

Annual Report



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

Annual Report

2016



Gibson Family Health Care *Retirement & Long-Term Care*

Celebrating more than 50 years of family care

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Carveth Care Centre - 2016 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

2016 was a very exciting year for Gibson Family Health Care.

Highlights include:

- Carol Neiman was named Resident of the Year.
- The number of falls in our home decreased.
- As part of Seniors Month in June, Thousand Islands Playhouse Young Company performed Violet's the Pilot at our home and we hosted a strawberry social.
- Three public schools participated in our Art Contest and the winners are displayed on our Intergenerational Wall of Art located on the East Wing.
- Carveth hosted a ceremony in our Veteran's Garden in August and dedicated memorial stones to five veterans.
- The home purchased two new adaptive tables for our dining rooms. The tables have four seats and offer different height and depth settings; allowing us to meet the individual needs of residents who previously dealt with obstacles during meal times.
- We were delighted to receive dozens of entries in our Great Pumpkin Carving Contest held in conjunction with our Halloween Inferno on Oct. 31. Hundreds of guests came through our Multipurpose Room to enjoy this fun community event.
- Carveth Care Centre won an award for most money raised for Alzheimer's research and education. We were proud to host an Alzheimer's Coffee Break and fundraisers throughout the year, raising \$1,572 for the Alzheimer's Society.
- We celebrated Healthy Workplace Month with a visit by Debra Savoy, Canadian Spiritual Medium.
- Staff, residents, volunteers and families raised an impressive \$1,310 for the 2016 Terry Fox Run. Wow!
- Carveth Auxiliary Resident Christmas Gift Fund purchased a beautiful winter blanket for every resident.
- Pajama Day for residents and staff was a BIG hit in December. The generated a lot of smiles and laughter.

"My mom was in another long-term care home in Jasper which we did not care for. Our mom has been at Carveth for a month and a half and what a big difference in her care and her attitude. The staff is amazing, so glad that our mom is there."

- Valerie Halferty

FEEDBACK

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

Brett Gibson,

Owner/Operator



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



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Congratulations Staff

Carveth Care Centre is proud of its outstanding staff.

We would like to congratulate the following people for their work anniversaries in 2016:

Joann Agius, 15 years • Marg Bailey, 15 years
Diana Burtch, 15 years • Pat Carter, 15 years
Paula Turcotte, 35 years • Amy Heddon, 15 years

RECOGNITION

An independent auditor's report by Secker Ross & Perry, chartered accountants, tax and business advisors, is available at the Carveth Care Centre Reception Desk.

FINANCIALS



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Live Well

Stay Active

Enjoy Life

Find your *happiness* at
Carveth Care Centre

24-hour nursing care



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Performance/Year in Review



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Carol Neiman finds pleasure in the simple things.

Sitting quietly in her wheelchair on a late spring morning, her eyes rest on a nearby television broadcasting a soap opera.

She smiles at the hysterics and drama of the actors.

"I like it here," she says from a lounge at Carveth Care Centre, a long-term care home where she has lived for the past five years.

"I'm an old coot, but I like to help everybody - when and if I can."

Born and raised in Gananoque, Carol, 55, was recently recognized for her contributions to help residents and staff at the home located in the heart of the 1000 Islands.

"Carol is a very deserving recipient of Resident of the Year award," says Brett Gibson, Administrator.

"Carol can be seen throughout the day with a smile on her face and actively participating in programs. She brings personality and enthusiasm to every activity. Our home is brighter because of her."

Excited to win the prestigious



award, Carol says she appreciates the care she receives at the home and the programs that fill her day.

"There's lots to do," she says during a television commercial.

"It's like a home for children, but we're too old for that. It's a lot of fun to live here. You don't get in trouble for everything you do. You don't get hollered at here."

Mother of two adult sons and a former housecleaner & kennel worker, Carol is known around the home for her kindness.

Speaking from her residence on

Hickory Street in Gananoque, Mabel Barnes talks about Carol with a mother's love.

"Carol is the happiest of the whole lot over there," Mabel says affectionately about her daughter.

"She says mom, this is home. I told her - Carol, you made my day."

Pleased with the recognition her daughter is receiving for her work to enhance the lives of residents and staff, Mabel adds proudly, "I thought it was beautiful Carol won Resident of the Year."

"She's very happy there."



Performance/Year in Review



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

Kay Garland may be the only woman alive who has a gift for every person who attends her funeral.

A decorator of eggs for the past 50 years, she has stashed-away 80 beautifully decorated eggs for the day she is to be buried.

"If anyone wants an egg, they'll just have to come to my funeral," she chuckles.

Standing in her living quarters at Carveth Care Centre where she has lived for more than a year, Kay apologizes for not serving tea. Her room is immaculate and glows with the warmth of her kindness. Proud of the 1,000 decorated eggs she has sold or given-away over her lifetime, she points to the small collection that remains behind.

Careful not to break the fragile shell, she removes a large egg from a case of a boy chasing a butterfly. At 95 years old, it has been her *favourite* for more than four decades because it reminds her of her beloved son Richard who suffered a fatal heart attack in 2011.

"It's the sad thing about growing old, you lose your friends," Kay says nostalgically about the husband, child and friends she's outlived.

Picking-up several eggs to explain their meaning, Kay talks about them as if they're old friends.

The soothing sound of her voice is backdrop to the glittering eggs sitting quietly in their cases; carefully preserved to hold the stories of her life and the people she knew.

