

# Canterbury Tales

## SPRING 2016

## Community Outreach Supports Residents

Canterbury Foundation launched the Community Outreach Program in November 2015, with the hiring of a Geriatric Social Worker who will meet the social and emotional needs of Canterbury residents and their families. She will assist them with various issues that are associated with the later years of life, such as family conflicts, illness and death of loved ones, diminishing cognitive abilities, accessing government and community resources, dealing with depression and loneliness, grief counselling, life transitions and learning new skills to help live effective and meaningful lives.

As the seniors' population continues to grow in our community and more seniors are choosing to remain in their homes longer, there is also an increased need for these services to be available in the community close to home. Seniors will also need dedicated experienced support and help in guiding them through the trusteeship and guardianship processes. Eventually these outreach services will also be available to local community groups for presentations on accessing resources that are available in the community to improve the quality of life for seniors.

## Introducing Canterbury's Social Worker

**Rosaly Palchevskaya** is a social work graduate from the University of Calgary. She began her career in social work after her move to Canada from Russia in 2001.

She is dedicated to providing compassionate care and supporting each resident to live life at the highest level of emotional and social wellness. Some of the services that she provides include:

- Support during all transitions and life changes (pre-admission, admission and post admission)
- Resource finding and referrals
- Family mediation & caregiver support
- Emotional support and counselling
- Resident-centered care planning
- Advocacy and inclusion in all decisions

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*Social Worker, Rosaly Palchevskaya greets Manor resident, Carol Paetz*

# Message from the Executive Director



Dear Friends of Canterbury Foundation,

Your continuing support and generous donations have made a significant difference to the lives of residents at Canterbury Court, Manor and Lane. The impact of your giving has been felt by residents and staff alike, and it is a huge blessing for which we are very grateful!

Your recent financial support has made it possible to hire our first social worker who has made a tremendous difference to the quality of life for many of our residents. This would not have been possible without your participation!

Canterbury residents have lived full lives and many now require additional assistance and support with daily living. Our very capable nursing staff provide excellent care, and there are

social, emotional, psychological and spiritual needs that a geriatric social worker can best provide through a listening ear and referrals to other supports.

There are many more examples of how your generosity impacts residents' lives. A new sound system was recently installed in the Court Atrium. Many resident activities and special events take place in the atrium and excellent sound is critical to their enjoyment. You also helped to provide improved seating for residents in outdoor courtyards and indoor common spaces.

In all these ways and more, you are vital partners with us in providing quality programs and services to all the residents of Canterbury! Please continue to remember all our residents with your generosity and support.

We thank you and want you to know that you are much appreciated and valued!

*This would  
not have  
been possible  
without your  
participation!*

  
Wendy King,  
Executive Director




Wendy King with Max, a resident of Canterbury Court



~Continued from page 1

As a registered social worker with the Alberta College of Social Workers (ACSW), Rosaly also includes practicum students in providing services for the residents. This winter, we had the support of university student, **Jessica Wloca** who is in her senior practicum at Canterbury Foundation. With her help, we were able to connect with more residents to meet their needs. Jessica will graduate from the University of Calgary in April 2016 with the Bachelor's degree in Social Work.

Rosaly is happy to be a part of the Canterbury Foundation community and looks forward to meeting all our residents! 




*Rosaly and student Jessica Wloca*

## New Technology Improves Resident Safety



*Health Care Aide, Gloria, uses a new cordless phone to respond to a resident's request*

We continually endeavour to provide our residents with the very best personal care. Recently, a new telephone system was installed. In addition to providing state of the art telephone technology, this new system also integrates the residents' emergency call (pendants) and the fire alarm system into the telephones. With improved communication between staff, residents and emergency response, we can be assured of the safety and security of all our residents. 

