

Shannex™

# CONNECTIONS

SPRING 2021 - ISSUE 39



**Our Resilient  
Communities**

**PLUS:**

Thank You, Saint John · Maplestone Milestone · Parkland on TV

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

## Editor's Note

KATHERINE VANBUSKIRK

Welcome to the spring issue of *Connections*!

After a lengthy break, I am pleased to present you with many heart-warming stories about our Shannex, Parkland and Faubourg communities. It is clear residents and team members have not let COVID-19 affect their spirit. With some creativity, they have been able to continue many safe activities and celebrate events and milestones.

We have included a full page of Valentine's Day love stories (page 8), a summary of our unique holiday celebrations (page 11) and profiles of some incredible residents and team members, like Bella Spence (page 7), Maureen Banyard (page 12) and Henry Brown (page 11), and of course everyone's favourite Snapshots (page 21).

We have also highlighted a virtual trip to Greece (page 5) and the story of two team members at Arborstone who brought their vision to life by refreshing a recreation space that has become an active hub for this community (page 15).

Our centrefold is a special tribute to those we have lost over the past year. They live on in our memories and our thoughts remain with their loved ones. We look forward to being able to honour these lives sometime soon.

Finally, you will read some encouraging news about vaccination clinics in our communities (page 5 and 6). We are happy to see this move forward. It gives us hope that we are taking another step toward a future without the daily threat of this virus.

I hope you enjoy the contents of this issue as much as I did.

Katherine

### ON THE COVER:

Tucker Hall Health Services Manager, Cindy Wilson administers a COVID-19 vaccine to resident, Jessie Baldwin.

**Shannex**™

Shannex  
CARE  
AT HOME

Parkland

FAUBOURG  
Communauté de retraite

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ENHANCED CARE



## Summer Fruit Pie with Crumb Topping

RECIPE BY HENRY BROWN, MENU  
DEVELOPMENT AND TRAINING CHEF

Read about Henry's recipe creation process on page 11.

### Ingredients:

1 10" pie shell	1½ tsp flour
¼ cup frozen blueberries	pinch of ground ginger
¼ cup frozen strawberries	pinch of cinnamon
½ cup black cherries	<b>crumb topping:</b>
1 cup frozen sliced apples	3½ tbsp margarine
3 tbsp + 1 tsp of white sugar	2½ tbsp oatmeal
1½ tbsp brown sugar	4 tbsp brown sugar
	pinch of cinnamon
	1 tbsp + 1 tsp flour

### Instructions:

1. In a large mixing bowl, toss blueberries, strawberries, cherries and apples with brown and white sugar, flour, ground cinnamon and ginger.
2. To create the crumb topping, in a separate mixing bowl combine margarine, oatmeal, brown sugar, cinnamon and flour together. Mix until it reaches pea size. Do not over mix.
3. Preheat oven to 350°F
4. Place mixed fruit in the pie shell then top with crumb topping mixture.
5. Bake in oven for 40 minutes or until crumb topping has turned brown and apples are cooked through.

**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:

Katherine VanBuskirk, Director of Communications and Community Affairs

621 Starboard Drive  
Halifax, NS B3M 0N5

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



Jason Shannon and Parkland Saint John employees stand together.

## President's Message

JASON SHANNON

It seems like yesterday we started talking about the second wave and ensuring our teams were ready to deal with the next chapter of this pandemic.

A lot has happened since then. Unfortunately, we have had several outbreaks that caused a lot of distress and concern for our residents, families and employees. Most significantly, we lost residents who lived with us at Tucker Hall at Parkland Saint John and Parkland on the Glen as a result of this terrible virus. To those families, we send our most sincere condolences. We have shared a small acknowledgement on the loss in the centrefold of this edition and hope to do more when it is safe to do so.

From mid-November to mid-January, I spent 31 days on the ground in our homes during these outbreaks working with our frontline teams who serve our residents. I would not have been anywhere else during such trying times and feel grateful to have worked with so many caring and dedicated people. These experiences were at times frightening as well as overwhelming. During each occasion, it was clear to me that each team understood the risks they were managing and were truly dedicated to our residents and families, making many sacrifices in their own personal lives to battle through each outbreak to the best of their ability.

As you live through each outbreak, you realize that there are no winners with COVID-19. There is much to lose but the overall objective is protection and survival. I learned firsthand that the mindset of the team was the most important factor to ensure we were best prepared to fight through every day. Our teams were never waiting for proper PPE and other supplies and there was excellent support from home office with communications, food, hotels

and logistics. However, we could be notified at any moment with the next set of test results or even worse with news of a resident or team member being infected which took an emotional toll on many. Resilience was critical. Trust in one another came from ensuring we shared timely information, trained on best practices and stayed supportive at all times. For the teams that helped us make it through these outbreaks, THANK YOU! It truly was an honour to work alongside you.

I want to thank all our residents and families for your patience and support. It has been remarkable. COVID-19 has asked a lot of you and you have really answered the call to help each other and Shannex get to this point. To the teams across all our homes, we are proud of you and forever indebted for your commitment to our residents. We recognize we still have a lot of work to do and must stay true to the fundamentals of great infection prevention and control for the foreseeable future, but we can still feel hopeful with vaccinations taking place. Together, let's find the strength to continue to the next chapter of this journey which we hope is getting life back to a new normal when it is safe to do so!

I hope you enjoy this issue of *Connections*. Thank you for being a part of our Shannex family.

Jason  
President & COO



**L:** Elsie Fudge, working on one of the blankets to be donated from Parkland in the Valley residents. **R:** Kids from École Champlain hold up the cards made for residents at Faubourg du Mascaret.

## Warm Hearts in the Valley

For Elsie Fudge, 'age truly is just a number.' Elsie is a resident of Jubilee Hall at Parkland in the Valley in Quispamsis, New Brunswick. She is 101 years old.

Elsie is active in many of the Jubilee Hall activities, so when the wellness team began laying out fleece material and patterns to make blankets that they could donate, she took great interest.

Together with other residents at Jubilee Hall, Elsie and her friends have made four blankets to be donated to St. Joseph's Hospital, Embassy Hall and Saint John Hospice. Each blanket will feature a special patch that says it was donated by the residents of Parkland Retirement Living.

