

THE SILVERA TIMES

SILVERA'S COMMUNITY NEWSLETTER – FALL 2019



Seniors' Week and Stampede: Silvera's summer fun celebrations

Hat's off to all residents, employees and volunteers who made this summer's activities so much fun!

Seniors' Week in June was filled with events that connected people, lifted spirits and filled hearts.

Employees worked hard to engage residents in activities that included outdoor lawn games, lemonade socials and bowling. Many residents also did crafts that displayed positive messages about aging. Some residents from Silvera's Bridgeland communities held a friendly seniors march.

Residents and employees celebrated The Greatest Show on Earth in July with pancake breakfasts, special lunches with family and friends, photo booths, and other Stampede activities.

Shawnessy community was recognized with the Calgary Stampede board's Stampede Spirit award for the third year in a row.

As we move into fall, keep an eye out for Halloween activities and, sooner than we'd like, Christmas events! Happy autumn!



Employee conference explores mental wellness



New video helps Silvera get ready for outbreaks

A new video is helping Silvera employees understand the impacts of illness outbreaks and ways to lessen the chance they will happen this outbreak season.

“The idea was to use video as an unusual way to get everyone’s attention about a really important topic,” explains Sharon Milanko, community manager at Spruce, who spearheaded the effort as part of the Innovation Awards (see related story on page 6).

“Sending out memos and having learning modules on the computer are important. By also using a video, we will help keep the information clear in peoples’ minds in an unusual and interesting way.”

There are two types of outbreaks Silvera is concerned about: influenza and gastrointestinal. They can cause severe sickness and, in some cases, even death.

The script for the video was written by two members of the senior management team with Sharon’s input.

“We thought a lot about what to put in the video to help everyone understand why it’s important to prevent and manage outbreaks and how to do so without making them afraid,” Sharon says. “Silvera is very good at managing outbreaks, and that is because of how employees work at it.”

The ten-minute video was filmed over two days in March at Spruce by a crew from a Calgary company. It features an on-camera host, employees and residents. Short portions of it will be posted to Silvera’s website and social media accounts.

We will be promoting the different ways residents can view the video this fall before the 2019/2020 outbreak season begins.



SILVERA FLU SHOT CLINICS

Take precautions and get yourself protected! Getting your flu shot reduces your risk of catching influenza. The vaccine makes the illness less severe if you do get it and keeps you from spreading influenza to your neighbours, your family and others.

Flu shot clinics will be hosted at the following communities:

TUESDAY, OCTOBER 15, 2019

- Beaverdam Community 8:30 to 11:30 a.m.
- Westview Community 1:00 to 4:00 p.m.
- Bow Valley Community 1:00 to 3:00 p.m.

WEDNESDAY, OCTOBER 16, 2019

- Aspen Community 9:00 a.m. to 3:00 p.m.

THURSDAY, OCTOBER 17, 2019

- Spruce Community 8:00 a.m. to noon
- Shawnessy Community 1:00 to 3:00 p.m.
- Valleyview Community 1:00 to 3:00 p.m.
- Shouldice Community 1:00 to 3:00 p.m.

FRIDAY, OCTOBER 18, 2019

- Confederation Park 1:00 to 3:00 p.m.

Residents in other communities may wish to visit one of the Alberta Health Services (AHS) Influenza Immunization Clinics, from late October to the end of March.

To find local clinic schedules, visit www.ahs.ca/influenza or call Health Link at 8-1-1. Many family doctors and pharmacists offer a free influenza vaccine.

Silvera’s 380 employees work hard every day to support the well-being of residents. Investing time and energy to develop employees’ knowledge and growth allows them to serve residents even better.

That’s why, once a year for the past 12 years, around 100 employees have gathered for an employee conference, an all-day session of recognition and learning.

At this year’s conference, the central focus was “How might we...”. The specific question employees explored was “How might we create an open, safe and trusting environment at Silvera that supports employee wellness?”

“If our employees take care of their mental health, they are better equipped to create and sustain healthy communities for residents to thrive in,” says Krista Tweed, Learning and Development manager, who chaired the conference committee.

SPEAKERS EMPHASIZE WELLNESS

Two sessions led by mental health professionals touched directly on mental wellness.

