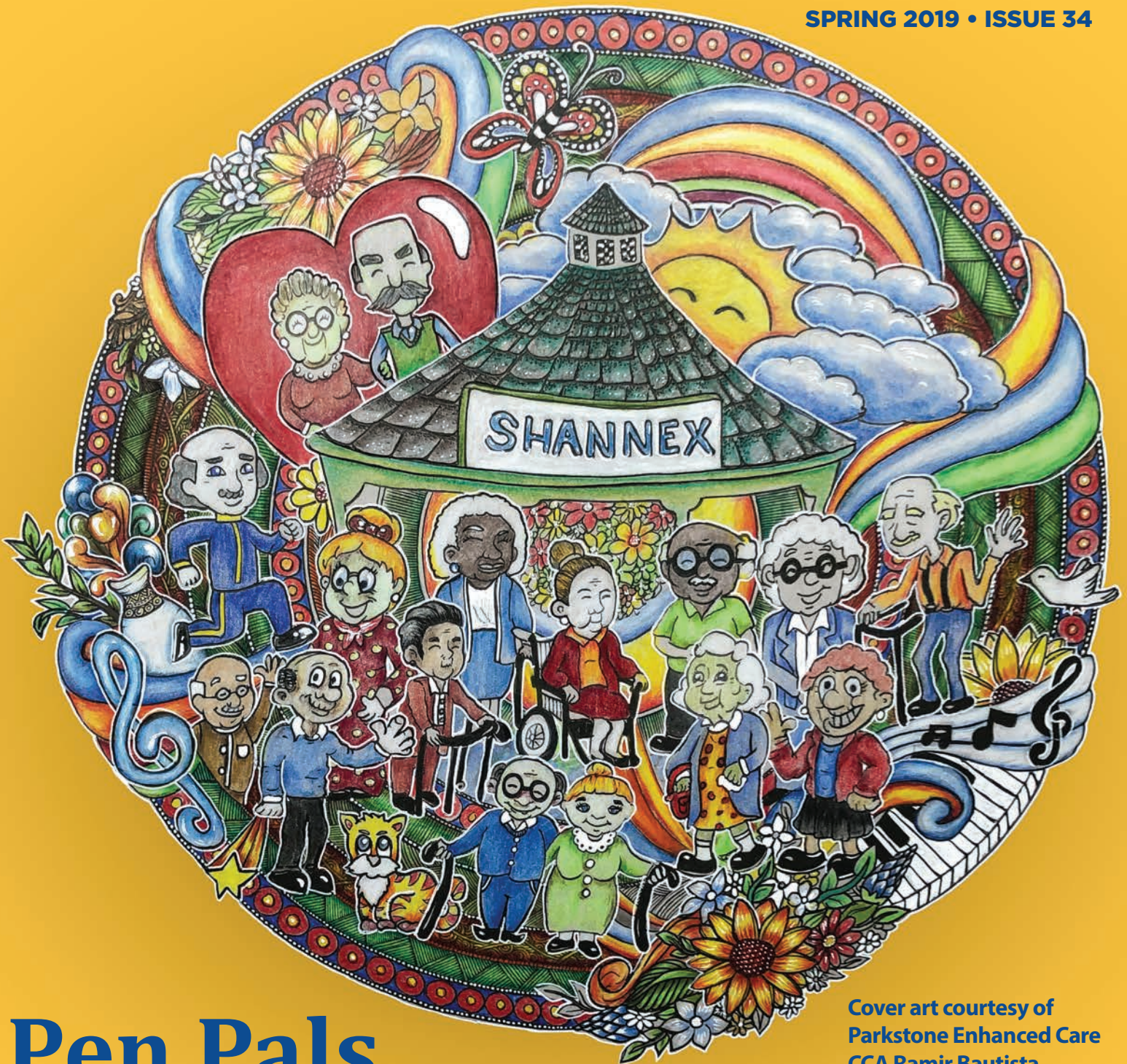


SHANNEX

# CONNECTIONS

SPRING 2019 • ISSUE 34



Cover art courtesy of  
Parkstone Enhanced Care  
CCA Ramir Bautista

## Pen Pals

Friendship at the Other End of the Pen

**PLUS:**

The Reality of Now • Clayton the Celebrity Bird • New Canada Food Guide

# Editor's Note

Katherine VanBuskirk

Every year, this issue of *Connections* comes with warmer weather, spring blooms and time outside enjoying fresh air and sunshine.



Each of our Shannex and Parkland communities boasts beautiful outdoor spaces, many of them anchored by a Gazebo like the one so beautifully illustrated on our cover. The artist, Ramir Bautista, is a CCA who works at Parkstone Enhanced Care. He was gracious enough to create a custom work of art for our front cover.

Ramir is not the only member of the Shannex family to make headlines lately. Read all about Clayton, a very special Parkland Clayton Park resident who has been getting a lot of attention (page 5).

In each issue I am struck by the number of submissions we receive describing activities taking place in every one of our communities. Check out our Snapshots section (page 17) for a sense of how busy life has been over the winter for residents and team members.

Speaking of busy, one day in January was especially eventful for the team at our Glenerin Inn in Mississauga, ON. The team demonstrated grace under pressure by making what could have been a scary situation for local teachers, students and their parents into an enjoyable day (page 16).

We know that our team members build strong connections with residents and their families. At Parkland Riverview, two employees, Conrad Boudreau and Lynda Auffrey, are being remembered in a very special way (page 7).

