

The
**Brenda
Strafford** The Voice
Foundation of Happiness

November 2020



Let's Be Safe - Together



Pursuit 2021 2018-2021 Strategic Plan

Our Values

Quality

We relentlessly pursue quality with pride and enthusiasm. We believe in the highest standard of care and safety to ensure service excellence.

People First

People are at the centre of everything we do. We are committed to those we serve and we recognize that our people are essential to our success.

Engagement

We respect the strengths, interests and needs of the communities in which we operate and closely collaborate with our staff, residents, families and partners.

Leadership

We strive for excellence and act boldly to propel The Foundation and seniors care forward with confidence.

Compassion

We act with kindness, empathy and understanding towards each other and those we care for.

Philosophy

The preservation of dignity and the pursuit of happiness.

Mission

As a charitable organization we are an innovative force, providing high quality person-centred care and services to optimize well-being and enrich people's lives.

Vision

We will provide leadership to create a future where people can live life to the fullest, with dignity, hope and happiness — in caring and supportive communities.

Strategic Goals for 2018-2021

1. Achieve excellence in quality of care and living
2. Increase resident, family and community engagement
3. Develop and support our people and teams
4. Diversify and expand to better meet changing community needs
5. Enhance innovation through research, best practices and investments in technology and infrastructure
6. Optimize financial resource stewardship

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Message from the CEO



Each year in September, The Brenda Strafford Foundation fondly celebrates 'Dr. Strafford Day' to commemorate the birthday of our founder. Dr. Strafford's birthday (September 26) was a day he always loved to celebrate. So every year throughout BSF, we continue to celebrate the anniversary of his birthday in commemoration of his many, far-reaching contributions. For over forty years Dr. Strafford was the driving force of The Foundation. He dedicated himself to the service of others right up until his passing in April 2016.

This year, 2020, marks the 45 year anniversary of The Foundation. We take this opportunity to reflect upon The Foundation's impact over the past 45 years. As we continue to build upon the achievements and successes of our past, looking ahead, The Foundation has a promising future that is full of great potential.

This year has also been a very challenging time for our society, the health care and seniors' care sector, The Foundation, our residents and families, and our staff. The Foundation's response to the COVID-19 global pandemic has been a defining time in our history. Our attributes of compassion, dedication and expertise that have built The Foundation's reputation of excellence in the past ensure that we continue to do what we have always done – provide outstanding care for the vulnerable and those in times of need.

Thank you to all staff for your ongoing commitment, compassion and courage to serve our residents and support each other during these challenging times. We must not let our guard down now. With cases of COVID-19 significantly rising in the community, it not only increases the risk of acquiring an infection in the community, but also increases the risk of COVID-19 entering into continuing care sites through staff and visitors, or even through residents on outings in the community. We all need to hold ourselves accountable to ensure full compliance to all safety and infection prevention and control measures within our sites. We also need to understand our risk of exposure to COVID-19 in the community and adjust our behaviours according to public health guidelines.

Dr. Strafford always said The Foundation's greatest asset was its people. Let's continue to rise to the challenge and make Dr. Strafford proud. There is no greater gift we could give on Dr. Strafford's birthday, or on the anniversary of The Foundation, than to continue Dr. Strafford's legacy with compassion, dignity and pride. Although his presence is dearly missed, The Foundation remains guided by his founding purpose and commitment to the service of others.

May Dr. Strafford's memory and his commitment to 'The Preservation of Dignity and the Pursuit of Happiness' live on in The Brenda Strafford Foundation, and live on in all of us.

Together, we must remain 'BSF Strong.'

Mike Conroy
President and CEO



History of The Brenda Strafford Foundation

Serving Seniors and Those In Need Since 1975

1975 - The Brenda Strafford Foundation was established as a registered Canadian charity, operating Riverview Nursing Home in Medicine Hat, and Bow View Nursing Home in Calgary. In 1982, Riverview Nursing Home was sold and the proceeds were used to benefit The Brenda Strafford Foundation's charitable endeavors. Bow View Nursing Home (owned by Dr. Strafford since 1967), now known as Bow View Manor, became The Foundation's base in Calgary.

Diversifying Into International Healthcare

1983 - The Brenda Strafford Foundation established its first international charitable healthcare program, The Institut Brenda Strafford, in Haiti. The Foundation has since expanded to include healthcare services in Jamaica and Dominica.

Research on Aging at the University of Calgary

1987 - The Brenda Strafford Chair in Geriatric Medicine was established at the University of Calgary. The Brenda Strafford Foundation's support of research on aging at the university now also includes The Brenda Strafford Chair in Alzheimer Research (1997) and The Brenda Strafford Centre on Aging (2011).

Championing the Prevention of Domestic Violence

1996 - The Brenda Strafford Society for the Prevention of Domestic Violence was founded and opened The Brenda Strafford Centre, initially a second-stage shelter for women and children leaving emergency shelters. In 2010, The Centre relocated and expanded to also include progressive housing to further support women and children impacted by domestic violence.

The Brenda Strafford Chair in the Prevention of Domestic Violence (2007) supports research at the University of Calgary.

Expanding Seniors Care Operations

1996 and beyond - From its base at Bow View Manor, The Brenda Strafford Foundation has continued to expand its seniors care operations to now also own and operate Wentworth Manor (1996), Clifton Manor (2010), and Tudor Manor (2012). In 2017 The Foundation announced Cambridge Manor, construction broke ground in 2018 and The Foundation's newest site opened in July 2020.

