

Shannex™

# CONNECTIONS

FALL 2019 • ISSUE 36



## Losier Hall's Big Day

Welcome to your new home!

**PLUS:**

Biking at Celtic Court · Shannex Summer Games · Parkland Truro: Internet Sensation

## Editor's Note

### Katherine VanBuskirk

Happy Fall! This is always my favourite time of year for many reasons, but this year it was made sweeter by some of the exciting things going on in our Shannex, Parkland and Faubourg communities.

For those of us who were privileged to be present on Move Day at Losier Hall, our newest Shannex New Brunswick long term care community, October 1<sup>st</sup> will always be a day to remember. We were there to welcome residents and team members to their new home, but the community spirit in Miramichi had us all feeling like we had known each other for a long time. Read all about our exciting day on pages 9 and 10.

This time of year can also bring new beginnings, and you may have noticed something new in this issue. We are pleased to introduce the new Shannex logo on our cover. It has clean lines and is easy to read for people of all abilities. The stylized letter 'x' depicts an arrow to signify the leadership role our organization takes in every area of our business – an example set by our founder, Joseph Shannon. It also represents our vision: *Leading the Way to Better Living™*. You will see the new logo starting to appear everywhere in the coming months.

In this issue we are pleased to share more Great Connections with wonderful stories of how residents and staff enrich each others' lives. Read about the new Duet bike at Celtic Court (page 12), Bob, a resident at Orchard Court who is also a local celebrity and social media star (page 16) and Pam, who keeps Parkland in the Valley residents well fed and cared for (page 16).

These, along with many other stories in this issue, paint a beautiful picture of the amazing things happening in our communities every day. I hope you take time to read them all!

**On the cover:** L-R: Jackie Cortes, Karen Donovan, Jason Shannon, Pauline Gauvin, Paula Lynch, Charlene Shaddick, Carole Morey, Derek Green.

## Culinary Corner

### Pumpkin Cheesecake

Autumn and pumpkin have always gone together like peas and carrots, but in the last few years it seems that the pumpkin craze has reached new heights. Who are we to argue? We recommend enjoying this delicious pumpkin cheesecake with your pumpkin spice latte.



#### Ingredients

630 ml	graham cracker crumbs	90 ml	pumpkin puree
110 ml	butter, melted	150 ml	35% whipping cream
800 g	cream cheese	60 ml	sour cream
250 ml	white sugar	2 tsp	cinnamon
3	large eggs	1 pinch	cloves
1 Tbsp	vanilla	1 pinch	nutmeg

#### Instructions

Mix melted butter in with graham crumbs and press mixture into springform pan. Bake at 350°F for 12 minutes, remove from oven and let cool.

Preheat oven to 275°F.

Mix cream cheese and sugar together until light. Clean beaters often to remove unmixed pieces of cream cheese and to clean bottom of bowl.

Add eggs one at a time until combined. Then add in vanilla.

Add rest of ingredients and mix well.

Pour cheesecake mixture into springform pan and place on a baking dish in pre-heated oven.

Add a small pan of hot water on the bottom rack of the oven.

Bake for 85 minutes. Do not open door during baking! Turn off oven and let cheesecake cool in oven 20 minutes, then slowly open door and let cheesecake cool another 20 minutes before removing from oven. Let cool completely. Cheesecake is easier to cut when chilled.

# Shannex™

CARE  
AT HOME

Parkland

FAUBOURG  
du Mascard

ENHANCED CARE



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

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Bissett Court 10<sup>th</sup> Anniversary Celebrations. Pictured: Jason Shannon and Julie Power, first resident at Bissett Court

## President's Message

I am happy to share the Fall 2019 issue of *Connections* with you. It has certainly been a busy time, as you will see when you read through the following pages. Perhaps most exciting has been welcoming residents, families and new team members to Losier Hall, our new long term care community in Miramichi, New Brunswick.

On October 1<sup>st</sup>, I was pleased to join a team of Shannex employees and our new colleagues who have joined us from Mount St. Joseph Nursing Home to move 131 residents to their new home at Losier Hall. The move went extremely well. Now, almost a month later, residents, families and our team at Losier Hall are doing very well and continue to settle into their new community. We look forward to opening Bridgeview Hall and Parkland on the River early next year!

Around the same time, my father and I had the pleasure of joining Faubourg du Mascaret residents in recognizing the late Dr. Corinne Gallant, who played an important part in making the Faubourg community a reality and whose name graces our newest building, Pavillon Gallant.

*De la part des personnes résidentes actuelles et futures du Faubourg du Mascaret, nous offrons nos plus sincères remerciements à madame Gallant pour son rôle déterminant dans la création de cette communauté inclusive et dynamique.*

On behalf of current and future residents of Faubourg du Mascaret, we offer our sincerest thanks to Dr. Gallant for her key role in creating this inclusive and vibrant community.

