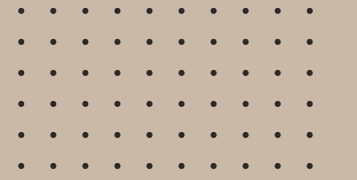
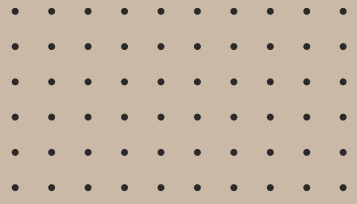




THE SOUTHLAKE TIMES

Residents and staff celebrating and participating in
Canada Day activities





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 inspection report is posted publicly on the website: <https://publicreports.mlhc.gov.on.ca/>

As part of our ongoing response to the reports, we consistently implement a detailed action plan. This includes but is not limited to 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.



We welcome the following new staff to our Southlake Community Family!!!

Eshrat RN
Natalee PSW
Henry PSW
Ajay PSW
Prabdeep PSW
Preet PSW
Arshpreet PSW



Congratulations to **Daljit Kaur** who transitioned from a PSW to RN 😊

Employee of the Month

Arianne, 3E Life Enrichment, nominated for being amazing, kind and always willing to help.

Arianne's creativity and dedication to organizing wonderful programs bring joy, laughter, and meaningful experiences to our residents. Thank you for your hard work, dedication, and positive attitude, Arianne!

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.

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.

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.



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).

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



Continuous Quality Improvement



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.

We are looking for volunteers to assist residents with the survey. Anyone who is compassionate, a good listener and comfortable with using an IPAD and online data entry will be able to assist us with the survey. Training will also be provided. There will be a 45-minute virtual training session on **August 19 or August 20 at 3:00 p.m.** During the survey period, from September 14 to October 23, volunteers will assist residents and conduct in-person resident interviews and enter responses into the online survey site on the resident's behalf. Please contact **Siew Lee Brett at 905-895-7661 ext. 1107 or e-mail: siewlee.brett@exeassist.ca** to register as a survey volunteer by **August 14.**

The Continuous Quality Improvement (CQI) Committee and the Professional Advisory (PAC) Committee both held their quarterly meetings in July which were well attended with informative and interactive discussions on quality indicators and strategies for quality improvement in clinical excellence.

We have a robust quality improvement program with a multi-prong approach to achieve and attain our target goals in clinical excellence under the tutelage of our Medical Director and with governance from the Board Quality Committee.

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 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.



DELIVERING THE LATEST IN CARE AND COMMUNITY

THE SOCIAL CARE-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.

Bulletin to Residents of Long- Term Care Homes: Important News Regarding Long-Term Care Home Accommodations Charges

Ministry of
Long-Term
Care

SPRING 2026

Renseignements aussi
disponibles en français

Basic Accommodation Rates

On July 1, 2026, the maximum co-payment that residents pay for basic accommodation in Long-Term Care (LTC) homes **will increase by \$1.44 per day from \$68.56 per day to \$70.00 per day**, consistent with recent inflationary increases. This will help cover the rising costs of meals and accommodation.

Preferred Accommodation Rates

The maximum charges will also be increasing for residents in preferred accommodation beds as of July 1, 2026. The premium charged for a newer bed in semi-private accommodation will increase by \$0.30 from \$14.10 to \$14.40 per day, and the premium for a newer bed in private accommodation will increase by \$0.62 from \$29.39 to \$30.01 per day.

The table below provides the new rates that will apply as of July 1, 2026 to all types of accommodation based on a resident’s date of admission to the bed.

Type of Accommodation	Daily Rate	Monthly
Long-Stay Resident:		
Basic	\$70.00	\$2,129.17
Semi-Private		
Residents admitted to newer beds on or after July 1, 2015.	\$84.40	\$2,567.17
Residents admitted to newer beds on or after September 1, 2014, but prior to July 1, 2015.	\$83.19	\$2,530.37
Residents admitted to newer beds on or after July 1, 2013, but prior to September 1, 2014.	\$82.00	\$2,494.17
Residents admitted to newer beds on or after July 1, 2012, but prior to July 1, 2013.	\$80.77	\$2,465.76
Residents occupying older beds, or residents admitted to newer beds prior to July 1, 2012.	\$79.61	\$2,421.47
Continued...		

