

Shannex™

SPRING 2022 | ISSUE 43

CONNECTIONS

A woman with short brown hair, wearing a white surgical mask and a blue floral patterned shirt, is seated at a black piano. She is looking towards the camera with a slight smile. In the background, other people are seated at tables in a bright, indoor setting with large windows and indoor plants.

The Sweet Sound of Team Work

Julia Shvartzman

PLUS:

**Thank you to
our Teams**

**The Second
Annual POG
Awards**

**Soutien à
l'ukraine**



Editor's Note

KATHERINE VANBUSKIRK

Every time I visit one of our communities, I leave feeling inspired by our residents who are always eager to share their stories and experiences with us and by our team members, who are dedicated to improving the lives of seniors and do so with warmth and comfort during every interaction.

As you read through this issue, you will notice a theme of gratitude and celebration for these Great People who ensure our communities are vibrant, safe and comfortable places where residents, families and members of the greater community enjoy spending time.

We especially enjoy supporting learning and development opportunities to help youth, seniors and health care professionals learn from each other. In February, nursing students from Dalhousie University completed work placements in many of our Nova Scotia long term care communities (page 10). Home Office welcomed two high school students to the accounts payable team to gain 80-hours of hands-on training through a partnership with the Halifax Regional Centre for Education and the province (page 7). We also launched our new Earn and Learn program that allows people with working experience looking to make a career change to become Continuing Care Assistants (page 9).

As part of our commitment to quality improvement, we are always looking for new ways to enhance the care and service we provide. Recently, we were thrilled to partner with Dalhousie University for a Hackathon where students developed solutions to address real-world challenges long term care communities face (page 9).

As you read through these pages, you will see resiliency, leadership and the teaching spirit on full display.

Happy reading.

Dalhousie University nursing students pose for a photo on the last day of their placement at Cedarstone.

CONNECTIONS

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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ON THE COVER:

Julia Shvartzman, playing the piano for residents and team members.

Shannex™

Shannex
CARE
AT HOME

Parkland

FAUBOURG
Communauté de services

Shannex™
ENHANCED CARE





President's Message

JASON SHANNON

Hello everyone,

I'm pleased to present you with the spring issue of *Connections* which is dedicated to our *Great People*.

There is rarely a day that goes by when I don't hear a story about the way our team members go above and beyond to support each other and place *Residents First*. I'm proud when I hear these stories, because I know how hard our teams work. Despite challenging circumstances, they are always there because they have a special calling to improve the lives of seniors.

Over the past year, we have been encouraged by the increased attention on solutions for seniors' care and service. Recently, we were pleased to see the government in Nova Scotia increase Continuing Care Assistant wages to be more consistent with similar wages in other provinces like New Brunswick. Governments in Nova Scotia and New Brunswick have also increased funded hours of care in nursing homes over the last 12 months. These are things we have advocated for, and we are grateful to see them in place.

We are also stepping up to provide all our *Great People* with support by investing in reward programs and

Jason Shannon poses for a photo during a visit to Parkstone Enhanced Care. (L-R): Barbara Cooper, Christine Seldon, Elaine Hawkins, Jason Shannon and Naomi Black.

efforts to add more team members to our Shannex family through recruitment programs, immigration pathways, the Earn and Learn program and other activities.

At the end of the day, we want to create an equitable, inclusive, and progressive workplace that recognizes and celebrates our teams for the important work they do and supports them to grow their career with us.

This issue of *Connections* is one way we can express our deep appreciation for our *Great People*, but I also encourage you to reach out to a team member or colleague and share a few kind words of support and gratitude for the exceptional care and service they provide every day.

I hope you enjoy this issue.

Jason
President & COO



Culinary Corner

VIETNAMESE SHRIMP SPRING ROLL

INGREDIENTS

1 pack Vermicelli Rice Noodles
 8 oz shredded iceberg lettuce
 1lb (31/40) shrimp (peeled and deveined)
 10 oz Asian peanut sauce
 8 oz carrots (julienned)
 2 oz green onions (chopped)
 6 oz fresh basil (chopped)
 3 oz fresh cilantro (chopped)
 10 rice paper sheets
 1 oz soy sauce (low sodium)

DIRECTIONS

Soak the vermicelli in hot water, until it softens. Drain it and transfer it into a bowl.

Toss the noodles with soy sauce and cilantro in a bowl and set aside.

Poach shrimps, cut them in half and keep aside.