As many of you know, this year, we are also celebrating a number of 10<sup>th</sup> anniversaries for our long term care communities that are part of the Building for Better Living project in Nova Scotia. Vimy Court, Elk Court, Debert Court, Bissett Court, Celtic Court, Orchard Hall, Blomidon Court, Ryan Hall and Glasgow Hall have become important parts of their communities over the past 10 years, which is evident in the support they received from residents, families, neighbours and Trusted Partners who participated in each anniversary celebration. I am honoured that I was able to attend some of these events and thrilled to see firsthand the strong and tight-knit communities that exist at these locations.

October is also Continuing Care Month in Nova Scotia and this year, for the first time, October 13-19 was recognized as CCA Week. To those of you who are CCAs, thank you for the integral role you play in our continuing care communities.

I hope you enjoy reading about all of this and more in this issue of *Connections*. I know I did!

Sincerely,

Jason

## Development Update

### Parkland on Eglinton West

Thanks to the tireless efforts of everyone involved, from design and construction to marketing and operations, Parkland on Eglinton West moves ever closer to completion. This impressive building, which will welcome its first residents next year, was also the subject of an information session on October 10<sup>th</sup> at the Islington Golf and Country Club. We already have deposits for over 50% of our independent suites, and are excited to meet more future residents!



### Parkland on the River

There are so many wonderful things happening in Miramichi! In September, Parkland on the River hosted its 3<sup>rd</sup> information session and had a great turnout. These sessions are a great opportunity for members of the community to ask questions and stay up to date on the progress and changes taking place at Parkland. There will be more sessions as we get closer to the grand opening!



## Congratulations, New Resident Attendants

A new nursing home means a lot of new team members are now part of the Shannex family! We are so proud of the 16 new resident attendants who just graduated from their specialized training program and will be instrumental in helping residents at Losier Hall live their best lives.

On September 20<sup>th</sup>, approximately 100 people watched the new resident attendants graduate during a ceremony held in front of the School House on Losier Hall's Main Street. Graduates and attendees listened to words of welcome from Debbie Well, CEO, Mount St. Joseph Nursing Home, Sue Delong, Clinical Specialist, and Derek Green, Vice President, New Brunswick Operations, and enjoyed drinks and appetizers prepared by the Shannex culinary team. Instructors Glenda Lavigne and Joanne Hardy also created a candy bar as a post-ceremony treat, which was greatly appreciated!

The new graduates started working right away preparing Losier Hall for opening day on October 1<sup>st</sup>. Congratulations and thank you so much to each and every one of you!



## Justin Trudeau at Faubourg du Mascaret

On September 18<sup>th</sup>, Ginette Petitpas Taylor, Member of Parliament for Moncton - Riverview - Dieppe and Federal Minister of Health, invited Prime Minister Justin Trudeau to make a stop at Faubourg du Mascaret. Mr. Trudeau was welcomed by a band and many residents who wished to speak with him. After saying a few kind words, he took time to shake everyone's hand and take pictures with residents and team members. The visit was a great success!



## Parkland Truro: Internet Sensation!

Wellness Coach Vickie Proctor at Parkland Truro had an idea. It involved a country song, some smartphones, a little editing and a lot of fun. It's the Git Up challenge! Here's how Vickie tells it.

*After seeing the challenge and dance so many times on Facebook, I thought, why couldn't we accept this challenge? The residents would love it and I'm always looking for other reasons for team members and residents to engage with each other! So we learned the basic moves and talked to team members and residents to get everyone on board with the idea. It was so much fun getting clips of different residents doing the steps. It took about a month from start to finish to complete the individual videos and put the completed project together.*

*Even though there was some initial skepticism and many residents said "I can't dance anymore", the word "challenge" peaked their interest. With a little encouragement and seeing others join in, those who were wary came out of their shell and realized that they still have those hips! Most of these videos were done without music, so it was all about catching residents where they were already sitting and getting them to let loose.*

*A BIG thank you to everyone who helped get residents moving and capturing those special clips. Parkland residents are great, and it's so wonderful to see them smiling and interacting with our team members and getting those moves down!*

If you haven't seen the video, check out the post on Parkland's Facebook page from September 8<sup>th</sup>. Be one of the over 6000 people who have watched Parkland Truro residents dance their hearts out!

Special thanks to Vickie Proctor and Delores Morris for filming and Doug Proctor for editing.



Watch the video on our YouTube page:  
[youtube.com/experienceparkland](https://www.youtube.com/experienceparkland)

## Shannex Summer Games

Every summer, Harbourstone, Parkland Cape Breton and Celtic Court host the Shannex Summer Games. Residents, families and team members look forward to this exciting opportunity to strengthen bonds between the homes and engage in a little friendly competition through a variety of sporting events.

