

Shannex™

# CONNECTIONS

SPECIAL EDITION

ISSUE 38



**BETTER TOGETHER**

This issue of *Connections* belongs to: \_\_\_\_\_

# Our Response to COVID-19

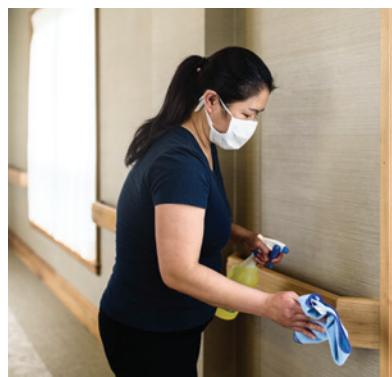
As the COVID-19 global pandemic progressed from a distant possibility to a concrete reality, we established the following principles to guide every one of our decisions:

- 1. Health and well-being first:** The comprehensive health and well-being of our residents and employees is always our first priority.
- 2. Minimizing risk for residents and staff:** We adopt the strictest interpretation of public health directives to protect residents and team members. When directives or guidelines conflict, we err on the side of caution. We do this while also balancing the risk of transmission of COVID-19 with the cognitive, emotional and physical risks of pandemic restrictions on residents.
- 3. Evidence-based decision-making:** Because what we know about managing the spread of COVID-19 changes rapidly, we rely on the best available evidence from public health authorities, emerging research and experiential evidence from our 30-year history of providing care to residents in long term care and retirement living.
- 4. Proactive and forward thinking:** We strive to be ahead of the curve on decisions and planning that best serve both residents and employees.

We are proud of how we have navigated this difficult time; reacted quickly and effectively; kept residents, families and team members informed; and continued to nourish the personal connections that keep a community together. This is largely because of our commitment to these principles.



*Jason Shannon, President and COO, at one of many pandemic meetings.*



*Extra cleaning protocols were immediately implemented to protect our communities.*

## A NOTE ABOUT COVID-19 PRECAUTIONS

This issue contains images from before the pandemic and at a variety of times since it began.

Current COVID-19 precautions, including physical distancing and PPE, may not have been in place when some photos were taken.

Thank you for understanding.



*Jason Shannon, President and COO of Shannex, visited Teanna Hilliston outside the Parkstone Enhanced Care Designated Care Area (DCA) in Halifax, where she was working on her birthday.*

# President's Message

**JASON SHANNON**

In early 2020, we started hearing about a new virus that would quickly change our daily lives. We soon learned that the novel coronavirus, or COVID-19, is especially dangerous for seniors and this meant we would all need to work together to protect and support our communities.

This special issue of Connections is dedicated to every person who has supported us during our COVID-19 journey so far. It celebrates stories of strength, resilience and teamwork from an unprecedented time when team members, residents and families came together in a spirit of community to make the best of some very challenging circumstances. Circumstances we continue to face today.

Our sole purpose has always been to protect residents and team members in our communities. We rely on the expertise of internal and external partners and base our decisions on information from provincial Public Health bodies, the World Health Organization and the Public Health Agency of Canada. We are also fortunate to have our own Infection Control Specialist and Occupational Health teams, for whose leadership and depth of knowledge we are extremely grateful.

I want to express my personal gratitude to our team members who have gone above and beyond in supportive roles and on the front lines to keep residents safe and well. Without your responsiveness and dedication, we could not have accomplished what we have so far. With your ongoing support, we feel prepared for the future.

It is said that adversity does not build character, it reveals it. And while we saw many examples of this in the past few months, I want to recognize Catherine MacPherson, our Senior Vice President, Operations for her exceptional leadership during our organizational response to this pandemic. She has been directly leading the pandemic team since the earliest days and she has instilled a sense of urgency and confidence in all those around her during the most trying times.

As we continue to fight this virus, we must remember the important role we each play in supporting and protecting each other. We are still in this together.



# A Special Issue of *Connections*

*Gaynelle and Fred Wood, who live in different parts of Frederick Hall, having a physically distanced visit.*

## TRIBUTE TO ESSENTIAL WORKERS

Words cannot express the depth of our gratitude for the tireless dedication and courage of essential workers who care for our most vulnerable, make sure we have food on our tables and keep us safe.

Thank you.

## IN MEMORIAM

For all those who suffered from or succumbed to COVID-19, our hearts go out to you and your loved ones.

## Editor's Note

**KATHERINE VANBUSKIRK**

It has been our privilege to collect and share the stories in this issue. You will read about our hardest decisions and our most heartwarming moments. You will meet some of the many Great People who came to work everyday to protect residents. You will also meet residents and families who demonstrated resilience in the face of the most challenging of times.

Since the beginning of our response to COVID-19, we have been committed to sharing information with our communities as openly as possible because we believe that together, we are better. And while, we have all certainly experienced a very difficult time, there have also been moments of beauty which we have captured in the following pages as well.

This is just part of our story.

**BRIGHT  
SPOTS**

Enjoy heartwarming connections throughout this issue. We call these "Bright Spots" created to share moments during the pandemic.



*The Pandemic Response Team met every day. L-R: Louise Trotter, HR Director, Health, Wellness and Safety; Katherine VanBuskirk, Director of Communications and Community Affairs; Kiersten Amos, General Counsel.*



Physical distancing?  
No problem.  
Arborstone held a hallway jam session for residents to keep the music rolling.

## Superstar Spotlight

### LISA SNODGRASS, DIRECTOR, CLINICAL PRACTICE

Lisa Snodgrass, BN, RN, CIC, is Shannex's Director, Clinical Practice. Having achieved this internationally recognized standard of competence in the infection prevention and control field, Lisa is especially well placed to help guide our organization through the challenges of responding to a global pandemic.

The CIC® credential is administered by the Canadian Board of Infection Control and Epidemiology, which identifies healthcare professionals who have shown a mastery of knowledge in infection prevention and control. Her certification is recognized by professional associations in infection control and is also accredited through the National Commission for Certifying Agencies.

The depth of Lisa's knowledge in the field of infection prevention and control and her dedication to sharing that expertise as we continue to move through the pandemic have been invaluable. She is always there to provide insight into best practices, answer the hard questions and help make difficult decisions.

We are so very fortunate to have such a committed, knowledgeable person on our team during a time when infection prevention and control have become household words. Thank you, Lisa, for everything you have done and continue to do to keep our communities safe.



