

Annual Report

HELEN HENDERSON

Care Centre

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

Annual Report

2024

Our Lady of Mount Carmel Elementary School students work with residents to capture their life stories during an Intergenerational Storytelling Program.

Retirement & Long-Term Care

Celebrating more than 50 years of family care

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Helen Henderson Care Centre - 2024 Annual Report

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Annual Report



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

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Summary

2024 was an exciting year for our home... We showcased it, and the exceptional work happening in long-term care, to our Mayor, MPP and MP. We started new programs such as a night program for men and a

support group for partners who have a loved one with dementia. Our dishwasher, Connie Jensen, celebrated her 35th anniversary. We installed news tubs on Receptions 1 and 3, new flooring on Reception 2, and new flooring and handrails in our retirement lodge. We also purchased a new bowling ramp to enhance our bowling program.

In addition to our regular programming of music, special meals and fun activities, we exchanged Valentine's cards with students at Our Lady of Mount Carmel Catholic School. We also partnered with these same students for an Intergenerational Storytelling Program with our residents. (Please see picture on front page.) Another new program at our home this spring was horticultural therapy. We welcomed Richard David as our new president of Residents' Council and Achieva Health as our new service provider for physiotherapy. In April, we loved welcoming Liam who needed a badge with Beavers. Liam helped residents play bingo. We also welcomed student worker Gabrielle who helped in our Tuck Shop in April and May.

Our home is a proud supporter of the Walk for ALS held every June and a local school lunch program. We also proudly support other charities such as the Lennox and Addington Humane Society, Heart and Stroke Foundation and the Alzheimer's Society.

We strengthened our community partnerships with local Lions clubs, churches, and Therapeutic Paws of Canada. We also proudly presented Gracie Locke with our first nursing scholarship. Thank-you for calling us home. It is a privilege to serve you. — **Lisa Gibson**, Administrator



In 2024, we increased our night programs for men. We also started a new support group for care partners who have a loved one with dementia. This new Alzheimer's Family Support Group is held once a month.



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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 (some more than 30 or 40 years.)

The experience, knowledge and passion that employees have for residents is invaluable in continuing to improve the quality of life for our residents. Helen Henderson Care Centre and Carveth 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 Helen Henderson Care Centre and Carveth Care Centre by using a team approach to enhance their *quality of life*.

Knowledge

Gibson Family Health Care believes residents at Helen Henderson Care Centre and Carveth Care Centre deserve the best quality of nursing care possible in a manner that will maintain the well-being, 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 resident's 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.



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Congratulations Staff

Helen Henderson Care Centre is proud of its outstanding staff and would like to congratulate the following people for their work anniversaries in 2024 :

Laurie Snider, 40; Cindy Sagriff-Eves, 30; Colleen Bender, 25; Debbie Irish, 25; Juliann Emmons, 25; Rebecca Peattie, 20; Bobbi Hogan, 20; Lucia Castillo, 15; Laurel Gendron, 15; Ashley Gurr, 10; Connie Jensen, 35; and, Kathy Welsh for 20 years of service.

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

Minister brings comfort to residents of Helen Henderson Care Centre

Rev. John Morrison isn't your typical minister. Instead of speaking from the pulpit in the sanctuary of a church, he brings the Word of God to the community. "I enjoy it," says the 74-year-old from his home in Amherstview. "My ministry is working with the seniors of nursing homes. I have been at Helen Henderson Care Centre for more than one-year. I love working with seniors and visiting them."

Rev. Morrison is proud of his community outreach such as his ministerial work at Helen Henderson Care Centre, a combined retirement lodge and long-term care home in Amherstview where he provides support such as individual prayers during room visits, church sermons and special services. Speaking in late November 2024, the friendly minister has been a Deacon with St. Peter's Anglican Church for the past two years. Before that, he was with St. John Anglican Church in Bath. He has been a minister for the past 10 years. Before ordination, he worked as an advocate for veterans and served in the Canadian military. "I like being out in the community and sharing the Word of the Gospel," Rev. Morrison explains about his current work. "I also bring the needs of the community back to the church." Known for his good work with seniors, the 74-year-old notes, "For me, these are the crust of our society, and we should give them as much pleasure as we can in their end years. They're just so responsive to a church service. They miss it when they don't get it, and they enjoy it when they do get it."