When she talks about her son, she inhales deeply and pauses often. It is clear the loss of her only child hurts her deeply.

To help overcome her sadness, Kay keeps busy with art.

A painter and quilter without formal training, she removes items from packages to display the talent she inherited from her mother.

"I enjoy doing it, it keeps me busy," Kay says about the intricate decorations she adds to goose, quail, peacock and Robin eggs.

"I've never had a turkey egg, come to think of it," she says thoughtfully.

Born in 1920 in Flat Island, Newfoundland, Kay is the middle child of three siblings. Growing-up in the small fishing village in Placentia Bay during the Great Depression, all three children attended a two-room schoolhouse and left home before the island was re-named Port Elizabeth.

"It was one of the best places on earth to be raised," she concedes. "I had a wonderful childhood." Kay jokes she came to Canada in 1947 from Newfoundland which joined Canada two years later.

Before starting a family with Jim Garland, Kay (nee Miller) spent 10 years working at the T. Eaton Company in Toronto at the corner of Queen and Young Streets.

She was married to Jim for 64 years before his death in 2008.

For more than 80 years, she volunteered with dozens of organizations such as the United Church of Canada and the Boys and Girls Club.

Settled comfortably in the nursing home in Gananoque in the fall of 2015, Kay continues her volunteer work and art.

"I don't find it hard, but you have to have lots of patience," she explains about decorating eggs. "I spend hours and hours just stringing beads."

"I don't think there is anything I wouldn't try," Kay says with a laugh. "I just don't know what the results would be."

RESIDENT



Performance/Year in Review



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Ann Kirkby is a nurse who appreciates the complexity of medicine.

"I was born in Gananoque on Sydenham Street in my mother's bed," she says about her humble beginning.

64 years later, Ann is close to retirement from Carveth Care Centre where she has worked as a nurse for 34 years.

"I'm home here," she says about the assisted living facility in Gananoque, owned and operated by the Gibson family.

For Ann, her work has a higher meaning than a paycheck.

"I find the science of nursing really interesting," she notes from the accredited long-term care home.

"The diseases are so diverse and interesting. If I can help the residents feel comfortable and ease their pain, that's very rewarding. Even if it's *just* a hand on the shoulder - that's comforting."

Looking amused on a warm spring day, Ann stretches often to ease the pain in her back caused by years of frontline health care. She calls herself an old-school nurse who values people over profit.

Looking around her, she notes, "It (Carveth) is just a good all-around place to work.

"It goes beyond the residents to their families. I've found most families don't hesitate to come to see us

if there's a problem. This home has an open-door policy," she says.

"It is exceptional here because this home is the result of three generations of one family trying to make a difference."

"Ann has worked for, and cared for, all three generations of my family," notes Brett Gibson, Administrator.

"Ann has been a fixture at our home for more than three decades and she is going to be missed when she retires."

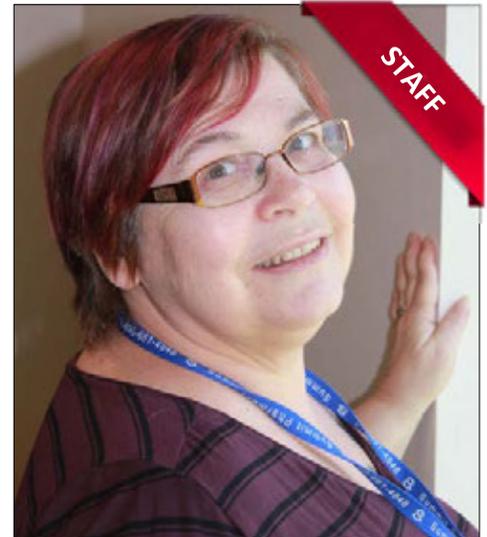
The Administrator adds with laugh, "Ann has a great sense of humour and a remark or jab thrown her way always results in a snide remark back. She's a colourful character. But her legacy is the way she puts others *first* before taking care of herself.

"Our family and residents are *very* fortunate to have so many dedicated and long -serving staff who come into work every day to make someone else's life better," he adds.

"I can honestly say, Ann is *one* of those people. When she leaves – she will have made a lasting impression on the home and the people who live and work here."

Known for her witty sense of humour and direct approach, Ann acknowledges she's preparing to retire in October of 2016 after more than three decades of nursing.

At the home, she is a nurse with a



reputation for efficiency, intelligence and a dogged-determination as proven by her dedication to upgrade from RPN to RN when she was a young mother of two children.

"Ann is a good nurse who is well-known in the community," says Shelley Bender, Director of Care at Carveth. "We are grateful for her excellent health care and compassion."

Now a grandmother, Ann says wistfully, "I like being a nurse. It was a hard time getting there."

"I'll miss a few things about the job because that's human nature," she continues. "I do enjoy doing it, but I'm looking forward to retiring. I think I've contributed all I can contribute."

"I'd like to leave while I'm still on top," she says sentimentally.

"While I'm still good at the game."



Performance/Year in Review



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Even the best of us feels the effects of time.

Staring out the window from his bed at Carveth Care Centre, Roland McIntosh talks fondly about his time living and working on the St. Lawrence River.

"I'm a rat, put it that way," the 82-year-old says with a crooked smile; clearly enjoying the opportunity to talk about the wild antics of his faded youth.

