

CONNECTIONS



Spring Has Sprung



**More Than
Small Talk**

P.4



**Celebrating Storytelling
and Inclusion**

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For the Love of Pets

Pet therapy at Station Yards, Moncton, N.B. always brings smiles to residents' faces with plenty of cuddles and kisses to go around.

Barbara White and Marlo

Editor's Note

Katherine VanBuskirk

Every day in our communities, something meaningful is taking root. With the arrival of spring comes a renewed sense of energy in our communities that is felt by residents and team members alike.

This edition of *Connections* highlights seasonal renewal and the ways residents and team members bring it to life. Inside, you'll find stories focused on what we do best: enriching quality of life. Whether it's gathering over a meal, sharing a laugh, or creating opportunities for engagement, each story reflects contributions that make a lasting impact.

In this edition, we honour the volunteers who give back (page 10), spotlight recreation experiences and programs that foster connection (pages 11–12), and celebrate innovative approaches that encourage residents to thrive and engage in meaningful ways (page 4).

Join us in celebrating new beginnings and shared experiences that build pride, strengthen relationships, and reinforce why this work matters.

This edition celebrates the spirit of spring that's alive in every corner of our communities.

CONNECTIONS

Connections is a quarterly magazine for Shannex team members, residents, volunteers, partners, families and friends.

It is developed by Shannex Communications. We welcome your feedback. Send comments to:

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ON THE COVER:

Gail Jenkins and Melanie Morris enjoying a parfait on Main Street at Losier Hall in Miramichi, N.B.



Shannex™

Shaping the Future Together

Our *Great People* recently came together for a special President's Town Hall featuring a candid conversation with members of our leadership team about the resident journey, how we're evolving to meet the needs of residents, and patients today and building a stronger future together.

Heather Hanson, Catherine MacPherson, Dr. Christy Bussey and Jason Shannon



President's Message

Jason Shannon

I'm pleased to present the spring edition of *Connections*. As you read through the stories in the following pages, I want to acknowledge that they were written before April 13, 2026, when a labour disruption began at six of our CUPE-unionized long term care communities in Nova Scotia.

To the valued team members who are part of the union negotiating with the Nova Scotia Government, please know that we understand how hard it was to step away from the residents you love. By the time this is published, I sincerely hope a resolution is reached, and we are back together again as one team, one community.

The month of May is usually Great People Month, but for this year, we made the decision to move our celebrations from May to October out of respect for our colleagues at the striking homes and our other team members from across the organization who have been providing support. Great People Month is a time to recognize the contributions of every person at Shannex, and we look forward to celebrating at a time when everyone can come together, participate fully, and enjoy all that the month has to offer.

Recently, we marked some exciting milestones for our organization. The opening of Phase 2 at West Bedford Transitional Health is a significant step forward for this

new model of care, which is helping more Nova Scotians on their journey from hospital to home while easing pressure on the health system. I was also pleased to join New Brunswick Premier Susan Holt and Minister of Seniors, Lyne Chantal Boudreau, at a series of events to mark the beginning of construction for four new nursing homes in New Brunswick. These celebrations reinforce the strong partnership we've built with the New Brunswick Government and our ongoing commitment to expanding much needed support for older adults in communities everywhere we operate.

Every day brings new opportunities to make a difference, and this past year has shown what we can accomplish together. By working as a team, we're creating environments where everyone can thrive. Enjoy this issue and the new beginnings happening in your own life.

Jason

A handwritten signature in blue ink, appearing to read 'J Shannon', written over a light blue circular graphic element.



Culinary Corner

Creamy Asparagus Soup

Serves: 4-6

At Faubourg du Mascaret in Moncton, N.B., the culinary team at Bistro, the on-site restaurant, prepares meals that balance nutrition, comfort, and seasonal ingredients. This creamy asparagus soup celebrates a classic spring vegetable in a smooth, nourishing dish.

Ingredients

- 1 lb fresh asparagus, trimmed and cut into pieces
- 1 tbsp olive oil or butter
- 1 small onion, diced
- 2 cups chicken broth or vegetable broth
- 1 cup milk or light cream
- Salt and pepper
- Chopped asparagus and croutons for garnish (optional)

Method

1. Heat olive oil in a pot over medium heat.
2. Add diced onion and cook until soft and fragrant.
3. Add asparagus pieces and sauté for 3-4 minutes.
4. Pour in broth and simmer for about 10 minutes until asparagus is tender. Blend the soup until smooth.
5. Return to the pot, stir in milk or light cream, and season with salt and pepper.
6. Garnish with asparagus, croutons, cream, and olive oil and serve warm.

Chef's tip: For a softer texture or texture-modified meal, blend the soup until completely smooth and add extra broth or milk to reach your desired consistency. The soup pairs well with soft whole-grain bread for a balanced meal.

One Smile at a Time

Parkland on Eglinton West

Francis Roderos, Building Operator, and his wife, Mary-Rose Roderos, a dedicated server, have been part of the Parkland on Eglinton West community in Etobicoke, Ont., for more than four years. Beloved by residents, they're known for their warm smiles, attentive listening, and willingness to go the extra mile. Their kindness, teamwork, and unwavering dedication brighten the community every single day.



Mary-Rose and Francis Roderos

Energetic Aqua Fit at

Parkland at the Common

Brenden Butchart, Recreation Manager, leads a wide range of programs with energy and creativity, making every activity fun, inclusive, and engaging for residents. He reminds us that “having fun, playing games, building community, and not taking life too seriously is truly what life is about,” a belief he brings to life in everything he does.



