

# Valley Manor Matters

Newsletter of  
Valley Manor – Barry's Bay, ON

Spring 2026



# A MESSAGE FROM OUR ADMINISTRATOR

— *Cathy Borutski*

Dear Residents, Families, and Community Partners,

As the new Administrator at Valley Manor, I want to extend my heartfelt thanks for the warm welcome I've received. Over these first weeks, I've had the pleasure of meeting many residents, families, visitors and staff members, and it is clear that Valley Manor is a home filled with compassion, dedication, and genuine community spirit.

One of the things that has impressed me most is the remarkable commitment of our staff. Every day, I see team members going above and beyond — offering comfort, creating moments of joy, and ensuring our residents feel safe, respected, and cared for. Their compassion and professionalism are the heart of Valley Manor, and I am truly grateful to be joining such an exceptional team.

Spring is a season of renewal, and that sense of fresh energy is reflected throughout our home. Our team has been busy preparing seasonal activities, refreshing programs, and creating opportunities for residents to enjoy the outdoors as the warmer weather arrives. I look forward to working alongside our staff and families as we continue to strengthen the exceptional care and supportive environment that Valley Manor is known for.

I am excited to take part in our annual **Rock-A-Thon**, happening on **June 19!** This much-loved event brings together residents, families, staff, and community supporters for a day filled with music, movement, and fun — all while raising funds to support the needs of local healthcare.

Residents, staff and community partners will be rocking throughout the day, and families are warmly invited to join us, cheer on participants, or contribute through pledges. Your support helps us continue offering meaningful, engaging experiences that enrich daily life at Valley Manor.

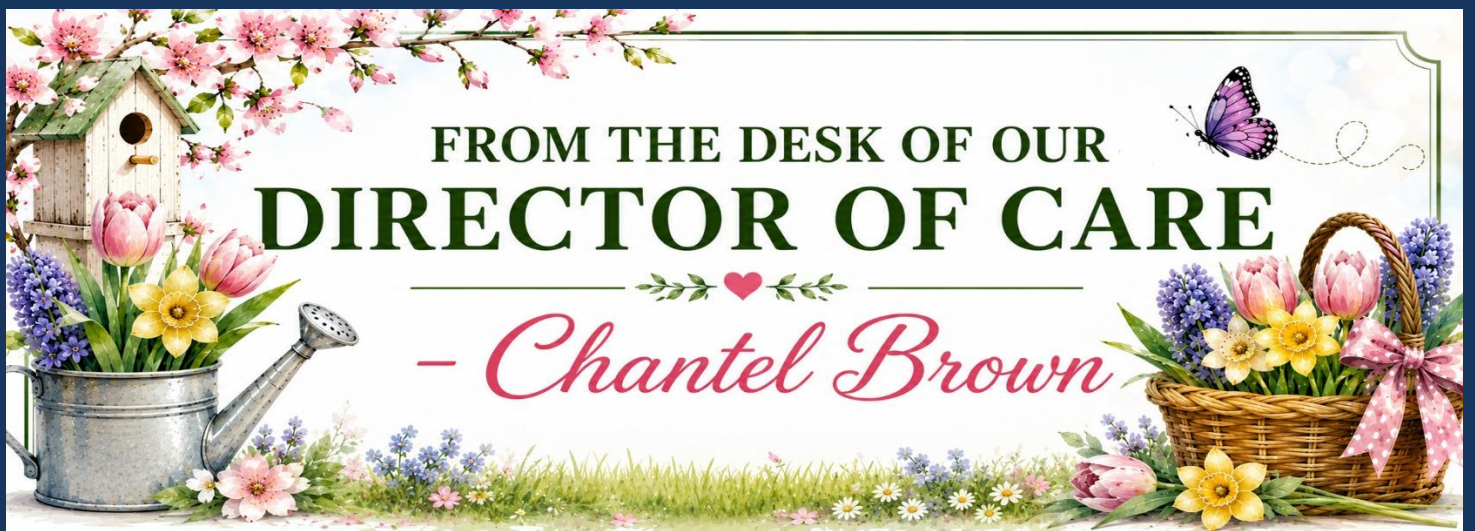
As we move into the new season, my focus will be on:

- Strengthening communication with families and community partners
- Supporting staff wellness and professional development
- Enhancing resident engagement
- Ensuring Valley Manor remains a warm, safe, and compassionate resident-centered home

Thank you for your trust, your partnership, and your ongoing support. My door is always open, and I look forward to growing with this wonderful community.

