

September 1st, 2023

**National Day for Truth
and Reconciliation**

A time for reflection.



Dear Families and Friends,

Labour Day is soon upon us and the busy month of September as we see the children returning to school, Grandparent's Day on Sunday, September 10th soon to be followed by the onset of fall – September 23rd. Of course, we pause in recognition of our National Day for Truth and Reconciliation on September 30th and are pleased we may offer some time for reflection on September 21st during our monthly Spirit Circle resident group.

With fall on the doorstep, we are looking towards a busy few months as the next phases of the refurbishment will be rolling out. Read on for more details! As well, please read on to find out what is happening at the Lodge through the month of September and plan to join us for some of our special events.



Family Circle – BL Family Council

Our Family Circle is actively seeking support in the form of family members who wish to co-lead the council meetings. We are now able to provide more consistent support for the independent Family Circle with Andii Millett, Manager of Lifestyles & Hospitality available to provide further resources.

These meetings are an important venue for family members to come together to share experiences of care, to provide education, and to advocate for your loved ones.

At the August meeting, it was agreed that all future meetings will be held on the last Thursday of each month. You can count on the announcement coming in this newsletter, on elevator posters, and in an advance email. We apologize for the absence of communication in August as things slipped in a crack during our transition.



The next meeting is scheduled for **Thursday, September 28th at 7:00pm.**

Join the Zoom Meeting:

<https://us02web.zoom.us/j/84943144345>

Also from our Family Circle chair, Eric, is the following link to an upcoming education opportunity focused on frail elderly and dementia: <https://mailchi.mp/brainxchange/brainxchange-online-event-frailty-and-the-risk-of-cognitive-impairment-2692782?e=831a784154> Please feel free to click and register for this September 18th event.

Change to Pharmacy Service Provider

We are delighted to announce a new and exciting partnership that will enhance the healthcare experience for all our residents at Broadway Lodge. Starting **September 28, 2023**, we are proud to welcome **MediSystem Pharmacy** as our trusted pharmacy service provider. A sign-up package will follow this month to assist with the transition.



MediSystem Pharmacy is dedicated to delivering personalized and easily accessible pharmacy services tailored to the needs of residents in Long-Term Care, retirement communities, and specialized care settings. Backed by Canada's largest pharmacy, Shoppers Drug Mart, MediSystem leverages a network of over 1200 Shoppers Drug Mart retail stores. Their commitment to innovation, integrity, and excellence positions them as a premier healthcare solutions provider across Canada.

September Special Events

The September calendar eases up a bit as summer winds down. Unfortunately, Mike's Critters has been postponed due to the outbreak – watch the elevators for an update. It is time for the Chinese Autumn Festival where we will be entertained by a special performance on September 13th at 1:30pm in the main dining area. This month's Birthday Party will take place on all floors on Wednesday, September 20th from 1:30-3:00. As well, this month we will honour and remember those who passed at our Celebration of Life in the chapel on Wednesday, September 27th at 1:30pm. Last but not least, we will once again enjoy the professional talents of some of Canada's finest musicians through the sponsored Concerts in Care on Thursday, September 28th at 1:30pm on the main floor.

Meal Ticket Price Increase & Guest Attendance

It has been over a decade since the meal ticket prices for guests has been reviewed. Currently, we are barely covering the cost of the meal itself. Given the rising cost of food prices and the production costs, it is time that we address this issue. Therefore, **commencing October 1st** the price for meal tickets at the Lodge will increase to \$8.00 per guest per meal.

We are also looking at revamping access to meals to be more welcoming and convenient to guests. Starting immediately, guests will be able to ask for meals outside of reception hours by directly approaching the kitchen staff. They will provide a chit to be completed and will take your payment (exact change is required). It is preferred, particularly if it will be a regular event, that you pre-purchase your tickets from reception but we recognise that this is not always possible, and circumstances can

change daily. So, we want to be able to support families to be together to dine. Please recognize that we do have only two guest tables, so tickets are available based on whether a table is available.