Private

Residents admitted to newer beds on or after July 1, 2015.	\$100.01	\$3,041.97
Residents admitted to newer beds on or after September 1, 2014, but prior to July 1, 2015.	\$97.90	\$2,977.79
Residents admitted to newer beds on or after July 1, 2013, but prior to September 1, 2014.	\$95.79	\$2,913.62
Residents admitted to newer beds on or after July 1, 2012, but prior to July 1, 2013.	\$93.70	\$2,850.04
Residents occupying older beds, or residents admitted to newer beds prior to July 1, 2012.	\$91.58	\$2,785.56

Short-Stay Resident (Respite Bed)

\$45.31 N/A

NOTE: “Newer beds” – beds classified as “NEW” or “A” according to ministry design standards

 “Older beds” – beds classified as “B”, “C”, “Upgraded D” or “D” according to ministry design standards

Effective from July 1, 2026, the basic accommodation rate is determined using the following formula:

- July 2025 rate x (1 + CPI Rate up to a maximum of 2.5%) = 2026 co-payment rate.
[i.e., \$68.56 x (1+2.1%) = \$70.00]
- The monthly rate is determined by multiplying the daily rate by 30.4167.
[i.e., \$70.00 x 30.4167 = \$2,129.17]

If you have requested a transfer from your current accommodation into a preferred accommodation bed, please call the LTC home administrator to confirm the rate that you will be required to pay. Preferred rates for semi-private and private accommodation in your current LTC home or in another LTC home may be different if you are offered a bed on or after July 1, 2026.

If you are currently paying less than \$68.56 per day because you are receiving a reduction in the basic co-payment, known as a “Rate Reduction,” then you should reapply for a rate reduction as the current rate reduction term ends on June 30, 2026. All residents receiving a rate reduction should re-apply for a reduction in the basic co-payment rate for the 2026-27 cycle, beginning on July 1, 2026. Staff at your LTC home will provide you with the application form and will help you to submit your application to the Ministry of Long-Term Care.

For more information on co-payment rates or the changes to the rate reduction application process, please speak with your home’s Administrator. Should you have any additional questions, please contact: LTC.RateReduction@ontario.ca.

THE SOUTHLAKE TIMES



Message From Recreation Department



Please join us in thanking all of the wonderful volunteers who generously gave their time to visit our home and support our residents this summer. We truly appreciate their kindness, dedication, and commitment.

Many of our summer programs would not have been possible without their help, and we are incredibly grateful for everything they have done.

A special thank you to:

Rosina **Chloe**
Anthony **Alessia**
Avash **Darias**

Purva

As well as our two co-op students:

Alexa
Sofia

Thank you all for making such a positive difference in the lives of our residents. Your time, compassion, and enthusiasm are sincerely appreciated!

Over the last couple of months, our residents have had the wonderful opportunity to participate in the Southlake World Cup Games. This exciting event encouraged friendly competition, teamwork, and plenty of fun while promoting physical activity and community spirit.

On July 23, 2026, our department held a special mini celebration to recognize each resident who participated in the games. During the celebration, every participant was presented with a certificate of recognition to commemorate their achievement and take back to their room as a keepsake.

Congratulations to all of our participants for their enthusiasm, sportsmanship, and dedication throughout the Southlake World Cup Games. We are so proud of everyone who took part!

Here are a few photos from the celebration.



