

NEW WHEELS ROLL IN: ORION BIKE ARRIVES



Having recently uncrated it, Cori and Maren can't wait to get the bike on the road. With the seawall only 2 minutes from our doorstep and the bike friendly path that extends over 22 kilometres, the Orion Bike will be another biking option for our seniors to explore and connect with the community.

Thanks to a grant from the Federal Government New Horizons for Seniors, we purchased an Orion Bike. Similar to our Duet Bikes, the Orion is designed for active riders allowing the participant to pedal as much—or as little as they wish. Sitting side by side, the resident rider and volunteer work together in tandem to peddle the Orion forward and travel around the neighbourhood. Thanks to our strong team of volunteers who already take out residents on the Duet Bike, we see the Orion inspiring new ridership. Thank you New Horizons for the funding.

We also want to thank our volunteers who help to get us moving and we look forward to coming them back!

COMMUNITY CONNECTIONS

COVID-19: The Kindness of Strangers ... and Those We Know Well

Below are excerpts of the many individuals who reached out to donate, support or just say hello during the COVID-19 Pandemic

It started shortly after we had to restrict visitors into the care home to safeguard our residents and staff. A neighbour named Abby sent an email: “I was inspired by a post I saw on the Internet where two women raised money in order to buy iPads for nursing homes so that residents could FaceTime with their loved ones. I live in Yaletown with my family and I was wondering if that is something that Yaletown House could use right now”. Abby’s offer launched several email exchanges and within days, a socially distanced, and fully sanitized iPad drop off was arranged in our driveway with Abby and her two children, Ever and Easton. Abby said she wanted to do something positive with her children during these challenging times.



Abby and her children, Ever and Easton, deliver the iPad

- A generous family member donated funds to help purchase additional Personal Protective Equipment (PPE) for staff.
- Family member, Jennifer Williams and her dynamic team of seamstress friends made 200 face cloth masks for staff to use outside of work.
- Board Member, Jennifer Sam, donated enough Dairy Queen ice cream treats for every staff member in celebration of Nursing Week.
- A project run by a team of university students, “Supply the Front Line”, donated PPE shields for staff face protection and lots of power-bars to keep staff going.
- Burnaby Lake Greenhouses donated 65 African Violets plants for Mother’s Day deliveries. (see photo on memorial page)
- 10,000 face medical masks were donated by Gaia Community Care & Wellness Society.
- Musicians Youth Music Artist Association, unable to perform for the residents, had a fundraiser and collected \$1,000.
- Staff at Cossette made 127 individual cards to be displayed on each resident’s door. Their messages of encouragement was signed “With Love, from Cossette and the Karma Committee”. Over the past few years Cossette staff have been making hand-made cards for residents on special occasions—such as Valentines and Christmas.



Sally says hello to her son Dirk via the iPad with help from the Recreation Team

DONOR UPDATES

Nurse Call/Portable Phone Replacement Project \$35,000

Thank You to our good friends at the Mr. and Mrs. P.A. Woodward’s Foundation for funding part of our nurse call bell and portable phone replacement project. A generous grant for \$35,000 will support us in upgrading the current call bell/ phone systems to keep pace with modern technology. With one touch, residents can communicate directly to a care staff member’s portable phone. Staff can assess and respond immediately; from a glass of water to “I need help right away”. It is vital that we have the tools in place to meet the care needs for today and tomorrow. Thank you Mr. and Mrs. P.A.Woodward’s Foundation. These integrated systems will ensure our residents know someone is close by when needed.



Projects to Support

Main Floor Lounge Furniture
After many years of well-loved and constant use, we require upgrades to our seating complement in the main lounge and dining room. The plan is to replace the lounge seating with hospital grade, infection control materials with seat frames that will be constructed to withstand substantial and heavy use and offer added protection from potential damage from wheelchairs and walkers. We still need your support! Please consider a contribution towards this quality of life project to enhance our social spaces.