### CRAFTED WITH LOVE FOR FAUBOURG DU MASCARET

First grade students in Annie Levesque, Joanne Martin-Duguay et Chantal LeBlanc's classes at École Champlain in Moncton, NB, created Valentine's Day cards for Pavillon Landry residents at Faubourg du Mascaret. This was part of their "reaching out to an elderly person" initiative. They wanted to let the residents know that they were thinking of them.

At the beginning of the school year, they created the *La Carterie Champlain* project with funding provided by Place aux compétences, an organization that supports innovative learning opportunities for students. The cards were created to thank volunteers, guests and partners who have helped them throughout the year.

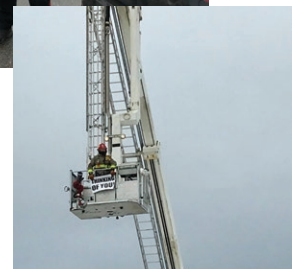
## Thank You, Saint John

Parkland Saint John has been through a lot since a COVID-19 outbreak was declared in November 2020, but the dedication and commitment demonstrated by the team wouldn't have been possible without those in the greater community.

We felt the outpour of support from the Saint John community, whether it was kind messages, signs or special visits. In particular, we would like to thank the Saint John Fire, Police, Water, Public Works, the Extra Mural Program and Ambulance New Brunswick, who came together to salute Parkland Saint John staff and residents by driving around the campus on January 22. This kind gesture was enjoyed by everyone at Parkland Saint John.

To express our sincere gratitude, we hosted a thank you event at the Millidgeville Tim Hortons on February 25 and offered customers a free beverage on us as a small token of appreciation.

To the Saint John community, team members, residents and their families, from the bottom of our hearts, thank you!



# Leadership Training

The Shannex Leadership Development Program is entering its fifth year. While COVID-19 posed many challenges in keeping the program going, we remain pleased with the success of the program and are planning for the future. Some new revisions will enable us to continue the program through COVID and keep it sustainable for years to come.

We now know that some of the course content can be equally effective if completed online through self-directed learning. As a result, you will see three options for course delivery based on what best suits effective learning of the content:

1. **Self-Directed:** Learners complete the content 100 per cent online at a time that is convenient to them. You will enroll and complete the content in Gazebo.
2. **Facilitator lead:** Until social distancing restrictions are lifted, and we can meet again at the Centre for Excellence, these courses will be delivered using Microsoft Teams. You can sign up through Gazebo.
3. **Blended model:** Some courses are best delivered using a combination of self-directed learning and facilitated follow up. Again, until we can return to in-person sessions, these will be delivered via Microsoft Teams. You can sign up through Gazebo.

The 2021 course calendar is available in the calendar section on the People Leader Blueprint:

<https://blueprintweb.shannex.acl.local/>

If you have any questions, please feel free to contact the Learning and Development team at [learning@shannex.com](mailto:learning@shannex.com).

*Congratulations to Scott Wade, Facility Maintenance Manager at Faubourg du Mascaret for completing the Striving for Greatness level on January 28, 2021.*



## Team Member Spotlight

Mark Cutajar has been a Dining Room Server at Parkland on Eglinton West since October 2020 and takes pride in being the first server hired at the campus. Since then, Mark has become known for his friendly demeanor and service excellence.



*Parkland on Eglinton West Dining Room Server, Mark Cutajar.*

Joyce is a resident at Parkland on Eglinton West and has nothing but praise for him. "Mark in the dining room is wonderful," says Joyce. "He is patient, kind and will do anything you want and he is also enjoyable to be around. I'm sure he runs 30 miles every meal!"

Mark says that he enjoys connecting with residents like Joyce every day and building relationships with them. "I truly enjoy speaking to the residents, it's quite entertaining," he says. "I interact with the same residents on a day-to-day basis. There's no surprises, it's just building that relationship, like we're friends."

# Greece-Themed Day at Parkland on the Glen

## SAFE TRAVELS

Everyone's life is vastly different due to the COVID-19 pandemic. Social distancing, gathering limits and face masks are just a few of the restrictions that people across the world are abiding by to help combat the virus. One thing that many people are missing, especially during the cold winter months, is non-essential travel. Amanda Taurins, Recreation and Wellness Manager at Parkland on the Glen helped residents travel to Greece without leaving their homes.

"We started the day by giving residents an activity booklet. It was all Greece-themed items like a word search and trivia," says Amanda. At lunch, residents picked their meal from a Greek-inspired menu.

"In the afternoon we dressed up as flight attendants and made name badges that said 'Parkland United Airways,'" says Amanda. "We then went around to all residents, knocked on the door and offered them an in-flight snack of trail mix or cookies for their flight to Greece. The residents absolutely loved it."

Following the in-flight snack, residents went down for dinner and enjoyed another Greek-inspired menu, including a special dessert. After the meal, residents went back to their suites and were asked to put on the Parkland TV channel, which featured a travel video giving a tour of Greece.



**Top:** L-R: Jaiya McDermott, Dining Room Server and Recreation Student; Jordyn Sousa, Recreation Coordinator and Amanda Taurins, Recreation and Wellness Manager at Parkland on the Glen dressed up as flight attendants for the occasion.  
**Bottom:** In-flight snacks that were delivered to residents.

The Greece-themed day was a huge success amongst residents and employees and they're looking forward to doing it again. As for their next destination, Amanda says the team is planning a trip to Ireland. Bon voyage!

# Protecting Our Great People

## VACCINES AT WORK

Residents and employees in our Shannex and Parkland communities are rolling up their sleeves to receive their COVID-19 vaccines. We are happy to be doing our part to stop the spread of the virus and keep our Great People safe.

In December, some residents and employees in Miramichi, N.B. and Halifax, N.S. were eligible to receive the vaccine and since then, residents and employees in Nova Scotia, New Brunswick and Ontario have started to receive their vaccinations with more clinics to follow.



**Top:** Parkland on the Glen resident, Charles Hicks, gets his first dose of the vaccine from Regional Director of Care, Kailey Forster. **L-R:** Embassy Hall Clinical Care Coordinator, Kim Dobrotic, and resident, Rhena Mabee; Harbourstone resident, Marjorie MacLeod and Registered Nurse, Cheryl Daigle; Parkland on the Glen resident, Dawn Sampson.

