

EMPLOYEE APPRECIATION
EXTENDED ISSUE!



PETS PROVIDE THERAPY FOR RESIDENTS AT AGE CARE

Many people enjoy the companionship of pets, but the benefits can be even greater for seniors. Studies have shown improved physical and mental health and brightened moods as the result of owning a pet, especially for seniors in long-term care, where pets have been shown to help fight isolation and depression.

That's where it started for Rhiannon Perley-Waugh, Recreation Therapy Manager for AgeCare South Terrace in Edmonton, AB. Promoting AgeCare's mission of creating a more home-like environment for residents was the driving force for introducing their current resident cats, Thelma and Louise, to residents as part of a pet therapy program.

[READ MORE](#) 

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Rhiannon reached out to the [Little Cats Lost](#) rescue organization in Edmonton.

“The organization was amazing to work with, very flexible with us as they wanted this program to work and be successful,” said Perley-Waugh. “We reached out to our residents and families to see how the idea of bringing cats into our home would go over. The feedback we received was overwhelmingly positive.”

Thelma and Louise became very comfortable in their space, and Louise eventually started venturing out to explore and visit with residents in their rooms. One resident told Rhiannon how much she loves animals and enjoyed when Louise visited her room. She could watch Louise sit on the windowsill looking and chatting at the birds and she smiled as she talked about this.

“Louise’s personality is very outgoing and engages the residents the most. She really adds that bit of energy, life, and playfulness to the community,” said Perley-Waugh.

A resident’s family member, whose mother has moderate levels of dementia and can’t engage in many activities, said having the cats here is good for his mom and good for him. It gives them something fun to do together when he comes to visit, and they both get joy out of the experience.

Hearing that story was a very meaningful moment for Rhiannon, “It really hit home – another benefit of the animals is that you don’t have to have full cognitive abilities to be near them or pet them.”

A resident enjoys playtime with Louise
AgeCare South Terrace



“It bridges the gap between a resident living with dementia and the families that visit, and becomes a meaningful activity for them.”

Staff at AgeCare Royal City in New Westminster, BC also observed that the residents feel comfortable sharing personal stories, feelings, and what’s on their minds to their resident cats Billie and Mary.

Seeing these spontaneous interactions helps team members find out what makes residents happy or what could be upsetting them.

Cat visits also offer social conversations among the residents and families. They will reminisce and share stories and experiences about previous pets they’ve had throughout their lives. For residents who are not comfortable with group settings, staff leave one of the cats with that resident in their room which helps decrease feelings of loneliness and distracts from any pain or discomfort they may be feeling as well increases their emotional well being.

In fact, one independent living resident at AgeCare Royal City has even taken on the responsibility of looking after the cats and has found purpose in making sure their daily needs are met.



Thelma & Louise
Resident Cats
AgeCare South Terrace

[READ MORE](#) »»



Billie & Mary
Resident Cats
AgeCare Royal City



Chozer
Weekly Visitor
AgeCare Royal City



Walter
Weekly Visitor
AgeCare Royal City

AgeCare Jasper Place in Edmonton have had cats in their home for 17 years. Currently, Twinkle Toes and Madame Puddy Tat are the friendly felines therapists.

Twinkle Toes and Madame Puddy Tat (Maddy) were adopted from the Edmonton Humane Society. Twinkle Toes is "polydactyl" which means she has extra toes. Madame Puddy Tat "Maddy" thoroughly enjoys food, treats, and lounging in a sunbeam. Residents can be involved in their daily care if interested.

It's not just cats that provide this type of therapy to our residents. Many of our communities have also partnered with organizations such as St. John's Ambulance Pet Therapy program and have dogs visit as well.

AgeCare Royal City in New Westminster, BC has two gentle giants, Chozer and Walter, that visit the residents once a week. Residents can be intimidated by the size of the dogs, but they are also curious about them and their visits spark many conversations.

Chozer, a retired certified St. Johns Ambulance Pet Therapy dog for adults and children, still loves to visit the staff and residents at Royal City.

AgeCare Jasper Place also has two beautiful Budgie birds, Honey and Rio, as well as a freshwater tropical fish tank in a common area for all to enjoy. The birds and fish provide visual stimulation and relaxation, cheerful chirping noises and a topic of conversation for staff, residents and families.