Courtyard Garden
With the challenges of the pandemic and the restrictions for trades and vendors, the completion of our Courtyard Garden was delayed this year. However, ideas continue to grow and we will be moving forward on purchasing the new seating, tables, lighting and possible fence replacement work. As well, more plants, trees and shrubs have been added to make our little oasis a big success for residents and families to enjoy. Thank you to everyone who contributed. A Donor Tree will be installed acknowledging our generous community once complete.

The Hamber Foundation \$5,000

Thank you to The Hamber Foundation who also contributed to the Nurse Call Bell and Phone project. Every donation helps get us closer to our goal of replacing the system. The Hamber Foundation has assisted us in several projects including our 2014 Wheelchair Bus Campaign. Thank you again!

Music Heals \$6,000

Our thanks to **Music Heals** who continued their support to fund additional music therapy hours. This is the fifth consecutive year that Music Heals has donated to us. Thanks to this year’s grant and the generosity of their supporters, we have been able to offer more one to one music time with residents focusing on those individuals who need a little extra care, especially during the pandemic.



Music Therapist Mayumi maintains COVID-19 safety measures while providing programming.

VOLUNTEER PROFILE / SHARON TURNER, FINANCE COMMITTEE MEMBER

It started with a yoga class where Sharon Turner met Eileen Hendry, a member of the Yaletown House Society and Foundation. Their exchange centered around the power of mindfulness which lead to a deeper discussion about the ability of older persons with dementia being able tap into this moment of focus. Sharon was interested in how core qualities of life were fulfilled when a senior could no longer care for themselves. Eileen had the place for Sharon to see and brought her to Yaletown House. Eileen’s mother, Ellen had been a resident for many years before passing away at 98. Eileen wanted Sharon to meet some of the care staff (Nurses and Care Aides) and share her mother’s journey living in a care home. Eileen’s story of how her mother was respected and treated as a unique individual impressed Sharon. After visiting, Sharon felt there was a real connection -- not just caring for the residents’ basic food, shelter and medical needs, but the staff were caring for their quality of life needs as a whole person.



Sharon Turner

Sharon has had two major careers in her life. First as a pharmacist and then as a lawyer. Leaving her position as a pharmacist at Vancouver General Hospital, Sharon and her family moved to Ontario in the 1970’s. Their new home, Gore Bay, Manitoulin Island on Lake Huron, did not have a pharmacy for Sharon to find work. This obstacle or “pylon” did not stop her and instead she opened her own pharmacy, which she ran for 10 years. Sharon credits this entrepreneurship in part to the Mayor of Gore Bay who allowed her to use his office as a base station while setting up shop. The opening of the area’s first pharmacy helped entice physicians to relocate and then a hospital and long term care home were established. This tenure as a community pharmacist gave Sharon the opportunity to get to know the locals well and see patients in all phases of life, especially the later. From there, law school at York University lead to a degree in Intellectual Property Law. Sharon returned to Vancouver and worked with a Biotech Company as in-house counsel.

Now retired, Sharon and her husband Jim enjoy hiking, travel, and spending time in their Kitsilano community. In-person yoga has been replaced with Zoom yoga and while she misses the connection with friends, she continues to benefit from the classes. Long walks are also a big part of Sharon’s day and when time allows spending up to 3 hours a day exploring neighbourhoods. Sharon has a daughter who lives in the Okanagan and she looks forward to resuming visits once it is safe to do so.

With the COVID-19 keeping Yaletown House under visitor restrictions, Sharon had just finished a Zoom Finance Committee Meeting prior to this telephone interview. During the Finance meeting she was so

impressed hearing about the efforts and strength of Carol Crichton, Executive Director, and the Leadership Team who having been leading the care home during the pandemic. She wondered aloud how they were still standing on their feet dealing with all the regulations and directives needed to navigate around the pandemic– while keeping everyone safe. She added that the other Committee Members shared her respect.

Initially Sharon joined the Care and Support Team of the Board of Directors but was later asked to be a member of the Finance Committee. Although she does not have a formal background in finance, her extensive work experience and education has made her a valued member. She says she is still learning but finds the Committee work informative as it gives a big picture of the organization. She has a good feeling when she comes into Yaletown House. The staff know that the space is the residents’ home, not just a care facility. Well before the pandemic hit, Sharon says she was equally impressed with the Leadership Team and staff’s handling of the multi-year long building moderation project. Adding it was a phenomenal achievement.

