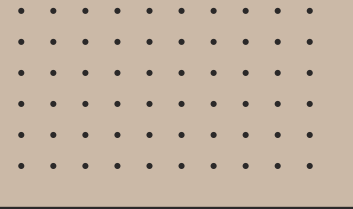
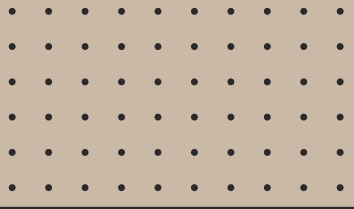




THE SOUTHLAKE TIMES





WHAT`S NEW?

MOH Update

Southlake Village recently underwent an inspection to review complaints and reported incidents.

We always welcome feedback from the Ministry on our performance. The inspection highlighted a few areas which we need to address to support and promote compliance with all regulatory standards. The Ministry will post the inspection report publicly on the website: <https://publicreports.mlhc.gov.on.ca>

Copies of Ministry of Long-Term Care inspection reports are in the (hot pink) binders on the wall across from elevator on every floor.

As part of our ongoing response to the reports, we consistently implement a detailed action plan. This includes but is not limited to policy change, staff re-education, increased audits, a full program review, enhanced resident rights training, equipment checks, and strengthen infection control practices to ensure compliance and resident safety. This feedback assists with our quality improvement initiatives.



Please extend a warm welcome to our new team members joining Southlake!

Narges RN

Amanda RPN

Abigail, PSW

Aimi, PSW

Ajay, PSW

Augustina, PSW

Benedict, PSW

Henry, PSW

Lilian, PSW

Moses, PSW

Yvonne, PSW

NEWS FROM THE BUSINESS OFFICE

MAIL SERVICE

We make every effort to perform mail service and distribute the mail in a timely manner. However, occasional delays may occur from time to time due to unforeseen circumstances.

If you are expecting urgent delivery in the mail, please kindly notify Reception in advance so they can keep an eye out for it and deliver it promptly upon receipt.

If you have any packages and/or items purchased and sent to the Home, we request that you also check in periodically with Reception and pick them up.

Please also check regularly for everyday mail such as statements, notices, and other routine correspondence.

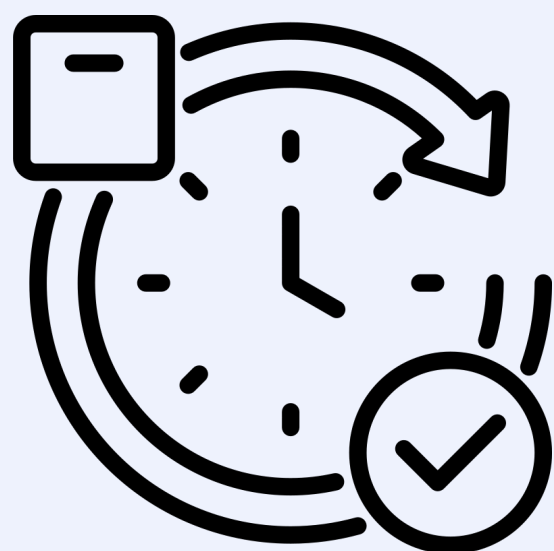
We thank you and appreciate your understanding and cooperation.

ANCILLARY SERVICES

Ancillary Services include services such as the beautician, convenience store, and nail care.

If you have not previously provided consent but have changed your mind and would like to access these services, please submit your written consent. Consent may be provided either in person or by email to the Business Office.

Thank you.



- If you require any assistance, please contact: Sunita Shepherd, Office Manager
 - Telephone: 905-895-7661 ext. 1101
 - E-mail: sunita.shepherd@exeassist.ca

HAIRDRESSER ANNOUNCEMENT

We are pleased to inform you that we now have an additional hairdresser joining our team to better support residents' needs.

Effective the week of May 11, 2026:

- Marie will be available on Mondays and Fridays (excluding holidays).
- Ann Marie will be available on Wednesdays (excluding holidays).

With this enhancement to our services, please note that hairdressing prices will be adjusted effective June 1st. Updated pricing will be shared and posted accordingly.

We are committed to ensuring residents continue to receive quality care and services, and we appreciate your understanding as we make these improvements.

If you have any questions, please feel free to contact the administration office.

Thank you.

RATE REDUCTION FOR BASIC ACCOMMODATION

The new rate reduction cycle will begin on July 1, 2026.

Residents residing in shared accommodation may qualify for a rate reduction. To be considered, a completed and signed application form must be submitted along with the most current Notice of Assessment (NOA).