In a small bowl, have some water on the side. Wet the rice paper to make it soft and place it on a flat surface with a paper towel to absorb excess water. In the middle of the wrap, arrange the noodle mixture, and then top it with shredded lettuce, julienne carrots and four pieces of halved shrimp. Sprinkle with chopped basil and wrap them, by folding the sides of the wrap and sealing the filling. Then roll it towards the centre. Roll the wrap completely. Cover the wraps with a wet towel or cloth and set them aside for service.

For service, drizzle the Asian peanut sauce on the plate. Cut the wraps in half and arrange them in the center of the plate, serve it garnished with chopped green onions.



Centre of Excellence for Health

NEW BRUNSWICK LONG TERM CARE COMMUNITIES

To help students gain virtual and experiential learning opportunities, the New Brunswick Department of Education & Early Childhood Development (DEECD) has created a new “Centres of Excellence” model. As part of the Future NB initiative, these centres of excellence provide students a chance to engage in experiential learning opportunities before graduation.

We are pleased to support a Centre of Excellence for Health which connects students and teachers with expertise in post-secondary education, the business world, industry and the community, regardless of their location in the province. As a partner of the Centre of Excellence for Health, Shannex is excited to have the opportunity to educate students about the importance of long term care through real-world experience.

Through this experience, students will create meaningful connections with our residents and see first-hand their contributions to our communities. We look forward to all the great connections to be created through the many intergenerational initiatives that will take place in our homes.

Providing 20 Years of Quality Care

PARKSTONE ENHANCED CARE

When a new team member joins the Parkstone Enhanced Care family, the first person they are greeted by is Quality and Education Advisor, Lori Wilton. Her warm personality shines through as she begins showing them the ropes through the orientation process. This is a special time for Lori as she has walked more than a mile in their shoes. You see, Lori has been working at Parkstone since it opened in April 2002.

When she looks back over her time working in the licensed long term care community, the word “family” comes to mind.

“In 2003, when Hurricane Juan hit the Halifax area, I remember all of the Home Office people coming up to help out,” says Lori. “They were making toast, feeding residents, making beds, anything they could do to support us.”

Recreation and Volunteer Coordinator, Jennifer Kirby, has also been working at Parkstone since the community began welcoming residents. She says the team atmosphere has made Parkstone a wonderful place to grow her career and excellent place for residents to live.

“There’s big spacious private rooms, private washrooms and it’s a bright and inviting building,” says Jennifer. “It’s pleasant and the team members are pleasant.”

A celebration to mark the milestone anniversary was held on April 22.



Meet some team members who have been working at Parkstone since it opened.

(L-R): (Back row) Dana Power, Wanda Chaisson, Lynn Hynes, Heather Casey, Lisa Peterson, Ron Savoie (front row, left to right) Jennifer Kirby, Lori Wilton. Missing from photo: Elaine MacKenzie, Helen Kelley, Jeana Cock, Darlene Dwyer, Pat Dwyer, Dana Schiefer, Glenda Sabine, Christina Sellars and Leona Webb.

At Home with Helen

PARKLAND CAPE BRETON

Everyone has a favourite part of their home. For some, it may be a unique feature or design, memories made in the space or the person they share it with. For Helen, a resident at Parkland Cape Breton, her favourite part of her home is the beautiful staircase – she claims it is the best in Cape Breton.

Read more about Helen’s staircase and other residents’ favourite spaces in our “At Home With” Series.

experienceparkland.com/at-home-with





Therapeutic Recreation Month

FEBRUARY WAS
THERAPEUTIC
RECREATION MONTH

Therapeutic Recreation is all about the power of leisure and the positive impacts it has on individuals. Every day, our recreation teams create active and engaging programs to support the physical, social, emotional, cognitive and spiritual wellbeing of our residents to improve and maintain their quality of life.

A favourite activity in our Miramichi communities is to take a bus outing to all the beautiful sights and events in the area. In early February, the team picked up a new bus for our Miramichi communities which can accommodate a combination of wheelchairs and seats for all to enjoy. Teams and residents were so excited to go for a test ride!



Gordon McKay: First Time Author

GORDON MCKAY

*Gordon McKay
in his suite at
Parkland in the
Valley.*

Parkland in the Valley resident Gordon McKay recently published his first novel, “When Fire Strikes” which chronicles his 40-year firefighting career in Saint John, New Brunswick.

Gordon says that the novel highlights his most memorable moments on the frontlines. “These were stories of my own,” says Gordon. “Once I started writing, it just started flowing. It was all tucked away in the back of my mind,” he adds.

