

Annual Report

HELEN HENDERSON

Care Centre

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



Helen Henderson Care Centre Administrator, Lisa Gibson (second right), is seen here at Family Fun Day in August with several family members.

Retirement & Long-Term Care

Celebrating more than 50 years of family care

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Helen Henderson Care Centre - 2025 Annual Report

www.gibsonfamilyhealthcare.com



Annual Report



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

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Summary

2025 was another exciting year for our home.

A resident and their husband celebrated 70 years of marriage which is a remarkable accomplishment. Congratulations Anne and Adam Ruck!

A few of our *new* initiatives this year included a celebration of diversity, equity, inclusion and justice via our education material for residents and staff. This was highlighted in a newsletter feature on Equity and Indigenous Health. Our Family Council started a Welcome Tea for new residents, held at the beginning of every month. We also welcomed children from the Early On program to our home.

Initiatives that we are particularly proud of include a gardening program that allows us to eat the vegetables we plant. The home was delighted to receive an outstanding response to three job fairs we attended in Brockville, Kingston and Napanee in March. We received more than 600 resumes at these three events which indicate a healthy interest by the local workforce.

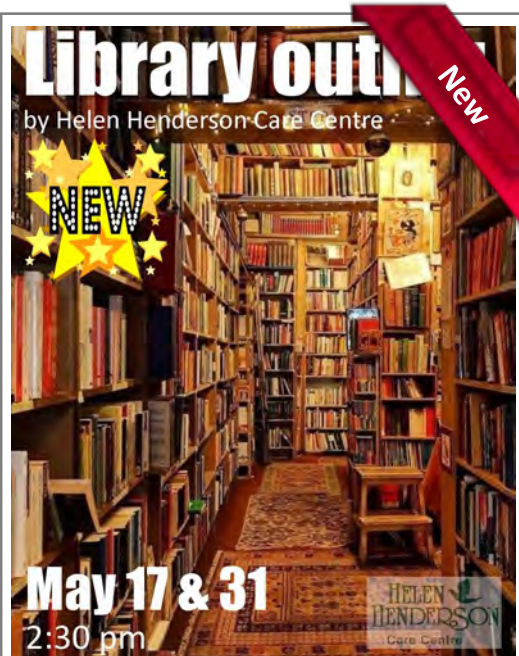
Another pleasant surprise is the public's interest in attending our celebrations and special events. We saw almost 200 trick or treaters on Halloween and dozens of residents, families, staff and volunteers at our Summer Family Fun Day in August.

Improvements to our home this year include a new shower room on Reception Three (our secure unit). We also upgraded our fire suppression system.

We continue to support causes such as the Alzheimer Society, Humane Society, Heart & Stroke Foundation and food banks. Our residents and staff proudly participated in the Terry Fox Run and Diabetes Awareness Day.

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

—Lisa Gibson, Administrator



New to our home this year are personal outings to the library. Residents love these trips and asked to have them as a regular program.



Looking Back/Overview



Care Centre

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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 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 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 2025 :

Jennifer Hale-Sears, 20; Penny Cunningham, 35 years; Erin Woodcox, 30 years; Cindy Neumann, 25 years; Angela Ryder, 25 years; Kelly Badour, 20 years; Holly Emmons, 20 years and Jessica Frasso, 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

Support worker retires after 36 years in kitchen

Connie Jensen might be retiring from her job, but she isn't retiring from her passion to help others.

Speaking from Helen Henderson Care Centre where she has worked for the past 36 years as a support worker in a health care setting, her face is kind, and her laugh is genuine when she talks about her life and career, both of which are about to change when she retires on March 1, 2025.

"It's scary," Connie confesses from Helen Henderson Care Centre, a retirement lodge and long-term care home in Amherstview. "I've done the same thing for a long time: get up, dress and come to work. It's going to be strange when this routine comes to an end. I'm going to miss everyone. This is my second home; the residents and staff are my second family. It doesn't mean I won't come to visit.... I guess I'm trying to say that it's scary, but exciting."

A resident of Millhaven, Connie plans to fill her free time with chores and projects. She also plans to spend more time at the arena watching her grandson play hockey, and with her mother.