THE SOUTHLAKE TIMES

August Special Events The Dog Days Of The Summer

AGING WITH ARTISTRY
MONDAY 3RD , AND 17TH
WEDNESDAY 5TH AND 19TH

CHINESE EVANGELICAL LUTHERAN CHURCH
AUGUST 8



SUMMER CARNIVAL
AUGUST 13TH



BUS TRIP
NEWMARKET FARMERS' MARKET
AUGUST 15TH
FOR UNITS 2W 3W 3E 4E



MONTHLY BIRTHDAY PARTY WITH
DOUG
AUGUST 28



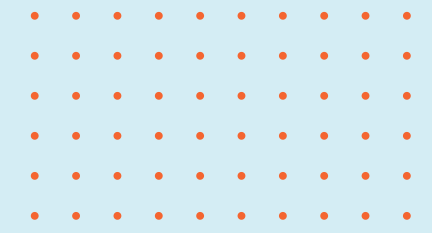
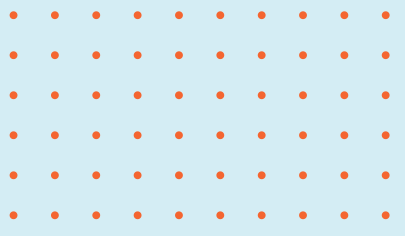
ON THURSDAY AUGUST 13TH THE HOME
WILL BE HAVE THE FOLLOWING VENDERS

- **MARY KAY - DEB**
- **ART AND CRAFTS - ALEX**
- **SPICY KITCHEN - SUSAN**
- **CRUMBY CRUBBLES -KATIE**
- **RESIDENTS' COUNCIL TABLE**



REGULAR MONTHLY PROGRAMS
CONTINUE WITH

- **YOGA WITH BETTY**
- **SDA CHURCH**



To All Our Residents Celebrating their Birthdays in August

Robert B
Donna C
Peter C
Mary D
Hilda E
Michael E
David G
Constance M
Margaret M
Robina Mc
Patricia Mc
Aban M
Iris M
Noreen S
Elisa S
Guillermo V
Assunta V
Eva W



THE SOUTHLAKE TIMES

MESSAGE FROM RESIDENTS' COUNCIL

We hope everyone is having a wonderful summer and has had the opportunity to relax and spend quality time with family and friends.

Over the past two months, the Council has been holding our Wish Draws. We kicked things off in June on 2 East and wrapped up in July on 5 West.

Please join us in congratulating the following lucky winners

**WINNER**Two East Jean J

Two West Wesley Mc

Three East Leslie C

Three West Audrey A

Four East Guillermo V

Four West Peter D

Five West Jean C

Fall 50/50 Tickets
Go On Sale
in August

Next Residents' Council
Meeting will be held on
September 17, 2026
at 2:00p.m.

THE SOUTHLAKE TIMES

Team Bonding and Culture

Our employee potluck on Wednesday, July 29, 2026 involved shared efforts. The dishes were a fusion of spices and aroma and deliciousness! I it was absolutely divine, multicultural culinary experience. Special thanks to CUPE 2040 and everyone who made this event a huge success!!! This potluck event was a gastronomic cultural connection. Let’s do this again soon!



THE SOUTHLAKE TIMES



Wellbeing and Health Tips

We understand and can only imagine the emotional journey a family member of a resident in a long-term care facility can experience and in this segment, we will attempt to provide useful and helpful tips on self-care and managing stress as a way to support our esteemed family members.

Tips to manage caregiver stress

- **Ask for and accept help.** Make a list of ways in which others can help you.
- **Focus on what you can do.** When you feel like you are not doing enough, believe that you are doing the best you can. No one is a perfect caregiver.
- **Set goals you can reach.** Break large tasks into smaller steps, make lists of what is most important and prioritize.
- **Get connected.** Learn and explore opportunities or classes you can take.
- **Join a support group.** People in support groups know what you are going through and what you are dealing with. It can also be a place to make new friends.
- **Seek social support.** Stay connected with family and friends who support you. Make time each week to visit someone, even if it is just a walk or a quick cup of coffee or tea.
- **Take care of your health.** Find ways to sleep better, eat a healthy, balanced diet and stay hydrated.

Stay safe and keep well!

Resources:

Centres for Learning, Research & Innovation in Long-Term Care <https://clir-ltc.ca>

McMaster University Continuing Education <https://continuing.mcmaster.ca/event>

Mayo Clinic <https://mayoclinic.org/healthy-lifestyle/stress-management/in-depth/stress-relievers>

Ace Fitness <https://acefitness.org/resources/everyone/exercise-library>

Ralph Beaubrun <https://en.ralphbeaubrun.com>