

# SILVERA TIMES

SEPTEMBER 2021 ISSUE

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## Farmyard friends visit Shawnessy and Spruce

Over the years, ENMAX team members have joined Silvera residents to build birdhouses and play virtual trivia (a fun way to stay connected during the pandemic). Last year before Christmas, an ENMAX crew strung lights around some of our communities.

We beat ENMAX employees at trivia a few times so, for National Seniors' Week, they surprised two communities with some furry visitors. Local celebrity Allen the Alpaca visited residents at Shawnessy and Spruce. Allen also brought his friend Creampuff, the miniature horse. What a time! Thanks, ENMAX, for creating such special moments for Silvera residents (and employees).



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## Silvera Times – questions or ideas welcome

*Silvera Times* is a monthly newsletter, produced for Silvera residents and their families. You can expect a digital copy via email, and residents in Full Services communities will receive printed copies. Questions or ideas are welcome at [SilveraTimes@silvera.ca](mailto:SilveraTimes@silvera.ca).

## Preparation is key to fully managing emergencies

Emergencies understandably test organizations, and smart ones plan their responses to potentially damaging scenarios well in advance. Silvera is one of these organizations.

Silvera has a detailed emergency response plan (ERP) that sets out roles, responsibilities, processes and procedures that are followed carefully in the event of an emergency of any type.

When an emergency arises, Silvera follows an internationally adopted crisis response structure, called the Incident Command System (ICS). We do this in the same way as other organizations do, including fire departments, police services, major corporations, and disaster relief agencies throughout the world.

This system features a strict hierarchy of precisely defined roles, clear task-assignment and reporting procedures, and specific nomenclature used in all other ICS situations, no matter the incident, no matter the location.

This enables swift and coordinated decisions and actions and it also ensures that partner responders “speak the

same language” when working jointly in complex serious situations.

Keeping the plan up to date and rehearsed is the accountability of Jonathan Hamon, Health and Safety (H&S) Program team lead.

“When an emergency strikes, having a well prepared and practised plan keeps employees calm and ready to act appropriately,” he says. “Silvera’s ability to navigate crises effectively isn’t due to luck (although good luck is a welcome gift); it’s the result of planning and regular training with employees across the organization.”



Silvera has been tested a few times. Two large-scale examples in the past decade are the current pandemic and the Calgary flood in 2013.

In both cases (and like innumerable other organizations), we needed to shine in two streams of effort – the response itself and communications in support of the response.

In the next issue, learn more about crisis communication planning and how it fits into the ERP.

## Culinary adventures take residents around the world

Fresh ingredients and monthly culinary adventures are a few perks of dining at Silvera. Our Dining Services and Active Aging teams work together to offer tastes and insights from around the world. Residents have recently enjoyed culinary adventures featuring Spain, the Philippines and Egypt.

August's food focus was on Alberta. Residents from several Silvera communities recently visited Poplar Bluff Organics farm, near Strathmore, to learn more about the food they produce. Residents have been enjoying our locally sourced dinners.

Alberta, we love your tasty offerings!



## Hospital kits available for residents



Every Silvera community keeps hospital kits on hand that include a robe and some basic hygiene items. If a resident must suddenly go to the hospital, we send a kit with them.

When more stringent COVID-19 restrictions meant family members could not take personal items to a loved one, these kits were especially important. Our hope is the kits help residents feel as comfortable as possible until they can return to their Silvera communities.

Donors make these kits possible, and we appreciate them for showing how much Calgarians care.

If you know someone who would like to donate to hospital kits, ask them to visit [the Donate page](#) on our website and look under [Friends of Silvera](#).

## Annual employee conference goes online

Silvera hosts an employee conference each year. It's a chance for some professional development and to get to know employees in other Silvera communities. The investment is meant to make Silvera a great place to work, which in turn inspires employees to continue finding ways to help residents live their best lives.



For safety reasons, the conference was cancelled in 2020. This year, it was held virtually and employees stayed in their own communities. The theme of this year's conference was "Bring your best self forward." Employees enjoyed engaging speakers, captivating entertainers, and a keynote who shared ideas on how employees can avoid burnout and improve mental health.

There were a few fun sessions, too, including a painting session. It was a terrific opportunity to learn, connect and have fun.

## Residents see the sights in Trishaw bikes



This summer Silvera's Trishaw bikes allowed some residents to get outside and enjoy some fresh air and a few local sights. These bikes rotate through Silvera communities during



Calgary's warmer months and are driven by volunteer pilots. At Beaverdam, one of our residents' daughters, Cathie, volunteered to cycle residents around the neighbourhood. She even



brought along her canine pal Patches, who is a frequent visitor at Beaverdam and known by many of the residents!