The proud mother of four children, eight grandchildren and four great grandchildren, Connie describes the source of her hardworking nature, "My mom is 83 and still works as a nurse. She's planning to retire with me. I'm going to spend more time with her."

Interestingly, Connie's grandmother lived to 101 and her father-in-law didn't retire until he was 90. Her husband, 70, is still working and extremely supportive of Connie.

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Connie Jensen



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Living through the Great Depression was a life-changing event for Joyce Nicol.

Poised to turn 100 on June 19, 2025, Joyce talks about that time in history as the most significant event in her life.

Speaking from Helen Henderson Care Centre in late May 2025, a long-term care home in Amherstview where she has lived for one-month, the friendly woman admits, “It feels good to be turning 100. I’m still alive. I lived through the Great Depression which was tough. It was hard to get food because we didn’t have any money. We were always hungry.”

Joyce was born on June 19, 1925 in Brantford. When she was a child, she moved to Kingston with her parents so her father could work as a guard at a penitentiary.

“I remember one Christmas when we didn’t have anything,” she says nostalgically about her childhood. “My father was offered \$10 to be a witness at a hanging on Christmas eve. He attended and we had a good Christmas that year.”

A significant period, The Great Depression was the longest and deepest downturn in the history of North America and the modern industrial economy. It lasted more than a decade, beginning in 1929 and ending during World War II in 1941. Interestingly, the slogan most commonly associated with the Great Depression era is “Brother, can you spare a dime?” This phrase encapsulates the despair and the pleading for assistance that was prevalent during this time of economic hardship.

“During the depression, no one worked,” attests Joyce who was only four years old when it started. “Everyone was poor in those days.”

Several years after moving to Kingston, Joyce found work at SEARS, a wine store and an aluminum plant where she met her husband who was an electrician. The couple went on to have three children and Joyce filled her time painting and sewing.

“I used to make some of my own clothes and my children’s clothes,” she says proudly. “I loved cooking and baking.”

Speaking on behalf of Helen Henderson Care Centre, Activity Director Donna Joudoin notes, “Joyce is a nice addition to our home. We are delighted to celebrate her 100th birthday this June. What an incredible milestone!”



Joyce Nicol



Performance/Year in Review

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Neel Parikh is a welcome addition to the recreation team at Helen Henderson Care Centre, a popular retirement lodge and long-term care home in the heart of Amherstview.

Known for his bright smile and warm demeanor, Neel has already made a positive impact since he joined the home earlier this year.

“Neel is a hard worker who cares deeply about the people around him,” notes Donna Joudoin, the home’s Activity Director and Neel’s direct supervisor. “He is passionate about keeping people busy either through fun activities or educational sessions. Although he’s only been with our home for a short while, he’s already made a positive impression with our residents, staff and families which is why I felt it was appropriate to feature him as our Staff Spotlight in July.”

Born in India, Neel arrived in Canada a few years ago. He is a recent graduate of St. Lawrence College, Kingston Campus; his studies include Physiotherapy, Recreational Therapy and Autism and Behavioural Science.

“I’m liking it here,” attests the friendly 26-year-old from the family owned and operated home on a warm summer day in late June 2025. “It’s a good place to work.”

Currently dedicated to the home’s secure unit called Reception 3, Neel enjoys working with residents who are suffering from memory loss and confusion. He feels it is an extension of his school placement when he worked in a memory care unit.

“I prefer working with older residents,” he explains. “They have so much life experience to share.”

A resident of Kingston, Neel is enjoying his new life in Canada. He says his goal is to give back to the community and improve people’s quality of life. When he’s not at work, he can be found walking, cooking and socializing.

Asked to describe himself, he says he is easy to approach and smiles a lot because he’s happy, despite missing his family back in India.

“It was a hard decision to come here,” the young man admits. “But in my mind, it was a choice to improve my quality of life.”



Neel Parikh



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Support worker retires

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Recalling her first day on the job, Connie notes, “When I first started washing dishes at Helen Henderson Care Centre, I was making \$7 an hour. Over the years, the home has changed considerably. The place has grown, and departments have moved around.”

What hasn’t changed is Connie’s kind and helpful nature. Smiles reflect the happiness and pleasure

she finds in a day; frowns are from the care and concern she feels for her family. Her face shows the difficult decision she is facing - she is torn between staying with a work family that she loves or moving on to a new chapter in her life.

