

The SOCIETY Scoop

MESSAGE FROM OUR CEO, TIZIANA RIVERA



I have had a great start to my first month as your new CEO and pleased to share my greetings with you in The Society Scoop.

I began 2018 with the excitement of a new position and immediately connected with residents, families, staff, as well as members of the community. I have met with key leaders in long term care, have attended both Resident and Family Council meetings and have made introductions with key vendors, donors and volunteers. I am most impressed

with the energy and appreciation for the care and services that our organization brings to our community.

I have joined NUHS at an exciting time of transformation with the campus redevelopment starting later this year and as the Board embarks on the development of a comprehensive strategic planning process. These activities will enable us to continue to build upon our successes and ensure the best future for our campus by providing services that best meet the needs of our clients and creating a work environment that is caring, progressive, and innovative.

I look forward to working together to provide a dynamic community where older adults thrive by aging well and living better.

CARF ACCREDITATION ACHIEVED

In late 2017, two CARF accreditation surveyors spent 3 days at Unionville Home Society interviewing residents, clients, families, community partners and staff. They looked at our policies and procedures, our various forms of documentation and observed us in our day to day work. The surveyors inspected our home and programs, our financial and legal records and our health and safety practices.

The results have now been received and we are proud to share that the Unionville Home Society has been accredited for a period of three years for its Long Term Care home, Adult Day Program and Dementia Specialty Program. This is the third consecutive Three-Year Accreditation that the international accrediting body has awarded to our organization.

This CARF accreditation decision represents the highest level of accreditation that can be award-

ed to an organization and shows the organization's substantial conformance to the CARF standards. An organization receiving a Three-Year Accreditation has put itself through a rigorous peer review process and has demonstrated to a team of surveyors during an on-site visit that its programs and services are of the highest quality, measurable, and accountable.

A big thank you to our staff for their efforts throughout this quality improvement process. The team showcased their skills and expertise, while demonstrating quality practices and caring services to our residents and clients.



Resident Profiles

MEET DR. NADHIM OUMEISH AL JANABI

Not all heroes wear capes - Story shared by Daughter, Zena



Born to be a physician, Dr. Nadhim was raised in Iraq, Baghdad. The youngest member of his family to graduate with honors in the field of medical science. His passion was to improve modern medicine by emotionally connecting with each patient as he believed optimal health is both physical, mental and emotional. His logical mind and passion for helping others made him one of the most respected doctors in Baghdad. He was known for having extremely accurate diagnosis skills, extensive knowledge and experience. He was celebrated by the community for going above and beyond what was expected of a general practitioner.

He married the love of his life, Malak, and together they had five beautiful children, Bassma, Hamsah,

Ali, Zainab, and Ahmed. In 1995, the political situation in Iraq had become worse, Dr. Nadhim and his wife decided to leave everything behind and move to Canada in hopes for a better future for their children. His sacrifice to leave behind his career and exemplary reputation is only a brief snapshot of the selfless man he is.

To say he is a hero without a cape is an understatement Dr. Nadhim has single-handedly saved countless lives in his career but to him, this is only "what a human can and should do".

As life turns and years pass, 74-year-old Dr. Nadhim is now a resident himself, still with a heart of gold. Now living in Union Villa, he feels at home in an environment where he sees nurses and caregivers take care of the residents, as it reminds him of the many years he had spent working and treating patients.

MEET EILEEN CHARLTON – A WORLD TRAVELER



Eileen was born and raised near Riverdale Park, in Toronto. At the early age of 3, she went on her first trip to Sweden which is where her love of travel began. Eileen's mother was born in Sweden and the family lived on her grandmother's farm for several years. She enjoyed living with her cousins and experiencing the Swedish culture.

By the time Eileen was ten years old, she was travelling to New York City via train by herself where she would be met by her cousins at the train station. Decades later, she is very proud to share that her

travels have taken her all over the world including Russia, China, Brazil, India, England, Scotland, Spain to name a few.

As Eileen sees it, her love of travel also brought her to the ones who loved her the most. Travel created unique experiences and gave her the best memories.

