

Shannex™

# CONNECTIONS

WINTER 2019 • ISSUE 37



## Tea Time at Parkland in the Valley

**PLUS:**

Festival of Trees · Remembrance Day · Continuing Care Month - "I Am A Caregiver"

## Editor's Note

### Katherine VanBuskirk

At the risk of invoking a cliché, it's the most wonderful time of the year! While the days get shorter and the mercury falls, friends and family come together to share a few laughs, make new memories and probably indulge in more tasty treats than usual, like the delicious fruitcake featured in our Culinary Corner!

The theme of people coming together runs throughout this issue of *Connections*. Whether it's Caritas Residence and Mount Saint Vincent University partnering to offer students volunteer opportunities (p. 4), residents, team members and friends organizing cat therapy visits at Parkland Clayton Park (p. 15) or everyone at Debert Court focusing on safety and going a full year without a single Workers' Compensation claim, working together is the way we do things.

Our passion for care is another recurring theme. Read all about how Shannex helped Remina Ayson realize her dream of working as a nurse in Canada (p. 6) and see how communities across Nova Scotia celebrated Continuing Care Month (p. 9-10).

I also invite you to reflect on Remembrance Day (p. 11), learn about Parkland on the Lakes' love of reading (p. 12) and Parkland Fredericton's love of gardening (p.13) and get to know our Lean Six Sigma Green Belt graduates (p. 14).

In a publication called *Connections* it is only fitting that so many of our stories are about just that: connecting. I wish you many meaningful moments with friends and family at this joyous time and throughout the year.

**On the cover:** L-R: Yvonne McAuley of Parkland in the Valley, Avery Saunders, Addison Saunders

## Culinary Corner

### Fruitcake, the Ultimate Holiday Treat!

Darrell Cooling, Executive Chef at Caritas Residence, made this dark fruitcake for the Mental Health Foundation of Nova Scotia's annual Festival of Trees event. Yum!

#### Ingredients

- 1 1/4 cups each: chopped dried prunes, chopped dates, golden raisins, dried black currants
- 1 1/2 cups dark raisins
- 3/4 cup butter
- 1 cup dark brown sugar
- 3/4 cup molasses
- 1/2 cup strong black coffee
- Zest and juice of 2 oranges
- 1 cup each: chopped candied cherries, candied citrus peel
- 1 1/2 cups toasted pecans, roughly chopped
- 2 tsp each: allspice, cinnamon, powdered ginger, nutmeg
- 1 tsp cloves
- 3 tbsp cocoa
- 3 eggs
- 1 1/3 cups all-purpose flour
- 1/2 cup ground almonds
- 1/2 tsp each: baking powder, baking soda

#### Instructions

1. In a large saucepan, melt butter over medium heat. Add raisins, dates, prunes, currants, brown sugar, molasses, spices, coffee, orange zest and juice.
2. Bring to a gentle boil and very slowly simmer for 10 minutes, then remove from heat and allow to cool for 30-45 minutes. Stir in beaten eggs.
3. Sift together flour, cocoa, baking powder, baking soda. Fold into wet mixture.
4. Add ground nuts and fold. Then fold in cherries, citrus peel and pecans. Pour into prepared baking pan.
5. Bake at 300°F for 1 1/2 to 2 hours in water bath. Cake should feel firm to the touch at the centre and a wooden toothpick inserted into the centre should come out clean. Cool the cake completely in the pan on a wire rack before removing.
6. Poke small holes in the top and bottom of the cake with a fork and pour on 2 oz of dark rum, whiskey or nut liqueur. Wait ten minutes, flip cake over and pour 2 more ounces on the bottom.
7. Optional: soak several layers of cheesecloth in alcohol and wrap around the cake, cover with several layers of plastic wrap and store in a COOL place. Mom would do this in September and repeat the process monthly until the holidays.



## Shannex™

Shannex  
CARE  
AT HOME

Parkland

FAUBOURG  
Communauté de retraités

Shannex™  
ENHANCED CARE



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

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Celebrating Debert Court's year without a Workers' Compensation claim are, L-R, back row: Craig Taylor, Maintenance Coordinator; Catherine MacPherson, Senior Vice President, Operations; Stephanie Miles, Regional Manager, Colchester/Cumberland; Louise Trotter, HR Director-Health, Wellness and Safety; Dana Power, Regional Director, Enhanced Care Operations NS; Vonn Manahan, Site Manager. Front row: Loretta Totten-Higgins, OTA/PTA; Donna MacIntosh, LPN; Holly Crowe, LPN; Bev McCulloch, CCA; Kelly Fraser, CCA.

## President's Message

It is always a pleasure for me to share the Winter issue of *Connections* with you. This is the ideal time of year to celebrate the season with residents, families and our team at the countless holiday parties happening across our communities. It's also a time to reflect on what we've learned and look ahead to what the new year will bring.

As 2019 draws to a close, I am grateful for the way team members at every level of the organization came together to consistently provide compassionate care and service to residents with a focus on our vision of leading the way to better living. In my travels across the company, I feel our employees truly understand the important responsibility they have to residents and consider this fundamental to their professional journey and reason for being here.

The spirit of working together came to life this year through a number of important achievements that have created improvements in how we serve residents and their families. I recently had the honour of attending a graduation ceremony for Shannex team members who completed their Lean Six Sigma Green Belt Certification. Lean Six Sigma is a continuous improvement methodology designed to provide system and operations improvements through data analysis and team engagement. All of these projects were exceptionally well done and truly focused on making life better for residents and our team members. I am excited about this initiative and want to congratulate our first graduating class, who are recognized by name and location

within this edition of *Connections*! As leaders, you are very important to strengthening our culture of quality improvement.

