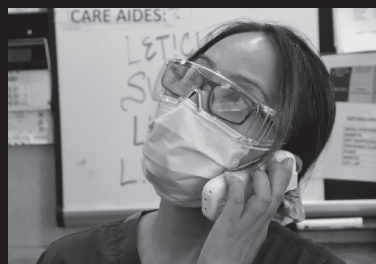


MR. & MRS. P.A. WOODWARDS FOUNDATION GIVES \$35,000 TO BRING THEIR GRAND TOTAL DONATED TO DATE TO \$350,000



Little did we know in 1993 that a grant application made to the Mr. and Mrs. P.A. Woodward's Foundation for a bathing tub would result in a near 30-year relationship. Since then, this amazing Foundation has donated to help us purchase dozens of electric beds and specialty mattresses, rooms and rooms of resident furniture items, and communication systems to improve safety and care (to name just a few projects). Not only tremendously generous to Yaletown House Foundation, the Mr. and Mrs. P.A. Woodward's Foundation also supports countless health care organizations in Vancouver and the surrounding community. We have had the pleasure of working with the Foundation's most recent two Executive Directors: Jackie Lee-Son (current) and Christine Alexander (past), who have always been extremely giving with their time and expertise ensuring charities understand the goals of the Foundation and requirements for funding. Most recently, we received a grant of \$35,000 to help fund our Nurse Call/Portable Phone replacement project. A vital safety and communication tool for our residents and staff, the Mr. and Mrs. P.A. Woodward's funding helped kick-start the project implementation in early 2021 with completion this spring.

We are honoured to be one of the charities supported by the Mr. and Mrs. P.A. Woodward's Foundation and give big thanks to the Board of Directors who guide the Foundation's mandate. THREE CHEERS FOR WOODWARDS!

COMMUNITY CONNECTIONS

Community support & projects to support

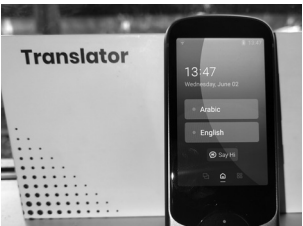
Portable Language Translator Device—\$600 a unit

Thanks to donor support we recently purchased a Portable Language Translator. It is great! But we need more.

From Russian to Spanish, from Serbian to Mandarin we live in a wonderfully rich community of individuals from many origins and Yaletown House is no exception to this diversity. To support our seniors, families and staff, we need to purchase 6 more devices. With the COVID-19 restrictions in long term care homes, and pandemic precautions for visitors entering, including family, the urgency for translating devices has been brought to the forefront this past year.

Communication is a two-way tool. We need to ensure seniors are understood and understand regardless of language barriers.

Go to www.yaletown.org and click on “stories” and watch our informative 3-minute video to learn more.



Lo, one of our Recreation Therapists displays the new device which can translate up to 60 languages.



Dank U

In celebration of the Liberation of Holland 75 years ago by Canadian soldiers, The Consulate General of the Netherlands distributed 150 bouquets of tulips to Yaletown House. A thoughtful and much appreciated gesture.



Aladdin Temp-Rite Cart

New Meal Cart Delivery System—addressing infection control practices, food safety, risk management and licensing requirements.

Trends over the past few years show the rising need for modified diets, specific textures and therapies for seniors with swallowing conditions. In response, we need to purchase a meal cart delivery system to accommodate residents who, for reasons of illness, mobility, mental health, or personal accommodations, cannot attend meals in the main dining room.

The solution is the *Aladdin Temp-Rite Carts* with a unique design that has two separate compartments for hot and cold food options. The system is supported by a label management system that creates meal tray tickets to properly identify and match meals to each resident’s needs and wants. Integrating with our current meal cart in the main dining room, the Aladdin Temp-Rite Cart will improve meal delivery functionality for staff and service for residents.

PROJECT UPDATES

Janelle, Horticulture Therapist, hams it up, by request, lounging on the soon-to-be-replaced old wood benches to welcome new, durable seating.



Amarjit, a dedicated dietary aide working here for 42 years, displays some of the patterns we are considering for recovering the dining room chairs.

Main Floor Lounge/Dining Furniture Replacement

We are pleased to announce we are moving forward with this project that was originally due to start in March 2020. The first phase of the furniture replacement project is re-covering the stacking chairs located in the dining room, main lounge and residents’ rooms. We have selected hospital grade, infection control material that can withstand rigorous cleaning. The fabric is also attractive and fresh looking. After this re-covering phase is completed, we will turn our focus to replacing the main lounge, chairs, coffee and community tables. This project is supported by tremendously generous and patient donors.

New— \$24,500 for Second Floor Special Care Living Room Renovations

Thanks to a successful grant to New Horizons for Seniors—a Federal Government Program, we will be improving the Special Care 2nd floor living room, adjacent to the dining room. Adding new seating, coffee/end tables and art, with a wall mounted smart TV and a specialized dementia care music player.