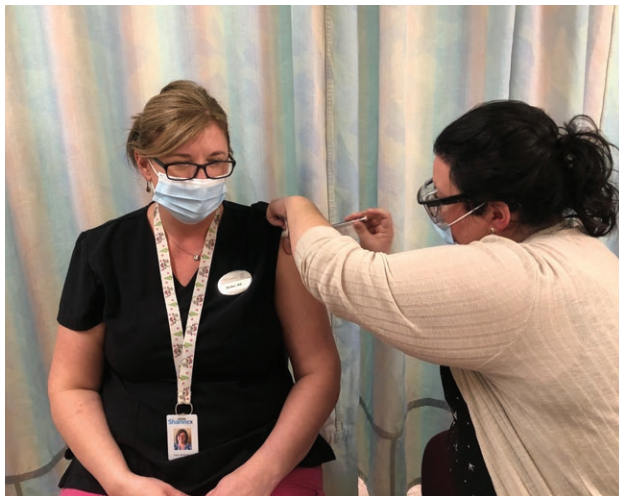


## Get the Facts on COVID-19 Vaccines

COVID-19 vaccines are here! Hundreds of residents and employees have received theirs at clinics in our communities, with more being scheduled in the coming weeks. Questions have popped up along the way and we want to give you the best information possible.

### WILL THE VACCINE PREVENT THE TRANSMISSION OF COVID-19?

Vaccination is one of the most effective ways to prevent the spread and reduce the impact of infectious diseases. Safe and effective vaccines for COVID-19 will protect us against the novel coronavirus and will be an important step to safely resuming normal life in Canada and around the world.



### IS THE COVID-19 VACCINE SAFE?

Receiving the vaccine means you will be protected from getting COVID-19. Getting a vaccine could save your life or someone else's.

Approved COVID-19 vaccines have gone through a scientific evaluation, which includes testing, human trials, and post-approval surveillance. The Moderna, Pfizer, Johnson and Johnson and AstraZeneca vaccines have been reviewed and approved by Health Canada by meeting stringent safety, efficacy, and quality requirements. No major safety concerns have been identified and Health Canada will continue to monitor the safety of COVID-19 vaccines closely.

### HOW DO I GET MORE INFORMATION ABOUT THE COVID-19 VACCINE?

When researching about COVID-19 vaccines, it is important to consult a credible information source. We recommend the following:

- World Health Organization
- Government of Canada
- Centers for Disease Control and Prevention
- Mayo Clinic
- Your provincial health authority website (Nova Scotia, New Brunswick, Ontario)
- Your provincial government COVID-19 website (Nova Scotia, New Brunswick, Ontario)



**Top:** Losier Hall Resident Attendant, Kelley MacKibbon, receives the COVID-19 vaccine.

**Bottom:** Losier Hall resident, Pauline Gauvin, was the first New Brunswicker to receive the COVID-19 vaccine.



## Caught You Being Great

### PARKLAND SAINT JOHN, PARKLAND ON EGLINTON WEST AND PARKLAND ON THE GLEN

Thank you to the teams at Parkland Saint John, Parkland on Eglinton West and Parkland on the Glen for their continued dedication and commitment throughout our response to COVID-19.

The way these teams have come together to provide care and support for

the residents has been extraordinary. Challenging circumstances, such as an outbreak create a lot of pressure, but each team has demonstrated resiliency, strength and grace. Happily, the community outbreaks are declared over.

We are proud to say that all residents at Parkland Saint John, Parkland on Eglinton West and Parkland on the Glen have received their vaccine. To the staff at those campuses, we cannot thank you enough for the work you have done and are looking forward to brighter days.

**From: All of us.**

## I Feel Happy Here

**BELLA SPENCE**

Parkland Riverview resident, Bella Spence, loves to tell her family and friends about her Parkland home, which is why we were so pleased when she agreed to be featured in our new advertising campaign.



*Bella Spence, Parkland Riverview resident and the star of our new advertising campaign.*

It was six years ago when Bella and her son, Dean, first visited Parkland Riverview. Since then, she says her days are filled with friends, family and joy.

“We looked at many places and when we went in the first day, he said ‘Mom, this is it!’ and I said ‘Well, Dean, we’ve got to look around,’” but Bella’s mind was made up shortly after as well. “There were people smiling, shaking hands with us, we had a cup of tea, everyone was friendly, I couldn’t get over it,” says Bella, “You just felt at home right away.”

One of the things that makes Parkland Riverview feel like home for Bella is a busy schedule. For nearly 30 years, Bella worked as an activity coordinator, planning daily activities for seniors and she now finds joy in the daily activities at Parkland.

“We tried to plan everything so that there would be something every day, every hour and I guess it never left me really,” she says. “I still feel it, I like all of that and maybe that’s why I like everything so much where I am because we have a lot going on too.”

Bella especially loves events that she can dress up for. She often dresses up with friends and likes to encourage others around Parkland Riverview to do the same.

“I think it’s very important for us to dress up every day and want to look nice,” says Bella.

Bella has many friends at Parkland she does activities with, including her three best friends, Doris, Irene and Simone. They were friends in grade school and are fondly known as the “Richibucto girls.” Today, they enjoy life at Parkland Riverview together.

“It’s very pleasant and we love each other, we’re a big family and I love where I am. I love going out in the morning, I can’t wait,” says Bella. “It’s not hard to love people and be with them and have them love you too. I think that’s number one being where I am and that’s how it is.”



# Love Stories

## LOVE AT FIRST SIGHT

For Warren McKim of Embassy Hall in Quispamsis, New Brunswick, he doesn't just believe in love at first sight, he's experienced it firsthand.

It was 1952 when Warren first laid eyes on his late wife, Margaret. She was getting on an electric street train in Saint John and he couldn't take his eyes off her. Although he was shy at first, Warren mustered the courage to introduce himself, after finding out where she worked from her brother. They dated for a short time until Warren had to go to Montreal, where he would work as a pilot.

After the move, Warren was flying his plane from Montreal, when his plane experienced an engine failure. Warren was forced to make an emergency landing in Shamrock Park in Saint John. This landing was big news in the community and made the local paper. Warren then received a phone call from Margaret and the two made plans to see each other later that day.

