

Annual Report



Gibson Family Health Care — Our journey caring for your family

Annual Report



2024

Carveth Administrator Brett Gibson receives the 2024 Employer of the Year Award from the 1000 Islands Gananoque Chamber of Commerce.

Gibson Family Health Care *Retirement & Long-Term Care*

Celebrating more than 50 years of family care



Annual Report



Gibson Family Health Care — Celebrating more than 50 years of family care

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Summary

2024 was an exciting year at Carveth Care Centre.

To our delight, our home won Employer of the Year from the 1000 Islands Gananoque Chamber of

Commerce. What a tremendous accomplishment!

We enjoyed time with our residents and families at Family Fun Day on July 17. We also enjoyed several bike rides down the 1000 Islands Parkway with Cycling Without Age.

Always trying to improve, we embraced innovation and technology by purchasing three new iPads for our treatment carts and an automated bingo caller that projects onto a screen.

As always, we were proud to support World Elder Abuse Awareness Day, Seniors' Month, the Kingston Walk for ALS, Mother's Day, Father's Day, Health and Safety Week, National Physiotherapy Month, Grandparents' Day, Orange Shirt Day, National Therapy Dog Day, National Walking Day, National Nutrition Month, World Down Syndrome Day, International Women's Day, Anti Bullying Awareness Day, Black History Month and Mental Health Awareness Month.

It was an honour to hold a Veterans' Stone Dedication Memorial in August and participate in the Terry Fox Run at Gananoque City Hall.

One of the highlights of the year for me was celebrating the number of residents in our home who are 100 years or older. This year, we had six!

It is a privilege and honour to know the residents, staff, families and volunteers of Carveth Care Centre. Together, we make a strong and loving family.

Thank-you for calling us home. It is a privilege to serve you.

Brett Gibson
Owner/Operator



A special ceremony was held at our home on Sept. 11 to recognize our military veterans who have passed away. Thank-you Mayor Beddows, Royal Canadian Legion 92 Gananoque, Rev. Takouhi, veterans, family, residents and our staff.

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Looking Back/Overview



Gibson Family Health Care — Celebrating more than 50 years of family care

Vision Mission & Values

The Gibson family has owned and operated a nursing home since 1965. Most of our staff has worked for us for many years.

The experience, knowledge and passion that employees have for residents is invaluable in continuing to improve the quality of life for our residents.

Carveth Care Centre and Helen Henderson Care Centre are continually improving the quality of service provided to our residents.

We are recognized in our communities as a home of choice for families who require our services.

The Gibson Family Health Care Team works to provide excellent care and support for all residents and their family members at Carveth Care Centre and Helen Henderson Care Centre by using a team approach to enhance their *quality of life*.

Knowledge

Gibson Family Health Care believes residents at **Carveth Care Centre** and **Helen Henderson Care Centre** are entitled to the best quality of nursing care possible in a manner that will maintain the wellbeing, dignity and self-respect of each resident. We believe that each resident has the right to be cared for in a caring, friendly environment that is sensitive to their physical, emotional and spiritual needs. We believe in a multi-disciplinary team approach in providing optimal nursing care which also includes the Residents family member or care provider/designate in his or her care planning. We believe that in order to ensure the highest quality of care we must have established outcomes which can be clearly measured, monitored and evaluated at the department, program and committee level. We believe that ultimately the success of our services will rely upon the total involvement of our staff, residents and the community.



Performance/Year in Review



Gibson Family Health Care — Celebrating more than 50 years of family care

Congratulations staff

Carveth Care Centre would like to recognize the following people for their work anniversaries in **2024**:

Paula Lewis, 20 years; Katie Tennant, 20 years; Michelle Fitzgibbon, 15 years; Nancy Gray, 15 years; Donna Trebinskie, 10 years; and, Paige White, 10 years.

RECOGNITION

An independent auditor's report by **Secker Ross & Perry**, chartered accountants, tax and business advisors, is available upon request. Please contact our home for this information.

