



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. 25

SPRING 2010

The Unique Brand of Caring at Fulford

Those of us who know and love Fulford recognize what a very special “home” it is for the equally special ladies who live there. In this issue of the newsletter we invite you to become acquainted with some of the caring and compassionate staff who work at Fulford as well as the variety of activities and numerous services offered to the ladies who call the Fulford Residence home.



Mrs. Ritchie and Maggie Bien-Aime



Mrs. Sybil Eperson, Mrs. Phyllis Eperson and Pauline Gouzang

What Would We Do Without Dr. Hew!

The Fulford residents are always glad to see Dr. Hew, a caring and attentive physician who regularly visits the Fulford Residence on Wednesday mornings and on Friday afternoons. Of course, Dr. Hew is always on call when there is an urgent need.

Dr. Hew and Celi Glover, our Head Nurse, are a team, and together they direct the ongoing care of every lady. Celi tells us how much she appreciates working with Dr. Hew. “She is really wonderful,” says Celi.

“She connects with each lady and remembers to ask them about their specific ailments when she sees them next.”

“I like coming to Fulford,” Dr. Hew has told us. “It is

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A Second Elevator: Our dream, our need.

The Board of Directors of the Fulford Residence have been planning and working towards the construction of a much-needed elevator, wide enough to accommodate wheelchairs and even a gurney. A design to build from outside the home, behind the present reception desk, has met with the Board’s approval. The estimated cost would be between \$600,000 and \$700,000. Bequests from families and friends are placed in a special account for capital needs. Remembrances and contributions to this project are most gratefully received as we plan for the future of this precious home.

Fulford Resident Lucille Pacaud honoured...

A reception was held on November 25, 2009 at the Montreal General Hospital (MGH) to honour Lou Pacaud. She was the finalist chosen by the Province of Quebec at their 2009 ABESQ conference. ABESQ is the Association of Hospital Auxiliaries of the Province of Quebec of which the Auxiliary of the Montreal General has been a member for a number of years.

Miss Pacaud was selected among all the volunteers in Quebec for her dedicated volunteering at the MGH for the past 26 years... at 102 years of age, she is certainly dedicated! If you are at the MGH on Wednesdays, you may see her still pushing her 'Lou-mobile' (dépanneur-on-wheels) to the patients on all 10 floors.

The reception was attended by friends, volunteers and officials of the ABESQ. Speeches and photos were followed by a wonderful tea party complete with fresh



Miss Pacaud and friends

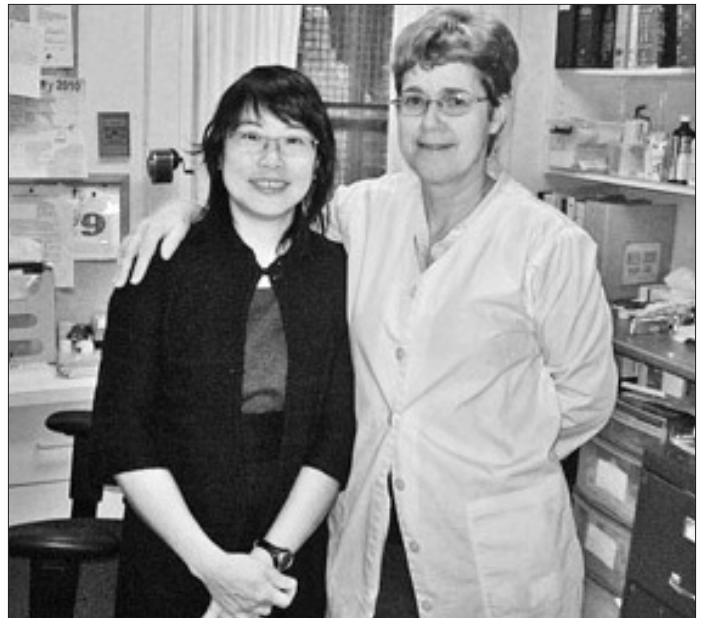
scones, Devon cream and strawberry jam.
Congratulations Lou!

What Would We Do Without Dr. Hew!...

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like making many house calls, but all in one place. I enjoy the variety in my work, and I especially enjoy working with seniors." Dr. Hew finds the staff at Fulford are good working partners.

