



EXTENDICARE

... helping people live better

Report to the Community

ParaMed Nurse, Kristal Parris, with a client.

Helping people live better.

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MESSAGE FROM

Dr. Michael Guerriere, President & CEO of Extendicare

“Extendicare has put quality at the front and centre of everything we do... if we focus on the little details... we conquer the larger goals and greatly enhance the quality of life of our residents and clients.”

Welcome to Extendicare’s Quality Report 2018-19. This report provides you with a summary of some of the activities we have undertaken to improve quality, engage our employees, engage our residents and clients, and support our communities.

One of the factors that illustrates a successful health care organization is a healthy and happy resident or client. Extendicare has put quality at the front and centre of everything we do. We understand that if we focus on the little details to ensure that care is professionally and compassionately provided, we conquer the larger goals and greatly enhance the quality of life of our residents and clients. We build on our successes by finding what works and share these methods with peers across the organization. We also look more honestly into the areas that challenge us with a view to putting in the right resources to make the necessary corrections.

Our focus this past year has been on instilling a proactive quality improvement culture that is not just narrowly focused on meeting external regulatory requirements but rather is committed to systematic

improvement in the way we deliver care. Even in cases where we are better than the national average, we continue to strive for excellence.

The use of technology, data and analytics is central to this success. We track our progress against previous performance as well as benchmarking against best practice.

Training on clinical professionalism has also been a priority for us. We have implemented ways to keep track of our quality goals such as bi-monthly ‘Quality Calls’ to discuss indicator results and review strategies that our homes have put into place. We encourage team members across the organization to share innovative strategies and successes, and to learn from one another. Recent additions to the leadership team of the Quality Risk and Innovation department have strengthened the team and promise greater results for our residents in the future.

No strategy is successful without engaging our employees. Extendicare employees are passionate and committed to the residents and clients they care for. At our long-term

homes, Esprit retirement communities and at the homes of our ParaMed clients, those who interact with our frontline employees see for themselves how dedicated they are to helping residents and clients live better. Our team members start their day by delivering care that provides physical and emotional comfort to residents and clients. When they feed, bathe and dress them, they play a role in helping them to participate more actively in society. Frontline employees help residents and clients socialize with their family and friends, meet with their doctor and health care professionals and participate in activities such as gardening, walking and reading. The Senior Leadership Team and the Board of Extendicare are working hard to ensure our staff receive the support they need to be successful.

While we continue to put in our best efforts, we also understand the challenges the health care systems across various provinces are facing. More seniors require more care in an environment where, in some cases, there are labour shortages of frontline health care workers. Over 2018/19 we have implemented a strong recruitment

campaign to find high caliber team members to join our organization. These resources are critical to provide more support for our existing workers.

We are committed to collaborating with our government partners across the six provinces to meet our mutual goals for senior care. We continue to talk with government about redevelopment and refurbishment of older homes. We are working closely with our health care partners to support the new health care models such as the one recently launched in the province of Ontario.

Every day we strive to make Extendicare, ParaMed, Extendicare Assist and Esprit a better place for clients and residents to receive the care they deserve. Our goal is to build a culture of excellence into our organizational DNA so that quality becomes a natural part of all our processes.

We know we cannot do all this without you, our partners. On behalf of all our team members, partners and volunteers, thank you for your support.

Extendicare has the capacity to provide care and support to over

15,500 residents



Extendicare owns and operates **58** long-term care homes across Ontario, Manitoba, Saskatchewan and Alberta



Long-Term Care

Extendicare continuously measures quality

Extendicare routinely collects data on our residents' health, cognition, physical functioning, and general well-being. Our interdisciplinary care team members develop individualized care plans with input from residents and families, and update them constantly to take into account each resident's evolving needs, strengths, and preferences.

Extendicare ensures that required documentation and assessments are easily captured at the point of care, and that resident data is secure. The system provides critical scheduling and tracking capabilities in real time in order to ensure accurate and timely delivery of medications, address resident needs and preferences, and track quality of care.

Strengthening capacity for quality care

As part of an internal process of sustained quality improvement, our corporate team of experts works with our homes to conduct periodic audits and facilitate process improvement efforts.

Extendicare has adopted a blended learning approach that includes online courses, national webinars and teleconferences, coaching and on-site training. This allows us to identify gaps in knowledge and set priorities for future professional development.

EXTENDICARE AT A GLANCE

OUR MISSION
Helping people
live better



WHO WE ARE...

