



# 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. 24

SPRING 2009

## ***It is the Dedication of the Staff and Volunteers that Makes Fulford so Special***

We are blessed at Fulford to have a wonderful team of staff and volunteers working to ensure that our ladies receive the best possible care and attention and that they have a wide variety of activities to participate in and entertainment to enjoy. The Board of Directors would like to express its profound gratitude to everyone who works and volunteers at Fulford for your commitment to our mission of providing a quality service and a warm and loving environment for our ladies. Read about just some of these people in this issue of the newsletter.



*Fulford Art Class: from left to right, Katharine Burpee, Margaret Keefe, Joyce Cash, Phillis Eperon, the teacher Ariella Assouline, Gladys MacIntosh and Hester Kerr.*



*Breakfast on the Balcony*



*Mrs. Venniss Pinder, Mrs. Celi Glover, Mrs. Marie-France Lacoste and Mrs. Jennifer Byers at the staff Christmas party.*

### **Reading At Fulford**

For the last five years, we have been reading poetry to the ladies at Fulford Residence, usually gathered in the Church room, and in the past, often the declamation was also heard by Charley the cat, before his unfortunate disappearance.

These bi-monthly sessions of poetry and conversation have been a source of great satisfaction to the two of us and also, it seems, to the lovely ladies. It is wonderful to read poetry to listeners who repeat lines and knowingly comment on pronunciation, as Mrs. Gibbs so learnedly did. It was also enlightening to realize that Mrs. Gibbs was always right – and we were wrong.

The residents of Fulford have given us warmth, humour, and a wise irony always tempered by compassion. Burns, Stevenson, Wordsworth, Blake, Elizabeth Browning, Shakespeare, Chaucer – they have all visited Fulford through their words and found receptive minds.

It has been a great pleasure for us to read for you, ladies, and we hope to continue this enjoyment.

*Marilynn Gillies, Patrick Barnard*

# A Tribute to Our Gracious Ladies

The *raison d'être* of our home is our wonderful residents:

**Mrs. Wilson** loves to read mystery novels.  
 While **Mrs. Costin** enjoys listening to books on tape.  
**Mrs. Norris** is a crossword aficionado.  
 While **Mrs. Crombie's** weekly highlight is a visit from her seeing-eye dog.  
 Granddaughter, **Julietta**, lights up **Mrs. Kovac's** life – and everyone else's, too!  
**Mrs. Neilson** loves to talk about her children.  
 A keen fan of the royal family, **Mrs. Elliot** also loves to pore over family photos.  
**Mrs. Stephenson** is happy when her cat is happy.  
**Mrs. Joseph** plays dominoes with her son.  
**Mrs. Ritchie** is fetching in her little blue hat.  
 While **Mrs. Cumming** blows kisses to everyone.  
**Mrs. Sheppard** is gentle, kind and unfailingly says "thank you".



## Board of Directors

### OFFICERS

President – The Rt. Rev. Barry Clarke, Bishop of Montreal  
 Vice-President – David McEntyre  
 1st Directress – Flo Tracy  
 2nd Directress – Susan Winn  
 Treasurer – Susan Luke Hill  
 House Committee – Douglas Dawson  
 Secretary – Arnold Sharp

### Members

|                    |                     |
|--------------------|---------------------|
| Dorothy Anderson   | Paula Jo Lapierre   |
| Eleanor Coté       | Mary Jane MacDonald |
| Mary Coughlan      | Donalyn Marpole     |
| Alan Greig         | Pam McLernon        |
| Judy Heathcote     | Eva Novotny         |
| Joan Aird Jacobsen | Sheila Robertson    |
| Pat Kinnear        | Melanie Salhany     |
| Kitty Lackenbauer  | Helen Wiegand       |

**Managing Director:** Donna Girard

**Assistant Manager:** Marie-France Lacoste

**Mrs. Windsor** enjoys a good game of scrabble with Albert.

**Mrs. Mulligan** ensures we have "happy feet" – thanks for the colourful slippers!

**Mrs. Kozakiewicz** has beautiful plants thanks to her green thumb.

**Miss Pacaud** advises us to always find the "funny side" while living "one day at a time"!

One of our new arrivals, **Mrs. Cash**, loves Fulford.

**Mrs. Eperson** is always willing to lend a helping hand.

**Mrs. Barrett** spoils the staff with chocolates.

**Mrs. Jennings** is a keen tennis fan and follows the pro tournaments on T.V.

**Mrs. Torunski** knows the words to all the songs and loves to sing them.

**Mrs. Bantey** is our resident expert on Hollywood actors and movies.

**Miss Kerr** confirms our 'pulpit supply' for Wednesday church services.

**Mrs. Woodgate** loves to give hugs.

**Mrs. Burpee** looks forward to bridge on Mondays.

**Mrs. Lomasney** likes to share memories of Bavaria.

A smiling **Mrs. Keefe** is always ready with a compliment.