I also want to acknowledge the team at Debert Court for achieving a remarkable outcome: a full year with no Workers' Compensation claims. In my 20 years of being at Shannex, I know how rare this is and what kind of effort is needed to make it happen. I am incredibly proud of all of these team members. This means that "everyone can go home to their family safely" because no employees were injured as a result of their work. Congratulations!

In closing, I wish you and yours a peaceful and wonderful holiday season full of joy and laughter with loved ones.

Jason

## Happy Holidays!

We wish every member of our extended Shannex, Parkland and Faubourg communities peace, health and happiness at this festive time and throughout the year to come.



Shannex Home Office in Halifax is decorated with this lovely hand-painted silk Holiday Tree created by artist Holly Carr. It was recently obtained at the Mental Health Foundation of Nova Scotia's annual Festival of Trees.

## Meet the Centenarians

It is so inspiring to see the smiling faces of the many centenarians in our communities. Happy birthday, Fran, Audrey, Millicent, Mary and each and every Shannex, Parkland and Faubourg resident who has reached this impressive milestone!



This October, **Stella "Fran" Forman**, a resident of Debert Court, celebrated her 100<sup>th</sup> birthday with family and friends. We wish you the happiest of birthdays, Fran!

It's not often that you get 300 years' worth of wisdom sitting at the same table. Best wishes to Parkland Saint John residents **Audrey Gunter, Millicent Flemming and Mary Richards** on their 100<sup>th</sup>, 99<sup>th</sup> and 101<sup>st</sup> birthdays, respectively. We hope you enjoyed the party luncheon decorated with teddy bears and balloons!

## Development Update

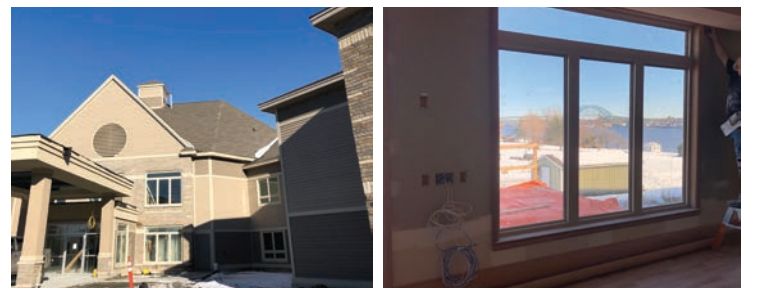
### Parkland on Eglinton West

Parkland on Eglinton West is getting ready to open its presentation centre and model suites early in the new year. We are particularly excited about the presentation centre, which includes touchscreen technology that allows you to locate each suite within the building, see the view from every suite and experience our amenity spaces, features and finishes. Stay tuned for our next issue of *Connections* for photos of our beautiful model suites!



### Bridgeview Hall

Now that Losier Hall is open, it's all eyes on Bridgeview Hall in Miramichi! Opening on April 1<sup>st</sup>, 2020, our newest nursing home will be welcoming 81 residents and many team members from Miramichi Senior Citizens Home with the same warmth and excitement demonstrated at Losier Hall this fall. We're looking forward to it!



# Caritas and Mount Saint Vincent University

## The Best of Neighbours

Kendra Dawe, Wellness Coordinator at Caritas, is a great example of how a little bit of enthusiasm can make a big difference. When she heard that Mount Saint Vincent University (MSVU) was looking for volunteer opportunities for their students in the Co-Curricular Record (CCR) program, Kendra reached out and has since helped to established a wonderful partnership with MSVU! Keep reading to get the story in her own words.

*I came in contact with MSVU when Wendy Wang, Co-Curricular Record (CCR) Project Officer with Mount Saint Vincent University Career Services, reached out seeking activities and opportunities for MSVU students to become involved with Caritas in a volunteer capacity.*

*As a Dalhousie University alum, I remember partaking in the CCR program myself as a student and can appreciate the off-campus professional development opportunities it presents. I could also foresee the benefits it would have for residents and was immediately eager to embark on this partnership.*

*I soon spoke with Wendy, who explained the process of partnering with Co-Curricular Record, and I shared the volunteer opportunities available at Caritas. We were able to continue this discussion to create a profile for Caritas Residence and have a volunteer position posted for students to view.*

*I also took it upon myself to register for their annual volunteer fair held this fall. We had close to 20 students indicate interest in a volunteer position with Caritas.*

Thank you very much to Kendra and everyone involved in this partnership!



L-R: Angela MacAdam, Wellness Coach, Parkland at the Gardens; Selena Parent, Recreation Volunteer Coordinator, Arborstone Enhanced Care; Kendra Dawe, Wellness Coordinator, Caritas Residence

# Shannex Leadership Training

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

Achieving Excellence

**Letitia McMurray**  
Regional Quality of Life  
Manager, Dartmouth

**Jennie Lutz-Burns**  
General Manager,  
Caritas Residence

**Ricardo Garcia**  
Site Manager, Cedarstone  
Enhanced Care

Striving for Greatness

**Vonn Manahan**  
Site Manager, Debert Court

**Dionne Nockles**  
Allied Health Services  
Manager, Cedarstone  
Enhanced Care



# Parkland on the Glen

## Readers' Choice Diamond Award Winner!

This November, Parkland on the Glen received the 2019 Readers' Choice Diamond Award for Best Retirement Community in Mississauga by the readers of *Mississauga News*. For the past eight years, Parkland on the Glen has been honoured to be recognized as one of the top three retirement communities in Mississauga. Our most sincere thanks to the teams, residents and family members that make Parkland on the Glen such a great community.