After three years of spending time at Yaletown House, she sees staff having a relationship beyond the mechanics of their job. Yaletown House has not lost sight, we are mindful of the residents and their personal journeys. With seniors care currently in the spotlight, Sharon believes good news stories such as Yaletown House and other care homes need to be shared and celebrated.

Thank you Sharon making the mindful connection with us.



Vivian Martin-Burns

As for almost everyone, the COVID-19 pandemic altered life plans for 2020. For Vivian Martin-Burns she accepted the changes in stride and remained positive, even though her 45th wedding anniversary trip to Italy with her husband Darrell had to be postponed. She says she was “made” for this challenge and out of this chaos, she believes much good will happen in the end. With the restriction in place including no visitors, no group gathering, and staff single site restrictions, our contractors, such as Vivian, have been a tremendous asset in supporting the residents during this time.

As the Spiritual Care Coordinator for 3 years, Vivian’s regular schedule is 16 hours a week, performing a variety of duties. From one to one visits with residents, to memorial and group programs (when permitted) her services touch the lives of many. In addition to her hymn singing, full circle group, music making, and scriptures, she also coordinates outside clergy to visit for religious services. Her role starts from day one of admission to encourage residents to find peace, hope and comfort. Vivian is also there when residents are dealing with

My role is to explore what the residents want to explore, build trust, listen and speak without judgement. —Vivian

advanced health issues, or facing life decisions. Connecting with the families is also a vital role during this time as she offers comfort and resources. Vivian’s works extends as a source of support to the staff. She recognizes the stress that the staff experience on a day to day basis and especially around loss and sadness. Adding that spiritual care is an overlap of services: supporting the residents, the families and the staff—it is a community of many.

Vivian celebrates each residents’ unique qualities and while her foundation is strongly based in the Catholic Church, all faiths are respected and welcomed. She defines spirituality as understanding what is most important to each person; whether it be religion, nature or personal health. “It is not my job to convert, it is my job to explore what they (residents) want to explore.”

In her previous career, Vivian was an audiology technician for 28 years before launching into a Master Degree in Theology. She explains that she enjoyed her previous work but wanted to focus more on the whole person and pursued her education at St. Marks at UBC. With undergraduate degrees in psychology and audiology, her formal training and life experiences has given her a wealth of understanding and compassion for others—her passion. She is also a Eucharistic Minister, one who can assist in the distribution

of Holy Communion to the congregation. Outside of work, Vivian and Darrell have one son, they enjoy travel (Hawaii, Alaska, Europe and BC) walks, movies and reading. Her hobbies also include canning foods such as jams and mustards, fish and pickles.

As a member of the Recreation Team, along with art, music, horticulture and recreation/leisure services staff, Vivian says it is a delight to work with this amazing Team. She adds that they are truly supportive of each other and have a shared purpose of providing the best resident care programming. During the COVID-19 Pandemic, Spiritual Care was needed more than ever. With the impact and isolation, residents were especially vulnerable to loneliness, despair and grief. With no family members able to visit, Vivian and the Recreation Team were vital links to the residents’ community.

Vivian remains positive regardless of the challenges. Her faith is her guide. She walks beside the residents to listen, to understand, to care—regardless of what they are facing. She ends the interview re-confirming the core of Spiritual Care: “it is loving people”.

Spiritual Care supported by the Province of BC through Community Gaming Grants and thanks to many generous families and friends who value this service.



Flower Power

Thank you Burnaby Lake Greenhouses for donating 65 Mother's Day African Violets

Yaletown House became Mum’s home-away-from-home in 2017. The care, compassion and communication from the beginning was outstanding and how Yaletown House has stepped up and maintained that high level during these times is so admirable. We were able to say good-bye. We love and miss you Mum.
– from the Family of Linda Jane Sherlock.

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 and thank the families and friends of:

**Linda Sherlock
Robert Geoffrey Caine
Patrick Grant (Society Member)**

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 portal
3. **New:** in person at reception or by phone 604.806.4210 using Square reader with Visa/MC

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!

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

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