**Mrs. Richardson** shares stories of athletic feats in golf and swimming.

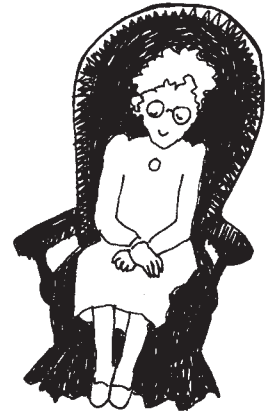
A former phys ed teacher, **Mme. Pigeon** shows expertise in exercise classes.

**Mrs. Clarke** spends summer days sitting in a chair outside under the tree,

While **Mrs. Winn** loves spending time outside on the balcony and watching the world go by.

Our animal lover, **Miss Smith** likes to introduce newcomers to the art in her room.

So many lovely people, so many varied interests!



## Behind the Red Door – (2008)

Every year we pay tribute to our wonderful staff, generous donors, legion of volunteers and, most importantly, our residents. It is always difficult to choose amongst so many dedicated and devoted people, and there is never enough space to mention everyone by name.

While this newsletter essentially covers activities undertaken in 2008, our official year begins with our Annual General Meeting. In 2008 our First Directress, **Mary Coughlan**, completed her two-year term and we welcomed **Flo Tracy** as our new First Directress and **Susan Winn** became Second Directress. How blessed we are with such marvelous people working together to make Fulford the special place it is! **Bishop Barry Clarke** is our President (the position is filled by the incumbent Anglican Bishop of the Diocese of Montreal). Although this position is essentially titular, Bishop Barry is a great support to the Board and presides at the Annual Meeting and takes at least two services a year. Our executive is comprised of the First and Second Directresses, Vice President **David McEntyre**, Treasurer **Susan Luke Hill**, House Committee Chair, **Bunny Dawson**, and Secretary **Arnold Sharp**. The hard-working board members take responsibility for the admission of new residents; maintenance and special projects to keep the building in good repair and upgrade the quality of life of our residents and staff, for instance new heaters in the ground floor rooms make it cosy and warm in winter. They also arrange Church entertainments and activities for our ladies; do fund raising, and are concerned with spiritual life, including regular services thanks to **Melanie Salhany**, **Pam McLernon** and **Hester Kerr**, and special services such as a memorial service for **John Petrie**, husband of our hairdresser, **Dorothy**. We are indeed a “happy family” with everyone working for a common goal.

Behind the Red Door one can find **Bunny Dawson** reading with some ladies in the upstairs sitting room on Monday afternoons, while **Dorothy Anderson** or **Mary Bassett** joins our keen bridge players in the Church Room. We are delighted to have **Ariella** join us to head up an art programme on Friday mornings, while **Alice Gagné** knits with the ladies in the afternoon. Meanwhile **Mary Coughlan** is on the lookout for people with strong voices to call numbers for Bingo on Tuesdays.

**Janet Boeckh** comes in Thursday afternoons to play golden oldies for the ladies. If Janet is unavailable, **Alan Greig** steps in. As noted, **Mrs. Torunski** knows all the words and leads the singalong. Many of our ladies love to dance! Pub Night is a special occasion with the jazz duo of **Billy Georgette** (his aunt was a resident) and **Glenn Bradley**. Last November’s Pub Night, there was dancing with our own stars, **Albert Weiner** and **Paul Murphy**! Visits from various



*Selwyn House Choir*

musical groups are always a special treat, especially the group of young Irish Dancers, including Mrs. Keefe’s granddaughter.

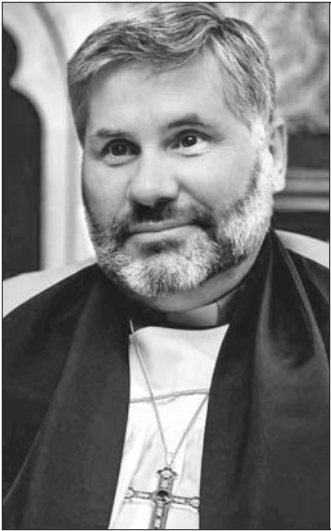
Special services are provided; the V.O.N. holds a foot clinic on Thursday mornings for seniors in the neighbourhood and our residents. **Dr. Eleanor Hew** takes excellent care of our ladies, and **Mrs. Winn** was hugely impressed that the dentist made a house call to her room! Mondays and Tuesdays are special as **Dorothy Petrie** comes in to work her magic in the hairdressing salon! Physio and massage therapy are also available in house.

### Bequests 2008

Bequests from the following former residents in 2008 helped us do necessary repairs and renovations at Fulford.