L-R: Grace Miksa, Lifestyle Consultant; Victoria Cain, General Manager; Gautam Sharma, Director of Star Metroland Media

## Debert Court Celebrates One Year of Safety and Wellness Excellence!

How do you know you have a great workplace safety culture? You feel it! When we feel like “we’re in it together,” everyone takes ownership of health and safety issues.

And that means everyone! Whatever your position, role or responsibilities, when health and safety is a priority, hazardous situations are corrected and unsafe acts are identified or anticipated before any harm is done.

So why is it important to make the effort to value and improve health and safety? That’s what we asked the team at Debert Court as they celebrated one year without any Workers’ Compensation Claims.

Eric DeSilva, RN, told us that safety is extremely important because it keeps everyone in an optimum state of health. “Caring about safety ensures that our residents and team alike are without potential hazards which can adversely affect their health and wellbeing”. Weewana Sprague, CCA, noted that a “workplace without injury is a happy and safe environment”.

The culture at Debert Court has blossomed under the leadership of Vonn Manahan, Site Manager, who believes that “our safety is important for everyone; someone is waiting for us back home”.

Vonn ensures that the team’s health and wellbeing are a priority at Debert Court, a value that is shared by the whole team. Celebrating an entire year with no WCB claims is only one of the many positive outcomes of focusing on health and safety. The real success is actively caring about one another’s wellbeing as we transform our work environment to create the best place for our team members and residents. According to Craig Taylor, Maintenance Coordinator, it means “everyone can go home to their family safely”.



L-R: Nova Scotia Community College CCA Students Shafawn Towsey, Hailey Frizzel, Cindy McIntyre



L-R: Cassandra Dash, Administrative Coordinator; Donna MacIntosh, LPN; Holly Crowe, LPN; Loretta Totten-Higgins, OTA/PTA



Vonn Manahan, Site Manager, Debert Court



Stephanie Miles, Regional Manager, Colchester/Cumberland

# Team Member Spotlight

## Remina Ayson: A New Canadian with a Passion for Healthcare



Levona Staples, LPN, and Remina Ayson, RN

For the last few years, the Human Resources team has been hard at work helping professionals from outside of Canada advance their careers at Shannex. We recently sat down with Remina Ayson, RN at Cedarstone Enhanced Care, to talk about what brought her into the Shannex family. Here's what she had to say.

### Q. First, tell us a little bit about yourself.

A. I am Remina Ayson. I came from the Philippines to Canada in April 2017 as a student at Niagara College to study post-graduate gerontology. I became a Registered Nurse in 2006 in the Philippines, where I worked in the OR, Emergency and Occupational Health. I started working abroad in 2009 in Saudi Arabia.

### Q. Why did you choose to work in healthcare?

A. I chose healthcare because I have a passion for helping people. When I was young, I helped my mom take care of my siblings when they were sick. And growing up I wanted other people to be aware of their health, because I believe that health is wealth. I also realized that I would have better opportunities if I took nursing in college. It's my dream to work abroad and explore the world, so I chose nursing. I'm living my dream right now.

### Q. Why did you choose Shannex?

A. I can say that working at Shannex was destiny. In 2018, I was in Ontario, my visa was about to expire and I thought I was out of options. I attended a job fair in Toronto because I had heard a lot about the Atlantic Immigration Pilot Program (AIPP) and didn't want to move without a plan. I did a lot of research and attended the job fair, where I met a Shannex team member. She gave me the information I needed to check the Shannex website, where I found a permanent full-time job offer. I applied to Shannex locations in Nova Scotia and Wayne White [Talent Acquisition Consultant] called me. In two weeks, I had moved to Nova Scotia and met the most welcoming and accommodating community.

### Q. What did Shannex do to help you move your career forward in Canada?

A. Shannex really does care about their employees and makes sure that you're on the right track. They are very willing to prepare all the documents that you need.

### Q. What would you like people to know about the immigration process and how companies can help healthcare workers make the move to Canada?

A. The immigration process in Canada is actually awesome. As long as you know what you need to do, it's easy. I read a lot about the immigration pathway on Canada's Immigration and Citizenship website to make sure that my credentials and experience would lead to a successful permanent residency application. And with the help of Shannex and their knowledgeable Immigration Consultant, Emma Flynn, I received my approval quickly and smoothly. Other companies can help other healthcare workers by opening more job opportunities in Canada or abroad. I really appreciate the AIPP program because of the connection between the employer and the applicant, meaning the job is secured because the employer processes your application.

***"I'm living my dream right now."***

### Q. Anything else you'd like to add?

A. I appreciate Shannex's help in achieving my goal of becoming a permanent resident and having a permanent full-time job at the same time. I could not ask for more, since my family will be arriving in Canada next year. Thank you so much.



Resident Faye Porrior and Remina Ayson

# Social Media Roundup

Social media has become such an integral part of our lives over the last few years that it's easy to forget how amazing it is to be able to share stories with so many people inside and outside of our communities. With just a few clicks, we can share an endless variety of anecdotes, pictures and videos of the incredible things that happen in our communities every day and recognize the residents,

families, team members and volunteers who make Shannex, Parkland and Faubourg residences into the welcoming homes they are.