Although strengthening connections is something that happens every day in our communities, residents at Parkland at the Lakes and Parkland Antigonish are reaching out with a new Pen Pal program (page 9).

I hope you enjoy all of these stories and more. They certainly made me smile. Happy Spring!

## Culinary Corner

*Can't decide whether you want breakfast or dessert? Try a Maple Cake! It's like having pancakes, but without the sticky mess. A big thanks to our new Menu Development Chef Caitlin Kettley for the delicious idea!*

### Maple Cakes



#### Ingredients

3 oz butter, softened  
2/3 cup brown sugar  
2 1/2 tablespoons white sugar  
2 eggs  
1/2 cup maple syrup  
2 tablespoons milk  
1 2/3 cups all-purpose flour  
1 3/4 teaspoon baking powder  
Pinch of salt

#### Directions

Combine butter and both sugars in the bowl of an electric mixer and beat until light and creamy. Add eggs, one at a time, mixing well between additions. Add maple syrup and milk. Add in the dry ingredients and beat until smooth. Spray a 12-portion muffin tin with cooking spray. Divide cake batter equally and pour into the muffin tin. Bake for 20 minutes, checking with a toothpick to make sure that it comes out clean. Let the cakes cool in the pan for 5 minutes, then transfer to a cooling rack. Dust with icing sugar once fully cooled and serve with that last jar of strawberry freezer jam that has hopefully made it through the winter!

# SHANNEX

CARE  
AT HOME

Parkland  
RETIREMENT LIVING

FAUBOURG  
du Marcelet

ENHANCED CARE



*Connections* is a quarterly newsletter for Shannex employees, residents, volunteers, families and friends. It is developed by Shannex Communications. We welcome your feedback. Send comments to:

Katherine VanBuskirk, Director of Communications  
and Community Affairs

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[connections@shannex.com](mailto:connections@shannex.com)



The Shannex Resident and Family Advisory Committee is pictured from left to right: Gaynelle Wood (Parkland Fredericton resident), Paul Hiscock (Bissett Court family member), Dana Power (Shannex co-chair), Katherine VanBuskirk (Shannex co-chair), Naomi Black (Parkstone Enhanced Care resident), Anne MacQuarrie (Parkland at the Lakes resident), Marjorie Gardner (Maplestone Enhanced Care resident), Roxanne Burdett (Shannex co-chair). Absent: David Fraser (Parkland at the Gardens resident), Holly Seale (Parkland Saint John family member).

## — President's Message

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I am pleased to present you with the Spring issue of *Connections*.

This is an exciting time of year with a number of opportunities to recognize the *Great People* who, together, make our communities vibrant, warm and caring places to live and work.

During the month of April, we celebrate Volunteer Appreciation Week, a time for us to express our appreciation to the hundreds of volunteers who play a vital role in bringing joy and comfort to residents every day. From visiting residents with therapy pets to leading activities to supporting our team members, we could not accomplish all we do without their dedication.

I'd like to take a moment to personally recognize a special group of volunteers: our Resident and Family Advisory Committee. This committee was created two years ago to give voice to residents and families and formalize consultation with them on a variety of organizational initiatives. Since then, this dynamic group has driven real change in our organization. I am incredibly optimistic about the work yet to come as we continue to grow this meaningful partnership.

Our fourth annual Shannex Excellence Awards Gala takes place in May. On this evening, we will once again recognize outstanding leadership, excellence, long service and retirements. This year, as a result of resident and family requests, award nominations can be submitted by residents and families. It is a special day for everyone involved and something my father and I look forward to every year.

As our organization continues to grow, so does our commitment to being industry leaders. This May, we will participate in the Atlantic Immigration Summit in Halifax to talk about the substantial knowledge, ideas and energy new Canadians bring to our communities.

I am proud of the many ways we continue to work together to deliver on our vision of *Leading the Way to Better Living*. This spirit of collaboration unites our teams in providing exceptional care and service that truly places *Residents First*.

Jason Shannon  
President & COO

# Gratitude Takes Many Forms

One of the most rewarding parts of being an employee, resident or family member at Shannex is the relationships we establish. When residents pass away, everyone feels the loss.

When Graham Loughead, a resident of Debert Court, passed away in January, his family expressed their gratitude to Debert Court team members with a very thoughtful gift: personalized handkerchiefs with cross-stitched hummingbirds made by family members. These handkerchiefs, accompanied by photos of the family working on them and a description of the significance of hummingbirds, is a touching token of appreciation for the excellent care Graham received during his stay.

Debert Court team members are very grateful for these lovely gifts and for being able to make a difference in the lives of residents and their families.



## Team Spotlight

Amanda Banks, Recreation Coordinator



Amanda Banks is one of Shannex's many *Great People*. This is what she has to say about working at Parkland Fredericton.

*This September it will be nearly nine years since I started my full-time career with Parkland Fredericton. I had previously worked in retail, taken an aesthetics course in the evening, opened my own business and also did a bit of homecare. None of this made me feel important or that I had a purpose in life. I remember going into my interview with Shannex feeling so confident in myself. I needed this job not for the money but for a purpose. I needed this job to make a difference in people's lives. I chose Parkland because it was new and fresh. In the interview I remember saying, "I need this job; I will make a difference". I lost my mom to cancer when I was just 13 years old, and after her passing I never felt that same love again. My heart was bursting with all this love and no one to give it to. I needed this job; I needed to give all my residents love. I had so much love, more than enough to give. Here I am almost nine years later with my heart still full of love to give to my residents every day. I can honestly say I love my job. When I come to work it doesn't feel like work. I have a purpose and this is exactly where I am supposed to be.*

Thank you very much, Amanda, for being part of the Shannex family.

