Long-Term Care
Committee of Management
Agenda

November 10, 2026

10:00 a.m.

Electronic Meeting

Pages

1. Call to Order
2. Declaration of Interest
3. Delegations
4. Items For Direction or Discussion

   4.a LTCR-CM-20-26 Long Term Care Director's Update September 1 to October 31, 2026 — 2

   That LTCR-CM-20-26 regarding a Long-Term Care Director Update be received for information.

   4.b LTCR-CM-21-26 Long Term Care Operational Report August 15 to October 14, 2026 — 7

   That report LTCR-CM-21-26 regarding the Long-Term Care Operational Report dated August 15, to October 14, 2026, be received for information.

5. Closed Meeting Matters (If Required)
6. Correspondence
7. Other Business
8. Next Meeting Date

   To be determined.

9. Adjournment

Committee Report

To:	Chair and Members of the Long-Term Care Committee of Management
Committee Date:	November 10, 2026
Subject / Report No:	LTCR-CM-20-26
Title:	LTC Director's Update September 1 – October 31, 2026
Prepared by:	Jennifer Cornell, Director of Long-Term Care & Senior Services
Reviewed by:	Niall Lobley, DCAO and Randy Scherzer, CAO
Lower Tier(s) Affected:	

Recommendation

1. **That LTCR-CM-20-26 regarding a Long-Term Care Director Update be received for information.**

Executive Summary

This report provides updates on key activities and developments from September 1 to October 31, 2026, including Ministry announcements, respiratory season preparedness, resident and family engagement, and workforce initiatives. Highlights include the new Start-up Funding and Fill Period Policy, updated long-term care design standards, the 2026 Resident and Family Experience Surveys, Long-Term Care Engagement Day, and ongoing work to support PSW qualification and registration requirements.

Ministry Updates

The Ministry of Long-Term Care released a memo on September 1, 2026, announcing the launch of the Compliance Improvement Partnership Program (CIPP), a voluntary initiative designed to support participating long-term care homes in strengthening compliance with the Fixing Long-Term Care Act, 2021 and Ontario Regulation 246/22. Through structured learning opportunities, practical resources, and peer collaboration, the program aims to support continuous quality improvement and the development of sustainable systems that promote ongoing regulatory compliance and high-quality resident care.

On September 29, the Ministry of Long-Term Care announced the next phase of its capital delivery modernization initiative. Effective October 1, 2026, responsibility for construction-phase oversight and reporting for eligible long-term care redevelopment projects will transition from the Ministry of Long-Term Care to the Ministry of Infrastructure. The Ministry of Long-Term Care will

continue to oversee planning, design, tendering, licensing, and minor capital projects, while both ministries will work together to support a smooth transition for operators.

On October 8, the Ontario government announced the expansion of the Improving Dementia Care Program (IDCP). The expansion will increase the total number of participating long-term care homes to 30, with a commitment to further expand the program to 50 homes by 2027-28. The announcement also included an investment of $9.82 million annually beginning in 2026-27 to support up to 153 Behavioural Support Unit (BSU) beds in five long-term care homes across Ontario. BSUs provide specialized care and support for residents living with complex responsive behaviours associated with dementia.

The MLTC released the new Long-Term Care Home Design Manual on October 21, and a companion Catalogue of Standardized Designs. The updated manual applies to new development and redevelopment projects moving forward and does not impact existing homes or projects already proceeding under a previous version. While core space standards remain largely unchanged, the new requirements place greater emphasis on infection prevention and control, resident room design, cooling systems, safety technologies, and standards for homes co-located with other residential or community uses. The accompanying catalogue is intended to support consistent interpretation and application of the design standards by project teams.

The MLTC also released a new Start-up Funding and Fill Period Policy. The policy provides enhanced start-up funding and greater flexibility in occupancy planning, including revised fill period timelines and admission requirements. These changes reflect feedback and advocacy from the long-term care sector regarding challenges associated with opening and transitioning residents into newly constructed homes. Several elements of the policy reflect concerns and recommendations previously raised by Grey County through redevelopment advocacy efforts. Staff are reviewing the policy and potential implications for the Rockwood Terrace redevelopment.