Here are some of our most popular posts from the last few months. Enjoy!



**Parkland Retirement Living & Lifestyle Residences**  
October 31 · 🌐

Congratulations to our team of fearless Superheroes in General Accounting/Payroll on winning the Home Office costume contest. Their design even included a haunted hallway. It was a tight race and a great showing from all team members today! #Shannex #ExperienceParkland



**Parkland Retirement Living & Lifestyle Residences**  
October 1 · 🌐

Elsie teaching team members how to knit at Parkland Riverview's Monarch Hall.



**Shannex**  
October 1 · 🌐

A huge thank you to the students from King Street Elementary for these beautiful welcome home cards for residents of Losier Hall. We love being part of this community and can't wait to welcome our residents home on October 1st!  
#Shannex <http://ow.ly/McX950wtXSr>



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).







## Antibiotics Affect Everyone

We all know that antibiotics are great for fighting bacterial infections, but did you know that using them inappropriately is actually harmful for our communities?

In Canada, more than 30 percent of prescribed antibiotics are not necessary. And because bacteria are smart, each time they are exposed to antibiotics they learn how to fight back. As a result, antibiotics that used to work are no longer effective against certain bacteria. This is called antibiotic resistance, and it's a growing problem. (Infection Prevention and Control Canada, 2019)

### How can you help?

- Do not take antibiotics for viral infections such as the common cold or flu (unless your doctor prescribes them for something else).
- Talk to your doctor to decide whether antibiotics are the best choice for you.
- When you are prescribed antibiotics, take all of them according to your doctor's instructions, even if you feel better before you finish them.
- Bring leftover antibiotics and old prescriptions to the pharmacy so they can dispose of them for you. Do not put them in the regular garbage or down the sink.

Visit <https://antibioticwise.ca/> for more tips on the appropriate use of antibiotics.

## What is polypharmacy and why is it important?

Polypharmacy is the technical term for when a person is taking more than five medications at a time. This is important because the more medications a person takes, the higher the risk for errors like mixing up medications, missing doses or experiencing unwanted interactions. Polypharmacy is more likely when a person has more than one prescriber or also uses over-the-counter medications or herbal supplements.

### Tips for safe medication use:

- Bring a complete list of all medications you take, including over-the-counter products and herbal supplements, every time you visit a doctor.
- Know why you are taking each medication and what to expect from it, including side effects and symptom relief.
- If you experience any side effects or new symptoms, tell the doctor.
- At least once a year, ask your doctor to review your medications to see if you should still be taking them.
- Do not stop taking any medications without consulting your doctor. Stopping at the wrong time can have negative health consequences.

## Festival of Trees

### Another Wonderful Holiday Event!

Once again this year, Shannex was very proud to sponsor the Mental Health Foundation of Nova Scotia's signature Holiday happening, the 2019 Festival of Trees. Residents and team members thoroughly enjoyed the luncheon event and silent auction. Delicious, breathtaking cakes and treats were provided by our Parkland communities as well as our Production Kitchen. We can't wait for next year! As always, a very lovely event and a very worthy cause.



Created by Matt Vanderheide, Parkland at the Lakes



Created by Mandy Wingert, Parkland at the Gardens



Created by Laura Vienneau, Production Kitchen



Created by Rodney Cole, Parkland Clayton Park

# Continuing Care Month

## I Am A Caregiver

In October, Nova Scotia celebrated Continuing Care Month, a time to recognize the efforts of the many caring and dedicated people who make a positive difference in the lives of Nova Scotians of all ages. Senior's Day (October 1) and CCA Week (October 13-19) are also marked at this time.

Continuing Care Month is an initiative of our Trusted Partners at Health Association Nova Scotia (HANS). This year, as part of our participation, we developed our own Shannex theme to recognize those who play a role in our continuing care communities. The theme, "I am a Caregiver," captures the role our Great People play in creating vibrant communities where residents feel at home, comfortable and safe.



Clockwise from left: WeeWana Sprague, CCA; Cindy Spencer, CCA; Stephanie Miles, Regional Manager, Colchester/Cumberland; Roda Elliott, CCA; Jeneva Wilson, resident



Celtic Court CCA Mike Long



Vimy Court CCAs Holly Rafuse and Stacey MacFarlane



Vimy Court Caregiver appreciation board

We also built on our celebrations by providing each one of our Nova Scotia Nursing Homes with extra resources to organize special events and encouraging everyone to use the “I am a Caregiver” theme to express what they love about being a caregiver.

Here is a small sample of the wonderful activities that took place in our homes across the province. Thank you to every caregiver in every one of our communities for everything you do.



Back row, L-R: Team members Marilee Ritchie, Jessica Stronge, Susan Taylor, Scott Smith. Front row, L-R: Residents Della Cox, Mary Sperry, Faye Porrior at Cedarstone Enhanced Care



L-R: CCAs Rupert, Mark, Ann, Cherry at Parkland at the Lakes



Florence Powell, Utility Worker; James Ball, Kitchen Manager, at Harbourstone



Blomidon Court resident Mary Pratt with her artwork



Blomidon Court resident Arlette Davis



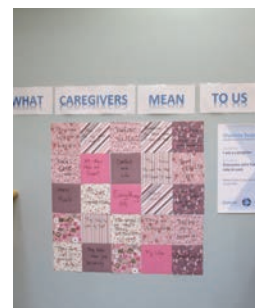
Blomidon Court resident David Whitlaw and daughter Patricia Whitlaw



L-R: Marc Katryk, Hospitality Manager; Vince Neville, Regional Facilities Manager; Nick Jones, Hospitality Coordinator; Kyle Richardson, Regional Manager, Sydney EC, at Harbourstone



Blomidon Court



Cedarstone Enhanced Care Caregiver appreciation wall

# Remembering Those Who Fought and Those Who Fell

Shannex, Parkland and Faubourg communities are home to many former members of the armed forces, and many of our residences hold special events to recognize their work and their sacrifice. Here are just a few of the many commemorative events that took place across the organization.

