


# Continuing Care

## Long-Term Care | Year in Review 2025–2026

Department of Health and Social Services
Government of Yukon

Yukon


STOP

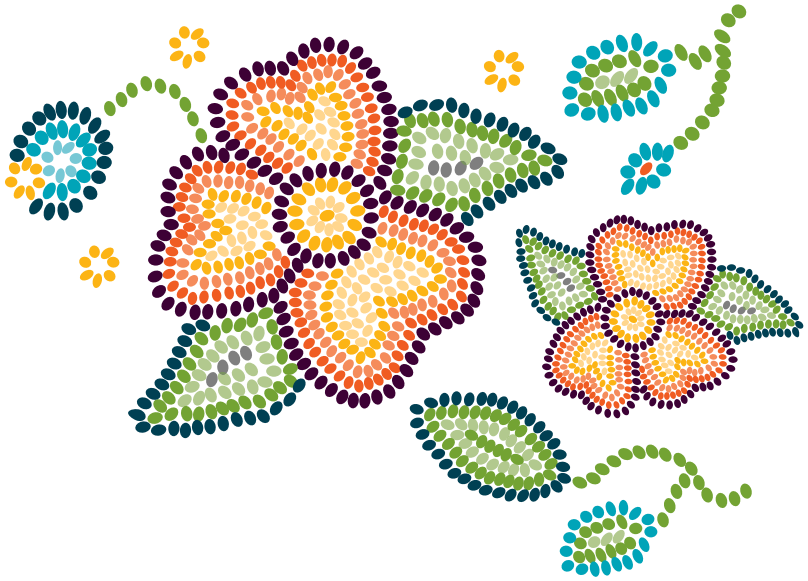










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## Welcome message from ADM

It is with great honour and gratitude that we present the first *Continuing Care Long-Term Care | Year in Review* showcasing the accomplishments and meaningful moments that have shaped long-term care in the Yukon over the last year. This report reflects the difference that residents, families, staff and the community make every single day.

On the advice of the Family Partnership Council, Continuing Care has transitioned from publishing a quarterly Resident and Family Newsletter to producing an annual Year in Review. This change reflects our commitment to providing a more comprehensive overview of the past year. Rather than sharing updates every quarter, the Year in Review allows us to highlight key accomplishments, initiatives, quality improvements, resident and family engagement, and important milestones in one complete, year-end summary. We hope this format provides a clearer picture of our progress, celebrates our successes, and outlines our continued commitment to delivering high-quality care.

Continuing Care's renewed Mission, Vision and Values which launched in 2025 grounds us in what matters most to those who live and work in our care homes and communities. We strive to provide exceptional care, honouring your culture as traditions. It is my hope, that you will see our values of Equity – Dignity – Integrity – Respect – Connectedness reflected in this report. This report highlights our key accomplishments, service improvements, and the many contributions of those who make our homes a special place to live and work.

Over the past year, Yukon's long-term care homes strengthened quality care, safety, and operational excellence. Key achievements included investing in new equipment and transportation, advancing infection prevention and emergency preparedness initiatives, continuing to build a culture of quality improvement through Accreditation Canada standards, and maintaining a balanced budget.

Residents benefited from expanded cultural programs, traditional food initiatives, enhanced therapeutic and recreational activities, increased volunteer involvement, and nationally recognized quality improvement projects. Like many health care organizations, Continuing Care continues to navigate workforce challenges while making progress in strengthening staffing stability, supporting staff, and improving services for residents and families.

Looking ahead, our focus will be to further enhance our mission of person-centred care that nurtures well-being by strengthening connections, improving quality and safety, supporting workforce sustainability, and providing exceptional care.  Continuing Care has started planning for an expansion of Whistle Bend Place and planning for a long-term care home in Watson Lake to meet the growing demands of long-term care in the Yukon. Together, we will continue to build a community where residents can thrive.

Thank you for your support and for being part of our journey.

**Cathy McNeil**
Assistant Deputy Minister
Continuing Care



## Message from Director of Care and Community

Dear clients, residents, and families,

It is my pleasure to welcome you to this first edition of the *Continuing Care Long-Term Care | Year in Review*. Across Yukon's long-term care homes, care teams continue to demonstrate dedication, compassion and innovation in supporting clients, residents and their families. This work is grounded in the renewed Mission, Vision and Values: Connected in Care, inspired by the beautiful floral design reflecting the beadwork of the late Annie Smith, Kwanlin Dün First Nation Elder and cultural teacher, and guiding how we work together each day.

Building on this shared foundation, this edition highlights the many ways teams bring care to life. Thayna Wasiliew shares updates from Therapeutic Services, including resident activities and special and holiday events that enrich daily life and foster connection. Complementing this, the Volunteer Services section celebrates the meaningful contributions of volunteers, recognizes their impact and outlines opportunities for others to get involved in the long-term care homes.

As you may have heard from discussions in the Legislative Assembly, we are in the early stages of the Whistle Bend Place expansion and the Watson Lake long-term care home projects. As more information becomes available, we will share updates with residents and families through letters.

