



RÉSIDENCE FULFORD RESIDENCE

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NEWSLETTER No. 33

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Fulford is a Home Where Every Individual is Celebrated

The Man of the House, Douglas Dawson

Douglas Dawson has served on the Fulford Board of Directors for well over 20 years, and, for the past 12 years has taken charge of all changes, repairs and renovations to this 150 year old house. It is the Managing Director's job to oversee the house and its needs. Douglas's role begins with a call from her asking for assistance with decisions, quotes and meetings with contractors. He has been fascinated by discoveries of historical workmanship, especially when walls and floors have been removed or replaced.

He says, "I wish I could talk to people who did renovations 25 to 35 years ago because I would be interested to know how they did it! They had to rearrange the architecture of the building, but none of their architectural drawings are available today."

Fulford was a very different house 25 or 30 years ago, with very different needs. Ladies came to live in Fulford when they were in the 70's and 80's. It was more like a rooming house with people coming and going throughout the day. There was entertainment planned by residents and activities frequently led by the residents. Now many ladies arrive at an advanced age, often in their late 80s or 90s, requiring medical care and assistance with all daily activities. Activities are offered each day, led by a host of volunteers.

For the past 20 years, in addition to maintaining the



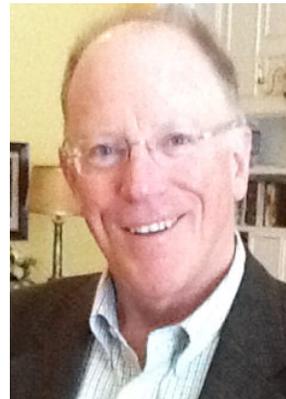
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A Message from the Vice-President and Director David McEntyre

Fulford is widely recognized for the hallmark level of care extended to its residents. The Management Team and the Board of Directors have good reason to be proud of the collaborative efforts of staff members, caregivers and volunteers. With most of our ladies requiring some level of assisted care, it is reassuring and heartwarming to see the interest taken and the genuine efforts made by all who contribute to the life in the house. Activities that stimulate ladies to reminisce and to learn, and personal care that nourishes body and soul are essential to meet the individual needs of each resident.

Readers of last year's newsletter may recall the article written by Mariette Gagnon, our Assistant Manager, "Celebrating Our Residents' Well-Lived Lives." In it she notes that each woman has a lifetime of accomplishments and experiences. Most raised families, many had professions or interests that they loved and through which they frequently excelled. As Mariette wrote, "We are proud to know and to care for these gifted women at this stage of their lives. They continue to challenge, entertain and enlighten us as they share their stories. They have indeed lived fully and well, lives we continue to cherish and to celebrate."

In this year's newsletter we continue this theme of celebration as we highlight several individuals who have



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house, Douglas has enjoyed reading aloud to the ladies, and sharing in lively discussions about books, movies and news of the world. Many of the ladies were teachers who were well-read and had much to contribute. He has come to know many of the residents in the house, personalities that are legendary. He speaks of Mrs. Mulligan who knitted mountains of slippers for visitors to wear when visiting in winter months. He remembers Lou Pacaud who volunteered at the Montreal General Hospital until she was close to 100 years old. She was always waiting to win the Readers' Digest Sweepstakes and planned to give all her winnings to Fulford. Even today the reading group is lively and enjoys chatting about many current topics. One current resident, Mary Ramsay, has written, "It is with great joy and expectancy that we respond weekly to the arrival of Douglas Dawson. Not one wants to miss the reading of funny stories, the background of sayings commonly used in the English language, and the many stories of the history of Montreal. Over cups of afternoon tea, we laugh and reflect on memories of former days."

Douglas Dawson is fondly called Bunny by friends and colleagues. I asked Bunny what projects have



Susan Luke Hill is a Fulford Treasure

Susan is the lady who keeps track of Fulford's ever-fluctuating income and expenses. A member of the Board of Directors for well over 20 years, she has commuted faithfully from West Brome, even in heavy rain or winter snow, to attend our Board meetings and to advise us on all major decisions concerning our finances. Susan has been the driving force behind our fund raisers, auctions and the Christmas Sale for so many years. She has also generously hosted lunches in her beautiful garden, inviting Board members past and present. These occasions have enabled members to relax and spend time together, sharing with each other their many memories of Fulford.

When asked about her history with the Residence, Susan offered the following reflection. "In early 1996, I was invited to lunch by a pair of handsome gentlemen, Ian McLachlin, Vice-President of Fulford Residence, and Paul (Pat) Trudel, Treasurer, soon to discover that I was being appointed as the new Treasurer of this revered and esteemed home for elderly ladies. Quite a learning curve!

From fielding quotes to replace ancient furnaces to ensuring that this beautiful 1850's building conformed to modern fire codes, Fulford has been an interesting challenge.