Innovation, Research & Quality

Let's be safe – together!

As part of The Foundation's preparations for the expected 'second wave' of COVID-19, in September we launched our campaign: 'Let's Be Safe – Together!'

Activities took place throughout The Foundation the week of September 14-18, to recognize and celebrate the hard work and extraordinary efforts of our staff so far, and to also renew our ongoing focus on enhanced safety in preparation for the second wave.

In order to keep ourselves, each other, and our residents and families safe, we must continue to keep awareness of the important preventative and containment measures top of mind. We cannot let our guards down now.

The importance of this is reinforced by the recent outbreaks experienced at The Foundation in September and October, despite our prevention efforts. This is also reinforced by the ongoing rise in cases and outbreaks in the community. We will do everything we can to prevent outbreaks at our sites, but some outbreaks can be expected and we will continue to be prepared.

Thank you for your ongoing commitment, compassion and courage to serve our residents, and support each other, during these challenging times. Together, we remain 'BSF Strong' and remember...

'Let's be safe – together!'



Important Reminders to Keep Us Safe from COVID-19

We wish to remind you of the critical importance of your actions not only in the workplace, but also at home and in the community, to help BSF reduce the risk of exposure and spread of COVID-19 in our sites.

- Clean your hands often
- Cover coughs & sneezes
- Clean & disinfect frequently
- Avoid touching your face

- Wear recommended PPE properly
- Stay home if you are sick
- Avoid all non-essential outings
- Practice physical distancing at work and in the community
- Don't gather in groups, anywhere
- Wear face masks at work and in public settings

Wellness Resources

The current pandemic can be a challenging period for many people. The following telephone resources are available for anyone concerned about their health and wellbeing:

Calgary Distress Centre:
1-800-784-2433

Disaster Distress Line:
1-800-985-5990

Alberta Mental Health:
1-877-303-2642

Influenza Immunization during COVID-19

Influenza immunization is a high priority due to the likelihood of influenza viruses co-circulating with COVID-19, and the combined effects on health care and the public health system capacity.

Seniors living in supportive living and long term care are some of the most vulnerable populations for severe illness from influenza and COVID-19. Health care workers (who are able to) should receive influenza vaccine annually and consider it to be an essential component of their standard care, not only to protect themselves, but also to protect their residents. Influenza immunization is crucial to:

- Protect those at high risk of complication from influenza infection
- Protect against co-infection of COVID-19 and influenza
- Reduce influenza outbreaks in congregate living settings
- Reduce morbidity and mortality and decrease health care utilization such as emergency department visits and hospitalizations.

Should I get an influenza vaccine every year?

Yes, strains of the influenza virus change every year, and new vaccines are produced to counter them as soon as they are identified. The immunization you had last year will likely not be effective against this year's virus.

What are the influenza immunization side effects?

Individuals who receive influenza immunization may experience side-effects. These reactions are most often mild, develop within 24 hours and could last 24-48 hours. Many of the reactions that can occur after the vaccine are similar to the symptoms of COVID-19, such as: fever and/or chills; sore throat, cough or runny nose; feeling tired; headache or body aches; poor appetite, nausea, vomiting, stomach pain, or diarrhea.

What you can do after getting the influenza immunization?

- Continue to monitor yourself and your family for symptoms
- Individuals who develop symptoms should stay home
- If symptoms resolve within 48 hours after onset, the individual can return to normal activities, unless they have been instructed to quarantine or isolate for other reasons
- If symptoms persist longer than 48 hours, and not related to a pre-existing illness or health condition, individuals must continue to stay home, contact 811, or complete the online COVID-19 online self-assessment tool for testing

We are recommending that staff book their influenza immunization appointment before having a day (or a stretch of days) off from work if possible. This is due to the risk for potential side effects related to the vaccine. If you have any symptoms, you will be required to stay home until they resolve as per COVID-19 public health requirements and health screening upon entry to work.

Where can my family or others in my household get vaccinated?

The Alberta Influenza Immunization program will begin for the public on October 19, 2020. All Albertans, six months of age and older, are eligible to be immunized, free of charge. Please call your pharmacist or physician to arrange for influenza immunization.

To find out more visit: www.albertahealthservices.ca

Innovation, Research & Quality

Clifton House Development and the Elder Friendly Communities Project

As construction of the new Clifton House proceeds, across from the existing Clifton Manor, the excitement of current Clifton residents, families and staff is on the rise. The architect and builder joined forces to build a “mock suite” designed to be a true representation of the rooms proposed for Clifton House.

As we know the importance of incorporating input from everyone impacted by a new build, our goal was to collect input from various stakeholder groups. Over a period of two weeks, 70 tours took place with a wide range of stakeholders, including staff from all disciplines, one physician, family members, and importantly residents themselves.

Gathering the feedback was a very interesting process, and the enthusiasm was contagious! It was interesting to see the unique and insightful comments from different perspectives. Take the size of a window for instance:

“Is that the actual size of the window? It’s awesome! Just make sure it opens higher up.”

~ Staff member

“That window is really high – how will we manage to clean it?”

~ Housekeeping staff

“I’m nervous I could fall out of the window because it’s so low to the ground.”

~ Resident in a wheelchair

“That window will let in so much natural light – I love it!”

~ Family member

So as you can see, all valid feedback on one area of the room.