These projects align with broader efforts led by the Senior Manager team to advance person-centred care across all homes. In addition, Steve Fecteau and I share progress from the Psychological Health and Safety Working Group, reflecting the commitment to fostering a supportive environment for both residents and staff.

Further strengthening connection to culture and community, new cultural spaces are being developed at Thomson Centre and Alexander McDonald Lodge in partnership with Yukon Hospital Corporation and the First Nation Services and Relations team, an important step in honouring culture in care.

Finally, we extend our thanks for the work to establish long-term landscaping contracts. Beautification efforts are already underway at Copper Ridge Place and Whistle Bend Place, enhancing outdoor spaces for residents and families to enjoy.

Thank you for your continued trust and partnership.

Warm regards,

**Brigitte Poirier**
Acting Director
Care and Community





## To be daring and dynamic

*Article by Thayna Wasiliew, acting Manager, Therapeutic and Behavioural Care Services*



Continuing Care's mission, vision and values focus on providing exceptional, person-centred care that honours culture and traditions while nurturing overall well-being. Our approach is rooted in fostering a community that upholds integrity, dignity, respect and connectedness. We are committed to creating a true sense of home and belonging for everyone who lives here by honouring the uniqueness of each individual.

Therapeutic Services is a team that comes from varying backgrounds and perspectives, and collectively we all work towards the common goal of improving /maintaining one's quality of life, through establishing skills and abilities ensuring that hopes and dreams can still be accomplished even during the later stages of life. We continue to strive from our team's mission "to be daring and dynamic," recognizing that with some creativity and teamwork anything can be possible.

Over the year we have heard residents express the following goals, ambitions and appreciations:

- "I wish I could get in a boat one last time."
- "You have given people like me who lost their legs with a way to get out of my space and do something on the land this has had a profound effect on my mind and the way I look at life today."

Through practice, learning and collaboration between various teams (Therapeutic Services, Nursing, First Nation Services, Food Services, Environmental Services, Maintenance, etc.) we have been able to make these goals and dreams come to life. Summer of 2025 many residents had the opportunity to participate in the annual canoe trip where residents had the chance to spend the day at Chadburn Lake and paddle the afternoon away. In March/April of 2025 and 2026 a couple of residents got the chance to overcome their limitations and have fun in the winter wonderland down the trails and slopes of Mount Mac and Mount Sima. A Whistle Bend Resident states "I was a bit apprehensive. I have never skied before, and I was somewhat scared, but finally convinced me to try. They took me cross-country skiing and I loved it. The following week we went to Mount Sima." These are just a couple of highlights from the past year. We can't wait for what adventures we have in store for next year.





## A meaningful year for First Nations Services and Relations

*Article by Heather Bekar, Director, First Nations Services and Relations*

The 2025–2026 year reminded us what it truly means to come together as a team to ensure our Elders and residents felt supported, connected and cared for. Through every event, program and shared meal, the First Nations Services and Relations team brought culture, compassion and community into our long-term care homes in meaningful ways.

This past year was filled with many incredible moments. Our Bannock Bake Offs brought laughter, storytelling and friendly competition to each care home, while also creating opportunities for residents to share family recipes and memories connected to food and culture. Residents became more involved than ever before, helping shape programs and activities in ways that made them feel meaningful and personal.

One of the biggest highlights of the year was our Tri-Facility Indigenous Peoples Day celebration featuring Yukon musicians Dennis and Jenny Shorty. Residents joined in playing drums and musical instruments alongside the performers, creating an atmosphere filled with joy, music and cultural pride.

Throughout the year, the team also worked alongside residents to create drums and rattles for each care home. These activities sparked excitement, creativity and connection while supporting cultural learning and engagement.

Our Traditional Foods Program continued to grow significantly this year thanks to strong collaboration with Food Services. Residents contributed recipes and ideas, helping traditional feasts become even more meaningful. We were also fortunate to partner with a local school program that provided dry meat and fish for residents, strengthening community connections across generations.

Another exciting milestone was establishing a dedicated First Nations Liaison Worker position in Dawson City at Alexander McDonald Lodge.

The dedication of this team shines through in everything they do. Whether through one-on-one visits, large celebrations, traditional food preparation, cultural programming or simply sitting and sharing stories with residents, the care and commitment they bring is evident every day.

What a remarkable year it has been. We look forward to bringing even more excitement, culture and connection to our programs in the year ahead.





## Volunteers bring connection, comfort and community

*Article by Jessica Young , A/Coordinator Volunteer Services*

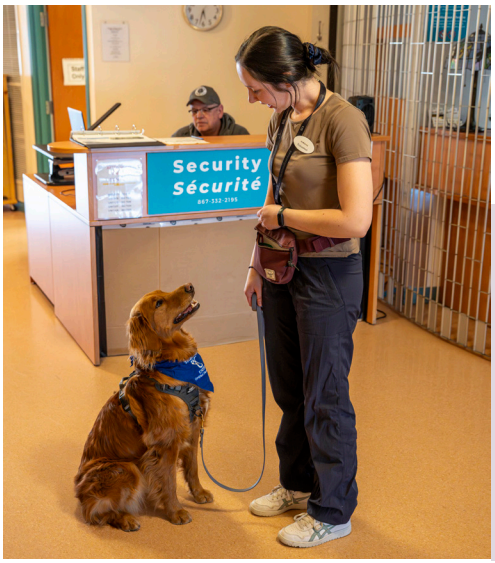
Many residents in Yukon's long-term care homes cherish the chance to connect, laugh and share stories. Volunteers help bring those moments to life.