Warm regards, **Cathy**





### A Message of Gratitude

As I sit down to write this quarter's newsletter article, I find myself reflecting on the many transitions our home has experienced over the past several months and, most importantly, on the incredible people who have supported one another throughout these changes.

When I last wrote to you, I was serving as Interim Administrator. Since that time, we have welcomed our new Administrator, **Cathy Borutski**, and I have had the privilege of returning to my role as Director of Nursing and Personal Care. As I reflect on this journey, I am filled with gratitude for the dedication, leadership, and kindness that made this transition successful.

First, I would like to extend a warm welcome to Cathy. We are excited to have her join our team and lead our home into its next chapter. We look forward to working alongside her and benefiting from her experience, leadership, and commitment to resident-centered care.

I would also like to extend my sincere appreciation to **Lynn Strack**, who stepped into the role of Interim Director of Nursing and Personal Care. Lynn's leadership, professionalism, and commitment to our residents and team were invaluable during this period of change.

I am deeply grateful to **Alicia Brethour** and **Tina O'Malley**, who shared the responsibilities of the Interim Nursing and Continuous Quality Improvement Coordinator role. Their willingness to take on additional responsibilities and support our quality initiatives helped ensure continuity and excellence in care.

A special thank you is also extended to **Trisha Michaelis**, who assumed the role of Interim Infection Control Coordinator. Her dedication and expertise helped maintain the high standards of infection prevention and control that are so important to the well-being of our residents, staff, and visitors.

To our nursing team and all staff members, thank you for your flexibility, resilience, and unwavering commitment to providing exceptional care each day. Your professionalism during times of transition speaks volumes about the strength of our team and our shared commitment to those we serve.

To our residents and families, thank you for your patience, understanding, and kindness throughout these changes. Your trust and support mean more than words can express, and it is a privilege to partner with you in creating a caring and compassionate home environment.

I would also like to express my appreciation to our Board of Directors for their ongoing guidance and support. Their dedication to our organization's mission and vision continues to strengthen our home and the services we provide.

Additionally, I would like to recognize and thank the members of the Administrator Hiring Committee. Their thoughtful work, commitment, and investment of time helped ensure a successful recruitment process and the selection of strong leadership for our organization.

Finally, I would like to offer my heartfelt thanks to everyone who welcomed me back into the role of Director of Nursing and Personal Care. The encouragement, support, and warm reception I have received have been truly appreciated. I am grateful for the opportunity to continue serving alongside such a dedicated team and to support the residents and families who make our home so special.

Gratitude reminds us that no accomplishment is achieved alone. The strength of our home comes from the collective efforts of residents, families, staff, volunteers, leadership, and community partners working together. Thank you for all that you do to make our home a place of care, compassion, and belonging.

With sincere appreciation,

**Chantel Brown**



## **Growing Stronger Together: Enhancing Support for Our Team**

Spring is a season of growth and positive change, and at Valley Manor we are excited to share an important update regarding enhancements to our Human Resources and Finance Department structure — changes designed to better support our staff, managers, and overall workplace culture.

As part of this restructuring, Valley Manor has implemented a new structure that includes a Director of Human Resources role with a stronger organizational focus



on employee support, wellness initiatives, recruitment, staff engagement, attendance support, and manager resources. In addition, the Human Resources department now includes a dedicated HR Assistant role focused on supporting the growing operational and people-focused needs of our organization.

This enhanced HR structure reflects Valley Manor's commitment to ensuring employees have accessible support, timely communication, and increased resources available throughout their employment journey.