Not only do animals bring joy and happiness to the residents with pet therapy, but many of the staff members also love to have them around. Humans aren't the only ones that benefit from having pets in our homes. The animals like it too, receiving daily attention, much love and a place to call home.

Overall, having pets in our seniors communities provides a gentle therapeutic approach, and a reminder of the simple things that remind people of home and promotes the well being of our residents, families, and team members.



Maddy & Twinkle Toes
Resident Cats
AgeCare Jasper Place



Honey & Rio
Resident Birds
AgeCare Jasper Place

AgeCare communities are safe, comfortable, amazing places to live for our residents because of our amazing employees. On behalf of the entire leadership team, **THANK YOU** to all members for being part of our team.



Check out the celebrations our teams had during Employee Appreciation Week!

MAY 15 - 19, 2023



Shauna, a Recreation Aide at AgeCare Sandringham in Victoria BC, recently celebrated her 45th work anniversary with colleagues.

“I love it. You just never know what the day is going to bring you.” she says. “We are a really unique home, and as someone once said, ‘Love lives here’ and it’s absolutely true.”

Thank you, Shauna, for your amazing contribution to the quality of our residents’ lives.

Watch [Shauna's interview here!](#)

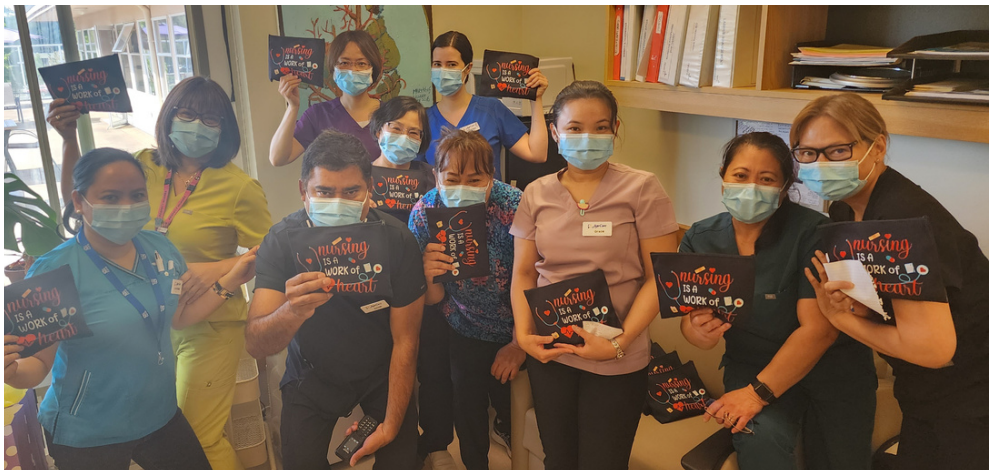


After 38 years at AgeCare Glenmore in Calgary, Wennie still loves her job. She tells younger colleagues that “you have to put yourself, your heart into it. You have to put your passion into it, to have compassion for your residents.”

Thank you, Wennie, for everything you do! Check out [Wennie's interview here!](#)



Arbutus Care Centre
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AgeCare



Truly Grateful for you.

AgeCare
BRANDT'S CREEK MEWS





During AgeCare’s Employee Appreciation Week, we want to recognize one of our longest serving employees, Jeannie, a Health Care Aide at AgeCare James Bay in Victoria, BC.

Jeannie started at James Bay in 1978. She says one of her “most favourite things about coming to work is knowing how much difference we make in the residents’ lives. Just sharing your love, your care and your compassion for each and every one of them...and sometimes the occasional hug.”

Congratulations on 45 wonderful years, Jeannie!

Watch [Jeannie's interview here!](#)



AgeCare SUNRISE GARDENS



AgeCare SKYPOINTE





PAYING IT FORWARD WITH KINDNESS

For our 2022 AgeCare Seniors of Distinction Awards celebration at AgeCare Harmony Court in Burnaby, BC., Sponsor HearingLife (previously NexGen Hearing), provided a hearing aid system for one lucky winner.

The original winner of the system decided to pay it forward and donate again, this time through her contacts at Fraser Health. She asked if they had a senior in need of hearing aids, but is unable to afford them.

Maria, the new recipient of the hearing aids shared with us that her family/friends live out of the country and how much it means to her that she can now connect with them on a regular basis over the phone.

