



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

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NEWSLETTER No. 23

SPRING 2008

Spotlight on Food and Dining at Fulford

In this issue of the newsletter, you will find a few articles related to Food and Dining at Fulford. Thanks to generous bequests from two former residents, the Board of Directors decided to use the money to renovate the servery (previously called pantry) and kitchen, both of which had not been upgraded in decades.

Excerpts from the address given at the Commendation and Dedication Breakfast on November 12, 2007 (written by David McEntyre and delivered by Bunny Dawson):

“We dedicate this beautifully renovated servery to the memory of two former residents, Louise Spira and Elizabeth Stewart. They, through their generosity, have made possible this wonderful improvement to Fulford; the servery looks fabulous! More important than looks, however, those who work in it tell me that they work better and faster – with less



Mrs. Eperson, Mrs. Burpee and Ms. Smith

physical stress to their backs and bodies. Improved services to our ladies and happier staff – definitely a ‘Win-Win’ all around!

As you know, Fulford operates on a break-even basis to offer our ladies a warm and caring environment. The revenues we receive for room and board, together with the annual donations, barely cover the costs of operation of the residence. It is thanks to the generosity of residents such as Louise Spira and Elizabeth Stewart that we are able to make the important renovations and improvements to Fulford. The generosity of these two ladies follows that of others, which in the past couple of years have made possible other improvements at Fulford. So, while we are specifically honouring Mrs. Spira and Miss Stewart today, I would like to take this opportunity to thank everyone whose generosity over the years has helped to make Fulford a better place.

Thank you to the renovation team of Ludwig Bonifarth, Jacques Michaud and Aurelien Guillory for their expertise, creativity and professionalism. Thanks also to Bunny Dawson and his House Committee for their work on this project. Special thanks to Donna Girard for her steadfast ‘eye-on-the-ball’ attention to the project and those working on it; her commitment to the project played a big part in having the job well-done, on time, and within budget!”



Daily Life with the Residents

We have many multi-purpose rooms at Fulford; the church room becomes the activity room, the music room etc. One evening we had a dentist come to the residence to repair a resident's dentures. He and the resident went to the hairdressing room on the ground floor to do the repairs. While doing rounds, I noticed two residents missing, Mrs. C and Mrs. D. After searching the first floor to no avail, I asked the staff to check the rest of the house. I went to check on how the dentist was progressing with our resident. When I arrived, I saw Mrs. C and Mrs. D there; they were watching the machine the dentist had brought to repair the denture. Mrs. D turned to Mrs. C and said "I don't know how we ended up in the dentist's office; I thought we were going to the hairdressers".

I went to give a treatment to a resident who had a cold and her breathing was slightly compromised. I explained that I would take her to my office to give her a mask; she looked at me with a slight smile and asked me "is it going to scare me"?

Celi Glover



Warren Enos and Mrs. Windsor

Donations received in 2007 in memory of:

Mrs. Katherine Toy
Mrs. Margaret Hart
Miss Elizabeth Richardson
Mrs. Beryl Richards
Miss Elizabeth Forbes
Miss Winnifred Martin
Mrs. Margaret Mellor

Welcome Marie-France!



Marie-France Lacoste Fulford began 2008 by adding a new position of assistant manager. Marie-France Lacoste has been invited to join the Fulford family. Her mandate is to assist the Manager, Donna Girard, to maintain the high level of personal services that we offer to our residents in an increasingly complex world that involves more and more technology. Mrs. Lacoste graduated from McGill with a Bachelor of Education; she is a natural practitioner, also a narrator/trainer, and she enjoys cooking. She brings to Fulford a sympathetic ear, optimistic attitude and patience. We are indeed fortunate to have her on our team; we extend a warm welcome to Marie-France and sincerely hope that she gets as much from Fulford as she gives us.

The Senior is Number One

Albert Weiner, one of Fulford's devoted animators, was asked to tell us what it means to him to work with seniors. He wrote:

"I don't think of it as work, it's fun, enjoyable and I get so much out of it. The most important thing to remember is to treat them with respect, honour and dignity. Treat them the way you would like to be treated. And try to understand how they feel about asking for help for something they used to be able to do by themselves.

Also try to find out what activities they like to do and their favorite food. Work with the person's strength, a little bit of encouragement goes a long way. I call them by their first name to make it more personal. They love singing and dancing; the ladies ability to spell is amazing. Their story telling and their love of playing soccer are truly unmatched.

We as Canadians have so many natural resources, but to me a senior is number one".