Some residents invited me to their room to see why they are excited for a change! Overall, all parties were pleased to be able to visualize what the room will look like, and some folks had the chance to view the Cambridge virtual tour to imagine what the room might look like when furnished.

In addition to collecting the feedback for the Clifton House room, we were able to tap into the expertise of the family members and staff in regards to the service gaps in the communities surrounding Clifton Manor. This knowledge will help inform the Elder Friendly Communities Project which is focused on community capacity building through collaborating with others to support people to stay healthy, safe and fulfilled in their homes/ communities for as long as possible.



Release of the Butterfly Ceremony

In August, The Foundation held our second annual ‘Release of the Butterfly’ ceremony to commemorate the lives of those who have passed away over the past year at Bow View Manor, Clifton Manor, Tudor Manor and Wentworth Manor.

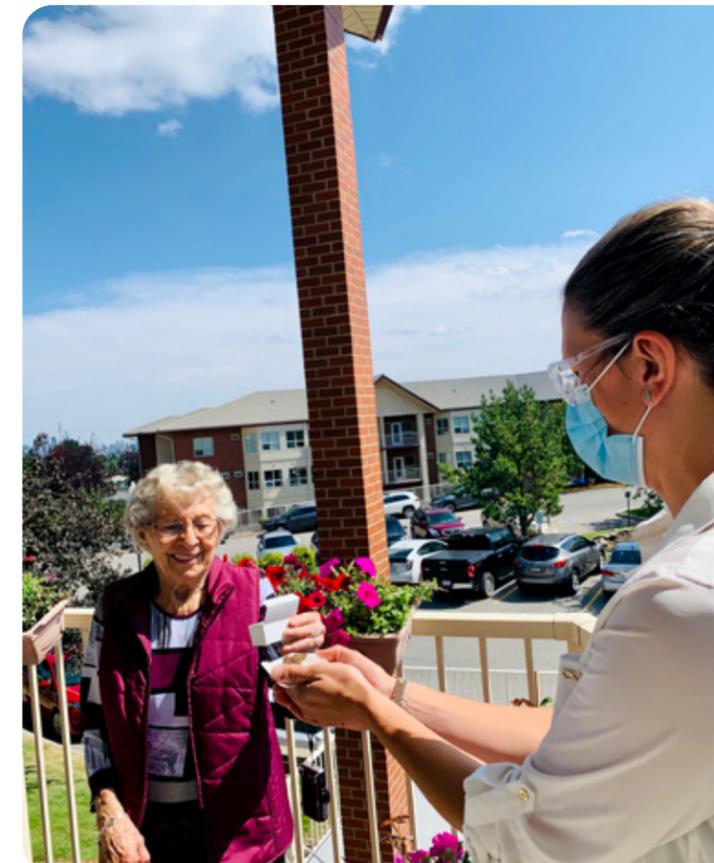
This year, due to the visitor and event restrictions and protocols in place for the prevention of COVID-19 in continuing care, we were unfortunately not able to extend an invitation to all employees, residents and families to participate in the ceremony. However, despite the current challenges it is important to find ways to continue our traditions and adapt to the ‘new normal’ we are facing at this time.

As such, this year’s Release of the Butterfly ceremony was held with a small group of representatives at each participating Manor, in order to maintain physical distancing and adhere with the current Public Health Orders for activities taking place within a continuing care environment. We were pleased to share links to a video recording and some pictures from the ceremonies.

The Release of the Butterfly annual service is presented by the BSF Palliative Care Committee and takes place simultaneously across all of The Foundation’s Manors. This year, in addition to commemorating the lives of those who passed away at each Manor, a moment of silence was held at all ceremonies to honour the lives of the residents at Clifton Manor who sadly passed away due to illnesses related to COVID-19.

The Release of the Butterfly ceremony enables families, residents and staff to come together to grieve and support each other as part of a caring community. It is an opportunity to commemorate those whom we have had the privilege to know, love, and care for, whom we have lost. It is an opportunity to celebrate the lives and relationships we had with them, as we learn to move forward with changes and transformation in our lives. From the moment when residents and families first arrive in our care, to the final moments of their journey when they make their final departure from our lives, we strive to create a sense of belonging for those we provide care and services – ‘The BSF Way.’

Together, we are BSF Strong!



Human Resources

Employee Education Reimbursement Program

Congratulations to the following Employee Education Reimbursement Program Recipients awarded in July 2020:

Foundation
Temitope A.

Bow View Manor
Chantal V.

Clifton Manor
Elvie C.
Paramjit N.
Stephanie R.

Tudor Manor
Ashley C.
Candace B.
Eva T.
Samantha T.

Wentworth Manor
Cristita P.
Diane T.
Rebecca I.
Rosalynd R.

Institut Brenda Strafford
Kevin M.
Marie Claude M. V.
Francios S.
Olita P.



Recognizing Long-Standing Service

BSF proudly celebrates our many long-standing employees that have provided The Foundation with a long history of commitment, dedication, and exceptional service. Congratulations to all employees who have celebrated service milestones in Q1-Q2 (April-September 2020).