The MLTC released a memo on October 26 outlining requirements for the 2024 Long-Term Care Home Annual Report and Subsidy Calculation Worksheet, which support the year-end reporting and reconciliation of provincial funding. The reporting timeline has been extended from 90 to 120 days, with submissions due February 26, 2027.

Resident and Family Updates

In September, we held our third quarter prerecorded Family Update, which included updates on recent provincial long-term care initiatives, dementia care programs, redevelopment progress, quality improvement activities, family engagement efforts, and the upcoming Resident and Family Experience Surveys. The recording was shared with families following the presentation, allowing them to access the information at their convenience. Families and Designated Care Partners continue to be encouraged to submit questions in advance through Grey County's Communications department.

At the end of September, Grey County released the 2026 Resident and Family Experience Surveys in partnership with Align. Surveys were distributed via hard copy and email. We anticipate survey results will be received later this month, with a summary of findings to be included in the January operational report.

As required by the *Municipal Elections Act*, *1996* polling stations were available at all three Long-Term Care homes for the October 26 municipal election, supporting residents to participate in the democratic process.

Infection Prevention & Control

On October 5, the Ministry of Health released updated information regarding Ontario's 2026-27 Respiratory Syncytial Virus (RSV) Prevention Program. The program continues to provide publicly funded RSV vaccination for long-term care residents and other eligible high-risk older adults, with a focus on preventing severe illness, reducing hospitalizations, and supporting respiratory season preparedness. Eligibility for publicly funded RSV vaccination includes all adults aged 75 and older, as well as eligible high-risk individuals aged 60-74, including long-term care home residents.

On October 7, the Ministry of Long-Term Care released additional resources to support long-term care homes during the 2026-27 Fall Respiratory Season, including resident vaccination information, a respiratory illness preparedness checklist, frequently asked questions, and updated Personal Protective Equipment (PPE) portal guidance. These resources are intended to support seasonal readiness, strengthen infection prevention and control practices, and promote compliance with legislative and regulatory requirements.

- ADM Memo
- Fact Sheet for Long-Term Care Residents
- Frequently Asked Questions - Fall Respiratory Illness Season 2026-27

Ontario Health also released operational direction for the 2026-27 Fall/Winter Respiratory Season, emphasizing increased immunization uptake among residents and staff, outbreak preparedness, emergency planning, enhanced infection prevention and control measures, and strategies to reduce avoidable hospital transfers while maintaining system flow. Grey County Long-Term Care homes continue to review and implement provincial guidance and seasonal preparedness measures to support the health and safety of residents, team members, and visitors.

On September 29, Public Health Ontario released a new Hand Hygiene Program designed to support sustained improvements in hand hygiene practices. Grey County Long-Term Care's IPAC & Wellness Managers continue to make hand hygiene a key priority through staff education, compliance monitoring, and ongoing quality improvement efforts.

Staffing & Training

Our homes continue to recruit Registered Nurses, Registered Practical Nurses, Personal Support Workers, and Food Service Workers, while expanding student placement opportunities with colleges in Grey County and surrounding communities.

On October 29, leadership team members, along with representatives from Human Resources, Information Technology, Finance, Clerks, and Communications, participated in a leadership development day at Sydenham Campus. The morning session focused on Leading Above the Line and was facilitated by the Director of Long-Term Care & Senior Services and the Director

of Human Resources. The training encouraged participants to reflect on leadership practices that foster accountability, collaboration, and a positive workplace culture.

The afternoon featured presentations from the Deputy CAO and team members representing each long-term care home. Discussions focused on leadership, relationships, and how we bring the Colour It promise to life through the challenges and opportunities we encounter each day. The session provided an opportunity to share experiences, celebrate successes, strengthen cross-departmental connections, and reinforce our shared commitment to resident-centred care and service excellence.

Long-Term Care continues to prepare for evolving Personal Support Worker (PSW) qualification requirements under the Fixing Long-Term Care Act, 2021 and registration with the Health and Supportive Care Providers Oversight Authority (HSCPOA). A review of personnel records is underway to confirm PSW qualifications, documentation, applicable registration pathways, and registration status. Particular attention is being given to team members who may qualify under Path 2, a temporary legacy pathway that closes December 1, 2027. While HSCPOA registration is currently voluntary, eligible team members are being encouraged to register before Path 2 closes. Information has been shared through staff wellness newsletters, with next steps including collaboration with Human Resources to provide targeted communication and support to affected team members.