*"I have a purpose and this is exactly where I am supposed to be"*

# The Reality of Now

A few words from Parkland Saint John resident Ardeth Holmes

Ardeth Holmes was so moved by the welcome she received at Parkland Saint John that she wrote a heartfelt poem and shared some of the things she has learned since becoming part of the Parkland family.



## My Parkland Tour

*As we turned into the Campus on 40 Vitality Way,  
The buildings sat solidly on meticulously landscaped  
grounds.*

*The Canada Geese and I...  
Have much in common.*

*A lay-by to rest, and be nourished*

*For the next leg of our journey.*

*The outer doors opened...*

*And joy flowed out.*

*I stepped through the inner door where...*

*A waterfall reminded me of the ebb and flow of life.*

*We were greeted with welcome smiles.*

*And the tour began.*

*Wide hallways, lovely colours...*

*A movie theatre, a gathering place for concerts,*

*And a beautifully appointed dining room.*

*Attention to details creates both beauty*

*And a feeling of home.*

*Two weeks later I was ensconced in my own little nest.*

*What would this month bring for answers?*

*How would this space support me?*

*And life is not just about a roof over your head.*

*I found the heart of who I am.*

*My four passions in life enlivened...*

*People, the natural environment, the built  
environment,*

*And Creativity.*

From my time here with each of you I have learned that:

- Age IS just a number.
- Our mind and body may not function the way we want but the Spirit of who we are prevails.
- Community spirit is alive and well within Parkland, evidenced by the kindness shown to each other in words and deeds and, for this newcomer, a Welcome Mat drawing me into the fold.
- When life changes one can meet these changes with grace, making decisions that support one's needs of the day. As Parkland's mission states: "aging in place".
- Timing IS everything in making a move or change in life.
- I have been lonely trapped in my own home. Here? Cheerful greetings and interesting conversations as we share stories and drift in and out of each other's lives.
- With a new smaller one-floor home, I can recreate this new feeling of "aging in place".
- Being with each of you this month, I now have first-hand experience knowing that Parkland is my back-up plan as my needs change.
- The Spirit of who I am has been reawakened.

For all these gifts to me? Thank you.

The Parkland Staff has been an integral part of my experience too, from their smiling faces and cheerfulness to calling me by name (kudos for remembering) and simply being kind and helpful. The staff has reminded me of the benefits of asking for and perhaps having more help at home on a regular basis. Thank you.

I go home with new ideas for creating my best life in the reality of NOW, which means together we will have our best life.

- Ardeth Holmes

# Clayton the Celebrity Bird



Recently, an exotic visitor has caused quite a stir with residents of Parkland Clayton Park.

Last summer, a bird called a chukar landed near Parkland Clayton Park and decided to call it home. Residents and team members named him Clayton, and he is certainly one of the community's more unusual residents.

Clayton is a chukar, a kind of partridge native to the Middle East and Asia. Although it is unclear how he ended up on this side of the world, he is doing very well and enjoys sleeping on a second-floor window ledge and strolling around the property. Residents and team members, concerned that Clayton might not survive the winter, asked Hope for Wildlife to come and get him. Clayton, however, had other plans and has proven very hard to catch.

So, to make sure he stays warm and safe, Parkland Clayton Park installed a shelter for Clayton, but he hasn't quite taken to it yet.

Clayton has been a welcome addition to the Parkland family. Residents enjoy popping out to visit him or feed him birdseed, bread crumbs and his favourite, sunflower seeds.

Welcome to Parkland, Clayton!

# Keswick Quilters



The Keswick Quilting Club loves to give back to the community, so a few months ago they contacted Frederick Hall to let them know that the club wanted to make hand-quilted aprons for residents. A little while later, three of these amazing quilters arrived with 84 beautiful aprons and presented them to Amanda Banks, the Recreation Coordinator. According to Amanda, one of the best things about the aprons is that residents wear them with pride.

Thank you very much to the Keswick Quilting Club for thinking of the residents of Frederick Hall.

# National Volunteer Week

The second week of April is National Volunteer Week. To mark the occasion, we'd like to take a moment to recognize the incredible contributions of each and every volunteer who generously donates their time, energy and compassion to help residents live their best lives.

At Shannex, every week is volunteer week. Learn more about volunteering at Shannex by visiting [shannex.com/volunteers](http://shannex.com/volunteers).



# Construction Update

## Miramichi Nursing Home Project

We are very proud to announce that our residences in Miramichi now have names! To ensure that these names reflect the spirit of the area, we worked closely with future residents, team members and stakeholders to choose names that are meaningful for the community.

Introducing... **Losier Hall, Bridgeview Hall and Parkland on the River!**

**Parkland on the River** and **Bridgeview Hall**, located in Douglastown on the King George Highway, are moving ever closer to completion, and they're looking great.

Over in Chatham Head, **Losier Hall** is also moving right along. Some households are nearly complete and Main Street will be open for "business" before we know it!



Bridgeview Hall



Losier Hall

## Faubourg du Mascaret

Our Lifestyle Apartment building, Pavillon Gallant, will soon open its doors and we couldn't be more excited! Just a few more finishing touches and we'll be ready to welcome residents into their new home. And if you ever find yourself in the Moncton area, be sure to drop by and check out our model suite!