The Brenda Strafford Foundation			
Andrea M.	5	Tony G.	5

Bow View Manor			
Suzy S.	5	Woinshet T.	10
Kara T.	5	Cecil G.	10
Jenny K.	5	Glenda L.	10
Edna G.	5	Aimee D.	10
Ofelia O.	5	Sherryl R.	10
Laarni D.	5	Fe P.	10
Jessica M.	5	Salina K.	10
Rahma F.	5	Menchie C.	15
Harmeet G.	5	Cindy M.	15
Simranjit G.	5	Laila G.	15
Amanpreet D.	5	Kurt L.	20
Dawzi S.	5		
Gurmeet S.	5		
Ranjneet Kaur M.	5		
Rosalina T.	5		

Cambridge Manor			
Kimberlee M.	5	Rowena D.	10
Ela L.	10		

Clifton Manor			
Emile E.	5	Sheila V.	15
Messi K.	5	Amardeep B.	20
Lola O.	5	Surjit N.	20
Randy F.	5	Bella H.	30
Harjinder G.	5	Liza S.	30
Brhane G.	10	Rowena L.	30
Evelyn B.	10	Terry S.	30
Rose D.	10		
Sharon B.	10		

Tudor Manor			
Chep K.	5	Rhea Q.	5
Elaine B.	5	Sarah L.	5
Karrie B.	5	Sindhu K.	5
Margaret J.	5	Stephen N.	5
Meagan R.	5	Whinz C.	5

Wentworth Manor			
Roel G.	5	Loyce N.	10
Michael A.	5	Ernie R.	10
Natasha P.	5	Ashley D.	10
Sumaira S.	5	Leah K.	15
Daisy P.	5	Margie M.	15
Parmeet B.	5	Pure A.	15
Shirley M.	10	Marife B.	20

Local Charitable Programs



The Brenda Strafford Society for the Prevention of Domestic Violence

COVID-19 Response at the Brenda Strafford Centre

The Brenda Strafford Centre continues to be fully operational during the COVID-19 pandemic. We continue to provide safe and secure housing and comprehensive services such as trauma-informed counselling, basic need support and much more for adults and families at risk who have experienced family violence.

We Could Not Do It Without You!

Throughout the COVID-19 pandemic we have been generously supported by our donor community and partner agencies such as Soap For Hope, Leftovers Foundation, various restaurants in the community, and the YYC Heroes Project who have donated cloth masks for clients and staff. These agencies along with our community of individual donors and businesses have helped ensure our clients have access to basic needs items and a variety of pantry items and meals.

We also want to thank and acknowledge everyone who contributed to the Lost & Found Campaign and helped exceed our goal of \$20,000! Special thanks to Circle K and Quarry Park Chiropractic for their generous corporate donations. These crucial funds have helped support the diverse needs of families during the pandemic and will continue to help address anticipated future needs.

Food for Thought campaign

From November 1 to November 30, The Brenda Strafford Centre, Discovery House, and Sonshine Community Services, will be hosting their first annual joint fundraising campaign called Food For Thought. This is the first time these agencies partner together on a city-wide fundraising and awareness campaign, in response to a decline in financial donations paired by an increase in incidents of domestic violence in our community.

The Food for Thought campaign was created to inspire community and conversation regarding family violence. Dine or purchase from any of these establishments during the month on November, and portions of sales will be donated to the campaign.

We are pleased to announce that the Food for Thought campaign has matching donors! EFW Radiology, The Owen Hart Foundation and other anonymous donors are generously matching donations, up to \$10,000! This means your gift and participation in Food for Thought will have double the impact, supporting more women and children who are fleeing domestic violence in our community. Thank you for making a difference this November!

Be sure to take photos at these places when you head there in November, and tag us on social media with the hashtag: #foodforthoughtyyc

For more information on the Campaign or the Brenda Strafford Centre please contact Manager of Fund Development – Jorge Torres at email: j.torres@brendastraffordsociety.org or phone: 403-270-7240 ext 124.



International Charitable Programs



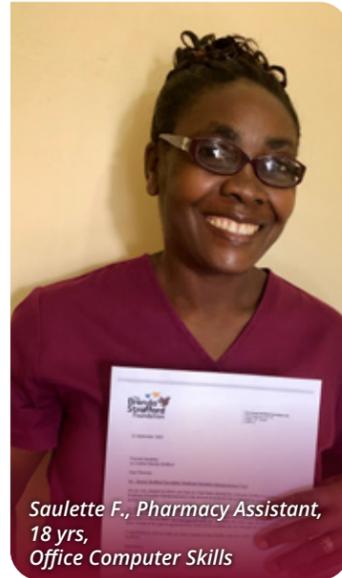
As September came to a close, The Institut prepared to move into the new Pre-Consultation and Patient Education Area. This new space will drastically improve the patient and staff experience at The Institut, further supporting The Foundation's philosophy in the preservation of dignity and the pursuit of happiness.



On September 22nd, four employees at The Institut became the first Haiti-based recipients of awards from The Foundation's Employee Education Fund. Everyone is extremely grateful for the support from The Foundation and eager to advance with their studies.



*Olita P., Auxiliary Nurse, 25 yrs,
Pharmacy Assistant*



*Saulette F., Pharmacy Assistant,
18 yrs,
Office Computer Skills*



*Marie Claude M.
Nurse, 9 yrs,
Office Computer Skills*



*Kevin M.
Administrator/Director, 1.5 yrs,
Global Challenges*

The Institut Brenda Strafford is happy to report that after months of reduced elective services due to COVID-19, it has returned to 100% clinical capacity. While maintaining the health and safety of patients and staff, The Institut is back to serving hundreds of people seeking care each day. And in September, an all-time high of 127 people received sight-restoring cataract surgery!