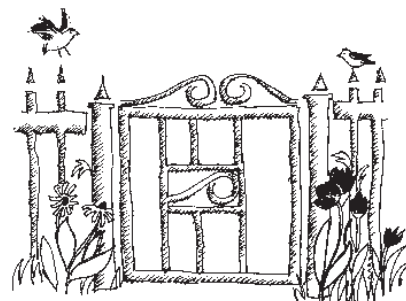
When Dr. Hew and Celi visit ladies in their rooms, each lady has the full attention of two caring professionals who listen well and respond with concern and appropriate treatment. "Dr. Hew is so easy to work with," says Head Nurse, Celi Glover. "We are so fortunate to have her visiting each week, getting to know each lady in a personal way."



Dr. Hew with Head Nurse Celi Glover

New Admissions 2009

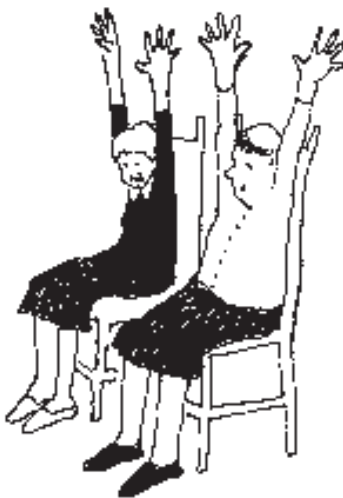
May 5	Mrs. Eunice McHaffie
May 12	Mrs. Hazel Bryan
August 10	Mrs. Olga Lambutsky
August 24	Mrs. Dorothy Gauvin
September 28	Mrs. Mary Abley
October 7	Mrs. Kate Eperson
November 11	Mrs. Grace Tite
December 14	Mrs. Gertrude Clancy



Behind the Red Door 2010

In recent years we have stressed different facets of life within Fulford. Food, Activities and Volunteers are some of the subjects we have covered in the past. In this issue we are concentrating on services provided by the myriad of people who come from outside. **Dr. Eleanor Hew** has been highlighted in an article about her essential role in caring for our residents. Many other professionals come in to assist our ladies.

On Thursday mornings, **NOVA** (formerly the VON) provide a Foot Clinic. This service looks after our ladies and seniors from the neighbourhood. The arrangement for this service has been in effect for a number of years, thanks to one of our Honorary Life Members, **Mrs. Hazel Harrington**, who was also a VON board member. In addition to our beloved hairdresser, **Dorothy Petrie**, our manicurist, **Rachel Simard**, looks after our ladies' hands. Head, hands and feet, we've got them covered! **Roslyn Loutios** offers massage therapy for stiff joints and the mobile dentists team are ready to make "room calls" to offer dental care. **Una Kay**, who has been leading the ladies in exercise classes for several years, retired during the year. **Greg Cormack** has taken over with a new Tai Chi regimen adapted for seniors.



As spring arrives we remove the outside green door, fling open the Red Door, and appreciate what goes on in front of it! We started a perennial garden last year along the front of the gallery. Included were some six foot tall yellow flowers which bloomed into early November. World-renowned peony grower, **Lindsay Daoust**, of Hudson, donated 20 peony bushes and came to help plant them with our head gardener, **Arnold Sharp**. **Dorothy Petrie**, our hairdresser and a passionate gardener, decided that planting a garden was an effective means of working through the grieving process after the death of her husband **John**. She bought and planted several rose bushes in the front garden and other plants on the north side. **Sarah Colby** and **Pat Kinnear** plant the window boxes that brighten up the front galleries, both up and downstairs, and the flower pots on the lawn. We eagerly await this year's display!

As usual, there were many activities last year. **Marie-France Lacoste**, our Assistant Manager, invited two friends from her **Up With People** days, **Pierre Fontaine** and **Jean-Marie François**, to entertain the ladies at the **Mac-Donnell/Valentine Tea**. Our ladies have not lost touch with their song and dance past!

The eagerly anticipated annual visit from the young **Irish Dancers** naturally took place in March, while later in the month, **Staff Appreciation Week** ended with a pot luck lunch and an animated karaoke session on Friday afternoon!

Speaking of staff appreciation, in August we celebrated our dear cook, **Venniss Pinder's** 25 years of service to Fulford. Again we thank **Mary Coughlan** for organizing the **Volunteer Lunch**. This event enables all the volunteers to get together. It's fun to meet the people who come at different times and to compare notes on the various goings on.

A visit to see the **Butterflies** at the Botanical Gardens was much appreciated by a few of our ladies, as was a **guided bus tour of Montreal** with **Peggy Wilson**.

