



R É S I D E N C E F U L F O R D R E S I D E N C E

1221 Guy Street, Montreal H3H 2K8 – Tel: (514) 933-7975

NEWSLETTER No. 28

SPRING 2013

Teamwork Enables Loving Care for Fulford Residents

Every day at Fulford we welcome family members and volunteers who work with staff members to form a valuable team of people who care for the needs of our ladies. In this Spring 2013 edition of our newsletter we focus on the interaction of all the individuals who contribute to the life of the house. It is through the cooperative efforts of individuals – in a word “teamwork” – that create the caring environment in which our Residents live their lives with dignity, respect and warmth.

This teamwork goes well beyond just providing the warm atmosphere for which Fulford is so well known. When we look over this past year, we can see that the Residence continues to improve its facilities and services. The improvements this year include ongoing renovations of rooms, bathrooms and hallways (painting, lifting carpets, restoring hardwood floors), improved security systems (call bells, hot water thermostats), upgrading hospital beds, new dining room chairs, and ongoing staff training in communications and emergency care.

Beyond these improvements our ladies continue to enjoy a full slate of regular and special activities. There are over a dozen activities a week to make the lives of the Residents more entertaining and lively. These range from bingo and bridge games, to live musicians, sing-a-longs, readings, movies and gentle exercise sessions. Many of these activities and our weekly church services are made possible by our wonderful team of volunteers. In addition, there are special



in-house events: visiting dance groups, special teas, the Christmas gluwain reception and a summer Breakfast on the Balcony. Beyond the confines of the Residence, there are outings to markets, museums, city tours, and the famous bi-annual pub crawl.

Our ladies also benefit from visits by students from Concordia University and local schools. Students of music therapy, art therapy and physio and occupational therapy come to practice their new skills, to the delight of our residents. This year was the third year of the Adopt-A-Grandparent program in which eleven of our residents were “adopted” by twenty-two (eleven pairs) of physio and occupational therapy students who work to make our residents happier and more comfortable dealing with their environment.

Our unique, caring environment is attributed to the numerous groups and individuals who contribute to the daily life at Fulford: the staff, the management, the Board, many volunteers and, of course, the Residents themselves. Each individual inspires, and is inspired by, the energy, care and interest that others bring to their role in the residence. Simply, it is about people genuinely caring for others. It is teamwork; it is our culture; and it is infectious in the very best sense of the word! When you walk through the red front door you become a member of this team for the time you share with us. A smile and a few words of conversation are the best gifts you can bring with you!

A MESSAGE FROM DAVID McENTYRE, VICE PRESIDENT



A Beneficial Fulford/Concordia Partnership

From mid-September to mid-December 2012, we were glad to have a new youthful presence at Fulford. **Courtney Kjaldgaard**, a graduate student from Concordia University, performed a non-remunerated practicum in Music Therapy. She spent three days a week (Mondays, Wednesdays and Fridays) getting to know the ladies and assessing them to determine the ones who would most benefit from her work.

This opportunity was mutually beneficial as it allowed Courtney to apply her Music Therapy skills in a real-world setting and allowed Fulford access to music therapy services.

The ultimate goals of Music Therapy are:

- maintain a quality of life by helping the ladies to keep positive and upbeat;
- help her clients to express emotion and communicate through music;



Concordia student,
Courtney Kjaldgaard

- provide an outlet to relieve stress;
- help cognition and memory by providing occasions to reminisce through music and songs.

Courtney worked with individuals who are more isolated, but also performed group sessions. She assessed the residents' needs and set herself goals. Music Therapy has a science to it: it is a recognized profession with tried and true methods, techniques and ethics. Since we know for a fact that the ladies enjoy music, we felt very fortunate indeed to have Courtney in our midst.

In February 2013, **Megan McMaster**, a second year student in Art Therapy, came to work at Fulford to assess the residence as a potential site to offer Art Therapy sessions. She has adopted two ladies and spends an hour with each one to give quality one-on-one time to the two chosen residents.

In future we look forward to greeting new students and keeping this mutually beneficial partnership going.

Fulford Staff Appreciation Week

The caring and hardworking staff of Fulford deserve our thanks and appreciation for the many ways they give special attention to the ladies in their charge. Every day the needs and demands are different and assistance is given with patience and compassion.

The week of March 19th to 23rd was when the Management Team planned special surprises and activities that encouraged relaxation and fun as well as team-building among staff members.

Two highlights of the week

were an evening with dinner at a sugaring-off party, and a Friday mid-afternoon lunch with a Caribbean theme. We can tell by the smiles in the photos that the staff enjoyed these special occasions!



Fulford is Famous for Its Pub Crawls!

