



PIONEER RIDGE LONG TERM CARE AND SENIOR SERVICES

SPRING NEWSLETTER

March, April, May, 2026

FROM THE DESK OF THE ADMINISTRATOR



Dear Residents, Families, and Friends,

As we welcome the spring season, we are reminded of the importance of growth, compassion, and community. The warmer weather and longer days bring renewed energy to our home, and we look forward to spending meaningful time together through activities, celebrations, and shared moments.

We would also like to take this opportunity to recognize and celebrate the many dedicated individuals who make our home such a caring and supportive environment every day.

Accreditation Announcement

We are pleased to share that Pioneer Ridge will be participating in our upcoming Accreditation Survey from **June 14 to June 17, 2026**.

What is Accreditation?

Accreditation is a voluntary process that helps ensure long-term care homes meet high national standards of quality, safety, and resident-centered care. It involves an external review by surveyors who assess how well we are meeting established best practices in areas such as:

- Resident care and safety
- Staff training and teamwork
- Leadership and governance
- Infection prevention and control
- Resident and family involvement
- Continuous quality improvement

Accreditation is an opportunity for us to reflect on our strengths, identify areas for improvement, and demonstrate our commitment to providing safe, high-quality care.

We appreciate the ongoing support of residents, families, and staff as we prepare for this important process.

Celebrating Our Residents & Families

Happy Mother's Day

To all mothers, grandmothers, great-grandmothers, and those who hold a motherly role in the lives of others, we extend our warmest wishes this Mother's Day. Your love, strength, wisdom, and compassion continue to inspire generations.

We hope your day was filled with joy, appreciation, and special moments with loved ones.

Happy Father's Day

As Father's Day approaches, we would also like to recognize all fathers, grandfathers, great-grandfathers, and father figures within our community. Thank you for your guidance, kindness, support, and the lasting impact you have made in the lives of your families and friends.

We look forward to celebrating you in June.



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Staff Recognition & Appreciation

Our home is fortunate to have an exceptional team of professionals who work tirelessly to provide compassionate, resident-centered care. We would like to extend our sincere gratitude and appreciation to all staff members for their dedication, professionalism, teamwork, and commitment.

Thank you for everything you do to support the health, comfort, dignity, and happiness of our residents each and every day.

This spring, we proudly recognize and celebrate:

- Therapeutic Recreation Month** – February
 Thank you to our Recreation staff for bringing joy, engagement, creativity, and meaningful experiences to residents every day.
- Social Service Workers Week** – March 2–8
 We recognize our Resident Counsellor for the emotional support, advocacy, compassion, and guidance that he provides to our residents and families.
- Registered Dietitian Day** – March 18
 Thank you to our Dietitian Laurel, for promoting health, nutrition, wellness, and quality of life through resident-centered nutritional care.
- Administrative Professionals Day** – April 22
 We sincerely appreciate our Administrative Professionals whose organization, communication, and support help keep our home running smoothly every day.
- National Nursing Week** – May 11-17
 To all Nurses, thank you for your leadership, skill, compassion, and unwavering dedication to resident care. Your impact is deeply valued and appreciated.
- National Physicians’ Day** – May 1
 We extend our gratitude to our Medical Director for their ongoing commitment, expertise, and partnership in supporting resident health and well-being.
- Personal Support Worker Appreciation** – May 19
 Thank you to our Personal Support Workers for the compassionate hands-on care, comfort, and support you provide daily. Your hard work and kindness make an incredible difference.
- Home Support Staff Appreciation Day** – June 17
 We recognize our Home Support Staff for the essential services they provide and the positive impact they have on residents and the entire care team.

Every department and every role contribute to making our home a welcoming and caring place to live and work. We are grateful for the dedication shown by all staff members.

New Leadership Business Office

We are delighted to welcome Suzanne Gustafson our new Business Office Supervisor, who will be assisting us temporarily to support our day-to-day operational needs.

Helping Hands Auxiliary

We want to recognize and share our sincere gratitude to the Helping Hands Auxiliary for their outstanding planning and effort to ensure a successful Mother’s Day Bizarre. The fundraising directly supports resident life enrichment programs and equipment.

Spring Activities & Events

Residents can look forward to a variety of seasonal activities and celebrations this spring, including:

- Gardening and planting activities



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- Outdoor walks and patio socials
- Spring crafts and creative programs
- Musical entertainment and sing-alongs
- Holiday celebrations
- Baking and cooking activities

We encourage families and friends to join us whenever possible and help create special memories together.

Closing Message

Thank you to our residents, families, staff, volunteers, and community partners for your continued support and trust.

Together, we continue to build a caring, respectful, and compassionate community where residents feel valued, supported, and at home.

Wishing everyone a wonderful spring season filled with health, happiness, and connection.

Samantha Moir
Administrator

A MESSAGE FROM THE HELPING HANDS AUXILIARY

We are excited to share the launch of our brand-new website!

It is now easier than ever to learn about the Helping Hands Auxiliary at Pioneer Ridge. See the impact of our fundraising efforts and find ways to get involved or support our cause.

We invite you to explore our site and be a part of what we are building together.

Visit us today and let us know what you think!

www.helpinghandsridge.org



A MESSAGE FROM OUR RESIDENT COUNSELLOR

In a world of instant answers, we've all grown used to having information at our fingertips. Whether we are 18 or 80, we've all benefited from technology that delivers answers in seconds. Let's face it; We live in an age of "immediate."

While this kind of speed is frequently viewed as a gift, it can also change how we interact with the people around us. Our reliance on technology can quietly erode our patience, making the slower pace of human connection feel like a burden rather than a priority.