From that day on, Margaret and Warren were inseparable. They married in 1952 and had five wonderful children. Although Margaret is no longer with us, Warren holds these memories close to his heart and will always cherish their beautiful life together.



*Embassy Hall resident, Warren McKim, holding a photo of his wife, Margaret.*



## LOSIER LOVEBIRDS

Leo and Margaret Woods grew up in Craigville, N.B. and lived less than two kilometers apart. They got to know each other through Leo's friendship with Margaret's brother.

It wasn't love at first sight, at least not for Margaret. Peggy remembers her father telling her about the time her mother tried to set him up with one of her friends, but that didn't work out because there was only one woman who was the apple of his eye.

Less than a year after sharing their first kiss, the couple were married by Leo's brother, Father Woods, at St. Patrick's Catholic Church in Chatham, N.B.

The affectionate couple loved children and adopted all five of their kids through the church. The family lived in Nelson, N.B. before making the move to Ontario for two years, something that Margaret and the kids were not happy about. After discussing it, they moved back to New Brunswick.

One of the keys to their happy life has been their ability to work things out and compromise.

As the years have gone on, their love has only continued to grow.



*Losier Hall couple Margaret and Leo Woods will be celebrating their 68<sup>th</sup> anniversary in September 2021.*



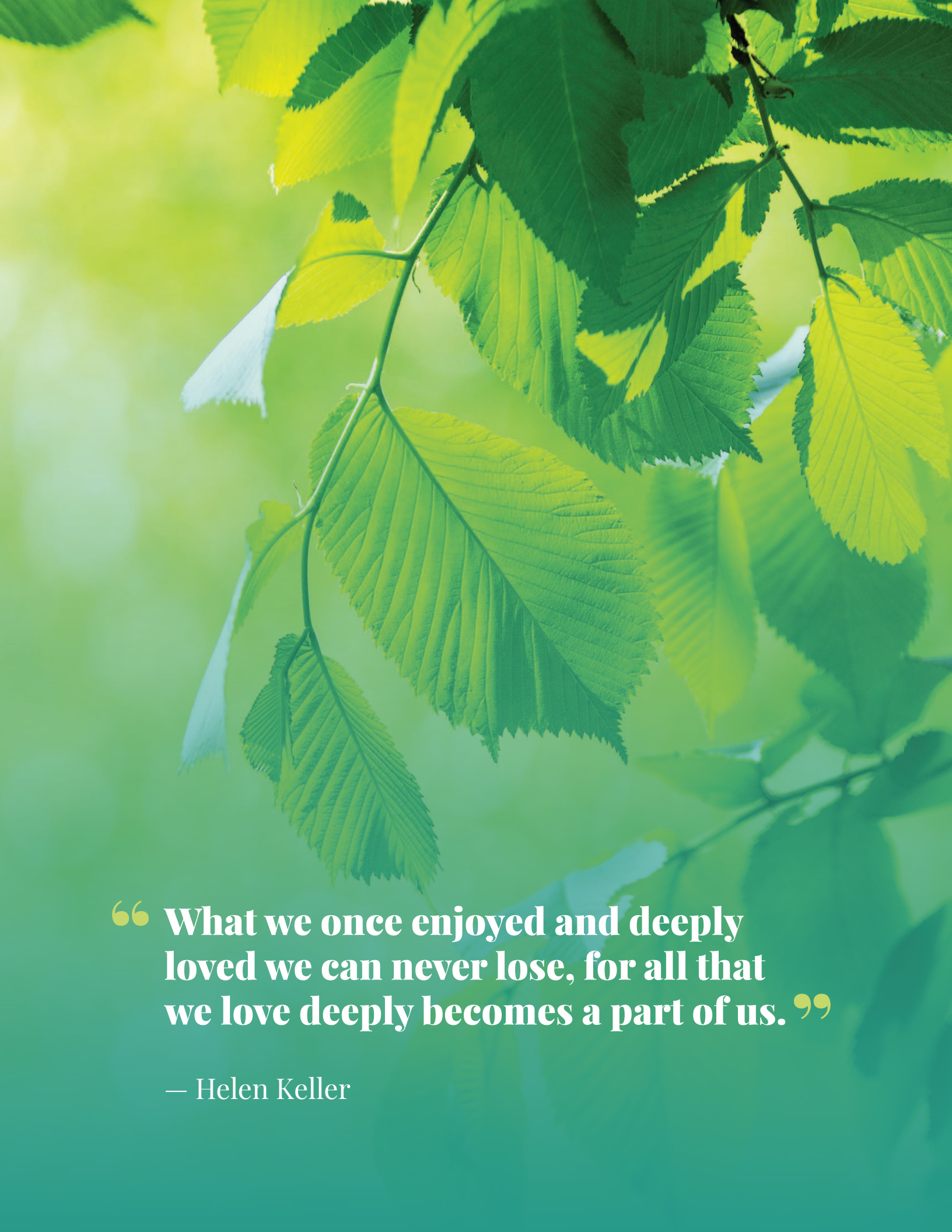


# In Memory

For more than 30 years, we have had the privilege of caring for residents who call our communities home. During this time, we have joined with many families to celebrate a life and share fond memories when a loved one is lost.

Mourning together and providing comfort to each other are important ways we are able to heal. COVID-19 has taken these rituals from us and it is unclear when they will resume.

To honour all lives lost in this time when we cannot grieve together, we will be holding a memorial service at each of our locations when it is safe to do so. This will allow us to remember the community members we have lost and show their loved ones that they are not alone in their grief.



**“ What we once enjoyed and deeply loved we can never lose, for all that we love deeply becomes a part of us. ”**

— Helen Keller

## Better Together for the Holidays

The holidays are always an exciting time at Shannex and Parkland. This year, things looked a bit different, but with a sprinkle of determination, a splash of fun and a dash of a can-do attitude, the holidays were still a time where special memories were made. Across our communities, we were blessed with tales of resilience, connection and love.

### DELIVERING CHRISTMAS TO CEDARSTONE

Sarah MacDonald Miles is passionate about her community. Two years ago, the 16-year-old co-founded *Links for Love*, a charity that collects winter coats, clothing donations, and homemade bracelets to raise funds for community programs and services.

Last year, the Lockview High School student brought 125 Christmas cards to all of the residents at Cedarstone Enhanced Care. This year, she set a goal to make the holidays extra special for residents by making sure everyone had a present to open on Christmas Day.