Application forms have been distributed via email, and hard copies are available at Reception upon request.

Please note that the full accommodation rate will remain in effect until the application has been received and approved.

If a rate reduction application is approved, any eligible overpayments will be credited accordingly. If you have any questions or require assistance completing the application, please contact Sunita Shepherd (Office Manager).

FRIENDLY REMINDERS & NOTICES

PETS

We love our furry friends! However, please keep in mind the following requirements:

- Pets are not permitted in the courtyard.
- Pets must also be held on a leash when in the facility.
- All pet vaccinations must be current and up to date. If any vaccinations have expired, they must be renewed before your pet can enter the facility.
- Proof of current vaccinations must be provided to Reception before pets can enter the facility.

Thank you for your understanding and cooperation.

PHOTOGRAPHY & VIDEO RECORDING

We encourage residents and families to capture and treasure special memories together.

Please ensure that photos and videos are limited to you are your loved one.

Please ensure that other residents, staff members, and families are not captured in any photos or videos.

Thank you for helping us respect everyone's privacy while creating lasting memories.

RESIDENT SAFETY AND RISK MANAGEMENT – BUILDING ENTRY AND SIGN IN/OUT

As a safety and risk management measure, kindly key in the entrance door access code each time you enter and leave the premises.

The Reception Staff have been asked not to press the door lock release button.

We also request that you sign in at the kiosk or the visitors logbook upon arrival and sign out when you leave the premises at all times.

The Visitors Logbook maintains a record of visitors who are in the building at any given time.

This log is essential for ensuring the safety of everyone in the home.

The log also aids our compliance with health regulations and Fixing Long-Term Care Act, 2021, which mandates the collection of personal information to enhance safety in the home.

We thank you for your kind understanding and cooperation in adhering to these safety measures.

SOCIAL CARRIERS

Ramona Cernescu & Keisha Rosales

905-895-7661 x1406

A Warm Welcome to All Residents and Families!

The Social Services Department is here to support residents' emotional well-being, help ease the transition into long-term care, and foster open communication between residents, families, and the care teams.

We encourage families to remain actively involved through regular visits, participation in care conferences, and join the Family Council meetings. Your presence, support, and partnership make a meaningful difference in your loved one's quality of life and help strengthen our community!

If you have any questions, concerns, or need assistance navigating services and resources, please don't hesitate to reach out. We are always here to listen, support, and help in any way we can. Together, we can continue to create a caring, compassionate, and welcoming environment where residents and families feel respected, connected, and supported.

As a gentle reminder, this is our residents' home, and we kindly ask everyone to be mindful and respectful of their personal space and living environment. To help maintain our infection prevention and control practices, we ask that visitors please refrain from using residents' personal washrooms. Visitor washrooms are conveniently located on the Main Floor.

Thank you for your understanding, cooperation, and for helping us keep our Home a safe and welcoming place for everyone.

Resident Rooms/Belongings Reminder

Dear Families,

During this difficult time, we kindly and respectfully ask that all personal belongings be removed from your loved one's room within 72 hours of their passing. This allows us to prepare the room for another resident in need while ensuring your family has the opportunity to collect any cherished items. We request that you kindly remove **ALL** belongings and "No donations of items please".

We sincerely appreciate your understanding and cooperation. Should you require assistance or have any questions, please do not hesitate to contact us.

The Management Team

JOIN FAMILY COUNCIL

WHERE FAMILIES AND CARE COME TOGETHER.

YOUR VOICE MATTERS.

familycouncil2026@gmail.com



A WARM WELCOME TO OUR NEW ADMISSIONS

**5WEST
DIANNE C
MARLENE H**

**4EAST
ORLANDA T**

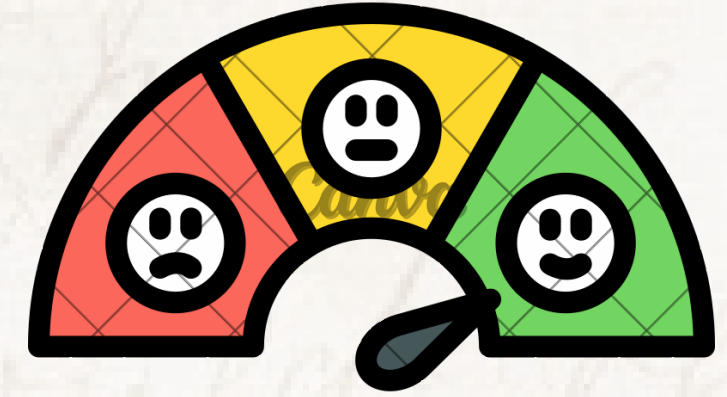
**3EAST
ELENA P
ANNA N
SHIRLEY W**

**3WEST
JULIETTE L**

**2EAST
FERNANDA D**



THE SOUTHLAKE TIMES

Continuous Quality Improvement**HAVE YOUR SAY - 2026 Resident and Family Experience Survey.**

We are encouraging residents and family members to participate in our Annual Resident and Family Experience Survey which will run from **September 14, 2026 to October 23, 2026**. The QR Scan Code will be accessible during this period. Details to follow.