FINANCIALS

Local nursing homes approved by Accreditation Canada

A rigorous review of health care practices at two family-owned long-term care homes has resulted in approval by Accreditation Canada. After visiting Carveth Care Centre in Gananoque and Helen Henderson Care Centre in Amherstview, two long-term care homes near Kingston, Ontario, Accreditation Canada stamped them with a high rate of approval for their level of care.

"It is a huge accomplishment for a home to be accredited by Accreditation Canada and it speaks volumes about the quality-of-care and services that we provide," says Angela Gibson, the senior manager who spearheaded the project for the home's operating body, Gibson Family Health Care.

"The accreditation process requires a lot of time and effort by many people," she explains. "I am incredibly proud of our staff and management teams for their hard work. We are delighted to achieve this goal."

This approval means both homes meet or exceed the standard level of health care in Canada and are accredited until 2026.

"The Gibson family is committed to continuous quality improvement for both our residents and team members," adds Lisa Gibson, Owner and Operator of Helen Henderson Care Centre. "The Accreditation Canada process is just one of the many resources our organization uses to grow and improve the workplace, as well as the level of care and services we provide to our residents. I am proud of our teams' ability to meet and exceed the standards developed by Accreditation Canada."

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Performance/Year in Review

Gibson Family Health Care — *Celebrating more than 50 years of family care*

Ernie Lambert is still smiling from his visit to Carveth Care Centre last March.

A long-term care home in Gananoque, Carveth is home to Ernie's father, Bert, who enjoyed a special visit with extended family on March 19, 2024. The visit included a musical performance by Bert's nephew, J'Ukebox George of Calabogie.



“Over the last few weeks during my trip to Ontario, I was at Carveth five or six times to visit dad; I had a great time,” says Ernie from his home on Vancouver Island. “The visit with my cousin George was extra special. He brought his guitar and played for an hour.”

While at the home, family members also had their picture taken with resident Marianne who was Bert's neighbour on Howe Island where Bert lived for many years. Before he retired from CFB Borden as a member of the Canadian Armed Forces, Bert was an electrical mechanical engineer. He has eight siblings (all sisters) and eight children.

“It was nice to see her, as well,” says Ernie with a smile about the familiar face.

Speaking on behalf of the home, Activity Director Shannon Buell notes, “Residents loved the music by Bert's nephew. It was nice to see a different entertainer. It was special because it was for Bert.”

Carveth Care Centre is grateful for the support of families. If you would like to share your time or talent with our home, please contact us at 613-382-4752 ext. 107.

Performance/Year in Review



Gibson Family Health Care — Celebrating more than 50 years of family care

Alandra LaFirst is a young woman with a bright future.

Speaking from her home in Gananoque, the Ontario Scholar's smile is contagious as she talks about winning the Gibson Family Health Care Nursing Scholarship at her graduation from Gananoque Secondary School (GSS) on June 26.

"I'm so very grateful, it's incredible," she says about the education bursary to help offset the cost of four years in the Bachelor of Science in Nursing program at St. Lawrence College.



Speaking on behalf of Carveth Care Centre, a popular retirement lodge and long-term care home in Gananoque, Administrator Brett Gibson notes, "Although all of the applicants from GSS were worthy of this scholarship, our home saw something extra special in Alandra who has been working here as a student dishwasher since last February. We are excited to see what she accomplishes in life and hope she eventually joins our front-line health care team."

Started in 2023, the Gibson Family Health Care Nursing Scholarship is a \$2,000 education bursary presented annually to a graduate of GSS who is entering a nursing program (Registered Nurse or Registered Practical Nurse) at the university or community college level. To qualify for the award, recipients must have a grade average of 65 or higher. The recipient is selected by a committee of residents and staff at Carveth Care Centre.

"I'd like to thank the Gibson family for this honour," the young woman says gratefully.

Alandra credits her grandmother for making her want to become a Registered Nurse (RN).

"She's a travel nurse and loves it. My grandmother gave me her passion," she explains.

Although Alandra hasn't thought about what she wants to do after she graduates as an RN in four years, she does want to work at Carveth as a Personal Support Worker (PSW) once she finishes her first year of school.