## **What This Means for Staff**

The updated HR model is intended to create a more responsive and supportive experience for employees and leaders across the organization. Staff can expect:

- Increased availability and accessibility of HR support
- Enhanced employee wellness and workplace culture initiatives
- Greater support with onboarding and orientation processes
- Improved communication and staff engagement opportunities
- More timely assistance with questions, forms, and employment-related needs
- Increased support for managers with employee relations and operational guidance
- Continued focus on recruitment and retention efforts

Healthcare can be both rewarding and demanding work, and Valley Manor recognizes the importance of supporting the people who provide care and services every day. The expanded HR structure allows for greater focus on people-centered support and proactive employee engagement.

## **A Continued Focus on Employee Wellness**

Employee wellness remains a key organizational priority. Wellness extends beyond physical health and includes emotional well-being, psychological safety, respectful workplace practices, work-life balance, and ensuring staff feel supported and valued.

With increased HR capacity, Valley Manor looks forward to introducing additional wellness-focused initiatives, enhanced communication, and opportunities that help foster a positive and supportive workplace environment.

## **Supporting Managers and Teams**

Managers and supervisors will also benefit from additional HR partnership and operational support. Having a Director of Human Resources and dedicated HR administrative support focused on employee and organizational needs will help strengthen consistency, communication, guidance, and day-to-day support across departments.

## **Looking Ahead**

These changes represent an important investment in our people and our workplace culture. Valley Manor remains committed to creating an environment where staff feel supported, respected, and empowered to succeed.

We are excited about the opportunities this new structure brings and look forward to continuing to grow together as a team.

Thank you for everything you do each day for our residents, families, and one another.

## Welcome Back, Adam Zahn!

We are pleased to welcome Adam Zahn back to Valley Manor as our new Finance Manager.

Adam brings more than 10 years of experience in accounting and finance, including leadership roles in long-term care, manufacturing, and public accounting. Many staff will remember Adam from his previous time at Valley Manor, where he served as Finance & IT Lead from 2016 to 2021, providing financial and operational support to the organization.

Most recently, Adam has worked in long-term care as a Finance Manager, overseeing financial reporting, budgeting, payroll, audits, and regulatory compliance. He is currently pursuing a Bachelor of Business Administration in Accounting and has completed extensive CPA preparatory studies. Adam's knowledge of long-term care operations, combined with his strong financial expertise and familiarity with Valley Manor, make him a valuable addition to our leadership team. We are excited to welcome him back and look forward to the contributions he will make in supporting our residents, staff, and organization.

Welcome back, Adam!



## Volunteer Appreciation Luncheon

Valley Manor was proud to celebrate and recognize our amazing volunteers at our upcoming Volunteer Appreciation Luncheon at the Legion on May 26, 2026. Volunteers play such an important role in the lives of our residents, generously giving their time, compassion, and support in so many different ways throughout the year. From assisting with programs and events to spending one-on-one time with residents, their kindness truly makes a difference each and every day.

**Thank you to all of our dedicated volunteers — YOU ARE ALL APPRECIATED!**



## Annual Memorial Service

Our Annual Memorial Service will be held on **Friday, June 5, 2006, at 10:00 a.m. at Valley Manor**. This year, we will be remembering all Valley Manor residents who passed away between **April 1, 2025, and March 31, 2026**. It is a meaningful time to reflect, share memories, and honor the lives of the residents who were part of our Valley Manor family.

## Rock A Thon- June 19, 2026

Get ready to rock for a great cause at our **Fifth Annual Rockathon!** This fun-filled community event continues to grow each year and brings together residents, families, staff, community members, and local businesses in support of the Valley Manor. Participants can enter individually or as a team and spend the day rocking in support of our residents at Valley Manor. The event is always filled with music, laughter, community spirit, all while raising funds for important resident needs. For more information or to register please call, Lisa Yantha at the Valley Manor at 613-756-2643 ext 225 or Christine Hudder at the St. Francis Valley Healthcare Foundation at 613-756-3045 ext. 217.