Wellness

The third quarter edition of the Staff Wellness Newsletter was released at the end of September. The newsletter featured Employee Assistance Program and wellness resources, Colour It Spirit photos and stories, CLRI Diversity and Inclusion calendars, IPAC tips, emergency code review, home updates, and recognition of long-service recipients celebrating milestones from five to 45 years.

Partnerships

Work continues with partnerships at both regional and local levels. The Grey Bruce Long-Term Care Committee and our healthcare partners continue to meet regularly.

The PREP LTC Student Placement Program for Grey County was featured in the Ontario Centres for Learning, Research and Innovation in Long-Term Care Annual Report. The report also includes a spotlight on Lee Manor through the feature "Putting Care First: The Impact of Training for Lee Manor" (pages 16-17), highlighting the home's commitment to learning, staff development, and quality resident care.

On September 18, Grey Gables, Lee Manor, and Rockwood Terrace participated in Long-Term Care Community Engagement Day, a province-wide initiative celebrating the people and partnerships that enrich life in long-term care. Residents, families, Designated Care Partners, volunteers, community partners, and team members came together to connect, learn, and celebrate. Activities highlighted resident engagement, volunteerism, family partnerships, specialized programs, and the important contributions of Designated Care Partners, while showcasing Grey County's Colour It promise.

Relevant Consultation

None.

Appendices and Attachments

None.

Committee Report

To:	Chair and Members of the Long-Term Care Committee of Management
Committee Date:	November 10, 2026
Subject / Report No:	LTCR-CM-21-26
Title:	Long-Term Care Operational Report – August 15 – October 14, 2026
Prepared by:	Kim Mustard, Executive Director Grey Gables, Tolleen Parkin, Executive Director Lee Manor, Teri Fischer, Executive Director, Rockwood Terrace, Denna Leach, Corporate Clinical Specialist, Karen Kraus, Project Lead Operational Readiness, Rockwood Terrace
Reviewed by:	Jennifer Cornell, Director of Long-Term Care & Senior Services
Lower Tier(s) Affected:	

Recommendation

1. **That report LTCR-CM-21-26 regarding the Long-Term Care Operational Report dated August 15, to October 14, 2026, be received for information.**

Executive Summary

This report provides an overview of day-to-day operations from August 15 to October 14, 2026, at Grey Gables, Lee Manor, Rockwood Terrace along with Clinical and Quality updates, strategies, and initiatives and an update regarding Rockwood Terrace redevelopment.

Background and Discussion







Quality & Clinical Update

Colour It Your Way -is it "Leading Based Practice", is it "Equitable & Reliable", does it "Colour It"?

Fall Preparedness Update

Grey County Long-Term Care is preparing for the fall and winter respiratory illness season across all three homes. A comprehensive review of our Pandemic Plan is currently underway to ensure alignment with current legislation, Public Health guidance, and lessons learned from previous respiratory illness seasons. This work includes updating home-specific processes and reinforcing outbreak preparedness and surveillance measures.

Fall vaccine clinics are also in process. Education regarding available vaccines and Infection Prevention & Control (IPAC) measures has taken place with residents, team members, Resident Councils, and Family Councils. These discussions help ensure residents and families are informed and actively involved in decisions related to seasonal health protection

Grey County also participated in the Public Health Fall Preparedness Day. In addition to members of our leadership teams, IPAC Champions from our homes attended the event. This approach continues to build internal capacity by equipping both leaders and frontline champions with current information, tools, and best practices that can be shared throughout the organization.

Registered Staff Skills Fair

This fall, Grey County Long-Term Care hosted a two-day Registered Staff Skills Fair developed and delivered by our two Nurse Practitioners. The purpose of the event was to provide practical education, strengthen clinical knowledge and skills, promote consistency in practice, and support professional development of registered staff across all three homes. The Skills Fair created opportunities for hands-on learning, interdisciplinary collaboration, and networking among team members while reinforcing key clinical priorities and best practices. Preliminary evaluations have been highly positive, with participants reporting valuable learning experiences and increased confidence in applying knowledge to resident care. The event further demonstrates Grey County's commitment to continuing education and excellence in clinical practice.