An original member of a group of people nicknamed River Rats in the mid-1900s, Roland (Roly) talks fondly about his life in Gananoque where stories about early river workers are legends.

Commonly found barefoot and healing from a fight, Roly was a force of nature in his prime.

"There were lots of fistfights back then," he says matter-of-factly. "It was an exciting time."

A boat captain and diver who enjoyed fishing, hunting and trapping, Roly worked as hard as he fought.

"I build boats and barges," he says with pride. "In fact, I'm building another one (house boat) right now."

One of six children born on a farm near Picton, Ontario - Roly was lured east by rumours of wealth and excitement on the seaway.

Over the next six decades, he found and lost both.

"I've been on the water all my life,"



says Roly, who lived on a houseboat near Ivy Lea for more than 30 years while earning a living on the water.

For him, his lifestyle represented freedom and treasure as he plucked items from their murky wet grave with his barge and crane.

He chuckles at the memory of fishing from a hole in the floor of his houseboat. Years later, he still finds it amusing that he fished in his living room.

Caressing the scar of a bullet hole on his left leg, Roly's composure falters slightly when he talks about a jealous husband who shot him in a rage of indignation.

According to Roly, his departing car was peppered with bullets after a fistfight at the man's house.

Barely escaping with his life, Roly contributes some of the pain in his leg today, to the shooting back then. He's hopeful the leg will heal soon, enabling him to resume the life he once had; when society rules bent like the river for him.

"I was a *somebody* and now I'm a *nobody*," he says from his bed in the nursing home at the start of 2016.

"It feel like I'm in a cage," he says earnestly about the confinement he feels when he's not on the river.

"To be honest, I'd rather be in jail. Actually, I've been in a few of those, too," he says with a laugh.

Father of six children (five surviving), Roly uses his fingers to count the jails where he has stayed for

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RIVER RATS

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fighting and driving while intoxicated. He stops counting when he reaches 20.

Talking about his past, he pauses, seemingly struck by the stark contrast between his life then and now. Gone are the days when he answered the call of the river.

"I had a lot of good friends on the St. Lawrence River," he notes with emotion. "I miss them."

But Roly isn't alone in this new stage of his life.

Resting quietly in their own rooms at Carveth is Richard Senecal and Ethel Johnston; fellow River Rats.

"That Roly, he's quite a fella," Richard laughs lightly. "He's settled down now, but he liked to fight when he was younger."

"He has never received such good care like the care he gets here."

Born on Grenadier Island and caretaker of Zavikon Island, Richard understands the lure of the 1000 Islands.

"You make it your home on the water," says the father of six who made a living growing vegetables, trapping, driving a tour boat and maintaining an island.

"I looked forward in the spring to trapping muskrats. I caught 300 rats one spring."

A widower after 60 years of marriage, Richard moved to Carveth in

June 2015 after a lifetime of living and working on the water.

"I lived there most of my life except when I went into the Air Force for three years," he says.

Smiling from the memory of serving as a military police officer in WWII, Richard notes, "I had closer calls at home than I did overseas in England, Belgium, Germany and Holland."

"I nearly drowned in the river twice," he says with conviction, describing an incident involving a powerful air boat he built to travel over snow, ice and water.

"I had a lot of fun with it," he laughs.

Enjoying the sentiment of the moment, Richards notes, "It (the 1000 Islands) is the most beautiful spot there is."

"What a life. What things happened. We're River Rats."

A distant relative to Richard (her grandfather was the lighthouse keeper on Grenadier Island where Richard was born and raised), Ethel Johnston understands the lure of the St. Lawrence River.

Born to a family of boat builders in Rockport, Ethel cleaned the skiffs her father built for fishing by summer people.

Speaking at Carveth in January 2016, her daughter Wendy Merkle, 68, talks for her mother when words fail her. Ethel will turn 99 this April. She has lived at Carveth

for two years.

"Her whole life has revolved around the river," Wendy says about her mother's love of the water.

In fact, it was the water that brought Ethel her husband, Don, who was also one of the river people.

Wendy smiles as she tells the story of her father paddling his canoe from Gananoque to Rockport to court her mother.

The couple was married for 56 years before Don's death in 1993. Their union produced six children (five surviving), nine grandchildren, 13 great grandchildren and six great great grandchildren.

"Mom rowed her own skiff for more than 30 years," says Wendy proudly. "She would row for two, three, four hours at a time. She also swam in the river every day."

Cradling a picture of her mother in the skiff her grandfather built, Wendy seems to understand this love of the water. From her home in Rockport, she can feel the lure of the St. Lawrence River.

"When I think of 99 years and what she's seen; it's mind boggling," says Wendy about her mother's experiences on the majestic seaway.

"She's been through so much and seen so much in her lifetime. Yes, she's a River Rat."



Performance/Year in Review



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Rosemary Hayden was only 17 when she said she'd love and cherish Lyle Burgess for the rest of her life.

He was 19 and handsome, the strong silent type who captivates a girl without even trying. Rose was smitten.

Wearing the look of young love in a dress of lace, she made her vow at the altar of Grace United Church in Gananoque and embarked on a new life.

Rose looks back on those years with fondness.

"I don't know where the years went," she says softly, caught in a memory of the early days when Lyle asked her to marry him at Christmas when she was 16.

The couple had met a few years earlier at a party near Gananoque when Lyle finally worked-up the nerve to ask her to dance. The music played and he didn't say another word.

"His eyes just danced," Rose reminisces fondly about the shy boy in her arms who was trying not to step on her toes.