This year, Mary White Sheppard of Celtic Court competed for the first time and won the most medals in the 2019 games. She won gold in washer toss, gold in ladder toss, silver in shuffle board, bronze in mini-putt and bronze in boccia ball. In fact, Mary won the most medals at Celtic Court since the games started!

Lorraine MacDonald is another inspirational Shannex Summer Games competitor. She is an amazing bowler and was a member of Sydney's first women's league. This year, a new award was introduced in her honor: the Lorraine MacDonald True Sport Award. This award recognizes an athlete who, in the pursuit of sporting excellence, has demonstrated values such as dedication, perseverance, sportsmanship, respect for others and a true love of sport.

Now that's what we call community spirit.



Resident Mary White Sheppard



Recreation Professional Amanda MacInnis and resident Bruce Gallagher



Wellness Coach Shane MacSween and resident Lorraine MacDonald

## Exercising resilience

Being safe and well is about more than not being sick, it's about overall physical, mental and social health.

We think a lot about our physical health because we know that we're more likely to get sick or hurt ourselves if we don't. Mental health is no different. By making an effort to learn how to deal with difficult situations, we can develop the tools we need to deal effectively when something does go wrong. These tools are what make us resilient.

Like many things, personal resilience is something we can improve. By reflecting on what we're worried about, how we react in stressful situations and who we can rely on for support, we can start becoming more resilient.

If you'd like a detailed guide on how to become more resilient, consult Great-West Life's "Plan for Resilience" available as a PDF online at:

[https://www.workplacestrategiesformentalhealth.com/pdf/M7460\\_B\\_Employee\\_Guide.pdf](https://www.workplacestrategiesformentalhealth.com/pdf/M7460_B_Employee_Guide.pdf)

### Want to quit smoking? We're here to help!



The Wellness and Benefits teams have partnered up to offer "quit kits" filled with gum, tea, puzzles and other items to support you when things are tough!

To get a quit kit or for more information, contact your OHN/Designate, Abilities Specialist or Manager today.

### Here are some tips for building resilience.

- Build supportive relationships
- Be optimistic
- Accept change
- Trust your judgement
- Keep things in perspective
- Work through the problem
- Acknowledge small gains
- Know your stress triggers
- Strengthen your coping skills

With a little time and mental elbow grease, you too can become more resilient!

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## Ouverture officielle du Pavillon Gallant

Le 24 septembre dernier, au Faubourg du Mascaret à Moncton, le Pavillon Gallant a célébré sa grande ouverture. Les membres de la communauté se sont présentés en grand nombre pour écouter les remerciements et pour assister au dévoilement d'une plaque commémorative à l'honneur de Corinne Gallant, professeure à l'Université de Moncton et principal moteur de l'initiative ayant mené à la création du complexe de retraite Faubourg du Mascaret. C'est madame Gallant qui a précisé les quatre principes directeurs du projet, à savoir :

1. Continuation de la vie : on ne cesse pas de vivre ni de penser quand on prend sa retraite;
2. Style de vie : la vie à la retraite continue d'être enrichie par des activités intellectuelles, culturelles, sociales et physiques. La vie sur un campus universitaire est davantage propice à ces types d'activités;
3. Contribution aux activités universitaires : les personnes à la retraite et résidant dans un tel complexe peuvent apporter un appui important aux activités d'enseignement et participer à des études portant, entre autres, sur le vieillissement;
4. Collaboration et échanges communautaires: un milieu composé d'individus provenant de différentes sphères de la société ne peut faire autre que de favoriser les échanges d'idées, de créer de nouvelles amitiés et de continuer à initier de nouvelles activités.

C'est avec la plus grande reconnaissance que nous honorons la mémoire de madame Gallant et que nous accueillons toutes les personnes résidentes qui bénéficient de sa vision novatrice.



## Pavillon Gallant Grand Opening

On September 24<sup>th</sup>, Pavillon Gallant at Faubourg du Mascaret in Moncton celebrated its grand opening. The community came out in full force to hear words of thanks and watch the unveiling of a commemorative plaque in honour of Dr. Corinne Gallant, Université de Moncton professor and champion behind the creation of the Faubourg du Mascaret retirement living community. It was Dr. Gallant who defined the project's four guiding principles:

1. *Life continues: We don't stop living and we don't stop thinking when we retire.*
2. *Lifestyle: When we're retired, our lives continue to be enriched by intellectual, cultural, social and physical activities. Life on a university campus is particularly well suited to these activities.*
3. *Contribution to university activities: Residents and retirees living in this type of community can provide significant support to teaching activities and participate in studies on aging and other topics.*
4. *Community collaboration and exchange: An environment populated with people from a variety of backgrounds can only encourage the exchange of ideas, create new friendships and stimulate new activities.*

*It is with deep gratitude that we honour the memory of Dr. Gallant and welcome residents who are bringing her vision to life.*



# Social Media Roundup

One of the great things about social media is the communities it creates. By sharing photos, videos and comments about what's happening at Shannex, Parkland and Faubourg, we make it possible for residents, family members, volunteers and team members to stay connected not only to the residences they know best, but also to other residences and the broader organization.