Thanks to our Montreal Police Force, our ladies are treated to pub visits in the Spring and Fall. They are picked up in the paddy wagon, assisted to their seats by handsome officers, driven to Crescent Street, to Hurleys, where Mr. Hurley himself greets the ladies and treats them like visiting royalty. As they lift their glasses to toast one another, they reminisce about times past, and frequently burst into Irish songs. These events have drawn the attention of Montrealers strolling on Crescent Street on afternoons when the ladies are assisted out of the pub and returned to the police vehicle. Look who the culprits are! Photos have appeared in the *Gazette* and have been picked up across the country.

Mention Fulford Residence in Vancouver, and people ask, "Is that where the ladies go on pub crawls? That is the kind of place where I want to live one day!"

Do you remember the reason for the first pub crawl? Well, during the Ice Storm of 1998, many Residences were without power and heat, including Fulford. The Montreal Police came to the Residence and carried our ladies across the street to the Grey Nuns who had a generator and a warm building.

Being carried in the arms of handsome young officers, the ladies were quite delighted. Of course, after the storm, they were carried back across the street to Fulford. This event formed a bond with the Residence that has remained for fifteen years. The pub crawls seem to be as much fun for the police officers as it is for our ladies, and for the Board members and volunteers who keep asking when the next one will occur. This is a unique experience and one to be remembered!



Mrs. Elinor Fairbairn on the arm of one of Montreal's finest



Mrs. Michelle Bolken is assisted across Crescent Street



*Helga Rudolf, Andrea Ritchie, Pat Kinnear,
Eva Novotny, Mary Jane MacDonald*

People who make a difference

Fulford Volunteers are like sunshine. They brighten the day for so many of Fulford's ladies. Their smiles, their stories, their compassion and caring give support to staff and residents alike. Please ask for a volunteer brochure containing ideas about the way that visitors can contribute to life at Fulford. We welcome you!

Be sure to check out the Fulford website:
www.fulfordresidence.com

Meet Our Head Nurse, Sylvie Castonguay RN

Our new Head Nurse, Sylvie Castonguay, has become a cherished member of our Management Team. With her professional skills and her caring manner she has come to know the personalities and the needs of each resident in her charge.

Sylvie came to Fulford with years of experience as a nurse and as a director of a large seniors' residence, most recently in Longueuil, where she served one hundred autonomous and semi-autonomous residents. She has had much experience dealing with the various agencies that serve the medical needs of Quebec residents. This expertise is most helpful as she discovers the history and culture of the Fulford Residence.

Sylvie speaks with delight about the home-like environment of Fulford and the involvement of families, friends and volunteers. She was surprised that the ladies all manage to come to the dining room three times a day for meals and companionship. She noted the enjoyment they share in this participation, both at meals and in attending the many activities provided. The routine at Fulford provides a framework for good health and ongoing support.

Our head nurse is also grateful for the support received from groups like the Constance-Lethbridge Centre. They supply wheelchairs and walkers, and send technicians when mobility equipment requires repair.

We are happy to welcome Sylvie to the Fulford Residence. She and Marie-France, our managing director, and Mariette Gagnon, our assistant manager, form a strong and compatible team as we move into another period of review and accreditation by the government. We are grateful for their excellent leadership.



Sylvie Castonguay RN and Mrs. Irena Lomasney

Have you met Dorothy Petrie?



Dorothy Petrie

The ladies at Fulford always look so beautifully coiffed, with hair cut, combed and curled by Dorothy Petrie, who knows each lady and helps them to see how beautiful they really are.

But Dorothy is much more than a hair stylist. Her wonderful smile and good cheer lift spirits wherever she is in the Residence. She pitches in to help with serving special meals and teas, alongside other volunteers and Board members. She knows everyone's name and knows who to tease, and who not to!

"Dorothy is an angel" is a phrase often used by the ladies of Fulford Residence. The ladies know that she really cares about them.

When Dorothy is not in the hair salon, she may be found in the garden. A woman of English descent, she loves roses, and has planted rose bushes in the front garden for the enjoyment of all who see them. Dorothy is a precious member of the Fulford team.



Teatime with the family of Mrs. Clancy: left to right, Nelda Malloy (sister), Jean Willcocks (daughter), Mrs. Gertrude Clancy and her longtime friend Hazel Archell.

Remembering Irena Kirkpatrick 1919-2012

Irena Kirkpatrick, former 1st Directress and Honorary Life Member of Fulford Residence, was born in the Crimea of parents from St. Petersburg, and came to Montreal after the escape of her father from Tsarist Russia and settled in Montreal in 1923. Her daughter, Patricia, has written a wonderful biography of her mother which is available on our website.

“But above all will I remember Irena’s passionate concern for those whose life circumstances had given them very little hope of ever being able to help themselves. She was a tireless worker for various charities during her adult life, and was always lending a hand to those new refugees to the country who needed a bit of a ‘leg-up’. She was particularly fond of volunteering at Fulford Residence and as First Directress, saw the advent there of Provincially supported services. ...