Mrs. Eperson at the Atwater Market

A Pleasure Meeting You!

Hello friends of Fulford Residence,

This past summer and fall, during the process of gutting the two rooms beside the dining room to create a new space, little did I know how many people I would meet. My interest in the servery renovation project was ignited during a tour of the existing facilities with Pam McLernon. It was immediately obvious that the wall between the two rooms would have to be demolished and all the ancient electrical wiring replaced before a design concept could be developed. I then met with Mr. Bunny Dawson, the Chair of the House Committee, Donna Girard, the Manager at Fulford, and one of the cooks, Veniss Pinder, in order to gain an understanding of the needs of the staff and the circulation path of the production and food service delivery. Their input was essential to our goal of creating an efficient, ergonomic service area for the staff. After many brainstorming sessions and discussions with contractor Ludwig Bonifarth of Hometech and kitchen supplier expert Jacques Michaud of Tzanet, I am proud to say we have achieved super results.

After weeks of dust, mess, and inconveniences, we've created a bright, airy and functional servery. The wall display featuring 'historical' tea saucers (found languishing in storage!) blends the past with the present. Other features of the renovated space include compact fluorescent lighting that increases visibility and reduces glare, more spacious cabinets, and the cheerfully-coloured, anti-slip vinyl floor. Plans to upgrade the kitchen are underway; new, custom-made walk-in refrigerator and freezer have already been installed.

It has been a real pleasure for me to meet the residents, their families, and the staff; thanks for the compliments! I am pleased that our team has made such a difference for the residents and staff at Fulford.

Colourfully yours,

Aurelien Guillory



Aurelien Guillory with Sandra Biddle in the new service area.



Rosa Rochon, Lillian LaFrance and Sandra Biddle

Lillian LaFrance Retires

Lillian LaFrance retired from Fulford in February 2007 after 20 years of loyal service. Her service to Fulford did not end there, she returned to take a shift on January 1, 2008 to give some staff New Year's Day off. Thank you, Lillian.

In her note to Donna Girard thanking her for the Farewell party and gifts, Lillian wrote in her lovely handwriting "I came away from Fulford much richer than when I arrived there... I learned to "cook"; to accept others as they were and I learned a lot about myself too! It was a great 'school' for me. Thank you ALL from the bottom of my heart!

Board of Directors

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Vice-President – David McEntyre

1st Directress – Mary Coughlan

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Monique Lauzon

Donalyn Marpole

Pam McLernon

Mary Jane MacDonald

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Sheila Robertson

Arnold Sharp

Melanie Salhany

Helen Wiegand

Sue Winn

MANAGING DIRECTOR: Mrs. Donna Girard

ASSISTANT MANAGER: Marie-France Lacoste

Behind The Red Door – 2008

People ask, “What goes on beyond the red door? Do you have any activities?” In a word, “yes”! Each year we talk about some facet of our activities. Elsewhere in this newsletter we have talked about food, where it’s prepared, and by whom. We are also concerned with food for the soul, particularly music. Former First Directress, **Janet Boeckh**, comes in Thursday afternoons and plays old favourites for the ladies, and if she can’t make it, board member, **Alan Greig**, is a frequent fill-in for her, as well as playing concerts of his own. Resident, **Phyllis Eperson**, plays on request, and fills in at the church services if needed, both on Wednesday morning and the monthly Roman Catholic service on Monday afternoon. Musical Evenings are popular. **Brian Roy** and **Glenn Fournier** come to sing and play roughly once a month, while singers, **Susan Lothrop** and **Eileen Connolly**, are also regular visitors, and accordionist, **Louis Paré**, is a popular newcomer. We, with countless others, mourn the loss of regular entertainer, **Greg Barker**, who was killed in an automobile accident. His obituary in *The Montreal Gazette* mentions that “he especially enjoyed playing for seniors in retirement homes”. Our ladies love to listen and participate – many love to dance – on these occasions. A special treat is the annual Pub Night, with **Billy Georgette** and a bassist playing cool jazz. Among the many choirs who visit, we would like to mention specially, the **Allion School Choir** from Ville LaSalle. Under the direction of their director, **Terry Clahane**, this talented group has been entertaining our ladies for 17 years. We are grateful to the Lloyd Carr-Harris Foundation for annual funding to cover some of this activity. ... Bringing an enthusiastic smile to the ladies’ faces, are productions from **Smile Theatre**, featuring “The Great Farini”. This treat is sponsored twice a year by former Vice President, **Ian McLachlin**. Special kudos go to our Activities coordi-