On a visit to Brazil, Eileen walked along nearly 280 waterfalls. This is a personal achievement that still makes her proud.

The most notable was also her last trip to Russia in the 1990's. She went on a 10 day cruise and has vivid memories about the kindness of the locals. One of the families that they met invited the entire tour group into their home and prepared everyone a delicious Russian dish and homemade potato liquor.

UHS STAFF RECOGNIZED FOR YEARS OF PUBLIC SERVICE

Meet **Michelle Green-Ford** who was first introduced to Union Villa through a family connection and was encouraged to apply for employment. When Michelle applied for a position on the nursing team, she was hired on the spot. Just recently, Michelle received a Years of Service award for her 10+ years of service at the Villa.



Michelle shares “the best part of my job is the morning routine where I help residents look their best for the day ahead”.

While providing care to residents at Union Villa is Michelle’s full time career, her charitable efforts began at an early age. From the age of 7, Michelle and her sister would deliver home cooked meals made by her grandmother to local families in need each Christmas.

Since 2003, Michelle has spearheaded a local toy drive providing gifts to children at Sick Kids during the holiday season.

In addition to being an official Ambassador for Sick Kids, Michelle started her own charity in 2010 called “Michelle’s Charity”. To date, she has donated to the maternity ward at the Falmouth Hospital in Jamaica in memory of her grandmother and annually provides baby gifts to the 1st and 2nd born on Independence Day and Emancipation Day.

This past January, Markham Mayor Frank Scarpitti presented Michelle with an award recognizing her leadership and dedication to public service.

Congratulation Michelle!



COMING SOON: “CONNECTED” RESIDENTS

By early summer, the residents will be able to sign out one of the new iPads from the recreation staff to surf the internet, FaceTime, catch up on the latest news, and chat with their loved ones from the comfort of their own room.

The new iPads were purchased with the \$1200 Apple Gift Card that our very own Peter Yeung, Environmental Services Manager, won at the 2017 Dinner Party and donated back to Union Villa. Both, Peter and Pauline Philips, Recreation Supervisor were on a raffle buying frenzy hoping they would win to benefit the residents. The new iPads were presented to the residents at their Residents Council Meeting in February.

Thank you Peter for sharing your win with the residents!



Volunteer Spotlight

INTRODUCING THE BEAUTY SHOP QUARTET



Residents feel beautiful inside and out with each visit to the Hair Salon thanks to the talented salon stylist Patricia and the support of 4 fabulous volunteers, Maryam, Josie, Deborah and Mei.

Recruiting volunteers for the salon was a top priority as 124 residents use this service with 80-90 enjoying a weekly visit. Approximately 13-15 residents are brought down by the volunteers. On salon days, each of the volunteers provides conversation and social opportunities while they wait for their turn. The volunteers have become friendly visitors which is a highlight to the service.

Volunteers Maryam, Josie, Deborah and Mei, have assigned days and can be seen busy portering residents to and from their appointment. These volunteers enhance the experience by engaging the residents to participate and socialize to enjoy the overall salon experience.

Patricia says, “having volunteers in the salon is extremely important. Some residents look forward to their appointment all week”.

Not only does the salon provide professional hair care, it allows the residents to look good and feel good about themselves. It gives them a reason to go for a walk off their floor and for many it is the highlight of their week. “Some residents come just to socialize,” explains Patricia. The salon also features a large bright window that gives the residents a different view to look forward to while waiting for their hair to be done.

Since the recruitment of these wonderful volunteers, more residents are enjoying the service with the added attention and encouragement to attend. Maryam can remember many occasions when she would attend to a particular resident and find her crying, not wanting to leave her room. A few moments together and without rush, she made the resident feel more comfortable. After the service, the resident would be taken back to her room smiling and feeling great about herself.



Maryam first started volunteering in April 2017 with her son and now looks forward to her weekly Villa visits. She shares, “volunteering at the salon is a blessing for me. It’s a privilege to be here for the residents. They make me feel better and remind me that life is precious”. Josie has volunteered at the Salon for over 2 years. “I always said I would volunteer when I retired and be useful while I can.” Josie also looks forward to seeing a particular resident who “makes her laugh”. She admires her spunk and positive spirit and respects her honesty. Josie recalls getting advice from a resident during a difficult time which reinforces how these relationships have reciprocal benefits.