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given guidance and expertise to support Fulford over a number of years. We extend our congratulations and thanks to each individual who works, volunteers, or who contributes generously to continue the Fulford mission of caring.

posed his greatest challenges in the Fulford House. "The elevator! For a time we hoped to install a second elevator, but the costs were prohibitive. So we focused on the old elevator which required an entirely new hydraulic lift cylinder. The elevator was unavailable for two full weeks, and required the staff to carry meals to the ladies in their rooms or on the balcony."

Other projects have included a new walk-in freezer in the kitchen, a renovated servery off the dining room, two new bathrooms, one with a bathtub lift, a new nursing office, removal of all linoleum on bedroom floors, replaced by hardwood, and at least two roofs. Now the house needs a new section on the south west side as well as a complete replacement of the slate portion of the roof. Quotes and opinions are being shared and discussed and this must be done soon as the melting snow and ice are revealing areas of weakness that are beyond repair. The Fulford community is grateful for the skill, energy and faithful service of our Man of the House, Douglas Dawson.

Three innovative, fun and highly successful fundraisers, masterminded by the hardworking group of Board members and friends, set us on a stable financial footing, and brought encouragement from new and devoted supporters.

I have loved almost every moment of my long involvement with this memorable and loving home excepting, of course, the occasional financial squeezing required to keep us on an even keel. But, with calmness and a stiff upper lip, we have always managed to carry on successfully.

Ladies, staff and devoted volunteers have become and remain dear friends."

We are so grateful for Susan's expertise and her long time commitment to Fulford's tradition as a caring home for ladies. As she steps down as Treasurer this year we give her our most sincere thanks and good wishes. We are delighted that she will continue her involvement as an Honorary Director of Fulford.



Marie-France Lacoste with Susan Luke Hill.

A New Voice For Fulford

Christiane Delhaes is the new Administrative Assistant at Fulford. A passionate historian, she was drawn to apply for this position when she read the history of the house on our Fulford website.

Christiane's position in the Business Service Center at RBC was restructured, offering her an opportunity for change. She was not ready to retire, but welcomed time to relax after 40 years of employment. For two months Christiane explored possible work experiences. She did not want to return to an office position. She yearned for a place where she could interact daily with people, seniors in particular. She began her search at the Montreal Women's Center, found out about Montreal residences, made some calls and prepared a text to introduce herself. When she came upon Fulford's website she was intrigued by the history of this residence. Her interest was fuelled by her reading of historical Montreal heroines like Jeanne Mance and Marguerite Bourgeoys. With excitement she called Fulford for an appointment. Our Managing Director, Marie-France

Lacoste, returned her call and invited her to visit. The visit resulted in hiring this very experienced and capable lady to become a vital component in the life at Fulford.

Christiane comes to Fulford with strong skills in planning, organization and communication. Her interests include health and nutrition, spiritual support and history. Learning about the lives of our residents and getting to know them has been her delight.

We welcome Christiane and enjoy her engaging voice on the telephone, and in person when we walk through the red door of Fulford.



Of Stars and Angels



MARIETTE GAGNON

Since 2012, Lois Dellar, a professional actress and acting teacher, has been making stars and angels of many of our lady residents at Fulford Residence.

Every second Friday, Lois arrives with her scripts and props to transform the Church Room into a mini theater where our residents participate wholeheartedly and shine at acting.

In the weekly classes, Lois will direct the ladies through improvisations, memory and composition games, scenes



and skits. These acting exercises enhance brain function and can even slow down the cognitive effects of aging as participants exercise their memory. Memory, comprehension and problem-solving skills are therefore improved.

Laughter drifting out from behind the closed door attests to the truth behind the aptly named activity: «*Acting for Fun*». For many of Lois's «students», acting class is the highlight of their week. This time of fun, laughter, and engagement contributes to the quality of life of our residents.

Respite-Rehab-Care at Fulford

On November 21, I had a total knee replacement at the Montreal General Hospital. I was unable to go home after my surgery and found this out only the week before my surgery date.

I had looked into respite care at some of the larger retirement residences on the West Island, closer to where I live. However, Fulford Residence came to mind, especially because of its proximity to the hospital should I need to return for any reason. Driving in from the West Island with the combination of construction and winter conditions was a huge concern. In addition there happened to be a Pharmaprix drugstore right around the corner from Fulford where I could make arrangements to get all my medications on the day I would be transferred. They would even deliver if necessary. It just required that I bring my information from my pharmacy to them which would allow them to set up a profile.

The big question was would Fulford provide respite care? The answer turned out to be yes, when rooms were available. I went to see the Managing Director Marie-France Lacoste, on the Friday before the Tuesday of my surgery. There happened to be two rooms available. I chose a very cozy room on the second floor that was painted in light yellow. It exuded welcome and warmth. I made my arrangements on the spot to be there in one week if all went well.