When the music ended, the two were inseparable.

"My parents always liked Lyle, right from square one," Rose states with authority, more than 60 years later.

"Dad didn't want to give his only girl away," she adds with a smile about her father's reluctance to

sign the papers to authorize the marriage. "We were walking to town hall and he kept saying, 'I'm not doing this, I'm not doing this'."

Reassuring her father everything would be okay, Rose saw the papers signed and met Lyle at the church. She remembers it as one of the happiest days of her life.

Six decades later, the union has produced three children, five grandchildren and a stack of photo albums.

"Lyle was a good man," Rose, 77, says gently from Carveth Care Centre, the nursing home where her husband has been living for the past two years. "He was generous, kind and funny. He could do anything."

Rose's voice trails-off as she thinks about the life she had with Lyle before Alzheimer's stole his independence. "We did everything together. I don't know if that was right, but we enjoyed each other's company that much."

Watching with heartbreak as the disease takes Lyle's memories, Rose remains committed to her husband who did his best to protect and care for his family.

"I come over here every day to feed him. I think he'd be lost if I didn't," she says affectionately.

"We just always had a deep love for one another," she notes patiently, trying to explain the connection

they share. "We've been so lucky to have been together so long. I just wish it could have been longer."

But time seems unable to impact this deep well of love that never goes dry.

Together almost 65 years, the couple is celebrated their 60th wedding anniversary on Aug. 4, 2016.

The milestone will be marked by staff and residents at Carveth Care Centre.

"Stories like this is one of the many reasons I love my job," says Brett Gibson, Owner and Operator.

"60 years is an amazing accomplishment and should be an inspiration to younger generations. Rosemary and Lyle's marriage is an example of unconditional love which has followed them to Carveth where Rosemary visits Lyle every day. Congratulations on this great accomplishment and best wishes for years ahead."

Rose appreciates the well-wishes and seems grateful just to have Lyle in her life.

"We were probably young and stupid," she admits about her underage marriage. "But we got through it and had lots of fun. Today is a milestone. We had our ups and downs, but we worked through it. I love Lyle. I can honestly say I have never regretted a day of our life together.

"He is everything to me."



Performance/Year in Review



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Dieuwke Norman is watching where her feet will take her next.

A nurse for 28 years; the past 13 as a foot care specialist, Dieuwke is retiring in 2016.

The announcement is bittersweet for the 66-year Registered Practical Nurse (RPN) who enjoyed her work at Carveth Care Centre where she provided private foot care.

"It's great here," she says from a lounge in the nursing home. "The residents are great. That's the part I'm going to miss the most."

Leaving behind a busy practice, Dieuwke has created a bucket list of things she wants to accomplish in retirement.

"I'm going to try to work on the house and I hope to travel to Holland next year to visit relatives and see my birthplace," she says. "I understand I'm doing some babysitting as well."

Speaking on behalf of the home, Director of Care Shelley Bender says the foot care nurse will be missed.

"Dieuwke has been a familiar face around the hallways of Carveth for

a long time. We're going to miss seeing her peer around the feet of our residents," the director says with a smile.

"Dieuwke is a dedicated and caring health care provider. We are

extremely grateful for her talent and time. Staff and residents wish her a happy and healthy retirement."

Looking relaxed on an early autumn afternoon two weeks prior to retirement, Dieuwke beams as she introduces her replacement, Foot Care Nurse Lisa Sosnowski of Lansdowne.

"We worked here together," says Dieuwke about her successor and the home. "We've come full circle."

Lisa looks happy as she thinks back to the six years she worked at Carveth Care Centre as an RPN before embarking on a private practice of foot care.



Married with children, Lisa, 41, will continue to provide foot care to her clients while offering foot care at Carveth Care Centre one morning a week.

"I talked her into it," Dieuwke says with a chuckle when the women were asked how they arrived at this arrangement. "She's been here before and she's good at her job."

Working as a foot care nurse for the past 13 years, Lisa is glad to be working in the home again.

"I needed some time to think about the role and make sure I could fulfill the duties," she says with a bright smile.

"It's nice to be back."



Performance/Year in Review



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Floating down the St. Lawrence River as the 1000 Islands glowed from the brilliance of autumn nearly took Wayne Laviolette's breath away. Dependant on a wheelchair for mobility while he recovers from a broken hip, the Gananoque man was on a special outing from a nursing home where he has lived for the past five months.

Feeling the power and beauty of a river he *hasn't* enjoyed for 20 years, Wayne was enthralled.

"I'm sure some of the people in wheelchairs haven't seen the river in some time," explained Carol, Wayne's wife of 54 years who accompanied her husband on the day-trip from Carveth Care Centre. "It was very enjoyable."

A resident of Gananoque for 75 years, Wayne flourished under the blue skies and gentle breeze.

"I think Gananoque is very fortunate to have the islands. It's just amazing," he said, a few days after his date with the majestic seaway.

"It's a great part of the world, that's for sure," added Carol.

Conducted in early October, the boat trip down the St. Lawrence River is an annual gift by Gan Boat Line. The outing is one of the most popular events of the year at Carveth Care Centre and leaves a lasting impression on residents, many of whom haven't seen the river in years.

"It was an excellent trip," said Wayne with a smile. "The organization by the Activation Department was superb." Sitting in her office overlooking the river, Kathy MacRae smiled when she heard of the impact of the trip on residents.