All these services and activities provide ongoing stimulation and pleasure for our residents and for the volunteers who accompany them!

We were sorry to say goodbye to several ladies last year. **Mrs. Phyllis Cummings**, who died on Christmas Day, was the resident who had been with us the longest, nearly 14 years. We shall miss her cheerful smile!



Board of Directors 2009/2010

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

Secretary – Douglas Dawson

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Donalyn Marpole

Douglas Dawson

Pam McLernon

Alan Greig

Mary Jane MacDonald

Judy Heathcote

Eva Novotny

Joan Aird Jacobsen

Sheila Robertson

Pat Kinnear

Melanie Salhany

Kitty Lackenbauer

Arnold Sharp

Paula Jo Lapierre

Helen Wiegand

Managing Director: Donna Girard

Assistant Manager: Marie-France Lacoste

Our Nursing Staff: Capable and Professional

At Fulford Residence we are very proud of our nursing staff who treat all our ladies with patience, respect and dignity. These caring individuals are watchful for changes in our ladies' health, behaviour and appearance, always ready to respond to the needs of each one.

Our Head Nurse, Celi Glover, oversees this team of professionals. One of our former nurses, Jennifer Byers, said that Celi is probably the most patient person she has ever known or worked with. Jennifer remembers how Celi spends time with each resident, getting to know their personalities, interests and individual sense of humour.

Kathleen Kennedy, a nurse who cares for our ladies on Friday evenings, knows that the ladies expect her to be present each Friday, and should she miss her shift for any reason, they ask where she is. The ladies have come to count on the presence of their nursing staff, and see them as companions they trust, who help them to feel relaxed and comfortable.

Maggie Bien-Aime, Ngina Mzilikazi, Beatrice Pham, Eugenia Adjei with Maggie Bien-Aime present most evenings are the Registered Nursing Assistants on the team. Also assisting the nursing staff to give care to the ladies is a large group of aides. These individuals give constant daily support and bedside care to our ladies during the days, evenings and overnight. The members of the nursing team show strength in their care of any who are ill, compassion for anyone in pain, empathy in lonely times and teamwork in their record-keeping and communication with one another and with Dr. Hew.

All our staff are dedicated to the care of the ladies who reside in Fulford, and are known to find real personal satisfaction in ensuring the comfort and wellbeing of each lady.

The management and the members of the Board are confident that the ladies in Fulford Residence are in the care of a very professional team.

We thank each one for her dedicated service and her willingness to share in the life and daily activities of Fulford.

In Memoriam 2009

March 18	Mrs. Annie Woodgate
April 4	Mrs. Elizabeth Jennings
May 9	Miss Pearl Sheppard
May 19	Mrs. Margaret Keefe
August 4	Mrs. Pearl Crombie
December 25	Mrs. Phyllis Cummings

Exploring the world from the comfort of Fulford

Last November, we had the opportunity to welcome 2 students from Concordia University, Benjamin Durand and Wael Saloom. Their human relations class required them to work on a special project which had two main goals:

- i) to interact with our senior ladies and
- ii) to provide a stimulating program.

The students came to Fulford and established a program of eight sessions. At each session they picked a country and elaborated on the culture, traditions, language, food, music etc. of that country. This became a great opportunity for the ladies to discover and learn about the various countries.

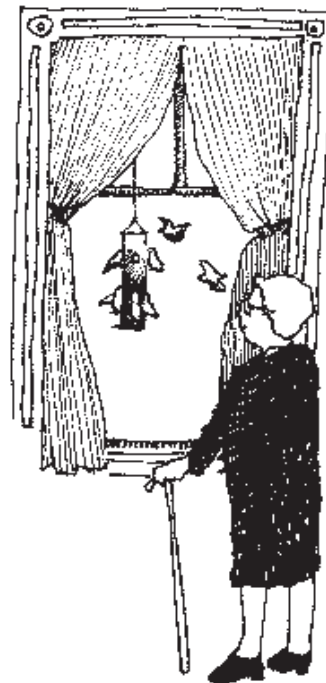
This was a very popular program. More and more ladies attended each week. It was interesting to see the sparkle in their eyes as they were listening, laughing and participating in the activities.

Together with the students, they explored the countries of France, Egypt, China, Panama, England, India, Switzerland and Saudi Arabia.

As our ladies were interacting during the activities, the students and I were learning more and more about them. The smiles on their faces were a sight worth seeing, the best anti-depressant for our dark winter days.

