

2020 YALETOWN LIONS ‘NON-GALA’ STILL RAISED \$25,000 FOR YALETOWN HOUSE



From The Family Fire Side Lounge in 2009 to the Wheelchair Bus in 2014 to the Rooftop Garden in 2017—and many more projects in between—the Lions have outdone themselves once again!

Thanks to the Yaletown Lions Club and their wonderful sponsors, they managed to donate \$25,000 even without their Annual Fundraising Gala. It was an outstanding achievement. It is also a testament of the generosity of people in times of uncertainty and crisis.

More than ever our community defines the home we call Yaletown House. The Lions’ continued support gives us thanks and hope. The cheque presentation, via Zoom, was designated towards our main lounge to replace and re-cover the furniture with medical grade infection control fabrics that will keep our residents safe and comfortable, as well as offer a homey and attractive look.

As a direct result of the Lions’ generosity, Yaletown House has received over \$300,000 since the Club’s inception in 2008. The Lions deserve a roaring APPLAUSE—what a commitment of giving back to the community and to improving the lives of others!



COMMUNITY CONNECTIONS

The Mighty Yaletown House Team: The Frontline Heroes & Behind the Scenes Stars

**Gaia Community
Care Wellness
Society donates
14,000 face masks
in 2020 From left
to right: Melanie,
Geraldine, Easter**



While 2020 was a ‘year like no other’; it was also a year of resilience, kindness and generosity.

From the early moments of uncertainty to the pandemic turning our world upside down, the Yaletown House Team met the challenge, adapted and did their best to keep our community safe. We did not do this alone and below is just a snippet of the overwhelming support we received:

- Countless donations from friends and strangers
- Gifts of iPads & tablets for virtual visits
- Letters, emails and phone calls of encouragement
- Thousands of face masks, hundreds of hand sanitizer bottles and other PPE donated from community groups
- Products from businesses for special occasions, such as Mother’s Day plants
- Individual and handmade cards for each resident
- Offers of virtual musical concerts
- Hundreds of handmade staff cloth masks (to wear outside of work)
- A curbside, socially distant Holiday Caroling presentation to brighten everyone’s day
- And Santa somehow made his way to deliver on time with 127 Christmas Presents

We especially would like to thank our families who were patient and understanding, our residents who trusted us, our volunteers who stayed connected, our staff who always put the residents’ safety first, our leadership team who responded at lightning speed to the changing situation, and our board of directors who guided us and never strayed far—even if on Zoom.

Thank you everyone for helping us get through 2020 and beyond.

**Board Member Janet
Boates and UBC Hospital
staff arrive to perform a
curbside caroling session**



DONOR UPDATES



The rooftop terrace donor recognition tree



Recreation team members, Cori and Maren, assume the roles of rider and passenger

Projects to Support

Courtyard Garden Redevelopment

We are resuming our courtyard garden plans to beautify the area by replacing the furniture—including benches, tables and chairs as well as repaving/leveling parts of the path, adding lighting, and replacing the wooden planters that are rotting. Prior to the COVID restrictions, our progress included the removal of the large ground level fountain, filling cracks in the concrete and reinforcing areas of the perimeter fence.

A donor recognition tree, similar to the rooftop terrace donor recognition tree (completed in 2019), will be built for the courtyard project. Names of donors (or designate) at the \$500 and above level will be etched on individual leaves forming the tree. Once we are able to have visitors, we will extend an invitation to view the new courtyard gardens—a place we consider “our little oasis in the big city”.

Main Floor Lounge Furniture Replacement

After 11 years of substantial use, the lounge seat frames are damaged from wheelchairs and walkers. As well, more than ever before, we need to replace all seat fabric with hospital grade, easy to clean, infection control materials. Meetings that were postponed in 2020 to visit furniture show rooms have now been rescheduled for this Spring and our interior designer is assisting us in locating the best value selection. Once complete, this upgrade will be a big part of improving the residents’ future social and visiting space.

Music Therapist Mayumi and her new instruments



Orion bike—it's back!

After much drama, the theft of the brand new Orion bike story had a happy ending with the bike being located within 24 hours of the crime, and brought back to its rightful home—Yaletown House. The bike was returned in near original condition. The battery was the only missing part, which was immediately re-purchased thanks to some very generous and quick-to-respond donors. In preparation for pandemic restrictions easing slightly and the warmer weather coming, a spring Orion Training Camp is starting in March. This lead time will allow our recreation staff time to fully learn the operations of the partially motorized bike to safely take the residents out for a ride when we are allowed to offer outside programs. Next stop—exploring the endless Seawall path situated only 2 minutes from our front door.

New instruments: drums!