Brenden Butchart

A Story Worth Tuning in For

Parkland at the Gardens & Parkland Truro

Across our communities, talk shows are becoming a fun and meaningful way to bring residents and team members together. Programs like “Gardens Talk Show” and “The Chatterbox” create *Great Moments* for storytelling, allowing residents and team members to share their experiences while building stronger relationships within the community.

Gardens Talk Show

Parkland at the Gardens

At Parkland at the Gardens, Halifax, N.S., connection and storytelling are part of everyday life, and leading the way is Director of Care Tanisha Lenihan who also hosts the popular *Gardens Talk Show*. Through the show, Tanisha creates space for team members, residents, and special guests to share some of their own *Great Moments*. In a recent edition, she welcomed guest couple Rusty Maynard, Facility Maintenance Manager, and his wife, Tammie Maynard, Lifestyle Consultant. Residents enjoyed hearing the couple’s love story, discovering Rusty’s romantic side, and smiling as they shared how they planned their wedding around Remembrance Day to honour his military service. Many residents said the two were “like teenagers” as they told their story.

For Tanisha, creating experiences that bring people together is what matters most and is a natural extension of her role. Inspired by her grandmother, she chose a path in older adult care and has had a meaningful career since joining Parkland at the Gardens in 2017, consistently demonstrating unwavering dedication to both residents and her team.



Tammie Maynard, Tanisha Lenihan, and Rusty Maynard



Tanisha Lenihan



Ken Marchant and Samantha Rose

The Chatterbox

Parkland Truro

As Wellness Coach and Chair of the Quality of Work Life Committee, Samantha Rose consistently finds new ways to bring residents and team members together. Recently, she launched a talk show called *The Chatterbox*, where residents can share their stories and experiences. Through these conversations, residents reflect on moments from their lives, sharing childhood memories, career journeys, lessons learned, and even a few humorous stories from years gone by. Through initiatives like *The Chatterbox*, Samantha helps foster the warm, connected community that makes Parkland Truro, N.S., so special.



Cayla Wierstra, Dr. Christy Bussey, Darlene Walsh, Catherine MacPherson, Dana Power, and Vanessa White

Give to Gain International Women's Day

This year's International Women's Day theme, "Give to Gain" reminds us that giving back strengthens our communities, and when we invest in one another, we all grow. This International Women's Day, we celebrated the many ways women lead, inspire, and support those around them, and recognized the incredible women who work with us and call our communities home.

Several inspiring female leaders from Shannex's leadership team joined a panel discussion at Home Office, Halifax, N.S., to share insights from their careers and personal journeys. They spoke about inspiring mentors and shared stories that highlighted the achievements and contributions of women in their lives.



Inge Arsenault

Inge Arsenault, Resident | Parkland on the River

Inge Arsenault is both creative and talented, and her artistry spans a remarkable range of crafts. From intricate needlework to detailed wooden models, Inge has mastered it all. Her suite is a gallery of her creations, including a wooden carousel, paintings, and handcrafted needlework. Inge's creativity inspires everyone around her, reminding us of the fulfillment that comes from pursuing our passions.

Did you know? Women make up 80% of our leadership team, a testament to the strong female leaders driving our organization forward.



Lorraine Bourque

Lorraine Bourque, Resident

Faubourg du Mascaret

Lorraine Bourque a consacré sa vie à rendre ce qu'elle a reçu, à encourager l'épanouissement et à renforcer la confiance en soi chez les personnes étudiantes, ses collègues et les membres de sa communauté. En tant qu'enseignante et professeure, elle a façonné des générations en transmettant son savoir dans les régions francophones du monde entier. Reconnaisante envers les femmes qui l'ont influencée, Lorraine met l'accent sur l'apprentissage tout au long de la vie et l'engagement communautaire. Elle nous rappelle : « Continuez à vous lancer des défis, car les efforts que vous consacrez à la vie font toute la différence. »

Lorraine Bourque has dedicated her life to giving back, inspiring growth, and building confidence in students, colleagues, and her community. As a teacher, she shaped generations by sharing her knowledge throughout French-speaking regions around the world. Grateful for the women who influenced her, Lorraine emphasizes lifelong learning and community involvement. She reminds us: "Keep challenging yourself, because the effort you invest in life makes all the difference."

The Parkland Pacers Parkland at the Common

Staying active can be challenging amid busy lives, but The Parkland Pacers at Parkland at the Common, Halifax, N.S., are proving how far encouragement and community can go. As they prepare for the Blue Nose Marathon on May 17, many members are taking on something they might never have considered before moving in.

Since beginning their training for the 10KM in February, the group has built more than endurance. They've built strong connections, supporting and motivating each other every step of the way. What started as simple walks has grown into a shared commitment to health and wellness.

Their journey is a testament to the power of community, and they hope to inspire other communities to start walking groups of their own.



Gail Ure, Ingrid Noseworthy, Barry Morshead, Linda Van Norman, Anne Krane, Judy Waugh, and Rod McCulloch

Planting Sustainable Roots Parkland Saint John

A “Paint-a-Pot & Story Exchange” session, hosted by The University of New Brunswick Green Society, brought students and Parkland Saint John, N.B., residents together to spark creativity and promote community-driven sustainability. Participants painted plant pots and chose an herb or succulent to grow, combining hands-on engagement with nature and opportunities for conversation.