"We do this every year," said Kathy, Marketing Director of the boat line for almost 14 years. "We try to support the town."

Born in Smiths Falls which is nestled on the shore of the Rideau Canal, Kathy understands the power of water.

"A lot of the residents of Carveth Care Centre came from here and grew-up on the river," she noted.

"They just can't get out now. For them, it holds a special place in their lives.

"We have a lot of respect for older people," she added gently. "You can learn so much from them."

A company with global connections, the trip is just one of many donated by Gan Boat Line for a good cause. The company also supports groups such as the fire department, food bank, playhouse and tin boat races.

For many residents of Carveth Care Centre, the trip was the highlight of the year.



"It was a wonderful boat cruise, it was my first time on the St. Lawrence River," admitted Irene Curtis, a resident of Carveth Retirement Lodge.

"This trip is one of the best trips I have attended while at Carveth," added Grace Leakey, Irene's sister who lives a few doors down from her sibling in the lodge.

"Last year, I went with my late husband, Russell. This year I was able to enjoy it with my sister, Irene. It was a perfect day, the weather could not have been any better."

Carveth Care Centre would like to thank Gan Boat Line for donating 60 complimentary tickets to our home and giving us the opportunity to enjoy the beauty of the St. Lawrence River. On the deck of your boat, you allowed us to appreciate the grandeur of the 1000 Islands. It was a moment in time we will cherish forever.



Performance/Year in Review



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Brian Patterson had a dream to walk in the Terry Fox Run in 2016.

Confined to a wheelchair most of his life, his thoughts leading up to the run were of a hero who inspired the world by attempting to run across Canada with a partially-amputated leg before cancer took his life at the tender age of 22.

Looking relaxed on a warm September afternoon two weeks prior to the run, Brian says softly, "I think Terry Fox is a good role model."

Born with cerebral palsy and legally blind, the 54-year-old has participated in dozens of Terry Fox fundraisers in his wheelchair since his brother died of cancer in 1985. Brian's sister, Wendy, was born disabled and died in her mid-teens.

His mother, Leola, is his closest relative. Her move to the same nursing home earlier this year put her a few doors down the hall from her son. Brian has lived at Carveth Care Centre for seven years.

Holding his hand from her wheelchair parked next to Brian, Leola, 78, looks at her last living child with



pride when he talks about his dream to leave his wheelchair and walk down the streets of Gagnanoque.

The pair seems happy and relaxed as they talk about the training he's done with physiotherapists and a dietician to prepare. He smiles when she calls him her little monkey.

"Hold your head-up when you do it," she says gently.

"I will mom, all the way," he replies with a smile.

"Leola encourages Brian's independence," says Shannon Buell, Activity Director at the long-term care home.

Dedicated to the 104 residents who live at the home, Shannon was tasked with taking Brian, Leola and a few other residents to the Terry Fox event on Sept. 18. She says a team of health care professionals have been working with Brian to help him achieve his dream.

"We're hoping Brian walks as many steps as possible," she says kindly. "That's our goal."

"He's a doer," Leola says with confidence about the likelihood of Brian achieving his dream. "No wonder I'm so proud of this little monkey."

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Performance/Year in Review



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Paige White has the type of eyes that make you want to stop and take a second look.

Unless she's looking at you down the barrel of a gun, that is.

"I like to hunt and fish," the petite woman from Gananoque says with a smile about her unusual pastime.

Only 24 years old with long blond hair, the friendly woman laughs at the misconception woman *don't* like to hunt and fish.

"I guess you can't judge a book by its cover," she says. "I have been doing it my entire life.

"We even have our own honey holes around here."

A Personal Support Worker (PSW) at Carveth Care Centre in Gananoque, Paige is the home's Employee of the

Month for February 2016. She has worked at Carveth for almost two years.

"I love it here," she says earnestly about the accredited home owned and operated by the Gibson family. "I have really bonded with the residents.

"It's nice to come to work and feel like you're working with your friends," she says about the staff.

A graduate of Gananoque Secondary School, Paige enjoys her work assisting 104 residents in the nursing home.

"I have always enjoyed helping people," she admits.

Brett Gibson, Administrator of Carveth Care Centre, says Paige was a natural choice for the award.

"When I watch Paige interact with our residents, she exemplifies our vision of *our family caring for your family*," he says.

"She takes that extra time to make sure the residents' needs are met with a smile on her face.

"Paige is in the early stage of her working career," explains the Administrator. "Her work ethic can't be taught; she was raised the right way. Paige is very deserving of this recognition and she has a very bright future."

Paige was surprised to receive the award.

"There's a lot of good staff here," she says gratefully. "I think the care here is amazing."

STAFF

Resident realizes dream to walk in Terry Fox Run

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Asked why he feels so strongly about this cause, Brian says quickly, "I want to see children live cancer free."

Brimming with passion, Brian's dream to leave his wheelchair and walk has made an impression on the home.

"I always enjoy the excitement in Brian's voice when he speaks about the Terry Fox run," says Brett Gib-

son, Owner and Operator of Carveth.

"I have pushed Brian in his wheelchair a couple times over the years in the Terry Fox walk/run and this year I am his biggest cheerleader."

Gathering at the start line under blue skies and high hopes, Brett and dozens of supporters watched as Brian walked more than 40 steps (63 metres) down the road. His efforts were met with cheers of encouragement.

