

# Annual Report



Gibson Family Health Care *for family caring for your family*

Annual Report



Gananoque Lions Club donated \$2,000 to the Gibson Family Health Care Foundation in June which allowed us to buy a big screen television for our lodge residents who LOVE local news, live music and comedies.

**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*

2025 was another strong year for Carveth Care Centre.

We started the year by replacing the floor in our retirement lodge and ended with 12 days of holiday fun

and fellowship for our residents and staff.

This year, we celebrated two remarkable milestones: Kay Garland turned 105 and Marjorie Clark Green turned 100. We also celebrated the achievements of a local youth, Alexis O'Connor, who won the Gibson Family Health Care Nursing Scholarship at her graduation from Gananoque Secondary School.

We appreciate Carveth Auxiliary's continued support of our home through the purchase of new bedside tables and a gift for every resident on Christmas day. We also appreciate the work of our Family Council whose president, Jim Taylor, writes an article for our monthly newsletter. Our Resident Council donated to seven local causes this year which was heartwarming.

It is wonderful to see residents, families, staff and volunteers participate in our special events such as our Family Fun Days in February & July, and spring party with baby animals in April. Our Halloween attraction continues to grow every year, with approximately 350 trick or treaters joining us on Oct. 31.

We are grateful for our community partnerships with groups such as the GSS LINK program and Cycling Without Age.

In addition to our work for the Alzheimer's Society, Heart and Stroke Foundation and Gananoque & District Humane Society, we also supported the food bank, Anti-Bullying Awareness (Pink Shirt Day) and Truth and Reconciliation Day (Orange Shirt Day) - initiatives that are important to us.

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

**Brett Gibson**

Owner/Operator



Our first trip with our new bus was to Haskin's Point in Seeley's Bay on June 4 for an afternoon of fishing. What a perfect way to introduce our new vehicle!



# 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 **2025**:

Heather Webster, 40; Diana Burtch, 35; Faye Beckett, 35; Angela Ballantyne, 25; Krista Whaley, 20; Lisa Smith, 15; Valerie Toms Luk, 15; Carrie Buchanan, 15; Krista Schedler, 15; Debbie Hoadley, 10; Katelyn Renaud, 10; Joe Classen, 10; and, Jenn Hayden, 10.

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

## Carveth volunteer, Cliff Byrnes, recognized

Volunteer Appreciation Week (April 21 –25), was a perfect time to recognize one of Carveth Care Centre's most dedicated volunteers, Cliff Byrnes (far right).

Cliff helps on our Carveth Auxiliary and volunteers at events such as our Family Fun Days, bingos, live music and fundraisers.

To mark Cliff's volunteer work at Carveth Care Centre, Administrator Brett Gibson (right), presented him with a Circle of Excellence Certificate from the OLTCA.

Great job Cliff!

Please know you are a valued member of the Carveth family. Thank you for sharing your time and talent with us. Every minute is appreciated.

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# Performance/Year in Review



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

It is a different type of life when you live on the majestic St. Lawrence seaway. Terms such as river rats, lock masters and fishing guides are common in the communities that are perched along its shore. Just as common are the people who maintain the infrastructure that span the seaway and connect the two nations to the north and south.



Known as the Thousand Islands Bridge - a series of five bridges over the St. Lawrence River that extend from Collins Landing near Alexandria Bay, New York to Ivy Lea near Gananoque, Ontario - the system covers 13.6 kilometres and is intercepted by the US and Canada border control agencies. It is owned and operated by the Thousand Islands Bridge Authority.

Opened 87 years ago, the bridge system and Canadian customs/immigration service have been staffed since inception by locals who look on it with pride.

“When people think of the 1000 Islands, they think of the bridge,” says Kelsey Sherboneau from a bus carrying people who helped maintain the bridges, border crossing, grounds and gift shop on Hill Island that houses part of the bridge system that connects Canada to the United States.

Retired after years of hard work on the island, the bus passengers are residents of Carveth Care Centre, a retirement lodge and long-term care home in Gananoque where Kelsey works in the Recreation Department. She helped arrange this outing in August 2025 to show the seniors how Hill Island has changed since they retired.

“I wouldn’t say it was hard work,” says Bill Gibson, a local resident who painted the bridges for more than 40 years. “But if I had to do it over again, I would have taken a heavy blanket to lay on. It’s where I developed rheumatoid arthritis.”

Reluctant to join the outing at first, Bill is clearly enjoying himself after he enters the 1000 Islands Tower, a platform on the island that overlooks the river and bridges that Bill started painting when he graduated high school until he retired at 65. “It’s all different now, it’s very modern,” he reminisces. There are also more trees on the island. When I wasn’t painting the bridge, I drove the snowplow for the bridge in the winter.