Guided prompts encouraged discussions about sustainability, resilience, and personal experiences, which helped foster meaningful intergenerational connections. The session concluded with a reflection on cultivating a more environmentally mindful community, and showed how simple shared activities can plant the seeds for lasting sustainable values.



Catherine Nelson, Athena Smith, Madison Cullinan, Rebecca Isaac, and Reggie Siamen



Margaret Robson and Reggie Siamen

Our Power, Our Planet

The theme “Our Power, Our Planet” for Earth Day on April 22, celebrates the everyday actions that can help protect the environment. This year, we shared a fun Earth Day BINGO-inspired activity with residents and team members.



Share Your Green Idea!

We're always looking for new ways to support sustainability across our communities. Have an idea? Scan the QR code to submit it!

Great People Grow Here

For nearly 40 years, we've been committed to Great People, those who bring our values to life with compassion, honesty, professionalism, and safety. With opportunities to learn, grow, and advance, our team members continue to build rewarding careers. Meet a few of our Great People.

Joan Vasquez, Wellness Team Lead Parkland at the Gardens

Joan Vasquez began at Parkland at the Gardens in Halifax, N.S., 11 years ago as a Housekeeper and is now Wellness Team Lead. Being far from her family in the Philippines has shaped the way she cares for residents, making their smiles, laughter, and enjoyment of activities the most rewarding part of her work. She treats each one like a member of her own family, which makes every hug and heartfelt “thank you” carry deep meaning. With a genuine heart for people, Joan lets compassion, patience, and kindness guide everything she does, and this helps create a warm and welcoming community for all.



Lenora Greer, Health Services Manager Caritas Residence

For 30 years, Lenora Greer has grown alongside the communities she serves. She began her Shannex journey in 1996 as an LPN and later cared for many of the Sisters of Charity at Parkstone Enhanced Care. Over the years, she has been a passionate advocate, educator, and leader, holding roles including Health Services Manager and Interim General Manager at Caritas Residence, Halifax, N.S. We're grateful that, through decades of change, Lenora's dedication to people has never wavered, and she continues to grow her career at Shannex.

Joseph White, General Manager Bloomsbury

Joseph White started his journey at Parkland when he accepted an opportunity to work for the summer at the front desk and as a concierge. In 2020, he became Resident Experience Manager, supporting Parkland on Eglinton West and Parkland at the Lakes. He later served as interim General Manager at Parkland Antigonish before being named General Manager at Parkland at the Lakes 2. During his time in each community, he has consistently delivered a high level of service excellence and worked tirelessly to ensure each resident and family feels at home. Joseph is now taking on a new role with the Bloomsbury team as General Manager, overseeing the operations of Bloomsbury Place and Allbright Life, a new Club and Residential concept located in Bedford South, N.S.



The Meaning of Motherhood

Maplestone Enhanced Care

Mothers and mother figures shape our lives with love, strength, and grace. On Mother's Day, we celebrate those whose nurturing spirits have left lasting imprints on hearts. Maplestone Enhanced Care, Halifax, N.S. residents recently reflected on the *Great Moments* that capture the heart of motherhood.



What's a moment of motherhood you'll never forget?

"When my daughter was born. My husband was so excited that he was literally jumping up and down and touching the ceiling. It's a moment I'll never forget."

— Dawn Mason



What's something your children have taught you?

"My son taught me patience, and how important it is to laugh, even at the silly things."

— Elaine Scott



What part of motherhood makes you feel most proud?

"Watching my children grow into successful adults and knowing I've been there to support them along the way. I also love that my daughter and I can talk for two hours about absolutely anything."

— Mary Finn

National Nursing Week

Behind moments of comfort, breakthroughs, and smiles, you'll often find a nurse. During National Nursing Week, May 11–17, we honour those whose expertise and leadership make a meaningful difference every day. Stay tuned for the next *Connections* magazine, where we celebrate more of the nurses who inspire and uplift those around them.



Christel Santisteban, RN | West Bedford Transitional Health

For Christel Santisteban, the power to transform health lives in the everyday moments she shares with patients. She began her career in long term care as a CCA before becoming a registered nurse. Today, as a member of the West Bedford Transitional Health team, she is drawn to the opportunity to make a meaningful impact at a pivotal point in a patient's recovery. "Every day I aim to make an impactful difference," Christel says. Supporting patients as they reach recovery milestones and helping determine the best next step after discharge brings her immense satisfaction.



Denise Smith, LPN | Cedarstone Enhanced Care

After 33 years at Cedarstone Enhanced Care, Truro, N.S., LPN Denise Smith is retiring this summer. During her time as an LPN, Denise has touched countless lives with her compassion and dedication. While she'll be missed, her next chapter as a full-time grandparent and Puppy Mom promises new adventures. Thank you, Denise, for your extraordinary care and the lasting impact you've had on so many residents and team members.

Greatness That Goes Beyond the Workday

When the workday ends, their dedication doesn't. Our *Great People* continue to show up for their communities, sharing their time, talents, and compassion to support and uplift others.