*Lisa Snodgrass, Director, Clinical Practice.*

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# Protecting Our Communities

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*Isabelle Landry, Senior Communications Manager, practicing physical distancing.*

## The Hardest Decision

### CLOSING OUR DOORS TO KEEP RESIDENTS SAFE

The more we learn about COVID-19, the more mysterious it seems. In the beginning, one of the few things we knew for sure was that it is especially dangerous for seniors and other vulnerable people. That's why we had to act quickly to protect our communities.

Even though this is a new virus, infection control has always been an essential part of protecting residents.

**“We had a pandemic plan. We’ve always had one. Outbreaks happen every year. So we actually are very good and used to managing outbreaks and containing them. Team members know what they’re looking at to keep the residents and themselves safe.”**

**— LISA SNODGRASS, DIRECTOR, CLINICAL PRACTICE**

But this outbreak was different, and everyone was ready and willing to do their part. Our team knew the pandemic plan and was ready to take action.

We knew that the best way to protect residents was to close our doors to all visitors. Instead of welcoming friends and family into our communities with open arms, we would have to limit access and keep people apart because it was the best way to keep everyone as safe as possible. It was a hard decision.

**“And yet. We just said ‘our doors are now shut’. So no residents leaving, no residents coming in and no family and loved ones.”**

**— GRETA DRAPEAU, GENERAL MANAGER, PARKLAND SAINT JOHN**

**“I was glad that visitation had stopped. Even though I knew it was difficult to not see my Mom on a regular basis, that was a relief. I just felt that the less people going in reduced the chances of COVID-19 entering into the residence.”**

**— PENNEY MERRITHEW, FAMILY MEMBER OF PARKLAND IN THE VALLEY RESIDENT**

Taking early action has become one of the defining characteristics of our response to COVID-19. Not only has it helped us face the harsh reality of the pandemic, but it has also helped maintain the confidence of residents, families and team members in our ability to face what was to come.

As the pandemic has progressed, restrictions on visits have changed. It may be a while before we really get back to normal, but until then, we are committed to helping residents and families see each other however and whenever current restrictions allow. We will always do our best to find safe ways for residents and visitors to stay connected.

# The Importance of Communication

## KEEPING THE CONVERSATION GOING

When things are changing every day, as they were for the first several weeks of the pandemic, getting the right information to the right people at the right time was crucial. We wanted to be sure that our teams, residents and family members always had the information they needed when they needed it.

To do this, seven days a week for several months, the 40-plus member pandemic team met by videoconference every morning to give and receive local and national updates, make decisions for both individual communities and the entire organization, discuss potential scenarios, confirm how residents were doing and make sure everyone from nurses to housekeepers had the support they needed.

“We would look first at all 4,300 residents. How many and in what buildings might we have individuals who were undergoing COVID-19 tests that day?

So same information on the employee side. How many staff did we have in the building? Does every site across the organization have support? We wanted everyone to be focused on our residents and our employees. The message we gave to them was, ‘every day, you’re going to get all of the information that you need to run your site.’ A huge volume of information very quickly across 4,500 employees.”

– CATHERINE MACPHERSON, SENIOR VICE PRESIDENT, OPERATIONS

How we could best keep residents and families informed was a daily consideration. The pandemic may be the result of a virus, but we understood very early on that effective communication is perhaps the most important short-term strategy for weathering the storm.

“And it wasn’t just COVID-19-related. It was what the residents were doing. And that was really important.”

– JOAN GALLANT, FAMILY MEMBER OF RESIDENT AT CEDARSTONE ENHANCED CARE IN TRURO

“They have emailed at least weekly throughout this, and updated family members constantly about the protocols that they developed, obviously after reading the science and listening to the experts.”

– CATHERINE COLLINS, FAMILY MEMBER OF RESIDENT AT PARKLAND AT THE GARDENS IN HALIFAX



*Lucy O'Donnell, Housekeeper at Parkland Truro*

## A Word of Gratitude

Closing our doors to visitors is something we never thought we would have to do. Bringing residents and families together in a place where everyone feels like family is who we are, and the decision to keep everyone apart as much as possible was new territory.

“This has been a really difficult time for everybody all over the world. It would have been a lot more difficult if Parkland had not reacted so quickly, shut down so quickly, and then started to think about what to do next. And that took a lot of the worry out of the whole situation. The most difficult thing for me has been trying to find a balance for keeping your loved ones safe and keeping your loved ones happy. Parkland has managed to achieve a balance.”

— CATHERINE COLLINS, FAMILY MEMBER OF RESIDENT AT PARKLAND AT THE GARDENS IN HALIFAX



*Heather Beaudoin, Health and Wellness Manager.*

## Superstar Spotlight

### HEATHER BEAUDOIN, HEALTH AND WELLNESS MANAGER

Heather Beaudoin leads a team of Occupational Health Nurses and abilities professionals focused on supporting the mental, physical and psychological well-being of our employees. During the COVID-19 pandemic, Heather's team has been deeply involved in keeping employees safe and informed in constantly changing circumstances.

For several months now, Heather has been focused on protecting team members from COVID-19, which is especially difficult given the newness of the virus and how quickly monitoring and intervention strategies change. We are so fortunate to have such a knowledgeable person on our team to provide the guidance we need.

Screening team members is a key infection control strategy. Since advance screening began in March, Heather and her team have screened, supported and provided education to well over 1,000 employees, while also staying up to date with the latest information. It hasn't always been easy keeping up with all those phone calls and emails, but it is rewarding.

Making sure employees are safe and supported is always Heather's primary goal. "Nothing is more rewarding than helping someone and making a difference in their day", she says.

Thank you to the entire Occupational Health team for everything you've done and continue to do as we navigate the COVID-19 pandemic. We thank you, Heather, for your compassion and leadership in these unusual times.





Heather Long-Smith, receptionist at Parkland Saint John, takes a team member's temperature.



Jessica Mananghaya, Registered Practical Nurse, Parkland on the Glen in Mississauga.

# Supporting the Front Line

## OUR OCCUPATIONAL HEALTH TEAM IN ACTION

From the beginning, we knew we had to do everything we could to prevent COVID-19 from entering our communities. Two of the most important strategies we adopted were advance screening and contact tracing, both successfully implemented thanks to the superb skills and tireless dedication of our entire Occupational Health team.