I did arrive the following Friday, three days post-op, to a warm welcome from staff and residents alike. I settled in for what I thought would be two weeks, and stayed three. I think I was the youngest person there at the time but got to know a number of the ladies. My next door neighbour and I could be found watching the Montreal Canadians games in her room and credited ourselves with their come back at the time.

I was assigned to a table in the dining room and knew I had finally arrived when an official name card appeared at my place. The food was delicious and varied. The kitchen staff and those assisting the tables were always upbeat, attentive and caring.

I was able to have my CLSC services from the West Island transferred to the Metro Montreal Branch for wound/nursing care and physiotherapy. The professionals who came to see me were excellent. This was arranged at the time of discharge from the hospital on the orthopedic floor and then followed up by the Director of Nursing at Fulford. The nursing care at Fulford was extremely helpful, assisting me with many things but especially pain control and ice pack management. I could depend on their support and that of the in-house physician at all times.



Marjorie Harbert with Daphne Ardell.

I was invited to participate in any and all activities but found myself very busy with physiotherapy, ice pack management and rest. I did take in one chair yoga class which was wonderful. I very much enjoyed the Wednesday morning church services and would attend in my gym clothes with an ice pack around my knee. Who would have thought?

I am so grateful that I had the opportunity and privilege to stay at Fulford to convalesce. What I absolutely needed I received. It was a wonderful place to recuperate and heal and from there return to autonomous living.

So, does Fulford provide Respite-Rehab care? Absolutely and very well.

DAPHNE ARDELL



Staff enjoyed an outing to a Cabane à sucre in March 2018.

A Lady of Her Time



Ada Elizabeth Phillips Nash, known as Bette to her friends and colleagues, was a remarkable nurse, an untiring volunteer during her years in Montreal, and a dear friend to so many. Following a long career at the Douglas Hospital Bette joined the Fulford

Committee of Management in 1982, and became First Directress in 1984. This was a voluntary position and required Bette to run the house alongside the head nurse. There was no paid manager of Fulford at that time.

Bette, a beautiful, elegant and dignified lady, worked tirelessly to create an environment of respect and decorum for the ladies. She often worked the evening nursing shift when needed, and was first responder to false alarms and any other crises that arose in the middle of the night. Betty was named an honorary life member of the Fulford Board.

Bette's family, her husband and four children, knew her as a passionate woman who cared for so many, and who voiced her opinions, political and social, with an irresistible charm. Bette died on November 30, 2017, at the age of 90.



Remembering Joan Aird



When volunteers were needed for the McDonnell Tea or Breakfast on the Balcony, Joan, a member of the Fulford Board, was always ready to do her part.

Following her career in Fashion at Eaton's Montreal, as a buyer and Director of the Fashion Bureau,

Joan continued to travel and to volunteer for Meals on Wheels, the Hudson Country Homes Tour, the Lake of Two Mountains Hunt Club and the Fulford Residence where she organized her famous hat fashion shows.

She enjoyed being with family and friends at her family home in Hudson. She died on October 8, 2017, and will be missed by all who knew her.



Reading Group: (l to r) Ms. Norma Johnston, Mrs. June Dennison, Mrs. Verna Lapierre, Mrs. Olive Anich, Ms. Mary Ramsay with Mr. Douglas Dawson.

McGill University Community Interaction Program

For the past four years, Fulford Residence has participated in the McGill University School of Physical and Occupational Therapy, "Adopt a Grand-Parent Day" and the "Communi-Action" program.

This program is a component of the *Introduction to Professional Practice* course given to first year students in the Occupational and Physical Therapy programs. The program has proven to be an invaluable learning experience for the students, and a real benefit to a number of our residents. Students come to visit the same client three times and maintain a log of their visits and activities. For these visits, the students are grouped in pairs: one occupational therapist and one, a physical therapist.

In the first visit, the students perform introductions, take social and medical history, identify what treatments

clients have received in the past, and identify the client's perceived needs. For the second visit, they plan an activity with the client based on the client's interests. On the third visit, they pursue the activity performed in the second visit, but also receive feedback from the client on their professionalism and communication skills.

This year, Fulford greeted four students: a team of two young ladies and a team of two young gentlemen. The ladies partnered with Mrs. Ruth Kadelbach, who taught them how to knit! "A practical activity that gives results that can be used," said Mrs. Kadelbach. The gentlemen met with Ms. Cora Hackett, and were introduced to the game of bridge. The connection between the elderly and the youth worked its usual magic. All the participants learned from each other and enjoyed their time together.

Nourishing the Spiritual Life

MELANIE CLELAND

Fulford ladies are lovingly encouraged by nursing staff and volunteers to come to the Church Room each Wednesday morning at 11:00 for “Church”. Some will reply “Oh is it Sunday today?” or “I must get my purse for collection,” or even singing on their way. One of the ladies would always walk joyfully to church singing “I’m getting married in the morning!!”