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## Hill Island

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It was good, busy work. One thing that hasn't changed is the paint colour. The bridges are still that nice green."

Joining Bill on today's excursion is Jim Foote who worked as a custodian for the bridge authority. He remembers sleeping in the office one night when bad weather closed the bridge. On the way to the island, his wife Christine indicated where Jim proposed marriage in Landon's Bay.

Pointing to an abandoned building on the island that has fallen into disrepair, Barbara Powell notes, "I worked at Stradford's gift shop for 20 years. I remember the line for fishing licenses was always long. People bought lot of everything."

Watching quietly from his wheelchair, Bruce Leakey can see the sleek new border crossings and customs buildings, in place of where he used to work as a boarder guard. His health prevents him from finding the words to describe the changes before him, but it makes you wonder what stories he would tell about his career welcoming people to Canada. Or, as it's known to locals, The Great White North.



Cleaning a long-term care home in Gananoque isn't the career Chantel Cook envisioned for herself. Young and energetic, she dreams of working in the canine unit with the Correctional Service of Canada (CSC). But for now, she loves her job. Speaking from Carveth Care Centre, a family owned and operated home in early September 2025, Chantel smiles at the news she is the home's Employee of the Month for October.

"I love my job and I'm very grateful to be winning this award," the pretty blonde says with her trademark smile. "I feel appreciated; I love coming to work."

Friendly and energetic, Chantel started working at the home last May. Her brother, Hunter, works in the kitchen as a Dietary Aide. "I've been cleaning for a few years, so this was a good fit. Someday, I hope to take the Police Foundations Course and work in the canine unit with CSC," explains the 24-year-old. "I tell people I *get* to come to work instead of I *have* to come to work. This place is special. It does a lot for the residents."

Chantel says the best part of her job is working with the residents.

"The residents make my day go-around," she says brightly. "I love the deep connection with them and their stories. A lot of them knew my grandparents who were important to me. Now that my grandparents are gone, it's nice to hear the residents' stories about them. My co-workers are awesome, too."

When she's not working in the Housekeeping and Laundry Department, Chantel likes to walk her dog Jasper and study new languages.

"I love to travel," she notes. "My husband is from Mexico. We have been married almost two years."

Asked to describe herself, Chantel says she is very outgoing, friendly, approachable and social.

"I'm passionate about helping people," she exclaims.

"At the end of the day, a smile on a resident's face is a smile on my face."



# Performance/Year in Review

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

Sitting in her recliner chair by a window that overlooks a garden full of spring blooms, Peggy Wiechno is enjoying purpose and meaning in retirement.

A resident of Carveth Retirement Lodge, the 93-year-old smiles brightly talking about the almost 400 pairs of mittens she has made for local children since moving to the home one—year ago last April.

“I knit a pair a day,” says the friendly woman in May 2025. “I’ve been knitting all my life. Up until recently, it was matching hats and mittens. Now, I just knit mittens for daycares and schools. My church even sends them to a children’s hospital in Moosonee.”

Sitting in her comfortable room surrounded by pictures of her family and friends, Peggy reflects fondly on her life. She was born in Lansdowne where she lived until 1963 when she bought and opened Tedford’s Lakeside Lodge with her late husband. After her husband’s death, she sold the lodge and remarried. She moved into Carveth Retirement Lodge shortly after the death of her second husband.

Peggy is a world traveler who has been to 41 countries. She has three children, five grandchildren, three great grandchildren and one great, great granddaughter.

Asked about living in the retirement lodge, she notes, “It’s fine. I can’t believe how the year has gone. I’m happy to be here. I’m happy in general. You just have to be interested in things. I still love to read and enjoy music.”

Opening the middle drawer of her dresser that is filled with beautiful mittens with intricate designs and colours, she says, “When this middle drawer is full, I find a home for them. I think my knitting is an addiction at this point. It’s a real labour of love.”

In addition to her knitting, Peggy has also helped the community in other ways. In 2014, she won the Senior’s Achievement Award for her years of dedication, hard work and contributions to the Brockville Annual Snowsuit Campaign.

Peggy’s humility and kindness shine through in every conversation.

“The other people who were honoured that day were doing such great work. My contributions seemed so trivial compared to what they did,” she says humbly.



*Peggy is seen here with her niece, Dianna Grier, who also knits.*

# Performance/Year in Review



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

A student at Gananoque Secondary School (GSS) is one step closer to becoming a nurse, thanks to the generosity of a family business in Gananoque.

Alexis O'Connor of Gananoque was presented with the Gibson Family Health Care Nursing Scholarship at her graduation ceremony on June 27. The friendly teenager is enrolled in Bachelor of Nursing at Carleton University this September. The bursary will be applied directly to her tuition and fees.