"Brian doubled the distance he was practicing," says Shannon, one-day after the Terry Fox Run. "We had to make him sit down for safety reasons."

Brian smiles from his accomplishment. Like Terry Fox, he has proven anything is possible if you try.

"I feel proud about myself," says Brian, looking amused.

"Just call me Super Brian."



Performance/Year in Review



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

Cliff Byrnes knows the Amen of nature is always a flower. Sitting in a beautiful garden behind his house in Gananoque in 2016, the 65-year-old reflects on his recent retirement.

The scene is perfect for a man saying goodbye to a line of work that is nature's cr me de la cr me; delicate flowers in world of rugged beauty.

Surrounded by the smell of early fall and a gurgling fish pond bathed in sunlight, Cliff looks happy and relaxed as he talks about closing his flower business of 25 years.

"I'm 65, that's how I got to retire," the friendly man says with a laugh about how he was able to leave behind his work.

Married with two children and two grandchildren, Cliff was born in the Ottawa area and moved to Gananoque in 1991.

With his roots firmly planted in the Thousand Islands, he opened a flower business with his wife of 40 years, Maureen. The business was a continuation of the one the couple had started in Osgoode five years earlier.

"I like working with my hands," Cliff replies when asked why he wanted to work with flowers. "It's been a lifelong thing."

Proud owner of Cliff's Flowers, Cliff

officially closed shop on June 28, the day of his 65th birthday. It is his second retirement in life. 15 years ago at the age of 50, Cliff retired as a tester in a dairy /food chemistry laboratory.

"I don't feel like I've worked hard," he says graciously. "Everything I've done, they've been things I like doing."

Cliff gained an appreciation for flowers from his grandparents who were farmers.

"They encouraged us," he says nostalgically. "There's no end to the things I like about flowers and planting. You get to play in the dirt."

According to Cliff, who is a teacher of Japanese flower arranging (Ikebana) at OHara School, there are other benefits to working with flowers. "You always meet a lot of interesting people in the flower business," he says. "And people are always happy to see me."

Looking towards the next phase of his life with anticipation, Cliff has started to fill his retirement by volunteering at Carveth Care Centre, an accredited retirement and long-term care home in Gananoque.

"We're excited to have Cliff as a volunteer in our home," says Shannon Buell, Activity Director. "His flowers bring a positive energy to

our home. The smell, texture and colour from floral therapy is uplifting to the residents. Cliff's personality and flowers fill our home with the vibrancy of life."

"Cliff and Maureen are fixtures at our home and I wish them all the best in their retirement," adds Brett Gibson, Administrator. "Cliff knew every single occasion of mine, be it personally or worked related, which was greatly appreciated by my family and staff. I know they will only be a phone call away and we can't thank them enough for what they did for us over the years."

For Cliff, love is a flower he has let grow at work and at home.

Proud of her husband's accomplishments, Maureen expresses a sentiment shared by many, "Cliff is a quiet and caring man and my family count themselves lucky and thankful to have him.

"This week was the first time I actually had the chance to see him when he did floral therapy with the residents and I am not surprised at his gift for being able to reach-out to the residents," says Maureen, who has a family member at Carveth.

"He has always been a kind and gentle man."

VOLUNTEER



Performance/Year in Review



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

Kelsey Keating was destined to be a nurse.

"I didn't want to be a nurse for a while and then I did again so I decided to pursue it," the friendly 25-year-old says on Oct. 14, less than 12 hours after she received news she was an official Registered Nurse (RN).

"I know, I don't make sense," she says with a smile.

Working towards the designation for the past five years, Kelsey talks with an easy charm as she discusses her work for the last 1 ½ years as a Personal Support Worker at Carveth Care Centre in Gananoque.

"The residents are pretty awesome," she notes happily. "They are always saying things to make you laugh."

Born and raised in Elgin where she lives with her family, Kelsey plans to stay at the accredited nursing home and work as an RN.

"The best part of long-term care is getting to know the residents and knowing, just by looking at them, how they're feeling," she says wisely.

Known for her kindness and compassion, Kelsey is already earning recognition for her work in health care.

"She's a good girl," says Lou Rasmussens, a resident at the home.

"What she did for me was unbelievable. She stayed 20 minutes on her own time to help me. I thought that was so nice of her. She's going to be a good nurse. I know she is."

Talking from his bed that overlooks a tranquil garden, Lou smiles when he learns of his successful bid to have

Kelsey named as the home's Employee of the Month for November.

A carpenter from Cape Breton, Lou has covered the walls in his room with pictures of his family and animals. A large picture of a lighthouse has a place of honour beside his bed. His personality seems to match the bright & vibrant images around him.

"She's going to make a good nurse because the patients come first with her," says Lou fondly. "We need people like her. She's a lovely young woman."

The acclaim is endorsed by the home's Director of Care, Shelley Bender.

"Kelsey has worked hard to become a Registered Nurse and staff & residents are proud of her accomplishments," says the senior



manager.

"We are grateful for the care and compassion she has shown residents as a personal support worker. Kelsey is a valued member of our Care Team and we look forward to her joining the rank of Registered Nurses. Her contributions to our home are appreciated."

Kelsey's smile deepens when she hear about the nomination and award.

"Thank you. I appreciate it," she says graciously.

Owner of a dog named Duke she describes as adorable, Kelsey's hobbies include walking her dog and spending time with her boyfriend when he races his truck.

Asked about her role at the drag races, Kelsey notes, "I just ride in the passenger seat and try not to scream."