Miss Jean MacLean  
Miss Elizabeth Stewart  
Mrs. Louise Spira

The Board of Directors is very grateful for these thoughtful gifts.



*Overheard  
during the  
Christmas  
Eucharist with  
the Bishop –  
“He is a cutie,  
isn’t he”?*



## A Tribute to Bea Molson

It was sad to read of Bea Molson’s death on September 11, 2008 in her 99th year. At the same time, it brought back memories of when she was an active member of the Committee of Management of “The Church Home” and Fulford Residence. Bea always had a twinkle in her eye and we shared many a chuckle together at meetings.

If there were a need, Bea filled it – whether a lamp was needed here or a chair there. She loved the Residence and its garden and, moreover, she shared her enthusiasm and knowledge with us for many years. She has been an Honorary Member of our Board for some time and we remember her with gratitude and affection.

*Dorothy Anderson*

### In Memoriam 2008

|              |                            |
|--------------|----------------------------|
| January 30   | Mrs. Dorothy Robinson      |
| January 31   | Mrs. Elsie Flitton         |
| March 14     | Mrs. Grace Fletcher        |
| April 18     | Miss Margaret Hughes       |
| May 4        | Miss Mary McGerrigle       |
| July 18      | Mrs. Grace Gibbs           |
| July 6       | Mrs. Anne Hicks            |
| August 7     | Miss Betty Ashworth        |
| August 15    | Mrs. Ruth Adams            |
| August 26    | Dr. Madeleine Blanch Ellis |
| September 20 | Mrs. Esme Phillips         |
| November 13  | Miss Marna Reed            |



*Mrs. Phyllis Eperson, Mme. Madeleine Pigeon with bell ringers.*

## The Bell Ringers

For twelve years on a Sunday afternoon in the middle of winter, Mr. Randy Mills and his bell ringers liven the house with beautiful sounds. The Bell Group are students from Trinity College School (TCS) in Port Hope, Ontario, and are chaperoned by Mr. Mills, the Chapel organist of their Anglican School. The late Canon Dijkman of St. James the Apostle first directed Mr. Mills to visit the ladies of Fulford in 1997.

Besides Fulford, the Bell Group visit the Study, LCC, some churches and the Osler Medical Library at McGill. They travel with at least four cases of bells and perform with white gloves. Conducted by Mr. Mills, they grace us with a Bell Concert and Evensong. The residents then offer Mr. Mills and the ringers tea.

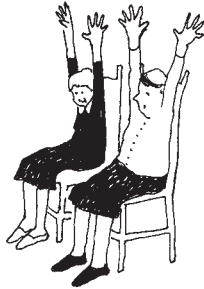
Fulford residents truly enjoy socializing with these accomplished young performers who are mostly international students. Mrs. Mulligan speaks highly of their concert and welcomes them each year. It was discovered over tea that Ms. Pacaud’s brother attended TCS years ago. A big thank you to Mr. Mills and all his bell ringers.



*Miss Norris and Albert Weiner (left)  
Mrs. Woodgate and Paul Murphy at Pub Night*

## Rosa Rochon: 20 years of service

Rosa is a perfect example of the loyal Fulford staff. She has been cooking for the ladies, staff and volunteers at Fulford for just over twenty years. She is famous for her pastries and desserts and goes out of her way to meet the particular dietary needs of the ladies. When there were 20 extra guests for Christmas dinner last year, she took it in her stride. The other staff love to hear her giggles! A pleasant, soft-spoken woman, she is pictured here after winning a cheese tray in the raffle held on the day of the Bazaar in November, 2008.



## For Ten Years Celi Glover has Kept Fulford Happy and Healthy

Celi, Fulford's Head Nurse, is in her 11th year of managing the health care of our ladies, and supporting families in their concern for their loved ones.

Celi's warmth and sense of humour help to create an atmosphere of respect and rapport throughout the house.

"Celi is a great nurse," says Donna Girard, the manager of Fulford. "Nursing, for her, is a Calling. She arrives each day at 7 am, with energy and a readiness to meet all needs. Often she is here long past her official hours." We all know Celi's calm demeanor and reassuring smile. We have watched her distributing meds, soothing anxieties and attending to immediate requests.

According to Celi, "This is the best job I have ever had. I love it." Celi admits that there are times when her work requires the patience of Job, but the key is to know the personalities of each resident. She finds that the ladies still have their sense of humour which opens the door to gentle teasing and laughter.

On Christmas Day this year, the house had twenty visitors for lunch. Celi brought in an extra turkey, Rosa cooked it and there was plenty for everyone! Celi said that Christmas Day was a very special time.

Thank you, Celi for your dedicated service and attention to every person in the house. Our ladies are grateful for your care, and so are we all!