"I love working there as a dishwasher," she attests. "The environment is great. It's my plan to work at Carveth as a PSW after my first year of studies and then continue onward."



Performance/Year in Review

Gibson Family Health Care — Celebrating more than 50 years of family care

A Personal Support Worker at a long-term care home in Gananoque is gaining attention for her hard work and quiet resolve.

Speaking from Carveth Care Centre, a long-term care home and retirement lodge in Gananoque, Katelyn Lozo talks about her work for the past 13 years as a front-line health care worker.

“I like it,” says the 32-year-old Tincap woman at the end of a night shift in early July 2024. “I like working with the residents. You never know what they’re going to say.”

Katelyn is one of many staff who helped the home weather the storm of the COVID-19 pandemic which started in March 2020.

“It was difficult at the beginning, but it got better after we got used to the rules and restrictions,” she explains.

Known for her helpful nature, Katelyn is being profiled by the popular home to thank her for her good work.

“Katelyn is a great communicator and advocate for all residents,” says Lisa Smith, Care Coordinator at the home.

Asked to describe herself, Katelyn says she is quiet and has a good sense of humour. When she’s not at work, she likes to garden, read, listen to country music around a bonfire and enjoy time with family and friends. She is the proud owner of a dog named Finley and a cat named Allister.

“I’m just here (at work) or spending time with my boyfriend,” she says with a smile.

Content working as a PSW, Katelyn hopes to travel someday. “I’d like to go on at least one trip. I’ve never left Canada,” she says. “I’d like to go somewhere warm in the winter.”

This fall, she plans to take some time off to visit family in Renfrew.

Questions for Katelyn

If you could rule the world, what would you do on day one?

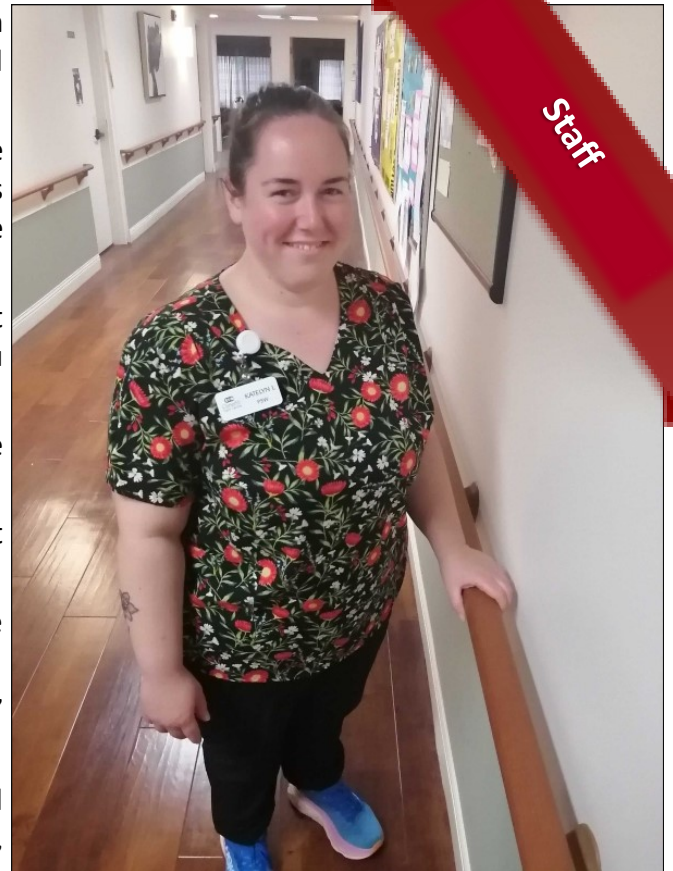
“I’d end homelessness.”

If you could have any superpower, what would it be?

“Read people’s minds.”

If you weren’t at your current job, what would you be doing?

“I’d still be working in health care. I used to want to be a vet technician, but I quickly realized I couldn’t put an animal down. It’s not for me.”



Performance/Year in Review



Gibson Family Health Care — *Celebrating more than 50 years of family care*

A homemade quilt for raffle at a local long-term care home is drawing attention for its beauty and detail.