We're so used to getting answers the second we want them that it seems to have changed how we handle real life. Technology has made us all faster, but has it made us more impatient with people? With online banking and shopping being so convenient these days, do you now find yourself getting annoyed by waiting in lines? It seems like even waiting for a simple callback from a business feels like it takes forever now. Let's not forget that we are humans, not algorithms.



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For those of us caring for or visiting older loved ones, let's remember that they now operate on a different "clock"—one that values presence over productivity. By recognizing how technology has sped up our expectations, we can consciously choose to slow down and value time together over the pace of technology. After all, a return call can wait, but the quality of a conversation with a loved one is something no high-speed connection can replace.

Dennis Morettin, RSSW
Resident Counsellor

FRIENDLY REMINDERS TO OUR RESIDENTS, STAFF, FAMILY AND FRIENDS

- Please be considerate when backing your vehicle into parking spaces with a sidewalk. Now that Spring is here many residents, families, friends, volunteers and staff use the pathways.
- There are four accessible parking spots near the front entrance, these are regulated by Thunder Bay Parking Bi-Law. Any vehicles parked in these spots without a valid accessible parking permit are subject to a fine of \$390.00.
- Please do not store personal items on top of wardrobes, this is an OH&S risk.



UPDATES FROM B.S.O EMBEDDED SERVICES TEAM AT PIONEER RIDGE

meaningful care matters
Free to be me

- Pioneer Ridge is proud to announce that the butterfly approach is moving up to Home Area 4 to improve our residents' quality of life. Our first baseline audit for Home Area 4 was completed March 17th by the Meaningful Care Matters consultant Mary Kneale. She observed Home Area 4 for 5 hours, completed qualitative interactions audits and a desktop audit.



- Team members from Home Area 4 toured Belmont, Tall Pines, and William Osler Hospital butterfly homes in Toronto. Staff enjoyed seeing the different homes, ideas and talking with different departments about their journey to becoming a butterfly home.



- A new group of team members recently completed their Butterfly training.

In the pictures below, they are learning what it feels like to have dementia by tracing a star, while only looking into a mirror that their co-worker holds.

- Recent tours of Monarch Manor were done with a team from Sioux Lookout and with staff members from Home Area 4. Have you experienced the emotion-based model of care yet?





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- Vinyl wall wraps have been installed at the entrance and exit of Monarch Manor. The entrance will resemble a home's entrance, and the exit correlates with the outside bistro theme.

Donations wanted

- Our residents are always asking for meaningful tasks to fulfill their days. Magazines, crafting items, any woodworking items to sand and paint would be accepted, as well as furniture that requires refurbishing.
- We are also accepting items for our new Butterfly Home Area: Pram, crib, items for a women's and men's dressing area-hats, ties, purses, coat rack, buffet and china cabinet for dining room...

Other B.S.O updates

- The Resident Care Assistant position became vacant in December.

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



GREETINGS FROM THE THERAPEUTIC RECREATION DEPARTMENT

Spring has arrived at Pioneer Ridge! A heartfelt thank you to everyone who joined us for our Mother's Day Bazaar. It was a wonderful success and such a joy to see residents, families, staff, and community members come together to celebrate.

Garden Boxes

Garden boxes are now available for residents and families to enjoy together — a beautiful way to connect and spend time outdoors this season! Boxes first come, first served, but also based on who participated last year with 4–5 available per home area.

Pioneer Ridge will loan the garden boxes, and our Recreation staff will handle watering and fertilizing throughout the season. Residents and families simply need to bring their own soil and flowers. To reserve your spot, please call your loved ones floor and ask to speak with the Recreationist to book — spaces fill quickly!



Home Area 4 — Butterfly garden boxes



Home Areas 2 & 3 — Front patio garden beds



Monarch Manor — Garden boxes in the Therapeutic Recreation park near the vegetable garden beds

Recent & Upcoming Programs

We had such a fun time celebrating Easter with the Easter Bunny and April Fool's Day with our Cake or Fake event. Our TR Danielle baked hyper-realistic cakes that had everyone guessing!



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This summer, we have so much to look forward to a Vintage Car Club visit in July, outdoor concerts, campfires, patio hangouts in the Therapeutic Recreation park, and our beloved monthly Culture Clubs continuing throughout the season. It's going to be a wonderful summer!

Helping Hands Auxiliary Updates

The Helping Hands Auxiliary continues to make a heartfelt difference in the lives of our residents. Thanks to their incredible generosity, residents will benefit from 4 new iPads, 4 new speakers, 8 new headphones for the home areas, and 2 new raised planter beds in the TR park for growing vegetables. We're also thrilled to share that the Helping Hands Auxiliary website is now live — visit them at www.helpinghandsridge.org

Volunteers, Donations & A Special Thank You

We are always looking for volunteers to support the Helping Hands Auxiliary and Pioneer Ridge Recreation programs, and we gratefully accept donations of stuffed animals and activity supplies. Please reach out to the Recreation team to get involved!

We also want to extend a warm and heartfelt thank you to the Buonocore family for their generous in memoriam donations to Pioneer Ridge through the Helping Hands Auxiliary. Their continued kindness means so much to our residents and our whole community.

Please note: Hairdresser pricing has increased by \$3 for men's and women's cuts and perms.

Staff News

We are so happy to welcome new TR staff members Abby and Kayley to the team, and to welcome back Ashley B. and TR Student Helper Haley who will be supporting our TRs with programming. We're thrilled to have you all! A special shoutout also goes to Chris who is creating soundboards featuring beautiful local Thunder Bay photography to help create a calmer dining room experience for our residents.

Volunteer Appreciation

This year's Volunteer Appreciation theme was "Ignite Volunteerism" a perfect reflection of the spark our volunteers bring to Pioneer Ridge every single day. As a small token of our gratitude, volunteers received candles and cookies, because they truly are as sweet as they are bright. Thank you, from the bottom of our hearts!