The goal of our advance screening procedure is to get every person who comes through the door to answer questions about potential exposure to the virus, have their temperature taken and sanitize their hands. Depending on their answers, some team members are instructed to contact their supervisor and the Occupational Health team.

During the first few months of the pandemic, Public Health issued new directives almost daily. Keeping up to date on the latest developments was a top priority for our Occupational Health team, who answered countless questions every day.

The Occupational Health team also led, and continues to lead, contact tracing.

“When we had a case of COVID-19, our Occupational Health team was able to do contact tracing. We were very quickly able to cast that net around where we might need to put additional precautions in place to keep our employees and our residents safe. Very quickly, immediately isolating every resident on that neighbourhood. Any employees who have any doubt that they may have come in contact, they’re going home, and with precautions. And we wouldn’t have been able to do that if we didn’t have the Occupational Health team that we had.”

– CATHERINE MACPHERSON, SENIOR VICE PRESIDENT, OPERATIONS

We would also like to thank Lindsay Fenton, Safety Specialist, whose support to the Occupational Health team during the pandemic is greatly appreciated.

### A VERY SPECIAL THANK YOU TO THE ENTIRE OCCUPATIONAL HEALTH TEAM!

**Lisa Martin**, Occupational Health Nurse  
**Robyn Richards**, Abilities Specialist  
**Crystal MacCaul**, Abilities Specialist  
**Amanda Whalen**, Occupational Health Nurse

**Fern Weatherby**, Abilities Specialist  
**Courtney Richardson**, Occupational Health Nurse  
And welcome to **Bev Kelemen**, Abilities Specialist, who just joined us in September.



*Teodora Calaras, Administrative Support, Parkland on the Glen in Mississauga.*



*Adam Graham, Occupational Therapy Assistant/Physiotherapy Assistant, Vimy Court in Truro.*

## Masking Up

### PPE IN THE SPOTLIGHT

Our teams use personal protective equipment (PPE) everyday, but as COVID-19 spread, suddenly it was on everyone's mind. Where were we going to get it? What kind did we need? How will people feel about wearing masks all day? How will residents react?

But first, of course, we needed to make sure we had enough PPE to keep team members and residents safe.

**“Every day was a wild chase. Trying to find out where in Canada, where in the United States, where in China we were going to find the next order to ensure that we never ran out and our staff was protected.”**

**— JASON SHANNON, PRESIDENT AND COO**

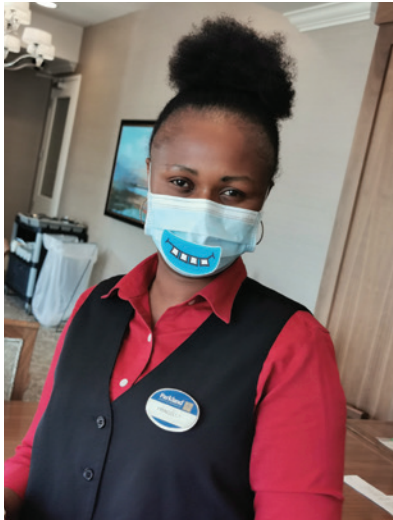
Thanks to the constant efforts of our corporate procurement team, led by Purchasing Manager Robin Lyttle, we always had the PPE we needed. But that's just one part of the story.

Wearing PPE is definitely necessary to protect our communities, but it can also be uncomfortable and sometimes make it more difficult for team members to connect with residents. Instead of seeing a smiling face, residents see a mask, a shield, a gown and gloves. From six feet away, it can be a challenge to make a personal connection!

Many of our teams made a special effort to let residents know that they were still smiling behind their masks and put a smile on residents' faces in the process.



*Kim Clattenburg, Site Manager, Ryan Hall in Bridgewater.*



## The Mask

Gail MacNeil (pictured on our cover) is a Continuing Care Assistant at Harbourstone Enhanced Care. She wrote this poem for residents of Harbourstone Enhanced Care after they commented on her PPE.

L-R: Princesa Kyemereh, Server, Parkland on the Glen; Amanda Murray, Continuing Care Assistant, Vimy Court; Clinton Hayter, Maintenance Coordinator, Vimy Court.

I awake you for your morning care  
 I know I look scary by the way you stare  
 “It is me”-in a familiar voice  
 To keep you safe is the wisest choice  
 I am here-it really is me!  
 Look into my eyes and you will see  
 So don't be afraid, I will take care of you  
 To be by your side in all that you do  
 Whatever your needs, I'll help in every way  
 Let me wash you and feed you every day  
 We will get through this together you'll see  
 Under this mask is a Smile from me  
 I am here to help you to understand,  
 To sit beside you and to hold your hand

Let's make a phone call to put your  
 mind at ease  
 Let me help you, I beg of you please  
 Everything will be alright  
 Your own Family will soon be in sight  
 I'll be your Family while they can't be here  
 To offer you comfort and lessen your fear  
 My Promise to you is to do my very best  
 The Lord above will take care of the rest  
 It's a temporary setback we will get through  
 One day at a time is all we can do  
 So next time I enter your room you will see  
 My mask is NOT scary-It is just ME!



Storytime didn't stop for a pandemic. Residents at Parkland at the Lakes created a video library for little ones at home before bedtime. This series is on our YouTube channel.

# Putting Plans Into Action

## Creating Caring Spaces

### DESIGNATED CARE AREAS

By late March, we knew that it was a very real possibility that COVID-19 would arrive in one or more of our communities. What should we do if that happened? Would isolating residents in their rooms be safe enough? Would moving them be safe? Where could we isolate residents and still be able to provide the high standard of care to which we hold ourselves?