The project also includes the purchase of a portable Snoozelen Kit—an engaging tool designed for Special Care Units, providing a meaningful sensory experience that helps reduce agitation and anxiety. More to come!

Courtyard Garden Redevelopment

Also supported by generous and patient donors, the Courtyard Garden project was put on hold in 2020 but we are now researching furniture as well as a new ground surface to level the walking area. Safety, comfort and creating a beautiful space will be at the forefront as we hopefully see more progress this year.

Front page credits
clockwise from left:
Andrew, LPN
Leticia, CA
Sanela, RN
Rowena, CA
Delia, RN
Georgia, RN
Manpreet, LPN
Linda, LPN

EXECUTIVE DIRECTOR PROFILE / CAROL CRICHTON

Catching up with Carol Crichton, Executive Director, was no easy feat between the care home completing a massive and successful 7-year renovation project in December 2019 and then immediately navigating a global pandemic in February 2020, but she welcomed the opportunity to meet. While working nearly around the clock either on site or on call for the past 18 months supporting the care home during this unprecedented time, Carol remains optimistic, focused and resilient. However, she admits this experience has been beyond what anyone expected and called it “a tornado”. With seniors living in long term care being at the epi-center of the Pandemic, Carol and the Leadership Team had to respond fast and effectively to keep everyone safe. From daily meetings with the Health Authority, to training staff on new procedures and protocols, to keeping families engaged and informed, the workload was at times extreme for everyone. She credits our success of keeping COVID at the curb to the support of the Leaders and Staff.

With a milestone of 24 years at Yaletown House, first as Director of Finance for 7 years and then for the past 17 years as Executive Director, Carol has worked in long term care for 30 years. A graduate of Simon Fraser University with a BA in Business, she went on to complete her Chartered Accountant designation. Her working career started at Burger King, and then moved up to being a Directory Assistance Operator for BC Tel—to pay for her university.

A mother of twins, Mary and Robert, Carol juggles a work-life that usually has work tilting the balance but when she does take a break, travel is her passion. Whether it is to Zimbabwe with her best friends, (yes she bungee jumped off Victoria Falls), or backpacking with her husband Todd and their children through Vietnam, adventure is what energizes Carol and keeps her happy and curious. Her travel history is extensive ranging from Honduras to Jordon to Tibet with the number of countries too long to list. With a marriage proposal at the top of Mount Kilimanjaro, Carol and Todd have been together for over 21 years. A dedicated Sun Runner, the duo even ran the 2000 race the day after their wedding ceremony.

Outside of work, family is her priority, and family also includes their dog Rafiki—meaning friend in Swahili. Evening walks with her family are a regular routine and the weekends involve exploring a hike or simply enjoying time in their Kitsilano neighbourhood. Not having too much spare time, as she also supports her elderly parents, Carol enjoys biking, gardening and baking pies from apples picked from her own tree.



Carol Crichton, CPA CA (Photo shot from 6 feet away & with a zoom lens to maintain distancing)

Her commitment to the residents, staff and organization is evident in every action. She deeply cares about each individual and always makes the time to speak to anyone who needs support, has a question/concern or just wants to say hello. No task is too big or too small. She can present a 5-year strategic plan to the Board of Directors, or help haul soil to build our new garden space. Carol will roll up her sleeves for anything that needs to be done and has never been heard to utter the words “that is not my job”.

She has dedicated her life to long term care and values the connection she has forged with the Health Authority to advocate for seniors in care. She loves working at Yaletown House, is honoured to be the Executive Director and is grateful for the relationship with residents, families, frontline staff, leaders and board members. When retirement does finally arrive, she looks forward to a life balance and of course more travel—anywhere she hasn’t been.

Each Board President was asked to share a few comments about Carol.

Andrew Grant, Yaletown House Society *“I simply cannot say enough about Carol as a person and as a leader. We are so incredibly fortunate to learn from Carol, ... she strives not only to make Yaletown House a safe and healthy space for our residents and staff, but also in her efforts to work with authorities and regulators to improve Long Term Care.... We are eternally grateful to Carol for her passion and leadership.”*

Ardis Nelson, Yaletown House Foundation: *“Her dedication to the mission and purpose is always at the forefront . . . her compassion and caring for the people she is responsible for is always part of her decision making. Carol is a magical combination of kindness, compassion, intelligence and fierceness. I consider her a role model, and have nothing but admiration for her.”*

PROGRAM HIGHLIGHTS / EXPRESSIVE ARTS THERAPY—WELCOMING SHAYNA LAUER

With less than 6 months working at Yaletown House, Expressive Arts Therapist Shayna Lauer has already had a positive impact on programming. Using her training and experience, Shayna connects with each resident in a personal and meaningful way. An Expressive Arts Therapist utilizes a variety of modalities including visual but also sound, touch, writing, movement and drama. With a lot of passion and enthusiasm Shayna explains that not everyone wants to draw or paint and expressive arts allows that latitude of inclusion.