L-R: Student, Sarah MacDonald Miles prepares holiday gifts for Cedarstone residents. Cedarstone Site Manager, Ricardo Garcia, and Sarah MacDonald Miles deliver gifts to residents.

With the help of her grandmother, who knit 50 pairs of socks, along with many other donations, Sarah was able to make a special delivery just in time for the holidays! The presents were tucked under the Christmas tree for residents to open on Christmas morning.

Visit [linksoflove.ca](http://linksoflove.ca) to learn more about Sarah's charity.

Sarah is the niece of Stephanie Miles, Regional Manager, Colchester/Cumberland Region.



## Henry Brown's Inspired Recipes

### GARNISHED WITH CARE

For Henry Brown, when it comes to cooking, the apple doesn't fall far from the tree.

"I've always loved to cook, plus my dad was a cook, so that was part of my childhood, watching him make bread on Sunday mornings," he recalls with a warm smile. "There's nothing like fresh baked bread."

Shannex's menu development and training chef has been wearing his chef's hat with the company for over 15 years. In his role, he's tasked with coming up with original recipes. When he's whipping up something for everyone to enjoy, he seasons his dishes with lots of thought and more than a dash of creativity.

"I think about what I want to put on a plate, how it's going to look, the flavours, etc. Then I work backwards to create the recipe, at this point there's a lot of pencil-to-paper coming up with ideas," he says. "Lastly, there's the testing of the recipe. During this time, there's nothing set in stone, last minute changes are made until the final product is good enough to make it on a menu."

He notes that inspiration can be found everywhere.

"Any time I go to one of our communities and talk to chefs, cooks, dietitians and residents, they all give me ideas which then can be transformed to recipes," Henry says. "Sometimes I could be going for a walk and an idea pops in my head."

The Summer Fruit Pie with Crumb Topping recipe, found in this issue of *Connections*, was inspired by the flavours he wanted to include in Shannex's upcoming spring/summer menu. They're in the testing process and so far, the feedback has been great!

Give the recipe a go and taste it for yourself!

Bon Appetit!

Shannex Menu Development and Training Chef Henry Brown





Parkland at the Gardens resident, Maureen Banyard.



## Resident Spotlight

### MAUREEN BANYARD, A CHAMPION OF COMMUNITY SPIRIT

Supporting local causes is at the heart of what Parkland at the Gardens resident, Maureen Banyard, does. When an opportunity came up to fundraise for a tree to be featured in the Mental Health Foundation of Nova Scotia's *Festival of Trees*, she jumped at the chance. The trees were on display and auctioned off. The proceeds went to the Mental Health Foundation of Nova Scotia to support programs and services throughout the province.

"It can't be hit or miss, it's got to be superb – I don't care what it costs," says Maureen with a determined smile. "I knew we had to do it!"

The theme of the Parkland at the Gardens tree was an old-fashioned Christmas tree – decorated with silver, white, and crystal ornaments and topped with a silver star.

This isn't the first time Maureen has rolled up her sleeves to champion a fundraising initiative for the Mental Health Foundation of Nova Scotia. Last year, she took part in the Music for Mental Health campaign, a day-long event full of activities, presentations and music focused on promoting positive mental health at Parkland at the Gardens.

She set out to fundraise \$10,000. When she hit her goal, it was matched by Shannex. In total, she raised \$20,000. Her generosity has continued into 2021; on Bell Let's Talk Day, she raised over \$8,000 for community mental health initiatives.

Maureen is a strong advocate for the importance of mental health awareness and education, and she is always willing to go the extra mile to help make the community a better place. She knows mental health is something that can touch every family and it's important to her that people can find help when they need it.

"It's very important, mental health should be number one," she says. "It hits all walks of life and all ages."

Maureen is already thinking about her next campaign and is working on ways to increase the funds she raised in 2020.

"I think we have to concentrate on bringing more people into the fold and getting the public to understand every donation, even a small amount, is so important."

# Innovation Station Update

In our organization's long history, we have learned that there are always better ways we can improve the lives of seniors. Trying new and innovative approaches to care and technologies are ways to ensure we are always Leading the Way to Better Living.

Here's a snapshot of innovation at work in our communities.

## Tenera Care

"Tenera Care" is a state-of-the-art sensor technology designed with input from families and front-line staff to support all residents, especially those living with Alzheimer's disease, other forms of dementia and memory loss.

**"What's particularly exciting about this innovation, is its versatility. It provides a much easier method for residents and staff to get assistance and stay safe."**

**— KATHLEEN NORMAN, SENIOR DIRECTOR,  
STRATEGIC PLANNING, RISK AND QUALITY**

Now in use in several of our communities, this tool uses a simple device worn on the wrist or around the neck of residents, team members and visitors. The technology helps us deliver more personalized care and service based on each resident's individual needs because we have detailed information about their movements and behaviour patterns.

### IN THE COMMUNITY

- First piloted at Evan Hall at Parkland Clayton Park in 2018.
- Drummond Hall at Parkland Clayton Park, Cedarstone Enhanced Care, Harbourstone Enhanced Care and Parkstone Enhanced Care are also now using the technology.



## Mindful Garden

Mindful Garden is a digital solution to help calm people living with forms of dementia who are experiencing anxiety or aggression. This piece of technology is a movable tv screen that displays computer-generated images designed to engage and calm users. Using a video-game engine, images are powered by the resident's voice and gestures, which can calm them without the use of medication or restraints. Research shows that Mindful Garden positively impacts the well-being of residents' family members and care providers. This initiative is a positive step to help residents improve their health and quality of life.

### IN THE COMMUNITY

- A pilot project was launched at Tucker Hall (Lily Court) at Parkland Saint John in October 2020 with funding support from the Centre for Aging and Brain Health Innovation (CABHI).
- Initial positive results have led to plans to expand the pilot to additional neighbourhoods at Tucker Hall.

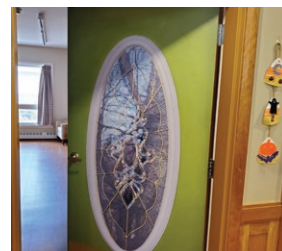
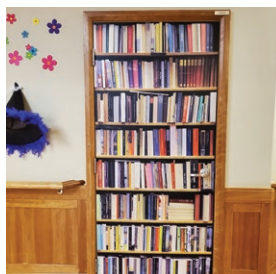
Visit [www.mindfulgarden.com](http://www.mindfulgarden.com) for more information.