Performance/Year in Review



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

Patrick Murphy knows music is a moral law. It gives soul to the universe, wings to the mind, flight to the imagination and charm to life.

A financial advisor by day and costumed singer by night, the Kingston man is changing the world with a giving heart.

“When we play, I like to sing and have fun,” the 45-year-old says about his band 80s Enuff.

Made-up of friends from high school, the band plays approximately five times a year; mostly to help a good cause.

“We don’t play a lot,” Patrick says from his Kingston office on a warm August afternoon in the summer of 2016. “When we do play, I don’t want it to become work, I try to make it fun. I think that fun translates down to the crowd.”

Dressed neatly and sitting comfortably in a tasteful office designed by his wife, Patrick appears to be a walking contradiction as a successful businessman and funky 80s singer who sports outlandish wigs and colourful costumes.

The common thread is a man with a strong desire to help people.

A regular performer at charity events in Gananoque such as Ribfest and the Gan Islanders summer fundraiser, Patrick is a valued member of the team at Carveth Care Centre. He chuckles at the notion he is making the world a better place with his sound financial advice for residents and outrageous musical performances for charity.

“I don’t think like that,” he says

thoughtfully. “I just feel it’s important to lead a balanced life.”

A proud father of two children, Patrick has worked as a financial advisor for 22 years. He is one of three partners at Secura Financial Group in Kingston.

“I love it. It’s awesome,” he says about his work. “I get to talk about people’s financial goals and dreams every day.”

He even enjoys the odd hiccup life throws at his clients.

“Life isn’t linear. It’s not a straight line,” he says wisely. “I’m in the people business that deals with people’s business. Things happen and we need to adjust accordingly.”

He describes money as a way of achieving two things: accumulating wealth and protection.

“You need to have a proper balance to both,” he exclaims.

For Patrick, his time and talents are a means to an end. He uses both to contribute to the health and happiness of his community.

“I’ve done lots. I do lots. I like to be involved in the community,” he says with conviction.

Patrick accomplishes this through volunteer work with the Knights of Columbus and the United Way. He also raises money for local charities through an annual golf tournament which has raised more than \$150,000 since it started in 2006.

“I have known Pat for a long time and he is not only a great financial advisor, but a great role model for me,” says Brett Gibson, Administrator at Carveth Care Centre.

“The things he does on his limited spare time are amazing and they are

always for the betterment of the community.

Patrick’s eyes sparkle when he talks about a cause close to his heart called SecuraWish.

“Essentially we help a child in our area who is having a bad year,” he explains. SecuraWish is a charity created by Secura Financial Group to improve the lives of local children. Working quietly, the charity’s good deeds include the purchase of video equipment for a boy who was struggling with the death of his father. The charity has also helped a teenage girl who was going through a rough time by organizing a day at a recording studio to record & produce songs.

“Those were two really great experiences,” Patrick says with enthusiasm. Grateful for the opportunities in his life, Patrick is passionate about giving back to the community that has been good to him and his family. He cites the influence of his father, whom he lost in 2013, as his inspiration.

“My father was leading and he didn’t even know he was leading. He was a quiet guy.”

Eager to help the community, Patrick looks toward the future with a rally call. He knows the social impact one person can make and wants to encourage others to make an impact by volunteering.

“Not everyone has money, but everyone has time,” he says insightfully. “There’s nothing better than helping kids out.”

COMMUNITY



Performance/Year in Review



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

Family is not an important thing. It's everything.

This fact is not lost on three sisters who are spending their twilight years together.

Known for their similar names, *Doris*, *Lois* and *Mavis*, are the last surviving siblings of a family of five girls. The girls are predeceased by Phyllis and Iris.

Speaking around her oxygen tube, Doris smiles when asked about her early years with her sisters. "We fought a lot," she says frankly about her relationship with some of her sisters.

The eldest, Doris, 95, moved to Carveth Retirement Lodge nine years ago. She was followed six years later by her sister, Mavis, 83.

Lois, 93, moved to the home earlier this year for long-term care.

"It's like a love-hate relationship," Stephanie Lunman, Doris' granddaughter, says with a chuckle about her beloved grandmother and her sisters.

"My grandmother has been extremely loving and we have developed a deep and meaningful bond over the years," she adds with conviction. "For that, I am extremely grateful."

"(But) there's rupture and repair in our family," she says honestly about the threads in her family tapestry. "We're passionate about life."

Stephanie's father, Roger, 71, talks about the family with tolerance and affection.

"It's a mess, but a happy mess," he says with a wry smile.

He talks with pride about his mother's accomplishments as a registered nurse and his aunts' volunteer work. His posture stiffens when he describes limitations in the family which are still felt today.

According to Roger, the girls' mother arrived in Canada from Scotland in the

early 1900s as a 10-year-old orphan. She endured hardship before she married and started a family in Lansdowne.

To provide for the five girls, his grandmother worked at the Lansdowne telephone company. His grandfather was the town barber.

Before her death, his grandmother spent the last years of her life at Carveth Care Centre where her three daughters are currently living. This connection is not lost on their family or the Gibson family who owns and operates the home.

"These lovely ladies are the perfect example of what families are all about," says Brett Gibson, Administrator.

"You can choose your friends, but you cannot choose your family; you live with the good and the bad. At the end of the day, though, you love and cherish every moment together.

"Mavis and Doris have kept a watch on me from the moment I was born," Brett reflects fondly.