Thank you very much to everyone who participates in our social media communities. We couldn't do it without you!

Here are some of our most popular posts over the last few months. Maybe the next featured post will be about you!



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

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





## Time to Get Your Flu Shot!

Yes, it's that time of year again.

Fall has fallen, and it's time to think about protecting yourself and others from the flu.

As residents, families, volunteers and team members who regularly spend time with seniors, it is especially important to take precautions, keep your hands clean and get your flu shot!

Flu symptoms, which can start quite suddenly, include fever, cough, sore throat, joint pain, muscle aches and fatigue. If you get the flu, you are usually contagious from the day before you get sick until five days after your first symptom. If you do get sick, stay home and avoid close contact with others until you feel well again, usually in seven to ten days.

In addition to always washing your hands, the best way to avoid the flu is to get your flu shot! As we do every year, Shannex, Parkland and Faubourg communities will be holding free flu immunization clinics for residents, team members and volunteers. If you can't make the flu clinic, your local pharmacy or family doctor will be happy to do it for you.



And don't forget that it takes two weeks for the immunization to reach full effectiveness, so the sooner the better.

Please see a member of our health care team if you have any questions regarding flu season. Thank you for your commitment to keeping our communities healthy and free from flu this year!

## QIP Update: Turning a Bath Into a Spa Experience

*Improving Quality* is one of Shannex's five core values. Every day, you can see it come to life through a variety of exciting initiatives in our communities that are all designed to improve the lives of residents, families and team members.

In this issue, we take a moment to talk about something many of us do every day but probably don't think about very much. For people with limited mobility or other challenges, taking a bath is not necessarily a simple thing, and the extra pampering that often goes along with it can be more difficult. Over the last several months, Harbourstone has focused on improving the bathing experience for residents by creating a spa-like experience that includes full nail care, hair set and style and between 45 minutes and an hour of one-on-one time. The team also developed and implemented an optimized bathing schedule. Both residents and team members are enjoying the new experience!

A special thank you goes out to Kyle Richardson, Regional Manager, Sydney Enhanced Care, for leading this project!



L-R: Kathy Sampson, Kyle Richardson and Pam Vatcher

# Losier Hall's Big Day

October 1<sup>st</sup> was a big day in Miramichi!

Just one week after a wonderful open house recognizing the hard work of so many people to prepare for the arrival of residents, family members, volunteers and team members, Losier Hall is now truly a home.

Pauline Gauvin, 83, was the first to arrive at 7:30 a.m. with her daughters. She was welcomed by the 30-person-strong Move Day Crew and personally greeted by Jason Shannon, Shannex President & COO. When asked what she thought, Pauline said, "I love it. It's real nice, especially when you are not sure where you are going and you walk into this". Her daughter Paula Lynch was equally pleased. "It's just a dream come true. The Shannex people made us feel like they love our mother as much as we do. That's very important to us."



Carole Morey, Regional Director New Brunswick, spoke about the importance of residents being welcomed to their new home in style. "It's so fun [having a big welcome crew], I think the residents are loving the clapping as they come in, they are feeling really special. I've seen the reactions of some of the residents already and there have been tears because, when they walk in, it's more beautiful than we can describe to them."

By 11:20 a.m., 131 residents had arrived at Losier Hall, as well as a cat named Sooky and a fish named Elsie. Arrivals at the 159-room nursing home, with its innovative Main Street concept and team members who already know residents, went very smoothly. As was the plan, residents ate breakfast in their previous home and lunch in their new home. It was a busy, rewarding, exciting day, and we could not be prouder of everyone involved in making Losier Hall the beautiful, welcoming home that it is.

Welcome to the Shannex family!



# Getting to Know the New Centre for Excellence

Our new home office features an improved Centre for Excellence (CFE) that will benefit our entire organization. Not only do the classrooms offer amazing tools to make learning easier and more enjoyable, but the entire space is designed to create a pleasant social experience and encourage learners to share knowledge.

It's obvious that an incredible amount of thought went into building a space where learners have everything they need. You're welcomed into a large, bright, self-contained area with a kitchenette, coat closet, washrooms, vending machine, several tables and comfy chairs. It's the perfect place to hang out with your colleagues at lunch and during breaks.

Just behind the lounge is the classroom... or two classrooms, depending on whether or not the mobile partition is required. This flexibility means that the CFE can accommodate a wide variety of groups, from smallish to up to 60 people. State-of-the-art technology includes Microsoft Teams, an in-room camera for team meetings, microphones built into the ceiling for full-room presentations, Click Share and HDMI capabilities, an electronic flipchart with the ability to email what you've written or drawn, built-in whiteboards along the walls and easily moveable chairs and tables, all in a bright, pleasant space.