“My sister made the quilt,” says Carmel Conner, a resident of the home for the past two years.

Sitting in one of the home’s bright activity rooms on a cool November day in 2024, Carmel says she asked her sister to make the quilt as a fundraiser for Carveth Care Centre, a family owned and operated retirement lodge and long-term care home in Gananoque.



“This is the only place I wanted to live after my husband died and I sold my house,” says the friendly 80-year-old. “I love it here; I’m happy here. I enjoy the music, activities and visiting with residents and staff. I only go to my room to sleep.”

Dressed in blue corduroy pants and a blue sweater adorned with a crocheted Santa face, Carmel is using the quilt as a fundraiser for Carveth Residents’ Council where she serves as president.

Made by her sister, Joan Bryan, the quilt is 102 squared inches and fits a double bed. It is the grand prize in a raffle arranged by the residents of our home to raise money for community causes such as the toy drive, food bank, Gananoque Humane Society, Sheba’s Haven, Wheels of Care and breakfast clubs at St. Joseph Catholic School, and Linklater Public School.

“This home is special,” says Carmel with pride about the ongoing good work by residents and staff. “I decided on this fundraiser on my own because I thought it would be a good way to raise money to donate at Christmas time. Other residents are helping sell raffle tickets and we have appreciated everyone’s support so far. We hope others will support this fun activity by purchasing tickets.”

Carveth Care Centre is pleased to promote this holiday fundraiser by its Residents’ Council. To buy a ticket before the draw on Dec. 6, please contact the home at 613-382-4752 ext. 107. First place: quilt; second place: gift basket; third place: homemade tarts.



Performance/Year in Review



Gibson Family Health Care — Celebrating more than 50 years of family care

A health care worker at a long-term care home in Gananoque is finding satisfaction and happiness helping the people in her care. Speaking from Carveth Care Centre, a retirement lodge and long-term term care home on James Street in Gananoque, Hollie Brennan is grateful for her job as a Personal Support Worker (PSW).

“I love it,” she says with smile when asked about her work. “I like the interaction and little visits with the residents. I loved the watermelon eating contest yesterday because I got to participate with the residents. It was a lot of fun.”

Known for her care and compassion towards others, Hollie is the home’s Employee of the Month for October 2024. A proud mother of two adult boys, Hollie has worked as a PSW at the home for more than three years. She appreciates the award.

Speaking on behalf of the home, Assistant Director of Care Trish Hornbeck notes, “Holly is a compassionate, caring and a highly valued team member. She consistently goes above for the residents and staff. Hollie’s friendly, calm, and supportive demeanor make her an esteemed role model and an asset to the Carveth family”.

Asked to describe herself, Hollie uses words such as quiet, kind and compassionate.

“I’m even-keeled,” says the 43-year-old Gananoque woman with a smile.

When she’s not at work, Hollie can be found helping her father, reading or crocheting. Her bucket list includes a trip to Edmonton to visit her sister and five-year-old niece. She’d also like to see Canada’s east coast.

Hollie likes her job and calls the home a good place to be.

“It’s friendly when you get here,” she says about the atmosphere. “I wish I had applied when I first became a PSW so I could have been here my entire career. Everyone is nice and welcoming.”

Questions for Hollie

If you could rule the world, what would you do on day one? “I’d change the prices at the grocery stores so they were lower. There’s a way to change the high cost of living these days.”

If you could have any superpower, what would it be? “I’d like to fly.”

If you weren’t at your current job, what would you be doing?

“I’d still be in health care. I’ve tried other things in the middle of my life and health care called me back.”



Performance/Year in Review



Gibson Family Health Care — Celebrating more than 50 years of family care

Retirement

Janette Wheeler is having a hard time leaving a job she loves.

Working for the past 38 years as a Health Care Aide at Carveth Care

Centre, a long-term care home in Gananoque, Janette retired last month due to health reasons. She was hoping to work for a few more years.

“It’s been a really good experience,” says the 67-year-old woman. “This type of work is extremely rewarding. Taking care of people has been my life. It’s hard to step down. I’ll miss the residents and their stories.”