*Mrs. Rosa Rochon with Mrs. Fe Young*

## Government Regulations: Certification and Agrément

Fulford Residence, like all units in the healthcare field, is subject to regulations established by the provincial government. We are currently undergoing two compulsory reviews; the objective of these processes is to ensure high quality services for seniors and to create province-wide standards of care for seniors living in residences. Fulford's reviews started last year and are ongoing; they are Certification and the process of Agrément.

In 2008, we went through a process in order to get a Certificate of Compliance. To obtain this certificate, Fulford must meet the health, social criteria and other requirements set out in the regulation (R.S.Q.,s-4.2). The process went very well; Fulford fulfilled all the requirements with one exception. We need to change the kitchen stove hood and the ventilation ducts for the hood at a cost of \$15,000. This will be done in the spring.

In 2009, we will go through an accreditation process. The purpose of this is to review the services of the 6 CHSLD (Centre d'hébergement et de soins de longue durée) beds which allows us to provide palliative care to our ladies. It is based on a three-year cycle and will cost Fulford \$3500 per year. The Conseil Québécois d'Agrément will guide us through every step of the process. At some point during this year, family members of the ladies in the 6 CHSLD beds will be asked to answer a survey about the services provided.

Fulford's Board of Directors and staff fully agree with the principles behind these processes; however conforming to these demands has been and is very time-consuming for the management staff of Fulford.

*Marie-France Lacoste*

## Visiting Cassie

Three years ago, my mother became a resident of Fulford at the age of 91. It took her a few months to settle in. In her first year, she stayed in her room a lot, but then she began to seek the company of the other women and started to join them in the room near the dining room.

I usually visit her twice a week, something I enjoy very much, and it is easy since Fulford is only a fifteen minute walk from my office in Westmount Square. I have got used to ringing the front door bell and hearing a mysterious voice saying "Who's there?". "Cassie Burpee's son" I reply, hoping to gain entry. After hearing the buzzer, I go in, to be greeted by one of the wonderful volunteers on duty. Often they know my name or that of my wife Susan, and a friendly chat ensues.

At this time of year, I take off my winter shoes, advance in my stocking feet to see Fria at the reception desk. "Where's my mother?" I ask because she might be upstairs reading or napping, or by the dining room watching TV or napping, or even in the front parlor doing activities. When I find her, she greets me with a smile that makes my day!

From what I can see, the women at Fulford are very well looked after, although they don't like to admit it. There are so many activities to keep them occupied, the most unusual of which is "Women's Soccer." The ladies would set up their chairs in a rectangle in the parlor and Albert throws a soccer ball into their midst which they boot back and forth. You'd be amazed to see these 90 year olds at play. Some are pretty aggressive so I only watched from a distance. I can see their blood is flowing!

I love it when my mother gets her hair done and her nails nicely filed. She's a beautiful lady and this makes her look all the younger. I like to see her having a cup of coffee with cookies, or sitting on the veranda in the summer, or



*Mrs. Cassie Burpee, Mrs. Dorothy Anderson and Miss Lou Pacaud.*

when simply resting on the sofa quietly dreaming the day away in the company of her friends and my aunt Lois Winn.

When I see her and mention my late father, Leonard, the love of her life, she looks cross and says "that son of a gun!" She still hasn't forgiven him for going to heaven before her. I hope I can visit her for many more years and that she still has the spirit to yell at my dad! I miss him too, but not as much as she does.

*Tom Burpee*

## My First Year at Fulford

Already a year, time flies. Thirty years ago I interviewed elderly people for a special project at grade school. I really enjoyed the experience. It has taken me all this time to realize that I was meant to work in such an environment. Since I am working here, I have rediscovered the enjoyment of spending time with the ladies who live at Fulford; I feel very much at home here.

2008 went very quickly; I was busy learning about the residents, their families, the staff, the special events and activities, menus, government certification, accreditation and last but not least, finding ways to help improve the services that we offer our ladies. I foresee more of the same for me and all Fulford staff in the coming year, working as we do in a pleasant atmosphere based on respect and dignity.

*Marie-France Lacoste*

### New Admissions 2008

|             |                            |
|-------------|----------------------------|
| February 14 | Dr. Madeleine Blanch Ellis |
| February 15 | Mrs. Irene Lomasney        |
| March 4     | Mrs. Doris Bantey          |
| March 7     | Mrs. Ruth Stevenson        |
| April 28    | Mrs. Maria Kovacs          |
| June 23     | Mrs. Helen Turunski        |
| June 30     | Miss Betty Ashworth        |
| July 28     | Miss Hester Kerr           |
| October 8   | Mrs. Lillian Dery          |
| October 27  | Mrs. Margy Elliot          |
| November 25 | Mrs. Joyce Cash            |
| December 22 | Mrs. Gladys Macintosh      |