Spotlight on Doraine H.

Doraine was employed to Brenda Strafford Foundation Village of Hope Hospice on January 1st, 2018 as a Caregiver. She graduated from Royal Caribbean Institute in 2010 with a Diploma in Practical Nursing.

Doraine is a great team player, hard working and very reliable. She will go the extra mile to ensure all the needs of her patients are met. Her passion towards her job is exceptional.

The Brenda Strafford Foundation Village of Hope Hospice is fortunate to have Doraine on our team.



What's The Buzz?

Bow View Manor

In June, Bow View Manor celebrated Senior's week with Monday Game Booklet, Tuesday Punch, Wine Wednesday, Treat Thursday & Friday Fudgscicles. Father's day was a little different this year, we handed out treats, letters from families and served beer and clamato at lunch hour.

With the new CMHO Orders, we were able to have programs with up to 15 residents, Bingo, Cocktail Hour, Drumming Circle, Fitness Fun and more which were a huge success.

Our residents enjoyed having freezies, punch, and ice tea on the Adult Day Program Patio!

Canada Day was celebrated by cocktail hour celebrations on all floors.

Bow View Manor was still in the Stampede spirit despite it being cancelled. We had a Pancake breakfast in each dining room, Stampede Parade by the Therapeutic Recreation Staff, Stampede BBQ with beers in each dining room, staff stampede brunch, Stampede games, trivia & reminiscing.

Our Annual Summer Fair was celebrated by a special BBQ steak supper with beers and ginger ale.

We would to thank Cathy, owner of Angel's Café for the donation of iPad stands. The iPad stands are used daily during our one-to-one visits with residents while on Outbreak.



Staff Spotlight

Bow View Manor is proud to have two nominees this year for the Alberta Continuing Care Association (ACCA) "Heroes of the Year" Awards of Excellence. This year's award recognizes front-line care providers who have demonstrated exemplary client care, especially given the challenges presented by COVID-19, through a commitment to quality, compassion and excellence and enriching their clients' lives. The recipients will be announced at the ACCA Annual General Meeting to be held online on November 18, 2020. Congratulations to Stacy and Sarah for being nominated for this prestigious honour.



Stacy Liu

Stacy Liu is a Registered Nurse at Bow View Manor. Her compassion working with the senior population is evident. What stands out most about Stacy is the joy she brings to staff, residents and families with all of her interactions. Stacy always ensures that residents, families and staff feel comfortable, respected and needed. She advocates for residents and ensures that care plans are resident-centred. Her attitude, combined with her exceptional nursing knowledge and skills make Stacy an outstanding RN.

Stacy is also a strong leader and has been a wonderful resource for staff and an excellent leader through the pandemic. She has helped implement changes according to the CMOH Order, answer families questions, and meet residents' needs through these challenging times.



Sarah Allen

Sarah Allen is a Recreation Therapist Aide (RTA) from the Bow View Adult Day Program (ADP), and has been with our organization for over 6 years. Sarah goes over and above in her role as an RTA in ADP by consistently coming up with new program ideas and special events to make her clients happy. Sarah is also a certified facilitator of "Opening Minds through Art" and was a recipient of the Employee Education Reimbursement Program as she is taking courses to work toward her Recreation Therapy degree.

Due to COVID-19, all Adult Day Programs were mandated to close. Sarah returned to Bow View Manor in July, at which point she quickly put a plan in place to engage all 120+ clients from a distance. Sarah developed our "Staying Connected" program which includes daily virtual activities: seated exercise, virtual tours, musical entertainment, interactive word games, reminiscing and soon she will be doing art programs! She also completes countless phone calls and sends out activity packages to make sure our clients without computers can stay connected as well. There was a noticeable improvement in the mood and well-being of our clients once "Staying Connected" began. Clients feel like their world is "a little more normal" and "a little less lonely."



What's The Buzz?

Cambridge Manor

In July we achieved another proud milestone for The Brenda Strafford Foundation, as we opened our doors to welcome the first residents at Cambridge Manor – The Foundation's newest site NOW OPEN at University District, NW Calgary.

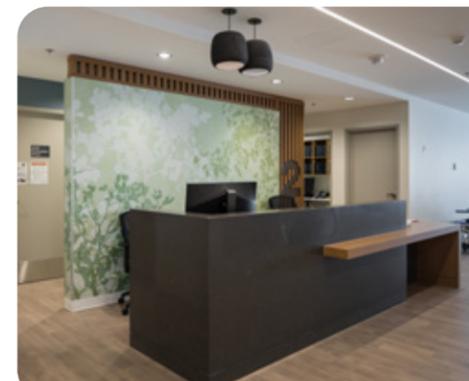
As part of the phased approach to opening that commenced on July 15, Cambridge Manor initially began offering publicly-funded Long Term Care services in partnership with Alberta Health Services. Starting in September, The Foundation also commenced offering Private Choice care and services for Independent, Assisted Living and Enhanced Care at Cambridge Manor.

Future plans include the launch of a purpose-built, state-of-the-art Long Term Care neighbourhood (known as the 'Continuing Care Unit of the Future') dedicated to advancing research and innovation in seniors care and wellness. Cambridge Manor will also soon be home to the University of Calgary's Brenda Strafford Centre on Aging, supporting the centre's mandate to enhance the health of seniors and better inform public policy through coordinated research, teaching and learning, and community outreach efforts. These initiatives at Cambridge Manor will further serve The Foundation's connection to research and education at the neighbouring University of Calgary, and other partnerships to drive research and innovation in seniors care.