Spend time visiting, playing games, helping with activities or simply being a friendly face. Our volunteer's presence can turn an ordinary day into something special.

Recently our Volunteer Services team celebrated a week of Volunteer recognition during the National Volunteer Week, April 10-25th. Volunteer Services, Continuing Care gave out Shak's chocolates and local dog treats to the pet visitors in order to celebrate volunteers' contributions throughout the year. In the upcoming weeks, each facility will have a nomination for the City of Whitehorse's Volunteer of the Year. What a great time to recognize and celebrate the incredible engagement we have in volunteers in Continuing Care.

Copper Ridge Place had their first Therapy Dog from Therapy Dogs United to give some pet therapy to the residents on Unit E/F. There are also many active dog visits happening at Whistle Bend Place and we are hoping to get more at Thomson Centre in the upcoming year!

The facility stores are also a great place for volunteers to engage with residents and improve their independence and quality of life during the shopping experience! Residents and families have been looking forward to Thursday Cinnamon Bun Day at the Copper Kettle offering a fresh homemade cinnamon bun and coffee morning.




***Do you want to volunteer?***

**There are many ways to get involved. If you know of anyone interested in volunteering at Thomson Centre, Whistle Bend Place or Copper Ridge Place, please contact: CCVolunteerServices@yukon.ca.**

## Reimagining memory care through connection, culture and comfort

*Article by Dean Cunanan, acting Senior Manager, Thomson Centre*

Continuing Care is reimagining memory care through a more person-centred, culturally grounded, and therapeutic approach to resident well-being. In the long term care homes, teams have been leading meaningful work to optimize the use of antipsychotic medications while creating environments that feel more like home for residents.

Over the past year, creating a home-like environment has been a focus; increasing opportunities for residents to engage and interact, and improving resident comfort and autonomy. The furniture at CRP was updated to be more comfortable and functional, while the courtyards at WBP and CRP have undergone renovations to improve resident autonomy, engagement, and sense of home.

Teams have introduced non-pharmacological supports such as reminiscence kits, storytelling initiatives, Yukon-inspired artwork, sensory therapy and personalized technology programs to promote meaningful engagement throughout the day. These initiatives encourage connection between residents, families and staff while supporting dignity, comfort and emotional well-being.

This past year, Continuing Care (senior leadership, physicians, Therapeutic Services team, Behavioural Care Resource Team, and nursing team) has introduced the "Optimization of Antipsychotic Use in Long-Term Care" initiative focused on improving environments for the residents and supporting quality improvement.

Since its inception last year, the team completed submissions for the Health Excellence Canada (HEC) Awards and have received awards in recognition of the team's dedication, collaboration and measurable impact.

These submissions highlighted the innovative strategies and quality improvements with these goals in mind:

- Improved resident health outcomes
- Reduced risk for falls
- Improved quality of life for residents and engagement in activities
- Improved resident and family satisfaction

We are also proud to share that our HEC Awards submissions for the Progress Award in both the CRP and WBP categories were recognized with top honours. Both projects received awards in recognition of the team's "dedication, collaboration, and measurable impact."

Most importantly, this work reflects Continuing Care's commitment to creating a true sense of belonging, familiarity and purpose by combining evidence-based practices with compassion, culture and creativity. Teams are helping residents not only live in care—but thrive in it.





## Keeping residents safe: The vital work of Continuing Care's Infection Prevention and Control team

*Article by Samantha Stewart, Manager, Quality and Risk Management*




Continuing Care has a talented and dedicated team that maintains the Infection Prevention and Control (IPAC) program. The team emphasizes infection prevention across all long-term care homes to ensure residents, staff and visitors are safe and healthy. The role of the infection control nurses encompasses leading, coordinating, and monitoring infection prevention and control activities to reduce the risk of infections among residents, staff and visitors. The role combines clinical expertise, surveillance, education, policy development and quality improvement to support safe care environments.

Some initiatives that the IPAC team lead to support safety, health and wellness for residents are the following:

### Management of urinary tract infections

The goals of the project for the management of urinary tract infections (UTI) are to minimize potential adverse events associated with antibiotics and to ensure that staff are following the best practice guidelines for assessment and management of UTIs.

The IPAC team developed tools, resources, and a learning module for nursing staff, and collaborated with Continuing Care contract physicians to provide a robust process and implemented practice changes to safeguard residents.

This quality initiative has led to decreased prescribing of unnecessary antibiotics and an improved comprehension of the harm of treating a non-symptomatic resident with antibiotics.

## Vaccination of residents

Continuing Care offered residents vaccinations at regular intervals throughout the year. The primary time is in preparation for the respiratory illness season every fall by offering Influenza and COVID vaccines.