In one session, employees learned about the shift in Canadian society toward thinking of mental health as part of our overall health, and how to build personal wellness into Silvera’s culture.

The second breakout session highlighted core elements of mental health and wellness along with strategies to maintain emotional and psychological balance when working.

CELEBRATING EMPLOYEE EXCELLENCE

The employee conference is also a way to recognize the outstanding achievements of employees through the Silvera Service of Excellence Awards.

Leanne Triplett, a quality assurance and compliance manager at Silvera’s administration office, was selected for this year’s Randy Adrian Memorial Award. This award is given annually to an employee whose exceptional work shows them to be a proud champion and advocate of Silvera. Leanne has been with Silvera for 28 years!



Leanne Triplett won the Randy Adrian Memorial Award, given annually to an employee whose exceptional work shows them to be a proud champion and advocate of Silvera.

Our resident support coordinator team is made up of social workers who can direct residents to mental health resources, if necessary. Contact your RSC if you would like more information:

- **Abier Nour** – Resident Support Coordinator
403.909.9690 anour@silvera.ca
Spruce, Gilchrist Manor, Gilchrist Gardens and Dream Haven
- **Isi Ehizojie** – Resident Support Coordinator
403.870.2164 iehizojie@silvera.ca
Valleyview, Bow Valley, Bow Valley Townhouses and WPOTB
- **Melissa Campeau** – Resident Support Coordinator
403.390.3988 mcampeau@silvera.ca
Aspen – Floors 1 & 2, Westview, Elmwood Court and Queens Court
- **Michael Skilnick** – Resident Support Coordinator
403.701.9704 mskilnick@silvera.ca
Shawnessy, Shouldice and Shouldice Manor, Boxwood Place and Chestnut Grove
- **Michael Procinsky** – Resident Support Coordinator
403.390.8191 mprocinsky@silvera.ca
Beaverdam, Beaverdam Townhouses, Mountview, Friendship Manor and Austen Nixon Manor
- **Samuel Ilesanmi** – Resident Support Coordinator
403.512.2587 silesanmi@silvera.ca
Aspen – Floors 3 & 4, Confederation, Alder Court and McCann Court



The conference was a chance for employees to learn something new and celebrate the accomplishments of their colleagues.



Employees explored wellness through creative activities.



Recognizing that family can mean a lot of different things to different people, Bow Valley community held a Grand-dog Day earlier this spring. Employees encourage residents to welcome their family members—human or otherwise—to visit their Silvera homes.

All in the family

It's common for family members to want to live near one another, and that is no exception at Silvera.

We support many types of families, including those who live together—or at least close by—in Silvera communities.

Over the years, several siblings, many sets of cousins, and even a few parents and their children have lived at Silvera.

Regardless of each resident's family situation, employees work hard to support families who want to live closely.

"We do our best to accommodate the different needs and wants of family members who live with us," says Barbara Hagen, senior manager of Service and Operations.

A crucial aspect of having families living closely is maintaining each person's privacy.

"Every person is an individual, and we respect that everyone has different ideas about boundaries and space, and what they want to share with others—related or not."

GENERATIONAL DIFFERENCES IMPACT PROGRAMS AND SERVICES

Having parents and children—or any two people from different generations—living in the same community can require creative thinking to accommodate preferences.

"Silvera residents have an age spread of about 40 years, from people who are in their early sixties to those who are more than 100 years old," says Barbara. "This creates distinct generational differences that impact everything from dining services options to programming."

For example, the Active Aging curriculum includes programs based on the fashion, vehicles, music, movies and events from a variety of decades.

Fitness programming offers options and variations for a range of abilities and interests.

In Silvera's supportive living communities, menus are designed to accommodate a variety of individual tastes, which can also be generational.

"Some people want a roast beef dinner on a Sunday night, because that's what they grew up eating, while others want a variety of dishes. We try not to presume everyone will want the same."

KEEPING FAMILY CLOSE

Many residents with family members also living at Silvera do so to maintain and deepen those relationships.

"Residents who live in proximity of their family members typically want to be closer together at this phase of their lives," says Barbara.

"Whether it's their shared history or that those relationships have become more of a priority for them, being nearby enables them to enjoy each other's company more often."

