

Moments

News on how donors like you make every moment matter

Teressa and Ron work together on
the new parallel bars at Nigel House
See story on page 7

Spring 2019



BROADMEAD CARE
Exceptional Care. Exceptional People.



Ralmax touches lives at Nigel House



Gary Leibel, centre, with Ralmax colleagues at United Engineering

“It was a very easy decision, supported by our entire management team. It was the first time we’d made a decision to donate a significant amount, and we reached agreement very quickly. It’s absolutely the right thing to do. I think it just sets the standard going forward, because Ralmax will be in the community providing jobs for generations, and we want to support the community for generations too.”

In the boardroom at United Engineering, one of the Ralmax

Group of Companies, Gary Leibel, Chief Financial Officer, spoke of the “why” behind the company’s multi-year commitment to the Nigel House redevelopment project. He continued, “I think dignity and safety are things that everybody deserves; the new design includes individual rooms and bathrooms, social spaces and more. Looking at the bigger scheme of things, the Nigel Valley neighbourhood project will help integrate residents from Nigel House into the greater community,

creating a better and safer area in the Nigel valley.”

Ian Maxwell, President and CEO of the Ralmax Group of Companies, offered his perspective.

Many years ago, I went to visit a former Ralmax Contracting employee, Rick, at Gorge Road Hospital. Rick was recovering from a motor vehicle accident that sadly left him in very bad shape. Following his convalescence, he returned to his parents’ home where he was cared for until the time his parents, now

Working together to bring dignity & safety



in their later years, were unable to provide the care he needed. Rick moved to Nigel House.

I knew this was a good thing but that was the only context I had for Nigel House. I never once thought of it as Rick's "home," nor had I fully considered the magnitude of the decisions that families may have to make when their dependant adult child ages beyond their capability to provide care. I have recently learned a lot more about Nigel House and the information quickly became very personal, not only because of Rick, but also because there are a few families, who are part of, or working closely with Ralmax, who are raising children dependent upon their parents' care. For these loving and courageous families, Nigel House – its services and compassionate care – may one day be very relevant for respite care and support services, and may one day be "home" for their adult children. "How can we help?" was my only question.

“Our contribution is all about doing the right thing, helping out and giving back.”

- Ian Maxwell, President & CEO of the Ralmax Group of Companies

“We have a long history of responding to the broad and diverse needs that exist in the communities where we live and work, but it has been very quiet philanthropy,” said Ian. “We aren’t looking for accolades or headlines; it’s not in my nature to seek recognition for ‘doing the right thing’. Our hope corporately is that by sharing our story, this may inspire others to contribute what they can. Ralmax recognizes and honours all those in our community, individuals and businesses, who step forward to help build a new home for Nigel House – it is needed, and it is the right thing to do.

“This donation represents the efforts and commitment of more than 360 Ralmax employees. On behalf of us all, we are very pleased to support Broadmead Care’s mission and their goal to replace Nigel House with a contribution of \$50,000 per year for three years.”

Thank you, Ralmax. Your generosity will make living brighter for so many residents at Nigel House.

The Ralmax Group includes Point Hope Maritime, United Engineering, CHEW Excavating, Ellice Recycle, TRIO Ready-Mix, Ralmax Contracting and Salish Sea Industrial Services (owned in partnership with the Songhees and Esquimalt Nations).

We would also like to extend our thanks to TELUS Friendly Future Foundation for supporting the new engagement centre for interactive activities at Nigel House.



Thanks to Gurdeep and Kanwar Nijjer (photo left, with the Organizing Committee) for organizing the Saragahri Ball, which raised \$20,000 in support of the veterans living at Broadmead Care.



Tales of Tails

Jim White and Ulio enjoy fresh air in the courtyard at Veterans Memorial Lodge

What do an 81-year-old retired Victoria policeman and an 8-month old English Bulldog puppy have in common? They've both been involved in developing canine assistance programs!

Meet Jim White, who worked for the Saanich Police Department for XX years. In the early 1960s, Jim was instrumental in developing the Canine Squad for Saanich Police. Then-Chief Pearson wanted a canine section for the local police department, and invited Jim for an

interview. "I told him, 'You hire me, and I'll get you a canine section'," and that's precisely what happened.

Rex, a German Shepherd introduced to the Victoria Police department when he was just a puppy, was put into service on March 1, 1964, after months of training and following Jim and Rex's attendance at a six-week training course with the Vancouver City Police Canine Squad.

Together, they patrolled the streets of Victoria, apprehending

criminals and assisting detectives with investigations. The dog worked a 40-hour week, just like the officers, and was also 'on call' in the evenings. Jim's photo album contains photos of Rex in action, together with numerous newspaper clippings touting the team's successes in capturing criminals.