She smiles when talking about the workplace she has enjoyed for the past 36 years, a place that is home to many of the milestones in her life such as her marriage in the chapel, baby shower and three boxes of desserts presented by a coworker for her daughter’s wedding.

“I’ve lost some good friends here, but I have also found friends who will last a lifetime,” she says nostalgically. The 64-year-old laughs describing how she washed dishes until she was eight months pregnant. “My arms couldn’t reach after that,” she says with a chuckle.

In the end, it might be her body that overrides her willpower to stay in a place that has been such an important part of her life. Appearing slightly uncomfortable talking about herself, Connie admits, “I need double knee surgery. I have had arthritis since I was a kid. I’m on the waiting list and can’t wait to have it done. I love to dance. Right now, it’s kind of hard.”

Walking with a slight limp the back of the kitchen for a picture in her workstation, Connie notes with her trademark smile, “I’m on my third dishwasher. Before I go, I want a sign placed on my dish room door that says Connie’s Office.”

“It’s hard to imagine the kitchen without Connie, she’s made such a huge contribution in so many ways,” says Shaun Stephenson, Connie’s supervisor and the home’s Food Service Nutrition Manager. “Although we’ll all miss Connie, it’s nice to see her have this well-deserved break.”

Speaking on behalf of the home, Administrator Lisa Gibson adds, “Connie will be greatly missed at Helen Henderson by both residents and staff as she has been a piece of the fabric that has made our home a home for 36 years. I hope she enjoys her well-deserved retirement with her family, that she is so proud of, and can take time for herself to continue to do the things that she loves.”



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Dani Antrobus took a leap of faith when she uprooted her family in 2024 and moved from England to Canada to start a new life. It was a gamble that paid off.

Reflecting on the past 18 months in her new country, Dani smiles at the memories of her jump across the pond. “I was born in Liverpool and moved to North Wales when I was still a child,” she says nostalgically about her life in England. “I do miss the United Kingdom, sometimes. I like the fact that it’s green in Ontario and there are a lot of beautiful lakes. I’m only seen a small part of this country, but from what I’ve seen so far, Canada is gorgeous.”

Dani’s start in Canada was a bit rocky when she first arrived due to the Canada Post strike. She moved here with her husband and three of their five children, the two eldest remaining behind to finish their studies.

“We arrived in February, and my personal items didn’t arrive until December,” she says with a laugh. “It’s starting to settle down now, but I still have things in boxes.” Asked about the differences between the two countries, she quickly answers, “Milk comes in bags here and the sky is always blue. In the UK, it’s always grey; it’s quite depressing. There’s also a language barrier in terms of colloquialisms that don’t translate. That’s a big difference.”

Dani worked as a Registered Nurse before arriving in Canada. The move was her husband’s dream to work as an engineer in Canada. Shortly after they arrived, Dani landed a job as a Personal Support Worker (PSW) at Helen Henderson Care Centre in Amherstview. She is currently working to earn her license to work as a nurse in Canada.

Speaking from the popular long-term care home in late July 2025 where she has worked as a PSW for the past 10 months, Dani notes, “I enjoy my work in health care. I like the people, and I love to hear stories about their lives. I’ve been doing this job for 27 years and I have never met someone who didn’t have an interesting life or story to share. I remember caring for a woman who worked on the Enigma machine, a cipher device used by Nazi Germany during World War II to encrypt and decrypt messages. I also nursed a nuclear physicist. They were so interesting.”

The 44-year-old woman stops and notes with enthusiasm, “One of our residents here was a pilot.” Speaking on behalf of the home, Director of Care Sue Reynolds notes, “We are extremely fortunate that Dani found her way across the pond to our home. She has a dynamic personality that brings the best out in the residents and the attention to details about the residents creates a long-lasting impact for all.”

When she’s not at work, Dani can be found walking two miles a day, boating or swimming. Asked to describe herself, she says she is an empath who likes to give back. “Health care is where I can do that,” she explains.



Dani Antrobus, PSW



Performance/Year in Review

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More than clean clothes are generated in the laundry room at Helen Henderson Care Centre in Amherstview. When April Jordan is there, it's full of laughter and lighthearted fun.