Extendicare is ... Long-term Care	...  ...  Owns and operates 58 long-term care homes across Ontario, Manitoba, Saskatchewan and Alberta
Extendicare is ... Home Health Care	...  ...  35 locations across Canada  11 million hours of service provided over 10,000 employees
Extendicare is ... Retirement Living	...  ...  11 retirement communities in Ontario and Saskatchewan
Extendicare is ... Management and Consulting	...  ...  Provides contract services to 53 senior care homes across Ontario, Manitoba and Alberta
Extendicare is ... Group Purchasing	...  ...  Provides group purchasing services to partners across Canada Serves over 67,000 seniors and still growing



BUILDING FOR THE FUTURE

Extendicare is a leader in designing and building modern living environments for seniors across the country.

Our Esprit Lifestyle Communities division continues to grow. Bolton Mills, a 112-suite community opened its doors in January 2019. In the Fall of 2019, a retirement community of 124 suites welcomed its first residents in Barrie, Ontario.

The redevelopment of our older long-term care homes remains one of our strategic priorities for 2019. We have been approved by the Ontario Ministry of Long-Term Care to add new long-term care beds in Sudbury, Sault Ste. Marie and Peterborough, and our goal

is to break ground on some of our Ontario projects in 2020. We plan to build brand new, state-of-the-art, long-term care homes in these cities that will replace our existing older buildings and add capacity to the system.

We have conducted extensive consultation to ensure that the buildings we design will meet the needs of the seniors that call them home now and into the future. We are also sharing our redevelopment expertise with our partners through Extendicare Assist.



Accreditation

The Accreditation process is a voluntary exercise that homes and organizations request to have completed. This activity provides an independent third-party assessment of an organization's processes and procedures. During the Accreditation survey, a home's current practices are compared to identify standards of excellence that are built on evidence-based and best-practice guidelines. This review and assessment by accreditation surveyors determines if a home/organization is meeting the standards and/or if improvements are required.

Everyone in the home/organization plays an important role in the accreditation process. The preparation phase as well as the on-site survey can involve many team members from the Board of Directors to frontline staff, residents and family members, as well as volunteers and community partners. The accreditation process allows an organization to review its processes as well as increase its effectiveness and efficiencies by continuously enhancing its quality improvement initiatives. This process also strengthens an organization's commitment to ensuring a safe environment for everyone that lives, works or visits these homes by minimizing the exposure to risk.

2019

A total of eight Extendicare Assist homes will have completed the Q-Mentum accreditation process in 2019. All 27 Southbridge Care Homes completed their accreditation survey in April of 2019.

2020

Our 58 Extendicare-owned long-term care homes are currently preparing for their upcoming Q-Mentum accreditation survey scheduled for May 2020. This will be the first time that all Extendicare-owned long-term care homes across Canada are surveyed simultaneously in one accreditation survey.



Quality, Risk and Innovation Division team members gathered at Consultants Meeting.

The Quality, Risk and Innovation team continues to strive to help homes meet quality goals

The Quality, Risk and Innovation (QRI) Division is committed to achieve Extendicare's quality indicator goals for falls, antipsychotics, restraints, and pressure injury. They work very closely within the division and with others in the organization to help Extendicare continue to meet our quality goals.

As a multidisciplinary team, subject matter experts work on improving quality indicators from the perspective of their own disciplines, including: wound care, infection control and prevention, as well as programs, policies, environmental, RAI/MDS coding, dietary, and fire safety.

They meet regularly to update Quality Indicators initiatives they have implemented at the homes, and to share success stories and best practices.

Clinical Quality

The Canadian Institute for Health Information (CIHI) reports on health system performance, which includes the quality of long-term care homes across Canada.

At Extendicare, quality indicators are reviewed and monitored to ensure that we continue to have positive quality outcomes. Nationally, we have implemented bi-monthly 'Quality Calls' to discuss indicator results and review strategies that our homes have put into place. It is also an opportunity to share innovative strategies and successes, and to learn from one another.

Some of the indicators we strive to improve are:

Restraints

Restraints are associated with many risks to our residents and Extendicare is proud to promote a 'least restraint' culture in our homes.

We continue to make significant improvements in this area by providing education to residents, families and staff, as well as utilizing safer alternatives to restraints. We are pleased to report that several of our homes have achieved zero restraints use.

Falls

Falls are the leading cause of injury among older adults. Due to the increased frailty of our long-term care population, and our support for residents to maintain a sense of independence, we have seen an increase in this indicator.

While we have not yet experienced the results we would like to see, fall prevention continues to be a key focus in all our homes, with many successful and innovative strategies being used.

Extendicare has a comprehensive Fall Prevention Program in place, and a multidisciplinary approach is used to address and mitigate falls.