He started writing the book in 2020 after his family encouraged him to do so. “My grandson and granddaughter wanted me to write this book so they would have something to remember me by,” says Gordon. “I wouldn’t have thought about it if my family had not pushed me to write it.” But once he got going, it only took him a couple of months to complete.

Gordon says that most people heard of his book through social media and word of mouth from his family and friends. In February, CTV Atlantic News interviewed Gordon about his book, which created an even bigger demand. So far, Gordon has sold 210 copies. “The response has been amazing,” says Gordon with a smile. “Even strangers came by to purchase a book!”

And if you’re wondering what’s next for Gordon – it’s another book! “I started a new novel on March 7, 2022,” he says. “This book is based on fiction about a cruise ship on fire in the Bay of Fundy.”

If anyone in retirement is thinking of writing a novel, the now published author has one piece of advice: “Just do it!”

You can pick up your copy of “When Fire Strikes” by Gordon McKay at Concorde Hall, Parkland in the Valley in Quispamsis, N.B.



Mental Health and Wellness

When we think about being healthy, many of us think about our physical health but mental health also plays an important role in our overall wellbeing. Having good mental health helps you cope with life's challenges and recover more easily from physical illness.

For residents in our communities, we have a variety of recreational and social activities designed specifically to protect mental health. Wellness Coaches are available to discuss individual activity interests and we offer confidential access to members of our healthcare team for those with concerns about their mental health.

Just like physical illness, there are many successful ways to treat and manage illnesses like depression. Depression has become more common amongst seniors, but it is not a normal part of aging and we want to provide support in identifying signs of depression so treatment can be pursued. If you are experiencing symptoms of depression, we are here to help you. Please reach out to a member of our healthcare team or your physician to discuss your individual situation.

The information from this article came from the **Canadian Coalition for Seniors' Mental Health**.



Parkland Truro resident, Doug Byers, enjoys a meal in the new Edinburgh Hall dining room

Setting a New Table

PARKLAND TRURO

Edinburgh Hall has a new dining room thanks to some recent renovations. Residents dressed up to mark the grand reopening. They enjoyed a multi-course meal prepared by the community's amazing culinary team which included a scrumptious crème brulee!



High School student Maira Irfan stands in front of the Great People wall at Shannex Home Office during her job shadowing experience.

Hands-on Experience

HOME OFFICE

Recently, we welcomed Halifax West High School students, Maira Irfan and Kenton Strachan, to Home Office to complete 80 hours of work with the Accounts Payable team. During their work cooperative education program placements, both students gained hands on experience using various financial software and tasks, accompanied team members to a site for a visit and participated in virtual meetings.

Special thanks to our partners at the Halifax Regional Centre for Education and the Department of Education and Early Childhood Development for providing opportunities like these to students.

Our Ongoing Commitment to Inclusive Spaces

SHANNEX INCORPORATED

Shannex is on a learning journey to make our communities more diverse, equitable and inclusive. This important work began over a year and a half ago and continues today.

Since September 2021, senior leaders and people leaders have received training and education on diversity, equity, inclusion and belonging, unconscious bias, anti-Black racism, white privilege, Indigenous insights, teachings on 2SLGBTQIA+ and allyship from our trusted partner, Ashanti Leadership.

In August of 2021, we created a Diversity, Equity, Inclusion and Belonging Survey and asked team members for further insight. In February 2022, we shared those results with team members. The results have shown that we have the support of the respondents to continue this important work. However, the results also tell us there's room for improvement.



Members of the Inclusive Action Committee attend the first committee meeting on March 24.

We invited team members from across the organization to be a part of the Inclusive Action Committee; a working group of team members who will be actively engaged in directing our work on diversity, inclusion, equity and belonging. The first meeting took place on March 24 and additional committee meetings are planned over the next several months.

We will continue to update you as we continue to make progress on this important work.

Black History Month

CELEBRATING EXCELLENCE IN OUR COMMUNITIES

February was Black History Month. As a caregiving organization, our Shannex, Parkland, Milestone and Faubourg communities highlighted the ways in which the Black community has and continues to contribute to the healthcare system and the health and wellbeing of our communities. We are happy to introduce you to some of our *Great People* whose commitment and dedication are felt in our communities every day.



JACQUELINE ROSE

Registered Nurse, Thomas Hall
Fredericton, NB

Jacqueline attended Kingston School of Nursing in Kingston, Jamaica, and became an RN when she was 19 years old and she hasn't looked back since. Over the years, she has worked as a registered nurse in various roles and has acquired clinical experience inside and outside long term care.