Hopefully Concordia and McGill Universities will offer more courses where students interact with seniors. Youth definitely brings fresh air to our Fulford Home!

Marie-France Lacoste



Our Ladies...

Mrs. Abley loves her crossword puzzles and whodunits.

Mrs. Bantey delights in visits with her granddaughter, Chloe.

Mrs. Barrett has a purse full of stuffed animals.

Mrs. Bryan is a talented artist and a great conversationalist.

Mrs. Burpee likes to be fashionable.

Mrs. Cash is always appreciative of good care.

Miss Clark enjoys the simple pleasures of life: Starbucks!

Mrs. Clancy has a great family and she enjoys their frequent visits.

Mrs. Cooke fondly remembers her trips to Africa and riding elephants.

Mrs. Costin loves her game of bridge.

Mrs. Elliot can remember the words to many hymns when she sings with her daughter.

Mrs. Eperson is always on the go; always helpful.

Mrs. Gallagher wears very fashionable earrings.

Mrs Gauvin gives a great smile to staff when prompted.

It is important to **Mrs. Joseph** to look "nice".

Miss Kerr continues her support of church activities and enjoys visits with friends from her church.

Mrs. Kovacs enjoys listening to her radio.

Mrs. Kozakiewicz enjoys visits with son, John, and his dog, "Tiger".

Mrs. Lambutsky enjoyed being in the choir; she shows plaques to the staff.

Mrs. Lomasney is a gracious lady who has an interesting life history.

Mrs McHaffie often has a private escort; either of her two very devoted grandsons.

Mrs. Motley is our newest resident; she enjoys talking about her family.

Mrs. Mulligan appreciated celebrating her birthday on the balcony; many friends, many gifts.

Mrs. Neilson enjoys the company of aides, Mary and Sheila.

Miss Norris is very quiet, gentle and dignified.

Mrs. Overing is a pleasant, gentle lady who always says "Thank you". Her family donated the J. Arthur Rank gong in the front hallway!

Miss Pacaud received many awards this year with great humility; "I don't know why everyone is making such a fuss".

Miss Pigeon is always agreeable; she enjoys all activities.

Mrs. Richardson smiles when she shares a passion for Winnie the Pooh with members of the staff.

Miss Smith enjoys her visits with Irene and listening to readings from Shakespeare

Mrs. Stevenson has a good sense of humour and a lovely smile.

Mrs. Torunski is our resident singer who never forgets the words to any song.

Mrs. Tite is the lady in pink.

Mrs. White is a loving, caring individual, who was a foster mother to at least 50 children.

Mrs. Wilson has a contagious smile.

Mrs. Windsor, former Westmount High School librarian, is still a great reader!

Mrs. Winn looks forward to her Friday bouquet of fresh flowers.



Introducing our Webmaster, Cathy McKeogh

Two years ago we launched our Fulford Residence website, www.fulfordresidence.com. We received immediate and positive responses to this very attractive site, designed and maintained by Cathy McKeogh.

Our website has proved to be a valuable marketing tool, offering up-to-date information about activities and special events, a list of frequently asked questions and information about services and the process for application for residency. Photos are added following each event, providing families with images of the smiling faces of much-loved family members who are residing in this home.

Cathy McKeogh is a website creator and manager for many Montreal area schools, churches, non-profit organizations and businesses. She visited Fulford Residence to meet members of staff, the Board of Directors and some

residents in order to capture the gracious elegance of this old Victorian home, and to understand the importance of its setting as a home for ladies. If you haven't yet explored the website, take the time to travel through its pages. Cathy is remarkably skilled and is always ready to respond to our needs and suggestions.

Cathy lives on the West Island. She has two grown sons, a golden retriever and a parrot! Cathy is an author of two textbooks for online computer education.

She creates promotional brochures, newsletters, handbooks, certificates and reports for educational and non-profit organizations, and has provided maintenance of school computer labs. We are grateful for Cathy's many talents and her interest in the ongoing life of Fulford Residence.

Am I Old?

If clouds excite me
remembering;
If babies, small children and old
hymns start tears;
If mornings bring thanksgiving,
and evenings gentle peace;
If older ones still need me,
and younger ones seem
not to mind my years,
Am I old?

by Naomi Wingfield



Mrs. Costin, Mildred Reyno and Maggie Bien-Aime



Celebrating Venniss' 25 years of service at Fulford



Miss Pigeon and Annie Jasmin