Photo courtesy of Mindful Garden.

## True Doors

In keeping with a person-focused approach to care, this initiative helps people living with Alzheimer's disease and other forms of dementia to function better for longer. It gives them an opportunity to continue to engage in positive interactions and experience well-being in their lives. True Doors helps to bring a more homey, friendly and personalized living environment in a clinical care setting, where residents' identities are central. With True Doors in place, many residents will knock before coming into other residents' rooms and they are also less likely to walk into the wrong room. This is resulting in more privacy and a greater sense of safety for residents.



*In a partnership with True Doors, Lily Court residents at Parkland Saint John received new bright and cheerful doors for their suites.*

## Pivot santé pour aînés

Le projet Pivot santé pour aînés est un partenariat entre le Faubourg du Mascaret et le Centre d'études du vieillissement de l'Université de Moncton. Les trois composantes du projet sont : le service aux personnes âgées, la formation et la recherche.

À partir du Faubourg du Mascaret, le partenariat offre des services de promotion de la santé et de prévention de la maladie en français aux personnes résidentes aux fins d'augmenter la prise en charge de la santé; il préconise la création d'un milieu d'apprentissage novateur (expériences cliniques communautaires en gériatrie et gérontologie) et le développement de collaboration et d'interdisciplinarité; et encourage la recherche collaborative entre les chercheurs et les partenaires du Pivot santé pour aînés au développement des projets de recherche interdisciplinaire.

Nous sommes fiers que le projet Pivot santé pour aînés a été prolongé jusqu'au début 2022!

*Gauche à droite: Coordinatrice aux loisirs au Faubourg du Mascaret, Raymonde Saintil et Gestionnaire de projet de Pivot santé pour aînés, Éric Boutot posent pour une photo à côté de la bannière de Pivot santé pour aînés.*

*Left to right: Faubourg du Mascaret Wellness coach Raymonde Saintil and Pivot Health for Seniors Éric Boutot stand next to the Pivot Health for Seniors banner.*

## Pivot Health for Seniors

The Pivot Health for Seniors project is a partnership between Faubourg du Mascaret and the University of Moncton's Centre for the Study of Aging focused on services for seniors, training and research.

The partnership offers Faubourg du Mascaret residents on-site French-language health and illness prevention services to make it easier for residents to take charge of their health; create an innovative learning environment (community clinic experience in gerontology and geriatrics); develop collaboration and interdisciplinarity; and encourage collaboration between researchers and Pivot Health for Seniors partners to develop interdisciplinary research projects.

We are proud that the Pivot Health for Seniors project has been extended until the beginning of 2022!





**Top right:** George Deale and Darlene Redmond sit on the cycle ergometers, while Physiotherapy and Occupational Therapy Assistant Student, Mitchel Burton, looks on.  
**Bottom right:** Physiotherapist, Sarah Houle, pokes her head out of her office to check on resident, Darlene Redmond, and PTA/OTA student, Mitchel Burton.

## Teamwork and Big Ideas

### TEAM MEMBER SPOTLIGHT

In late May 2020, Sarah Houle walked through the doors of Arborstone Enhanced Care, as the community's new Physiotherapist. She was stepping into her dream job. Working with seniors and staff to come up with ways to help improve their physical wellbeing is at the heart of her passion.

Striking up a fast friendship with her colleague, Occupational Therapy/Physiotherapy Assistant, Amber Russell, the two women hit the ground running by repurposing the Wellness Centre to its original design for a rehab gym.

"When I started here two years ago, one of the first things I noticed was that we really need to be using the space like it should be," says Arborstone's General Manager Kathryn Purdy. "There was just a lot of equipment being stored in this space."

When Amber joined the team in April 2020, she got the ball rolling by starting to clear out the unused equipment. When Sarah came onboard, they collaborated to create a peaceful haven for people to come to. This gym is decorated with bright colors: Shoots of bamboo line its green walls, and a bright orange door greets you as you enter. The dynamic duo jokingly admit that Amber is the creative right brain, while Sarah is the logical left brain.

The project took eight months to complete and was well worth the wait.

"We usually open it up at 8 a.m.," says Sarah. "As soon as we walk through the door, we're meeting people who are waiting to get in."

Due to COVID-19, only four people are allowed in at a time, including instructors. Safety precautions such as physically distanced equipment and rigorous sterilization measures are in place.

For Sarah, the second step in all of this is to ensure that staff don't feel they're missing out.

"Now that the gym is at a point where it's more self-sustaining and only one person is required to supervise, I think we're going to start focusing more attention on staff wellness," she says. "We like to offer more yoga and meditation classes or general education about body mechanics and updated employee training."

Thanks to Sarah and Amber for going the extra mile to keep residents healthy and active!



Arborstone resident, Nicole Lenson, plays the drums with Physiotherapist, Sarah Houle.





L-R: Client Services Assistant Ruth Graves, Receptionist Rebecca Smith.

## Screening for COVID-19, Gaining Connection

### FINDING A SILVER LINING

Given the COVID-19 pandemic, some Parkland and Shannex employees have been asked to develop and apply new interview skills to screen people as they are entering our communities. This includes Josol Matalam, who started as the concierge team lead at Parkland at the Gardens in December 2020.

The bubbly and vivacious team player jumped at the chance to do her part to keep the community safe. Each day she follows a strict screening protocol to ensure safety.

“When you first walk in, I always greet you with a smile, even though you can’t see it; you can see it my eyes,” she says. “When people come in, they need to sanitize their hands and then they will be given an individually packaged mask to wear while they’re here.”

She adds that people will be reminded of health and safety procedures, have their temperatures taken by a digital temperature screening machine and, if their temperature is normal, they will then undergo a series of screening questions. Everyone who enters the building will be signed in and out by the screener.

These unique duties, presented by the pandemic, gave Josol the chance to get to know her colleagues and residents in short amount of time.