Thanks to YOU, our wonderful donors, we have purchased several new drums to enhance our music therapy programs. The Steel Tongue Drum forms beautiful meditative sounds with each vibration resonating for long periods when played. The Remo Ocean Drum recreates the soothing sounds of both rolling and crashing waves. It is a versatile instrument that can be played with hands or mallets, and can also be used as a shaker.



Fred and Jay attend the rooftop open celebration in 2019 posing in front of the butterfly backdrop

With no volunteers allowed in the care home for nearly a year, finding a volunteer to profile for the Foundation Newsletter was surprisingly easier than expected.

We had to look no further than Jay Fiddler. Since last spring, Jay has been FaceTiming with one resident, offering a much needed social connection especially for those who do not have family.

Meeting Jay, via FaceTime, I learned that prior to the COVID-19 restrictions, she had clocked over 3 years as a weekly volunteer. Jay initially joined us as a Duet Bike volunteer after she heard about the program needing riders. While she enjoyed taking various residents out for rides, she decided to switch to one-to-one visits and was matched with Fred, who had no family. Their friendship took hold and it became a Tuesday routine that would start with a long walk, sometimes up to 40 minutes, followed by shopping for second hand DVDs, and a coffee to conclude. Jay adds that they got to know the owner of the DVD store so well that he would hold DVDs he thought Fred would enjoy—sometimes giving them to him as a gift. This weekly visit turned into a 2-hour event and was as important to Fred as to Jay. She describes their time together as laughing a lot with Fred telling stories about his parents, his interests in movies and how many socks he had knitted that past week. Fred is an enthusiastic knitter and liked to show off what he was working on or had completed.

Now living on Vancouver Island, since August 2020, Jay worked with Cori Witvoet (Volunteer Coordinator) to remain engaged with Fred—virtually. She explains that when visiting restrictions began, she initially tried to keep her connection with Fred via the telephone but this did not go as planned as the two not only needed to hear each other's voices but to see faces and expressions. Since switching online, it's working out much better and meet ups are a regular calendar item for both participants. Through Face-Time, they now talk about day-to-day events, a shared love of travel and happenings at Yaletown House. Jay adds that Fred is pleased to have our recreation programs and activities resume, especially the Church Services.

Jay and Fred are not alone in virtual visits at Yaletown House. Thanks to community donations, additional tablets and iPads were purchased to allow for such connections. This is new technology for our seniors and is reminiscent of the 1960's TV series "The Jetsons" where the characters regularly spoke to each other on a computer screen. While it's new, many residents have embraced the new media and are having fun with it—some are even playing board or card games with their families while online.

Once inter-Provincial travel restrictions are lifted and we can welcome volunteers into our care home again, Jay plans to board a BC Ferry and commence once-a-month visits from Vancouver Island to Yaletown House as an in-person volunteer. When this starts, it might be the longest commute that any volunteer has undertaken to continue their role—that's commitment, Jay! With BC Ferries tag line—'Connecting the Coast', thanks to Jay it might need to be updated to read—'Connecting our Volunteers'

Semi-retired, Jay has had a career rooted in communications, social media and community engagement. Prior to COVID-19 restrictions, travel was a part of Jay and her husband's leisure time with trips to Europe, Cuba, Spain and Chile as just some of their past journeys. A biking trip around Morocco is the latest dream for when travel can resume. But for now, mountain biking once or twice a week close to home fills their passion for adventure.

With a big smile, Jay says it has been a very good experience for her to spend time with Fred, whether in person or online. She adds that he has had quite a fascinating life and has a story to tell.

She is happy to be a part of it.

PROGRAM HIGHLIGHTS / OUR TALENTED RECREATION TEAM

Throughout the 66 editions of the Foundation newsletters, which started in 1994, we have highlighted the wonderful contractors who provide quality of life programs, such as music (Mayumi & Lyndia), horticulture (Janelle), and art (Shayna) therapies, and spiritual care (Vivian). But we have another team of talent that are the foundation of the therapeutic recreation department who imagine, plan and carry out our day to day programs: Cori, Marlene, Maren, Alexandra and Lo. These Department Staff, along with our Contractors listed above, formed the social lifeline for the residents during the COVID-19 pandemic, especially in the early months when visitors were not permitted inside the care home. With no group programs allowed, these nine creative team members engaged in one to one visits doing their best to bring meaning, joy and comfort during a challenging and changing time.

The veteran of the group, **Cori** is approaching 29 years of dedication and service as the Volunteer Coordinator. This vital role is the key link to recruiting, training and retaining volunteers. With over 60 individuals, prior to the pandemic restrictions, Cori liaised with both the residents and volunteers to ensure that each participants' needs were matched and maintained. Since March 2020, Cori has been keeping in touch with our volunteers through emails and phone calls so that they are ready to come back when we can welcome them safely. She is also maintaining many of the volunteer programs such as manicures, bingo and Zoom Church. Cori, and everyone else, miss our valued volunteers and can't wait to see them again.