## Parkland on the Glen

In honour of Remembrance Day, residents were treated to a special breakfast and prepared a beautiful Dedication Area decorated with hand-made poppies and photos. A touching tribute.



## Governor Hall, Parkland Fredericton

At a well-attended event, 98-year-old World War II veteran Hazen Boulter laid a wreath to honour members of our armed forces.



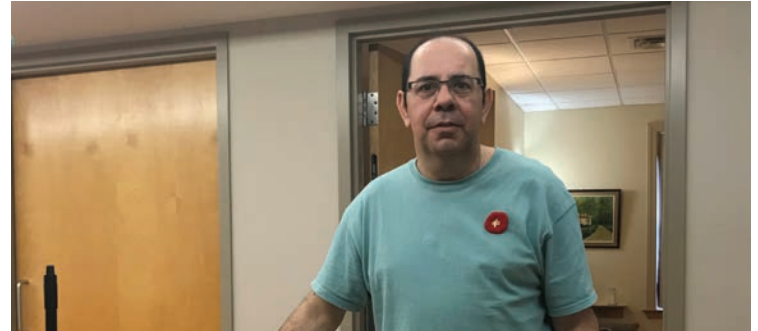
## Caritas Residence

Residents and team members at Caritas created a commemorative display table to honour those who served our country.



## Harbourstone Enhanced Care

To mark Remembrance Day, a team member and resident were kind enough to talk to us about what being in the military has meant to them.



**John Spooney**, who works in support services at Harbourstone Enhance Care, served in the military for 16 years. He joined the armed forces to be part of a team and to become a better leader. A member of team Shannex for the past 17 years, he says that one of the things that motivated him work with Shannex was to feel like part of a team again. John takes great pride in his work and believes that his years in service help him provide great care.



**Michael Fitzgerald**, age 96, is a resident of Harbourstone Enhanced Care. After enlisting at 19 years old, he was sent to England for training. According to Mike, when World War II started it was such a scramble that you just did what you were told to do, including cooking, cleaning, digging trenches and caring for the wounded. After the war, Mike eventually took a job with the Steel Plant in Sydney. He belongs to the Branch 12 Legion and is very proud to have served our country. Mike looks forward to Remembrance Day services as a way to pay his respects to fallen friends and reconnect with other Legion members.

## Resident Spotlight

### Russell Kaye, WWII Veteran



Russell Kaye has lived at Parkland Riverview in New Brunswick since April of 2017. This fall, he was profiled in a Moncton magazine for seniors called *PrimeTime*, where he talked about his experience of World War II and what it was like to visit Juno Beach on the 75<sup>th</sup> anniversary of the Normandy Landings, also

known as D-Day. Here are a few excerpts from the article written by Margaret Patricia Eaton and published in the Fall 2019 issue of *PrimeTime*.

*"I turned 18 on the ninth of February in 1942 and I joined up on the eleventh," says Russell Kaye, recalling that "life was dull" on the River Glade farm, "and war seemed like a chance for adventure"*

*We're sitting in Kaye's [Parkland] Riverview apartment as he recalls the invasion of Normandy on June 6, 1944, and his recent return to the 10 km stretch, code-named Juno Beach, for the first time in 75 years.*

Talking about that fateful day, Russell continues:

*"Anyone looking at it would say it was chaos, but actually it was organized chaos and the plan worked. We were hoping it would, but we didn't know what would happen. You just do the best you can. If I had put one foot to the right or one to the left, I might not be sitting here talking to you."*

Kaye was discharged in Fredericton in 1946, where he met and married Eleanor Dixon, before re-joining the army for 25 years, serving in Korea as a peacekeeper.

*"I'm glad I went back," he says of his recent trip to France, sponsored by the Wounded Warriors Group. He visited war cemeteries and attended the 75<sup>th</sup> anniversary ceremonies at Juno Beach as the only still-living member of the 12<sup>th</sup> Field Artillery.*

*"When I went to that cemetery in Dieppe... there are over 1000 buried there... I stood looking at those graves and thought to myself, all those kids, 19, 20, 21 years old... there were thousands of them. What a waste! Here's all those families that never were. I said I'm a lucky dog."*

We would like to thank Russell, and every veteran living in a Shannex, Parkland or Faubourg community, for your brave service and sacrifice.

## "Word on the Street" at Parkland at the Lakes

We have many passionate readers in our communities, and Parkland on the Lakes (PAL) celebrated the joy of reading in a big way this fall! Here is the story of PAL's very own "Word on the Street", as told by Wellness Coach Ann Clarke.