In a nutshell it was my mother’s sheer delight in discovery that so enchanted me. It did not matter what the issue or who the person or in what country an event happened, Irena wanted to know all the details and never ceased to ask questions. Nothing was ever accepted simply because that was the way it had always been done.”

Irena remained on the Fulford board long after her stint as 1st Directress and continued to ask probing questions and



Irena Kirkpatrick

was a marvellous supporter of new directions taken and of those implementing them.

Thank you Irena and rest in peace.



Left to right: Melanie Salhany, Anne Skene, Kate Richmond-Smith enjoy a Volunteer Lunch

In Memoriam 2012

Ivy Overing
Margaret Elliot
Eunice McHaffie
Norma Brazier
Gwenn Byers
Gladys Spurll
Mary Abley
Helen White

Marjorie Harbert's Many Roles at Fulford Residence

When Marjorie decided she was ready to move into Fulford in 2010, she was stepping into a home where she and her husband, Dr. Richard Harbert, had both given time and care since the early 1970s. Her husband, Richard, was the doctor who visited both St. Margaret's Home and the Fulford Residence to provide medical care to the ladies. Marjorie, who had raised seven children of her own, became a weekly volunteer.

Marjorie's story of growing up in Montreal is embedded in some important history of our city. Her mother died when Marjorie was a baby, and Marjorie grew up with a father who told her not to depend on anyone to do things for her. He insisted she learn to do things for herself. She was not allowed to drive a car until she could change the tires and do basic maintenance. Marjorie's father, Dr. Harold Cushing, was one of the co-founders of the Montreal Children's Hospital, along with surgeon, Dr. MacKenzie Forbes. A bust of Marjorie's father stands today in the Forbes Cushing Amphitheater at the Children's Hospital.

Marjorie attended Miss Edgar's and Miss Cramp's School, and later enrolled in McGill University where she was in a Science class with Peggy Johannsen, later Peggy Austin.

Marjorie became a medical student, specializing in pediatric medicine and graduated from McGill University. During this time Dr. Marjorie Cushing met her future husband, Richard Harbert, who was a resident at the old Western Hospital before it became the Children's Memorial Hospital. Marjorie and Richard were married in 1941. Marjorie completed her internship at the Children's Hospital. During the first year of her internship, Dr. Marjorie Harbert was expecting the first of her seven children! She still managed to work at the Children's Hospital in anesthesiology.

Marjorie was very active as a volunteer in her community, working with Meals-On-Wheels and she became a member of the Board of Directors of Fulford Residence in 1977. Later she served as First Directress. In those days, residents of Fulford who required full time nursing care were moved to St. Margaret's Home. Marjorie remembers when Margaret Fisher and Hazel Harrington, also members of the Board, urged that nursing care be provided at Fulford.



Marjorie Harbert

That was a time of major change for the Residence.

When Marjorie resigned from the Board she continued to assist with Spiritual Life and the Altar Guild, a role she continues to this day. Marjorie's father's admonition to "do things for yourself" is a mantra that keeps her active each day. She looks after her own laundry, irons the church linens, polishes the brass and silver and works on 1000 piece jigsaw puzzles. Marjorie urges others to keep active, and do what they can to help themselves. Summer holidays are spent with her family at 16 Island Lake where she continues to garden, and enjoys being with those she loves.

An Honorary Life member of the Fulford Board, Marjorie's presence in the home now continues a relationship we all cherish, and for which we are so grateful.

New Admissions 2012

Emily Mussells
Elisabeth Imrie
Vivian Gattuso
Mary Ramsay
Marie-Paule Larose
Hannah Ridolfi
Alice Mac Dowell
Hazel Archell
Renée Rayside



Fulford Maintenance

Contributions are needed for the following:

- New hospital beds, \$2000 each
- Seven window replacements, \$1000 each
- 12 dining room chairs, \$300 each
- Chair cushions, \$100 each
- Installation or refinishing of floors, \$800
- New kitchen cabinets, (price to be determined)
- Renovation of the Nursing Station, \$5000

Contributions towards our greatest needs are always received with gratitude, and a tax receipt of course!