Continuing Care also implemented the Shingrix (shingles) and RSV vaccines into the vaccines offered to residents over the last year or two. In this next year Continuing Care is also working towards providing tetanus, diphtheria and pertussis as well as pneumococcal vaccines to residents.

## Hand hygiene monitoring

Hand Hygiene is the simplest and most effective means to prevent the spread of infections and keep people safe. Our hands come regularly into contact with surfaces and people that can carry germs. Proper hand hygiene removes or kills these germs before they can spread to others or enter the body. Hand Hygiene is an important safety practice for residents, staff and as visitors when you enter the long-term care homes.

The IPAC team as well as nursing supervisors and some domestic aides hold people accountable through auditing the indications for hand hygiene moments. There are four moments of hand hygiene:

1. Before initial contact with the resident/resident's environment;
2. Before an aseptic procedure;
3. After a body fluid exposure risk; and
4. After contact with the resident/ resident's environment.

The infection control nurses monitor the rates of hand hygiene practice by staff of all disciplines and provide regular feedback to the leadership team of Continuing Care based on the goal of 80-95% compliance. All our long-term care homes range between 78-83% in the last quarter (January to March 2026) except for Alexander Macdonald Lodge in Dawson.

Active recruitment and training of hand hygiene auditors is underway for Alexander Macdonald Lodge to ensure that Continuing Care can capture hand hygiene data for that long-term care home as well.










## Alexander Macdonald Lodge: Building stability, strengthening care

*Article by Mona Sullivan-Curtis, Manager, Resident Care, Thomson Centre; Katharina McArthur, Senior Manager, Long-Term Care; Brigitte Poirier, acting Director, Care and Community*

Since May 2025, Alexander McDonald Lodge (AML) has made tremendous progress in staffing stability, operations, support services, and connections with Whitehorse-based teams. These efforts are a clear reflection of the dedication of AML staff, leadership, and Continuing Care partners to delivering safe, stable, person-centred care in Dawson City.

### A stable workforce supports better care

A major milestone has been stabilizing regulated staffing. Through spring and summer 2025, a group of registered staff from Whitehorse and other areas, including Mental Wellness and Substance Use, provided essential coverage, ranging from a few weeks to months. This support helped maintain services during periods of pressure and laid the groundwork for a more sustainable model.

AML has now transitioned to a 24/7 regulated staffing model with a four-on, five-off rotation for nurses (licensed practical nurses and registered nurses). This has significantly enhanced care, allowing residents to receive palliative care in their home community and raising the overall level of care to better support Dawson residents to remain in their home community longer.

Recruitment efforts have strengthened the team, with the addition of a full-time registered nurses, a full-time licensed practical nurse, and an auxiliary on call registered nurses. These hires have helped reduce reliance on temporary coverage and improve continuity of care.

Connections with Whitehorse-based teams have expanded, supporting quality and safety through regular collaboration with Infection Prevention and Control, Occupational Health and Safety, and Resident Care and Safety leads. Virtual rehabilitation rounds now bring together occupational therapist, physiotherapist, speech-language pathologist, recreation therapist, and dietitian support, complemented by scheduled in-person visits for assessments, training, and team connection. Leadership connections remain strong through regular meetings and site visits.

## Creative solutions for resident well-being

A key innovation for AML was the successful amalgamation of two historically difficult-to-fill part-time positions: the First Nations Liaison Worker and Recreation Therapy Assistant, into one full-time role. This creative staffing model has strengthened continuity of care, and enhanced meaningful programing for residents. It also made excellent use of human resources while supporting long-term staffing stability. Examples of the fun activities offered: traditional meals; bannock and tea; First Nations art, film and events; beading and crafts; and drum making!

## Investing in infrastructure and support services

Several key infrastructure improvements have enhanced the environment at AML. A new fob door system has improved safety and access control, and the installation of a new call bell system is planned for this year. Repairs to the HVAC humidification system—after many years of challenges—have made a noticeable difference in comfort for residents and staff.

Support services structure has advanced. Maintenance capacity has increased, and kitchen operations have improved with consistent leadership, allowing the Manager of Resident Care to step back from regular direct involvement in kitchen operations.

Work is progressing to further strengthen non-clinical services through a dedicated leadership position overseeing food services, maintenance, and environmental services, to ensure strong day-to-day coordination and continuity.

## Supporting staff and building for the future

Staff housing processes have been streamlined with updated agreements and a shared booking system, improving access and oversight. AML has also strengthened its connection with Yukon Housing to stay informed on community housing developments.

Together, these changes represent real progress and reflect a shared commitment to excellence. Thank you to the AML team, visiting staff, and Continuing Care partners for the care and pride you bring to this work.

***Watch the Alexander McDonald Lodge virtual tour***

**Take a virtual tour of the Alexander McDonald Lodge (Dawson City, Yukon): Virtual Tour on YouTube.**

**The video was created by the AML team in collaboration with Health and Social Services Communications. It's a great showcase of this remarkable care home and its people.**



## Emergency preparedness for Continuing Care

*Article by Kristie Ross, Occupational Health and Safety Coordinator*

In response to the potential impacts of environmental emergencies, particularly wildfires in northern communities, Continuing Care assessed its current evacuation plans and identified the need for a dedicated out-of-territory evacuation strategy for its four long-term care homes.