Speaking for Gibson Family Health Care which owns and operates Carveth Care Centre in Gananoque and Helen Henderson Care Centre in Amherstview, Brett Gibson notes, "We wanted to create a scholarship to help local students pursue their education in nursing. Our family is very happy we can help Alexis become a nurse. We wish her all the best in her pursuit of her degree."

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, a family owned and operated retirement lodge and long-term care home in Gananoque.

In her application, Alexis says she witnessed firsthand the hard work and dedication of nurses after a close family member became ill several years ago.

"This inspired me to pursue a career in nursing," she explains. "Another reason I want to be a nurse is from the experience I gained working and completing my co-op at a retirement home where one of my most memorable shifts was in the memory care unit when a musician entertained the residents. One of the residents, who is usually shy and quiet, got up and started dancing with me."

Already certified in first aid, safe food handling and a concussion workshop, Alexis knows the next few years are going to be challenging.

"I know nursing school won't be easy," she confirms. "However, it's sentimental moments like this that helped me realize I couldn't imagine myself committing to any other career for the rest of my life."



*Alexis O'Connor*



# Performance/Year in Review



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

**E**rnie Wattie dreams of painting and then paints his dream.

Sitting in his room at Carveth Care Centre, a long-term care home in Gananoque where he has lived for the past four months, the friendly 79-year-old smiles while talking about his love of painting.

“I painted a picture for every member of my family for Christmas,” he says with pride on a cold winter day in early January 2025. “I learned to paint in high school. I’ve been doing it as a hobby for about 30 years, now.”

Proud of his work, Ernie points to the colourful pictures on his walls painted by him and one of his three daughters.

“I’ve done a lot of camping, backpacking and stuff,” says Ernie about the scenes of nature he likes to depict. “I have probably painted more than 50 pictures in my lifetime. I’m just getting ready to paint something else; I usually have an idea in the back of my mind.”

Pleased with Ernie’s hobby, Activation Director Shannon Buell notes, “It’s nice to see Ernie continue his passion for painting in long-term care. It’s a pleasure to watch him create these beautiful works of art.”

Originally from Cornwall, Ernie retired as an industrial electrician foreman. He has three children, five grandchildren and three great grandchildren. At Carveth Care Centre, he likes to spend his time reading, painting and participating in activities; he also enjoys photography.

Asked about his time at the home, Ernie replies quickly, “It’s A1. I like it here; I’m treated well.”

“I find painting very relaxing,” he explains about his pastime.

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*Ernie Wattie in his room at Carveth Care Centre*



*Ernie enjoying photography on a fall excursion.*



# Performance/Year in Review



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

If restlessness was a disease, then change is the cure.

That is the case for two staff at Carveth Care Centre who recently changed jobs within the long-term care home.

"I like the change, I needed it," explains Amanda Gamble who moved to Housekeeping in early 2024 after 16 years in the Dietary Department.

"I'm happier here than in the kitchen," says the 37-year-old with a smile. "It's a nice change. I'm also glad I get to stay in the same building."

Amanda is one of two staff who successfully transitioned to a new department within the popular home in 2024. The other is Amy Heddon who joined the home as a PSW approximately 24 years ago and moved to Housekeeping approximately 10 months ago.

"It's better to change and move before you really don't like something," says the 45-year-old wisely about her decision to try something new.

"From my experience, switching departments results in the same experience: residents are always happy to see you and they're grateful for the help."

A proud mother of three boys, Amy replies quickly when asked about her role as Housecleaner. "Actually, I love it," she says in early January 2025. "Everybody gets along well, and we have a good routine which is important. We all flow in the same direction."

Speaking about her experience in a new job, Amanda notes, "It's nice because I get to interact with the residents more. As I move in and out of rooms to clean, residents talk to me and tell me their stories. I enjoy this time with them."

Speaking on behalf of the home, Supervisor Mark Campbell calls the women important members of his team.

"Both are great workers and are valuable members of the Housekeeping Department," he confirms. "The experience and knowledge of the home they have brought to their new roles has been helpful. I am grateful for Amanda and Amy's time and talent."



*Amanda and Amy*



# Performance/Year in Review



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

Ask anyone who enjoys the company of animals, and they'll tell you pets are humanizing.

That is certainly the case in Gananoque where two animals have earned the affection of residents at a local retirement home.

Speaking from the home's garden on a beautiful summer day, Resident Joyce Cartwright smiles brightly while feeding Stretch, a chipmunk that has become an honorary pet.



Joyce feeds Stretch the chipmunk.

"Stretch watches for me," says the 89-year-old woman who has a container of peanuts attached to her walker for him. "He doesn't like it when there are other people out here and I have to sit in a different chair because he can't find me."

A resident of the home for more than two years, Joyce has been feeding Stretch seeds and nuts for more than a year, sometimes up to three times a day. She knows he is burying the food in preparation for winter.