Cambridge Manor is connected by a plus-30 walkway to Maple – an independent seniors' living condominium by Truman. Residents of Maple will have access to amenities at Cambridge Manor, plus an array of in-suite services, to be supported to maintain their independence as they age well in place at University District.

In January 2017, The Foundation was announced by West Campus Development Trust as the successful proponent for development of a seniors care centre planned at University District. The Foundation then broke ground on construction of Cambridge Manor in May 2018, and successfully completed construction in May 2020.

Thank you to everyone who has been part of this journey so far, and has contributed in many different ways to the vision of Cambridge Manor coming to life. Thank you and congratulations also to everyone on The Foundation and Cambridge Manor teams who will continue to realize this vision in the future, as we proudly launch Cambridge Manor as part of the BSF family.



What's The Buzz?

Clifton Manor

In the month of June, Clifton Manor celebrated Senior's Week, Father's Day, and the introduction of Outdoor Visits to connect our residents with their families. These holidays looked a little different this year but we were able to facilitate some physically-distanced activities, including In-Room Bingo for Senior's Week and special letters to our residents from their families for Father's Day. All the little personal touches make such a big difference during this unusual time. Our Outdoor Visits were in full swing during the month of June and it was such a special opportunity to connect our residents with their families for the first time in person since our visitation ban in March. During June, our Visitation Coordinators were able to support over 100 visits with residents and their families!

With the start of summer, we made sure to celebrate the Calgary Stampede and enjoy as much sunshine outdoors as possible! We enjoyed BBQ's, Ice Cream Socials, and many programs with a western or summer twist, including a Western Carnival Afternoon with fun games and carnival prizes! We also brought our popular drumming circle program outdoors for the first time and our residents absolutely loved it. Not only was it a fun and therapeutic experience to drum in the warm sunshine, but the residents in the building enjoyed opening their windows to enjoy the sounds of our Clifton Manor Drummers.

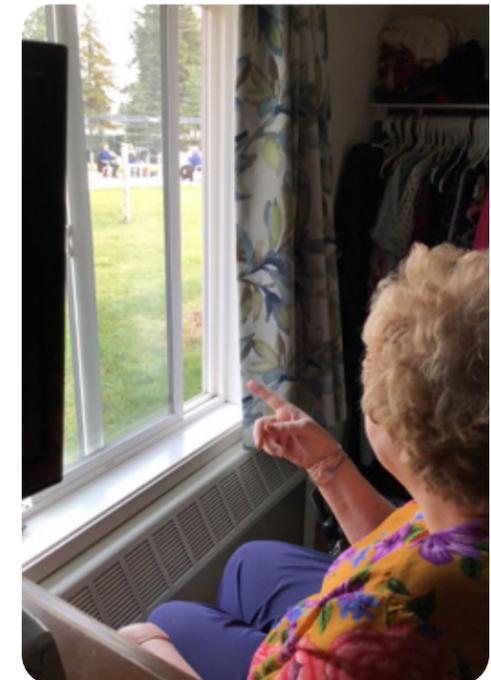
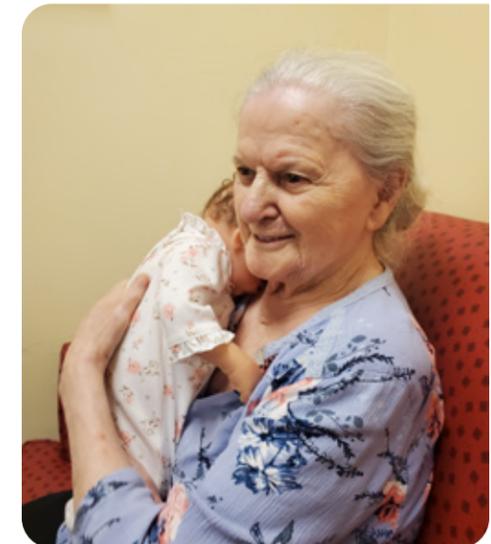
In August we wanted to make sure we could enjoy all that the seemingly short Calgary summers have to offer, which included more BBQ's and cool treats, as well as outdoor walks and transition as many programs as possible from indoor spaces to our outdoor courtyards. This was also our first full month of starting indoor visits with residents and families, as we were able to begin implementing these visits at the end of July. In that time we have been able to provide so many more opportunities to create and rekindle meaningful connections and memories.

With the start of fall, recent changes to CMOH orders allowed us to enjoy a live outdoor concert from the wonderful musicians with the Health Arts Society of Alberta (HASA) and their program "Concerts in Care". Our residents were able to enjoy incredible music from professional trained musicians, which was such a treat after being unable to have live entertainment since the start of the COVID-19 pandemic. Our residents have also enjoyed their Paint Night program and have created many stunning masterpieces! This has been a well-loved program during the pandemic and we are excited to continue to offer this program as an opportunity for creative expression.



Staff Spotlight

Gabriela A.
Gabriela joined Clifton Manor in May of 2020 as our Lead Visitation Coordinator. She has been instrumental in the successful introduction of outdoor and indoor visits, and has a passion for connecting our residents with their families during the COVID-19 pandemic. Gabriela has built meaningful connections with residents and families during the short time that she has been at Clifton Manor, and her bright personality is an incredible addition to the team. Gabriela grew up in New York and later moved to Brazil where she has a background in Administrative Assisting and a Bachelor's Degree in Nursing. She recently arrived in Canada from Brazil with her family in search of new opportunities, and we are so lucky to have Gabriela on our team.