Silvera employees encourage residents' existing relationships with other people, to avoid creating an environment where residents never venture outside their community.

Regardless of residents' life circumstances, family relationships or age, Barbara says the goal of Silvera employees is always the same.

"We're always figuring out how to help each resident live their best life, independently, for as long as possible."



Wyn & Harry: It's never too late for love

Shouldice residents Wyn and Harry solidified their commitment to one another and got married in a wonderful ceremony at the community in May.

Their story began about a year ago, when they first met and began bonding while settling into their new, cozy Silvera community.

AN UNEXPECTED CONNECTION

The story of connection is a delightful one.

Wyn moved into Shouldice last July. (Harry had already been a resident for six months.) She never expected to meet someone, let alone fall in love and get married, because early on she mostly kept to herself (Harry too). But with encouragement from their friends, they began sitting together in the dining area and socializing.

One thing led to another—ultimately to the happy ceremony in May.

"My girlfriends kept telling me what a nice man Harry was and that I should talk with him," says Wyn. "I was hesitant at first because the last thing on my mind was a relationship."

"We first met in the dining area and ended up chatting after lunch every day and started to get to know each other pretty quickly," says Harry.

"At first we had a lot of different emotions and feelings," recalls Wyn. "We built a friendship over the next seven months and grew quite close. And, in the process, we fell head over heels in love."

Harry explains, "Around the time I moved in here, I thought, 'That's it for me and love.' But then I met Wyn and found what I had given up on and realized I wanted more!"

The couple grew closer, and one day Harry proposed.

Wyn accepted. They picked out their rings together and announced their engagement at last year's Shouldice Christmas party.

The pair has not taken a big honeymoon and are just excited to start their life together as a married couple.

"We are grateful to have found each other and are looking forward making new memories together," says Harry.

POSITIVE IMPACTS OF LOVE

Harry and Wyn agree that since they've been together, their health has improved and they are more social and active in the community. Employees have noticed a positive difference in them too.

In fact, the relationship has had a positive impact on the entire community.

"Residents and employees were so excited for the couple's big day and very happy to celebrate with them," says Shonny Pigeon, Shouldice community manager.

Silvera has about 50 couples living in our nine enhanced service communities, demonstrating that romantic love knows no age limits.



Innovation Fund brings great ideas to life

Silvera works hard to encourage employee innovation. Every day, employees come up with ideas that make differences, great and small, that ultimately help residents live their best lives.

To encourage this creative thinking, Silvera's Board of Directors contributed money last year to create an Innovation Fund. Seven employees won \$250 each for the employee-focused ideas they submitted to the Innovation Fund Awards and the winners were coached to develop their ideas further.

The winning ideas are in various stages of implementation.

THE PROCESS

Employees submitted their ideas for assessment by a review team. Ideas ranged from simple solutions to specific problems to suggestions for long-term initiatives that would meet an organizational goal.

All ideas chosen were in support of employee engagement and making Silvera a great place to work.

"The intention behind the Innovation Fund is to encourage and reward staff to think of more ways to explore, grow and inspire positive change," says Krista Tweed, Learning and Development manager and member of the review team.

REWARDING GREAT IDEAS

The program attracted 22 applications, and, after thorough assessment by the review team, 11 ideas qualified for phase-two review.

From there, applicants had the opportunity to work with an idea coach to further develop their concepts.

After the phase two review, seven ideas met the Innovation Fund criteria. Each recipient was presented with a certificate of recognition, involvement in the implementation of their great idea and the cash award.

Here are the winning employees, and a summary of their ideas:

- **Natalia Baggayan** – Use Inside Silvera, the employee newsletter, to promote ideas and tips for improvement.
- **Liz Corson-Boer** – Develop and promote career-path growth opportunities.
- **Glen Chau** – Document Silvera safe work procedures for boilers.
- **Lois Dougan** – Document work processes for the dining attendant role.
- **Sharon Milanko** – Use video to elevate employee understanding of the impacts of influenza and gastrointestinal outbreaks. See related story on page 2.
- **Kim Pham** – Enhance employee wellness and engagement within the benefits program.
- **Kim Wilson** – Improve efficiencies for employees providing the guest dining experience.