Allion School Choir

nator, **Janet Dussault**, who provides huge amounts of energy and enthusiasm in all she does. Old favourites like Breakfast on the Balcony, the traditional MacDonnell Teas and Shepherd Supper (not so traditional is that Janet has herself cooked her wonderful *blanquette de veau* for this event for the last few years), and the Christmas Bazaar, were augmented by new outings including a very successful visit to the Atwater Market. In addition to the produce available, it was the abundant flowers that really enthralled the ladies. They revelled in the display of colours in the vast variety of planters and hanging baskets. Thank you Janet for your dedication and the smiles you bring to us all! Our volunteers are a treasured asset – one of whom bears singling out. She is **Alice Gagné**. Alice is a greeter, she helped staff the table at the Fulford booth at a Seniors’ event this fall, and she holds a knitting circle for the ladies each week – it would appear our supply of knitted slippers is getting low, Alice, perhaps we might commission you and the ladies for a new supply for next winter! A sweet Fulford treasure is **Ann Lawandi** who delivers homemade cookies to the House every Wednesday! Mention has been made elsewhere about the major renovations in the Pantry/Servery and Kitchen, but regular maintenance continues as well. **Pam McLernon** selected attractive chandeliers and light fixtures to brighten up the Tea Room and hall beside the dining room; air conditioning was added to the Nurses’ Office and Servery, renovations were made to a bathroom on the Ground Floor and repairs were done to the roof. The House Committee is continually working on either a grand scheme or just keeping it all together..... Congratulations to **Dorothy Petrie** (our beloved hairdresser) and her husband, **John**, who celebrated their 50th wedding anniversary this summer. Dorothy has been associated with Fulford Residence for 40 of those years! Our **Vice President, David McEntyre**, B. Com. 1967, was awarded the Distinguished Service Award by the McGill University Alumni Association at the annual McGill Reunion last October. Congratulations David! We appreciate your distinguished service to Fulford as well!



50th anniversary, 2007, Dorothy and John Petrie

Spirituality Committee Report

Melanie Cleland, Chair of the Spirituality Committee at Fulford gave the following report at the January 2008 meeting of the Board of Directors.

There were three services in December – two of Morning Prayer and the Christmas Eucharist with Bishop Barry Clarke presiding. Each service was well attended with approximately 18 ladies at each. The Christmas service was especially lovely; the Christmas decorations in the church room were so enjoyed by the ladies. The silver and the brass had all been beautifully polished by the ladies of the guild and the altar looked radiant, as did many of the ladies who had had their hair done and were all decked out in their jewellery! We were 25 in number for this service.

At the same time, there was a short memorial service for Mrs. Mellor with her goddaughter, Ms Mary Ann Browne speaking about her life.

David McEntyre, representing the Fulford board of directors, presented a plaque acknowledging the generous donation of Mrs Jefferson, which was subsequently blessed by the Bishop before being hung in the entrance hallway.

The altar guild (including Gwen Cherrier, our regular Wednesday morning greeter) and the Bishop's mother, along with some board members who were present at the Eucharist, were all treated to a wonderful lunch (with wine) put on by Rosa and the kitchen staff. Everyone was very appreciative of this gesture.

On Christmas Eve, Sue Winn and her husband and their friends, the Rosses held a lovely Lesson and Carol Service, lighting the Advent Wreath. The carols were all familiar ones and were sung out joyfully by the ladies in attendance. (which numbered around 20) Thanks to Sue and to Alan Greig for his marvelous playing (by ear no less!) on the piano. After the service, the ladies had lunch and were given their Christmas presents handed out by Santa's elves; Barbara Savage and her granddaughter, Helen Wiegand and Melanie Cleland. The ladies were all very happy with their presents. Indeed, there was a wonderful and somewhat magical atmosphere in the house this day.

In 2007 we welcomed:

Mrs. Margaret Wilson
Miss Pearl Sheppard
Miss Ruth Smith
Mrs. June Cooke

Mrs. Isabel Joseph
Mrs. Esme Phillips
Mrs. Annie Woodgate



Mrs. Gibbs and Mrs. Fletcher

VP David McEntyre's Gaucamole Recipe

2 ripe avocados, peeled (reserve one pit)
1 large tomato, skinned, seeded and chopped
1 tablespoon mild (red) onion, finely chopped
1/2 cup (hard to have too much) fresh cilantro, chopped
(not too fine). Reserve one pinch.
juice of 1/2 lime
1 tablespoon olive oil

Mix above ingredients in a bowl until avocados are chopped into lumpy mix (ie. stop before smooth).