## Accreditation Update



*Helene Tomusiak-Donahue, Accreditation Specialist*

Canterbury Foundation board and staff continue to prepare for the next stage in the accreditation journey called, Qmentum, which culminates in an organization-wide audit in June 2017. **Helene Tomusiak-Donahue** has joined Canterbury Foundation as Accreditation Specialist to lead and coordinate Canterbury through Accreditation Canada's Qmentum Program. The Qmentum accreditation program is designed to focus on quality and safety throughout all aspects of Canterbury's services—from governance and

leadership to direct care and infrastructure—to the benefit of residents, staff and volunteers. It follows a similar process to the Accreditation Primer, which Canterbury Foundation successfully achieved in mid-2015, but uses a broader range of standards and offers a more in-depth assessment.

Helene brings extensive senior management, consulting and front line experience in health care to her role at Canterbury. She has worked in a variety of settings and programs including community health, home care, research administration and acute care. Rounding out her experience are educational qualifications in health services administration, economics and medical laboratory technology with additional international studies in environmental and intellectual property law. She is a Certified Health Executive (Canada) and a Fellow of the American College of Healthcare Executives. 







## Volunteers Make a Difference!

Deck the halls! Volunteers Seanna Collins and the Babes without Babes group helped Canterbury Foundation get ready for the holiday season by putting up decorations in the Court, Manor and Lane.



For more information on volunteer opportunities, please contact Sarah at 780-930-5581 or [volunteer@canterburyfoundation.com](mailto:volunteer@canterburyfoundation.com). Volunteer job descriptions are available online [www.canterburyfoundation.com/getinvolved/volunteer](http://www.canterburyfoundation.com/getinvolved/volunteer).



*Parkview School students help residents get ready for Mardi Gras*

## Companions for Residents

Canterbury Foundation introduces a new program to support residents in maintaining a healthy quality of life. The Companion Program assists residents by offering individuals who can provide companionship to complete daily activities and assistance in other tasks that may be required. A Companion will be good company for a resident whether they need accompaniment to an appointment, help completing chores or whether they would enjoy someone to talk to, play games with and share other activities.

There are two types of Companions available: Health Care Aide, someone with health care experience who has completed a health care aide program, and a non-medical Companion. No matter what the senior's needs are, the Companion will be friendly and compassionate and will take a genuine interest in each individual, supporting them and contributing to a healthy and enriching lifestyle.

Companions will be available for a minimum of three hours per appointment. They can be requested through the Canterbury Foundation Nursing Department. For more information about rates and availability, please call 780-483-5361. ♥





# Promise of Home Gala for 2016

With the success of Canterbury Foundation's inaugural *Promise of Home Fall Fundraising Gala*, we are excited to begin the planning for our next gala this fall!

**The second annual Fall Gala will be held on Friday, October 21, 2016 at the Royal Glenora Club. We encourage you to mark your calendar!**

Last year's gala raised almost \$30,000 from the generous support of donors, corporate and individual sponsors and silent auction participants. The proceeds from this year's gala will continue to support the Community Outreach Program which was initiated last year. This program has been very well-received by the residents and their families. Rosaly, our new social worker is already providing residents with social, emotional and spiritual support. Based on the positive response so far, additional services will need to be added to meet the needs of Canterbury residents.

**Tickets will be available in April.** We welcome your involvement! Whether you would like to buy a ticket, help on the planning committee, or require any more information, please contact **Sarah @ 780-930-5581** or [sarahe@canterburyfoundation.com](mailto:sarahe@canterburyfoundation.com). 🍷



*Executive Director, Wendy King with Stephanie Clancy from Abbarch Architects, one of the Fall Gala corporate sponsors*



## Residents Enjoy Daily Activities

Canterbury Foundation enhances the quality of life for each resident through a variety of programming and activity opportunities. Our activity department strives to ensure that the physical, psychological, emotional, and social needs of our residents are met with unique programming. Some of the many programs offered at Canterbury include Stretch and Strength, Arthritic Yoga, a Writers Group, Physical Games, Spotlight Speakers, Big Brain, Card Bingo, International Foods and Trivia, and a variety of special events for holidays including our most recent event *A Night at the Oscars*. 🍷



*Manor residents, Casey and Sandy Skakun, dress up for the "Oscars"*





# Opportunities for Staff Training and Development

The beginning of the year created many opportunities to strengthen our staff training and development program. This affirms our corporate value to develop and empower our employees.