Model suite, Pavillon Gallant

## Parkland on Eglinton West

The excitement continues to build for Parkland on Eglinton West! On April 1<sup>st</sup> and 2<sup>nd</sup>, over 300 people attended information sessions held at the Islington Golf Course. With so many people interested in what Parkland has to offer, we already feel like we're part of our new Eglinton community.



Islington Golf Course

## Residents can now submit nominations for Caught You Being Great Awards!

The hard work and dedication our team brings to their work every day is, and always has been, something we take great pride in. That same hard work deserves recognition from the people it affects the most: residents and their families.

Residents and families can now submit their own nominations to our Caught You Being Great program, which recognizes team members for going above and beyond in providing care and service. Every time an employee is recognized, they receive a personalized nomination in the mail and earn points that can be redeemed for a variety of prizes. Residents and families can submit nominations by filling out a form available at our sites or on the [Shannex.com](http://Shannex.com) home page.

Whether you are a Shannex, Parkland, Faubourg or Care at Home team member, a resident or a family member of someone in one of our communities, we encourage you to fill out a nomination to recognize a team member who has gone above and beyond to make someone's day. That way, you get to make their day too!

caught  
you being  
great  
Award



# Remembering *Great People* at Parkland Riverview

Among the many wonderful team members Parkland Riverview has welcomed over the years, two are continuing to make their mark and be remembered even after cancer claimed their lives.

Conrad Boudreau, who was part of the Shannex family from 1997 to 2014, was perhaps best known for being Parkland Riverview's chauffeur extraordinaire. In honour of his memory, the site's lovely walking path was named Conrad's Trail and marked with a plaque.

Lynda Auffrey spent twenty years providing quality care to residents at Royal Court. Hired in 1998, she worked as a Client Services Assistant until her passing in 2018. Her memory is also honoured by a set of swings along Conrad's Trail and marked with a plaque.

Conrad and Lynda may no longer be with us, but they are still working together to enrich the lives of seniors at Parkland Riverview.



## Continuous Learning

Leading the way to better living means dedicating ourselves to continuous improvement, and the Shannex Centre for Excellence is one of the ways we bring these improvements to life. The Centre offers a variety of required and optional courses to help every team member meet safety expectations and provides opportunities to learn and grow in delivering the best care for residents.

In 2012, Shannex launched a new platform called Gazebo. At that time, we also introduced online courses to deliver annual compliance education. In 2018, based on feedback from employees, the Learning, Development and Compliance team undertook an extensive project to refresh course content and make it more interactive and engaging.

The new content and more interactive courses were launched on April 1<sup>st</sup>. Other than that, everything stays the same. Just sign in through Gazebo and visit the "My Knowledge Programs" tab.

We are looking forward to hearing about our team members' experience with the new courses!

## Shannex Leadership Training

Congratulations to the most recent group of employees to complete leadership training at the Shannex Centre for Excellence.

Achieving Excellence  
**Lenora Greer**  
*Caritas Residence*

Striving for Greatness  
**Brian Vautour**  
*Parkland Saint John*

**Kelsey McGibbon (Davison)**  
*Corporate Office*



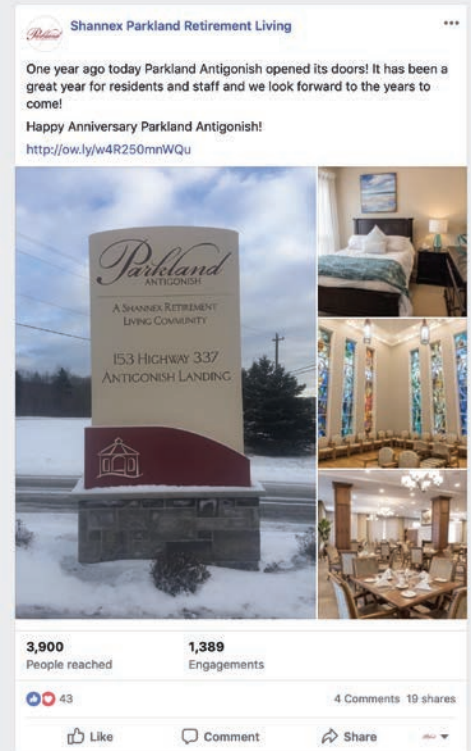
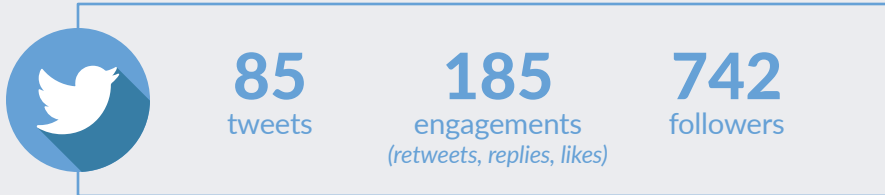
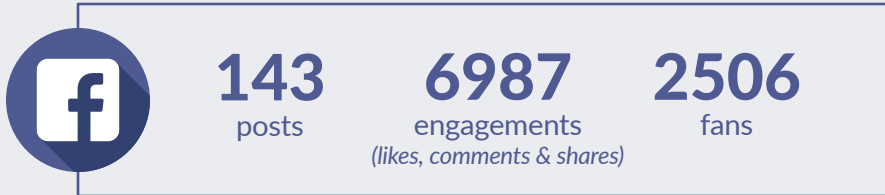


# Social Media Roundup

If you're on social media, you may have noticed that Shannex and Parkland have become quite active, and we would like to thank each and every one of you who has followed, liked, reacted, shared or commented on our posts on Facebook, Twitter and LinkedIn. Here are a few of our most popular posts this last quarter. Enjoy!