With the help of our volunteers, the salon is a place of happiness and laughter. The residents feel like they have left their home and travelled to their favorite salon for special day at the spa.

Thank you “Beauty Shop Quartet” for making a difference for our residents.



CONNECTING RESIDENTS THROUGH CULTURE

They say that ‘culture is what we make of the world’. It is a part of who we are; binding us together through music, food and mutual goals. At Union Villa, cultural celebrations and the sharing of customs and traditions are an integral part of resident life. The recreation team at Union Villa with input from the residents organized a series of events.

The Epiphany, also known as the Blessings of the Waters was in early January. Residents celebrated with a traditional Epiphany dinner and a presentation on the significance of this celebration in the Greek Orthodox faith.

Next was Robbie Burns Day, a Scottish holiday, was commemorated at the Villa with the Highlands of Durham Scottish Country Dancers from Port Perry. Residents enjoyed samples of whiskey and Haggis while listening to a selection of Robbie Burns’ poems.

“I have a Dream!” - Black History Month exposed the residents to guest speakers who shared the great achievements of African Americans and enjoyed entertainment that highlighted the songs of famous black artists.

It’s the Year of the Dog and our residents celebrated the Blessing of the Chinese New Year with lucky red lanterns, traditional Chinese music and food. Residents shared their New Year wishes and volunteers transcribed the words in Chinese characters on red paper.

To ring in the period of Lent, the recreation team cooked up a storm for Fat Tuesday with all the fixings. Residents were adorned with colorful beaded necklaces, Mardi Gras masks and hats.

PyeongChang 2018 Olympics came in with full force. Residents, staff, families and adult day program guests came together to enjoy the official ceremonies. The recreation team created an Olympic torch and residents passed the torch to one another until it reached its final destination. A few events were set up to test everyone’s athletic abilities. We believe that all our seniors deserve a gold medal!

There are so many more cultural opportunities ahead and we look forward to sharing them in the next Scoop.

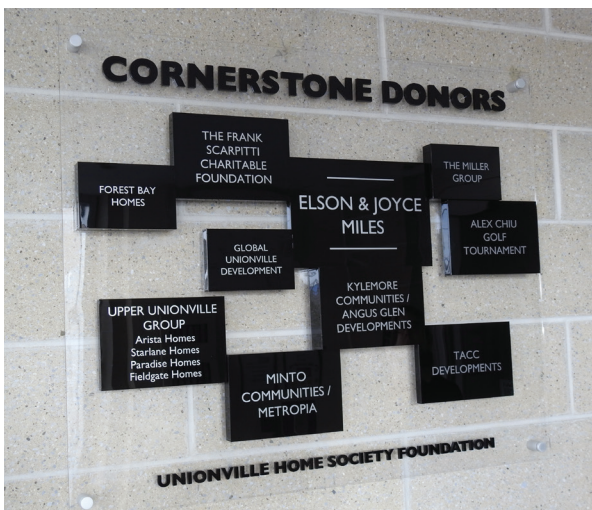


THE HOMEFRONT

INVESTING IN OUR RESIDENTS' CARE

Unionville Home Society Foundation is a registered charity founded in 1991. The foundation is dedicated to a single mission: to fund amenities and initiatives that enhance the lives of our residents. The foundation believes quality seniors care is a priority and endeavours to provide a variety of “giving” opportunities ranging from special events, to personal and corporate giving campaigns.

GAP CLOSED! CLOSING THE GAP CAMPAIGN UPDATE



In 2015, Foundation Board Chair, Patrick O'Hanlon, recruited a small but determined team of volunteers to help with a focused campaign to eliminate a shortfall from the “Brick by Brick” Union Villa rebuild campaign. This gap created additional mortgage debt for the Villa.

The mighty group of canvassers sought out potential donors who could make a leadership gift to help reach the campaign goal of \$1.5 million. The target date to retire the tranche 2 mortgage was 2019.

On October 10, 2017, the goal was met and the loan was posted as paid off. This outstanding support is another reminder of the caring and generous community that surrounds us.