Your feedback is important to us. You can help us make improvements and keep the communication lines open for honest and transparent collaboration to make Southlake Village the best place to call home.

In addition to this annual Resident and Family Experience Survey, we will soon be introducing a newly created QR Code, which you may scan to provide us with a review and rate us on how we are doing at Southlake Village. Be on the lookout for the announcement. Thank you for helping us raise the benchmark of excellence!

The CQI Ad Hoc Committee will reconvene on September 10 @ 5:30 p.m. after a two-month hiatus. You may attend the meeting in person or virtually on Zoom:

Join Zoom Meeting

[https://us06web.zoom.us/j/87312399686?](https://us06web.zoom.us/j/87312399686?pwd=qHR2oxYV1hULsoPvCbMyHYqoAUw4tb.1)

[pwd=qHR2oxYV1hULsoPvCbMyHYqoAUw4tb.1](https://us06web.zoom.us/j/87312399686?pwd=qHR2oxYV1hULsoPvCbMyHYqoAUw4tb.1)

Meeting chat link

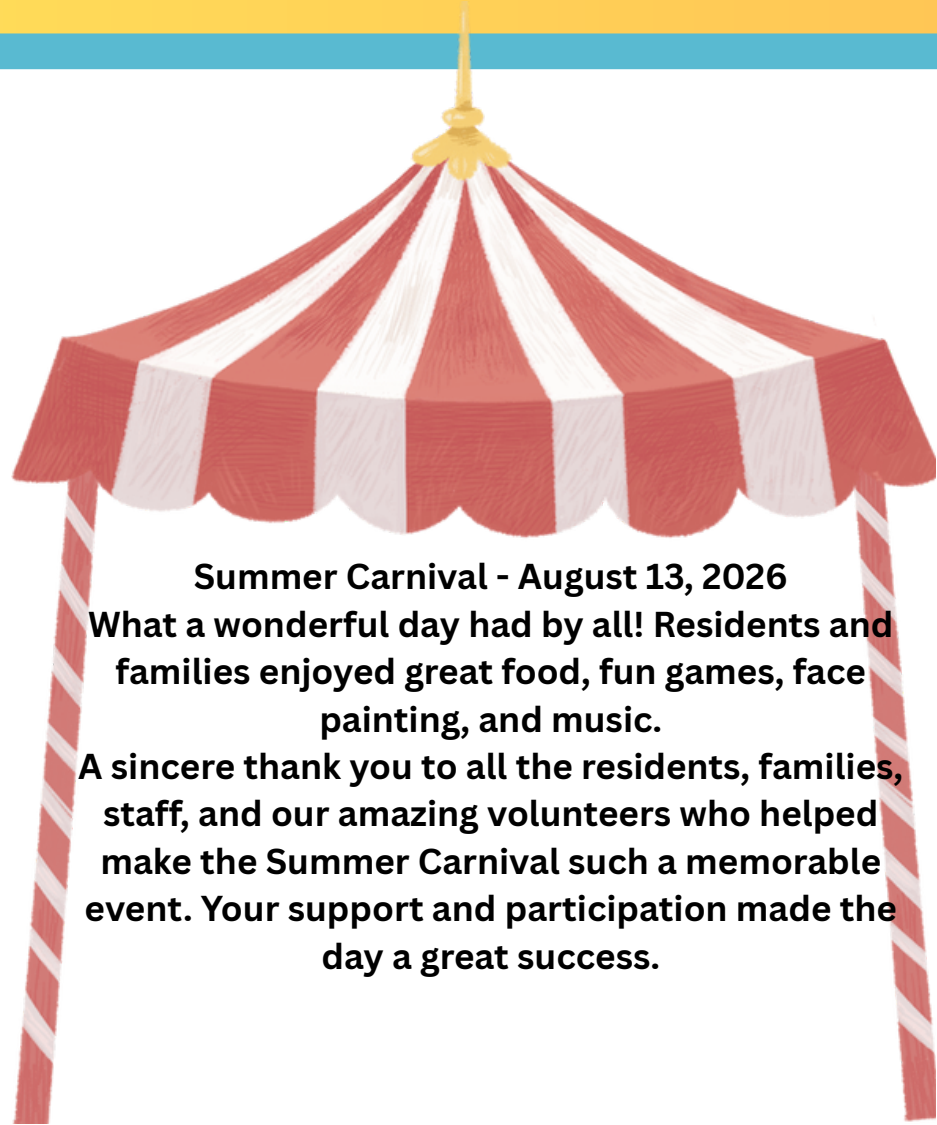
<https://us06web.zoom.us/jc/87312399686>