## Social media numbers

January 1 - March 31, 2019



Be part of the social media conversation! We're on Facebook, Twitter and LinkedIn, and we'd love to hear from you.

If you'd like to submit a story to Connections or for consideration as a social media post, please email us at [connections@shannex.com](mailto:connections@shannex.com)



# Pen Pals

## Friendship at the other end of the pen

Social interaction in all forms is a key element of wellness. At Parkland at the Lakes and Parkland Antigonish, residents can participate in a pen pal program that gives them the opportunity to get to know members of the Parkland family in another part of the province. Here's how Ann Clarke, Wellness Coach at Parkland at the Lakes, describes this inspiring program.

*Each day I see that residents are anxious for the mail carrier to arrive. On the one hand, they truly enjoy him and they have what can only be described as a "mutual fondness" for each other and, on the other hand, they are always eager to see what has been delivered. Gone are the days where you might look for a letter in the mail... that is, until now. Parkland at the Lakes has partnered with Parkland Antigonish to develop a Pen Pal Program.*

*The program is small and intimate, just the type of program that can be very attractive to people who shy away from larger groups or for those who enjoy a crowd and the close connections that can reveal themselves in a Pen Pal Program.*

*When Parkland at the Lakes went searching for a sister campus to participate in the program, they were thrilled to learn that Parkland Antigonish was eager to be at the receiving end. Although still in its early days, the Pen Pal Program has proven to be a great way to connect with others beyond the campus.*

*At Parkland at the Lakes, the small group gathers twice a month. They write letters at the first meeting and meet a second time to read the letters they have received. With permission from the writers, we sometimes share the letters with the group. This then turns into an opportunity to share stories and reminisce and the program extends beyond just writing a letter. The Pen Pal Program is all about connections and the residents delight in it. There is also participation between two of the Wellness Coaches as they exchange letters each month. All of us hope that the letter exchange and the developing relationships will continue for some time.*

*"When I was a kid, I had a neighbour who wrote to me every week. I couldn't wait for the mail to arrive each Tuesday when the letter would be delivered. I enjoy sending and receiving cards, letters and notes. I like the personal touch of caring enough to sit down and share experiences with family and friends. Pen Pals sounded like a great way to continue this. I have not been disappointed."*

Anne MacQuarrie (left)



*"I wanted to join Pen Pals because I like writing to other people. It has kept me in touch with old friends in England and other places where I have lived for a while. A letter is a way of having a "one-on-one" relationship where you share your interests. You learn a lot about your different lifestyles. You share the funny, the sad and the irritating things that happen in your lives. If you are lucky you develop a caring relationship."*

Jill McKee (right)

# Meet the Centenarians

When you're celebrating your hundredth birthday, you've got a lot of wisdom to share. Shannex is so very proud to benefit from the experience and knowledge of the many centenarians in our residences. Let's meet some of them.



**Charles Frost**, a resident of Jamieson Hall at Parkland at the Lakes, recently celebrated his 100<sup>th</sup> birthday with a party with friends and family. And cake, of course. Charles, pictured here with his wife Sheila and son James, was happy to see friends at his party that he hadn't seen in a while. In an interview with a local paper, he mentioned that his memory can surprise him: "How well you remember people you met a long time ago, even at the party. It comes back to you."

Charles believes in the power of positive thinking, and it shows. He met his third wife playing bridge and they were married when he was 94. He says that he enjoys his life at Parkland at the Lakes. "You get to know everyone in the building, so it makes it nice that way."

**Bill Slemmon**, a resident at Parkland on the Glen since March 2012, just turned 100. Bill loves to play pool, listen to music and sing. His favourite song is "Jesus Loves Me". His laughter is contagious and he enjoys making others smile, which is clear to see in these pictures from Canada Day and his birthday!



**Sister Mary MacIntyre**, a resident at Caritas, recently celebrated her 100<sup>th</sup> birthday. As a teacher, Sister Mary touched many lives, including two former students who came to help her celebrate. Sister Mary also received complimentary flowers from Dean's Flowers in Halifax, who are also celebrating their 100<sup>th</sup> birthday!



**Lila Shiers**, a resident of Bisset Court, turned 104 this March. She loves to listen to audio books, do the Chronicle's weekly Lexicon, visit with Bissett Court's pet therapy cat Char and spend time with her daughter Ann.



Happy birthday to Charles, Bill, Sister Mary, Lila and every resident celebrating 100 years (or more) this year!

# Flashlight Focus

Think about the tasks you perform in your role every day at Shannex. Now, think about what it would be like to do them in the dark. You're right, that's not a great idea, so imagine you have a flashlight. Where do you point the light? Do you look deep into the corners or do you focus it where it will do the most good, like on the floor in front of you?

Now let's take the same approach to safety. Is our flashlight pointed into the corners or at the places where it can do the most good?

At Shannex, almost half of workplace injuries happen while team members are repositioning or transferring residents. This means that our flashlights might not always be focused on the right thing!