Jessica Richardson, Resident Services Manager Parkland at the Lakes



Jessica Richardson and Joan MacDonald

As Jessica Richardson spent more time in palliative care, her passion for end-of-life care grew stronger. She knew she wanted to do more, which led her to explore volunteering as a death doula. In this role, Jessica supports her community in a deeply meaningful way, offering non-medical emotional, spiritual, and practical care to individuals and families before, during, and after death. Much like a birth doula welcomes new life; death doulas walk alongside people at the end of life, providing comfort, dignity, and understanding. In this role, Jessica helps with advance care planning, vigil preparation, and meaningful rituals, while guiding families through the natural changes that occur near death. Her calm presence and ongoing support help loved ones feel informed, supported, and less alone. At Parkland at the Lakes in Dartmouth, N.S., she uses her palliative care knowledge to support the nursing team, families, and team members through end-of-life care and early grief.

This spring, she will share her expertise at the Nova Scotia Hospice Palliative Care Conference, where she will speak on *The Modern Death Movement: Bringing Death Home and Back into the Conversation*.

Keith Ring, Housekeeper | Faubourg du Mascaret

In addition to his role as a housekeeper at Faubourg du Mascaret, Moncton, N.B., Keith Ring is involved in giving back to his hometown of Bridgetown, N.S. With regular trips home, he coaches basketball at the school he once attended, mentoring youth. He also helps lead an annual community event that brings together former classmates, teachers, and families. Keith sees this as an opportunity for people to reconnect and for him to support the community that shaped him.

Keith also coaches trampoline basketball at Sky Zone Trampoline Park, Moncton, N.B., teaching coordination and the thrill of reaching new milestones, such as touching the rim or landing a dunk. Many young athletes plan their visits around his schedule, eager for his encouragement. Over the years, Keith has seen countless *Great Moments* through this work, with kids achieving milestones they once believed were beyond their reach. His positivity, energy, and ability to “hype up” the kids provide a tremendous boost, showing how one person’s actions can uplift youth and strengthen the community.



Keith Ring

Did you know? Volunteering reduces stress and increases positive, relaxed feelings by releasing dopamine.

Honouring Those Who Give Back | National Volunteer Week, April 19-25

Volunteering creates ripples far beyond the hours given. We celebrate the volunteers who strengthen our communities, one moment of kindness at a time. Learn more at shannex.com/volunteering.



Dafei Lian

Dafei Lian | Parkland at the Gardens

Dafei Lian, who grew up in Shanghai, China, moved to Nova Scotia a decade ago and quickly embraced its slower, welcoming way of life. In 2022, she began volunteering at Parkland at the Gardens, Halifax, N.S., to connect with others and give back to the community. She's now a familiar presence at the Saturday singalong sessions, serving drinks and ensuring residents feel comfortable and welcomed. For Dafei, Parkland at the Gardens is a special community, and she values every conversation and shared moment during her visits.

Bev Wiggins | Parkland Ajax

After losing her husband nine years ago, Bev Wiggins found renewed purpose through volunteering at WindReach Farm, a charitable organization that offers therapeutic programs in an accessible farm setting for people of all abilities. As part of the Wool Ladies group, she helps transform wool from sheep into handmade items for sale and teaches others through wool-art workshops.

Inspired by her work at WindReach, Bev now shares her knowledge in the community and at Parkland Ajax, Ont. Residents have used wool to create note cards for special occasions and felt poppies for a Remembrance Day wreath. Through their feedback, Bev has come to appreciate how meaningful giving to others can be. Volunteering at WindReach has helped her move forward with gratitude and has enriched her life in countless ways.



Bev Wiggins showcasing her handmade wool art pieces



Bev Wiggins with fellow volunteers at WindReach Farm



Marilyn Arseneau

Marilyn Arseneau | Parkland Fredericton

Marilyn started a card group at Parkland Fredericton, N.B., for residents who prefer a relaxed pace, helping those who haven't played in years feel confident and included. A retired educator, she brings patience and guidance to every game. She also welcomes new residents and helps with birthday parties and happy hours, showing how small acts of kindness make a big impact.

The **MAGIC** Behind the

The magic isn't in the event. It's in the thought, creativity, and care behind it. Recreation teams create memorable experiences, whether a themed party, a special surprise, or a unique celebration, showing the dedication behind every moment.

All Shook Up at Parkstone

Parkstone Enhanced Care

Team members are always trying out new and unexpected ideas to enrich residents' daily life, and the Parkstone Enhanced Care, Halifax, N.S., Tropical Parties are no exception. The team turned the space into a bright, beach-themed setting and surprised everyone with a special guest: Elvis. Residents lit up as he walked in, performed a few favourites, and stayed for photos while the group enjoyed tropical-flavoured slushies.

These celebrations reflect how our teams continue to introduce fresh ideas and engaging experiences that add energy and excitement to daily life.



Beth Fallon and Elvis

Pajama Day at Ocean Hall

Station Yards

At Station Yards, Moncton, N.B., Recreation Coordinator Grace Johnston is known for creating moments of joy and connection. Recently, she brought the community together for a vibrant Pajama Day, encouraging residents and team members to participate. Thanks to Grace's genuine care and connection with the residents, even those who normally don't participate in activities were excited to be part of the celebration. The team, wearing matching pajama sets, made the day extra special, bringing polished and festive energy to the event. Grace's leadership turned a simple idea into a meaningful experience, creating lasting memories and strengthening the sense of community at Ocean Hall.