What's The Buzz?

Tudor Manor



"Even when the sky is filled with clouds, the sun still shines above."

~ Unknown

As we endured the early months of the global pandemic, our clouds were ominous and dark, instilling feelings of fear, loneliness, frustration and uncertainty. As the Brenda Strafford Foundation learned how COVID-19 was impacting seniors worldwide and the devastating risks it posed to those especially living in care settings, our response was immediate and vigilant to protect our residents. As a result, many restrictions and adaptations had to be implemented to reduce the risk of our residents contracting the COVID-19 virus. This was a very challenging time for our residents; family and friends could no longer visit and they had to adapt to seeing the "virtual" versions of their loved ones, smiling faces of staff now covered by medical masks, and the sudden loss of "normal" life as they knew it. The clouds continued to roll in, and the Tudor Manor community — residents, staff and families — faced them together.

But with every passing day, as we adjusted to our "new normal", little rays of sun began to appear and shine through our clouds. Like when family member Wendy K. declared, "Tulip Tuesdays" and delivered 40 tulips to share with residents and staff every Tuesday and when staff teams from all departments came together to present an outdoor talent show to celebrate Senior's Week! Of course our most welcome change was to our visitation policy, allowing residents and families to reunite safely outdoors.

Sun also shone on us from amazing people in the Okotoks community, like from our friend Karen and her daughter who brought their horses to visit residents in their windows, and when members of the local chapter of Bikers Against Bullying motorcycle club participated in our Father's Day parade. We thank each and every one who has contributed to the well-being of our residents throughout these unprecedented times. For us, these glimpses of light symbolizes unity, compassion and hope, helping residents to feel the warmth of the sun once again.

While the challenges of COVID-19 continue to impact our lives in many ways, residents remain resilient and together we are...BSF Strong!

"It has been challenging not seeing family and adjusting to all of these new procedures. But at the end of the day I feel safe here and I know staff are doing an excellent job to keep the virus out and that is what's most important."

~ (S.B. Resident)

"Our Mom has obviously been extremely well cared for during this strange time of Covid. It's like time stood still! She was calm and in very good mental and physical condition. She was excited to see us and we had a wonderful time with her! The visit was only cut short because she was in a rush to get to lunch and send us on our way, which was heart breaking on some level as we wanted to stay longer, but heartwarming that her routine and comfort was normal as can be!"

~ (Family of resident M.N.)

"My family worry about me coming to work, but I reassure them that my foundation cares about my safety and provides me with the PPE I need every day to keep me safe. For that, my family & I are truly grateful."

~ (M.P. Health Care Aid)



Staff Spotlight

Meet Maria P., H.C.A

Meet Maria! She has been working with Tudor Manor as a Health Care Aid since April 2013 and "loves her job". This is very evident by the level of dedication and compassion she has for all residents, family and staff in our Tudor community. Maria feels her most rewarding role is comforting residents receiving palliative care. "To provide them with care and dignity as they near their end of life is truly a privilege." Maria is also an active member of our Process Improvement Team (PIT) and always shares great ideas to help improve quality of life for our residents. Most recently, she suggested all staff wear their photo on their lapel since residents cannot see our faces under our masks. With the support of Julie T (PIT Coordinator) a.k.a. 'Tudor Manor Paparazzi!', now all staff wear their photo to help residents feel more connected and recognize who we are. A shining example of why Maria says she loves being a part of the supportive team here at Tudor! Thank you for all you do Maria!



What's The Buzz?

Wentworth Manor

Wentworth Manor had to cancel most of the group activities and the special events of this year during the pandemic. The most significant impact to residents and staff have been the restrictions on social gathering and the visits of family or friends, prompting staff to find innovative ways to ensure residents cognitive, social, and emotional needs to be met.

Activities like reading, word searches, coloring and making crafts are being promoted by our staff to ensure a healthy indoors lifestyle for those who have been able to participate in these activities. The staff have been arranging hot chocolate and ice cream deliveries to the resident's rooms after lunch at least twice a week. The idea of using a tuck shop cart to deliver supplies in the resident's room has been a great success. The recreation team successfully celebrated Stampede BBQ in different neighborhoods of the building for the residents and the staff. We celebrated father's day by delivering handmade gifts and wine during supper. Residents celebrated their birthdays with their loved ones outside on the patio, and even got to have birthday parades with the help of the fire department which was a tremendous hit. One of the best events we provided for the residents during this pandemic was the butterfly release ceremony. Our residents expressed a sense of well-being and contentment during this unique experience. Most of the group programs like drumming circle, ice cream socials and happy hour, were moved outside the building to the patio, to ensure social distancing. The Outdoor concert was a successful event implemented near the residence main building. Residents enjoyed the fresh air and sunlight, making the most of our summer season. Each building has received two new iPads to help residents to connect their loved ones through video calls like FaceTime, Zoom, and Skype. Our Staff are enthusiastic to help residents of all abilities to keep in touch with their families by phone, video calls, or scheduling outdoor/indoor visitations. Virtual entertainment and Zoom meetings using a projector, has been well received by the residents.