With a gentle arm to help guide them, the ladies walk or are wheeled to the Church Room. These weekly interdenominational services are attended by eight-15 ladies. Interestingly, the majority of ladies presently attending are Roman Catholic, despite the services being led by Anglicans. One Monday each month there is also a Roman Catholic service, followed by discussion with Father Laurence MacEachen and Sister Françoise.

Even the many ladies not able to read anymore due to ageing eyesight, still participate through every part of the services. The prayers, psalms and hymns are familiar and etched in their memories. Some of the ladies say it helps to have something “different” to do, while others come simply to listen to the wonderful talks, sing hymns and enjoy the music supplied by the delicate piano playing of Pit Ling Lau.

Each Wednesday service is different, led by a great variety of lay readers and ministers. Bishop Mary Irwin Gibson comes at Easter and at Christmas to lead the services. With Father MacEachen, and all the priests and lay ministers who preside at services, the ladies experience compassionate listening, prayerful teaching and spiritual growth that is meaningful.



Following the Mass, a chat with Father MacEachen.



Ladies gathered for Wednesday Church Service.



Easter lunch: Ann Gregory, Bishop Mary Irwin Gibson, Melanie Cleland, Flo Tracy, Pam Mclernon and Kate Richmond Smith.

What Does “Home” Mean to the Ladies at Fulford?

A home is not just an abode. Home is a place where one feels comfortable, built not by bricks and wood, but with a bond of family.

Recently our Assistant Manager posed two questions to a number of our residents.

She asked them, “What makes a home?” and “Can Fulford be described as a home?”

The ladies’ replies included the following thoughts:

A home is family, a mother and father, children and friends.

A home is where our basic needs are met. It is a place where one feels safe and secure, especially in bed at night.

It is a place where good food is available and nicely cooked. A home is a place filled with good aromas and fresh baking.

A home is filled with light and fresh air to be enjoyed with good companions.

And home is a place where holidays are celebrated.

Unanimously, the ladies agreed that Fulford fulfills all these components of “Home.”

The ladies at Fulford say that the furniture is reminiscent of their grandmother’s parlour, the paintings and the lamps were clearly provided with love. “At Fulford there are people who, like mothers, take excellent care of us. We no longer have to cook, shop, do dishes or laundry. We also have so many activities that keep us fit and entertained.”

One lady said, “At Fulford I am listened to. If I have a



A cosy spot in front of our beautiful Sara Colby painting.

restless night, I ring my call bell and a caregiver will come to help me.”

Another added, “Fulford takes care of our physical and spiritual needs. Our rooms are warm and clean, and I have my own treasures, my photos and some of my own furniture around me. I enjoy the activities. I love to watch movies, listen to music and have a nice glass of sherry on Sundays!

“At Fulford, all together, we are friends and family, in a safe haven, a comfort zone.

Fulford is my home!”



A special volunteer for many years, Kate assists every Wednesday at Church services, and enjoys serving the ladies at special teas and suppers. She always brings flowers and sweets!

New Admissions 2017

June Dennison
Mireille Blanchard
Verna Lapierre
Suzanne Lavigne

New Admissions 2018

Rita Pelchat



Mrs. Ada Manson is a keen bridge player. She enjoys her desserts and her Sunday glass of sherry.



Flowers and jigsaw puzzles, visits to the cottage and family occasions are Marjorie's recipe for living to be 100 years old! Congratulations to this feisty lady!

Fulford Wish List

There are always items we need, but not always the funds available to acquire them. For anyone who would like to make a very welcome and meaningful gift to Fulford, below is a Wish List of items that fall outside our operating budget, that would improve the Residence for our ladies and staff.

10 Dining chairs (\$300 each)

1 Wheelchair-accessible dining table (\$500)

Blinds for the upstairs sitting room (\$1000)

Kitchen renovation (\$25,000)

Board of Directors 2017/2018

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Bishop of Montreal

Vice-President – David McEntyre

1st Directress – Flo Tracy

2nd Directress – Kitty Lackenbauer

Treasurer – Susan Luke Hill

Secretary – Douglas Dawson

Member-at-Large – Susan Winn

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Alan Greig

Judy Heathcote

Pat Kinnear

Paula Jo LaPierre

Krista Lawson

Pam Davidson McLernon

Susan Orr Mongeau (23-05-2018)

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Andrea Ritchie

Sheila Robertson

Melanie Salhany

Arnold Sharp

Wendy Sissons

Helen Wiegand

Managing Director: Marie-France Lacoste

Assistant Manager: Mariette Gagnon

Head Nurse: Sylvie Castonguay

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Amy George

Gertrude Clancy

Patricia Dagnall

In Memoriam 2018

Georgette Thurner

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