009

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

Enabling residents to find meaning and joy in life, in a caring Christian environment



"Being a full-time mother is one of the highest salaried jobs...since the payment is pure love!"

Mildred B. Vermont



Inside this issue:

| | |
|------------------------------------|-------|
| Introduction | Pg. 1 |
| Message From Basil | Pg. 2 |
| Resident Survey Results | Pg. 2 |
| Results Continued... | Pg. 3 |
| Chaplain's Corner & Family Council | Pg. 4 |
| Programs & Upcoming Events | Pg. 5 |
| Management Team | Pg. 6 |

Welcome May

Another month has come and gone and here we are in May already! The residents at Markhaven have already been able to enjoy the warming weather. Indoor planting has started and soon the Markhaven gardens will be filled with Spring flowers.

This month will be filled with special days and events. Mother's Day falls on Sunday, May 10th this year. Be sure to attend the special Mother's Day Celebration here at Markhaven on this day. Details on the event are included on page 5.

Our first Spring outing hosted by the Program Staff will be at the end of the month. The residents will be going for a nice drive and a stop for ice cream. Details also on page 5.

Markhaven wishes all the families a pleasant May!

Cable Increase

Effective August 1st, 2009 Hospitality Net, our service provider, will be increasing the monthly cable charge to \$49.48 plus PST and GST. The new total monthly charge will increase from \$53.09 to \$55.91 and will reflect on the September statement.

Office Hours – Regular

The office will be open:
8am - 5pm -- Monday to Friday

Quote of the Month

"God's purposes are so vast and glorious, beyond all guessing now, that when they are achieved and consummated, all our sufferings and sorrows of today, even the agonies that nearly break our faith, the disasters that well nigh overwhelm us, shall, seen from that fair country where God's age long dreams come true, bulk as little as bulk now the pieces of a broken toy upon a nursery floor, over which thinking that all our little world was ruins, we cried ourselves to sleep."



A Message from Basil Tambakis

Everyone safe after evacuation

On Tuesday, March 3, 2009, at 1:00 a.m. staff noticed that the temperature at Markhaven was dropping unexpectedly. Service technicians came out and by 3:00 a.m. had fixed the problem. At about 8:00 a.m. pipes that had frozen were now bursting as they were thawing. Within an hour we had water damage in 2 of the 4 units, there was no hot water, no heat and the fire sprinkler system was inoperable. Service technicians could not guarantee a speedy repair, so the Markhaven Emergency Plan was put into effect. What ensued was an evacuation of all of the residents that went smoothly and effectively.

The residents returned safe and sound on Friday March 6 to a welcoming crew and the lobby decorated in balloons. The repairs to the damage are almost complete.

Families of our residents should know that our emergency evacuation plans worked extremely well, thanks to the staff and the other agencies that assisted. We at Markhaven are proud of the training all staff members go through with regards to emergency preparedness. This was the first time we had to go through the procedure since our new building opened five years ago but we were ready and we were successful in the ultimate goal of evacuating all of our residents safely.

We want to thank the Ministry of Health and Long Term Care, Community Care Access Centre, Emergency Management Ontario, York Regional Police, Markham Fire and Emergency Services, EMS and York Region Transit for their amazing help. We want to thank the following long term care facilities who took care of our residents so wonderfully - Bethany Lodge, Cummer Lodge, Mon Sheong Richmond Hill Long Term Care Centre, Parkview Home, Specialty Care Bloomington Cove, Union Villa, Woodhaven Long Term Care Residence, Yee Hong Ho Lai Oi Wan Centre – Markham, York Region Maple Health Centre, York Region Newmarket Health Centre, Yorkview Life Care. Some residents went home with their families. Special thanks to the Red Cross and Riska Medical Surgery Supplies and other suppliers for providing cots and beds for our residents at the other facilities. Lastly, we want to thank our staff for ensuring that each and every resident was cared for during this difficult time.

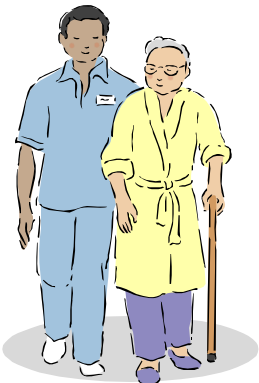
Resident/Family Satisfaction Feedback

NURSING DEPARTMENT

The results from the resident/family satisfaction survey indicated that the consistency with which up to date health information is shared is an area of concern for families/residents. The nursing department participates in annual goal setting for improving the quality of care we provide to our residents. Improving the consistency to which up to date health information is shared and communicated with families/residents will be a priority in 2009.