Meeting ID: 873 1239 9686

Passcode: 936348

THE SOUTHLAKE TIMES

NEWS FROM RECREATION DEPARTMENT



Summer Carnival - August 13, 2026
What a wonderful day had by all! Residents and families enjoyed great food, fun games, face painting, and music.
A sincere thank you to all the residents, families, staff, and our amazing volunteers who helped make the Summer Carnival such a memorable event. Your support and participation made the day a great success.

Back by popular demand
We have extended
Unit BBQ lunches
for one more month.
Please see your monthly calendar
for the schedule.



Coming Soon
To Southlake Village
Nemarket Library.
If you like your love one on the
list to receive books/matirials
from the library.
Please Contact
Heather L.E. manager
905 -895- 7661
heather.darling@exeassist.ca

Save The Date
September 16, 2026
Time: 2:00 p.m.



Where: Courtyard
Event: Terry Fox Walk A Thon
If you would like to make a
donation please see reception



100% of the donation goes
to
Terry Fox Foundation

Residents Council Message

We will be holding our 1st meeting
Thursday September 17, 2026
at 2:00 p.m.
on 5 west

Residents Council Week
September 14th to 20

Residents Council is Selling
50 /50 tickets
the draw will be on
September 21,2026

Orange Shirt Day

National Day For Truth And Reconciliation Day

September 30, 2026

September Special Events

Labor Day Long Weekend

Back To School

AGING WITH ARTISTRY

MONDAY SEPTEMBER 7 AND 21

WEDNESDAY SEPTEMBER 9 AND 23



GRANDPARENTS SING A
LONG WITH BECKY
SEPTEMBER 13



TERRY FOX WALK-A-THON

SEPTEMBER 16TH

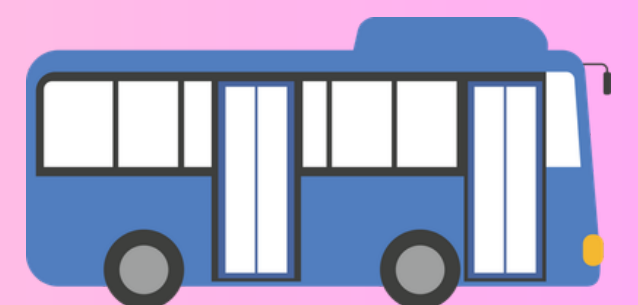
REGULAR MONTHLY PROGRAMS
CONTINUE WITH

- YOGA WITH BETTY
- SDA CHURCH
- ANGLICAN CHURCH SERVICE
- SING A LONG WITH JUDY AND ROBIN

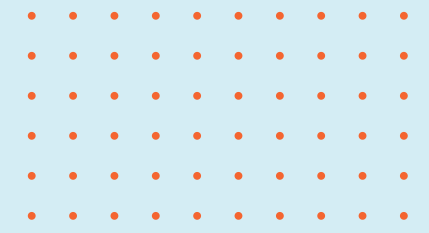
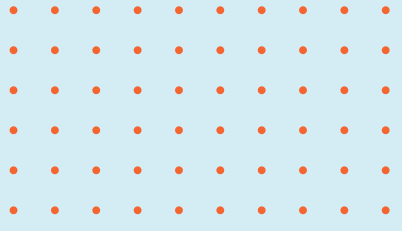
MONTHLY BIRTHDAY
PARTY
WITH BILL
SEPTEMBER 9



CHINESE EVANGELICAL
LUTHERAN CHURCH
SEPTEMBER 12



BUS TRIP
NEWMARKET FARMERS'
MARKET
SEPTEMBER 19
FOR 2E, 4W, 5W



To All Our Residents Celebrating their Birthdays in September

Anna- Maria N

William (Bill) M

Patricia (Pat) N

Vera S

Elgin C

Eliette B

Samuel S

Patrick Y

Dale R

Norma M

Andrew W

Lorraine S

Tamara M

Jeannine K

Viola W

Josephine S

Richard B

Ronald M

Shirely W

 THE SOUTHLAKE TIMES



Wellbeing and Health Tips

ESSENTIAL SELF CARE

Protect your skin from the sun

80 to 90% of visible facial skin aging or aging in the body is caused by sun exposure, a phenomenon known as photoaging rather than our own intrinsic ageing

Practise a simple but regular skin care routine

Stick to a simple, good skincare routine.