In 2017, she joined the staff as a casual RN at the Parkland Fredericton campus and is presently the Long Term Care Facilities Coordinator-RN for Thomas and Frederick Halls. This role allows her to interact with residents every day, something she is thankful for and she considers herself blessed to be a part of a great team.

She is beloved by residents in her care, including Thomas Hall resident Mary Hay.

"Jackie always has time for me and when needed, she will pray with me," says Mary. "She makes me feel valued."



ANGELA DOWNEY

Continuing Care Assistant, Parkstone
Enhanced Care (fourth floor of Caritas
Residence)
Halifax, NS

Angela Downey can be counted on for a warm smile and a supportive hug. With over 20 years of experience providing quality care to residents, Angela has thoroughly enjoyed making connections with those in her care.

"It's rewarding to know residents who don't have family when they arrive in the community are happy to see me," she says. "Our residents quickly become our family – it's a wonderful feeling."

From a young age, Angela was taught to respect her elders. As a child, she would spend summers with her grandmother and would lend a helping hand.

Angela currently holds the position as Member at large on the Unifor Atlantic Executive Council. As one of the two women of Colour to be elected to the executive board to represent the Atlantic BIPO members.

Earn and Learn Program

JUMPSTARTING YOUR CAREER

In January, Shannex launched the Earn and Learn program, which helps working professionals looking to make a career change become a Continuing Care Assistant.

Existing Shannex team members or anyone with a minimum of five years' job experience and a passion for compassionate care can apply. Successful applicants are paid to attend classes and on-the-job training before completing a Prior Learning Assessment and Recognition to determine relevant experience. Following the assessment, participants will complete their training at a recognized post-secondary institution before starting their career as a licensed Continuing Care Assistant and beginning their exciting, new career at a Shannex long term care home.

Kelley Hiltz-Cameron is Director of Human Resources, People and Development at Shannex and is one of the instructors for the in-class training. She says the program has been a great success with over 40 participants so far. "If you want to become a care provider but can't afford to go back to school or the idea of going back to school is daunting, this is a great opportunity," says Kelley.

To learn more about the Earn and Learn program, visit shannex.com/new-career.



President and Chief Operating Officer, Jason Shannon talking to those enrolled in the Earn and Learn program.



(L-R) Dalhousie students Sathorn (Puffy) Chante, Fabian Bong and Shana Saravanan hold their certificates of achievement for finishing in first place.

Innovative Solutions for Long Term Care

HOME OFFICE

As an organization that specializes in seniors' care, continuous improvement and innovation are necessary drivers to identify new ideas and solutions. This is why we welcomed a special partnership with Dalhousie University for an exciting student event that took place March 4-6, 2022.

The "Hackathon" event took place over the course of two days with student teams developing ideas and solutions in five challenging areas: falls, social isolation, disease progression and care transitions, and responsive behaviours.

The first-place team developed a Fall Prevention Scoring System (FPSS) using data from long term care resident assessments and real-time location data. They identified risk factors that put residents at increased risk for falling (e.g., diagnosis of dementia, decreased level of activity) and created a point system to identify residents at risk of falling. This score can alert staff to put interventions in place to prevent falling.

Congratulations to everyone who took part in this innovative event.



Education for the Long Term

PARKSTONE ENHANCED CARE

When you hear most nurses talk about how they got into their profession, they will tell you it is a calling. Dalhousie University second-year nursing student, Jessica Ambrose, feels the same way.

“Growing up, I always wanted to take care of people,” she says. “From the time I was little, I was always babysitting in the neighbourhood and taking care of the little girls in the family. It just felt right for me to be a caregiver.”

In her senior year of high school, Jessica knew without a doubt that a career in nursing was the right path for her. Through her studies at Dalhousie, she has gained hands-on experience interacting with patients through practicums. Most recently, she completed four weeks at Parkstone Enhanced Care. The work term was a placement program through the Nova Scotia government to engage nursing students and provide support to long term care communities across the province. Shannex communities welcomed 139 students and 21 instructors across six locations over a two-to-four-week period.

Dalhousie University second-year nursing student, Jessica Ambrose, third on the left, stands for a picture with her fellow classmates during a placement at Parkstone.

“After this placement I have a different perspective,” says Jessica. “Working in long term care is special and unique because you get to know the residents on such a personal level – it was a really positive experience.”

During her time at Parkstone, Jessica saw first-hand how nurses use their full scope of practice while supporting the seniors entrusted to their care.