But this wasn't all Rex did. He also engaged in games of hide-and-go-seek with neighbourhood children. The kids would hide, and

Our Lodge Dog program



“The children would knock on the White’s back door, asking, ‘Can Mr. White and Rex play with us?’”

Rex would seek them out, barking when he discovered their hiding places. “At first the kids tried climbing trees, but Rex always found them,” Jim reminisced. This became such a popular game that the children would knock on the White’s back door, asking, “Can Mr. White and Rex come play with us?”

Now meet Ulio, a regular visitor at Broadmead Care – and certainly the hairiest! He’s 60 lbs. of shaggy love, and is the first member of the Lodge Dog Program – a program designed to train a puppy to become a certified Pet Therapy Dog for daily life on a care unit. He’s an English Bulldog, a breed known for their sweet, gentle, predictable dispositions. Bulldogs are very people oriented, and currently rank in the American Kennel Club’s Top Ten Best Family Dogs.

Contact with dogs has been shown to lower blood pressure, cholesterol levels, and even heart rate. Activities such as dog walking can be used to improve mobility, while petting an animal can enhance flexibility. Add some wrist weights and that petting action can become a non-

traditional – and dare we suggest, enhanced – method of strength training!

Ulio’s therapy profession is new to him, but there can be no doubt that he has helped encourage a family atmosphere and captured hearts with lighthearted encounters among residents, staff, volunteers, and visitors. Is there anything happier or more welcoming than wagging hindquarters?

Ulio does have his own challenges, though. He’s recently been diagnosed as deaf, although he seems to take this all in short-legged stride. Staff are partnering with professionals to ensure Ulio gets the instruction and development he needs.

As the first-ever police dog for Saanich, and the first-ever Lodge Dog, Rex and Ulio each employ their canine talents to contribute to the wellbeing of humans. We thank Rex and Jim for their service to our community, and we heartily welcome Ulio to Veterans Memorial Lodge!



Want to learn more about our puppy program?

Why not volunteer to take Ulio around to visit our residents, or make a donation to support Ulio’s training? Contact Carson Sage by email to Carson.Sage@broadmeadcare.com or call him at 250-658-3205.





Loitering with intent



The Padre is in

“The residents don’t always understand if I say, ‘I’m the Spiritual Coordinator,’ but if I say, ‘I’m the Padre’ or ‘I’m the Chaplain’, the doors just open.”

- Cathy Victor, Spiritual Care Coordinator

“It’s all about presence and relationships. Primarily, I’m here for the veterans and other residents, but in supporting staff and families, that helps support the residents, ultimately – because that’s what our goal is.”

Entering her fourth year as the Spiritual Care Coordinator for Broadmead Care, it is evident that Cathy Victor has cultivated special relationships with residents, families, and staff alike. “I remember when a staff member came to my office to have a good cry. They were folding the laundry but having difficulty doing so

knowing that in the room down the hall someone was passing. The staff member was grateful to know someone was there for them.”

But it’s not just about helping residents, families, and staff deal with grief. There’s a lot of joy too. “I love to hear their stories. I still get a kick out of being called ‘Padre’. The residents don’t always understand if I say, ‘I’m the Spiritual Coordinator,’ but if I say, ‘I’m the Padre’ or ‘I’m the Chaplain’, the doors just open. They know what that’s about.”

Cathy provides a safe connection for residents to their past, that

sometimes enables them share experiences they don’t often speak about. “If I go in a room and comment on a picture or some piece of memorabilia, I can be there for an hour, or ten minutes, and they’ll tell me all sorts of stories. It might be stuff they may not talk about otherwise. I don’t go there on purpose, but I don’t close the door if they want to go through it.”

From the ‘water drop’ memories posted in the staff area on C level to her ‘Blue Christmas Event’, from weekly worship services to monthly memorials, from her quietly effective practice of ‘loitering with helpful intent’ in the corridors of the Lodge to consoling staff or family members, Cathy’s gentle presence is felt throughout the building. And it’s not just her door that is open. Her welcoming arms are available for a hug; her compassionate ears are willing to listen; her sympathetic voice offers the wisdom of experience; and her tender heart holds all the stories and blessings she receives from residents, families, and staff.

Cathy provides Spiritual Care at the Veterans Memorial Lodge on Tuesdays and Fridays between 9am and 4pm, and on Thursdays between 9am and 2pm. Thursday afternoons, Cathy visits Nigel House and Harriet House. Drop in for a chat, or just to share a special memory!