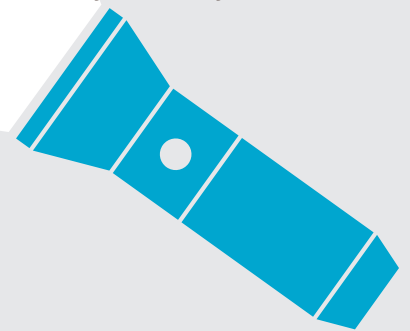
The most common workplace injuries involve our muscles and skeleton; they affect tendons, ligaments, joints and nerves. These are called musculoskeletal injuries (MSIs). By shining your safety flashlight on what you're doing as you reposition or transfer residents, you'll be better able to see:

- if you need to use lifting equipment;
- whether or not the sling is in the right place;
- whether the bed is made with slider sheets, if needed;
- if the transfer logo posted in the room requires that you get a co-worker to help you;
- if the care you're about to perform matches the resident's needs.

By focusing your flashlight on the part of your task that has the greatest impact on your health and safety, you're making things safer for everyone.

Workplace safety doesn't become any less important after you clock out. In fact, it's what and who you come home to at the end of the day that makes your safety so valuable.

## So where's your flashlight?



SHANNEX  
Safety & Wellness

## Employee Referral Program

As a Shannex employee, if you refer an external candidate for a full-time or part-time position with Shannex and they are hired, you will receive \$250. You will receive another \$250 once the new employee has successfully completed their probationary period. That's \$500 for finding more *Great People* just like you!

For more information about our current opportunities, visit [shannex.com/careers](http://shannex.com/careers).

If you are an employee who would like more information on the employee referral program, visit ShanNet, click on Team pages, then Human Resources, then click on Recruitment or contact Erinn Smeltzer, Manager, Talent Acquisition, at [esmeltzer@shannex.com](mailto:esmeltzer@shannex.com) or 902-406-8213.





Spotlight

## Melissa Cormier

Faubourg du Mascaret

In this issue of *Connections*, we would like to recognize Melissa Cormier, one of the many *Great People* at Faubourg du Mascaret's Pavillon LeBlanc. As part of the concierge team, Melissa lives our value of *Residents First* every day. She often goes above and beyond to handle every resident request that comes her way. She is also the first person visitors see when they come through the doors, a responsibility Melissa takes very seriously. She makes sure that that everyone who enters the community is greeted with a warm welcome and reassured that their loved one is receiving the highest quality of care and service.

When we asked Noella, Melissa's manager, about everything Melissa does for residents and families, she had this to say:

*She is kind, approachable and takes the time to know the residents on top of all her duties as a concierge. She doesn't think twice about helping out, even in emergency situations. Team members and residents appreciate her caring nature. Melissa is a friendly first impression at Pavillon LeBlanc.*

Thank you, Melissa, for being such a welcoming presence!



## Quality Improvement Plans

Our Quality Improvement Plans (QIPs) continue to move forward and create positive results. Most notably, we have made sustained progress around wound prevention and management. We have improved communication with residents and families and increased opportunities to seek their feedback. We continue to invest in our employees through internationally recognized training programs and have upgraded resources and technology in our communities. The new Electronic Healthcare Record (EHR) software currently being introduced at all of our nursing homes is more robust and will improve many aspects of resident care.

This year, **Parkland Truro** decided to focus on resident satisfaction and service excellence by looking at ways to improve upon current practices and procedures.

The residence's first QIP sought to proactively improve documentation as well as communication with residents and families. Not only did Parkland Truro meet all of its documentation audit targets, but it added two new audits as well. The team has also successfully implemented new wound care education, policies and procedures, including weekly risk management meetings and corrective action plans.

For employees, Parkland Truro provides regular service excellence training on responding to resident needs and accurate documentation. Staff engagement and communication are reinforced through a variety of activities, including an improved orientation and mentorship process. The Working to Well program has also been a success: there have been no new staff injury claims in the fourth quarter.

The goal of Parkland Truro's second QIP was to improve their restaurant-style dining service. Food Services staff worked with the production kitchen to examine food presentation, service excellence and much more. Suggestion cards and regular surveys were introduced. As a result, the team made a number of improvements, including using residents' favorite recipes and changing Food Committee meetings from quarterly to monthly. Food Services will also continue to work closely with the Harmony team to provide themed happy hour events, dinners, wine tastings and wine pairings on holidays and special occasions.

Many residences continue to make great strides in improving employee engagement and resident satisfaction. These are just a few examples of the great work being done by our *Great People*.

# New Canada Food Guide

New guide, same dedication to great nutrition

Food is a significant part of every person's daily life and Canada's Food Guide is an important resource for the *Great People* making delicious and nutritious meals for residents.

For the first time since 2007, Health Canada has released an updated version of Canada's Food Guide based on new research to help us make healthy eating part of all of our lives. It moves away from specific food groups and serving sizes to focus on a more simplified approach. It uses a plate to show that we should be eating plenty of fruits and vegetables, more whole grains and a variety of proteins. It also recommends choosing plant-based proteins like legumes, beans and tofu more often and includes lower fat milk, yogurt, cheese and leaner meats as protein choices. And, as we all already know, water is the drink of choice for healthy living!

One of the guide's other main recommendations is to take the time to enjoy food with others. This is particularly relevant for us because it highlights the importance of making our dining rooms pleasant home-like environments where residents can relax and enjoy their meals and food traditions.