And people love it! Here's what Gail Isles, Human Resources Business Partner, has to say:

*"I had the opportunity to spend the day at the Centre for Excellence for Leadership training. I love coming to Home Office and especially enjoy the training facilities and opportunities at the Centre for Excellence."*

**If you're not familiar with the Centre for Excellence, here's what it's all about.**

With a focus on service excellence, improving quality and our Great People, Shannex opened its Centre for Excellence in 2007. The CFE provides Shannex employees from across the organization with professional development opportunities to strengthen knowledge, improve skills and build confidence. The CFE employs educators with specialties in clinical nursing skills, food safety, first aid and CPR, health and safety, non-violent crisis intervention, mental health, leadership, appreciative inquiry and change management.

To date, 3681 courses have been offered with 220 managers and supervisors from all levels of the organization completing the program.



## Not Even Dorian Can Dampen the Shannex Spirit

Hurricane Dorian was one of this fall's biggest stories. In every one of our communities, team members went above and beyond to ensure the safety and comfort of residents during the storm. We would like to extend our most sincere thanks to all of our teams for your amazing work keeping everyone safe and sound.

**Thank you!**



Spotlight



## Louise Martin

Ryan Hall

At Ryan Hall there is a resident with late stage dementia who usually doesn't speak much and sleeps most of the day. One day, that resident was bright and able to carry on conversations with others. When Louise noticed, she took the resident on a walk in her wheelchair so she could speak and socialize with other residents and team members. To top it off, Louise called the resident's son so he could have a conversation with his mom, which is a rare occurrence. It was very heartwarming to see that Louise did something so simple. She helped the resident and her son have a conversation, knowing how much it means for the son to be able to have a positive interaction with his mom.

Nominated by: Amie Zink

## Biking at Celtic Court

Sometimes, simple things make a huge difference. It's probably not a surprise to hear that riding a bike is a great way to boost morale. But did you know that riding a bike, whether you're the one pedaling or not, can combat depression? This story is about how Celtic Court in Sydney, Cape Breton, heard about the Duet Bike, which is designed to allow people who cannot pedal themselves to enjoy the benefits of riding.

We interviewed two Celtic Court team members, RN Mary Lee Drake and Recreation and Volunteer Coordinator Mairibeth Reilly, who were happy to tell us all about it.

### Mary Lee:

*Dr. Jamie Ferguson, who is our gerontologist in Sydney, was talking about this bike she had seen and how it combatted depression. I said I saw the same video and thought we could buy it, but it was too much money. And she said to me "Mary Lee, the money will come, all you need is the will". And I thought, Oh my God, maybe she's right.*

*So I went to Mairibeth and said, "what do you think, do you think we can do this?", and she jumped on board with me and we started fundraising. While we were raising the money, Jason Shannon came down for a visit. I was showing him the bike and he said, "I'll tell you what, whatever you raise, I'll match it."*



Watch the video at [shannex.com/greatconnections](http://shannex.com/greatconnections)



### Mairibeth:

*Every single day there would be five dollars tucked into an envelope and slid under my office door or a cheque for \$400 mailed in. And it was amazing. But all of a sudden our Facebook posts about fundraising were going all across Canada and people in BC and Saskatchewan and Alberta were calling Celtic Court to ask about the bike and ask what we were doing with it. And other places that had the Duet Bike were calling me and telling me to keep fundraising because it would change our whole facility once we got it.*

*You see their smiles and you hear their laughter and that's why we go into recreation. As a recreation professional that's what you want.*

### Mary Lee:

*There's just so much joy with the bike. It was the best purchase ever. It's the best thing in 30 years, 35 years. I've never seen anything that has brought so much joy to this population.*

## Meet the Centenarians

Join us in celebrating the marvelous achievement of a century's worth of experience and wisdom. Happy birthday to Azarias, Doris, Margaret, Thelma and every centenarian in our communities!

At Parkland Fredericton, Thomas Hall resident **Azarias Doucet** celebrated his 101<sup>st</sup> birthday this summer with quite a party. Many residents and team members know the Doucet family, which consists of eight sisters and one brother, because they often volunteer and share their musical talents at both Thomas Hall and Brunswick Hall. Best wishes, Azarias!



**Doris Wentzell** of Ryan Hall in Bridgewater just celebrated her 103<sup>rd</sup> birthday. Residents and family who attended the party were treated to music and cake. Happy birthday, Doris!