Download our free brochure for the Grateful Family program at www.broadmeadcare.org



Every step matters

It was a record-breaking journey for Ron on a sunny afternoon in January – more steps than he'd taken in the previous ten months. But it was so much more than that: it was the joyful achievement of several months of hard work.

Earlier in 2018, Ron experienced a stroke that left him hospitalized, barely able to move. Five months later, he moved to Nigel House, where Physiotherapist Jennifer Strohschein, Occupational Therapist Teresa Brown, and Therapy Assistant Evelyn Pata worked with him, helping him relearn how to take one step after another. Then, on that glorious afternoon, with Teresa and Evelyn's help, he walked 45 steps down the hall outside his room – a first long walk for Ron!

Ron credits his improvement to the time he's spent exercising on newly installed parallel bars that stand in a sunlit common room on the second floor of Nigel House. The parallel bars were made possible by a donation from a Nigel House family member, topped up from a legacy gift from Hugh Morton. Staff and residents say the parallel bars have made a significant difference for their day-to-day efforts – and even improved morale among the residents.

Teresa is deeply appreciative for this gift. "It makes my work easier," she said. "It motivates the residents to exercise and to get better. Before this, we had nothing other than walkers, belts, and the standing frame, but the parallel bars provide

so much more support for our residents. It's made a difference for staff, too. It means we can have just one staff member working with a resident, rather than two.

"As well, it has enhanced the supportive environment that exists here. Residents who may not be able to use the parallel bars themselves are excited to see their friends benefitting from them, watching and encouraging them. It's helping to build community at Nigel House."

Evelyn shared her experience with Ron's progress, saying, "Last Tuesday he was walking in the hallway, and I told him, *Ron you did a good job!*, and you could see in his face that he was so happy, and then we shared a high-five. It's so satisfying."

Ron's journey is far from over, and thanks to this gift, he will continue to progress. You can see the joy and hope he feels mirrored in the eyes of the caring nurses and health care staff who work with him, and in the faces of the family and friends who give him encouragement. Each success at Nigel House is a team effort, and while the physical benefits are evident, perhaps a quieter benefit exists: hope.



"Last Tuesday he was walking the hallway, and I told him, Ron you did a good job!, and you could see in his face that he was so happy..."

- Evelyn Pata,
Therapy Assistant

Help us share the gift of hope with the residents of Nigel House

Take one step today and donate to the Nigel House campaign



Volunteer Gary Garnett is making a difference



“Fore” the love of veterans

his wife quipped, *Gary, golf and gardening just isn't enough for you!*, he turned his considerable energy and attention to volunteering for an endeavour that combines his love of golf and respect for veterans.

In its 16th year, the annual Broadmead Care Charity Golf Tournament raises thousands of dollars for capital projects that are not included in operational funding. Without the proceeds from the annual Golf Tournament, these projects might not happen. “Over the years, we’ve upgraded and modernized the dining rooms, we’ve bought specialized equipment, we’ve renovated all the residents’ rooms, adding overhead lifts and upgrading their surroundings. If residents don’t have to worry about the equipment needs associated with their care, or about having a pleasant, home-like environment, it supports their happiness and wellbeing.”

Veterans Memorial Lodge is the only residential care home for veterans on Vancouver Island, and with the commitment from Veterans Affairs Canada, they now have beds for ‘modern’ veterans from the post-Korean War era. “A real brilliance about Veterans Memorial Lodge is how hard they’ve worked to make it feel like home. Broadmead Care is taking this concept to the next level and we’re doing our part to help the process and ultimately the residents.”

Thank you to our generous sponsors, players, and volunteers.

“We have in mind that we want to make the Veterans Memorial Lodge more like home for the residents who live there,” said Gary Garnett, speaking of the reasons he volunteers for the annual Broadmead Care Charity Golf Tournament. “We want to make life easier, safer, and more comfortable for them.”

Vice Admiral Gary Garnett, CMM, CD, retired from the Royal Canadian Navy in 2001, following 38 years of distinguished service. When, after six months of retirement,

This year’s golf tournament will be held May 30. For more info, visit www.broadmeadcare.com, or contact Shannon Donnelly at 250-658-0311 or email Shannon.Donnelly@broadmeadcare.org

Thank you for making every moment matter and supporting the vision and mission:

To help build a caring society where people of all ages and abilities live to their full potential, by providing excellent health, social and housing services for seniors, veterans and older adults.



Do you have question on how to make a difference or ideas you’d like to share? We’d love to hear from you!

Contact Mandy Parker: donations@broadmeadcare.com



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VETERANS HEALTH CENTRE | BETTER AT HOME | BECKLEY FARM LODGE | REST HAVEN LODGE

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