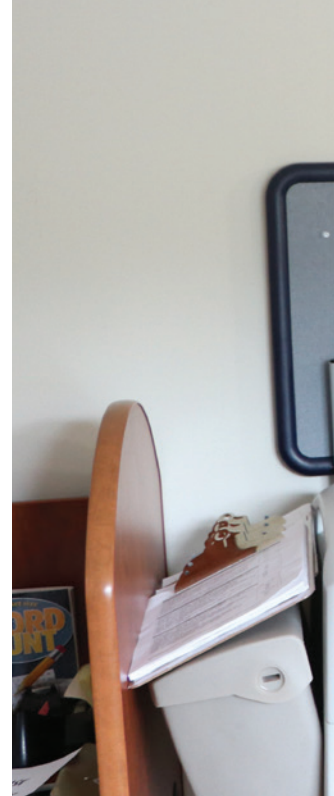
After considerable research and consultation, the pandemic response team determined that creating COVID-19 isolation units or “Designated Care Areas” (DCAs), was the best strategy. The team looked at all of our buildings to figure out where we could create areas that could be separated from the rest of the building. Key criteria for the DCAs were ground-floor access, staff rooms, designated entrances for staff and deliveries and even ventilation systems that could be isolated from the rest of the building.

But DCAs aren’t just about the physical safety of residents and team members, they’re also about creating an environment where residents can feel safe and at home.

**“So coming up with DCAs we felt was the best way and the best defense against the spread of the infection. We wanted residents to feel comfortable and not have just a sterile space that they would have to call home for a few weeks. When residents moved in, they saw the same furniture, fixtures, equipment, dressers, pictures on the wall and bedspreads that they were used to seeing in their own home, as well.”**

— KIM MACDONALD, DIRECTOR OF OPERATIONS FOR NEW DEVELOPMENTS

But having a place to care for residents with COVID-19 is just one part of the equation. The other part is having team members to work there. That’s why one of the first questions on people’s minds was how team members were going to feel about working with vulnerable seniors during a pandemic caused by a virus we knew so little about.





Jami Jeffrey, Licensed Practical Nurse, at the Parkstone Enhanced Care Designated Care Area.

When we asked employees if they would be willing to volunteer to work in the DCAs and care directly for residents who had contracted COVID-19, our team showed once again how much they love caring for residents.

**“I got the email regarding them looking for volunteers, but then I thought, you know, I have elderly grandparents myself. And if they were to get the virus, I would want somebody there looking after them that was passionate about looking after people and wanting to be here.”**

**— JAMI JEFFREY, LICENSED PRACTICAL NURSE, ARBORSTONE ENHANCED CARE**

Support was provided to the DCA teams for accommodations and other necessities during their time working in the DCA and afterwards while they self isolated before returning to their usual role. These team members tell us that although it was a challenging new experience, the connections between residents and employees alike made it a comforting and rewarding place to be.

**“Every day I received a phone call, either from the morning shift or the evening shift, to give us an update on how my aunt was doing, what her mood was like, how she was feeling, any observations. So that definitely gave us comfort, that phone call every day. We would talk to her every day.”**

**— DANA MACNEIL, FAMILY MEMBER OF SARAH ANNE FAHEY, RESIDENT AT HARBOURSTONE ENHANCED CARE**

In the midst of the uncertainty caused by the global COVID-19 pandemic, our teams were able to create spaces where residents with the virus could be cared for, unaffected residents could be protected, employees could work safely and families could feel confident that everything was being done to care for their loved ones.

Our DCA plans remain in place and can be activated quickly as needed as we continue to respond to COVID-19. Thank you to everyone who made them possible.



## Sarah Anne Fahey's Story

### COVID-19 SURVIVOR

Sarah Anne Fahey has dedicated her life to caring for others and is proud to be a retired nurse. She calls Harbourstone Enhanced Care in Sydney, Nova Scotia, home. As a healthcare professional, she understands the need for precautions to safeguard every resident. "It was like when I was working myself, if there was a virus... you had to take precautions," shares Sarah. "This is a very serious illness."



*Sarah Anne Fahey, resident at Harbourstone Enhanced Care, Sydney.*

Earlier this year, Sarah was in shock when she tested positive for COVID-19. In facing her diagnosis, she took comfort in those around her. What made the difference for her was how her community surrounded her with comfort and love. Once diagnosed, Sarah was admitted to Harbourstone's Designated Care Area, which was created to care for those who test positive for COVID-19. After recovery, Sarah returned to her home in the Fishermen's Cove neighbourhood at Harbourstone.

**"I have never witnessed in my entire life how people could show you so much love. The staff were exceptional. They couldn't do enough for you. I am happy here. The team tries to accommodate each and every resident to make them feel at home. Because this is home."**

Sarah acknowledges she is "very lucky" to have made a full recovery. The day she tested negative for the virus and was released from the Designated Care Area was filled with mixed emotions.

The Harbourstone team was certainly glad to have her back. She was welcomed to her neighbourhood with a celebration with balloons, cake and big smiles. Sarah has a well-known sweet tooth and the team made sure her bed was covered in her favourite candy. When she asked about all the fuss, the answer was, "Because we are so happy to have you home." Sarah, we are so proud to have you as a member of our Shannex community. Your story and positivity continue to inspire us. We are Better Together.



## Superstar Spotlights

### **SANDY WILSON, CONTINUING CARE ASSISTANT, ARBORSTONE ENHANCED CARE**

Sandy is a Continuing Care Assistant who works at our Arborstone Enhanced Care community. She has been providing care to Shannex residents for 23 years.

When an opportunity arose to volunteer to provide care and comfort to residents diagnosed with COVID-19, Sandy was one of many who stepped forward to work in one of the Designated Care Areas (DCAs).

**“When I heard about this opportunity, it really spoke to me. I have a lot of experience providing compassionate support for those who are ill or require heavy care. I was up for the challenge.”**

Sandy took many safety measures while caring for residents during the pandemic. She says she felt safe coming home while working in the DCA and was so grateful for the support of her husband, who sanitized their home regularly and ran all the errands allowing Sandy to safely isolate in their home.

When asked what kept her motivated to go above and beyond, Sandy attributes her motivation for her passion for her work and the new team members she met in the DCA. “I did not know anybody when I volunteered to work in the DCA. We became close... like a family. We have requested that if Shannex reopens the DCA that we can work together again.”

Sandy is one of many superstar team members, and we sincerely thank each and every one of them.

### **KIM MACDONALD, DIRECTOR OF OPERATIONS FOR NEW DEVELOPMENTS**

Kim MacDonald is Shannex’s Director of Operations for New Developments. After 29 years with the company, she thought she had seen it all. But that was before COVID-19, which placed Kim at the centre of some key planning decisions, including how and where to create Designated Care Areas (DCAs) to care for residents with the virus.