*At Parkland at the Lakes we have many avid readers so we thought we'd celebrate with Parkland at the Lakes' first "Word on the Street". It was a week filled with all things literary and provided ample opportunity to talk books. Chapters set up a pop-up bookstore and Woodlawn Branch, Halifax Regional Library, set up a pop-up library for residents to sign up for a library card and learn about what the library provides. CELA, the Centre for Equitable Library Access, presented about their services and resources for people with print disabilities.*

*Local author Bruce Nunn gave a reading from his published work, Nova Scotia Stories with a Twist. Residents also had their own Nova Scotian stories to tell! A reading group from PAL was especially happy to meet Bruce, as they were in the midst of reading one of his books. They were first to purchase his publications, have them signed and get a photo.*

*We also had a "Book Chat" for residents to swap stories about their favorite reads and built a feature wall where residents, family, guests and team members filled out a card about their favourite books. One afternoon residents participated in a book swap.*

*The week ended with a trip to the Halifax Central Library. By all accounts, it was a week that, like all good stories, bears repeating.*



Irma MacDonald, Chandra Nigam and Saroj Nigam atop the Halifax Central Library.



Feature wall where people stopped to read about what their friends and neighbours were reading.



Author Bruce Nunn with reading group participants Margaret Teasdale, Jean Powers, Loyce Brennan, Muriel MacLean, Anne MacQuarry, Ada McIntosh and Lois Smith.

# Steps to Gardening Keeps Things Growing

There are so many benefits to gardening. This summer, Parkland Fredericton launched a new initiative called “Steps to Gardening.” Thank you very much to Wellness Coach Shelley Langmaid for talking to us about the project.

Last summer we started a “Steps to Gardening” group to get us all outside and moving and learn how to garden. It became an opportunity for our seasoned gardeners to mentor those who had never gardened before.

The garden has brought physical and social wellness. Residents from Governor, Regent and Brunswick Halls all work together. Even non-gardening members watch over the garden.

Some residents have won many gardening prizes in the past. Our gardening leader, Merle Sharpe, won first prize in the Queen’s County Fair in 2006 for the most vegetables and our founding member, Tommy Jellinek, has already recruited new resident members for the spring of 2020! The gardening group has also decided to work through the winter by planting a terrarium.

We took a trip to Scott’s Nursery in Fredericton in late November for a presentation on tropical plants, a tour, warm apple cider and cookies. Parkland residents and our chauffer Jim enjoyed the rows upon rows of beautiful Christmas poinsettias. We are now ready to grow tropical plants until the spring!

There has been great conversation and storytelling around the garden. Friendships have blossomed. I feel very privileged to be a part of it. The resident garden at Parkland Fredericton is the perfect landscape to engage in the day!



L-R: Amanda Foy, Scott’s Nursery; residents Marjorie Reed, Merle Sharpe, Tommy Jellinek, David Morris; Jim Pike, Parkland Chauffer



Merle Sharpe



Residents Marjorie Reed and Merle Sharpe

# We Love Halloween!

Before we all get buried in tinsel and wrapping paper, let’s take a moment to look back on the spooky events and amazing costumes people in our Shannex, Parkland and Faubourg communities created for Halloween this year!



Parkland on the Glen



Arborstone Enhanced Care



Caritas Residence



Parkland in the Valley



Faubourg du Mascaret



Parkland Saint John



Home Office

# QIP Update

## Green Belt Graduation Day!

2019 has been a big year for quality improvement at Shannex. Six months ago, we launched our first-ever Lean Six Sigma (LSS) Green Belt Certification class, and they just graduated!

Eleven candidates completed the program by applying LSS tools and methodology to implement improvements to a process relevant to their area of expertise. Every one of these projects has produced tangible results, and many have created cost savings as well.

On November 22<sup>nd</sup>, Green Belt graduates presented their projects in poster form in the atrium at Home Office. All morning, the building was abuzz with the excitement and success of these initiatives.

Later that afternoon, during the graduation ceremony, Jason Shannon presented each graduate with a certificate and a green belt with their name embroidered on it and said a few words about their achievements.

It was a great day to celebrate some *Great People!*



Back row, L-R: Robin Lyttle; Elizabeth McNamara; Kendall Younker. Second row, L-R: Angela Collett; Mitali Sharan; Elliot Kavanaugh; Renée Donovan-Gray. Front row, L-R: Jason Shannon, President and COO; Kyle Richardson, Britteny Greenan; Kim Davis; Allana Labban-Affonso; Kathleen Norman, Senior Director, Strategic Planning, Risk and Quality; Alejandro Ocampo, Manager, Project Services