These initiatives reflect a continued commitment to creating safe, responsive, and supportive environments for residents and team members. Through ongoing education, collaboration, preparedness, and quality improvement, Grey County Long-Term Care continues to strengthen care and build capacity across all three homes.

Rockwood Terrace Redevelopment Update

Project Update

Exterior construction activity has increased in preparation for the winter season. Curbing for the streets and parking areas has been completed, with paving scheduled by the end of October. The parking areas are expected to be fully paved, while the streets will receive a base layer of asphalt, with the final surface course planned for spring. Installation of window trim and sun-shading components is underway. Siding has been installed on the mechanical penthouse, and work on exterior signage has commenced.

Interior construction continues to progress. Both elevators have been installed and are awaiting testing. Millwork installation in resident washrooms is nearing completion, and flooring installation has begun in these areas. Flooring will be prioritized in the main kitchen, laundry and information technology rooms to allow equipment installation to proceed.

As of September 30, 2026, the project was 82% complete and remained within the approved budget.

Operational Readiness

The Operational Readiness team continues to finalize furniture and equipment requirements, with a significant number of items now ordered. Procurement activities are being coordinated with the revised construction schedule to support timely delivery, installation, and readiness for occupancy.

In collaboration with Human Resources, current employees participated in Bid Days from September 16 to 18 to select lines within the new master schedule. The process was completed successfully through coordinated planning involving Human Resources, leadership, Unifor, and operational teams. Vacant positions were subsequently posted and awarded. Additional vacancies resulting from the internal posting process will be posted; however, external recruitment will be deferred to align with the revised building schedule.

Based on the current construction timeline, a tentative resident move date of summer 2027, has been established. As a result, the second and final Occupancy Report is expected to be submitted to the Ministry of Long-Term Care in early December. Operational plans, including recruitment, training, procurement, and move preparations, are being adjusted to align with the revised timeline.

Resident engagement remains a key focus of operational readiness planning. During an October fall-colour tour, residents had the opportunity to view the construction site and were impressed by the size and progress of their future home.

Ministry of Long-Term Care (MLTC) Compliance Orders /Inspection Findings Summary

Grey Gables

Ministry of Long-Term Care Inspectors attended the home September 23, 24, 28, 2026, to conduct a critical incident inspection. The home received two written notices related to reporting requirements and continence and bowel management. Appropriate follow-up actions were implemented, and the issues have been addressed.

The public report from the MLTC regarding their Critical Incident Inspection has been received.

Grey Gables Home for the Aged - Inspection - 2026-09-28

Lee Manor

The public report from the MLTC regarding their Critical Incident Inspection has now been received. The inspection was conducted over July 24, 27 to 31, and August 4 to 6, 2026, and was discussed at the previous committee meeting.

Lee Manor Home - Inspection - 2026-08-06

Ministry of Long-Term Care Inspectors attended the home September 15-18, and 21 -24, 2026, to conduct a critical incident inspection. The home received three written notices related to duty to report, general requirements, and altercations and other interactions between residents. Appropriate follow-up actions were implemented, and the issues have been addressed.

The public report from the MLTC regarding their Critical Incident Inspection has been received.

Lee Manor Home - Inspection - 2026-09-24

Rockwood Terrace

Ministry of Long-Term Care Inspectors attended Rockwood Terrace from September 2 to 4 and on September 8, 2026, to conduct a Proactive Compliance Inspection under the Generator Initiative. The Safe and Secure Home Inspection Protocol was utilized, and the home received no findings.

Inspectors also conducted a Proactive Compliance Inspection using the Continence Care and Food, Nutrition and Hydration Inspection Protocols. The home received two written notices related to food production. Appropriate follow-up actions were implemented, and the issues have been addressed.

The public reports from the MLTC regarding their Proactive Compliance Inspections have been received.