In addition to visiting the residents in person, Rev. Morrison will also pray over the phone. If required, he will provide end-of-life ministerial care. "A lot of times, these sessions will reassure people who are palliative that they will not go down, they'll go up," says Rev. Morrison. "It's giving them that final comfort and final prayers."

Rev. Morrison appreciates the opportunity to give people the comfort they're looking for in their spirituality or religion, which he noticed was particularly prominent during the early stages of the COVID-19 pandemic when people were losing loved-ones to the new, deadly virus.

"It's an important aspect of this life," says Rev. John Morrison about his spiritual guidance. "I'm more than happy to do that for them."



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Jennifer Sears was deep into her career as a Personal Support Worker (PSW) when she decided to switch gears and become a Dietary Aide. It was one of the best decisions she ever made.

“I needed that change,” Jennifer says thoughtfully from Helen Henderson Care Centre, a retirement lodge and long-term care home in Amherstview where she has worked for almost 19 years. “I worked as a PSW for 18 years. I liked the work, but it was hard on my body. I switched to the dietary department last year and I love it.”

Jennifer, 48, is part of a talented culinary team who nourish approximately 175 residents in the home. She serves meals and pours drinks. “I still get to see the residents which is nice,” she says when asked about her favourite part of the job. “I think I even have more time now to stop and have a conversation with them which I appreciate.”

Married with four children and five grandchildren, Jennifer is known for her reliability and good sense of humour. “I try to be a good team player,” she explains. It is these qualities that earned her Employee of the Month for February 2024.

Speaking on behalf of the home, Food Service Nutrition Manager Shaun Stephenson notes, “I’m sure everyone remembers the big Christmas Eve snowstorm last year. Even though Jennifer was temporarily stuck in waist deep snow at 6 am, she made it to work that day. Dedication like that is a rare find, and combined with Jenn’s experience and knowledge, she’s a huge asset to the dietary department and the entire home.”

When she’s not at work, Jennifer can be found spending time with family and friends, camping, reading or crafting. “I love my crafts,” she admits with a smile. “I love to travel, but I haven’t done any since the COVID-19 pandemic started in March 2020. Hopefully I can get back to that.”

Sitting on a stool in the dining room with a hairnet covering her short brown hair, Jennifer’s demeanour changes when the topic shifts away from her. It is clear by her warm smile that she doesn’t like to talk about herself, rather, she’d prefer to talk about helping others.

“Seeing to the wellbeing of others is really my passion,” she explains with enthusiasm. “I have a huge soft spot for people and animals. Ever since I was little, I have wanted to find them and bring them home with me. It bothers me see others suffering from hunger or the cold. I enjoy taking care of people.”

Questions for Jennifer

If you could rule the world, what would you do on day-one? “I’d feed the hungry and shelter the homeless.” If you could have any superpower, what would it be? “I’d go back in time to 10 years ago so I could see my father one last time.” If you weren’t at your current job, what would you be doing? “I’d be doing something like helping the needy. It’s always been my passion.”



Performance/Year in Review

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A Kingston man who is new to Canada has been recognized for his work caring for residents at a long-term care home in Amherstview.

“I love working here with everyone,” admits Aaron Medrano, a 38-year-old Personal Support Worker (PSW) at Helen Henderson Care Centre in Amherstview. “I like the teamwork. Staff are friendly and helpful; they treat everyone as family.”

New to Canada, Aaron is a trained nurse who arrived in Kingston from the Philippines on Aug. 1, 2023. He started working at the popular home that November; a job he has performed so well it earned him Employee of the Month four months later.