**Margaret Morrison** of Celtic Court in Sydney recently celebrated her 100<sup>th</sup> birthday.

The Celtic Court team worked with Margaret's family to throw her a huge birthday bash! Margaret's friends and family were entertained by a team member's band, The Garage Boys, and enjoyed sweets, presents and a huge birthday cake. We hope you had a great day, Margaret!



**Thelma Dickie** of Cameron Hall had a wonderful 100<sup>th</sup> birthday party with family, friends and neighbours. On behalf of the Parkland Clayton Park team, Danielle McCormick also presented Thelma with a framed \$100 bill. Happy birthday, Thelma!



## Correction

We would like to correct two inaccuracies contained in last issue's Resident Spotlight on Sister Idella. First, Community Leader Rose Marie Smith was incorrectly identified as a sister. Second, Sister Idella did not help found Saint Paul's Parish and Bishop Burke House, but served in them. Please accept our sincere apologies for the error.



## Having a Ball at Arborstone

Victoria Whalen-Oliver is a newly graduated recreation therapist who recently did a 16-week internship at Arborstone in Halifax. She enjoyed it so much that she decided to raise money to donate a boccia ball set to the nursing home. Here's what she has to say about the experience.

*During my time at Arborstone it was my project to create some new programs for the young adult population. I asked around and learned that there was a genuine interest for a boccia ball program. I borrowed a boccia ball set from Easter Seals Nova Scotia to pilot the program. We had so much fun playing boccia ball with all populations, not just the young adults.*

*I enjoyed my time so much at Arborstone and there aren't enough thank yous to express my gratitude for allowing me to further my education. I decided I would fundraise to get a boccia ball set for Arborstone that I would donate to express how much you all have helped me in my journey to become a recreation therapist.*

*I would also like to take a moment to thank Selena Parent for all her guidance, the rest of the interdisciplinary team for welcoming me and allowing me to learn and, of course, the residents because, without you, there would be no reason to show up every day.*

*Thank you so much to everyone, and enjoy your new boccia ball set.*

## Bissett Court Family Council Makes a Beautiful Donation

Shannex, Parkland and Faubourg communities are full of all kinds of families. Whether it's residents' children and grandchildren or the unofficial families created through the meaningful relationships that grow between residents and the people who care for them, families play an essential role in making our residences home.

Like all of our communities, Bissett Court has a Family Council that works with the home to ensure their loved ones' safety and comfort. This small but engaged group is particularly interested in education and recognition. This summer, the Family Council outdid itself by offering Bissett Court a lovely gift, and the team couldn't be more appreciative. This is how Regional Quality of Life Manager Letitia McMurray tells the story.

*During Resident Services Week, the Family Council at Bissett Court surprised the home with the presentation of a beautiful painting in appreciation for everything the various team members do to improve the lives of residents. The painting is of a beautiful poppy, commissioned from a local artist, with the inscription "Thank You, Bissett Court Staff, from Family Council 2019" underneath. Not only did they present us with this thoughtful gift, but throughout Resident Services Week, on different days, the family members organized taking turns bringing in treats and leaving them in the staff room as another way of saying thank you to all our team. The team at Bissett Court certainly appreciates the recognition!*



R-L: Alison Ghaney, Administrative Coordinator; Melanie Rayner, Support Services; Sonia Michaud, OT/PTA; Shelly Lancaster, Support Services; Rhonda Walsh, Site Manager; and, in front, Sarah Sprague, Recreation Programmer/MT.

## Resident Spotlight: Margaret Hall, Parkland Ambassador

Often, residents are our best ambassadors. There is no better way to communicate all the benefits of the support and care residents receive than by hearing their stories, seeing their smiles and enjoying their company.

Margaret Hall of Parkland on the Glen (POG) is one such ambassador. A warm, positive woman whom you instantly feel a connection with as soon as you meet her, she is delighted to share her reasons for choosing POG. She truly is very content living in a Parkland community, and there's always a smile on her face.

***"I love my life, I have been very fortunate. I'm glad to be living my retirement years at Parkland on the Glen."***

Born in Toronto, Marg grew up in Montreal where she met her husband Bill. An avid sailor, bridge player, golfer and world traveler, Marg still golfs and has particularly fond memories of her worldwide 26-day, 12-city tour. When one of Marg's friends invited her to a party at POG, she was "instantly impressed when I walked in, the décor, the warm energy and the people were so very nice." She continues:



*I had seen and visited quite a few other retirement communities as I was in a choir that would perform at the retirement homes, none of these*

*other communities had the atmosphere of Parkland on the Glen. When Bill and I started considering retirement living, I automatically came to POG. It just made sense, everything was here, the independence and the services I was looking for. I was comforted knowing that when I needed any nursing services it was under one roof. My kids are thrilled I'm here; they know they don't need to worry about me. The programs here at POG are great, something for everyone, meals are delicious and the people, well the people ... they make the difference here.*

*I love my life, I have been very fortunate, I'm glad to be living my retirement years at Parkland on the Glen.*

# Harbourstone Opens its Doors to the Community

On August 28<sup>th</sup>, Harbourstone Enhanced Care in Sydney, Nova Scotia, opened its doors to the community to enjoy an afternoon of entertainment and refreshments. This end-of-summer social was a wonderful opportunity for residents, family and team members to get to know each other and Harbourstone a little bit better. And despite grey skies both earlier and later in the week, the day of the event was gorgeous and sunny!