Restore before bedtime

Moisturizing your skin is key for flawless skin.

Boost your collagen levels

We lose more collagen than we produce.

Vitamin D

Vitamin D is the most important vitamin that everyone benefits from. It plays a part in your immune system, in your bones, in your teeth, in your overall health, in your hair. Your whole body benefits from Vitamin D.

Nutrition

Nutrition plays a big part in health and wellness, so ensuring you are not deficient in nutrients helps to have healthy hair, skin and nails.

Exercise

Exercise, whether through aerobic activities, strength training, or even moderate movement like “chair yoga”, pilates or walking, can lead to significant improvements in both physical and mental energy. Regular physical activity promotes better sleep patterns and may be crucial for feeling energized and alert during the day.

3 tips to support brain health

Keeping brain health “top of mind” through aerobic exercise, music-making, and protecting our senses.

Read more...<https://www.mcmasteroptimalaging.org/blog/detail/blog/2026/08/12/3-tips-to-support-brain-health>

Stay safe and keep well!



September 23 @ 5:30 p.m. Family Town Hall

Join Zoom Meeting

<https://us06web.zoom.us/j/89610657936?pwd=AGMsxsSzCbe7Ib5iqHbSa02Ap7vJgjz.1>

Meeting chat link

<https://us06web.zoom.us/launch/jc/89610657936>

Meeting ID: 896 1065 7936

Passcode: 783226

Join instructions

[https://us06web.zoom.us/meetings/89610657936/invitations?](https://us06web.zoom.us/meetings/89610657936/invitations?signature=2BUIkP82j9z2miqt-8GJBcfUXp6ESELaO4V6IxK2D38)

[signature=2BUIkP82j9z2miqt-8GJBcfUXp6ESELaO4V6IxK2D38](https://us06web.zoom.us/meetings/89610657936/invitations?signature=2BUIkP82j9z2miqt-8GJBcfUXp6ESELaO4V6IxK2D38)

Family Support Groups “Coffee & Connection”

Wednesday, September 23	1:00 – 2:00 p.m.	2East
Monday, September 28	1:00 - 2:00 p.m.	2West
Monday, October 5	1:00 – 2:00 p.m.	3West
Monday, October 19	1:00 – 2:00 p.m.	4East
Monday, October 26	1:00 – 2:00 p.m.	4West
Wednesday, October 28	1:00 – 2:00 p.m.	5West
Monday, November 9	1:00 – 2:00 p.m.	3East

Please note that dates and units may be subject to change due to family members availability.

Special Thanksgiving Lunch on Monday, October 12th

Details to follow.



STAFF APPRECIATION

Letter of Thanks

August 11, 2026.

“Many thanks to Southlake Village for the three years at the end of mom’s life. The care she received was exceptional from First Impressions at the front desk, the playfulness of the life enhancement team, the attentiveness of physiotherapy and medical teams, the thoughtfulness of the social workers, nourishment at meals and the outstanding work of PSWs who understand the challenges of all in their care. Every PSW made mom feel she was their priority and honoured her unique needs with compassion.

I was especially touched by the palliative care team. Fanny made sure to honour our last hours with her quiet attentiveness to whatever was needed. Our choice of Southlake Village is without a doubt the most significant decision made for mom. Thank you all”.

With Sincere Appreciation, Janet Thacker and Lesley Stone

EMPLOYEE OF THE MONTH

AUGUST 2026

Leyla Marr, Environmental Services Department

Leyla was nominated by a family member for her exceptional attention to detail. When Leyla cleans a room, it is spotless - from the floors, including behind the bed, to every surface. You can always tell when she has been there!

She is also kind, caring, and interacts beautifully with our residents. Leyla is truly a gem and a wonderful asset to our team.

Thank you, for your hard work, dedication, and positive attitude, Leyla!

A Special Thank You to our other nominated health care heroes, who also received nominations

Nursing - Sujan, Diana, Kyla, Andy, Olu, Jim, Ruth

Life Enrichment - Susan, Kai, Yvonne

Dietary - Mel

Nursing Clerk/Staffing - Zahirra

**Thank you all for going above and beyond. We appreciate all that you do!
Keep up the great work Southlake Village team!**