

PIONEER RIDGE LONG TERM CARE AND SENIOR SERVICES NEWSLETTER

February, March, April 2025

Nutrition and Food Services

Resident & Family Mealtime Survey



The Nutrition and Food Services department is always trying to improve the mealtime experience for residents and families. Our goal is to make the mealtime experience more relationship-centered and resident-focused, versus task focused.

We are seeking for feedback from residents and family members to tell us how they are finding their mealtime experience overall.



Surveys will be provided to residents to complete, and staff will provide assistance if needed. Family members will receive the survey by email or mail. in May.

Your feedback is very important to the work that we do. We thank you in advance for taking the time to complete the survey. We look forward to your feedback as the survey results will determine areas of focus that we need to prioritize in our efforts to provide a pleasurable dining experience for our residents at Pioneer Ridge.



Coffee Shop Hours & How it Works

Our Coffee Shop is staffed between the hours of 10:45am-1:30pm and 4:45pm-5:45pm. During this time, you can purchase a hot meal. The meals served are the same as what is on the resident's menu each day. Outside of these hours, staff may not be available to assist you.

Fries and poutine made with Thunder Oak Cheese Curds can be purchased between 10:45am-1:30pm only, unless it has been listed on the menu at supper.

When the coffee shop is not staffed, we operate by the honour system. Which mean you can continue to purchase coffee, tea, muffins, baking, and fresh fruit. There is a money drop box next to the cash register that you can drop your money into to purchase your coffee shop items. Please keep in mind that we cannot provide change, so you must provide the exact amount of money. Food and beverages for residents are free from the coffee shop (excluding bottled beverages).



Thank you for your continued cooperation.



Environmental Services



Now that spring is officially here, our team is busy preparing for our outdoor renovations to commence. There will be a garden area added to the Therapeutic Park to make use of an underutilized area. The plan is to have raised garden beds that are mobility device accessible from the paved pathway. As soon as the ground is ready, the project will be underway.

The Butterfly Garden has been a work in progress, with one more section of the hill to be transformed into a flower garden area. We added one section last year and after some recommendations, we have come up with a plan for this year to further enhance the beauty of that area.

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Though the required approvals still need to take place, the paved area at the rear of the building will be excavated and repaved this year. It will include the area where families drop off items for our residents and a contingency plan will be developed once we meet with the contractor and develop timelines. The shipping area will be included and the paving will go up to the maintenance garage. This is a necessary project and the excavation should alleviate the heaving of the asphalt we have experienced that is common to this area.

We have two high school students performing their co-operative education with our maintenance team. Bianca and Dayton are learning skills that will be valuable with the trades they are interested in pursuing. Our summer student recruitment is underway, with a planned start date of May 5, just in time for the usual outdoor maintenance and beautification of our grounds.

Finally, our fire permit for the Therapeutic Park allows us to begin earlier than the traditional 5 p.m. with permission from the authorities for special occasions. With the new fire pit that was installed last year, we hope to take advantage of it as often as possible.



Updates from B.S.O Embedded Services Team at Pioneer Ridge



Updates on the “Butterfly Approach” on Monarch Manor

Due to our past outbreak in February, our Butterfly workshops were postponed. Staff have recently completed “Learn the Language of Dementia”. The next workshop will be facilitated by Mary, the Consultant from Meaningful Care Matters “Sharing your Story – Starting with Self” scheduled for April 29th. May 1st, Mary will be conducting our mid term audit utilizing the Q.U.I.S tool which includes the “5 types of care” and the “Mealtime Experience checklist”.

Now that the painting has been completed, residents, staff and families are anticipating what will be next. In order to plan the “life stations” themed areas, Therapeutic Recreation is currently compiling the information sheets of our residents’ life stories. If you haven’t already completed the question form, we ask that you please take the time to complete this now. They are located on the outside table in front of the Monarch Manor entrance. Please submit to Judy, Behavioural Support/Butterfly Lead, Donna or Kelsey, Therapeutic Recreationists. Once completed, we ask you to review prior to posting. We will then determine the commonalities amongst the residents to plan the décor. We are currently planning a laundry area, a nursery, a garage, a music, travel, dressing and pet area. At this time, we will be accepting any donations for the following items:

- ~Fur real pets
- ~Map or globe of the world, other travel related items
- ~Clothesline pulley, vintage laundry, boxes of soap, vintage ironing board
- ~Garage area-signage, small old tires, other vintage, garage related items, narrow wheelchair accessible worktable.
- ~Guitar, ukelele, or another musical instruments.

Looks, Feels and Smells like Home

These are essentials of the “Butterfly approach”. We are beginning to see more “stuff of life” throughout the home area. Family style dining and improving the mealtime experience is ever evolving. Along with the smells of bread baking and the crock pot, team members have been frying bacon and onion prior to lunchtime on Wednesdays and Thursdays. Residents, families and staff have all been enjoying the mealtime aromas. Soup is also served from old fashioned soup tureens at each table, creating a feeling of family style.

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In March, two groups (21 staff in total), were able to tour Butterfly Homes in Southern Ontario, thanks to the Local Priorities funding we received. Staff toured 3 separate homes-Elliot House in Guelph, O'Neill Center in downtown Toronto and the first home in Ontario to be transitioning totally, Belmont House, also in downtown Toronto.



The “Abby ambient activity” has arrived!

It’s installed on the right court, left hallway. Residents have been enjoying the interactive videos, driving experiences, games and more. Bring your loved one and try it out! There are also opportunities to personalize it for your loved one. A “beacon” can be purchased from the company that would have the capability to sync with the Abby. Once set up, anytime your loved one wears the beacon and touches the screen, their favourite music, pictures and games would pop up on the screen. For more information, contact Judy, Crystal or Donna Therapeutic Recreationist, who are the three administrators for the “Abby.”