As an active member of the Sydney and Cape Breton communities, Harbourstone was very happy to welcome local groups like Eskasoni Cultural Journeys, who performed a smudging ceremony, and Northside Dance Unlimited, who put on an amazing show. Team members from Harbourstone and Celtic Court also got together for a musical performance in the gazebo, to everyone's delight.

In addition to all the entertainment, there were bed and lift demonstrations and a delicious meal prepared and served by Harbourstone's culinary team.

Thank you very much to team members, families, residents and the community for such a great day!



Since we introduced our new Great Connections program in June, we have been overwhelmed with the positive response from residents, families and team members alike. We all know that our communities are full of amazing, compassionate people and happenings, so let's keep sharing them!

## Tell us your Great Connections story!

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

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

Here are a few highlights from the Great Connections page. Take a look!

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



Reginal Manager Kyle Richardson with two members of Eskasoni Cultural Journeys



The Garage Boys



Betty Davis and Pauline MacDonald



Northside Dance Unlimited



Eskasoni Cultural Journeys



Eskasoni Cultural Journeys



## Making the world a better place, one connection at a time

July 10, 2019

There are an endless number of ways to make Great Connections and bring a little sunshine into the world. A smile, a chat, a treat, a helping hand, a thoughtful gesture – there are people who always seem to have the time and compassion to think about others and make their lives better. This is the story of one of those people, Orchard Court resident Robert Patterson, as told by Regional Manager Vanessa Quigley.

*Robert “Bob” Patterson has been a resident at Orchard Court, in Kentville, since 2016. Bob warmly reminisces about his childhood with a family of eleven. After describing how his mom fried bread dough for breakfast, he added that he could not think of anything he would have changed about his childhood in Dartmouth.*

*Bob openly expresses a desire to be kind to everyone he sees throughout his day. He acknowledges that everyone has a story to tell and, as all of us are humans, we sometimes make mistakes. Things happen in our lives that affect us deeply. Knowing this, Bob does what he can to make someone’s day better, whether by handing out treats or simply having a quick chat and offering a warm smile.*

*Bob can regularly be seen selling tickets for various fundraisers. He truly cares about the residents and team at Orchard Court and uses the funds to treat the team with a pizza party or to buy something for his fellow residents. When Bob noticed that residents were having trouble hearing bingo numbers, he raised money to buy a monitor so residents could also see the numbers. He is currently working on raising money to put a TV in a common area so residents can have movie nights on the weekends...with popcorn!*

*Bob will tell you this work keeps him very busy and very happy.*



## Memories of maple syrup

August 6, 2019

We all know that food can evoke powerful memories. Whether it’s the smell of bread reminding us of our mother’s baking or the taste of fresh strawberries transporting us back to the berry-picking days of our youth, food is one of the many ways we connect with our past and with each other. In Shannex nursing homes in New Brunswick, we work with a partner organization called Compass to provide residents with the best in food, housekeeping and laundry services. This is the story of a Great Connection between a Compass team member who loves her job and a Shannex resident who enjoys French toast.

Pam Jeffers, a Compass team member working at Parkland in the Valley in Quispamsis, New Brunswick, can’t imagine working anywhere else. One day she was tidying up after having made and served French toast with maple syrup. Seeing that one of the residents had cleaned his plate, she commented, “Either you were hungry, or I’m a good cook”. After bringing him seconds, the resident told her that the meal reminded him of when, as a boy, he would go with his grandfather to tap trees and bring the sap back to his grandmother, who then would boil it and serve freshly-made syrup over pancakes. According to Pam, bringing back memories like these is a very important part of her job.

There can be no doubt that these moments of connection play a significant role in helping residents live their best life. Thank you to Pam and every Compass and Shannex team member for the work they do every day to create connections, small and large, with residents and their families.

# Snapshots

## Back to the 50s

Residents, families and team members at Vimy Court travelled back to the 1950s! Jukebox jams, classic cars, root beer floats and a visit from the King of Rock and Roll himself, Elvis!



## The Parkland Express

Parkland Riverview recently launched the Parkland Express, a virtual train experience designed to simulate a trip back into Canada's rich locomotive history. It was even featured on CTV news!

## Music is a family affair

There's nothing quite like a family sing-along, especially if one of you is a Juno Award-winning artist! Parkland at the Lakes recently welcomed three generations of Doanes: Parkland regular Chalmers, singer-songwriter Melanie and her daughter Rosie.