Normally, Kim is responsible for working with our construction and operations teams to prepare to open new communities, but during the pandemic, she oversaw the planning and opening of DCAs for any residents diagnosed with COVID-19.

**“You know, over the 29 years that I’ve worked for Shannex, we have encountered other emergencies and crisis. And at one point, I think I even said that I’ve seen it all. And low and behold, along comes the pandemic, which I have never seen obviously. No one has.”**

Kim was part of the pandemic team from the beginning, and although it was certainly a trying time, she is thankful that the DCAs operated as planned for the residents who stayed there, as well as their families.

We would like to thank Kim for her dedication to making our communities the wonderful places they are, even in the middle of an unprecedented global crisis.

# Better Together



*Top: Parkland Saint John Gardening Club. L-R: Carolee Davis, Jackie Vankessel, Dorothy Nelson. Middle: Sophia De Nicholais, Dining Room Server, Parkland on the Glen; Bottom: Celebrating Cinco de Mayo at Parkland on the Glen. L-R: Manpreet Jassal, Workforce Coordinator; Lisa Tracz, General Manager; Amanda Taurins, Recreation Manager.*

## Staying Connected

### ABOVE AND BEYOND

One of the defining experiences of COVID-19 has been missing out on spending time with many of the people we love. This has been especially true for residents in long term care homes and retirement living communities and their families, who have sacrificed personal contact to protect the health and safety of others. But as with so many other aspects of the pandemic, this challenge has inspired people to come up with innovative solutions.

In the absence of visits from family, friends and volunteers and of regular group activities, team members came up with many clever strategies to keep residents engaged and entertained.

**“We had a happy birthday quartet. We’d decorate their doors. We’d have a little present for them. We have weekly special delivery carts. So we have a Cinco de Mayo cart. We had the Parkland bakery cart. And it’s an opportunity for us to check on all of the residents, to see their faces, give them a smile, words of encouragement. And they really loved it.”**

**— LORRAINE SHAW, RECREATION AND WELLNESS MANAGER, PARKLAND ON EGLINTON WEST (PREVIOUSLY AT PARKLAND ON THE GLEN)**





*Top left: Outdoor curling at Parkland Riverview; Bottom left: Summer fruit stand at Thomas Hall in Fredericton; Right: Yolanda "Yoly" Robichaud, resident at Thomas Hall in Fredericton.*

**"I hear nothing from my parents except good things about the little events, the little highlights in the day. They've really appreciated it. These little tiny things become very significant. And they manage to lift your spirits. And this place has found dozens of different ways to lift people's spirits."**

**— CATHERINE COLLINS, FAMILY MEMBER OF A RESIDENT AT PARKLAND AT THE GARDENS**

And when their families couldn't come to help keep residents' spirits up, our teams were there to add a bright spot to their day.

**"We would hear about maybe a staff member bringing in a treat, or a home-cooked meal [to the DCA], or staff members from the wing that she lives on coming over to wave at her through the window once in a while. Just that little bit of extra pampering. Those were the things that I believe kept her spirits up and kept our spirits up as family members. She's the first to say that a lot of staff here are like family to her. So that's very comforting."**

**— DANA MACNEIL, FAMILY MEMBER OF SARAH ANN FAHEY, RESIDENT OF HARBOURSTONE ENHANCED CARE ABOUT SARAH'S EXPERIENCE IN THE DCA**

Our team members' ability to find new ways to bring some degree of normalcy to residents' lives in the middle of an unprecedented situation is truly inspiring.



Harbourstone teams and residents shared messages of love with their community painting murals on windows throughout the building.

# Hallway Holidays

## NEW WAYS OF CELEBRATING

It's true that pictures can be worth a thousand words, so here are a few thousand words about some of the things our team members did to keep residents entertained!



*Robert Buckley, Recreation Coordinator at Parkland in the Valley in Quispamsis, found a great way to call Bingo and stay physically distanced.*



*Taking the DUET bike for a spin at Celtic Court. L-R: Mori Martell, Recreation Programmer; Terry Cox, resident.*



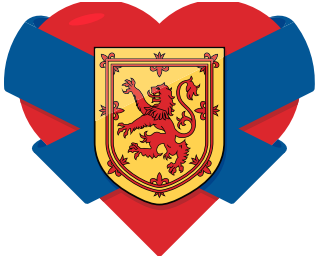
*Delivering ice cream at Parkland Riverview. L-R: Jackson Green and Cameron Wiseman, temporary support workers, and resident Barb Kieley.*



*Irene MacNeil enjoying Hawaiian Night at Parkland Cape Breton.*



*Wellness Assistant Brennen Donovan delivering ice cream at Faubourg du Mascaret in Moncton.*



## Nova Scotia Strong

On April 18 to 19, about one month after the pandemic began affecting our daily lives in Eastern Canada, a series of violent acts by one man ended 22 lives in central Nova Scotia, it sent the entire country into a period of grief at a time when we were already mourning the loss of so many to COVID-19 and wondering what the future was going to look like.

Some of our homes are located in the tight-knit communities directly affected by the tragedy. But once again, the amazing people who live there proved that we are Better Together, that hardship can bring us closer and that even in a pandemic, there are ways to support each other and provide comfort.

In their time of need, two of the people most affected, Nick and Dax Beaton, the son and husband of one of the victims, came to visit Vimy Court in Truro to donate 500 masks in memory of their loved one. We are honoured that they chose to recognize our community at a time when they were grieving so deeply and hope we were able to offer some comfort.

Everyone at Shannex, Parkland and Faubourg extends their deepest sympathies to those affected by this tragedy.



Nick and Dax Beaton delivering masks to Vimy Court in honour of Kristin Beaton and Heather O'Brien.



### AN IMAGINARY HUG

Sean Hammond, a CCA at Arborstone Enhanced Care, wrote this poem as a tribute to families who lost loved ones in the tragedy of April 18 - 19 in Nova Scotia.

*It's hard to find words  
That'll comfort any of you  
Victims of a crime  
Unthinkable to do*

*May God be with you  
As you endure this pain  
From a horrible act  
So tragically insane*

*We'd like to embrace you  
But we're confined to home  
So may you find comfort  
In the words of this poem*

*We all support you  
In your time of sorrow  
And hope for better days  
A happier tomorrow*

*May you all be touched  
By God's comforting hand  
We want you to know  
It is with you we stand*

*We are praying for you  
Of this you can be sure  
As you feel this pain  
No one should endure*

*We look to the day  
Only God understands  
When we can stand close  
Smile and shake hands*

*But until then we wait  
At home warm and snug  
Sending you our love  
With an imaginary hug*

Thank you very much, Sean, for sharing your heartfelt words.