Residents and team members pose together, all dressed in their pajamas





Josie Mingo and Sandy Malliett

Josie Mingo's journey into recreation started long before she became a programmer. While volunteering at a nursing home, she saw firsthand how recreation could positively impact residents and knew it was the path she wanted to pursue. Today, Josie continues to inspire others by designing activities that meet residents' needs and staying connected through one-on-one moments that foster a sense of belonging.

Fostering Connection Through Activity

Northumberland Hall, Amherst, N.S.



Kristyn Ball

As a child, Kristyn Ball experienced the confidence and connection that sports brought, and now, as a recreation programmer, she shares those same feelings with residents. A *Great Moment* came during a musical performance when a resident recognized the band as former bandmates. Invited on stage, the resident sang along as the crowd cheered, bringing tears of joy as they relived a moment they never thought they'd experience again.

Music That Brings Memories Alive

Bissett Court, Cole Harbour, N.S.

Joy in the Small Moments

Pavillon Landry, Moncton, N.B.

Shawna Beupré has always been passionate about making a positive difference in people's lives, and every day she brings that passion to life through therapeutic recreation, creating programs tailored to residents' abilities and interests. For Shawna, the most rewarding moments are often the simplest, seeing a resident smile, laugh, or join in when they might usually sit back. Those small moments are what inspires her every day.



Julia Benoit, Cecile Gautreau, Shawna Beupré, and Donna Bourque

Shawna Beupré a toujours eu à cœur d'apporter une contribution positive à la vie des gens, et chaque jour, elle met cette passion en pratique à travers les loisirs thérapeutiques, en concevant des programmes adaptés aux capacités et aux centres d'intérêt des personnes résidentes. Pour Shawna, les moments les plus gratifiants sont souvent les plus simples : voir une personne résidente sourire, rire ou participer à une activité alors qu'elle aurait habituellement tendance à rester en retrait. Ce sont ces petits moments qui l'inspirent au quotidien.

The Future of Workplace Safety



An example task from the AI ergonomic assessment

What if artificial intelligence (AI) could help prevent workplace injuries before they happen? Through a new pilot project, we're exploring how AI ergonomic assessments can help reduce workplace sprains and strains. This initiative brings together Halifax-based company Vergo, the Workers' Compensation Board of Nova Scotia, and the Canadian Manufacturers and Exporters Association to test how AI can identify safer ways of working across our communities.

Using a pre-trained AI system, the project analyzes short video clips of routine work tasks to pinpoint movements and postures that may carry a higher risk of injury. The goal is to better understand how work is done and improve job design.

Thanks to the *Great People* at Opal Ridge Hall, Dartmouth, N.S. and Moody Hall, Halifax, N.S. dozens of tasks have already been submitted for assessment. These include work completed in serveries, laundry, housekeeping, maintenance, and clinical areas. To safely capture care-related tasks, team members have also used training environments where simulated scenarios help demonstrate how this work is performed.

Thank you to everyone who has participated! Your commitment to safety and openness to new approaches helps reduce injuries and strengthen a culture where health, safety, and wellness are shared priorities.

Championing Safety Parkland Fredericton

“Health and safety is everyone’s responsibility every day.”

For Steffi Hellmann, that belief shapes her work as a Continuing Care Assistant at Parkland Fredericton, N.B., and co-chair of the Joint Occupational Health & Safety Committee. She has helped revitalize the committee, strengthen safety practices, and support her team through mentoring and training roles.

Originally from Germany, Steffi trained as a geriatric nurse before moving to Canada in 2008 and joining Shannex in 2011. Since becoming co-chair, she has introduced consistent inspections, updated safety resources, and led hands-on training. Her leadership has also driven practical improvements, including safer equipment placement and fixed ceiling lifts, enhancing wellbeing for both residents and team members. Thank you, Steffi, for the impact you make each day.



Steffi Hellmann

Cyber Sense Spotlight

Logan McMaster, Cyber Security Specialist

With cyber threats growing more sophisticated every day, our new Cyber Sense campaign is helping empower team members with essential cybersecurity skills and knowledge. Cyber Security Specialist Logan McMaster is passionate about understanding technology, external risks, and optimizing services and applications to strengthen Shannex's security standards.

Logan's advice: **stay vigilant.**

Cyberattacks are becoming more sophisticated, especially with the rise of AI-driven threats. "Technology is rapidly improving, and things like deepfake fraud and extortion attempts are not only easier to do, but they are also easy to automate now," he says. He encourages everyone to stay informed about emerging threats. "A secure organization depends on all users being educated and up to date on current trends."



Logan McMaster



Susan Cameron, resident of Parkland at the Common and participant in the Communities in Motion program

Mocean Dance: A Movement for Connection and Wellness

Mocean Dance is making waves in the lives of older adults with inclusive and dynamic programming. Their Moving with Mocean and Communities in Mocean programs focus on contemporary dance that helps older adults stay active, improve balance and coordination, and foster social connections. Through participant feedback, Mocean has tailored classes to be accessible, offering options to dance from a chair or with American Sign Language (ASL) interpreters. These classes, held in public spaces like the Halifax Central Library, have become an important resource for many, helping participants build friendships and confidence.

Shannex Cares is proud to support Mocean Dance through our Community Spirit Grants in bringing active living, creativity, and community to older adults across the region.

Did you know?

Since 2022, Shannex Cares has supported over 80 organizations, enhancing wellness, active living, and social connections for older adults.