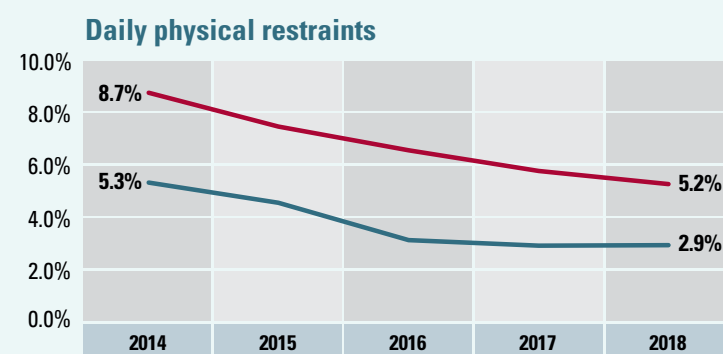
Antipsychotics

In collaboration with pharmacy consultants, physicians, nurse practitioners, staff in our homes, and families and residents, programs have been implemented to decrease inappropriate prescribing of antipsychotics. As a result, we have seen consistent improvement in this indicator.

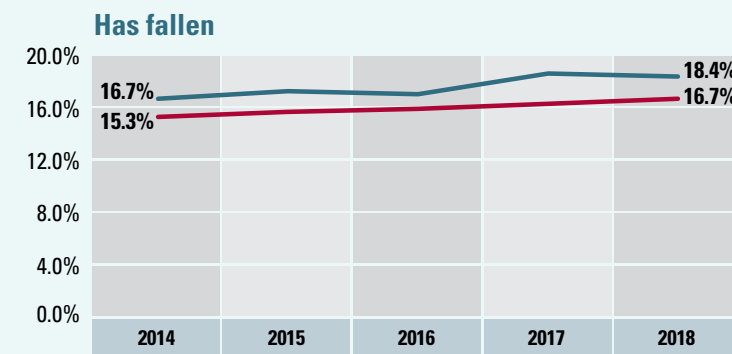
Pressure Ulcers

We have wound care teams in our homes, evidence-based policies and programs, access to clinical wound expertise, and we utilize a multidisciplinary approach to address skin and wound care.

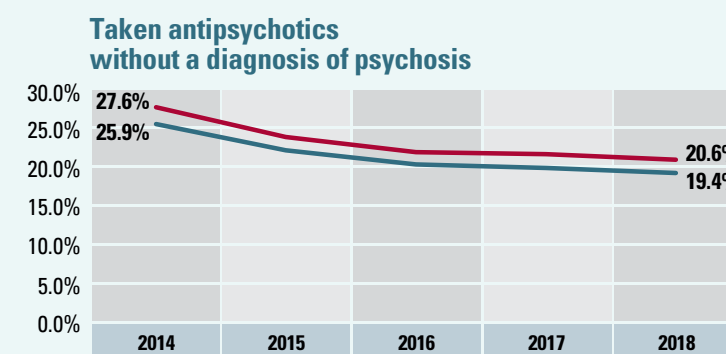
Extendicare staff are educated on skin and wound prevention programs, and additional advanced education is provided for our wound care leads in each home.



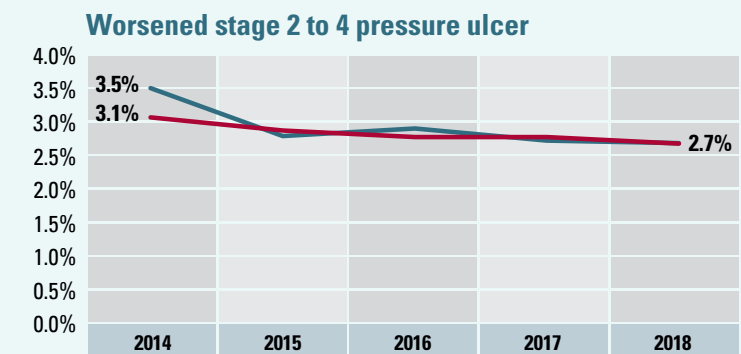
Extendicare —
Canada —



From: CIHI CCRS Quality Indicators 2018 Annual Report



Extendicare —
Canada —



From: CIHI CCRS Quality Indicators 2018 Annual Report



Reducing Pressure Injuries by becoming *WoundWise*

To enhance resident care and reduce pressure injuries, several initiatives were put in place in our homes in 2019. The focus this year has been on education, prevention, and enabling staff to become *WoundWise*. Professional relationships with 3M Canada, Cardinal Health, Achieva Health, Essity Canada, Western University, and South West Regional Wound Care Program have supported this journey.

Throughout the year, the Quality, Risk and Innovation team has offered a variety of educational and hands-on activities to educate staff on being *WoundWise*. In January and February, there were teleconferences detailing proper hand hygiene and the aseptic technique. The aseptic technique aims to break the cycle of infection and ensure the resident's wound remains free from contamination caused by harmful bacteria or viruses.