Preferably use wire hand-held pastry mixer, otherwise a fork will do.

Add salt and Tabasco sauce to taste; also add more lime juice if desired. Sprinkle reserved pinch of chopped cilantro over top and place reserved pit in centre for signature "look"

Cover closely with saran wrap until serving, otherwise the green colour turns brown.

Serve at room temperature with your favourite style of tortilla chips for dipping.

Bon appetit!



John Parker and Mrs. Robinson

Food and Dining Committee

Last year the Board of Director's vice-president, David McEntyre suggested that the Board create a Food and Kitchen Committee to oversee the food service operation at Fulford. The Board unanimously supported the idea. Board Member Monique Lauzon, a registered dietician, agreed to chair the committee which is now called the Food and Dining Committee. The committee's mandate is: **To oversee the Food Service operation at Fulford, including kitchen and server operations, menus and client satisfaction thereby ensuring the delivery of a quality food service to the residents.**

In this article Monique outlines her committee's goals for food services at Fulford.

The Food and Dining committee's mission is to act as a support to the administration in order to ensure that *quality service* in this field is provided to all Fulford residents and staff. The main objectives of the committee are divided into four main areas: 1) Menu Planning 2) Food Production 3) Meal Service and Dining and 4) Special Events

Menu Planning: The existing menu at Fulford has been in effect for several years. The committee plans to review it and develop a revised four-week cycle menu for the Fulford residents and staff.

The committee will analyze the current menu as per Canada's Food Guide for Healthy Eating and recommendations will be made as needed. Special attention will be placed on **balance** and **variety**. Residents' preferences will be taken into account. The menu will promote appropriate fiber, healthy fats and moderate sodium as per the recommended Canadian guidelines.

Food Production: This area encompasses how food products are received, stored, prepared and served. The committee will ascertain that proper food handling techniques are used by the kitchen and service staff to prevent any possible food contamination and food spoilage. In addition, the cooking techniques used by the kitchen staff will be assessed to ensure that foods prepared retain their maximum nutri-

tive value, maximum flavour, color, texture and appearance.

Meal Service and Dining: The relaxed, home-like environment that reigns in the dining room is one of the numerous Fulford treasures and will be enhanced as needed.

Special Events: The committee is there to support and assist in the planning and execution of any special event involving food and dining at the Fulford Residence.

Monique Lauzon

Janet's Famous Dilled Blanquette De Veau

Serves 6

12 tablespoons (11/2 sticks) sweet butter
3 pounds veal, cut into 1" cubes
1/2 cup unbleached, all-purpose flour
1 scant teaspoon freshly grated nutmeg
1 1/2 teaspoons salt
1 1/2 teaspoons freshly ground black pepper
3 cups peeled carrots, sliced diagonally
3 cups coarsely chopped yellow onions
5 tablespoons finely chopped fresh dill
3-4 cups chicken stock
3/4 cup heavy cream

- 1 – Preheat oven to 350F
- 2 – Melt 8 Tablespoons (1 stick) of the butter in a heavy flame-proof casserole. Add the veal and cook, turning frequently without burning.
- 3 – Stir 3 tbsps flour, the nutmeg salt and pepper together in a small bowl and sprinkle over the veal. Continue to cook over low heat, stirring, for 5 minutes. Flour and veal should not brown.
- 4 – Add carrots, onions, 3 tbsps of dill and enough stock to just cover meat and vegetables. Raise heat to medium, bring to boil, cover and bake in oven for 1 1/2 hours.
- 5 – Remove stew from oven and pour through strainer over a bowl. Reserve solids and liquids separately.
- 6 – Return casserole to medium heat and melt remaining butter in it. Sprinkle in remaining flour and cook over low heat, whisking constantly for 5 minutes.
- 7 – Whisk reserved cooking liquid slowly into the butter and flour mixture and bring to a simmer. Cook slowly, stirring constantly for 5 minutes.
- 8 – Whisk in cream, remaining dill, and additional salt, pepper and nutmeg. Return veal and vegetables to the casserole and simmer together to heat through, about 5 minutes. Serve.

From "The Silver Palate Cookbook"

2007 – In Memoriam

Mrs. Katherine Toy
Miss Jean MacLean
Mrs. Margaret Hart
Miss Elizabeth Richardson
Mrs. Mary Racicot
Mrs. Beryl Richards
Miss Elizabeth Forbes
Miss Winnifred Martin
Mrs. Margaret Mellor