Enhanced Orientation for Nurses Program



A cohort of Internationally Educated Nurses participating in Shannex's Enhanced Orientation for Nurses Program

The Enhanced Orientation for Nurses (EON) Program has become a defining example of Shannex's innovative approach to welcoming and supporting Internationally Educated Nurses (IENs) across our continuum of service. Designed as a forward-thinking learning experience, the program transforms a dedicated training space into a six-week hands-on refresher that rebuilds confidence and strengthens core clinical skills. Each cohort of 16 learners moves through real-world practice in assessments, gerontological care, leadership, medication management, and Shannex's standards for safe, ethical, and compassionate nursing, creating *Great Moments* of growth and renewed confidence for nurses preparing to step into practice.

To date, **more than 120 nurses have completed the program**, each supported closely by the Learning and Development team as they transition into roles within our communities. With each cohort, the EON Program continues to evolve, expanding access for IENs, accelerating the transition to practice, and advancing innovative, resident-focused care across our communities.

"The program refreshes my knowledge, strengthens my clinical skills, and ensures that I am fully prepared and confident." - Mae Ann Rasgo, EON Program Participant

Advancing Care Through Innovation: Shannex's Research Showcase

Our commitment to innovation and research came to life for teams across the organization during a recent virtual Research Showcase hosted by Shannex's Research and Innovation team. This was the second in a series of sessions designed to raise awareness of our research partnerships, highlight the importance of evidence-based care, and celebrate key achievements. The session focused on *Dementia Moves*, an individualized exercise program for residents with advanced dementia. During the session, Courtney Richardson, Shannex's Manager of Behavioural Health, showcased the impact of the Behaviour Support Program, demonstrating how new skills are enhancing care and quality of life for residents. With growing enthusiasm for research and innovation, the team is excited to expand the series with quarterly showcases and opportunities for continued collaboration and growth.



Celebrating Storytelling and Inclusion Parkland Clayton Park



Back row: Amanda Brown, Pat Tanner, Therese Marchand, Shelley Thompson, Barbara Alberstat, Diane Grant, and Jeannie Ward
Front row: Rosaleen Hubley, Mona Armstrong, Bev Delorey, Jean Laing, and Shirley Nicholson

In partnership with the Shannex Diversity, Equity, Inclusion, and Belonging (DEIB) Committee, Parkland Clayton Park, N.S., hosted a Book Club featuring acclaimed local writer, screenwriter, actress, and director Shelley Thompson. Residents and team members explored Shelley's novel *Roar*, inspired by her award-winning film *Dawn, Her Dad & the Tractor*. The story offers a heartfelt look at a transgender woman's return to her family and community, reflecting themes of identity, understanding, and compassion drawn from Shelley's own advocacy and lived experience.

This Book Club is one example of how our *Great People* champion DEIB through learning and dialogue. Initiatives like this continue to build a culture where everyone feels seen, supported, and welcomed.

Purpose and Perspective: Delivering Meaningful Experience Harbourstone Enhanced Care

When Taylor MacInnis first joined Harbourstone Enhanced Care, Sydney, N.S., 13 years ago, he didn't see many people who looked like him working in long term care. Today, he's encouraged to see that change. As an African Nova Scotian, Taylor says his lived experience shapes how he supports residents living with Alzheimer's and other forms of dementia, helping him recognize cultural nuances that build comfort and connection.

Education has been central to his approach. Having seen dementia impact his own family and community, he often finds himself helping others understand the disease and what their loved ones may be experiencing. As a recreation programmer, Taylor finds purpose in the small moments. "If someone gets something out of what I do each day, that's all I need," he says.



Taylor MacInnis

Advance Your Career : Pathways to Success CCA to LPN Bursary

Shannex is proud to support CCAs ready to take the next step. Through our new CCA to LPN Bursary, up to 10 CCAs in Nova Scotia and New Brunswick can receive up to \$15,000 to cover costs, such as upgrading, tuition, exam preparation, and exam fees, plus mentorship along the way.

Learn more at shannex.com/cca-to-lpn-bursary

Meet the Dynamic Duo



Volunteer Lynne Smith, pushing the Crafty Cruiser through the halls

Year after year, volunteers like Lynne and Jack Smith bring creativity, energy, and thoughtful ideas that transform the daily lives of Ryan Hall, Bridgewater, N.S., residents. Together, this volunteer team brings big ideas and even bigger joy to residents.

When residents expressed interest in more activities during evenings and weekends, this dynamic duo, alongside fellow volunteers and Recreation Programmer Karen Coulstring, answered with imagination. An unused medication cart became the foundation for the playful **Crafty Cruiser**.

Outfitted with delightful touches like push-button headlights, a working horn, and a custom FUN4ALL license plate, the Crafty Cruiser brings creativity right into the Village Square. It's stocked with simple craft kits, completed samples for inspiration, and a variety of sensory items, including puzzles, farm animal books, lace boards, magazines, and reading materials.

Lynne and Jack's impact didn't stop there. They also helped bring the first-ever Ryan Hall Community Snow Ball to life, welcoming residents and neighbours for an evening of music, connection, and celebration. At the heart of this magical event were Karen Coulstring and the dynamic duo, Lynn and Jack Smith, joined by Debbie McKean.

Every detail of the Snow Ball was designed to make the evening unforgettable. Perhaps the most meaningful touch was ensuring every resident could fully participate. The team sourced donated gowns so residents could choose an outfit that made them feel truly special. It was a night filled with sparkle, music, and emotion, a lasting memory created through creativity, care, and the inspiring dedication of volunteers.