A member of the Housekeeping and Laundry Department at the popular retirement lodge and long-term care home for the past 22 years, April can often be *heard* before she is *seen*.

"Our department is fun. We're welcoming to other people," says the 47-year-old with her trademark smile and laugh. "Personally, I try to spread a lot of happiness and joy. This is our residents' home, and they don't want misery. Why not make them smile, if we can."

Known for her energy, compassion and good sense of humour, April can always be counted on to show up for work and participate in theme days. "It's nice when we involve the residents," she explains

about the programs and activities regularly planned for residents and staff, including her sister who works as a Personal Support Worker in the Nursing Department.

Married with two adult children, April lives in Bath and enjoys her job.

"I love it here," she confirms. "It's my second family. I like everything about this place. I enjoy my work to ensure residents receive clean laundry. I'm very particular."

Talking while folding a bin of shirt savers in late November, April admits she appreciates the recognition as the home's Staff Spotlight for December 2025. She is so good at her job, she doesn't look at name tags as she folds clothes and places them in racks for transportation back to rooms. She knows how to remove ink stains with hairspray and warns of the impossibility of removing crayons and lipstick from clothing.

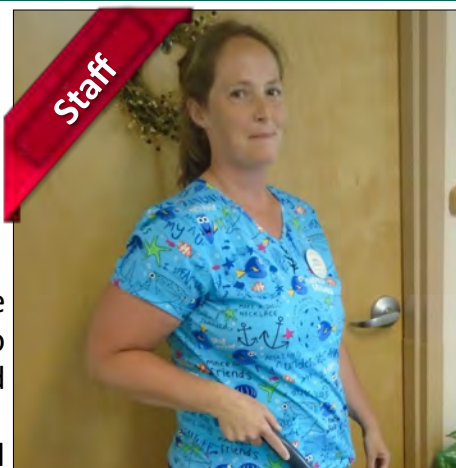
"Clothes are important to the residents and families," April explains. "I like to ensure drawers are organized neatly and clothes are clean and well cared for. It helps that I work with a great group of people."

When April is not at work, she can be found enjoying our warm Canadian summers at her trailer on O'Reilly Lake in Parham. She describes herself as happy, energetic, bubbly and slightly crazy in a positive and happy way.

"I don't think I could ask for a better team than we have here," she says thoughtfully about the workforce that cares for, and supports, the home's approximately 170 residents. "I like to do a lot of extras for people. I will even help on the floor if I'm needed."

Asked about her dreams and goals, April says she wants to travel because she's never been out of Canada. "I'm going somewhere before I die," she says with conviction.

Speaking on behalf of the home, Environmental Supervisor Tim Keys notes, "April takes pride in her job at Helen Henderson. She brings a lot of laughter and joy to the residents and is always willing to go above and beyond to help. When not in the laundry room, April can be heard throughout the home singing in the hallways. It is a pleasure to see the happiness she brings our residents."



April Jordan



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Dietitians help people eat better and feel better

Two local long-term care homes are using March to celebrate the power and importance of nutrition.

A Registered Dietitian at Carveth Care Centre in Gananoque and Helen Henderson Care Centre in Amherstview, Elizabeth Dares-Dobbie is preparing for National Nutrition Month - a one-month awareness campaign that highlights the profound connections between food and overall well-being, and emphasizes the transformative role of nutrition in our lives.



Elizabeth Dares-Dobbie, Registered Dietitian

“I like the theme *Nourish to Flourish*, and I like that it’s for two years,” says the woman who has worked at the two homes for more than 10 years. “Food can nourish more than just our bodies—it nourishes our minds, our emotions, and our overall well-being.”

An expert in geriatric nutrition, Elizabeth is the only dietitian at Helen Henderson Care Centre and one of two Registered Dietitians at Carveth Care Centre. Both homes are using National Nutrition Month to recognize and celebrate the diverse roles dietitians play in influencing the well-being of Canadians and their integral part of the health care system. Registered Dietitians are regulated health professionals who use their expertise in food and nutrition to improve human health.

“The dining experience is important for our residents,” explains Elizabeth in late February 2025. “Meals add structure to the day and are social times. They are also three of the six daily opportunities for residents to obtain hydration which is important for everyone, especially the elderly.”