“When I lived in the Philippines, I worked for 16 years at a hospital, 12 in the emergency department,” Aaron explains. “I learned a lot there.”

Clearly passionate about health care, Aaron hopes to earn his nursing designation in Canada while working to support his family as a PSW.

“I’m happily married with two children. I met my wife at nursing school,” the friendly man says with a smile. “When the four of us first arrived in Canada last year, we noticed how everything is different here which has been interesting. We decided to reside in Kingston because it is halfway between Toronto and Montreal. It’s been a great place to live.”

Known for his positive attitude and good work ethic, Aaron was nominated for his workplace award by a coworker.

“Aaron has been a great addition to our team,” says Assistant Director of Care, Melissa Locke. “He is eager to help and always puts the residents first. He is friendly, helpful, and kind; we are grateful for his good work.”

Aaron seems pleased with the feedback. “My coworkers are great at giving advice which is helpful,” he says kindly. When Aaron isn’t at work, he can be found at home.

“My passion is cooking and taking care of the kids while my wife studies at St. Lawrence College as an international student,” Aaron confirms.

Asked to describe himself, he notes, “I’m the kind of person who works hard.”

Questions for Aaron

If you could rule the world, what would you do on day-one? “If given the chance, I would help the homeless, helpless and less fortunate.” If you could have any superpower, what would it be?

“The power to heal the sick.” If you weren’t at your current job, what would you be doing?

“I’d love to be a chef. I have loved cooking since I was a child and I’m now teaching my 12-year-old son how to cook.”



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Audrey Perrett is a bit of a celebrity in her golden years of retirement. Sitting comfortably in her room at Helen Henderson Retirement Lodge in October 2024, the 87-year-old talks with a smile about her popular store in Kingston called Audrey's Costume House. "I opened the shop in the 60's," says the friendly mother of five children (four surviving) with a twinkle in her eye. "When I arrived in Kingston from Montreal, the Kinsmen club asked me to alter the costumes for their musical fundraisers. I did that for a number of years. After the stage productions ended, I got to keep the costumes which I used to start the store. I enjoyed running it for about 20 years and then my son and daughter took it over in 1984 when my husband I moved to Whitby for his work."

Originally located in downtown Kingston and then moved to the Woolen Mill, the store became a fixture in the city when it moved to Gardiner's Road. After her children took over management, her daughter opened a similar same store in Ottawa which was also a success.

In addition to costumes, the store sold dancewear and Halloween items. For many locals, it was a city landmark full of magic and mystery. Halloween was a particularly busy time of year.

"A lot of people used to come into the store and be quite surprised at what was there," Audrey says nostalgically. "The store had a lot of old costumes, including 15 Santa suits. My son even used the store's costumes for his medieval wedding. It was different."

Sadly, the store was one of many businesses that were shuttered by the COVID-19 pandemic declared in Canada in March 2020. "COVID shut it down; they lost the shop," she says with a twinge of remorse about the stores' closing in October 2023. "It's a shame, but that's life."

In addition to the pandemic, Audrey also credits the arrival of short-term Halloween stores to the stores' demise. "They come in and don't give anything back to the community while undercutting other stores," she says wisely.

After bringing so many happy memories to the community, it seems fitting that Audrey is comfortable in retirement. After her husband died, she moved to Roblin and lived with her son for several years. She moved to Helen Henderson Retirement Lodge in July of 2024, where she is living well, staying active and enjoying life. "It's great, I've met a lot of nice people, and all of the staff are amazing," she attests. "I fill my time now by knitting, sewing and altering. I can't complain. I keep busy doing one thing or another."

Chuckling at the great memories from her time at Audrey's Costume House, Audrey notes, "A lady here recently told me that she remembers renting a chicken suit from me, twice.

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Violet Storck has lived longer than 99 per cent of the world's population and she thinks she knows why. Talking from a long-term care home in Amherstview where she moved in early June 2024, the 105-year-old is in great shape for her age, thanks to a combination of genetics and behaviour.