Jack and Lynne Smith with Jane Smith, Jack's mother, and a resident at Ryan Hall

Insights That Shape Daily Life

Every year, Shannex conducts a Quality of Life Survey to hear directly from residents and their families. It's an opportunity to share feedback with us, which helps shape daily experiences and spark fresh, creative initiatives. Here are some highlights from what we heard:

“The Recreation department is top-notch in this home, always programs available, and they are inclusive to every level of participation.”

— Parkstone Enhanced Care Family Member

“We're very thankful for the care given to our mom, the beautiful community, and the kind team members. They make us all feel like family.”

— Ocean Hall Family Member

A New Chapter in New Brunswick

In April, the Shannex New Brunswick team joined Premier Susan Holt and Minister of Seniors Lyne Chantal Boudreau to mark the start of construction on four new nursing homes: two in Fredericton (120 beds total), one in Riverview (60 beds), and one in Quispamsis (60 beds). Construction begins this spring, with each home designed to reflect the warm, resident-centered approach of our Enhanced Care communities. We look forward to welcoming our first residents between late 2027 and 2028.

Thank you to Parkland in the Valley, Embassy Hall, Neill Hall, Medley Hall, Parkland Riverview, and Monarch Hall for hosting these events. We're proud to continue growing in New Brunswick and to support more older adults in receiving care close to home.



Joseph Shannon addresses guests at Parkland in the Valley



Jason Shannon, Cynthia Hachey, Joseph Shannon, Hon. Susan Holt, Hon. Lyne Chantal Boudreau, and Gillian Ferris at Neill and Medley Hall



Hon. Lyne Chantal Boudreau, Hon. Susan Holt, and Jason Shannon at Parkland Riverview

Helping More Patients on Their Journey Home West Bedford Transitional Health

On April 7, West Bedford Transitional Health (WBTH) welcomed its first patient into Phase Two, marking a major milestone as the site expanded from 68 to 178 beds. This growth reflects WBTH's unique role in the healthcare system, supporting people on their journey home by focusing on recovery, dignity, and a steady return to independence, made possible by the dedication of the teams who bring this work to life every day.

Since opening, care has centered on patient engagement, mobility, and overall wellness, helping individuals rebuild strength, confidence, and daily living skills. The impact has been significant, easing pressure on hospitals and making space for patients who need acute care most.

"Courage is the main thing. You have to have courage, and you have to work with your team, whether it be Occupational Therapists or Physiotherapists, Nurses, Transitional Care Assistants – work with them." - Susan Forrest, WBTH Patient



Susan Forrest

Impact Since Opening:

650+ patients supported
in post-acute recovery

29-day
average length of stay

31,000+ acute care bed days
returned to Nova Scotia's healthcare system

Caught You Being Great

Greatness shows up in many forms: acts of compassion, professionalism, and honesty that brighten someone's day. These stories celebrate the everyday moments when our guiding principles come to life.

Jackie Jesso, Parkland at the Lakes

For 17 years, Jackie Jesso, a dedicated housekeeper, has brightened Parkland at the Lakes, Dartmouth, N.S., by keeping residents' rooms spotless and comfortable. She takes the time to chat, listen, and share her friendly spirit, bringing care to residents' daily lives.

James Cavanaugh, Vimy Court

James Cavanaugh, Maintenance Coordinator at Vimy Court, Bible Hill, N.S., lights up the room with his genuine enthusiasm, checking in with residents, joining activities, and supporting programs, often volunteering on his days off to help wherever needed. James consistently shows up, lifts others, and makes a difference just by being there.

Ricardo Callejas, Orchard Court

Ricardo Callejas, a Continuing Care Assistant at Orchard Court in Kentville, N.S., is this year's Heart of Gold Award recipient. This annual recognition allows team members to nominate a co-worker who truly embodies kindness, compassion, and dedication. He meticulously manages the server, supports residents during meals, and builds such strong connections that one resident even asked him to continue serving her.

John Anderson, Parkland at the Lakes

As a talented Activity Leader and member of a resident band, John Anderson's energy fills the room at Parkland at the Lakes, Dartmouth, N.S., inspiring residents to sing and dance, creating moments that brighten the community every day.

Shinta Richard, Parkland Saint John

Shinta Richard, Wellness Coach, brings vibrant energy and creativity to her programs, making them a hit with residents. Whether introducing new ideas or revisiting favourites, Shinta ensures each session is engaging and enjoyable. Her positive attitude and dedication make her an invaluable member of the team.



Jackie Jesso



James Cavanaugh



Ricardo Callejas



John Anderson



Shinta Richard

The Power of Team

Our success comes from the strength of our *Great People* and the power of teamwork. By sharing ideas and learning from one another, we grow stronger, because even the best teams know they can't do it alone.



Ashley Williams, Reefat Talukder, Grace Miksa, Abigail Beveridge, Laurie Meyer, Kristina Comuzzi, Pawan Grewal, and Kelly Chumbley

Elevating Excellence, Together Ontario Lifestyle Consultant Conference

Stories were shared, connections strengthened, and memories made at this year's Lifestyle Consultant Conferences in Nova Scotia, New Brunswick, and Ontario. This annual event is a time for Lifestyle Consultants to come together to learn from one another, exchange ideas, and explore new opportunities for growth. The conference continues to be a meaningful way for team members across our Parkland locations to connect, collaborate, and inspire each other.