Natalia Baggayan serves up a cup of coffee and has a laugh with a resident at Shouldice.



WOW!

CEO Arlene Adamson has asked Silvera employees to look for ways to create "Wow!" experiences for residents. This is a simple way for employees to focus on what's most important at Silvera, and continually improve.

How can Silvera employees create "Wow!" moments for you and other residents at your community?

Complete comment cards (found in the lobby of each community) to share your innovative ideas with us!



Artist renderings of the new and improved suites and common areas currently being constructed at Westview.

Silvera activity in Glamorgan ramps up

Big changes are coming to Silvera's Glamorgan Campus in the southwest neighbourhood of Glamorgan, with two projects getting started in mid-summer.

RENOVATIONS AT WESTVIEW

At the supportive living community of Westview, the types and number of suites available is changing, and common areas are being revitalized. Site preparations began in early 2019 and construction started the first week of August.

By fall 2020, 85 per cent of Westview's interior will be renovated. Improvements include:

- refurbishing existing studio suites and creating large one- and two-bedroom suites;
- refreshing the spacious atrium, dining area and lounges;
- introducing a new learning centre, hobby lounge and horticultural area; and
- improving paramedical and fitness rooms.

In addition to this, all windows will be replaced and the exterior will be repainted.

To learn more about possibly joining the community and renting a suite, please have a chat with your community manager or connect with our Placement team at 403.567.5301 or placement@silvera.ca.

GLAMORGAN CAMPUS SITE DEVELOPMENT

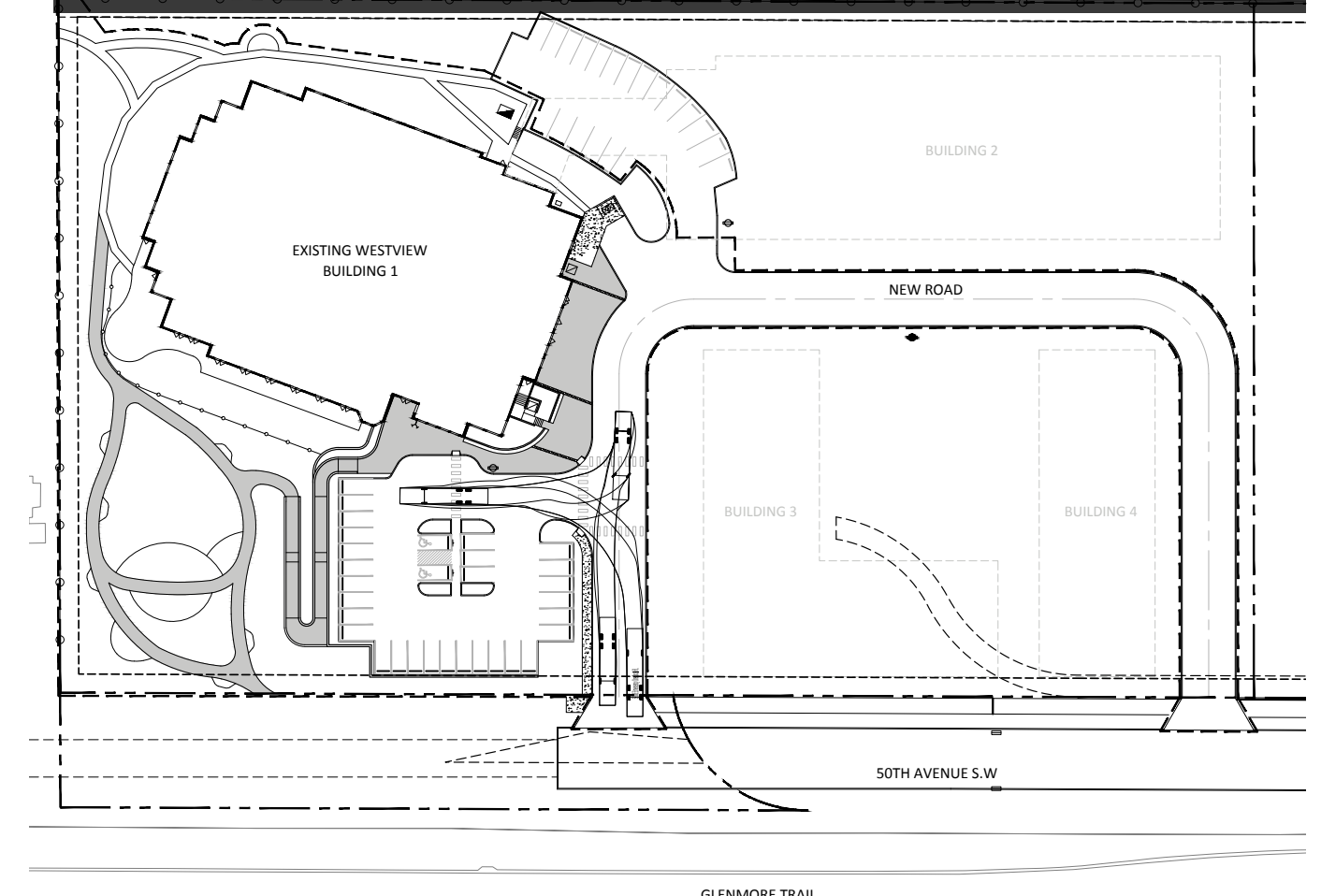
This project will make Silvera's property next to Westview ready for future development—new independent and supportive living communities

