



September 1st, 2024



Dear Families and Friends,

As Labour Day comes around the corner, we wish to take a moment to say thank you to all our staff for their dedication and support. Together, I am proud to say, our team brings love, service, care, compassion, dignity, and respect to their roles.

I am always impressed by the smiles in the face of challenges. Just this week we experienced an 8-hour power outage from 2:30am to 10:15am. The staff rolled with the challenges as the neighborhood experienced this unexpected blackout. It was deemed “equipment failure” by BC Hydro.

When I arrived on scene to deliver coffee to both residents and staff – let’s face it, it doesn’t matter who you are, coffee in the morning (or tea as it may be) is essential! I was greeted by both calm residents AND calm staff. They stepped up identifying concerns and challenges. Every team member reached deep down and found their smile bringing calm to what could have been a chaotic scenario. “Proud and grateful” don’t seem like strong enough words to convey my gratitude. Yet, grateful I am and it further emphasizes the value of days of recognition like Labour Day.

So, if you have a chance to say thank you – please pause and pass on your appreciation for a team that cares deeply about your loved ones and show it on the regular days as well as when potential chaos knocks on the door!

September Special Events

Mike's Critters will join us again on Friday, September 20th in the main dining room from 1:15pm-2:15pm. A celebration for our September Birthdays will be on September 18 starting at 1:30pm until 3:00pm. And finally, Concerts in Care will be back on September 26th in the main dining room from 1:30pm-2:15pm.

Please note that there are two recognized statutory holidays this month, Monday September 2nd for Labour Day and Monday September 30th for National Day for Truth and Reconciliation. There will be no recreation programs held on these days.

The Broadway Group Social Media

We cordially invite you to like and follow our social media presence. The link will guide you directly to our facebook page: <https://www.facebook.com/profile.php?id=61561923333229> and Instagram: @_thebroadwaygroup

Please check us out as we seek to raise awareness and our profile as a care community.

Family Circle – BL Family Council

Our Family Circle continues to actively seek support in the form of family members who wish to participate or even 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.

The **September** Family Circle meeting is for **Thursday, September 26th at 7:00pm**.

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

Last Words

We continue to work on our Emergency Preparedness plan and I am pleased to say we are ready to officially launch the training for staff on comprehensive emergency response. Our increased number of fire drills has paid off and the unplanned power outage also provided excellent learning for us. Education will continue through the fall as we seek to ensure our staff are confident and comfortable with all aspects of emergency response.

I would invite you to share any positive comments you have about your loved one's and your own care experience by sending me a brief note. September 18th we will celebrate our staff and recognize long term service awards and celebrate exceptional care at our annual staff appreciation. I collect your comments through the year and share them for all to hear at this special event. (I share them on receipt directly with the staff as well!) Please send your comments to: rdunne@broadwaylodge.ca

This is a shorter newsletter this month being the end of summer. More to come in the fall as we continue to strive to make Broadway Lodge a hub of happiness and to ensure that everyone who walks this care journey with us has their needs met in a timely and satisfactory manner.

Stay hydrated and safe as the summer months continue!

Warmest Regards,

A handwritten signature in black ink, appearing to read 'Rosemary Dunne'. The signature is fluid and cursive.

Rosemary Dunne,
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