Communication will be the focus at our next Nursing Practice Meeting and discussions on how we can improve and what actions need to be taken. If you have concerns with the health status of a loved one, please do not hesitate to call the Nursing Supervisor at ext 4300.

If you are not satisfied or have more questions you can contact the Clinical Nurse Manager at ext 3302 or the DOC at ext 3303.



Continued on next page...

PROGRAM DEPARTMENT

The Program Department would like family/residents who participated in the Satisfaction Survey in 2008. Your comments and concerns are important to us when we consider ways in which to improve our programs.

We continue to improve evening and weekend programs that are provided. Unfortunately when this survey was distributed we were in the process of one full time staff and 1 part time staff moving on. It was a challenge to fill these two positions, but thankfully in December these positions were filled.

One positive change we made was that the Monday and Wednesday evening programs are offered on other units not just the secure unit. Programs are offered on Monday on the 2nd floor and the first floor on Wednesday evenings. Both days we still hold programs for the secure unit. Please see calendars for times of programs offered between 5 and 8 p.m.

We have one staff member who is here on Saturday from 8-12 noon providing programs to each unit. * See calendars. On Sunday there is chapel service provided by volunteers each week in the afternoon. We are fortunate that two very dedicated volunteers come in during the week to assist program staff with programs and visitation.

We have added several new programs during the day time activities ie: bocce ball, board games, grooming group, a second school intergenerational program and special entertainers twice a month.

We still would like to stress the challenge of outings. At present only two staff members accompany residents; we still have one staff member providing programs at the home while we are on these outings. This presents great concern for our staff in that we want our residents to be safe during these outings and properly supervised. To ensure safety we have lately only gone for a drive and ice cream which ministry agree is a good outing and meets the standard criteria. We continue to welcome family members or friends who would like to volunteer to assist with these outings. During the winter residents expressed they didn't want outings but now the weather is getting warmer our outings will begin again.

We are looking forward to our special events for family and residents. Don't forget our Mother's Day event held on May 10, 2009, hope to see you there. We will again be hosting a family/resident B.B.Q. this summer. We will keep you posted on all upcoming events.

In closing we will continue to strive to provide quality programs for our residents and welcome any comments or concerns you might have.

FOOD SERVICES DEPARTMENT

Since Nova took over our Food services contract from Aramark on March 1st./09, we have started a new Fall & Winter Menu. On April 9th, we had our first Resident Advisory Meeting under our new contract, where we received positive comments from our residents about the new company and our new menu.

As a new company, our annual goal is to have a "minimum" 5% increase of resident satisfaction in 2009. In order to reach this goal, we will have another Resident Advisory meeting in July to discuss the new spring and summer menu. At this time we will add on some of our resident choices for meal selection and will also create special holiday menus based on our resident's preferences.

All residents and family members are always welcomed and encouraged to attend our Resident Advisory meetings which are normally scheduled every 3 months, assistance for all residents wishing to attend the meeting will always be provided.

The date for our next meeting in July will be posted on our resident/family communication board which is located on the wall beside our main kitchen door on our first floor around the corner from our large elevator.

I would also like to remind our residents and family members, if at anytime you have any questions or concerns including those of missing items to please speak with our Resident Services coordinator ASAP to assist you and or direct you to the correct department supervisor.



Chaplain's Corner



I love the month of May. Spring has settled in with flowers blooming, trees budding and grass finally green again. It's also the month when we set aside a day to honor our mothers.

There is nothing quite like the heart of love a mother has for her children especially during the first few weeks and months of a baby's life. She will lose sleep and do what it takes to make sure her child is happy and contented. As her little one gets older, she will adjust her life style to give her child maximum love and care.

The majority of our residents here at Markhaven are mothers who have given many years of their lives to raising their children. Memories are often still clear about the years when they were relating to their young children. These mothers, even though now in their seventies, eighties and nineties residing in a senior home, are still influencing society through their children and grandchildren. I know some mothers here who have a close relationship with Christ and are influencing the world through their prayers for family and others. Some find joy in showing love and compassion to those around them revealing character traits developed over a lifetime.

Be sure to take time this month to encourage your mother and/or a mother at Markhaven Home.

Dr. Floyd Grunau—Chaplain
905.294.2233 ext 3404

Family Council

You are invited to attend an Informative Evening on the topic of:

"The Grief Reaction to Nursing Home Placement"

On Tuesday May 12th from 6:30p.m.-7:30p.m. in Markhaven's Neely Auditorium

With Guest Speaker Eleanor Silverberg, Social Worker

This presentation will raise awareness of the grieving process that dementia family caregivers may experience around nursing home placement from deciding to apply for long term care, the transition of admission and moving on after placement. Topics will include the apprehension to apply, the losses, guilt, adjusting to placement, family caregiver role and wellbeing.