## Amazing Grace in Tragic Times

SARAH CONDRAN, MUSIC THERAPIST,  
ARBORSTONE ENHANCED CARE

We all know that music is a powerful way to connect with our emotions. It can make us happy, make us dance, make us cry and sometimes bring us the

comfort we need in difficult times. After the Portapique tragedy in mid-April, like everyone, our communities were looking for ways to honour the victims. We observed a company-wide moment of silence to mark the events.

At Arborstone Enhanced Care in Halifax, a planned moment of silence became a moment of song caught on video. This video has since become one of the most widely watched

of any our organization has ever posted. Thank you to Sarah Condran, Music Therapist, and the team at Arborstone for sharing their emotional tribute to victims of this tragedy.

**“We wanted to have a moment of silence. And it was actually the RN on duty who asked me if I would sing Amazing Grace. I think I collapsed a little bit after singing that song because it was so emotional. It was definitely hard. I think we all had a good cry after. I think the staff really appreciated it. And it allowed us to share a really beautiful moment together at a time when we were all really struggling I think, for obvious reasons.”**

To see this touching moment on video, go to Shannex’s Facebook post of April 21, 2020, or simply Google “Shannex Amazing Grace”.



## Music Heals

WHAT MAKES A HERO: BRUCE GUTHRO

In the wake of the Portapique tragedy, Nova Scotians experienced an outpouring of support from across the province and beyond. Well-respected local singer-songwriter Bruce Guthro along with his children Jodi and Dylan, showed their support for the selfless dedication of essential workers by creating a touching song called “What makes a hero”. Shortly after the tragedy, Shannex had the honour of releasing the video on YouTube.

Jason Shannon, President and COO of Shannex, recorded a video to introduce the song.

**“Bruce Guthro, my very close friend, created a gift for all of us at Shannex, and all those on the front line, to honour the work that we’re doing.**

**As this song suggests, we have a lot of heroes among us, and we need to stand proud for the work that we’re doing.**

**We can’t give up this fight. We’ve a lot of work to do to get to where we want to go, but we will get there together. I would like you to embrace this video; it’s for you, to recognize what you’ve done, and what you’re going to continue to do as we march on through this battle. Take care and I hope you enjoy this. Thank you.”**

Thank you, Bruce, for this beautiful reminder of how people find a way to come together even in the most difficult of times.

To see this video, enter “Shannex What Makes a Hero” into YouTube’s search bar.

## Window Visits



When Neil Price, resident of Blomidon Court, turned 104, his family created a special celebration outside this room.

Facing the COVID-19 pandemic has meant not only coming up with new ways to do things, but also learning how to talk about them. Along with phrases like “physical distancing”, “self-isolation” and the word “pandemic” itself, we’ve also talked a lot about “window visits”, particularly in retirement living and long term care communities.

We’ve had a lot of window visits in our communities since the pandemic began, so here’s a sampling to bring a smile to your face!



Wendy Johnston daughter of resident Gwen Johnston at Vimy Court entertained everyone with a surprise bagpipe birthday serenade.



Jack and Eleanor Trueman of Parkland Riverview had an unusual anniversary celebration this year.



Parkland Truro resident Perry Wright enjoyed a visit with his daughter Shirley Wright.



Betty Messer of Parkland in the Valley in Quispamsis meeting her grandson for the first time.

# Placing Their Trust In Us

## A FAMILY MEMBER'S PERSPECTIVE

Over the past 30 years, we have seen the power of personal connections in the lives of residents in our communities. When visitor restrictions were put in place, our team members recognized that, more than ever, they needed to be there for residents when their loved ones could not. Whether it was celebrating milestones or lending an ear on a hard day, they took this role very seriously and continue to do so every day.

Joan Gallant's mother Marion has been a resident at Cedarstone Enhanced Care for nearly two years.



*Joan Gallant, daughter of Marion, resident at Cedarstone Enhanced Care in Truro.*

Joan admits she initially had concerns about her mother's personal emotional well-being during the pandemic visitor restrictions. Joan stayed connected with her mother through regular phone calls. She says although it was challenging not being able to see her in person, the wellness team at Shannex helped to facilitate virtual visits through FaceTime for Joan and her family.

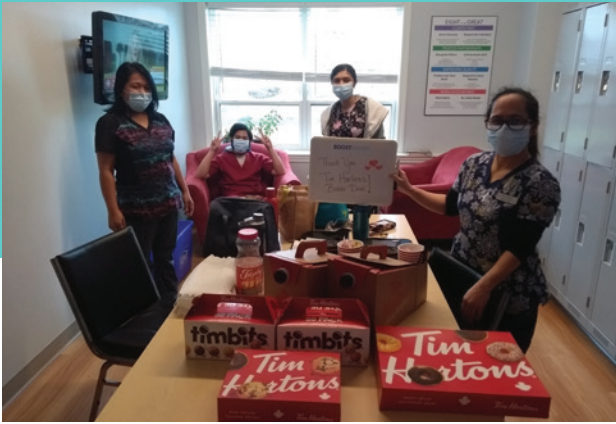
**“We have all missed seeing her in person, but again, the staff at Shannex were diligent in offering virtual visits, and we were delighted to be able to connect with our mother via FaceTime. It was rather emotional to see her for the first time after the ‘lock down’, and a new way to communicate. It was (and is) greatly appreciated! Mum is now a bit of a pro! And with the recent announcement of outside visits, we are looking forward to being able to actually see our mother in person safely. Yes, let’s celebrate the good around us, and always commit ourselves to constantly evolving, and making these residents’ homes and lives – the best they can be.”**

Joan commends team members at Cedarstone for the roles they play in enriching residents' lives. “Overall, I have found the staff to be knowledgeable, caring and open to any conversations – regardless of the topics – as they relate to the care of the residents they look after. When you work with vulnerable people, you must be compassionate, caring and understanding. Furthermore, we must all remember that as each of us makes our way along life's path, we have no idea how and where the path will lead. Therefore, we must all encourage each other to care for one another, through all the obstacles that inevitably come our way. I believe that Cedarstone has accomplished this for my mother and other residents. I would certainly recommend Shannex as a place to live.”