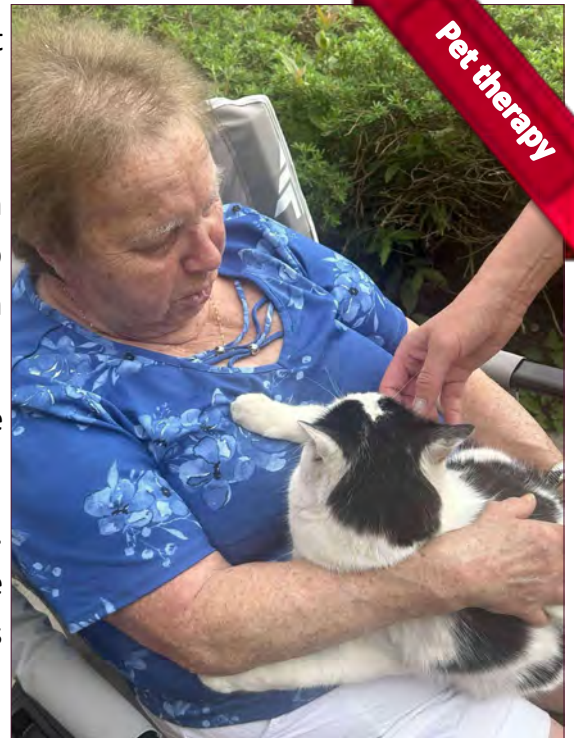
"He really likes sunflower seeds," she says with a grin. "He'll take the nuts from my fingers and the seeds from the palm of my hands."

Joyce tells a cute story of a day when Stretch wasn't in the garden. "I was really worried something got him," she notes, alluding to the garden's natural predators. "I stayed in the garden for two hours that day watching for him, but he never appeared."

To her relief, he returned the next day.

Another beloved pet at the home is Casper, a friendly neighbourhood cat that visits residents daily.

"I really like the cat, but it doesn't like to be picked up," says Joyce about the frequent visitor. "It's funny to watch Casper cross the road to get here because he looks both ways. I think his name is Casper because he's a ghost."



Sharon holds Casper the cat.





# Looking Forward



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

Carveth Retirement Lodge has a new manager. Joe Classen, 32, of Lyn, was named to the role last month (September 2025). He follows Phyllis Lorbetskie who retired in July 2025.

Currently working in the lodge as a Registered Practical Nurse, Joe is delighted with the promotion. "I'm excited and nervous at the same time because it's a new role," he says with a smile. "I'm grateful I have experienced managers here who I can turn to for guidance and support."

Part of Carveth Care Centre, the retirement lodge has 34 rooms. It is half of Carveth Care Centre which also has a 104-bed long-term care (LTC) home. Joe started his career in LTC more than 10 years ago as a Personal Support Worker at Carveth. He earned his nursing license in 2021 and began working in the lodge as a nurse.

Speaking on behalf of the home, Administrator Brett Gibson notes, "I want to start by thanking, and showing my family's gratitude to, Phyllis Lorbetskie for all the years of service she has provided to our home. She will be greatly missed. Replacing Phyllis was never going to be easy, but after several conversations and applications, the one name that kept coming back to us was Joe Classen. Joe fits our home's values and was mentored by Phyllis. He understands residents needs and puts them at the forefront. We are going to help Joe into this new position, and we know he is going to work hard with our residents/staff on the lodge side."

Asked what he brings to the role, the friendly man notes, "I bring a positive attitude, brevity and passion for maintaining the high standards this home is known for. I'm already familiar with the residents and staff which will help me answer their questions. I have always enjoyed this place and its people. It's home."

Looking thoughtful, Joe notes with sincerity, "I always loved how Phyllis ran the home. I don't plan to change anything right away. My focus is to provide assisted daily living in a clean, comfortable and safe environment. I want to continue to ensure people are happy and healthy while preserving dignity and promoting independence. As long as the residents are happy, I'm happy."

Former Lodge Manager Phyllis Lorbetskie notes, "I'd like to congratulate Joe on the advancement of his career by accepting the lodge manager position. I found it to be a very rewarding position. It is an additional step in the nursing department, providing an open avenue to learning and applying new skills. If you have any questions, Joe, I am always by your side to help and provide feedback and assistance. Best of luck in the future ahead. I know you will do an amazing job!"

Married with two children, Joe is particularly grateful for this positive change in his professional life due to a recent stroke of bad luck in his personal life. Joe suffered a house fire last May that destroyed most of his personal belongings.

"The rebuild starts the end of this month," he says happily. "We're hoping to be in by the end of November or early December. It will be nice to be back into my own house again. In the meantime, I'm grateful for the warm embrace of my Carveth family."



Joe Classen, Lodge Manager