Wearing a heart necklace and a warm smile, Janette is known for her care and compassion towards others. For years in the summer, she shared vegetables from her garden with residents and staff.

“They loved it,” she remembers fondly.

When the COVID-19 pandemic began in March 2020, she even ran errands for the residents in her spare time. “The pandemic really put a damper on things,” she explains. “It’s nice to see life returning to normal, now.”

It is clear to see Janette will miss her job and the people at the home, but she knows life goes on. “You can’t live for yesterday,” she says wisely. “I just wish there were more people with the passion to help provide health care.”

Looking back, she says she will miss the teamwork at the home. “When COVID hit, everyone really stepped up as a team,” she says nostalgically. “I really can’t say anything bad about the job or the home. Your job is what you make of it. You have to invest your heart, feelings and compassion into what you do.”

Looking ahead, Janette plans to spend time with family and friends such as her best friend Cathy Webster, another retired Carveth employee. “Cathy is like a sister to me,” says Janette who talks about their trips to Las Vegas and Florida. “We’ve been through a lot: good times and bad.”

“I like to garden and boat,” she continues happily, thinking about her home in Lyndhurst. “My boyfriend and I also enjoy day trips. We even bought a couple of bikes to use on the Thousand Islands Parkway this year.”

Looking around the home in late March as she prepares to leave, Janette says her only professional regret is not pursuing her nursing registration. “I did consider getting my Registered Practical Nursing papers,” she explains, “but I decided I would prefer to continue to work as a Health Care Aide because it allows more time to visit with the residents.”

“It’s a privilege and honour to provide assisted daily living to people,” she continues. “There’s something about this job... it doesn’t want to leave you. The residents will always be in my heart.”

“In her years, Janette has poured her heart and soul into looking after many residents, generations of families, in fact,” says the home’s Director of Care, Shelley Bender. “For 38 years, her caring nature and commitment to our residents have never wavered. Her dedication to them and her contributions to the home will be sincerely missed. On behalf of the Gibson family, thank you for your time and talent, Janette. We wish you all the best in your next phase of life, and hope you enjoy all the exciting adventures ahead of you.”

Administrator Brett Gibson echoes those sentiments. “Over the past few years, we have lost some great people due to retirement and Janette is another. Janette is a wonderful person and was so caring in her approach to working with the residents. Our family wishes her all the happiness in retirement.”



Performance/Year in Review



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After 40 years at Carveth Care Centre, Ruth Stevenson is hanging up her whisk and tongs. A cook at the popular retirement lodge and long-term care home in Gananoque, Ruth is retiring in June 2024.

"I'll miss everybody," says the friendly 67-year-old Gananoque woman. "I've enjoyed my time here."

Speaking from the home in mid-May 2024, Ruth remembers her early years fondly.

"I worked for Brett's grandfather and his father," she says with a smile, referencing the current Administrator, Brett Gibson. "When Brett was little, he used to play hockey in the hallway. I remember paying him a dollar to eat a carrot."

Ruth laughs at the wholesome memory. Looking back on her career, she notes, "The time has gone fast; It's flown by."

Asked about her favourite part of the job, she replies quickly, "Baking."

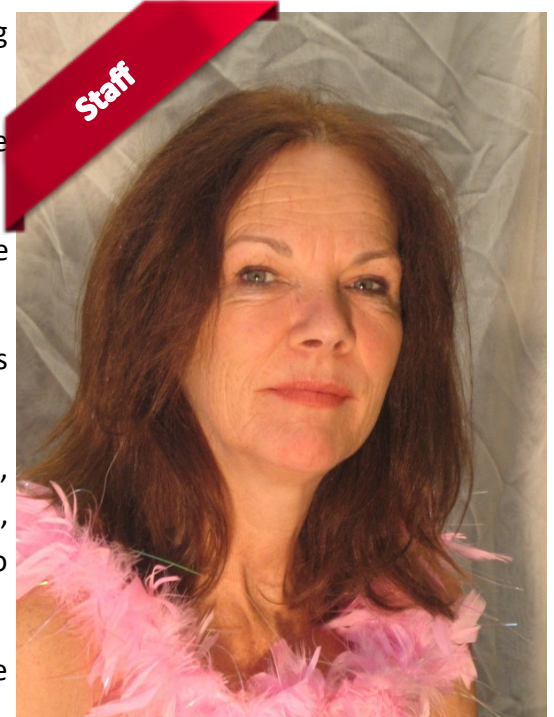
"Residents are still kind of old fashioned here," she says with nostalgia about the thousands of home cooked meals she has prepared. "They enjoy their meat, potatoes and casseroles."