“The residents all have such different personalities, and they have diverse healthcare needs,” she says. “When I went into the placement, I assumed their medical needs would be similar, but I quickly saw that every resident required something different.”

When asked about what she loves most about the profession she’s quick to point out that there’s nothing like providing quality care.

Thanks to our *Great People!*



There are many examples of service excellence in our communities and we want to recognize and celebrate every team member for making a positive difference in our residents' lives. Thank you for thinking about our residents' wellbeing in every interaction and situation. You continue to identify risks, show empathy and take action by providing honesty and respect, inclusivity and kindness to those who live, work, volunteer and visit our communities.

**Thank you
for being
compassionate,
honest,
professional
and safe.**



Support for Ukraine

On behalf of all team members at Shannex as well as employees at our sister organizations, Seaboard and Armour, the Shannon family donated \$25,000 to the Canadian Red Cross Ukraine Humanitarian Crisis Appeal.

Shannex™

ARMOUR
TRANSPORTATION SYSTEMS

Seaboard
TRANSPORT

This donation helps authorities, UN and other partners in the area provide humanitarian assistance to people who are forced to flee their homes.

Thanks to the Red Cross for their efforts and response to this crisis. We are grateful that we can help in this way.



Les personnes résidentes du Pavillon Gallant ont organisé une collecte de fonds pour le peuple Ukrainien.

Pavillon Gallant residents, hosting a fundraiser for the people of Ukraine.

Soutien à l'ukraine

FAUBOURG DU MASCARET

Une collecte de fonds a eu lieu au Pavillon Gallant pour les gens de l'Ukraine douloureusement éprouvés.

Merci à Mme Anna Bourque d'avoir été le fer de lance de cette initiative. Cet événement n'aurait pu avoir lieu sans tous les bénévoles qui ont participé à la collecte et les gentils donateurs et visiteurs du Pavillon Gallant qui ont contribué. Un merci spécial à Thérèse et Armande qui ont pris le temps d'aller déposer les fonds, un grand total de 4 705 \$, à la Croix-Rouge. Ce don a été égalé par le gouvernement du Canada.

Merci aux personnes résidentes du Pavillon Gallant pour leur incroyable effort humanitaire en faveur du peuple Ukrainien.

Supporting Ukraine

FAUBOURG DU MASCARET

In March, Pavillon Gallant residents held a fundraiser to support the people of Ukraine.

Thanks to Mrs. Anna Bourque for spearheading the initiative. This event could not have happened without all the volunteers who took part in the collection and the kind donors and visitors of Pavillon Gallant who contributed. A special thanks to Thérèse and Armande for taking the time to go deposit the funds, a grand total of \$4,705, to the Red Cross. The donation was matched by the Government of Canada.

Thanks to the Pavillon Gallant residents for their incredible humanitarian efforts to support the people of Ukraine.



Caught You Being Great

JULIA SHVARTZMAN, BRADFORD HALL

Julia says that she can't quite remember when she started playing the piano, but she has played for most of her life. As a Client Medication Assistant at Parkland Clayton Park, Julia has worked in the community for seven years and during that time has developed relationships with Aberdeen and Bradford Hall residents.

While her role is important, she is perhaps best-known for lifting spirits by playing beautiful music. In fact, everyone at Parkland Clayton Park feels incredibly lucky that she is willing to share her musical talents. At least once a shift, Julia tries to sit at the piano and play for the residents, whether it's a small group of them socially distanced or for residents in their suites, who will often prop open their suite door so they can hear the music as it carries down the hallway.

It's not just residents that enjoy Julia's musical talent and kind heart. Many team members request her to play and look forward to it when she does, often flocking to the room she is playing in. Early in the pandemic, she would even play for team members to entertain them while getting their temperatures checked.

Julia builds relationships with the residents and team members through her music and her talent amazes everyone who has the pleasure of being in the audience.

Thank you, Julia, for sharing your beautiful music with everyone at Parkland Clayton Park and going above and beyond to help lift the spirits of those around you.

Julia Shvartzman, playing the piano for residents and team members.



Great People: Meet Jessica

TEAM MEMBER,
MILESTONE COMMUNITIES

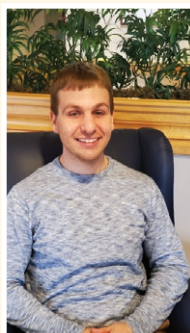
Today, we would like to introduce you to Recreation Coordinator, Jessica Zentner. She began her job at The Pemberley in October 2021 and has been enjoying her role.

