

July 1st, 2024



Dear Families and Friends,

Happy Canada Day! I am happy to be able to celebrate with my family this weekend the freedoms and pride associated with being a Canadian! I hope that you will be able to take some time this weekend to celebrate citizenship and what a beautiful country we live in.

It has been an unpredictable month weatherwise, but we look forward to a comfortable summer and hope not to experience too much drought-causing heat.

Still, 'heat season' is upon us our focus turns to safety for both residents and staff as we monitor hydration and comfort. You should hear shortly about our bulk fan purchase of about 20-25 fans to try to make it easier for families – especially those who are not local – to support the comfort of their loved one.

I realize this is repetition, but it is merited. Because of the age of our infrastructure, we are unable to support families to bring in air conditioning units to individual rooms – our experience when we tried this was that it just blew the electric panel. So, with this not being feasible we have two options. First, families may bring in fans for comfort in rooms. If you are unable to bring in a fan, you may purchase one from our bulk purchase. This is cost recovery only. We do not seek to make any profit on this – it is our effort to support you and your loved one with this convenience. We will email everyone when this is in process. The second point is that with the support of a federal grant two years ago, we installed air conditioning on each floor in the lounges, elevator lobbies, and the ends of the hallways. This has made a dramatic improvement in comfort, and we encourage residents and visitors to find comfort away from the heat in these locations when rooms are uncomfortable.

We also received a climate grant that will allow us to be able to install UV film on the windows of the south facing resident rooms. This too will help to control/reduce the heat in these rooms.

Canadian Dental Care Program for Seniors

You may have heard about this program in the news. This is a federally delivered program for eligible Canadian residents over 65 years of age.

For over a decade now, we have partnered with the UBC Dental School to provide basic cleaning and support of oral care to residents. This program will continue. The UBC Dental School takes pride in providing this quality service. We are both happy and grateful to work with them in support of residents.

In collaboration with them, we have embarked on a discussion that we hope will bring a local dental hygienist on site to provide in-depth cleaning services that are beyond what the students can provide. Having both services is a win win for everyone.

We will also continue to engage the Silver Valet which is the visiting dental van that can do more complex dental treatments (extractions, for example) on-site as well. They have also signed up for the Canadian Dental Care Plan and will be able to process some costs for those who are registered in the program.

Currently, we are working with the UBC Dental School Director of Community Engagement to work out who and how we can provide services to residents who have signed up for this dental program. As we know more, we will share the details.

In the meantime, there is work for you to do if you wish to participate in the Canadian Dental Care program. Below is a link to the program with the pathway to the application. You will need your loved one's most recent tax notice of assessment on hand to verify income as this program is income and age based. Once you apply, you must wait to receive your verification and member card before you can use any services that would be reimbursed. Here is the link to the program:

<https://www.canada.ca/en/services/benefits/dental/dental-care-plan.html>

The Lodge will *not* be involved in the billing or application process. Billing will be between the service provider and the resident/family once an individual is confirmed as eligible and approved.

July Special Events

Mike's Critters will be back for a show on Friday, July 12th at 1:15pm in the main dining room. Join us to celebrate all our July birthday folks on Wednesday, July 17th at 1:30pm on all floors. And, with Paris hosting the Olympics this year we must join in the fun and hold our own Summer Games at the Lodge. So, please plan to join in the fun on Wednesday, July 24th in the main dining room.

Second floor families and friends are invited to attend the second floor BBQ on Thursday, July 25th at 12pm – please RSVP to Adam by the 18th to ensure a space is held for you. BBQ tickets can be purchased from reception up to the 18th.

Family Circle – BL Family Council

Our Family Circle is actively seeking support in the form of family members who wish to co-lead and guide the council meetings.

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.



Monthly meetings are typically 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.

This month will feature myself and our CEO, Kathrin McMath, to discuss the new branding and also our 2024-2027 Strategic Plan. We hope you will be able to take some time to join us!

The July Family Circle meeting is for **Thursday, July 25th at 7:00pm.**

Join the Zoom Meetings: <https://us02web.zoom.us/j/84943144345>

Building Update

With the completion of the reception desk and repair to the penthouse garden roof leak, we are at the finish line for our major projects! As with any building 43 years old, there will be ongoing challenges that will pop up as we go – and we are committed to addressing them while ensuring a safe and comfortable home for all.

I am pleased to say that we were the recipients of a PA Woodward Foundation Grant for \$34,200.00 to help us to add more ceiling lifts to facilitate safer transfers that are more comfortable for individuals and safer for staff. By the end of the summer, it is my hope that the final 13 rooms will be fitted for new lifts to bring us up to 57 fully equipped rooms at the Lodge.



Receptionist, Cerlyn, at the newly renovated wheelchair accessible reception desk.

Clothing Labelling Centre & Information Resources

We have added a couple of helpful tools to our reception lobby space. First, as represented on the left on this page is our Clothing Labelling Centre. If you have new clothing for your loved one, this is where you



will bring it going forward. Instead of the nursing station. There is a booklet for you to complete the submission form and bags in the drawer. Once you have completed the form and put the appropriate copies in the bag (explanation on the cabinet for clarity), you will put the bag through the slot. This cabinet will be emptied daily by the laundry staff who will then label and return the clothing to the resident. Please stop by the area and read the instructions to become familiar with the process. The Support Services Manager, Natalie Vo, will be responsible for supporting this system.



The second item is a resource display centre that is positioned above the cabinet. We have selected a range of resources to include here based on past questions from families and friends. Please let us know if there are any resources that you would like rotated through or added to the resource centre.

Strategic Plan – The Broadway Group

On June 19th, we hosted an open house for our external stakeholders and partners in the renovation process to share with them the final outcomes. Present at the event was Brenda Bailey, MLA for False Creek as well as Sarah Kirby-Yung, Vancouver City Councillor, and Daniel Fontaine, New Westminster City Councillor as well as representatives from Vancouver Coastal Health.



It was a very successful afternoon where we shared not only the success of the refurbishment but also introduced our Strategic Plan and new branding for The Broadway Group of which we are part. I am sure you have noticed the new logo and branding around the Lodge. We are very excited and pleased to share this with you. Because of the size of the Strategic Plan document, I am unable to attach it for you. However, we have uploaded it to the website on the News page.

Last Words

I would like to extend my sincerest gratitude to each of you as well as to our residents and staff for your understanding and patience during the refurbishment journey this past year. It was often 'hurry up and wait' as we patiently slogged through the supply chain and contractor challenges. But we made it, and I am thrilled to report that the feedback has been very positive with many people sharing how much more the Lodge feels like home.

Moving into a care home does not mean that life stops! It is always our goal to ensure that our focus is more than just about care but also about ensuring that every day we strive to make it the best day possible in keeping with the goal of promoting a life well lived.

Stay hydrated and safe as the summer months roll out!

Warmest Regards,



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