# ***SAVE THE DATE***

## ***FRIDAY, JUNE 19, 2026***



***Join us for a rocking good cause!***

~ Reminder for all families, friends, caregivers to join the Family Portal in Activity Pro. Please reach out to Lisa Yantha at 613-756-2643 ext. 225 if you need a password sent. ~



# *An Update from Our Nursing & Continuous Quality Improvement Coordinator*

*- Lynn Strack*

The 2026/27 Quality Improvement Plan (QIP) reflects Valley Manor's ongoing commitment to our Strategic Plan 2022–2027 and builds upon our foundational values of Integrity, Transparency, Leadership, Workplace Satisfaction, and Compassion.

Valley Manor's quality improvement initiatives are developed in collaboration with residents, family members, Powers of Attorney (POAs), Substitute Decision Makers (SDMs), the Continuous Quality Improvement Committee, the Board of Directors, staff, and other key stakeholders. Together, we strive to attain, sustain, and exceed provincial benchmarks for long-term care while continually enhancing the resident experience.

## **Quality Improvement Plan (QIP) 2026/27**

Valley Manor's Quality Improvement Plan for 2026/27 focuses on four key priority areas aimed at enhancing resident care, supporting staff, and strengthening our community. These priorities reflect Valley Manor's mission: *"Empowering every person to provide compassionate resident-centered care in a diverse family environment,"* and our vision: *"Cultivating a diverse home where all are welcome and respected."*

### **Timely Occupancy of Vacant Beds**

One of our goals this year is to ensure vacant beds are filled within seven days whenever possible. To support this objective, we will review and identify barriers that may arise between a bed becoming vacant and a new resident moving in. By improving this process, we aim to provide individuals requiring long-term care with a timelier transition into our home while also supporting the needs of the broader community.

### **Addressing Racism in the Workplace**

As Valley Manor's workforce continues to grow in diversity, it is important that we proactively address incidents of racism that may occur during resident and staff interactions. Education on racism, respectful interactions, and strategies for responding to discriminatory behaviour will be provided to all staff beginning at orientation and continuing throughout employment.



Data regarding incidents of racism toward staff will continue to be collected and reviewed. Through ongoing analysis and supportive action plans, we aim to foster a workplace culture where staff feel supported, empowered, and confident in responding to and addressing racism when it occurs.

## **Palliative and End-of-Life Care**

This year, Valley Manor will continue strengthening education and communication surrounding palliative and end-of-life care. Educational opportunities will be provided to staff, residents, families, and SDMs to improve understanding and comfort with these important conversations.

Discussions and education will begin early in a resident's journey at Valley Manor and continue annually through Multidisciplinary Care Conferences (MDCCs). By introducing these conversations early and providing ongoing support, we hope to encourage open communication, proactively answer questions, and help residents and families feel more prepared and supported.

Staff will also receive ongoing education to help them confidently address questions and provide compassionate support throughout the care journey.

## **Reducing the Use of Daily Restraints**

Valley Manor remains committed to balancing resident safety with quality of life. As part of this commitment, we will focus on reducing the use of daily restraints by exploring the reasons restraints are used and identifying alternative approaches whenever possible.

Education regarding restraint use, associated risks, and reduction strategies will be provided to staff, residents, and families/SDMs. Through collaboration and ongoing evaluation of alternative interventions, we aim to support resident independence, dignity, and overall well-being.

## **Resident and Family Satisfaction Survey 2026**

The annual Resident and Family Satisfaction Survey for 2026 is currently being prepared and is expected to launch in July 2026. Last year, a summer student in the Recreation Department assisted residents who were able to complete the survey independently, and we hope to offer this support again this year.

To continue improving the quality of care and services provided at Valley Manor, our satisfaction benchmark was raised, with a goal of achieving scores of 8/10 to 10/10 from at least 75% of respondents, with 10/10 representing the highest level of satisfaction possible.

In 2025, 52 out of 89 residents and/or family members completed the survey, representing a participation rate of 58.4%, an improvement from 45 out of 90 respondents (50%) in 2024.

We encourage residents and their families/SDMs to continue participating in these important surveys. Your feedback ensures that the voices of our residents are heard and helps guide ongoing improvements to the care and services provided at Valley Manor.