"Overall, I would have to say my favourite thing about this job is the friendly team members and residents I get to work with each day. Working here has definitely been a positive experience and it's truly a community I am happy to be a part of."

Safety and Wellness Profiles

HEALTH, WELLNESS AND SAFETY

An important part of our work to support residents every day, is to safely assist them with repositioning or physical transfers. As part of our commitment to continuous improvement, members of our safety and wellness team have been hard at work creating the Safe Resident and Repositioning Program to ensure safe transfers and prevent team member injuries. This work was carried out by six team members with interdisciplinary expertise and will serve us for many years to come. Today, we want to introduce you to these dedicated team members.



Ben Boutilier

Occupational Therapist,
Sydney Region

What piece of safety advice do you want to share with others?

Slow down and take your time. Don't rush through things, take the time to plan out the task, make sure you have all necessary supplies before starting and ask for help when needed.



Lesley Evans

Physiotherapy Assistant,
Cedarstone Enhanced Care

What do you like most about your role at Shannex?

I would have to say the residents. That is why we are here. I enjoy working as a team with the other Allied Health professionals and front-line team members to provide the best quality of care that we can.



Puppies of Pemberley

MILESTONE COMMUNITIES

Meet Mary and her dog, Charlie. Charlie is 13 years old and Mary rescued him nine years ago from the Humane Society.

Before moving to The Pemberley, Mary and Charlie lived in Guelph, Ontario. It was there that she became friends with a local artist who asked to paint a photo of Charlie, which will soon be on display at an art gallery in Ontario. In Bedford, N.S., Mary proudly displays the painting in her two-bedroom suite at The Pemberley among other dog-inspired décor. Mary says that everything in her home is chosen to make Charlie comfortable. Mary and Charlie have been happily living at The Pemberley since May 2021.

See other “Puppies of Pemberley” on our Facebook page!

[Facebook.com/milestonecommunities](https://www.facebook.com/milestonecommunities)



Mary and her sweet pup, Charlie, both happily reside at The Pemberley.



Kim Pumphrey-Bishop

Physiotherapy Assistant,
Glasgow Hall

What does wellness mean to you?

Wellness is balancing out a person's five spheres (physical, social, emotional, spiritual, and intellectual) to their physical and mental health.



Heather Sinclair

Clinical Quality Improvement
Specialist, Shannex

What piece of safety advice do you want to share with others?

Bring your concerns forward. Chances are other team members are feeling the same way. The more we talk about it, the safer we become.



Dionne Nockles

Allied Health Services Manager,
Colchester-Cumberland Region

What do you like most about your role at Shannex?

I have been part of the Shannex team for five years and in my role, I most enjoy the time I get to spend with the residents and being able to work alongside an amazing team who all share the same passion for client care.



Dollhouse Devotion

PARKLAND ON EGLINTON WEST

Parkland on Eglinton West resident Iris was thrilled that she could bring her dream home along with her to her new residence.

Iris's passion for dollhouses started when she was looking for a parking spot in Ontario's Bloor West Village, when she spotted a window display featuring beautiful and intricate dollhouses at a store called Teddy's Tiny Town. It wasn't long after that her sister Daisy surprised her with a dollhouse of her own.

It took five years to fully furnish the house which features watercolour paintings, wood crafted upholstery, a

working Swarovski crystal chandelier and an exterior that replicates her family home of 60 years. Iris's dollhouse has been a labour of love and she says that it's brought a great deal of pleasure over the years.

Today, the dollhouse is proudly on display in one of the two-bedrooms in her suite at Parkland, where she often invites other residents to come see it. Iris says that collecting dollhouses like hers is a fading pastime, but it's a passion that she has passed onto her grandchildren and great grandchildren, with Daisy building dollhouses for Iris's five granddaughters.



Parkland resident, Iris tending to her beloved dollhouse.

New Communities

A LOOK AT OUR UP-AND-COMING COMMUNITIES



NEW BRUNSWICK NURSING HOMES

In February, we announced that Shannex had been selected by the New Brunswick government to add two new nursing homes in the province. One will be in Moncton and the other will be in Fredericton. Both are expected to open in spring 2024.

Much like our other long term care communities in New Brunswick, both homes will have access to an indoor Main Street. This concept allows residents to enjoy the experience of spending time on a small-town street complete with a multi-purpose room that will serve as a chapel and theatre space, a hair salon, a café and a town hall.

MILESTONE COMMUNITIES

In February, the Pemberley and the Highbury, two Bedford West senior living properties, joined the Shannex family.