Thank you to our families for putting your trust in us. We are always Better Together.



This year was like no other and Debert Court made sure to honour their LPNs, RNs, and NPs during Nursing Week.



Glasgow Hall team members were treated to a donation of donuts from the local Tim Hortons in Dartmouth.



Parkland Clayton Park team members enjoyed a pizza lunch donated by Kenny's Pizza in Bedford.

## We Are in This Together

### THE SPIRIT OF GENEROSITY

In many ways, this issue of *Connections* is all about people coming together to help each other through difficult times. As the pandemic progressed and it became more and more obvious that retirement living communities and nursing homes were going to need all the support they could get, the surrounding communities demonstrated over and over again that they are ready to help.

**“The community, even though they weren’t open, still found ways to support those of us that were essential that didn’t get a day off in between. Our phones were ringing. We had local delivery guys that would call us and say, who needs to have groceries picked up? They brought them in boxes that we could sanitize and delivered them to the front vestibule so that our staff could deliver them.”**

— GRETA DRAPEAU, GENERAL MANAGER, PARKLAND SAINT JOHN

**“Our local dentists here. They got together and they started making donations of face shields and masks for us. There were donations of pizza and food, and all kinds of things for the staff, as well, from the community.”**

— KYLE RICHARDSON, DIRECTOR OF FIRST NATIONS SERVICES AND REGIONAL MANAGER, SYDNEY ENHANCED CARE

**“We had the Raptors Superfan come and basically just shower love and appreciation on our front line team members they just want to support us as much as possible. Because we are part of their community, and just to feel that support just helps us get through this a lot better.”**

— LORRAINE SHAW, RECREATION AND WELLNESS MANAGER, PARKLAND ON EGLINTON WEST (PREVIOUSLY AT PARKLAND ON THE GLEN)

From donuts to pizza, masks to sanitizer, coffee to iPads, the donations we received not only kept us fed and healthy, they also let us know that we weren’t in it alone and that even though we couldn’t invite them in, our community was with us in spirit.



Pam Bowen, General Manager at Parkland Fredericton, smiling through her mask about a donation of hand sanitizer.



Parkland in the Valley resident Paul Logan is excited about some new iPads.

# Together While Apart

## STAYING CONNECTED

As an organization that strives not only to make every resident feel at home, but also to create communities that feel like families, we have always believed that helping residents maintain connections with friends and loved ones is of utmost importance. For residents, one of the most difficult things about the pandemic has been being separated from their loved ones. In the 21<sup>st</sup> century, however, there are many technological solutions that would not have been available even 10 years ago. Perhaps the most important piece of technology for helping people stay connected has been tablet computers, like iPads, that residents, team members and families can use to have video chats and enjoy seeing loved ones' smiling faces.

Using tablets, each of our communities set up a system for residents and families to schedule virtual visits to help them stay connected in uncertain circumstances.

**“I have a family in Norway. And I have family in New York, in San Francisco and Toronto. And so it was easy to keep in touch with them. By telephone, by Skype, FaceTime. And emails. Really the best one was actually FaceTime, because you can see them, and talk to them, and get their expressions.”**

— **GORDON MACNEIL, RESIDENT OF PARKLAND AT THE GARDENS**

**“The first time we did FaceTime was quite poignant because my Mom’s 89. And she’s not used to technology and I’m not that technosavvy. So thank heavens the recreation coordinators were there to kind of direct the screen. And then when our eyes met, it was, it was quite something. And my son played the piano because he plays the piano. So he played a piece for Grammie. It was a very emotional time.”**

— **JOAN GALLANT, FAMILY MEMBER OF RESIDENT AT CEDARSTONE ENHANCED CARE**

And, of course, there’s always the telephone.

**“Mom and I stayed connected by daily phone calls. We talked two, three times a day. I gave her a joke calendar for Christmas. She said to me one day, ‘Would you like to hear the joke of the day?’ So I said, ‘Oh, we’ll do this every day. This will be how we start our day.’ So every day we start with a laugh. So that has been a huge thing for us.”**

— **PENNEY MERRITHEW, FAMILY MEMBER OF RESIDENT AT PARKLAND IN THE VALLEY**

In the last several months we have all been reminded of the importance of connection and of just how much better we are together.



*Olive Lattie, resident of Vimy Court in Truro, blowing kisses to her family.*



*Bernice LaPointe of Frederick Hall in Fredericton enjoying a chat with her daughter Joanne.*





Family members of residents at Vimy Court put up a colourful sign to thank the team.



Residents and families thanked Cedarstone Enhanced Care team members for everything they do.



The team at Ryan Hall in Bridgewater put up supportive messages to keep everyone's spirits up.



Team members at Celtic Court got a boost from these heartfelt thank yous.



Parkland on the Glen made sure team members know just how much we appreciate them!

## Signs of Support

Usually when we talk about signs of support, we're talking about actions and decisions people make, rather than actual signs. In the case of supporting our essential workers during the COVID-19 pandemic, however, there were many actual signs created by team members, families and friends!

# THE WAY Forward

## Looking to the Future

Although the pandemic is not over and we can't be sure about what will come next, we know that we must look to the future not just as individuals, but as an organization. Our teams are hard at work looking at what we've learned and planning for what's next. We have discovered that we are even more resilient and innovative than we knew, and take pride in what we have accomplished while also grieving for those we have lost and who fell ill.

Throughout this period of incredible change, we have remained focused on keeping residents and team members safe while also continuing to move forward with a variety of other plans that were already in place, including opening new communities in New Brunswick and Ontario.

The COVID-19 pandemic has presented many challenges, and we have learned many valuable lessons since it began. We believe that the best way forward is to take what we've learned and make it part of who we are from now on.