These plans were developed by each care home's senior management team, with support and guidance from the Quality and Safety team, as well as the specialized expertise of Health and Social Service's Health Emergency Management team.

This enhanced evacuation planning strengthens our ability to ensure the safety and continuity of care for residents. As part of this process, we engaged with the Family Partnership Council to ensure they understood the rationale and importance of having a robust evacuation plan in place.

We are now progressing into the implementation phase, which includes staff training and practical exercises. An initial test has already been completed with the Continuing Care Senior Leadership Team, and we are now working to provide opportunities for site-level practice involving managers, supervisors and frontline support staff.





## What “accreditation” means for residents, families and staff

*Article by Sheryl-Ann Wasson, Director, Quality and Safety*

Continuing Care has been a member of Accreditation Canada since 2008, but what exactly does that mean for residents and families?

Accreditation Canada is a national, independent organization that works with health care providers across the country—including hospitals, community programs, and long-term care homes—to help improve quality and safety. Think of it as a trusted partner that evaluates how well we are delivering care and identifies opportunities to do even better.

### What does accreditation involve?

Accreditation is not just a one-time inspection—it’s an ongoing process that happens over several years. It includes:

- Self-assessment: Continuing Care regularly reviews our own practices, policies and outcomes.
- Standards and best practices: We measure ourselves against national standards based on research and leading evidence-based practices in health care.
- On-site surveys: External health care professionals visit our homes to observe, ask questions, and speak with staff, residents and families.
- Continuous improvement: We create action plans to strengthen areas where improvements are identified.

This cycle helps ensure we are always learning, adapting and improving.

## Why do long-term care homes participate?

Participation in Accreditation Canada reflects a strong commitment to high-quality, safety and person-centred care. For Continuing Care, it offers several important benefits:

1. **Improved quality of care:** Accreditation standards focus on areas that matter most—such as infection prevention, medication safety, resident engagement and clinical care. Meeting these standards helps ensure residents receive consistent and safe care.
2. **A culture of safety:** Accreditation encourages open communication, teamwork and reporting of concerns. This helps us identify risks early and prevent harm.
3. **Resident- and family-centred care:** Residents and families are an important part of the accreditation process. Their feedback helps shape improvements and ensures that care reflects individual needs, preferences and dignity.
4. **Accountability and transparency:** Being accredited means we are held to national benchmarks and are accountable to an independent body. It shows that we are serious about maintaining high standards and being transparent in how we operate.
5. **Continuous learning and growth:** Health care is always evolving. Accreditation helps us stay up to date with the latest evidence and best practices, ensuring we continue to grow and improve over time.

## What does accreditation mean for our staff?

Accreditation is just as important for the people who provide care every day. For staff, it means:

- Clear expectations and support: Staff have access to well-defined standards, tools and training that guide their work and decision-making.
- Pride in quality care: Accreditation recognizes the dedication and professionalism of staff, highlighting the important work they do to support residents' health and well-being.
- Opportunities to learn and improve: Staff are encouraged to share ideas, learn from each other, and participate in improving how care is delivered.
- A stronger team environment: The process promotes collaboration, communication, and mutual respect across all roles.
- A safer workplace: By focusing on safety practices and continuous improvement, accreditation helps create a safer environment for both residents and staff.

Ultimately, accreditation supports staff in doing their best work, providing compassionate, respectful, and high-quality care every day.





## What does accreditation mean for you?

For residents and families, accreditation offers reassurance that:

- Your loved one is cared for in a home committed to excellence.
- Safety and quality are top priorities.
- Your feedback is valued and helps shape how care is delivered.
- We are always striving to improve—not just meet minimum requirements.

## How you can be involved

Accreditation is a team effort, and your voice matters. You may have opportunities to:

- Participate in surveys or interviews during an accreditation visit
- Share feedback through resident and family councils
- Engage with staff about your experiences and ideas for improvement

## In summary

Accreditation is more than a designation, it's a reflection of our values and our commitment to providing safe, compassionate and high-quality care for every resident. By participating in this process, we are investing in continuous improvement and ensuring our home remains a place where residents can live with dignity, comfort and respect.

**For more information**

**If you have any questions or would like to learn more, please speak to the program manager on your unit/house.**

## How resident and family councils and the family partnership council work together

*Article by Sheryl-Ann Wasson, Director, Quality and Safety*

### Resident and Family Councils

The Resident and Family Councils meet monthly in each long-term care home. Some long-term care homes have one meeting for the entire home and others have unit/house specific ones.

The purpose of these councils is to help residents and family members raise concerns and make suggestions related to the home they live in. They are places where voices can be heard by staff and managers.

Resident and Family Councils can also shape life within a home by encouraging socialization and interaction among residents, family members and the home's staff. Resident and Family Councils can promote communication about policy and be a place to provide feedback.

To find dates and times of Resident and Family Council Meetings in your long-term care home, ask any staff member or look at unit/house activity calendars.