The lack of visitors and the need for social distancing, has changed the lifestyle of our residents. However, the strategic planning and dedication of our staff have encouraged creative ways to have fun while staying safe and healthy through these challenging times.

Staff Spotlight

Uzzie B.

Uzzie has been working in the healthcare industry for more than 12 years. After graduating from Robertson College with Honors in 2015, he started working in Wentworth Manor as an HCA. In 2016, He was awarded "The Employee of the Year" as well as "Quality Care Improvement" award. He was part of the Comprehensive End of Life Palliative care Framework team who received the 2018 "Patient Experience Award" from the Health Quality Council Of Alberta.

He is presently working as a Construction/Renovation Coordinator of Wentworth Manor.

Uzzie is full of energy and enthusiasm, a team leader, and compassionate. He is adored by the families, staff, and residents at Wentworth Manor. He is flexible and can hold many roles, making him an invaluable member to the Wentworth Manor team. When he is not working, he loves to spend time with his family – hiking a mountain or chasing the northern lights.



Resident Spotlight

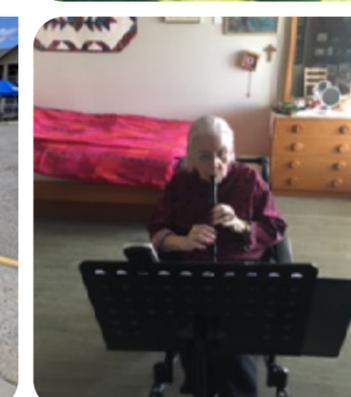
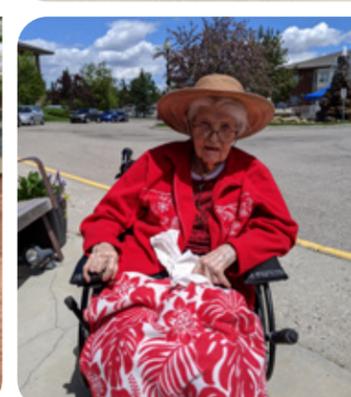
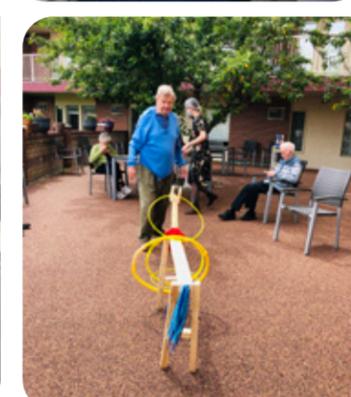
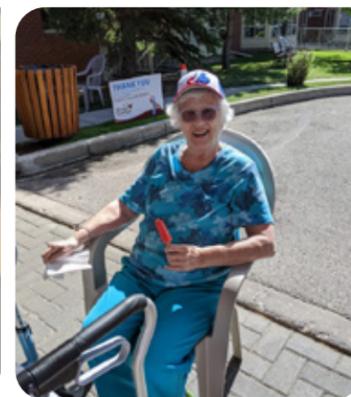
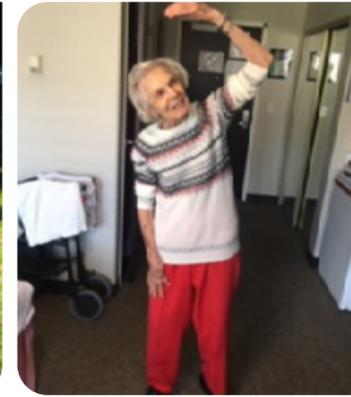
Bob E.

With the initial restrictions to entertainers and musicians, many of Wentworth Manor's special events and entertainment had been put on hold. We have been so fortunate to have a resident, Bob E., who has shared his many talents with residents at special events such as Happy Hour and outdoor concerts with his daughter and son-in-law. Bob loves jazz music; a professional pianist and composer who has lived and performed in most of the major cities in Canada. He loves to talk about the history of Canadian Music, and was inspired by many of the great pianists such as George Gershwin, Nat King Cole, and Dave Brubek.

"The beauty of the music is it should be calming", says Bob who often practices every day at 3:00pm. Many of the residents comment how they enjoy his piano playing and often seek him out to listen to him practice. When Bob plays the piano, he enjoys sharing covers and originally composed songs.

"I don't mind when they (the residents) come listen to me play. If it's just me, that's okay too. That's all I need for my soul. Music is my passion, and an audience is always welcomed, but not needed".

What a lucky audience we are to have Bob! Bob expresses that he is proud of his professional music career and how he is able to still share with his community.





The health and wellness of our people and our community is always our top priority. At this time, Show Suite Tours are by individual appointment only.

Now
Open

Introducing Cambridge Manor

The Brenda Strafford Foundation's newest seniors wellness community in University District, NW Calgary's newest urban neighbourhood.

The Brenda Strafford Foundation is proud to be bringing our 'people-first' approach to seniors living in this innovative new seniors wellness community. Cambridge Manor is dedicated to optimizing well-being and enriching the lives of our senior residents and families.

- Assisted living, enhanced care and memory care neighbourhoods
- Studio and one-bedroom suites
- Respite care short term stays
- Personalized wellness plans
- Age-in-place and care to end of life
- Experience 'The BSF Way' person-centred approach to care and services
- Industry-leading research and innovation in seniors health and wellness
- Home to the University of Calgary's Brenda Strafford Centre on Aging
- Seniors living in University District's age-friendly, urban community
- Veteran Incentives Available



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Smith Street

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