Phone System Update

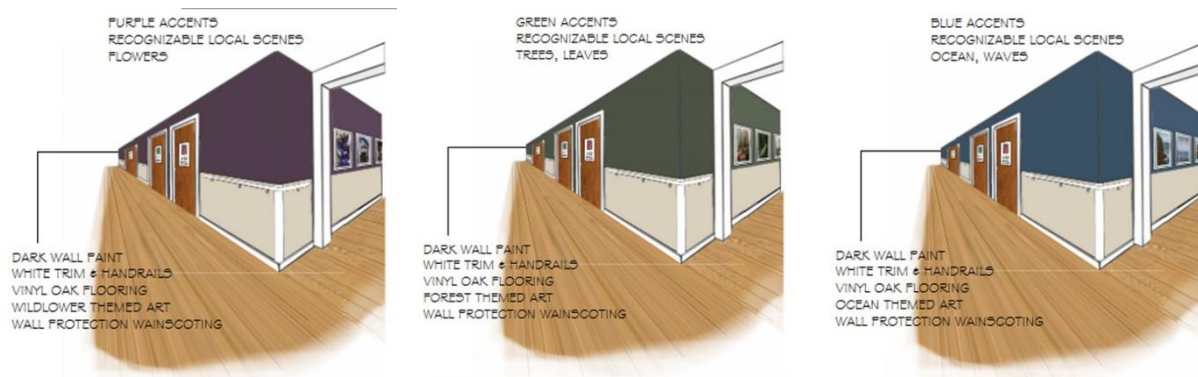
As you know we have been addressing our phone system since as far back as March. It has been a serious challenge – not only for us but, we recognize, for you as well. It was recently reported that the auto attendant (when you first dial in to the Lodge) was looping and not reaching the person you were trying to reach when you made your number selection. When you press the number (known as a DTMF tone – aka ‘the beep’), apparently, the system was not hearing the tone. Thus, your call would be redirected back to the auto attendant. This is hard to trace and resolve. However, if this happens to you it would be extremely helpful if you could let me know with the date, approximate time, and your number. I can then provide this to Shaw for them to trace to troubleshoot. They were unable to trace the reported problem when I worked with them Monday of this week.

Other than the above intermittent issue our new phones are working effectively with, as expected with any new system, the odd bump along the way!

Renovations Next Steps

We are now planning to remove the cumbersome sliding glass doors between the elevator lobby and the main corridors. These doors no longer are used as they were originally intended and, in fact, only prove to provide a safety hazard creating congestion for wheelchair users and those with walkers who try to pass through safely. This will open the area and make it much safer.

With this done, you will see a flip cover over the elevator buttons to prevent residents who may be disoriented from going to other floors without proper support. Anyone else can freely travel through the building simply by lifting the cover and pushing the button!



September will see the painting commence followed by the installation of the wainscotting/wall protection. It will look strange and perhaps not make sense as the project moves on! For safety reasons, we must leave the existing handrails up until the new ones arrive. The painting will likely look very

awkward as a result – please bear with us as we go step by step through the process as I can assure you once all is complete you won't recognize the neighbourhoods! It is really very exciting.

Following these steps will be the flooring which is anticipated to arrive in October.

In the meantime, up to September 5th, there will be colour boards up in the reception area and on each neighbourhood to vote on which colours will be assigned to which floor. There are three themes: ocean, forest, and wildflowers – everyone is welcome to submit a vote for their respective floors.

Last Words

As we move forward through the outbreak period that began on August 25th, we extend our heartfelt gratitude to you for your support and compliance with masks, hand sanitizing, and full PPE where necessary. This is, of course, beneficial to you as well as important protection to do our best to keep residents safe and prevent spread of viruses.

At the time of writing, we are still addressing the outbreak, but cases have slowed down in number. We are one of two summer influenza A outbreaks in Vancouver Coastal this year, which is unusual we are told, but it tells us that the flu is here early, and everyone should be aware and take precautions with hand washing/sanitizing to reduce the risk of spread!

Finally, I would like to thank those of you who took the time to write your kind words of support to staff as you suggested names for the Unreasonable Hospitality Award. Your words are always welcome!

I would also like to extend our most sincere gratitude to those who generously donated to the staff appreciation fund which will go a long way to make the September 27th Staff Appreciation event a huge success.

Your words and donations have a strong impact towards raising morale and energizing staff to continue the challenging work they do every day. From laundry, maintenance, housekeeping, and dietary aides to recreation, administration, and our nursing care team: nurses and care aides (it takes a village!) your impact is felt in your kind recognition. I see their reactions when I read your kind words of acknowledgement and appreciation that you share. Their posture changes, staff beam with gratitude for your appreciation, and walk with confidence. Every little bit makes a difference which trickles down to the quality of care. I know our team cares always and every day but just like flowers in a garden – they stand taller and brighter with a little water and sunshine – so *thank you, thank you, thank you*, for taking the time to share your appreciation.

Thank you, again, for your continued support and understanding on our care journey together. I would like to take this moment to wish you a safe and healthy fall season.

Warmest Regards,



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Executive Director

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