With both her vision and hearing declining, it is becoming more challenging to keep connected with loved ones. This goes to show how much of a difference you can make in someone's life just by paying it forward.



HearingLife Team with recipient Maria and Joel Grigg from AgeCare Harmony Court

HOSPITALITY CORNER



Did you know that Mother's Day is celebrated in over 50 countries?

Marquise, one of our senior living food service providers, celebrated Mother's Day in style at Agecare James Bay in Victoria.

After the morning activity of building carnation arrangements, our residents were treated to a crowd favourite and gourmet delight of Creamy Pesto Bacon Eggs Benedict with fresh fruit and home fried potatoes, prepared by Marc Chantigny and his team.

What a start to a wonderful day!



CODE SILVER: ACTIVE ASSAILANT



Just as in many other workplaces, government offices, schools, etc., our communities are required to have an emergency response plan for an active assailant incident. An Active Assailant is an individual actively engaged in killing or attempting to kill people in a confined and populated area. Although these events are extremely rare in Canada, the risk that they pose is real. There is no warning, and an active assailant incident can happen at any time, so we must have a plan to maximize the protection for staff, residents, and visitors.

When a Code Silver is called, we will overhead page **"Code Silver – Active Assailant / Location (if known), Secure Your Area"** three times, and call 911 to activate police response to the community. We page "Code Silver – Active Assailant" to ensure that all persons on site are aware of an imminent threat from an active assailant. Active assailant incidents are often unpredictable and evolve quickly. In this situation, we all play a key role in preventing loss of life and injury.

There are three types of active assailant responses that everyone must be aware of. These three steps can help keep you safe in an active assailant situation at AgeCare or elsewhere:

1. RUN

- Leave the area of the threat immediately.

2. HIDE

- If running is not an option, seek to hide and block entry to your hiding place.
- Cover any door windows; barricade the door with available furniture/equipment.
- Turn out the lights, stay quiet and silence electronics.
- Call 911 when safe to do so.
- Remain where you are until Police announce themselves and allow you out.

3. FIGHT

- When your life is in imminent danger, prepare to fight.

Staff are trained in these responses through tabletop discussions rather than a live drill as we would do with other emergency codes. Knowing these responses will help staff assess the situation and make a quick decision related to an active assailant, thereby increasing the survivability of an act of violence, and keeping residents in our care safer.

GIVE US YOUR FEEDBACK

Whether it's a compliment, concern or suggestion, feedback is essential in helping us achieve our mission; to provide the best quality of life experience to our residents.

Your feedback will:

- Let team members know about a good experience and ensure their efforts are acknowledged.
- Assist your AgeCare community in identifying areas that may need improvement.
- Inspire new ideas that help to enhance the quality of life of our residents.



PLEASE VISIT OUR [FEEDBACK FORM](#) AND LET US KNOW HOW WE'RE DOING!

ALBERTA



- AgeCare Bow Crest
- AgeCare Columbia
- AgeCare Glenmore
- AgeCare Jasper Place
- AgeCare McKenzie Towne
- AgeCare Midnapore
- AgeCare Miller Crossing
- AgeCare Mount Royal
- AgeCare Orchard Manor
- AgeCare Riverview
- AgeCare Sagewood
- AgeCare Seton
- AgeCare SkyPointe
- AgeCare South Terrace
- AgeCare Sunrise Gardens
- AgeCare Valleyview
- AgeCare Walden

BRITISH COLUMBIA

- Arbutus Care Centre
- AgeCare Cariboo Place
- AgeCare Holyrood
- AgeCare Malaspina
- AgeCare Royal City
- AgeCare Brandt's Creek Mews
- AgeCare Glenwarren
- AgeCare James Bay
- AgeCare Monashee Mews
- AgeCare Sandringham
- AgeCare Carlton
- AgeCare Harmony Court
- AgeCare Lakeview
- AgeCare Mount Ida Mews

ACTIVITY CALENDARS

If you are a family member of a current resident and don't yet have a username and password to access your loved one's Activity Pro page, please contact the community directly and ask to speak to the recreation team. They will walk you through the steps needed to access the family portal.

Please note that communities with an exposure or outbreak may have different recreation restrictions.

Contact your community or sign up for email updates to stay informed on the latest information.



AgeCare Cariboo Place enjoying painting, golfing activities