**“I’m one of the newest members on the team, so I was wondering how I was going to meet all of my co-workers – this allowed me to do just that.”**

Making greater connections with her colleagues was a similar experience for Bradford Hall Client Service Assistant, Ruth Graves. The part-time worker seized the opportunity to get to know her fellow employees.

“Every person who comes in, they know me by name now,” she says. “Before, no one knew who Ruth Graves was – now they all know who I am.”

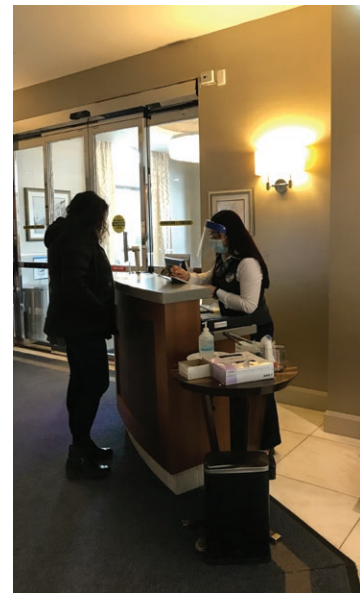
Thanks to newly acquired technology, there’s a new temperature taker in town at Parkland Clayton Park. The digital temperature screening machine bears the same name as its predecessor.

**“There’s an automated machine that screens temperatures now. It keeps your picture, and your information is all programmed into it.”**

“They named the machine Ruth after me,” she added with a laugh.

For Parkland at the Lakes Receptionist Rebecca Smith, who has also been tasked with screening people who enter the building, she too feels as though the experience has helped her get to know her co-workers better. It has also given her an extra sense of responsibility.

“Whether it be screening everyone who comes into the buildings or booking appointments, I am a part of what makes it run smoothly. Thankfully we have had next to no issues here with all the precautions we have, but it is a team effort and we all share the responsibility to help keep everyone safe and healthy.



Parkland at the Gardens Concierge Team Lead Josol Matalam screens a guest.

# Maplestone Milestone

## MAPLESTONE CELEBRATES 50 YEARS

February 2021 marked Maplestone Enhanced Care's 50<sup>th</sup> anniversary. On February 10, residents and employees gathered to celebrate the milestone with cookies created by the Culinary Services Team.

"It's really special to be able to enjoy this milestone together," says Alejandra Gutierrez Ocampo, General Manager of Maplestone Enhanced Care. "Everyone has worked so hard to keep each other happy and safe."



Connection and togetherness are the heartbeat of the Maplestone community. For decades, the building has been known for bringing residents, families, volunteers, students and the community together; however, COVID-19 changed that. Restrictions limited family visits, suspended volunteer opportunities and limited students using the Collaborative Learning Centre. Despite the

challenges presented by the pandemic, Maplestone has pushed forward and is still finding ways to keep the connection going.

As the new General Manager, who started just before the pandemic began, Alejandro has been a steady hand guiding the ship during an uncertain time. One of the keys to Maplestone's success is to ensure regular communication.

"Making sure that we are relaying information accurately and that we're consistent in keeping residents, families and teams updated is really important," he says.

One of the things that has stood out to Alejandro has been the resilience of his staff to make sure residents feel safe and supported.

"I was really impressed by the staff who were willing to go above and beyond to be here at work despite the uncertainty of the virus."

As the pandemic goes on and more vaccines become available, he's hoping more people will be permitted to come and visit. Until then, the Maplestone community will continue supporting each other like they have for 50 years.

*A special thanks to Dana Schiefer and the team from Culinary Services for making the cookies to mark this special milestone.*

*Top to bottom: Housekeeper Jocelyn Beals, resident Agatha "Bubbles" Godwin, resident Thomas George McDonald.*

## MAPLESTONE: AN ACADEMIC NURSING HOME

*In 2010, the Maplestone Collaborative Learning Centre (CLC) was created through a trusted partnership between Shannex and Dalhousie University's Department of Family Medicine and Faculty of Health. This made Maplestone the first academic nursing home in Atlantic Canada. By the end of March, 1779 learning placements, through 22 disciplines, will have taken place since January 2010.*



# Refer a Friend

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Refer a friend to Care at Home. Once they sign a contract to receive care services, you will receive free services on us. It's that easy!

Happy referring! Contact us for details.



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careathome@shannex.com

## Parkland on Eglinton West Gets Creative

### PAINT NIGHT WITH THE HARMONY WELLNESS PROGRAM

Parkland on Eglinton West's Recreation and Wellness Manager, Lorraine Shaw has developed a Paint Night program that residents can take part in without leaving their suites. Inspiration for the virtual paint night came from Parkland on the Glen, where they would host a weekly in-person paint night. Because of the success at that campus, Lorraine decided to bring it to Parkland on Eglinton West and make it virtual.

"The pandemic is making us think outside the box about what we can offer to the residents and what's exciting for them," says Lorraine. Prior to the event, she created a kit with everything they would need for the night and delivered it to each resident's door. For the first session, about 10 residents took part and as a result of the success of the first session, Lorraine thinks the next session will have around 20 residents.

One of Lorraine's favourite things about developing programs is learning about new talents or having residents discover an undiscovered talent after trying something new. "I think a lot of people assume that once you get to a certain age that there's no way for you to learn new skills, but there's always new things you can explore," she says.

Parkland on Eglinton West residents continue to enjoy their monthly paint night session. Due to its popularity, next month Lorraine has added an afternoon paint session to the schedule so more residents can attend.



Betty Peart holding a painting she created of the view from her balcony.



L-R: Parkland on Eglinton West residents Pat Piper, Frank Piper and Wendy MacBeth with their virtual paint night creations.



## Development Update

### PARKLAND AJAX

The construction of Parkland Ajax, our newest lifestyle residence in Ontario, is well underway! Window walls are being installed on the second and third floors, the eleventh floor was poured and rough-ins have just begun. Parkland Ajax is set to open in late 2022. We'll continue to keep you updated as construction continues.



### PAVILLON LANDRY (FAUBOURG DU MASCARET)

Our newest 60-bed licensed long term care home situated on the Faubourg du Mascaret campus in Moncton, New Brunswick, welcomed its first resident on October 26, 2020.

Featuring an innovative Main Street concept designed to create familiar public spaces for residents to enjoy in a safe and controlled environment, helps residents maintain their independence and encourages socialization and a sense of community. This beautiful open space offers a town hall, café, salon, chapel and theatre and will eventually connect to the existing long term care home Pavillon Richard.