Sitting on a walker near the front door which she watches closely for the arrival of a friend, she says with a laugh, "I'll be 106 next April if I don't kick the bucket before then."

Sharp-witted and fairly spry except for an arthritic shoulder, Violet credits her long and healthy life to healthy living and exercise.

"I kind of fell into leading an exercise class which I continued for 25 years," the friendly woman explains. "I didn't have any formal training, I just picked exercises according to the person's age and speed."

Although she has outlived her family, Violet still enjoys visiting with friends and believes it was the exercise that contributed to her longevity.

"I've had the sort of life, where when I look back, it has been incredible," she said with a smile, thinking of the world events she has witnessed.

Taking a deep breath, she talks about moving to Canada with her parents when she was two years old. When she finished high school in Cornwall, she moved back to England with her parents. She had to wait until the end of WWII before she could return to Canada since she couldn't find passage on a ship as a civilian. When she finally made it back, she accepted a job at the Toronto General Hospital as a medical secretary. Shortly after that, she met and married her husband and moved to South Africa where they stayed for nine years.

Eventually, after several more moves and trips around the world, the couple returned to Kingston where they lived for seven years before Violet's husband, Frederick, 65, died from a heart attack. Violet moved into a smaller house where she lived comfortably until friends suggested she move into assisted living after two bad falls.

"It's better than I expected. The food is good here," she replies when asked about the living conditions at Helen Henderson Care Centre in Amherstview. "The exercise classes could be harder."

Speaking on behalf of the popular home, Administrator Lisa Gibson notes with a smile, "We are privileged to have Violet living with us and appreciate her wisdom on the benefits of exercise and travel which we believe contribute to a long and healthy life. Hopefully, our recreation team can leverage Violet's experience to boost our exercise classes by having her lead a class once again."

Asked to describe herself, Violet notes with her trademark wit, "I'm old and weary. I've been ready to go for years, but nobody wants me. My only regret in life is not traveling to Australia because I've pretty much been everywhere else - 56 countries. I love flying; I'd love to go to the moon."

Looking thoughtfully, she admits global conflict concerns her. "Wherever you go, it's war, war, war. No one is satisfied with their life," she says in a distressing tone.

As for her advice to today's youth, the 105-year-old says, "Travel as much as you can and enjoy life as much as you can."



Performance/Year in Review

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A long-term care home in Amherstview is proudly watching the accomplishments of two student workers who are headed to a provincial skills competition this spring.

Speaking from Helen Henderson Care Centre in early 2024 where they work as Dietary Students, Nic Sparkes, 17, and Gracie Locke, 17, are representing their respective schools at the Skills Ontario Competition in Toronto this May.

The competition is for students enrolled in elementary and secondary schools in Ontario. There are nine categories at the elementary level and approximately 67 categories at the secondary level which range from aircraft maintenance to welding. Representing Bayridge Secondary School in Kingston, Gracie is competing in baking. Nic is part of a four-person team from Ernestown Secondary School competing in home and team building.

"I'm kind of nervous; I don't know what to expect," says Gracie about the upcoming competition where she will be judged on food safety, presentation, taste, and texture. Gracie won her school category with a chocolate sponge cake, eclairs, cookies, bread, and buns. For three weeks leading up to the competition, she baked every day. "I bake for fun, and I was happy to win baking at my school," she explains. "This provincial competition is going to be a lot harder."

"I'm pretty excited we won the competition," says Nic about his effort to qualify for the provincials after building a 4 X 4 shed at St. Lawrence College. "I practiced twice to perfect the roof. We were judged on craftsmanship," he explains. "We were the first group in 15 years to finish the entire project."

To prepare for the competition at the Toronto Congress Centre on May 6 and 7, Gracie has been baking cakes, cookies, buns, bread, and choux pastries. When she arrives, she will be told to bake a specific item and provided a theme and ingredients. Nic will work with three other students to build and finish a shed. The competition is organized by Skills Ontario which works to build Ontario's skilled trades and technologies workforce.