Armed with a wealth of knowledge and experience, Elizabeth enjoys her work at the homes which are seeing trends. “A lot of people are looking for healthy diet options. They are expecting it now in long-term care,” she attests. “They want to know the best things they can eat. In addition to menu planning, dietitians are looking at how can we help people who have chronic disease through medical nutritional therapy.”

Louise Dorsett, a Dietitian at Carveth Care Centre, notes, “This year’s theme *Nourish to Flourish* truly resonates with the needs of our residents: It was chosen to highlight the connection between food and our health and well-being.”



Looking Forward



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Trends

One of the recommendations by Accreditation Canada was to ensure team members are qualified and have relevant competencies. We addressed this by providing education and training on recognizing, preventing, and assessing risk of abuse are provided to the team.

Education and training for team members is offered at orientation and at regular intervals.

The training includes the organization's strategy for preventing abuse, how to assess residents' risk of abuse or abusing others, how to appropriately respond to abuse and the protocol for reporting alleged incidents of abuse.

Immediate Plans

Our immediate plan for 2026 is to continue to grow our staffing compliments in all departments. We plan to do this by returning to job fairs in Napanee, Kingston & Brockville. We also want to raise more money through our foundation which works to improve the lives of our residents: The Gibson Family Health Care Charitable Foundation. Now that we have our wheelchair accessible van (for outings and excursions around Loyalist Township and Kingston), we want to raise money for programs and activities.

Long-term Plans

Our long-term plan is to retrofit Helen Henderson Care Centre after construction is finished in three years at our sister home, Carveth Care Centre in Gananoque. This is to meet new design standards. These plans are a daunting challenge and are 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

HELEN HENDERSON

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Faith McGee loves advocating for people who are vulnerable. Speaking from Helen Henderson Care Centre where she has worked as a Care Coordinator for the past four years, Faith is a voice of compassion for the 104 residents in long-term care.

“I really love what I do,” explains the friendly 44-year-old from her office at the popular family owned and operated home in mid-January 2025. “I feel like I’m making a difference in this role. Some days are more stressful than other, but all-in-all, the work is meaningful and fulfilling.”

As the home’s Care Coordinator, Faith is responsible for Infection Prevention and Control (IPAC), building care plans and tracking the health care needs of residents (RAI), and acting as the lead for Behavioural Supports Ontario (BSO).

The work is a stark contrast to the six years she spent working on the floor as a Registered Practical Nurse (RPN).

“Every day is different as a frontline health care professional,” Faith explains about her easy transition to Care Coordinator. “This role is perfect because I can still go from one thing to another, every day is different.”

Laughing at the idea of enjoying constant change, she notes, “I don’t know why, but it’s how my brain works. I like to challenge myself; I feel like I have accomplished something.”

The proud mother of two young children, Faith likes to spend her free time with her husband and children. She also is studying to advance from an RPN to Registered Nurse (RN).

“I’m working on my getting my RN degree,” she confirms.

Looking back at her work as Care Coordinator, Faith says with an easy smile, “I’m pretty proud of what I’ve accomplished, here. I feel like I’m implemented a lot of changes since I entered this role such as creating a new digital Treatment Assessment Record and moving to three levels of care.”

Visibly modest, Faith doesn’t mention how well the home is managing a respiratory outbreak declared a few days before this interview, and still in place.

“I know we’ll be okay,” she says without hesitation. “Our staff are really good about what to do when going into outbreaks and wearing the appropriate Personal Protective Equipment (PPE).”

Speaking on behalf of the home, Director of Care Sue Reynolds notes, “Long-term care is always changing to ensure the safety of residents. That, along with the best quality of life, is our home’s top priorities: safety and comfort. Faith has jumped in headfirst, into the ever expanding and demanding role of Care Coordinator.”

Reflecting on her role, Faith is excited to be one of the main points of contact in the home.

“I know I can develop a good rapport with our residents’ family members and give them peace of mind through good communication,” she explains. “I’m a liaison - a constant here, and I like to follow-up with residents, family and staff. I see my job as maintaining people’s quality of life and their comfort. Being an advocate and being their voice is what I feel is most important.”



Faith McGee



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