## Parkland TV

Parkland on the Glen and Parkland on Eglinton West recently launched Parkland TV, a dedicated cable station that features custom content designed to keep residents connected and engaged in community programming in their suites.



*Lorraine Shaw, Recreation and Wellness Manager at Parkland on Eglinton West doing a fitness class for Parkland TV.*

Elliot Kavanagh, Brand Integrity Manager at Shannex says Parkland TV came to life after realizing residents could potentially be in isolation and missing their regular activities around the campus. "Being in isolation can be challenging for your health, both mentally and physically," says Elliot.

Amanda Taurins is a Recreation and Wellness Manager at Parkland on the Glen and says residents have been enjoying Parkland TV so far. "We've been using it to share upcoming events, general information and host scheduled programs, since at the present time we can't have any in-person programming," she says. "We have exercise videos, a comedy corner and an armchair travel series which has been really popular with the residents."

Because Parkland TV is virtual, wellness team members from across the company have been creating content and coming up with ideas to share with residents at the two participating campuses. "Every day is a different face," says Amanda. "Everyone is contributing as a team to create content. It's been really nice to see everyone come together."

All Parkland campuses are expected to have Parkland TV by summer 2021.

## Cutest Residents



Topsy is 15-years-old and enjoys the views from Parkland on the River, where she lives with her owner, Maud Young.



Coal is very vocal and loves attention. He resides at Parkland on the River with his owner, Norma Crawford.



Callie is 15-years-old and loves to cuddle. She is owned by Gilbert Watling and lives at Parkland on the River.



Roo is a four-year-old micro golden doodle and is the unofficial Parkland Clayton Park pet belonging to Wellness Coach, Sally Robertson. Roo, the wellness canine has been going to work with Sally since she was 10 weeks old and loves interacting with residents, staff and visitors.



On January 30, residents of Losier Hall were treated to a puppy party. The act of kindness was organized by Rachel Bernard who was inspired by late Riverview teen, Becca Schofield. Rachel hopes that others will be encouraged to perform random acts of kindness to help lift the spirits of those who are struggling because of the COVID-19 pandemic. This act of kindness brightened the day of staff and residents alike. A special thank you to Rachel, the team at Losier Hall and all the dog owners who attended and made the day extra special for residents.



On February 5, Pavillon Landry at Faubourg du Mascaret had a special window visit from Party, the miniature horse. Party is a six-year-old therapy horse, owned by Aimee Hutchinson from Beloved Miniature Horses in Irishtown, New Brunswick. The residents loved seeing Party outside and can't wait for him to come back and visit again!



Monarch Hall's beloved pet, Honey Bunny, has a new home. Don't worry, she hasn't tunneled out of the community. The sweet rabbit was growing too big for her cage. To make her more comfortable, Karen, who's a nurse at Monarch Hall, asked her husband to build a bigger home for Honey. They donated the wonderful cage to our Riverview community! Honey loves her new home, and we are very grateful to Karen and her husband for their generous gift!

# Snapshots



## Love Connections

Faubourg du Mascaret General Manager, Christina Cormier, shows her love and support for residents and staff by recreating the cover of the last issue of *Connections* magazine.



## 100 Reasons to Smile

Congratulations to Byrna MacKinnon, who celebrated her 100<sup>th</sup> birthday in December! Byrna has been a resident of Royal Court since 2010.



## Snow PALs

Earlier this month, team members Rachel Whiteley, April Sampson and Sandra McKeough from Parkland at the Lakes (PAL) team welcomed a new family to Jamieson Hall. Although the family might appear a bit frosty, they're certainly beloved by all.



## Safety First!

The Canadian Foundation for Healthcare Improvement (CFHI) awarded Debert Court a grant to help address the current impacts of COVID-19.

As part of the grant, an Automatic Temperature Screening Kiosk was acquired. The stand-alone thermal temperature sensor is great for quickly screening visitors and staff as they enter the building. It is designed for facial recognition and temperature detection, ensuring hygienic touch-free access and health management. The terminal recognizes faces even if the user is wearing personal protective equipment, such as a mask.



## The Art of Giving

Parkland on the Glen residents have been getting crafty during the pandemic.

Prior to the holidays, they created drawings and entered them into a competition which were voted on by residents and staff. In the end, Barbara Chambers took the top prize! Her art was turned into Christmas cards.

The cards were sold and all proceeds went to the Mississauga Fire Fighters Benevolent Fund. They raised \$830.

Congratulations on a job well done!



### New Traditions

To mark its first holiday season as part of the Parkland family, Parkland on Eglinton West started marking its own yuletide traditions, including a 12 days of Christmas countdown full of activities and events.

On the fourth day of Christmas, resident Shirley Jankus and Food and Beverage Manager, Andrea Gamboa, dressed up as trees for the occasion!



### Winner, Winner!

Congratulations to Parkland on Eglinton West resident Shirley Jankus who won a game of our Virtual Bingo.



### Stitching Together

Cameron Hall resident, Michael White, has been knitting since he was six years old. Wanting to try his hand at knitting, he asked his mother to teach him to knit and he's been doing it ever since! He keeps busy by making little hats for the newborns of St. Martha's Hospital in Antigonish.



### Let's Talk About Mental Health

Residents at Parkland on the Glen were taking part in Bell Let's Talk Day by completing activity booklets full of a self-care activities, positive self-talk worksheets, a note from staff and information on a mental health hotline. Residents also received kindness boxes, which included a personalized note and compliment, a couple chocolates and candies. Yum!



### Happy New Year!

To celebrate the start of 2021, residents at Thomas Hall in Fredericton, NB, shared what they wanted for the new year. Check out Mary Hay's smile. She's not the only one who's happy 2020 is over.



### A Safe Space

When Caritas Residence General Manager, Jennie Lutz-Burns, saw the slogan "the best safety device is a careful worker" on the home improvement show, "Home Town," it resonated with her.

Building on the Caught You Being Safe program, they revamped the safety education area to turn it into a spot to recognize people who demonstrated safe work practices.

When submissions are made to the Caught You Being Safe program, they're showcased on the bulletin board to show others the many ways we can help each other stay safe at work.



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