### The Family Partnership Council: collaborating for improvement

Family engagement means working with families in a variety of ways. For example, consultation with residents and families occurs through surveys, comment cards and feedback forms. Within person- and family-centred service, the family is an extension of the person.

The Family Partnership Council is a team of people representing family, staff and management working together to improve quality for all residents. The council serves as a place of shared expertise and a place for the voice of family members to be part of ongoing organizational decision making. In this manner, we will work together to deliver the highest quality of care possible for people living in long-term care.

The council meets in person 4-6 times a year and the primary goal of the council is to create an opportunity for partnership between families, staff and management staff.



**For more information**

Speak to a program manager or contact Sheryl-Ann Wasson at sheryl-ann.wasson@yukon.ca.

## The people behind the care: Finance, supply chain and administrative services

*Written by Lauri Hill, acting Director, Finance, Supply Chain and Administrative Services*



Lauri Hill

I'd like to start by sharing a bit about myself. I began my journey in Continuing Care as an on-call Administrative Assistant at Macaulay Lodge in 1993. Over the years, I've had the opportunity to grow into a variety of roles, and I've now been in my current position for just over three years.

One thing I've carried with me throughout my career is my care and compassion for the residents. They are the reason we are all here. My goal is not only to ensure our finances are well managed, but also to support excellent service for residents, families and visitors. I'm proud of the dedicated team we have, and I truly believe we are meeting that goal. If you ever have concerns or questions, please don't hesitate to reach out.



Finance team

### Finance update

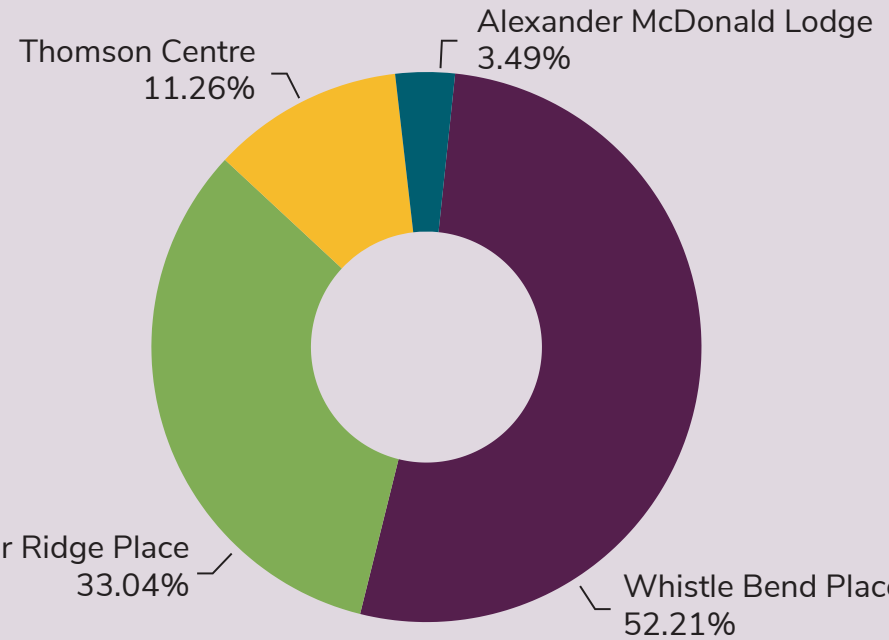
Our Finance team is led by Amanda Teel, Lead, Financial Operations. Amanda supports the Continuing Care management team and oversees our three Financial Assistants in Whitehorse, as well as our Finance and Administration Assistant in Dawson City.

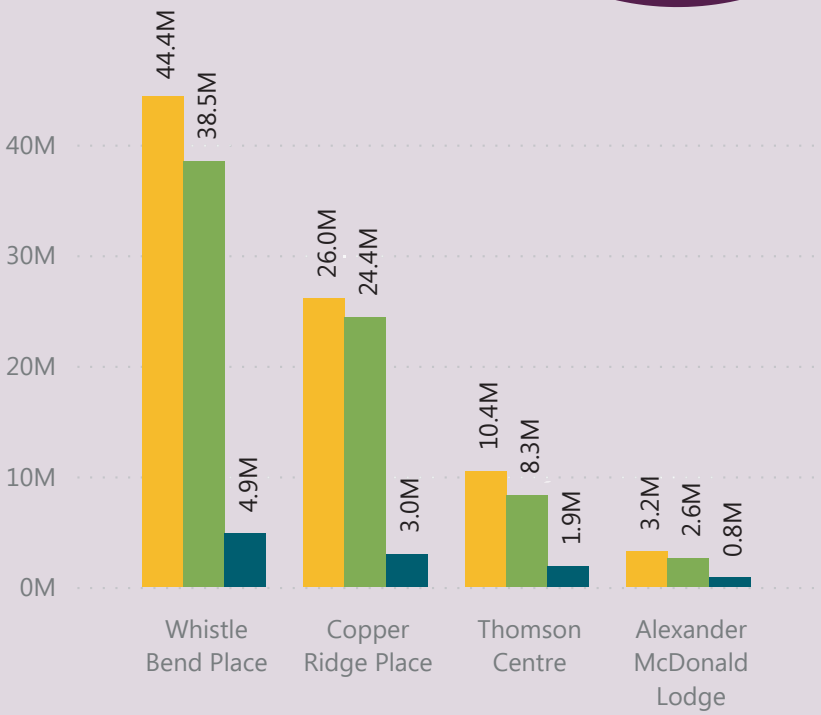
We are also fortunate to have Financial Analyst Jenna Kowalyshen on our team. Jenna plays a key role in supporting financial planning, budget management, staffing-related analysis, and informed decision-making across Continuing Care's workforce of over 850 employees. She works closely with managers and directors, providing them guidance and financial training as required.