Milestone is a community dedicated to helping seniors live their best life in retirement. The Pemberley has 85 suites and the Highbury has 71, each offering living options for active seniors. A third residence is currently under construction and will open in spring 2023.

VIRTUAL TOUR:



PARKLAND AT THE COMMON

A new mural has been added on the corner of Quinpool Road and Parker Street in Halifax – the future home of Parkland on the Common. It features Parkland's "Life your best life" tagline in beautiful, colourful words. The mural was created by Trackside Studios artists Justin Donald (Pekingdon), Fraser-Fong (Donny), Daniel Burt (Bunhundred) and Michael Bart (Prince Fuze).



Cedarstone CCA, Rubilyn Lapatha, smiles as she stands next to a balloon display to celebrate Filipino Heritage Month.



Happy and healthy: Jeanette is enjoying life at Parkland on the Glen.

Great People Go Far

CEDARSTONE ENHANCED CARE

When Rubilyn Lapatha first moved Canada from the Philippines in October 2010, she settled in Alberta working as a live-in caregiver for a family. Little did she know, in four short years, she would move to Truro, N.S. and start a new career working as a continuing care assistant (CCA).

Her CCA journey began when her then employer made the decision to move to Truro, N.S.

“My employer’s brother knew Ricardo (Garcia), the former site leader at Cedarstone Enhanced Care,” says Rubilyn. “He told Ricardo, his sister’s family was moving to the area and they had a Filipino nanny and it would be great for us to meet and help me to get to know the area.”

Rubilyn contacted Ricardo and they became fast friends. After she finished her contract as a live-in caregiver, Rubilyn talked to Ricardo and some of her nursing friends about growing her career. With their support, she took the next step by completing the Prior Learning Assessment Recognition (PLAR) Program and successfully passed the exam to become a CCA she then applied for a position at Vimy Court and landed the job. Today, she works at Cedarstone Enhanced Care.

“One of the things I love most about working for Shannex is how supportive the company is,” says Rubilyn. “My husband and I both work full time jobs, so when the COVID-19 pandemic began, I was struggling to find childcare. Shannex was able to accommodate me and changed my shifts so I could work in the evenings to ensure my children were taken care of.”

Looking ahead to the future, Rubilyn aspires to become a licensed practical nurse and one day she would like to become a registered nurse.

Short Term Support Becomes Home

PARKLAND ON THE GLEN

After Jeanette Belanger was hospitalized with COVID-19 she decided to make a temporary move to Parkland on the Glen.

Jeanette was familiar with the community because her sister-in-law lives at Parkland and knew she would benefit from an all-inclusive lifestyle while recuperating.

“I like having safety features here and transportation to doctors and hospitals and all of the social events,” says Jeanette. Within a few weeks, she made the decision to make Parkland her permanent home and encourages anyone thinking about senior living to try it out with a short-term stay.

“It was such a good fit for me,” says Jeanette. “With short-term stays, you can experience daily living by participating each day. And all your chores and health stresses are looked after so you can enjoy things more, relax and have a social life.”

And the Winners Are...

PARKLAND ON THE GLEN

In the midst of Hollywood's award season, Parkland on the Glen hosted its own celebration to honour some of Parkland on the Glen's biggest stars.

The second annual Parkland on the Glen Awards was held on February 25 and hosted by General Manager, Lisa Tracz, Activities Coordinator Jordyn Sousa and Lifestyle Consultant, Grace Miksa.

Residents enjoyed a lovely dinner with sparkling wine followed by the award ceremony which had 12 categories, with the winners chosen by the residents.



The 2022 Parkland on the Glen recipients posing with their awards.



Great People Spotlight: Alyson Sheffar

PARKLAND IN THE VALLEY/
PARKLAND SAINT JOHN

Growing up, Alyson Sheffar dreamed of being five-feet-tall and although that didn't happen, she had also set her sights on the goal of finding a career that piqued her interest and was both challenging and fun.

Blessed with an excellent sense of humour and a strong work ethic, Alyson is a joy to be around. As a Business Manager at Parkland in the Valley and Parkland Saint John, her days are fast-paced and fulfilling.

Being surrounded by friendly and diligent colleagues is one of the perks of her job, but nothing compares to the relationships she's made with the residents.

"It is probably the residents that bring me the most joy," she says. "I enjoy a good story, so I love it when residents want to give me a snapshot of their life and pull out the family album."

Thanks to Allyson for always going above and beyond to support her fellow team members and residents.