Speaking on behalf of the home, Food Nutrition Services Manager Shaun Stephenson notes, "When I found out that Gracie and Nic had won their respective skills competition, I wasn't at all surprised. Both seem to take their education seriously and excel in their student positions here at Helen Henderson Care Centre."

"The Skills Ontario Competition offers a unique opportunity for top students to demonstrate that they are the best of the best in their field," says Skills Ontario. "Over the two and a half days, they turn the heads of their educators, family, friends and prospective employers. Winners are awarded with gold, silver or bronze medals - and some with monetary awards, too - and the opportunity to compete at the Skills Canada National Competition. From there, competitors could be headed to a WorldSkills Competition."

"Skills gives exposure to the possibilities of different career paths that are available that speak to the individual that they might not have been aware of," says a teacher about the benefits of competing. It also allows for them to take pride in skill sets that they have, just like they take pride in the ability to participate in a sport or a given art. Participating against your peers can show where your skill set is in relation to others. The value this brings to the skilled trades is immense. Getting more eyes and ears on the trades is the best way to promote them, through the future workforce in our students."



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Housekeeper earns accolades

For Sheila Harrison, housecleaning isn't a chore, it's a way of life.

Speaking from Helen Henderson Care Centre where she has worked as a Housekeeper for the past 24 years, Sheila is proud of her work at the popular long-term care home in Amherstview.

"I enjoy it very much, probably because I'm so particular," the 63-year-old brunette says with a grin in late October 2024. "I'm proud of the work I do."

Known for her constant smile and kind nature, Sheila is the home's Staff Spotlight for November 2024.

"Sheila is a very passionate and dedicated employee who goes the extra mile," attests Tim Keyes, the home's Environmental Supervisor. "She lives in Belleville and commutes to work. Despite the distance, she is reliable and competent; when Sheila cleans a section of the home, it is spotless. We are grateful for her time and talent."

Pleased with the feedback, Sheila is thankful for her position at the family owned and operated home. "I wear my heart on my sleeve and I'm committed to my job," she says with a slight blush. "When I can, I love to help the residents. I also really enjoy my coworkers."

Sheila is the full-time cleaner for Reception Three which is the home's secure unit. She says she loves all aspects of her job except carpet cleaning. Citing a few humorous stories about residents taking exception to a Christmas tree, scarecrow and giant snowman over the years, she notes with a smile, "It's a challenge. It's rewarding. It's fun."

Asked what is new in her life, she says her son was just married on Oct. 5 and her older brother is becoming a grandfather. When she is not at work, Sheila tries to do very little cleaning at home since she cleans all day at work. "I love to walk," she explains.

Questions for Sheila

If you weren't at your current job, what would you be doing? "I always thought I'd like to study forensics or become a 911 operator." | If you could rule the world, what would you do on day-one? "I'd stop war and give the homeless a place to live because everyone needs love and a safe home." | If you could have any superpower, what would it be? "I'd like to fly like Superman."



Looking Forward



Care Centre

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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 grow our staffing compliments in all departments. We plan to do this by attending job fairs in Napanee, Kingston and Brockville. We also 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 around Loyalist Township and the greater Kingston area.

Long-term Plans

Our long-term plan is to have both homes retrofitted by 2030 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

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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.”

Accreditation Canada conducted the review in 2023 and rated the homes on patient safety, people-centred care, ethics, risk management, quality improvement and required organizational practices. It took them months to prepare for the review which was conducted by two surveyors who complimented the homes on their welcoming and friendly staff and homey atmospheres.

“We congratulate you on this achievement that demonstrates your organization’s determination and commitment to ongoing quality improvement,” says Julie Langlois, Chair of the Accreditation Decision Committee. “We applaud your leadership, staff and accreditation team members for their efforts and dedication to the provision of safe, quality health services.”