Board of Directors 2012/2013

OFFICERS

President – The Rt. Rev. Barry Clarke, Bishop of Montreal
 Vice-President – David McEntyre
 1st Directress – Susan Winn
 2nd Directress – Kitty Lackenbauer
 Treasurer – Susan Luke Hill
 Secretary – Douglas Dawson

Members

Alan Greig	Eva Novotny
Judy Heathcote	Andrea Ritchie
Joan Aird Jacobsen	Sheila Robertson
Pat Kinnear	Melanie Salhany
Paula Jo LaPierre	Arnold Sharp
Mary Jane MacDonald	Flo Tracy
Pam McLernon	Helen Wiegand

Managing Director: Marie –France Lacoste

Assistant Manager: Mariette Gagnon

Head Nurse: Sylvie Castonguay



Mme Marie-Paule Larose and her grandson Gabriel

Gabriel is one of many young people who visit Fulford most weeks. Gabriel plays the piano for his grandmother and the music delights all the ladies and spills into the hallways to brighten the day for all who hear him.

Other young people, many from local schools and universities, come to walk with ladies, or visit with them over tea and cookies. These interactions form mutual bonds between youth and seniors.



Mary Bassett and Alice Gagnon, volunteers, host the Fulford Bridge Club

Fulford Residence is very grateful to the families of:

Mrs. Elliot

Mrs. Brazier

Mrs. Abley

Mrs. White

for designating Fulford for their
 In Memoriam donations

Fulford Sweethearts

Our “Artistes”

-  Mrs. **Hazel Bryan** loves to reminisce and tell delightful stories from her past.
-  Mrs. **Peggy Davies** loves to take care of her lady friends and shepherds them to and fro.
-  Mrs. **Elizabeth Imrie** loves being outside and looks like a little girl with pink cheeks when she comes in.
-  Mrs. **Emily Mussels** loves drawing and coloring anytime she has the opportunity.
-  Mrs. **Hannah Ridolfi** loves gardening and has written delightful stories for children about animal visitors to her garden.

Our “Music Lovers”

-  Mrs. **Joyce Fife** loves all occasions when her friend Edwin plays the piano and sings.
-  Mrs. **Annabel McGovern** loves music so much that she holds a Masters in musicology from l’Université de Montréal.
-  Mrs. **Lillian Mulligan** loves Puccini; she knew him when she was a child.
-  Miss **Lucille Pacaud** loves Beethoven and bridge.

Our “People Lovers”

-  Mrs. **Gertrude Clancy** loves to share her thoughts and experience with young lady students who come to visit Fulford.
-  Mrs. **Delia Cleland** loves to chat and playfully tease.
-  Mrs. **Patricia Matticks** generously loves to offer everyone a chocolate.
-  Miss **Mary Ramsay** loves her new role as MC for Fulford musical activities and plays it with panache.

Our “Quiet Souls”

-  Mrs. **Cécile Baillargeon** loves to learn English and always says a wonderful “Thank you”.
-  Mrs. **Elinor Fairbairn** loves the colour purple and her hair is always beautifully coiffed.
-  Mrs. **Vivian Gattuso** loves to smile and is always so gracious.
-  Mrs. **Amy George** loves the caring attention her companion Halima gives her and enjoys perfecting Halima’s English.
-  Mrs. **Marjorie Harbert** loves her independence and uses her many skills to make Fulford’s days of worship special for everyone.
-  Mrs. **Maria Kovacs** loves visits from her lovely grandchildren.

-  Mrs. **Noami Kozakiewicz** loves her tea. She comes to the dining room, sits quietly and with her lady-like manners asks for a cup of her favorite brew.
-  Mrs. **Marjorie Neilson** loves to hug her loyal Teddy Bear.
-  Miss **Madeleine Pigeon** loves to cuddle and take care of baby dolls.
-  Mrs. **Renée Rayside** charms us all with her quiet dignity and sincere smiles.

Our “Singers and Groovers”

-  Mrs. **Peggy Austin** loves to “toodely-teedel” as she happily walks about.
-  Mrs. **Michelle Bolken** loves when children perform and asks often when the next childrens’ party will be held.
-  Mrs. **June Cooke** has shown that “where there is a will there is a way” and delights in her walks with Craig and Sandy.
-  Mrs. **Dorothy Gauvin** loves to sing and hum making us want to join into her quiet happiness.
-  Mrs. **Marie-Paule Larose’s** smiling blue eyes light up when musicians come to play. She loves to dance.
-  Mrs. **Helen Richardson** loves to play the piano on her table to the rhythm of the music being played.
-  Mrs. **Helen Torunski’s** “I love you!” makes all our days brighter.

Our “Social Butterflies”

-  Mrs. **Hazel Archell** loves to sit by the sunny window in her room and sip her champagne of ginger ale.
-  Miss **Lucy Boyle**, a newcomer to Fulford, makes every effort to participate in our social activities.
-  Mrs. **Katherine Burpee** loves to take her beauty naps.
-  Miss **Anne Kennedy** loves to partake of a social glass of sherry.
-  Mrs. **Irina Lomasney** loves to participate in all our social activities and special events.
-  Mrs. **Alice MacDowell** loves to read and is quite a “Royals” admirer.