## 2019 Cohort and Projects:

Nursing Home Referral Process

**Angela Collett**

*Site Manager, Maplestone Enhanced Care*

Sustainable Service Model at Concorde Hall

**Kim Davis**

*Client Services Manager*

Resident Meal Temperatures

**Renée Donovan-Gray**

*General Manager, Parkland at the Lakes*

Continuous Design Improvement Process

**Britteny Greenan**

*Construction Operations Manager*

Converting Subjective Survey Reporting into Actionable Insights

**Elliot Kavanaugh**

*Manager of Employee Engagement*

Ancillary Care Revenue Cycle

**Allana Labban-Affonso**

*Finance Manager*

Parkstone Nursing and Incontinence Inventory

**Robin Lyttle**

*Purchasing Agent*

Policy to Practice

**Elizabeth McNamara**

*Project Specialist*

Resident Bathing Initiative

**Kyle Richardson**

*Regional Manager, Sydney Enhanced Care*

Inventory Control Process - Labour Hours

**Mitali Sharan**

*Support Services Manager*

Finance Process Improvements

**Kendall Younker**

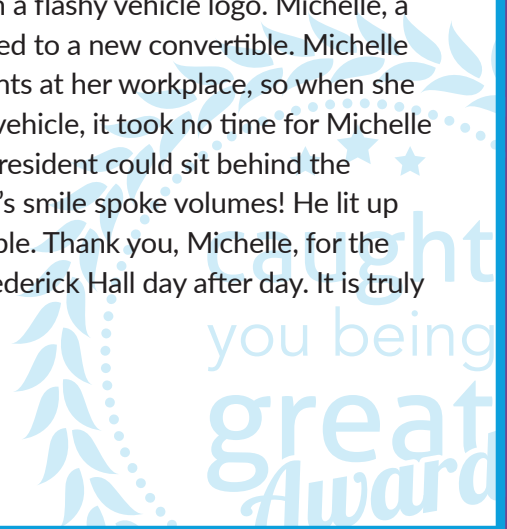
*Finance Compliance Analyst*

**Congratulations to all of our graduates!**



Fred Wood of Frederick Hall, Parkland Fredericton, who appreciates a great "set of wheels". Throughout his entire adult life, he maintained beautiful vehicles. Even today, his place setting at the table is marked with a flashy vehicle logo. Michelle, a dedicated CCA, and her husband recently upgraded to a new convertible. Michelle is always thinking about the welfare of the residents at her workplace, so when she and her husband started the engine of their new vehicle, it took no time for Michelle to plan an excursion to Frederick Hall so that the resident could sit behind the wheel. Despite having difficulty with words, Fred's smile spoke volumes! He lit up like never before upon seeing Michelle's convertible. Thank you, Michelle, for the thoughtfulness that you show the residents at Frederick Hall day after day. It is truly a pleasure to work with you!

Nominated Employee: Michelle Lloyd  
Nominating Employee: Shelly Robichaud



## Cat Therapy is the Cat's Meow at Parkland Clayton Park

Pets are an important part of our lives and pet therapy is known to have beneficial effects for people of all ages. This is a story about cat therapy visits at Parkland Clayton Park, as told by Bradford Hall resident Joan Mara.

*I became a resident at Bradford Hall in 2015. I really missed having a cat. I approached Amanda Brown, Director of Wellness, and asked about having cats come visit the residents. Being a cat lover, Amanda was all for it. Amanda got permission and I called my veterinarian friend, Dr. Hugh Chisholm, who knew just who to ask: Cindy Murphy and her cat Potter! Then Cindy and friends brought Potter to my apartment for an "audition" so a few team members could come up to meet him. Everyone was impressed at how "chill" he was. After the visit, Cindy contacted her friend Karen McGrattan, who volunteered to bring her cat Tabitha. Both Potter and Tabitha are rescue cats.*

*In early April, we had the first visit of Potter and Tabitha. Along with the residents were Wellness Coach Sally Robertson, Cindy Murphy, Karen McGrattan, Hugh Chisholm, Kathy Chisholm and me, Joan Mara. Residents were overjoyed to watch, pet and hold the cats, who were very friendly. A third cat, Blaze, owned by Brittany Bourgeois, joined Potter and Tabitha at Cat Therapy in early May. It was a great evening. There were so many residents and team members to spoil the three cats.*

*Cat therapy has been a very positive experience for many people. Many residents share memories of their own cats. For example, a resident who seldom attended activities would come and sit for some time telling us about a cat she had who would jump on her father's head and stay there. When her cat passed, her father, a minister, dug a grave in the backyard and held a service for the neighbourhood children. She used to remember all of this every time she drove past her former home.*

*There was also the gentleman who had recently lost his wife and then came to live at Parkland. Unfortunately, he could not bring his adored cat. He would come and sit and be with the cats.*

*Then, one night, Sally brought her sweet little dog, Roo, and it was love at first sight! Roo loved the cats and the cats loved Roo. Over time, Sally, a dog lover, became a cat lover, too.*

*As a result of these Cat Therapy nights, Potter visits me every Thursday afternoon! Thank you, Cindy and Joe.*

Thank you, Joan, for sharing this wonderful story with us.



L-R: Cindy Murphy, resident Joan Mara and Potter the cat



## Great Connections

It has been six months since we launched Great Connections, an initiative to share stories about the wonderful people that make up our communities and the extraordinary things they do. We couldn't be happier with the results. Great Connections has quickly become much more than a collection of inspiring stories; it has become a way of thinking about what we do, about our approach to long term care and about our vision for the future.

The success of Great Connections has inspired us to launch a very special program: Great Connections Holiday! While many connect with friends and family in places we call home, some residents may not have loved ones to share in these special times. As part of our Shannex, Parkland and Faubourg families, we want to do our best to spread cheer and make everyone's day a little more merry and bright during the holidays.

Through Great Connections Holiday, team members and the public can write special holiday messages for residents. In its inaugural year, approximately 2000 messages were delivered to brighten residents' days! Thank you to each and every person who took the time to spread a little holiday joy.



## Tell us your Great Connections story!

**Residents and family members:** submit your story and photo by email to [connections@shannex.com](mailto:connections@shannex.com).

**Team members:** submit your story using the Caught You Being Great system on ShanNet. Click the "I would like to submit this story to Great Connections" button in the Caught You Being Great nomination form. Please send photos to [connections@shannex.com](mailto:connections@shannex.com).

Here are a few recent highlights from the Great Connections page. Enjoy!



### Celebrating fall, celebrating community

October 18<sup>th</sup>, 2019

Fall is full of wonderful things: beautiful colours, turkey dinners, kids in Halloween costumes, pumpkin pie and so much more. Many of these things bring people together, and bringing people together is what turns a dinner or a pumpkin-carving contest into a Great Connection.