Keeping a balanced budget is tough during times of fiscal constraint, but I think we're doing a great job. We finished the 2025/26 fiscal year within budget, which is a great result. It shows we used our budget wisely – making the most of our resources without overspending or ending up in a deficit. We also fully utilized our capital budget, replacing as much aging equipment as we could. Of note, you may have seen our new white bus around town, featuring our colourful beaded flowers logo. This was a great investment purchased through our capital budget. It has some features that our other buses don't have, so will be shared between the Whitehorse long-term care homes.

> *Great financial service isn't just about numbers—it's about stewardship, trust, and ensuring resources support the people who need them most.*

## 2025/26 Salaries and Operations




**Budget:**
$84.0M

**Salary actuals:**
$73.7M

**Operations actuals:**
$10.5M

## Supply chain news

Our Supply Chain team of 8.5 staff, led by Manager Teri Kington, works behind the scenes to ensure everything our care homes need is available when it's needed.

Their responsibilities include purchasing goods and services, researching products, and managing contracts. They also work hard to keep supply rooms stocked with essentials—from medical and cleaning supplies to office materials—across 288 resident rooms and multiple care areas.



Supply chain team

We're excited to be introducing a new inventory system. While it will take time to fully implement, it will improve efficiency and help us manage costs more effectively.

The team is also focused on planning for future equipment needs and strengthening preventative maintenance. Taking care of our equipment today helps us save money and avoid disruptions tomorrow.

> *In long-term care, a strong supply chain works quietly in the background, ensuring nothing stands between residents and quality care.*

## Administrative services



Administrative and reception team

Our Administrative Services team is led by Sahra Muldoon, Supervisor of Administration and Reception. She oversees the work of the admin, reception and records staff. Each of our Whitehorse long-term care homes has an Administrative Assistant who provides vital support and services to residents and families.

At Whistle Bend Place, our reception team is available 24/7 to welcome families and visitors and to assist residents. Their friendly presence is often the first point of contact and plays an important role in creating a welcoming environment.

Our team also includes Records Indexers who manage resident files. With 288 residents, maintaining accurate and well-organized records is a significant and important task.

In addition, the team supports the Meals on Wheels program, handling invoicing, payment tracking, and program records. Many clients pick up their meals in person, and our reception staff are always happy to assist.

Over the past six months, we've been offering Whistle Bend Place residents and families the option to pay rent by e-transfer. We've worked through the initial kinks, and plan to start offering this option soon at Copper Ridge Place and Thomson Centre. Our goal is to introduce pre-authorized debit as another way to pay rent. We're not quite there yet, but we're aiming to have it in place within the next six months.

> *Great administrative service in long-term care means ensuring every detail behind the scenes supports dignity, comfort, and peace of mind for those we serve.*

## Psychological health and safety: A Continuing Care story

*Article by Steve Fecteau, Senior Manager, Copper Ridge Place and Brigitte Poirier, acting Director, Care and Community*

At Continuing Care, psychological health and safety (PHS) continues to be a priority since leaders attended the British Columbia Health Leaders Conference in November 2019. The theme of the conference was "People, Purpose, Passion: Leadership for Psychological Health, Joy and Safety in the Workplace."

The Continuing Care PHS Working Group was created in February 2020 and developed a work plan for 2023-2026 informed by:

- The National Standard of Canada for Psychological Health and Safety in the Workplace in the Workplace and the 13 factors affecting workplace psychological health
- Self-assessment tool
- Employee engagement survey results
- Feedback gathered at Continuing Care roadshows
- Input and feedback from residents and families

As a result of the above, the PHS Working Group identified four (4) priority factors and created a work plan to positively influence the following:

1. Recognition and Reward;
2. Organizational Culture;
3. Clear Leadership and Expectations, and;
4. Growth and Development.

The PHS Working Group has implemented a variety of initiatives to support these four priority factors, including staff recognition and appreciation programs, workplace learning resources, mission, vision and values engagement activities, communication and awareness initiatives, and tools to support employee growth and development. These efforts have helped strengthen psychological health and safety across Continuing Care.

A new work plan for 2026–2029 is currently being developed and will focus on the Civility and Respect factor as well as themes and priorities identified from the 2026 Yukon government employee engagement survey results.