Lifestyle Consultant Spotlight: Laurie Meyer Parkland Ancaster

Laurie Meyer was part of Parkland Ancaster, Ancaster, Ont., before the community opened! She joined as a Concierge ahead of the October 2024 opening, welcoming residents to their new home every day and creating lasting first impressions. In May 2025, Laurie became a Lifestyle Consultant, continuing to build meaningful relationships with residents, prospects, and the broader Ancaster community. A longtime local, she brings grassroots connections to her work, having served on the boards of the Ancaster Tennis Club and Ancaster Ladies Volleyball League, and volunteering with the Ancaster Memorial Arts Centre. Laurie's dedication, community ties, and warm approach help make Parkland Ancaster a true home for residents.



Laurie Meyer

Teamwork Makes the Dream Work Parkland on the River

Individually, Kathy Norton, Concierge, and David Lebail, Maintenance Team Member, excel in their roles, but together, they form an exceptional partnership that keeps Parkland on the River, Miramichi, N.B., running smoothly each day. They work seamlessly as a team to support day-to-day operations and are often the first to respond when residents need assistance. Their strong teamwork ensures issues are handled promptly, kindly, and with great care. Kathy and David help make life easier for residents by coordinating transportation services and managing on-site logistics to keep daily operations running smoothly. As the first point of contact for many visitors and families, they make sure everyone feels welcomed and guided in the right direction, and Parkland on the River is better because of them.



Kathy Norton and David Lebail



Moments, our team member recognition platform, has highlighted the great work of 4038 unique *Great People* and counting! Log in to Moments today to recognize a team member.



Snapshots

Snapshots

Snapshots



Men of the Deeps

The Men of the Deeps, a choir of working and retired coal miners, visited Parkland Cape Breton, N.S., for a performance and stayed afterward to share dinner with residents.



Emily Guirdwood, Velma Stiver, Rosemary Breckon, and Brenda Pickup

Steeped in Good Company

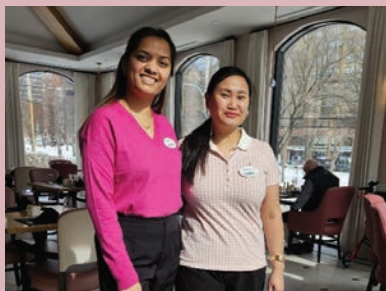
A charming high tea social brought residents together over finger sandwiches, pastries, and steaming cups of tea in an atmosphere of elegance at Parkland Ajax, Ont.



Pauline Goulet

Chinese New Year

Pavillon Richard, Moncton, N.B., welcomed the Greater Moncton Chinese Association for a wonderful performance in honour of the Chinese New Year.



Krishna Patel and Sheena Ancheta

Pink Shirt Day

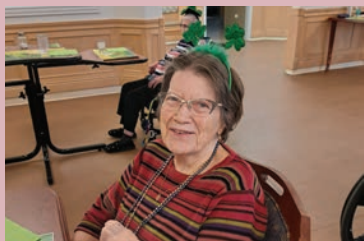
Parkland at the Gardens, Halifax, N.S., proudly joined together to take a stand against bullying for Pink Shirt Day.



Genova Collas

Moments at Garraway Hall

Genova Collas sits at Garraway Hall, Moncton, N.B., a familiar presence among the ebb and flow of the day, captured as part of a portrait series celebrating the residents.



Gwen Carter



The Nelson Doyle Dancers following a lively performance

The Shamrock Shuffle

For St. Patrick's Day, Bridgeview Hall, Miramichi, N.B., enjoyed an Irish dance performance by the Nelson Doyle Dancers, while Monarch Hall, Riverview, N.B., celebrated with a social featuring laughs and toe-tapping Irish music.

Snapshots

Snapshots

Snapshots



Nancy Caissie and Grace

Easter Paws and Smiles

Nancy Caissie, dressed as the Easter Bunny, visited residents at Monarch Hall, Moncton, N.B., with Grace, a visiting pet therapy dog.



Carolynn Scriven

Lei's Have Some Fun

No matter the snow or rain, residents turned up the heat and brought Hawaiian vibes to Parkland Cape Breton, N.S., with festive drinks, tropical treats, and plenty of aloha spirit!



Pat Winans and her artwork

Hooked on Art

At Parkland Riverview, N.B., resident Pat Winans and her daughter showcased her rug hooking and paintings, some for sale, for a delightful afternoon of crafts.



Empowering Our Great People



Team members gather to learn during the Retirement Planning Roadshow

We're committed to the wellbeing, growth, and financial security of our *Great People*. Eligible Shannex team members can take part in a retirement savings program that strengthens their financial wellbeing over time. We know education matters, which is why the Total Rewards team partners with Canada Life to offer webinars and one-on-one sessions that help team members make informed decisions about their financial future. Earlier this year, the Retirement Planning Roadshow brought this support directly to our communities, giving team members the chance to learn and ask questions in person. Supporting our *Great People* isn't just about sharing information. It's about connecting and empowering those who care for others. Have questions? Contact GreatRewards@shannex.com



MOMENTS matter.

So do the people who make them happen.

Celebrate the everyday achievements of the *Great People* who enrich our communities.

Visit shannex.achievers.com or download the Achievers app and log in to *Moments*.