Northumberland Hall in Amherst, Nova Scotia, celebrated the arrival of fall by inviting the community to join residents and team members for an afternoon of entertainment and refreshments. It was a very eventful day indeed. Not only did they welcome a new Regional Manager, Stephanie Miles, and new team members from India and the Philippines, there was dancing and singing too. Thank you very much to the team members who performed and to Music Therapist Emily Frizzell for leading residents in song.

Events like these are an essential part of why Shannex communities are home to so many Great Connections.



### A moment of reflection: A father's story

November 9<sup>th</sup>, 2019

Military service runs through the veins of a family in the Colchester/Cumberland region. Harold McNutt, a WWII veteran and father of seven, has instilled a sense of duty and honour not only in military service, but in giving back to your own community through volunteerism. Two of Harold's sons have served in the Canadian Armed Forces, one as a Peacekeeper, and his daughter Karen Lomond married a man who was enrolled in the military. His two grandsons were also involved in Cadets in their youth, which makes him very proud.

Harold, we are certainly honoured to share your story through the eyes of your daughter Karen, who works as a registered nurse at Debert Court, and want to thank you for your service to our country and your community.

<https://youtu.be/K-f7eAbdcuY>

Read more Great Connections online at:  
[shannex.com/greatconnections](https://shannex.com/greatconnections)

# Snapshots

## UNB Kinesiology gets Frederick Hall moving

The University of New Brunswick Kinesiology Department teamed up with Frederick Hall to host a popular sit and stand program. Frederick Hall threw a goodbye party for the students and residents to say thanks!



## Thank you, Nurse Practitioners!

November 10<sup>th</sup> to 16<sup>th</sup> was National Nurse Practitioner Week. Cheri Lynch, an NP at Losier Hall, is just one of our many Great People! We want to thank Cheri and all of her colleagues for your dedication.

## Caritas Fall Family Fun Day

Hatfield Farm set up a petting zoo at Caritas! Many residents, team members and families came out to enjoy Family Fun Day.

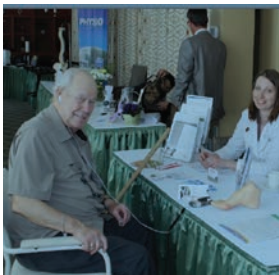


## Celtic Court knows that “Somebody Cares”

Keith Mullins created a musical tribute to first responders and healthcare workers called “Somebody Cares.” The song is based on a Cape Breton nurse’s true story. Celtic Court was proud to take part – our community appears in the background of the video!

## Lending a hand in Truro

The Colchester/Cumberland regional management team decided to lend a hand to the Truro Outreach Society. They were quick to do whatever needed to be done. Now that’s what we call community spirit!



## Keeping seniors healthy at Parkland Riverview

Parkland Riverview’s Royal Court hosted a public Senior Health Day with information booths and information sessions by ServUs Health and Canadian Mental Health Association of NB. It was a great opportunity for the Riverview community to see what Parkland is all about.

## Flu shots for everyone

Getting your flu shot is very important. That’s why our communities offer flu shot clinics. These are some of the smiling faces that greeted people getting their flu shot at Cedarstone Enhanced Care this fall.



## A special thank you for Canterbury Hall

Parkland Riverview’s Canterbury Hall received a very special thank you from a resident’s family. The poster with hand-written messages now hangs proudly in the staff room and serves as a great reminder of why we do what we do.



## A star shines at Parkland in the Valley

Parkland in the Valley hosted a Hollywood legend, Ed Asner, of The Mary Tyler Moore Show! Thank you to Mr. Asner for a wonderful visit with residents and to the Imperial Theatre. It’s not every day that a Hollywood legend stops by!





### Hockey, the great Canadian wellness activity

Harbourstone played Celtic Court in an exhibition game as part of their wellness month celebrations in October. Let's hope we don't lose any of our amazing team members to the NHL!

### A holiday classic at Faubourg du Mascaret

The Academy of Classical Ballet & Modern Dances held a very special rehearsal of The Nutcracker at Faubourg du Mascaret this November. The Katimavik Room was filled to the brim with excited residents. Thank you very much to everyone involved!



### New Brunswick seniors really know how to enjoy a festival

What happens when you combine over 600 seniors with bingo and live music? An awesome party! Parkland Saint John and Parkland in the Valley sponsored the very successful "Seniors Fall Fest" in Saint John.

### Men of deep kindness

Residents of Arborstone Enhanced Care experienced some old-fashioned Cape Breton kindness from Men of the Deeps. They met with group member George before the performance and were treated to stories and pins featuring shovels and pickaxes.



### A gorgeous fall outing

Debert Court residents went on a scenic bus trip to Wentworth Valley to take in the beauty of fall and enjoy a picnic lunch. Thank you to all the team members and volunteers who make trips like this possible.

### Upward and onward with Parkland on the Glen

On November 2<sup>nd</sup>, the Parkland on the Glen (POG) Steppers conquered the CN Tower's 1,776 steps! The climb in support of the United Way raised over \$1,000. Thank you to every Parkland community member who participated in this important local fundraising event. Way to go!



### Tiny feathered friends at Arborstone

Last spring, Arborstone Enhanced Care hosted a mother bird and her babies. Momma bird took residence in a balcony flower box outside the 3<sup>rd</sup> floor and residents enjoyed watching them daily as the babies grew and later joined mom in flight towards a new home.





Wishing you the joy of family,  
the gift of friends and the best of  
everything in 2020.



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