### 13 factors of psychological health and safety

- Organizational Culture
- Psychological and Social Support
- Clear Leadership & Expectations
- Civility & Respect
- Psychological Demands
- Growth & Development
- Recognition & Reward
- Involvement & Influence
- Workload Management
- Engagement
- Balance
- Psychological Protection
- Protection of Physical Safety

**For more information**

**Contact Steve Fecteau at 867-393-7475, steve.fecteau@yukon.ca or Brigitte Poirier at 867-334-2873, brigitte.poirier@yukon.ca.**


Welcome
to our
home

















## Copper Ridge Place and Yukon University launch innovative projects to enhance resident well-being

*Article by Steve Fecteau, Senior Manager, Copper Ridge Place*

In partnership with Yukon University, the Copper Ridge Place leadership team submitted two applications for funding through the Centre for Aging and Brain Health Innovation (CABHI)'s Discover and Adopt program in October 2025 and both applications were successful.

The Discover and Adopt (D+A) program supports health care and community-based organizations in building their skills and receptivity to adopt innovation.

Since this past October, Yukon University and Copper Ridge Place have been working in close collaboration with CABHI to prepare for the implementation of the following two innovative research projects:

1. Enhancing clients/residents' opportunity for social engagement via the use of innovative motion-activated projection technology
2. Improving hydration in Long-Term Care via the use of interactive drinking cups

### Some details regarding the social engagement initiative

This specific project will be held in the memory care neighborhood (House CD and EF) at Copper Ridge Place. We will be piloting the OmiVista Mobii (see picture above); an award-winning interactive projection system specifically designed for people living with dementia and cognitive impairment. The Omi Projector is an interactive floor and wall projection system that brings calming visuals, gentle movement activities and playful scenes into residents' living spaces. It is designed to be intuitive, promoting joyful moments, and adaptable to the needs of everyone.

Over a 12-week observation and implementation period, care staff will introduce the Omi Projector into daily activities and note how residents respond; including mood, engagement and moments of connection. We are curious to learn which experiences residents enjoy most, and how this kind of technology can support and promote well-being of the residents in care.

Staff, residents and family members will be invited to share their experiences through short surveys before and after the pilot project. Observations will also be gathered by the care and research team throughout the project.

CENTRE FOR AGING + BRAIN HEALTH INNOVATION
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All participation is completely voluntary and confidential.

We look forward to the implementation phase of the projects (this summer) and sharing what we learn with the whole Copper Ridge Place and Continuing Care community.

## Some details regarding the hydration initiative

This project is being held in the intermediate/extended care neighborhood (House AB and HK) at Copper Ridge Place. We will explore simple, practical ways to help support better hydration for residents at Copper Ridge Place.

Over a 12-week period, staff and residents will have an opportunity to try out the "droplet reminder cup" (see picture below), which is providing a gentle reminder (with flashing lights and/or audible reminder) to drink fluids at regular intervals throughout the day.

We will be asking residents, family members, and care staff to complete brief surveys before and after the 12-week period. The surveys will help us understand how hydration habits, awareness, and comfort change over time and contribute to overall health.

**For more information**

Contact Dr. Nicole Matějčková at nmatejckova@yukonu.ca or Steve Fecteau at Steve.Fecteau@yukon.ca

## Cheers to community connections at Copper Ridge Place

*Article by Julia Wilson, Supervisor of Therapeutic Services, and Thayna Wasiliew, acting Manager of Therapeutic and Behavioural Care Services*









On a regular basis through group programming, individual discussions, and Resident and Family Council we connect with the residents to ensure their voices are heard and that they have the opportunity to suggest ideas for programming, special events and potential collaborations with our community. In particular, the Yukon Brewing Beer tasting events have been a favourite for many years. Whether it's during an Oktoberfest event, Rendezvous celebration, or St. Patrick's Day festivity, it is something that many residents request and look forward to on a yearly basis.

This past year, we supported intergenerational programs with local schools, organized various outings to the community (such as to watch the Yukon Native Hockey Tournament and Arctic Winter Games events), and hosted our annual Merry Mingle event for friends and family to celebrate the holiday season together with appetizers and mocktails.

Copper Ridge Place had a visit from Yukon Brewing in mid-February for an afternoon and it could not have been more of a success. One resident made a personalized sign for the occasion!  A representative of Yukon Brewing showed up with soft cheese and crackers and a selection of Yukon beers from the brewery that residents could taste.

These events often encourage storytelling, whether it's a memory cued by the taste of the beer, the social experience itself, or the artwork on the label. This year we discovered that one of the residents was an original model for Yukon Brewing's Arctic Red Amber Ale and was very excited to have them back for a beer tasting.

One resident asked if we could make beer tasting a monthly program. Perhaps not, but we will for sure do another one in the future. Residents always appreciate the integrated experience with a community organization and having new learning opportunities.

## The Continuing Care senior leadership team



**Cathy McNeil**
Assistant Deputy Minister
Continuing Care



**Brigitte Poirier**
a/Director
Care and Community




**Sheryl-Ann Wasson**
Director
Quality and Safety



**Janet Kalbfleisch**
Director,
Home Care



**Lauri Hill**
a/Director,
Finance, Supply Chain
and Administration



**Heather Bekar**
Director,
First Nations Services
and Relations

Yukon

# Connected in care

## Vision

Exceptional care, honouring your culture and traditions

## Mission

Together, we offer person-centred care that nurtures well-being