The installation of a new Emergency Call System resulted in all staff being trained on two modules focussing on emergency response procedures and fire safety. This knowledge is mandatory to share and results in a safer, healthier work environment for both staff and residents.

The Continuing Care Health Standards for Seniors legislation requires all seniors' facilities to create and deliver training on 15 specific topics. A calendar of staff in-services was created and all courses have been scheduled for March and April. These in-services are designed to improve our quality, our safety, and our understanding of health care-related concepts to enrich the lives of our residents.

All the training sessions are aligned with our corporate training plan and support our training development policies. We believe that when we develop our staff we are building capacity to help them serve our residents more effectively, which in turn empowers our residents. It is this belief that inspired us to submit an abstract for consideration at the Alberta Seniors Community and Housing Association's annual conference. Our presentation proposal titled, Building Capacity in our Staff to Empower our Residents was accepted as a presentation topic at the April 25-27 conference. Members of the Human Resources team are proud to represent our organization at such a prestigious event. 🍷



*Board chair, Brian Popp and Georges Baraki, Director of General Services congratulate Ruby Beaver on 25 years of service.*



## Sunday Brunch at Canterbury

Join us for a delicious  
Canterbury Sunday Brunch!

**11:00 AM or 1:00 PM seating**

**\$22.00/adult**

Check in at Canterbury Court Reception  
(first-come first-serve)


**8403-142 Street, Edmonton**





# Charity Golf Tournament

Come out and join us for a day of golf at Edmonton's own Highlands Golf Club. On Monday, June 27 we will host our first ever charity golf tournament in support of the Canterbury Foundation. Golfers will start the day off with a continental breakfast, followed by a shot-gun start at 8:00 AM. The Texas

Scramble Tournament will be full of fun and contests. The day will conclude with an amazing steak dinner with all the fixings in Edmonton's breathtaking river valley. Register for the tournament at [www.canterburyfoundation.com](http://www.canterburyfoundation.com). (See notice on page 8) 

## A Special Thank You

*We had the pleasure of attending Christmas dinner at Canterbury Manor this past season and I wanted to extend my heartfelt thanks and admiration to the staff in the dining room and in the kitchen, who went to such great lengths to provide us with a delicious meal in a warm and inviting atmosphere. We were so impressed with their positive attitude and the smiles never left their faces, despite the fact that they were obviously tired from their efforts, but unflagging in their resolve to put on a lovely festive dinner for the residents and their guests. Irvin, as always, was his usual self, keeping everyone laughing with his elf hat. Ellen, the dining room supervisor, making sure everything was as it needed to be and always treating everyone with respect and kindness. Special thanks to the young girls who gave up their Christmas with their family to be present to serve us. They are second to none.*

*My compliments to you and the staff for maintaining such a high quality environment, as well as putting the residents*

*first at all times. It is truly felt and appreciated by us to know that Mother is in a place that gives her so much joy and pride in where she chooses to live.*

*Yours truly,  
Barbara Losie*



Left to Right: Barbara Losie and friend Patti, join her mother, Doreen Losie, a Manor resident for Christmas dinner.



CANTERBURY FOUNDATION  
CHARITY

# golf

TOURNAMENT

Registration  
Now Open!

**June 27, 2016**

Highlands Golf Club  
6603 Ada Boulevard • Edmonton

**\$200/player**

For sponsorship opportunities and registration  
details, call Sarah at 780-930-5581 or  
email [sarahe@canterburyfoundation.com](mailto:sarahe@canterburyfoundation.com)

**REGISTER TODAY at [www.canterburyfoundation.com](http://www.canterburyfoundation.com)**



For more information,  
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