"Ruth is a skilled baker, her dinner rolls are incredibly popular along with her pies and pastries," says dietary manager Theresa Running who has worked at the home as long as Ruth. "She's versatile in that she can cook anything. Ruth is also a great organizer and leader. I really can't say enough good things about her. She's irreplaceable"

Looking past her final days at the home, Ruth says she is not sure how she's going to fill her time in retirement. "We like to camp," she says about her family of children and grandchildren. "I love to read and do home renovations."

Ruth notes quietly, "I'll miss everybody."

Speaking on behalf of the home, Administrator Brett Gibson notes, "Ruth really is like family to me; she cooked my lunch almost every day throughout elementary school. A family staple for us growing up was Ruth's rolls, which we enjoyed on special occasions. Ruth gave everything to the job and will very much be missed. I wish her all the best and hope she takes the vacations she truly deserves."



Looking Forward



Gibson Family Health Care — Celebrating more than 50 years of family care



Trends

One of the recommendations of Accreditation Canada was to develop a better education program for staff. We use Accreditation Canada because it makes us a better and stronger business by applying world-class standards to achieve the highest quality programs and services. In most cases, the standards are designed in partnership with providers, patients and policy makers.

Because of this recommendation, we embraced the technology of SURGE Learning which is an online training & management platform developed to help Canadian health care professionals continue to provide exceptional care.

Since we launched this new form of professional development, we have enjoyed a 100 per cent participation rate by staff.

Immediate Plans

Our immediate plan for 2025 is to secure a development agreement for redevelopment. We are also trying to grow our staffing compliments in all departments and engage the community in the redevelopment of our home. Lastly, we want to increase the public's awareness of our foundation which works to improve the lives of our residents: The Gibson Family Health Care Charitable Foundation. One of the foundation's priorities this year is to raise money for a new wheelchair accessible van that residents can use for outings and excursions.

Long-term Plans

Our Long-term plan is to have both homes retrofitted to meet new design standards. Once this is accomplished, we will work to have our license extended to 30 years for both homes. This will be a daunting challenge and probably the most significant business investment by Gibson Family Health Care. Once accomplished, we will be better positioned to meet the needs of our communities long-term.



Looking Forward



Gibson Family Health Care — *Celebrating more than 50 years of family care*

New Care Coordinator welcomed at Carveth Care Centre

At 47-years old, Lisa Smith is enjoying significant changes in her career as a nurse.

Working as a front-line health care worker for the past 14 years at Carveth Care Centre, a long-term care home in Gananoque, Lisa transitioned in February 2024 from floor nurse to management.

“I love working here,” says the popular Registered Practical Nurse (RPN). “I enjoy the residents, families, and the staff. I like helping people and my new position as Care Coordinator will allow me to continue to do that. I’m excited about this endeavour; It’s been a while since I’ve done anything new.”

As the home’s new Care Coordinator, Lisa’s duties include acting as a liaison with families, supervising and assisting floor staff, supporting quality assurance and safety, and helping coordinate staff development. She is also the lead for the home’s wound care and pain management.

“I’m grateful that I get to still help out on the floor and listen to staff’s concerns,” Lisa says with a smile.



Speaking on behalf of the home, Administrator Brett Gibson notes, “Lisa is the perfect person to be the new Care Coordinator at Carveth. She knows the residents, families, and staff on a personal level. She will be an advocate for the residents and will work directly with families to make sure the needs of the residents are met.”



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