In our spring and summer menu, we continue to offer a variety of foods and focus on the Food Guide's key messages. As always, we listen to resident feedback and suggestions through our weekly mealtime audits, site dining committees and annual survey. As Shannex dietitians, we are committed to promoting healthy eating and overall nutritional wellbeing so our residents can maintain their best quality of life.

- Lynn Hynes, Lead Dietitian



## BE PART OF CONNECTIONS

We love to feature organizations who, like us, work to improve the lives of seniors and caregivers. Want to reach over 8,000 people and share your message in *Connections*?

Email us at [connections@shannex.com](mailto:connections@shannex.com) to place an ad in our next issue!





## Preventing Falls For All

Preventing falls is an important part of staying healthy, especially as we age. Avoiding falls helps us stay independent and mobile longer. Here are a few key things to remember to prevent falls for yourself and others.

### Did you know?

- Falls are the most common type of injury for Canadian seniors.
- 1 in 3 seniors will experience at least one fall.
- 90% of hip fractures in seniors are the result of a fall.
- There are many things you can do to prevent falls.



### Tips to prevent falls:

- Maintain good health: eat well, exercise, get enough rest and take your medication as prescribed.
- Keep spaces tidy and well lit.
- Use mobility aids and equipment.
- Know and respect your limits.
- Ask for help.

If you would like more information on how to prevent falls, talk to a Shannex health care team member for a pamphlet with more detailed information or to access additional services that can help keep you on your feet.

# We make saving on insurance a walk in the park.



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# Resident Spotlight

Rolling through the community with Robert



Robert has been a resident of Parkstone Enhanced Care for 15 years. Recently, while having the base of his wheelchair replaced, Robert asked the technician how many kilometers he had put on his chair since he purchased it five and a half years ago. He was surprised to learn that he had covered a total of 16,240 kilometers, or about 3000 kilometers a year!

Robert goes out into the community every day that he can, even in the colder winter months. He is an avid collector of classic die-cast cars and can often be found at Value Village looking to add to his collection. He also visits the Superstore and Walmart on a regular basis and often meets his sister for dinner and a movie.

Robert describes his wheelchair as a lifeline to the community. Being able to get out and interact with the surrounding community is extremely important to him and provides him with autonomy and freedom. Robert wants to encourage everyone to think about the freedom and independence they have and not take it for granted! Excellent advice, Robert!

## 10 Years of Supporting the Alzheimer Society



**WALK FOR  
ALZHEIMER'S**  
MAKE MEMORIES  
MATTER™

Time to lace up your sneakers and join us in May to celebrate a decade of supporting the Alzheimer Society. Let's make our 10<sup>th</sup> year the best yet by again participating in the annual Walk for Alzheimer's.

Many of our residents, their families and our team members are deeply impacted by Alzheimer's disease and other forms of dementia. It is what makes supporting this cause, and event, so personal for our organization.

The event is fast approaching and registration is open for Shannex teams in Nova Scotia and New Brunswick. Shannex is a presenting sponsor of the walk in both provinces.

Registration only takes one click and it's free. By raising at least \$20 for the cause, you will receive a Shannex prize to help distinguish you as part of the Shannex A-Team on walk day. Even with our corporate donation, every little bit helps.

Thank you to team members and their families for making the past nine years such a success. We look forward to another great event this year!



Whether you're in Nova Scotia or New Brunswick, sign up at [alzheimer.ca](http://alzheimer.ca) for the walk nearest you. Here are the dates:

**Halifax and Sydney  
Sunday, May 5**

**Truro and Annapolis Valley  
Thursday, May 9**

**New Brunswick (multiple locations)  
Sunday, May 26**



# Glenerin Inn to the Rescue!

Liza Tracz had only been the General Manager of The Glenerin Inn for a short while when an expected event gave her and her team an opportunity to lend a hand to neighbours in need. When a local school was evacuated, The Glenerin Inn welcomed students and staff, gave them a warm place to gather and provided a meeting point for children to be picked up. All that and snacks, too! Now that's what we call being a good neighbour.



Before the school day started but after many children had arrived, there was a car fire in the parking lot of the Saint-Jean-Baptiste School, which is across the street from The Glenerin Inn. Buses were diverted and the school had to be evacuated, so students already there were walked across the

street to The Glenerin Inn! Over 150 little feet sure do make a mess on a snowy day, but we were happy to help. As our unexpected guests arrived, we provided water, bathrooms and space for some of the teachers to get treatment from paramedics. Thankfully everyone was fine.

The air quality at the school, however, remained unsafe. After a couple of hours waiting in the parking lot of the local mall, the diverted buses were also sent to the The Glenerin Inn where the children could be picked up. The new arrivals had to be separated from the children who had been exposed to the fumes of the fire – daycare in one room, older children in another! We made coffee, muffins and pizza for the teachers and prepared fruit and veggie platters for the students.

Despite leaving the door open for hours in minus 20-degree weather, it was a day that warmed our hearts! As we watched the little ones being picked up by concerned parents or helped older students take pretend pictures in front of the fire, we really felt that we were being the best neighbours we could be. Looking at the smiles in this picture, I think that the staff and students of Saint-Jean-Baptiste Catholic French School would agree!

- Lisa Tracz  
General Manager

## Have a Chat with Derek and Kristina



On March 20<sup>th</sup>, Derek Green, Vice President, New Brunswick, and Kristina Comuzzi, Marketing Manager, were guests on Rogers TV's Have a Chat to talk about Shannex and Parkland projects in Miramichi, New Brunswick. Everyone had a wonderful time and Derek and Kristina did an amazing job.

