

Bennett Centre Family Newsletter

August 2023

A survey team from CARF International* will be visiting on Monday, August 28th and Tuesday, August 29th.

We invited the surveyors to evaluate how well we meet international standards for quality. The survey will tell us what we are doing well and ways we might improve. As a result of this survey, we may earn or continue accreditation.

As part of the survey, the surveyors will interview people who receive services, their families, our staff, and others. Some questions the survey team members might ask people are:

- Do we provide a clean and safe setting?
- Do you receive the services you need and want?
- Are you treated with respect?
- Do you take part in planning your services?
- Are your questions answered in a way you understand?
- Do you know where to go with questions or concerns?

If you would like to talk with one of the survey team members or want to learn more about CARF International, please let one of our staff members know.



Fall Fielding Estate Winery Fundraiser



With the end of summer BBQs and the holiday season around the corner, it's a great time to stock up on some great wines for Thanksgiving get-togethers, holiday parties, or simply just because!

Avoid the LCBO line-up and order these fine Fielding Estate Winery wines to enjoy with family and friends or give as delightful gifts for any occasion!

Order forms will be available on our
'Support Us' website page
soon!

Order deadline- Noon Sept 22
Orders available for pick up at Bennett
Centre-W/end of Sept 30

More Information contact Alison at
acurtis@bennettvillage.ca/437-328-5845

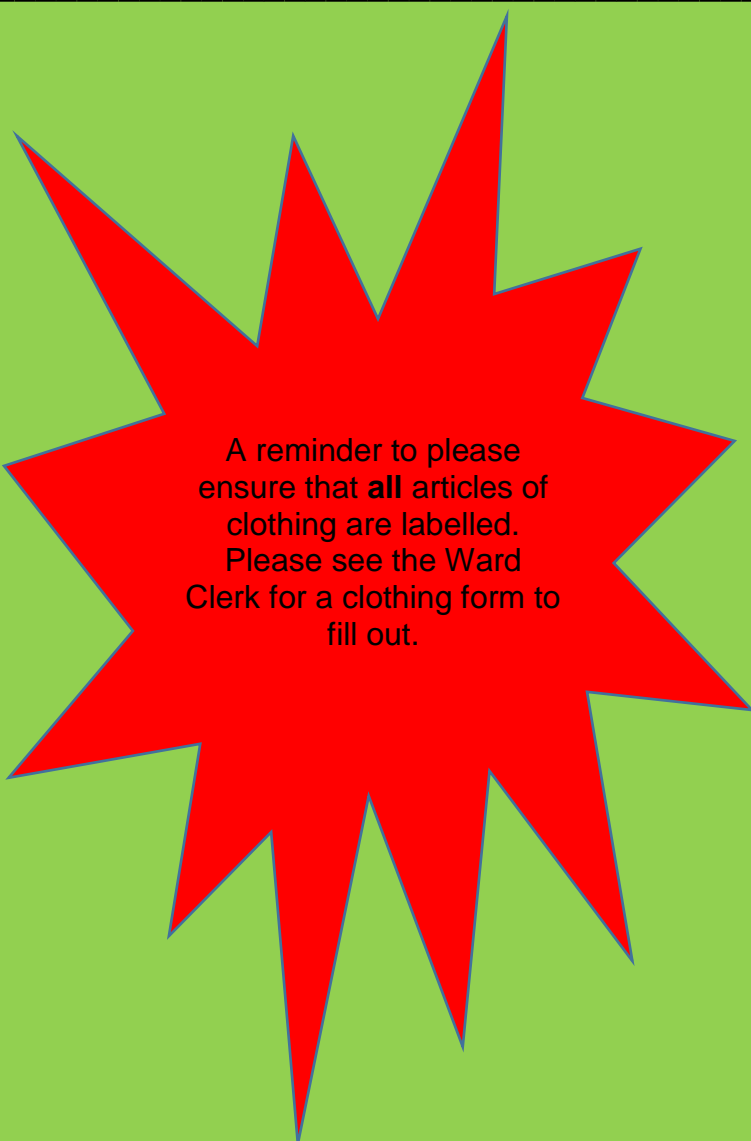


EMPLOYEE OF THE MONTH

SUKHI, RPN

Sukhi was nominated as our Employee of the Month for August by being such a caring and compassionate nurse who always has a smile on her face. Thank you Sukhi for everything you do!

If you would like to nominate someone for Employee of the month please tell a member of the Leadership team, or email Rachel at ramirault@haltonhealthcare.com



A reminder to please ensure that **all** articles of clothing are labelled. Please see the Ward Clerk for a clothing form to fill out.

Hello Family members,

There will be no meetings for July and August.

Our next Family Council zoom meeting will be a hybrid meeting on

Thursday September 28 from 7:00-7:30pm

We really, *really*, need more support and involvement from other family members in the Family Council. 30 min. of your time 1x / month is very important. Attendance in the last several months have been very inconsistent. For an effective council, more people are needed to participate. Please come and join us in September! Until then, have a great and safe summer!

Neil and Rick

Co-chairs, Bennett Centre Family Council

Education

Did you know that there are 29 Resident Bill of Rights that we review monthly with our Resident Council? To learn more please visit

<https://www.ontarc.com/residents-bill-of-rights.html>

Do you have a concern or complaint about a Long-Term Care Home?

- **Follow the home's complaint process**

Homes are required to have a written complaint procedure and post it where people can see it. They are also required to respond to concerns and complaints.

Or

- **Contact the Ministry of Health and Long-Term Care**

The ministry is responsible for ensuring long-term care homes comply with the Long—Term Care Homes Act, 2007.

Call the ministry's toll-free confidential Long-Term Care ACTION Line:

1-866-434-0114

Visit our website at
www.bennettvillage.ca