Rockwood Terrace Home for the Aged - Proactive Compliance Inspection - 2026-09-08

Rockwood Terrace Home for the Aged - Proactive Compliance Inspection - 2026-09-11

Critical Incident Systems Reports Summary

Types of Critical Incidents – August 15, 2026 – October 14, 2026	Total Number – Three Homes
Abuse & Neglect - Any alleged, suspected, or witnessed abuse of a resident by anyone or neglect of a resident by the licensee or staff that resulted in harm or risk of harm to the resident, misuse or misappropriation of resident's money, misuse or misappropriation of funds provided to licensee.	5
Improper or Incompetent Treatment or Care – Includes care of a resident that resulted in harm or risk of harm to resident.	2
Unexpected Death - Including a death resulting from an accident or suicide.	0
Transfer to Hospital due to Injury - Includes injury in respect of which a person is taken to hospital.	4
Medication Incident - Includes a medication incident or adverse drug reaction in respect of which a resident is taken to hospital.	2
Environmental Hazard - Includes breakdown or failure of the security system or major equipment or a system in the Home that affects the provision of care or the safety, security, or well-being of residents for a period greater than six hours.	0
Controlled Substance Missing/Unaccounted - Includes missing or unaccounted for controlled substance	1
Disease Outbreak	4
Contamination of Drinking Water Supply	0
An Emergency-including fire, unplanned evacuation or intake of evacuees	0

The critical incidents reported above have been reviewed and internally investigated. Action plans have been implemented along with providing additional training and education as required.

People

August 15 – October 14, 2026	Grey Gables	Lee Manor	Rockwood Terrace
Number of Interviews	5	17	10

Number of Staff Onboarded	8	11	5
Number of Retirements/ Resignations	7	8	0
Number of Student Placements	5	15	4

Projects, Location Events and Other

Grey Gables

Residents enjoyed an active late summer and fall, with gardening, seasonal programs, community outings, and special events. Produce grown and harvested by residents was used in Fix and Feast programs and entered in the Markdale Fall Fair, where residents earned 16 ribbons and $85 in prizes from 30 submissions, including baking, crafts, produce, and the home's barbecue sauce.

Community connections continued to be a highlight. Residents welcomed the Sons of Arthritis Motorcycle Group and the Meaford 4-H Club, which brought two Speckle Park calves to the home. One resident captured the fun of the week after having his photo taken with a Harley-Davidson motorcycle and later feeding and petting a calf. Other activities included a Wheelchair Car Wash, fishing-themed programming, flower arranging, shopping at Heritage Place Mall, Thanksgiving and birthday celebrations, and musical entertainment.

On August 26, Grey Gables welcomed Deputy Minister of Long-Term Care Peter Kaftarian for a tour and discussion with County representatives, team members, and Resident Council leadership. On September 18, Grey Gables hosted Long-Term Care Community Engagement Day, welcoming community members and local leaders for tours, information displays, music, and refreshments, while showcasing the programs and services that support residents and families.

Residents also supported the Alzheimer Society of Grey-Bruce through a Coffee Break fundraiser on World Alzheimer's Day and welcomed members of the Grey Highlands 25th Anniversary Committee for a special community tea. Fall programming included Thanksgiving celebrations, seasonal activities, and preparations for the upcoming Christmas Market in November.

Lee Manor

Lee Manor hosted several events this reporting period, including Resident Council Week and the Long-Term Care Engagement Day. These events celebrated the importance of long-term care homes in the community, and the valuable contributions that residents make to their homes and greater community each day. The home also recognized seasonal events including Grandparents' Day, Thanksgiving, and the National Day for Truth and Reconciliation.

Several home enhancement projects are currently underway at Lee Manor. Construction of the 3 North nursing station enclosure has been completed to support the privacy of personal health information. In the coming months, the space will be enhanced with a post office-themed mural and interactive features designed to promote resident engagement. Throughout the planning and construction process, close collaboration has occurred between the project team, Maintenance, Environmental Services, and Infection Prevention and Control teams to ensure compliance with healthcare and long-term care design, renovation, and infection prevention standards.

Resident dining areas are also being refreshed with new flooring, selected with input from residents, families, and team members, to create a more modern and home-like atmosphere. Additional enhancements, including updated lighting and artwork, are planned. Flooring upgrades will also be completed in the dish room and Physiotherapy and Restorative Care area. In addition, two resident home areas have been equipped with new bathing tubs designed to enhance comfort and support a more relaxing bathing experience. The organization continues to strengthen its construction and renovation processes, including infection prevention and control documentation and monitoring practices, to support resident safety and align with current standards and best practices.