Congratulations to our superstars!

## The Joy of Senior Prom

Recently, the amazing team at Evan Hall, a memory care neighbourhood at Parkland Clayton Park, worked with a group of spectacular high school volunteers to create a very special experience for residents. At the inaugural Senior Prom on January 31<sup>st</sup>, residents, family and team members were treated to an evening of fun and happiness. It was so wonderful to be able to create the joyful feelings that are the focus of memory care.

Sometimes, invitations to Wellness activities are met with responses such as, "I can't do that anymore" or "I'm too old for that". On this very special night, however, there were no wall flowers. Every resident who was able danced the night away with our staff and volunteers. No one could have imagined such an overwhelmingly positive response to this event. Evan Hall was transformed into a group of smiling, jubilant people dancing and singing. And what an extraordinary sight that was.



# Spring in Snapshots

## Summer in January warms hearts

On January 24<sup>th</sup>, Parkland Riverview decided that the best way to deal with winter was to have a “Summer in January Happy Hour”. Many residents dressed in bright summer clothes to enjoy special lemonade, the sunny décor and lots of laughs!



## Pink Shirts for a kinder world

Parkland Saint John marked Pink Shirt Day by sporting lovely pink shirts to support the anti-bullying cause.

## Free massages make everyone smile

Parkland Fredericton residents love getting 20-minute massages from Eastern College Massage Therapy students. The students came in every Tuesday last January. What a treat!



## Roses, chocolate and song for Valentine's Day

Faubourg du Mascaret helped residents celebrate Valentine's Day with roses at lunch, chocolate fondue in the afternoon and musical guests The Edge at supper. Each resident also received a valentine and some chocolate. What a delicious day!

## Fundraising in Saint John

Residents and team members at Parkland Saint John make a point of contributing to the community in many ways, including participating in the New Brunswick Adoption Foundation Luncheon this winter. Here are Julia Besner, Pat Jones, Stephanie Kingston and Mia Cuenat enjoying the event.



## Love in the spotlight

Heidi Petracek from CTV interviewed residents at Parkland at the Gardens to talk about their life-long loves. The story aired on Valentine's Day, featuring Ann Black (pictured here) and two other couples sharing their secrets to lasting romance.

## Welcoming more Great People at Arborstone

This January, Arborstone Enhanced Care proudly welcomed a new group of *Great People* to the Shannex family. How wonderful to see so many smiling faces begin their journey of helping residents live their best lives.



## Spring flowers in winter

Even in the deepest winter, spring is never far away. This photo was taken at Parkland Clayton Park in January.



## Parkland Truro Art Show

There are so many artists and art lovers at Parkland Truro that they held their own art show. Artworks were displayed on the main floor near the dining room and residents and team members enjoyed them very much.



**New Canadians at Parkland Saint John**  
 Parkland Saint John is excited to welcome three new Canadians to its team of *Great People*: Mia Rontas, Joyce Bibal and Cecile Macaraig (left to right). Welcome to the family!



**Building project management skills**  
 In February, another group of Shannex team members honed their teamwork and project management skills at the Centre for Excellence. Looking good!



**Dancing away the winter blues**  
 There's nothing like a dance to get people moving and enjoying themselves! Debert Court held a Winter Ball complete with music, laughter and a photo booth!



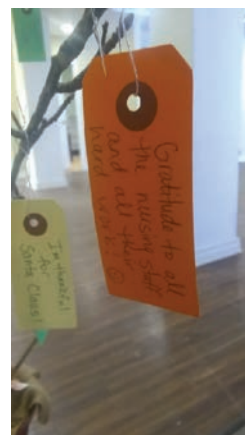
**Hand Bell Choir**  
 On January 22, The Bethany United Church Hand Bell Choir performed in the Garden Pavilion of Parkland Clayton Park. More than 100 residents enjoyed an evening of beautiful music dedicated to resident Jean Frederick, who had been a member of the choir for 35 years.

**Geoff Regan pays a visit**  
 In January, Geoff Regan, M.P. for Halifax West and Speaker of the House of Commons, joined some friends to provide an afternoon of music at Parkland Clayton Park. A large group of residents enjoyed singing along to some of their favourite songs and some even got to chat with Mr. Regan after the show.



**Painting with heart**  
 Maggie Bryden of Elk Court loves to paint. When someone asked her to try a Valentine's Day theme, this was the result! What a beautiful way to celebrate the love.

**Kindness Tree at Parkland Truro**  
 Parkland Truro decided to shine a light on the little things we're grateful for and the acts of kindness we encounter every day by creating a Kindness Tree. Residents and team members are invited to write something they're grateful for and hang it on the tree to create a lovely, colourful collection of kind thoughts.



Discover  
**New**  
**Beginnings**  
at Parkland



## My new beginning

*Spending time on myself, not housework.*

What could your new beginning look like at Parkland? Experience our exceptional service, chef-prepared meals, care and wellness programs and activities, all in beautiful accommodations that you'll be proud to call home.

**Discover your new beginning, with limited time savings now available.**  
Contact a Lifestyle Consultant to get started.



Inquire today about our **NEW CAA benefit incentive** for residents moving into Parkland!

*Parkland*<sup>TM</sup>  
RETIREMENT LIVING

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