To commemorate this campaign success, a new donor recognition highlighting these donors was installed at the front entrance of Union Villa. The “Cornerstone Giving” board was designed, created and donated by Pather Plastics.

BRINGING COMFORT AND WARMTH TO RESIDENTS

This year's “Comfort & Warmth” campaign had a specific goal, to fund the purchase of Blanket Warming Cabinets. Thanks to our generous donors, we will be adding a warming cabinet on each floor near the nursing station.

Comforting a resident with a warm blanket provides both physical and mental benefits. The blankets will help reduce anxiety, maintain body temperature and provide an overall sense of well-being.



GIVING IS A FAMILY AFFAIR: THE CROSBY FAMILY SHARES THEIR STORY

According to daughters Lindsay and Stephanie, Glenn and Pam Crosby have always been involved in their community. “Dad was ALWAYS helping run someone's campaign and our house was often campaign central. Mom would enroll us to stuff flyers or make calls, and we always helped out on election nights. In addition, Mom and Dad were a huge part of the Unionville Festival, and they organized the Friday night dance which was the highlight of the weekend. Robbie Lane and the Disciples headlined, and Mom spent months tracking down school colours and making boards representing every single high school in the GTA for people to sign. We loved how our house was always the hub for community events.”



“We saw at a young age how important it was to get involved, have a voice, and to be part of something that can truly make a difference” shared Lindsay and Stephanie.

Glenn Crosby is well known as a committed community leader who continues to volunteer with charities and not-for-profit organizations. Glenn was the first Chair of the Markham Stouffville Hospital Board when it opened. In 2000, Glenn joined the capital campaign to rebuild Union Villa and since then, he has served on the Board and is currently the Chair of the New Unionville Home Society.

While the family always had a strong connection to Unionville Home Society, it was not until June 2015, when it became a second home as Pam became a resident at Union Villa. “This was one of the hardest days of our life, but I remember being welcomed by the staff, and hugged and loved



knowing how impossibly difficult that day would be for us.” The family shared, “There is no doubt in my mind that she got the absolute best care possible at the Villa. We were always greeted with smiles. It was often tough to see Mom there, but it was comforting knowing she was loved and cared for by such wonderful and caring staff”.

This philosophy of giving continued with great memories for the Crosby household.

Recently, a memorial fund was established in memory of Pam Crosby and the family has directed these gifts to Union Villa with a designation to enhance the programs that the residents enjoy so much. “Mom was such a phenomenal teacher, and she also loved music. I think something to help enhance a music or iPod program at UHS would be wonderful. Even at the end, I noticed the impact music had on her. It was incredible to watch and be part of.”

Our sincere and heartfelt gratitude to the Crosby Family for your years of service to the community and for making seniors care a priority.



2018 SIGNATURE EVENTS

In support of the Residents of Union Villa Long Term Care



THURSDAY MAY 3, 2018
ANGUS GLEN GOLF CLUB

Tickets: \$50

Join us for a Lunch & Learn with **Mark Cullen**, Canada's Gardening Guru and best-selling author

10:30 AM

- Garden Marketplace Opens
- Live Demonstration

12 NOON

- Luncheon & Speaker

Proceeds to enhance the Union Villa Sensory Garden and Courtyard



MARK CULLEN



2018
UNIONVILLE
CHARITY GOLF CLASSIC
THURSDAY JUNE 21, 2018

ANGUS GLEN GOLF CLUB • SOUTH COURSE
6:30 AM REGISTRATION • 7:45 AM SHOTGUN

Cost: \$275/golfer

Includes: 18 holes of golf/cart, Breakfast & Lunch, Passport & Activities



2018 DINNER PARTY & AFTER LOUNGE

FRIDAY NOVEMBER 2, 2018 • 6:30 PM
ANGUS GLEN GOLF CLUB

Dinner Party Tickets: \$200/guest
Corporate Tables (Table of 10): \$2500

To purchase tickets or inquire about sponsorship, please contact the Foundation Office at **905.477.2839 ext. 4270**

Check out our website for more details: www.uhs.on.ca