Trained as a product designer, Shayna received her degree from York University and was recruited to work for Facebook in San Francisco. After 2½ years she felt that it was time to work less with a computer and more with people. She returned to Canada and enrolled in the Vancouver School of Healing Arts for a one-year long program. Her program completed in May 2020 with the last 3 months being virtual learning due to the pandemic closures. Shayna was delighted when she saw the posting for an in-person Art Therapist at Yaletown House as she assumed that her future career may be Art-by-Zoom. Thankfully, with PPE worn and safety protocols in place, art—along with music, gardening and spiritual care—are offered at Yaletown House in small group and individual programs. Shayna is on site 3 days a week—Tuesdays, Wednesdays and Saturdays offering Art on Wheels in the morning and group work in the afternoon. Art on Wheels is geared for socially isolated residents who do not participate generally in group activities and prefer one to one visits in their room or lounge space. Meeting with the resident one to one allows Shayna to select the best tool to connect—whether it be touching a feather or a rock, playing with shakers or using scarfs to dance about the room, her creativity and training allows the resident to experience a

moment of beauty and joy. Visual art also remains a focus as Shayna explains in the group sessions participants use water colours and pastels to fill canvases with expression. Seasonal themes are also incorporated as Shayna shows off the Mother's Day Sun Catchers created by the residents with the help of the Recreation Team. Shayna proudly showcases the many pieces of art recently made by the seniors that are on display around the care home. Her newest endeavour which she is excited to share is the puppet project. The hand puppets are a vehicle to a multitude of communication opportunities. Shayna explains that as soon the residents put the puppet on their hand, they are quickly transformed from art to play. The play leads to childhood stories, laughter and connection. The puppets are either made together with the resident or if they are unable to be part of the actual crafting, residents can style the puppet: hair, body colour or special features like a lipstick or a single tooth. She adds that residents become very animated once the puppet is a part of the dialogue with new voices emerging and imagination abound.

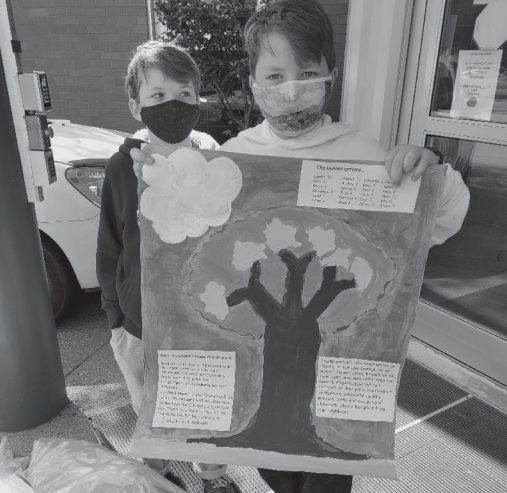
Shayna was raised in Abbotsford and Vancouver is now home—although a new home as she only recently moved. Shayna says she loves exploring her new city and furnishing her new home. With 17 house plants to care for—all with names starting with the letter E—Shayna says the beach is her favourite spot thanks to the connection with nature.

Shayna summarizes that art allows for opportunities of creative risk—and the experience is different for each person. She is happy to be part of the residents' journey—using art for therapy and using art for joy. We are sure there is more to come with Shayna and her programs as creativity and diversity are part of her skill set.



Welcome,
Shayna Lauer!

COMMUNITY CONNECTIONS



Landon and Hudson present many posters and banners. Thank you to Landon, Hudson, Connie, Mrs. Sawyer and her the Grade 4 Class at Elsie Roy and the 23rd Elsie Roy Club Scouts. Together you brought joy to our seniors!

Random Acts of Kindness— Grade 4 Elsie Roy School

Recently, we were approached by a neighbour named Connie whose two boys, Landon and Hudson, are students in Ms. Sawyer's Grade 4 Class at Elsie Roy Elementary School in Yaletown. Her sons inspired their Class to create a Kindness Card for our residents as part of Random Acts of Kindness Day. Landon and Hudson had heard about Yaletown House through another family in the community who in 2020 had donated an iPad so that our seniors could arrange virtual visits with their families due to COVID-19 restrictions. We learned that Landon and Hudson donated, from their own piggy banks, towards the iPad project. Wow!

The Kindness Card (shown below) was hand delivered (socially distanced) to us by the boys along with their mom who enthusiastically shared the reasons why they made the card. After the experience, Connie sent a message of thanks "Hello, Thank you so much. You certainly made this so much more meaningful for Landon with your extremely welcoming demeanour. Thank you for taking the time to come outside and accept this small gesture from Landon and Hudson on behalf of Ms. Sawyer's grade 4 class at Elsie Roy. I wanted to share this with you: As the boys both happily skipped away, Landon said 'I feel really good!'. That, in itself, is the whole point, isn't it?"

Inspired by the Kindness project, the 23rd Elsie Roy Cub Scouts joined the Grade 4 students to create banners and posters that filled our walls in the main floor lounge to celebrate spring indoors.



Hand-made card by the students.

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:

Mike Musacchio
Bruce Maclean

And thank them for their 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

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.*