The project entails:

- installing and extending utility lines, and re-grading a portion of the property;
- constructing a new internal roadway that will connect with 50 Avenue SW, the main access road to Westview and the campus land;
- re-grading a portion of 50 Avenue to allow for a future extension; and
- redeveloping Westview's front parking lot.

For more information about this project, please contact Garrett Newman at gnewman@silvera.ca.

The existing Westview building as well as future developments on the Glamorgan campus.



How well do you know Silvera?

It's trivia time!

Mark your responses, then check them against the answer key found on the bottom of this page.

- How many years has Silvera been providing residences for seniors in Calgary?
 - 57
 - 42
 - 68
 - 30
- Approximately how many employees work for Silvera?
 - 230
 - 150
 - 380
 - 450
- How many communities does Silvera have?
 - 20
 - 25
 - 37
 - 12
- How many neighbourhoods are we located in across Calgary?
 - 25
 - 18
 - 10
 - 32
- What is the average age of Silvera residents in supportive living communities?
 - 76
 - 83
 - 88
 - 74
- About how many residents lived with Silvera as of Dec. 31, 2018?
 - 1,050
 - 2,050
 - 850
 - 1,450
- How many volunteers gave their time to Silvera in 2018?
 - 489
 - 1232
 - 1427
 - 1111
- What is the age of the youngest Silvera resident?
 - 57
 - 62
 - 65
 - 60
- How many supportive living (enhanced service) communities does Silvera have?
 - 12
 - 16
 - 9
 - 22
- About how many meals were served at Silvera communities last year?
 - 870,000
 - 200,000
 - 1,000,000
 - 675,000

Beat the Bug word search

P C L G H W N R E L A N Y N W
 C R T T P R E C A U T I O N S
 O L E I Q V S S L I X I W E H
 N A O V E V T H N I T Z N K G
 T N E F E R Y F T A N I L T U
 A O O Z A N L C Z I C I X F O
 G S J I E U T I A C A Q C B C
 I A N A E E N I A M S H O T N
 O E P N B U N V O M R T Q K E
 U S Z Q M L A S Z N B A J F E
 S A Z M I L L N E S S T H H D
 P P I K A E R B T U O Q S P L
 N Q Q S M W P B H T L A E H E
 F Y Y J J G Y Y C A C J I X T
 S S R Y W M D Q Z V H A N I V

- | | |
|--------------|-------------|
| CLINIC | OUTBREAK |
| CONTAGIOUS | PHARMACY |
| COUGH | PRECAUTIONS |
| FEVER | PREVENTION |
| HEALTH | SEASONAL |
| ILLNESS | SHOT |
| IMMUNIZATION | SNEEZE |
| INFLUENZA | STRAIN |
| JAB | VACCINE |
| NEEDLE | |

These words can be found horizontally, vertically, diagonally, backwards, forwards and upside down!

Trivia Answers: 1a, 2c, 3b, 4b, 5b, 6d, 7c, 8a, 9c, 10a