Lee Manor also launched its annual education program during the reporting period. Team members participated in in-person education sessions covering topics such as lift and transfer techniques, pleasurable dining, infection prevention and control, abuse and neglect prevention, health and safety, and the Colour It Promise. All team members will also complete additional annual education requirements through an online learning platform.

Rockwood Terrace

Residents enjoyed an active late summer and fall with outdoor activities, gardening, community outings, and seasonal celebrations. Rockwood Terrace’s annual Coffee Break fundraiser raised more than $400 for the Alzheimer Society, while residents proudly earned a first-place ribbon for their homemade chili sauce at the Durham Fall Fair.

September included Resident Council Week and Long-Term Care Engagement Day, recognizing the importance of resident voice and participation. Residents also welcomed the Canadian Motorcycle Cruisers and participated in the Terry Fox Walk, raising more than $900 for cancer research. Truth and Reconciliation and Orange Shirt Day were recognized through educational and reflective activities.

Fall programming included Thanksgiving and Oktoberfest celebrations, pumpkin baking, and a scenic tour through the Kimberley area. During the outing, residents had an opportunity to see the progress of the Rockwood Terrace redevelopment, adding to the excitement and anticipation for their future home.

Occupancy

Grey Gables

Occupancy Data	September – October 2026	Year To Date
Occupancy	97.8%	98.7%
Move-Ins	6	14
Discharges	7	16

Grey Gables BSTU

Occupancy Data	September – October 2026	Year To Date
Occupancy	89.4%	95.5%
Move-Ins	4	8
Discharges	4	6

Lee Manor

Occupancy Data	September – October 2026	Year To Date
Occupancy	98.37%	98.48%
Move-Ins	11	25
Discharges	14	39

Rockwood Terrace

Occupancy Data	September – October 2026	Year To Date
Occupancy	99.05%	99.11%
Move-Ins	4	19
Discharges	4	17

Health System Partners

Grey Gables

Monthly fire drills were held each month on all shifts.

There have been no visits from Health System partners during the reporting period.

Lee Manor

Monthly fire drills were held each month on all shifts.

The Ministry of Labour attended the home on October 14, 2026, to conduct a follow-up inspection related to a critical injury and to complete a general workplace inspection. No orders were issued as a result of the inspection.

Public Health attended the home on August 25, 2026, and completed both the routine kitchen inspection and the annual hair salon inspection. No areas of concern were noted.

Rockwood Terrace

Monthly fire drills were held each month on all shifts.

There have been no visits from Health System partners during the reporting period.

Environmental

(i.e., Emergency Preparedness, Occupational Health and Safety)

Emergency Management Plan

Emergency preparedness education continues to be a focus across all three homes. Monthly emergency code reviews are included in resident and family newsletters, while emergency preparedness topics are regularly featured in team member wellness communications to support awareness and readiness.

Following updates to the County's XVIII-Emergency Management Manual, work is underway to develop home-specific Emergency Management Plans for Grey Gables, Lee Manor, and Rockwood Terrace. Leadership teams from each home are actively contributing to the development of these plans to ensure they reflect each home's unique layout, resident population, local risks, community resources, and operational requirements. The home-specific plans will provide clearer guidance during emergency situations, support more effective decision-making and response coordination, and enhance team member preparedness through site-specific procedures and resources. The Emergency Management Plans will complement the organization's pandemic preparedness and outbreak response planning framework.

Grey County Long-Term Care's Emergency Management Framework is publicly available on www.grey.ca and supports a comprehensive approach to prevention, preparedness, response, and recovery across all emergency situations.

Risks

Type of Risk	Grey Gables	Lee Manor	Rockwood Terrace
(Includes complaints, Health and Safety & Legal)	0	0	0

Written Complaints Summary

Grey Gables

No written complaints were received during the reporting period.

Lee Manor

No written complaints were received during the reporting period.

Rockwood Terrace

No written complaints were received during the reporting period.

Resident & Family Council Updates

Grey Gables

Resident Council met on September 8, and October 8, 2026. Members provided input on several areas of home life, including call bell response times, television use during mealtimes, and the reintroduction of the Honour Guard process. Residents also participated in Long-Term Care Community Engagement Day and received information on seasonal immunizations, outbreak management, and upcoming municipal election voting opportunities.