Our in-house poet laureate, **Marlene** has many talents from sharing her love of crafting to writing clever verses for our Christmas cards and jingles for donor recognition events. As the second longest serving member of the Recreation Team, Marlene can switch from knitting, to sewing to building a Paper Mache octopus in a blink of an eye. Dedicated to her community and her church, Marlene supports our non-denominational services that respects each resident's spiritual care beliefs. Memorials and regular church services are just a few of the important programs that she coordinates and participates in.

An Apple computer wizard, **Maren** has helped create many of the personalized resident portrait photo-books that

share the amazing lives of our residents. Thanks to a Federal Grant received in 2014, over 50 photo/life story books have been made and are provided to the residents as a keepsake at no charge. Setting up individual in-room music concerts using iPods and mini-speakers is another creative endeavor that she initiated during the early days of the pandemic. With two little ones at home to keep her on her toes, Maren also gets the residents moving with regular exercises designed for seated positions.

With 3 years' experience at Yaletown House, **Alexandra** has a keen mind for trivia and brain exercise games. Setting up various activity boards in the main lounge, she encourages residents to join her and challenge their memory to answer word associations questions and play games. In addition to mind exercises, she runs a weekly exercise program to keep the resident's physically active too. Travel time is another favourite of Alexandra's, which draws many interested voyagers who want to see the world and learn about nature in all its glory across the globe. A newlywed, where the only witness at her beach wedding was their dog, was self-described as a beautiful, spectacular day.

The newcomer, **Lo** is a welcome addition to our programming and has expanded our weekend calendar to include many activities on Saturday and Sundays. Well-versed in technology, Lo is our virtual reality leader taking residents on ski trips to Banff, on garden tours in England and even sitting in as the drummer at an AC/DC concert. Lo also coordinates Zoom performances in the main lounge ranging from professional musical concerts to specialized wheelchair exercise dances. A recent 2020 graduate, Lo brings fresh ideas and energy to her programs.

Our Recreation Therapy Staff are registered with the BC Therapeutic Recreation Association and are Graduates from Douglas College

Left to right Lo, Maren, Marlene, Alexandra and Cori



COMMUNITY CONNECTIONS



- You may have met us along the seawall while we were on the Duet Bike with a volunteer rider.
- You may have seen us walking on Pacific Blvd while we were spending time with our family.
- You may have talked to us in Helmcken Park while we were enjoying a beautiful day.

But you probably haven't seen us lately. COVID-19 changed everything.

We are the seniors and older adults living at Yaletown House, a Long Term Care Home.

We are your neighbours. We miss you. And we need your support!



Yaletown House provides care and services to 127 individuals with advanced health care challenges. Our population ranges in age from 50 to 100 years and includes seniors who are physically and mentally frail, adults with brain injuries and early onset dementia, persons with addictions, and individuals with Alzheimer's and Parkinson's diseases. While we are non-profit and government funded in part, not all costs are covered for quality of life initiatives.



We recently launched a direct mail campaign to share with our community: who we are, what we do and how they can help. We look forward to meeting up with our neighbours—when it is safe—one day soon!

Memorial Gifts

In lieu of sending flowers to the bereaved, families and friends may choose to make a memorial gift. An acknowledgment of the gift will be provided to the appropriate family member(s) and the donor will receive a tax receipt and thank you card. The name of the resident is permanently placed on our Memorial Recognition Wall. Memorial Gifts help us support services that directly benefit our residents. We would like to recognize the families and friends of:

- Audrey Aird
- Tom Shiu Fan
- Lino Pignat

Thank you for all your kind contribution in loving memory.

YES! COUNT ME IN

More Ways to support Yaletown House

Be a part of our success. Donations can be made:

1. By cheque payable to Yaletown House Foundation
1099 Cambie Street, Vancouver, BC V6B 5A8
2. Online at www.yaletown.org using CanadaHelps. Did you know when you donate securities directly to a charity, capital gains tax is eliminated, allowing you to donate more. For more information about donating securities online, go to canadahelps.org/en/donate/donate-securities/
3. By phone 604 806-4210 using Visa/MC

We respect your privacy and never disclose, trade, or share your personal information.

Charitable registration #89249 4444 RR0001. All donations are tax deductible.

All donations will receive a tax receipt for 100% of their gift and a thank you letter from the Executive Director. Thank you for contributing to the well-being of Yaletown House residents!