# interRAI™ UPDATE

from the desk of Brandi Dombroskie

- InterRAI Coordinator

## Understanding the interRAI-LTCF Assessment: A Resident & Family FAQ

Families may wonder how we get to know a resident's needs, preference and overall well-being not just when they move into long-term care, but also as changes occur. Aside from our conversations with residents and their families, one of the most important tools we use is the **interRAI Long-Term Care Facilities** assessment. This assessment tool helps us understand each resident's health, abilities and daily care needs so that the multidisciplinary team can work together and develop a consistent, high quality, person-centered plan of care for each resident. Additionally, it helps staff early identify risks for the resident and track changes over time. The interRAI LTCF assessment is an important part of ensuring every resident receives care that is thoughtful, responsive, and truly centred on their unique needs. By helping the care team understand each person more fully—and by keeping that understanding up-to-date—we can provide support that promotes comfort, dignity, and quality of life.



### Who completes the assessment?

Members of the multidisciplinary team including the RAI-Coordinator (me) on behalf of nursing, the recreation department, the dietitian and the physiotherapist. These members gather information from observations, conversations, health records and also input from the care team in addition to the resident and family.

### How often is the assessment completed?

Residents have an interRAI LTCF assessment completed:

- On admission
- Every 3 months
- Whenever there is a significant change in their health condition or functioning

### What information is collected during the assessment process?

The assessment tool captures variety of information about the resident including:

- Mobility and physical functioning
- Memory, thinking and decision-making
- Mood, behaviours and emotional well-being
- Communication abilities
- Pain and comfort
- Nutrition and intake as well as eating patterns
- Continence

- Social engagement and activities
- Medical conditions and treatments
- Safety risk (falls, pressure injuries etc)

### **What happens after the assessment is completed?**

The care team reviews the results and updates or adjusts the resident's individualized plan of care. This ensures that daily care reflects the resident's current needs, abilities and goals of care.

### **How does this benefit me/my loved one?**

It ensures that:

- care is personalized and meaningful
- changes in health are identified early so that appropriate interventions and treatment can be initiated
- risks are identified and addressed
- consistent information is utilized by the care team to support the resident on a daily basis

If you have questions about the assessment or how it guides your loved one's care, please don't hesitate to reach out.



**St. Francis Valley  
Healthcare Foundation -  
*Valley Manor***  
—— Nominated as ——  
***Guardian Angels***

Congratulations to the dedicated staff at the Valley Manor, who were all nominated as Guardian Angels.

They were nominated by a grateful family member, who appreciates the care their loved one receives every day.

“I feel like a member of a big family,” the donor said. “Thank you to an amazing crew for helping people who need it. My heart goes out to the people who take care of my loved one.”

The Guardian Angel program allows you the opportunity to show your appreciation for exceptional and compassionate care in a meaningful way that helps us change and save lives by ensuring our caregivers have the equipment and facilities they need to provide you with the best possible care.

For more information, call 613-756-3045 ext. 217 or visit [www.sfvhfoundation.com/donate/guardian-angels/](http://www.sfvhfoundation.com/donate/guardian-angels/)



*Don't Forget to purchase your weekly tickets in the latest Catch the Ace Fundraiser; organized by SFVHF, with the proceeds going to local healthcare at Valley Manor, St. Francis Memorial Hospital and Madawaska Valley Hospice Palliative Care. Tickets are available at Valley Manor front office, online, and other community locations. Valley Manor would like to thank everyone for their continued support!*

BUY ONLINE AT

**SFVHFCATCHTHEACE.COM**

OR AT YOUR FAVOURITE LOCAL VENDOR



**NEW!**

**GUARANTEED**

**\$5,000**

**PROGRESSIVE JACKPOT TO KICK OFF WEEK 1**



**FIRST DRAW APRIL 30 AT 4 PM**

**TICKETS**

**CAN BE PURCHASED AT VALLEY MANOR FRONT OFFICE DURING REGULAR BUSINESS HOURS**