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Residents are already enjoying the new enhancements-a hat mirror nook, a relocated workshop, soon to be garage and enjoying meaningful moments.

Coming soon ~ The sensory equipment has arrived. At this time, we are awaiting final preparations in the new sensory room on Monarch Manor and will then set up equipment.

Other B.S.O updates:

~Gentle Persuasive Approach training will be ongoing for all staff with the goal to train the entire building this year. G.P.A bathing will be coming soon! If you have any questions/suggestions, please call or email The BSO Embedded Services Team: (807) 684-3936

Behavioural Support & Butterfly Lead, Judy Walters (807) 629-7181 or email judy.walters@thunderbay.ca

Resident Wellness Worker, Crystal Wark (807) 632-9108 or email crystal.wark@thunderbay.ca

Resident Care Assistant, Dawn-Lee Soderberg Dawn-lee.soderberg@thunderbay.ca

Point Click Care / LTCF and RNAO Clinical Pathways

We're excited to announce the successful concurrent implementations of **PointClickCare, RNAO Clinical Pathways & LTCF RAI** at Pioneer Ridge! This marks a major milestone in our commitment to enhancing resident care, streamlining workflows, and supporting our teams with the tools they need to thrive.

After months of planning, collaboration, and training, we've officially gone live April 1st—and the results are already showing. These changes bring improved assessment and documentation, better communication, and a more seamless care experience for residents and staff alike.

PointClickCare (PCC)

Smart, connected care for long-term care teams

- ✓ Real-time resident data
- ✓ Streamlined documentation & compliance
- ✓ Enhanced staff collaboration
- ✓ Reduced administrative workload
- ✓ Actionable insights for better decision-making



RNAO Clinical Pathways

Evidence-based, standardized care from the experts

- ✓ Consistent, high-quality care
- ✓ Guided clinical decision-making
- ✓ Improved resident outcomes
- ✓ Easy integration with PCC
- ✓ Promotes nursing best practices

LTCF RAI (Resident Assessment Instrument)

Thorough resident assessment for personalized care

- ✓ Holistic understanding of resident needs
- ✓ Drives individualized care plans
- ✓ Tracks resident progress over time
- ✓ Supports quality improvement initiatives
- ✓ Mandatory for reporting & funding



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This achievement wouldn't have been possible without the incredible leadership and dedication of our Implementation team: **Darcie, Liane, Catherine, and Tanya**. Your guidance and hard work have been instrumental every step of the way—thank you! To everyone involved in the transition: thank you for your patience, flexibility, and commitment to making this a smooth and successful rollout. We look forward to continued growth and innovation!

Therapeutic Recreation

Happy Spring everyone!

The snow is receding slowly, and we can finally see the grass and what winter has left behind...

Spring Up to Clean Up is a yearly community-wide clean up event that inspires thousands of volunteers to clean up streets, parks, school yards, and shorelines across the city. To participate, all you have to do is register, pick up a free clean up kit, and organize your clean up. Kits will be available for pickup at EcoSuperior during the month of May.

Here at Pioneer Ridge...

The last few months have flown by as we've been keeping busy with baking bread, Bannock, and cookies to incorporate more home like smells on the home areas. The residents on home area four went wild and got tattoos and we have a new pet pal named Meeko who has been visiting.



We have resumed going on outings into the community and ask family and friends for ideas for where residents would like to go. Please see your Therapeutic Recreationist to sign up or give an idea.



is now accepting



Did you know that our Helping Hands Auxiliary for Pioneer Ridge is an amazing group of volunteers who fundraise to help support Pioneer Ridge enhance the quality of life for our residents living here. We are now able to accept electronic payments at our bake sales and bazaars!

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Looking to have your own raised planter box for your loved one? We have 4-5 boxes per home area to lend out. Families are encouraged to purchase and help plant and care for their favourite flowers with their loved ones. Please submit your name to one of our TR's or to shannon.whale@thunderbay.ca to be put on a list. Boxes will be lent out based on last years occupants so everyone can have a turn.

Maybe looking for a fun volunteering opportunity? We can always use help weeding and watering the beautiful gardens we have. Please also see Shannon if interested in working on your green thumb

ERS VOLUNTEERS VOLUNTEERS
MAKE MAKE MAKE
SWAVES WAVES WAVES

NATIONAL
VOLUNTEER
WEEK 2025

Volunteer
Bénévolé
Canada

APRIL 27 - MAY

volunteer.ca/nvw #NVW2025

Please help us show our appreciation to our wonderful volunteers next time you see them around the home and engaging with the residents. Their work makes waves in our community.



SPRING
WORD SEARCH

T	E	G	G	S	X	T	T	B	V
Q	V	G	E	P	P	C	S	L	B
W	T	B	L	C	O	O	M	O	C
N	I	U	A	H	G	R	A	S	S
M	M	G	E	I	O	A	Z	S	C
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K	D	D	E	K	B	N	R	M	N
C	W	O	R	M	S	P	C	O	E
T	A	U	F	L	O	W	E	R	S
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BLOSSOM
BUGS
FLOWERS
RAIN
MUD
EGGS
NEST
CHICK
WORMS
GRASS

SPRING
WORD SEARCH

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BEE
BLOSSOM
BUD
BUNNY
BUTTERFLY
CHICK
EGGS
FLOWER
GRASS
KITE
LADYBUG
LAMB
LILY
NEST
PUDDLE
RAIN
SEEDS
SPROUT
TULIP
WORM