Family Council met on August 18, and September 15, 2026. Family Council continued to support resident and family engagement through participation in Long-Term Care Community Engagement Day and a rock-painting activity for the staff appreciation garden. Council also continued its advocacy for a pedestrian crosswalk on Highway 10 and received updates on the Honour Guard process, seasonal immunizations, and outbreak prevention. Members also began planning staff recognition for the holiday season.

Lee Manor

Resident Council met on August 31, 2026. Members received updates on several initiatives, including the upcoming Memorial Service, Spiritual Care Committee activities, and seasonal programming. The Council continues to review the Residents' Bill of Rights at each meeting, discussing two to three rights monthly. Residents have shared that this approach promotes meaningful discussion and strengthens their understanding of resident rights. Due to respiratory

outbreaks in the home, the September meeting was postponed. The Council elected to combine the September and October agendas and will meet next on October 28, 2026.

Family Council met on September 25, 2026. Discussion topics included seasonal programming, home enhancement projects, and the introduction of new team member name tags designed to improve visibility and recognition for residents. Family Council members also identified topics of interest for upcoming meetings, including a presentation from the Dental Hygienist and a review of respiratory season precautions with the Infection Prevention and Control Manager.

Rockwood Terrace

Resident Council met on September 10, 2026, and reviewed the Ministry inspection report and received an update on the Rockwood Terrace redevelopment. Residents discussed staff appreciation initiatives and ways to recognize team members, as well as upcoming programs and engagement opportunities, including Long-Term Care Community Engagement Day and Resident Council Week. The October meeting was postponed due to a respiratory outbreak and rescheduled for November.

Family Council met on September 8, 2026, and reviewed the most recent Ministry of Long-Term Care Public Inspection Report and received an update on the Rockwood Terrace redevelopment, including the anticipated move-in timeline. Council also received staffing updates and discussed upcoming programs, activities, and opportunities arising from Resident Council suggestions.

Compliments & Colour It Story

Grey Gables

Grey Gables recently introduced new Symbliss bathing tubs and reclining bath chairs, enhancing the comfort and bathing experience for residents. This investment supports the home's commitment to providing care that promotes choice, dignity, comfort, and well-being.

The positive impact of the new equipment has already been demonstrated through resident experiences. One resident who had previously found bathing challenging experienced significant improvement following the introduction of the Symbliss tub and reclining bath chair. The comfortable positioning, calming environment, and personalized approach helped create a more relaxed and positive experience. The resident shared how much they enjoyed the bath and expressed a desire to stay longer.

This experience demonstrates how thoughtful investments in the home environment can enhance quality of life and bring Grey County's Colour It Your Way philosophy to life through meaningful everyday experiences.

Lee Manor

Lee Manor's Colour It story highlights the power of relationships and collaboration in creating a sense of home. While discussing enhancements to the newly enclosed 3 North nursing station, a resident suggested incorporating animals into the planned mural, sharing how pets often bring people together and spark conversation.

Inspired by the resident's idea, team members expanded the concept and invited staff to submit photos of their pets for display on the home's information screens. The response was enthusiastic, with dozens of photos shared. The resident who inspired the initiative was invited to view the display and expressed appreciation for seeing the idea come to life.

The pet photo display has become a source of connection throughout the home, prompting conversations, shared stories, and smiles among residents, visitors, team members, and community partners. This simple idea demonstrates how listening to residents and acting on their suggestions can strengthen community, foster belonging, and help create a more home-like environment for everyone who lives, works, and visits Lee Manor.

Rockwood Terrace

At Rockwood Terrace, “U are the Centre of all we do” is reflected in the relationships built with residents and families. During a recent visit to celebrate their mother’s 104th birthday, a family shared heartfelt appreciation for the care she receives and for the weekly FaceTime visits that help them stay connected from another province.

The family expressed comfort in knowing their mother is not only safe and supported but genuinely cared for and surrounded by people who know her well. Their comments reflect the trust, belonging, and meaningful relationships at the heart of person-centred care and Grey County’s Colour It Your Way philosophy.

Relevant Consultation

☒ Internal - Resident and Family Services Manager(s) Grey Gables, Lee Manor, Rockwood Terrace

Appendices and Attachments

None.