"As a kid who used to come to Carveth every day, they were often here to volunteer. It makes me proud and honoured they have come back to Carveth. Our family wouldn't be complete without them."

"I have 37 years of volunteer service here," Mavis confirms from her room in the lodge.

"I started when this place opened. In fact, I have spent so much time volunteering here, it's just like coming home."

Enjoying a summer breeze from fans and an open patio door, Mavis is in the best condition of the girls.

Wearing their mother's wedding ring, she waves around the room to various family pictures on the walls and furniture.

"I'm much younger (than the other girls)," she says with a hint of playfulness

about the age difference between her and her sisters. "I was raised almost like an only child."

Mother of four children, Mavis is grateful to have all of her children and grandchildren living near her. She finds comfort in having her sisters around her as they each battle their own health issues.

"I keep thinking, which one of them am I going to lose first," she says sadly about Doris who has congestive heart failure and Lois who has advanced dementia.

Working to manage these serious medical conditions, staff at the home describe their interaction with the women.

"The sisters are independent women who have an unspoken bond," says Phyllis Lorbetskie, Lodge Manager. "Each one of them has a distinct personality. It's a pleasure to care for them as they care for each other."

Speaking on behalf of their mother, Lois, who is unable to communicate clearly due to her disease, Linda Gillies and Laurie Rushworth find comfort at Carveth where so many of their family members reside.

Asked to describe their mother, the girls break into an easy banter.

They talk about a woman with a mild nature they call ma who cherished her family and loved her clerical job at the Gananoque Reporter.

The girls are two of four siblings. Their brother Larry is deceased and their sister Louann lives out of town.

"I would say they are strong woman," Linda, 73, says about her mother and aunts.

"Certainly, over the years, they have been very close."

Gesturing towards her younger sister, she notes, "I think that's where we get it from."

RESIDENTS



Looking Forward



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



Our home has to be innovative over the next few years to prepare for a generation of Canadians who will challenge us to meet their needs: Baby Boomers

Trends

Trends in long-term care include:

- Increased demand for varied recreational and social activities.
- 'Customer-centric' is the mantra of today's LTC home industry.
- People are requiring long-term care at a younger age.
- Meeting the needs of active seniors as well as those needing more care.
- Broader range of health services with more health-care support than in the past.

Our immediate plan for 2017 is to continue our fundraising campaign to replace outdated beds in the long-term care home.

Immediate Plans

Conducted through the Gibson Family Health Care Charitable Foundation, our goal is to raise \$80,000 to purchase 40 new high/low beds.

We also hope to proceed with the retrofit of our home which we have been planning for several years.

We are working closely with the Ministry of Health and Long-Term Care to make this plan a reality.

Our Long-term plan is to have both homes retrofitted by 2025 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.

Long-term Plans



Looking Forward



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

Dan Hunt knows respect is earned, honesty is appreciated, love is gained and loyalty is returned.

“Loyalty, it’s the one trait I find extraordinary about the Gibson family. They’re loyal and I appreciate that,” says Dan, owner/operator of Hunt’s IDA Pharmacy in Amherstview.

“I also like their family-attitude towards business.”

A pharmacist and businessman who provides pharmaceutical services to Gibson Family Health Care, Dan talks eloquently from his office at the back of his store in the Heritage Square Plaza in early 2016. Dan owns the pharmacy in Amherstview and co-owns pharmacies in Stirling and Kingston.

He describes himself as a hard-working family man who appreciates a balanced life.

Married with two teenage sons, Dan speaks of character values that are strong and steadfast. It is a stark contrast to his changing role as pharmacist.

“It’s a wonderful career, but it’s a challenging career,” the friendly man explains. “There’s increasing financial pressure from the government and third-party payers. There’s constant changes in the



industry.”

These changes include a more direct involvement with patients.

The pharmacist cites a cure for Hepatitis C that costs \$80,000 for a six-week course of therapy. It is only covered by drug benefits if a patient meets certain criteria.

“It’s difficult to tell someone there is a cure for their disease, and yet it’s so outrageously expensive,” he says thoughtfully. “We’ve had two prescriptions for it in the last month.

“The role of the pharmacist is changing,” confirms Dan. “We’re still dispensing medications, but we’re slowly getting minor prescribing capabilities and qualifying pharmacists are now able to give injections such as the flu shot.”

An important service provider at Carveth Care Centre in Gananoque and Helen Henderson Care Centre in Amherstview; retirement and long-term care homes owned by Gibson Family Health Care, Hunt’s

IDA Pharmacy plays a vital role in the circle of care for residents.

“Dan is a vital part of the care team that looks after the residents at both homes,” confirms Brett Gibson, spokesperson for Gibson Family Health Care, a family company that celebrated its 50th anniversary in 2015.

“Dan has been loyal to the family throughout three generations of owners. He has gone out-of-his-way to support our vision. This partnership and friendship is built on trust and commitment to the residents and staff at each home.”

Dedicated to the health and well-being of the people in his care, the respected pharmacist also finds time for sports and music.

“I love all sports,” he admits. “I really enjoy music. I grew-up in a pretty musical family.”

Born and raised just outside Gananoque, Dan met his wife Karen LeClair at a high school dance.

For him, it was love at first sight.

“She was beautiful, what can I say,” he says with a tender smile.

To learn more about the services of Hunt’s IDA Pharmacy, visit www.huntspharmacy.com



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