## Ryan Hall at the South Shore Exhibition Parade

Residents, family and team members from Ryan Hall in Bridgewater had a lovely day filled with laughter and adventure at the South Shore Exhibition Parade.

## Happy cooks

Cooks Dexter and Jybsson certainly look like they're enjoying themselves in the kitchen at Parkland on the Glen in Mississauga! And the pan-seared salmon with lemon caper beurre blanc looks delicious too.



## Art installation at Faubourg du Mascaret

Faubourg du Mascaret hosted an art show by Georgette Bourgeois, who presented six of her works in the Piano Bar and talked about her new book. Everyone enjoyed the art, the talk and the lunch!



Resident Anne-Marie LeBlanc and artist Georgette Bourgeois



## Pop-up Job Fair

On August 28<sup>th</sup>, our human resources team held a very successful pop-up job fair at locations around Halifax. Everyone certainly enjoyed speaking to potential team members on a sunny summer day!



Tony Mifsud and Gail Isles



Colleen McKenna and Erin O'Keefe



### Debert Field Days

Team members and family at Debert Court in Nova Scotia participated in this year's Debert Field Days and their float, "A day at the farm", won Best Group Float! Now that's some great community spirit!

### Cutting a rug at Parkland Fredericton

Thanks to the Nicole Odo School of Highland Dance who performed at Parkland Fredericton for the residents and showed off some of their talents!



### Blueberry Festival

To help Parkland Truro celebrate its Blueberry Harvest Festival, cook Jesse Wood-Hines did an amazing job preparing every single treat on the menu! And the view's not bad either.

### The Buttercups

There's nothing quite like singing together to get people smiling, so a group of residents from Royal Court at Parkland Riverview created The Buttercups. Everyone had a wonderful time at their debut performance!



### Terry Fox Day

On a rainy Nova Scotia morning 35 years ago, Bob O'Halloran, now a resident of Parkland at the Lakes, saw a man running down the road. In true East Coast fashion, Bob offered the man a ride. He had no idea that man was Terry Fox on his way across Canada to change the world.

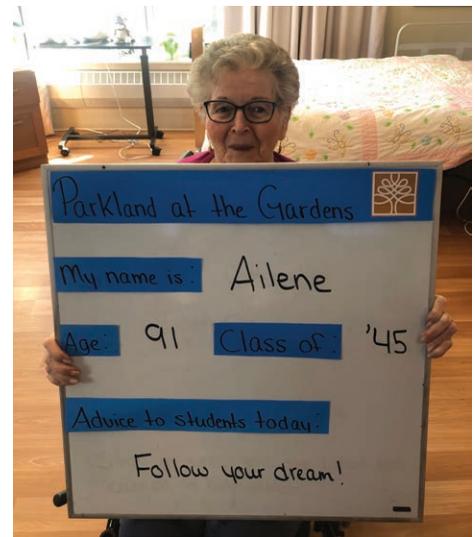
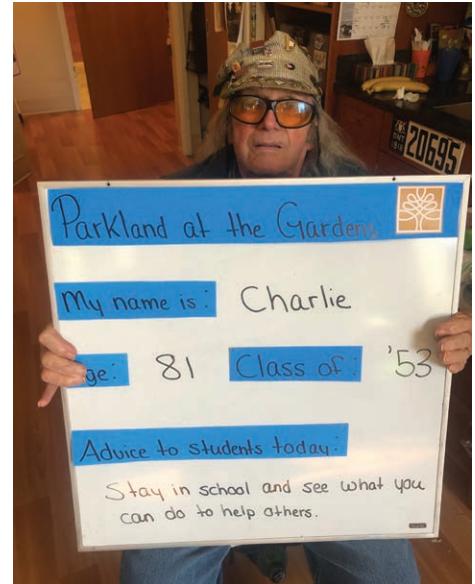
### Safety first

Last month, about 35 members of our diverse clinical care teams from NB and NS came together to work on making our Safe Resident Handling and Repositioning Program even better. They reviewed procedures and got to test some leading-edge equipment. It was a great day.



### Back-to-school advice for students

Residents from Parkland at the Gardens in Halifax decided to participate in a popular social media trend this fall to share advice with students to make the upcoming school year a success. So much wisdom.





Maureen, Parkland Resident

## I am ready to be cozy and carefree this winter.

Make the most of the season with a Winter Stay at Parkland. Say good-bye to shoveling and rising utility bills and hello to the warmth of new friends and friendly staff – including a chauffeur who is happy to do the driving! Enjoy all-inclusive, carefree living with a Winter Stay at Parkland.

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get your first week FREE.\***

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\*Based on availability. Conditions and exclusions apply. Offer based on minimum three-week stay, valid from September 1, 2019, to January 31, 2020.