Thinking Green

SUSTAINABILITY



When you hear Anna Volc talking about recycling and how everyone can do their part to help the planet, her eyes light up. Shannex's Sustainability Manager's enthusiasm started when she was three years old, when she would watch garbagemen in action.

"My dad would take me to the end of our little sidewalk and I loved watching the garbage men jumping on and off the back of the trucks," she says with a smile. "That's where it all began."

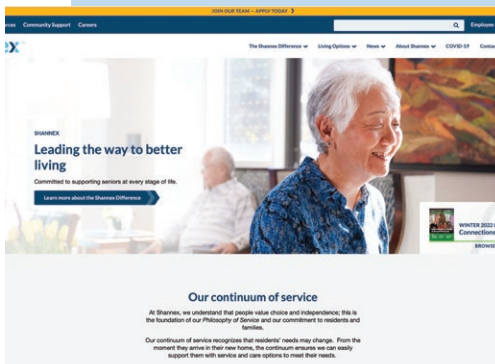
Little did she know, this would plant a seed and she would find herself working in sustainability management. Anna earned a Bachelor of Business Administration degree and completed an internship that saw her working with electric boats which piqued her interest. Wanting to push her knowledge in environmental studies further, she pursued a Master's in Sustainability and Entrepreneurship in Germany.



Now, in her role with Shannex, Anna is tasked with educating and implementing initiatives and programs in the areas of waste, water, consumables and energy to inspire our *Great People* to do their part. She says making green choices can start little by little and benefits everyone in the long run.

"Exploring different shopping habits such as plastic-free packaging or buying from local independent retailers is a simple way to start," says Anna. "Reducing waste and supporting the local economy is a great first step."

Everyone who lives and works with us has a role to play to protect the environment and Anna wants to hear your thoughts. We encourage you to share your suggestions about how we can make improvements at shannex.com/green-ideas or by emailing her directly at avolc@shannex.com.



Fresh, New Website

We are happy to share some exciting news with you – [Shannex.com](https://shannex.com) has been refreshed!

The new design provides a better overall user experience. It is a communication hub for long term care information, our service lines and offers a space for potential team members to discover career opportunities.

We encourage you to explore the website.

Snapshots



Pink Shirt Day

On Feb. 23, to raise awareness about bullying, residents at Parkland at the Lakes showed their support for the cause.



Centenarian Celebrations

In 2021, Arborstone Enhanced Care residents Eva Drysdale and Wanda Goodyear celebrated their 101 and 102 birthdays, respectively.



Oh Deer

Deer are fawn'd of the scenery at Parkland on the Glen.



International Women's Day

At Parkland on Eglinton West the Culinary Team, Care Team, Recreation Team and Sales and Marketing Team are female-led. Visit experienceparkland.com/en/blog/female-empowerment to read what International Women's Day means to them.



Puppy Love

Elk Court residents received sweet kisses from Ivy the sheltie at the community's kissing booth on Valentine's Day. Ivy belongs to Continuing Care Assistant, Shelly DeViller.



Delicious Donuts

Donut panic, there's enough treats for everyone! Maplestone residents and team members enjoyed snacking on freshly cooked donuts from Ol' School Donuts.



Dementia Care

Team members at Losier Hall took part in the first Gentle Persuasive Approaches in Dementia Care. The group consisting of CCAs, LPNs and a housekeeper who were happy to apply their skills with residents.



Happy Birthday!

On Feb. 22, Parkland Riverview resident, George Mallett turned 98. His family brought in a bagpiper for all to enjoy and to celebrate the special occasion.



Excellence Awards

Leading up to the holiday season, team members gathered in Cape Breton and Halifax to celebrate the Service Excellence Awards and recognize years of service and commitment to quality care.



Warm Welcome

When a new resident comes to Parkland Clayton Park, they are greeted by friendly faces and a welcome board to make them feel extra special!



Live your best life.



Parkland is a family-owned company with maritime roots and more than three decades of being a trusted provider of services and supports to seniors in Ontario, Nova Scotia and New Brunswick.

We understand being independent, active and social is an important part of living your best life. At Parkland, residents spend each day as they please whether it's reading within the comfort of their private suite, enjoying live music entertainment in the lounge, going out for an afternoon of shopping, or enjoying a delicious meal at one of the on-site restaurants.

If you or a loved one are thinking about exploring a retirement community that promotes wellness, happiness and service excellence, consider Parkland—it's a place residents are proud to call home.

Connect with us to learn more

Parkland[™]
LIVE YOUR BEST LIFE



1-877-742-6639
experienceparkland.com