For more information regarding the Family Council contact Karen Panfili by:

E-mail - kpanfili@hotmail.ca

Phone - 905-882-6042



Program Department

Birthday Party! Entertainment

Come join us in the Neely Auditorium on **Wednesday May 6th, 2009** at 2:30p.m. The program staff will be throwing the monthly birthday party. Come join the celebration!

Reading Programs

The residents are always excited to have a visit from the school children. Here are the dates to keep in mind this month:

E.T. Crowle Reading Program: **Thursday May 21st, 2009** at 2:30p.m. in the Neely Auditorium.

Greenborough Public School: **Wednesday May 27th, 2009** at 10:30a.m. in the Neely Auditorium.

Outing

If there are any residents that are interested in going for drive and ice cream please let the program staff know before May 15th. We will be renting a bus **Thursday May 28th, 2009**. The bus will depart at 1:30p.m. and will arrive back at Marhaven around 4:00p.m. Family and volunteers are always welcome to assist with these outings.

We will be having two special performances this month so make sure to save these dates:

Country Kenny Singing: **Friday May 1st, 2009** at 2:30p.m. in the Neely Auditorium.

Helen Stewart Singing: **Monday May 25th, 2009** at 2:30p.m. in the Neely Auditorium.

Mother's Day

We cordially invite you and your family to Markhaven's Mother's Day Celebration. This is a special occasion for you to have quality time together with your loved ones, as well as enjoying the entertainment by Dennis Hassell & His Treasure Chest, accompanied by guest pianist, Don Garratt. Full details are as follows:

Date : Sunday May 10th, 2009
Time : 2:30 p.m.
Place : Neely Auditorium
Featuring : Dennis Hassell & His Treasure Chest
Guest Pianist - Don Garratt

Dessert and refreshments will be served

Don't miss this great opportunity and looking forward to seeing you soon.

Management Team

Executive Director:

Basil Tambakis ext.3301

Director of Care:

Karrie Brandt ext. 3303

Clinical Nurse Mgr:

Louise Alvarez ext 3302

Director of Business Services:

Laura Burns ext. 3304

Director of Program Services:

Hazel Moore ext. 3309

Chaplain:

Floyd Grunau ext. 3404

Environmental/Laundry:

Jun Concha ext. 3305

Food Services:

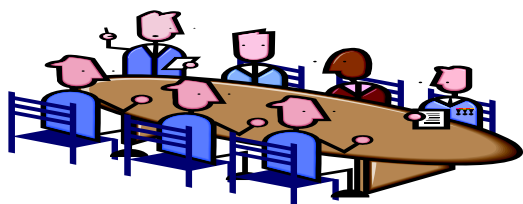
Daisy Lin ext. 3307

Resident & Volunteer Services:

Brenda Wilson ext. 3308

Admin Assistant:

Robin Drake ext. 3333



Verse of the Month

You made all the delicate,
inner parts of my body and
knit me together in my
mother's womb

Psalm 139:13

Recipe of the Month

CARROT RAISIN MUFFINS

INGREDIENTS

1 cup (250 mL) all purpose flour
1 cup (250 mL) grated carrots
1/2 cup (125 mL) whole wheat flour
1/2 cup (125 mL) raisins
1/4 cup (50 mL) packed brown sugar
2 tbsp (25 mL) toasted wheat germ
2 tsp (10 mL) baking powder
1/2 tsp (2 mL) each cinnamon and salt
1/2 cup (125 mL) milk
1/4 cup (50 mL) fancy molasses
1/4 cup (50 mL) butter, melted
1 egg

Topping:

1 pkg cream cheese, softened
2 tbsp icing sugar

DIRECTIONS

In large bowl, stir together all-purpose flour, carrots, whole wheat flour, raisins, sugar, wheat germ, baking powder, cinnamon and salt. In separate bowl, stir together milk, molasses, butter and egg; pour over dry ingredients and stir just until moistened.

Spoon into 10 greased or paper-lined muffin cups, filling three-quarters full. Bake in centre of 375°F (190°C) oven for about 20 minutes or until tops spring back when lightly pressed. Let cool in pan for 10 minutes. Remove to rack and let cool completely.

Topping: In small bowl, beat cream cheese with sugar until fluffy; spread over cooled muffins. *(Make-ahead: Store in airtight container for up to 1 day.)*