*Showing solidarity at Parkland at the Lakes in Dartmouth.*



*Losier Hall received a donation of face shields from Towne Ford Miramichi.*

**“This is a time for us to embrace what we’ve seen as a challenge and to try to build on a lot of the great things that we already have in the organization. If we support our front line, they’re going to support the residents and the families. That’s where we’ve got to keep our focus as an organization, really invest in our people. We know that that’s where the magic happens.**

**Safety has to come first and quality has been a main driver of our organization over the last 30 years. That’s going to continue. We’re going to continue to focus on innovation, and build on our great communities.**

**Shannex will be an advocate for change. We’re going to take on this challenge. And we need to be leaders. I’m confident that we will. That’s who we are.”**

**— JASON SHANNON, PRESIDENT AND COO**



*Monique Albert, Wellness Coach at Parkland in the Valley, leads residents Roger Hunter and Norma Gaudet in some exercises.*



*Residents and team members at Celtic Court in Sydney dressed in red to show support after the tragedy of April 18-19.*

# Welcoming New Communities Safely

**PARKLAND ON THE RIVER, MIRAMICHI, NB  
BRIDGEVIEW HALL, MIRAMICHI, NB  
NEILL HALL, FREDERICTON, NB  
PAVILLON LANDRY, MONCTON, NB  
PARKLAND ON EGLINTON WEST, ETOBICOKE, ON**

For most of us, the way forward is about finding new ways to do what we've always done. For Shannex, that means building new communities and welcoming residents safely into their new home.

Despite the COVID-19 pandemic, we completed the construction of new communities in New Brunswick and Ontario. By working in partnership with Public Health and provincial government departments, we created plans for residents to safely move into their new communities Parkland on the River and Bridgeview Hall in Miramichi, Neill Hall in Fredericton North, Pavillon Landry in Moncton, and Parkland on Eglinton West in Etobicoke, ON.



*Addison Pleadwell and one of her friends made Welcome Home cards for residents at Bridgeview Hall in Miramichi.*



*Neill Hall features an innovative Main Street area for residents to enjoy.*



*The team at Parkland on Eglinton West prepared to welcome residents to their new home.*



*Brooke Hamilton, Lifestyle Consultant, was thrilled to welcome Parkland on the River's founding resident, Solange Dubé.*

- On June 4, Parkland on the River on King George Highway in Miramichi welcomed its founding resident, Solange Dubé, and over the following days and weeks it became home to many new members of the Parkland family.
- On June 17, residents from Miramichi Senior Citizens Home transferred to Bridgeview Hall, also on King George Highway in Miramichi.
- On August 18, Neill Hall opened its doors to the Fredericton North community, and is now home to 60 residents.
- On September 24, we opened our doors at Parkland on Eglinton West, our beautiful new lifestyle residences in Etobicoke.
- On October 26, Pavillon Landry opened at Faubourg du Mascaret. Sixty Moncton-area residents will call Pavillon Landry home.



# THANK YOU SHANNEX EMPLOYEES



Our heartfelt appreciation for your strength, courage and dedication during these unprecedented times. Thank you and stay safe.

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Hope bloomed at Parkland on the Glen with residents growing plants in their suites throughout the spring. These were then planted in their outdoor garden this past summer.



The family of Maplestone resident Florance Bowie made sure she knew she was in their thoughts on her 96<sup>th</sup> birthday this past June. A sign out front made sure everyone knew how special this lady truly is.

# Snapshots

Although a lot of things about our lives have been transformed, one thing that never changes is how much helping residents live their best lives means to us. Even in such unusual circumstances, we find ways to celebrate birthdays and anniversaries, special days and events like Pride and Canada Day. Remember, a positive outlook and a smile go a long way!



*Parkland in the Valley residents Marybel Oland and Alta Nielson added words of wisdom to the Bell Let's Talk wall. (Feb 2020)*



*Maureen Banyard, resident of Parkland at the Gardens in Halifax, is interviewed with Jodi Bartlett, General Manager, for a news story about a musical fundraiser for the Mental Health Foundation of Nova Scotia. (Feb 2020)*



*Parkland on the Glen residents Gloria and Nick Pehar celebrating a special Valentine's Day dinner. (Feb 2020)*



*Parkland Clayton Park celebrating "Galentine's Day." Clockwise from bottom: Pat MacKenzie, Ruth Garson, Shirley Anning, Joan Boutilier, Audrey Adams, Hazel McNab, Maureen Whitman, Glen Stright. (Feb 2020)*



*Budge Wilson, resident of Parkland at the Lakes in Dartmouth, signs one of her books during an interview for International Women's Day. (Mar 2020)*



*Parkland Riverview delivered these charming Easter gift bags to residents. (Apr 2020)*



*Recreation Manager Amanda Taurins delivered sweet Easter treats to residents at Parkland on the Glen in Mississauga. (Apr 2020)*



*Honey Bunny, Parkland Riverview's fluffiest resident, celebrated Easter with a photo shoot. (Apr 2020)*



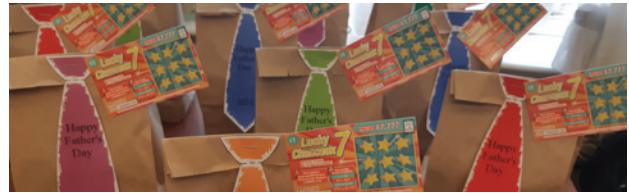
Maisy, a therapy dog at Parkland on the Glen, celebrated her birthday with cake for the party-goers. (May 2020)



Parkland Clayton Park resident Gloria Hagerty enjoyed a special lobster meal on Mother's Day. (May 2020)



Hazel Therrien-MacKeen, resident of Vimy Court in Truro celebrated Mother's Day with tea and some beautiful flowers. (May 2020)



Fathers at Parkland in the Valley in Quispamsis received these lovely gift bags for Father's Day. (Jun 2020)



Losier Hall in Miramichi celebrated Canada Day with a parade through Main Street. (Jul 2020)



Parkland on the Glen resident Jenny B. is all smiles on Canada Day. (Jul 2020)



Residents of Debert Court near Truro were proud of their handiwork to celebrate Pride. L-R: Ruth DeWolf, Freda Sutherland, Stephen McLean. (Jul 2020)



Team members at Harbourstone Enhanced Care in Sydney celebrated Pride with a delicious BBQ. (Jul 2020)



## A message of gratitude.

To residents who inspire us with their spirit and strength and remind us why we work so hard to protect our communities.

To the families and friends who found endless ways to stay connected to their loved ones and showed our team members how much they appreciated their efforts.

To our team members who came to work each day, going above and beyond to keep residents safe and well while looking after each other too.

**We will always be Better Together.**