In the spring, the team focused on nutrition tips that help prevent and heal

pressure injuries, and purchased the *Seymour II Wound Care Model*. Lovingly dubbed "Seymour", this model offers a realistic and comprehensive way to visualize and treat wounds. Molded from a 74-year-old patient using extremely life-like material, Seymour allows staff to place dressings, clean, and classify wounds. In 2019, Seymour visited Extencicare Southwood Lakes in Windsor, Queensway Long-Term Care in Hensall, Extencicare Port Stanley, Extencicare Kingston, Country Village Health Care in Woodslee, Maitland Manor in Goderich, Rainycrest Long-Term Care Home in Fort Frances, Extencicare York, Seaforth Manor Long-Term Care, and sites in London, Ottawa, Regina and Winnipeg.

The quality team is constantly innovating to provide better wound care to our residents. Thanks to many initiatives, including becoming *WoundWise*, our pressure injuries have decreased since the beginning of 2018.

IPAC – Improvements in Infections

Extencicare's Quality, Risk and Innovation team has two Certified Public Health Inspectors, Jane Carruthers and Lyn Fabricius, who work closely with our homes to reduce the risk of infections, assist with outbreak protocols, and provide education and immunization programs across Canada.

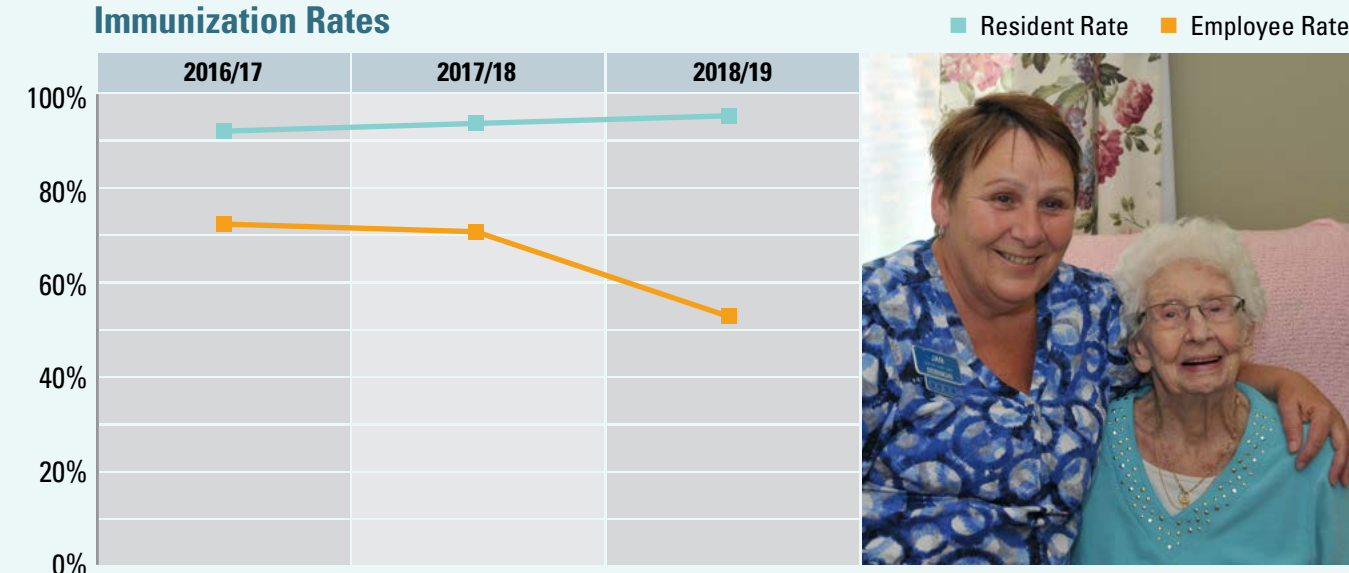
Older adults, pregnant women and people who have certain health concerns such as asthma or other forms of lung disease are at a higher risk of developing flu-related complications. The most effective way to prevent influenza is by getting the influenza vaccine. Extencicare recognized this risk and launched an annual influenza immunization campaign known as *Get It! Don't Spread It!* to protect our residents, clients and employees.

Every September, Jane and Lyn prepare for the campaign by providing education and information about the benefits of the influenza vaccine. The campaign has been extremely successful, with immunization rates above national and provincial averages each year!

Throughout the campaign, Extencicare regularly provides education, current information, and encouragement to support our homes and, for the past three to four years, more than 50 long-term care homes met our goal (this number includes Assist homes).

With the help of our dedicated staff and loving families, Extencicare has been very successful in immunizing and safeguarding our clients, employees, families and visitors, helping people live better!

Immunization Rates



Employee: Corporate, LTC, Assist, ParaMed
Resident: LTC, Assist

New Positive Approach to Care at Extendicare Cedars Villa and Extendicare Hillcrest

The management team and frontline staff at Extendicare Cedars Villa and Extendicare Hillcrest in Calgary have always been committed to helping people live better by engaging residents in activities relating to their day-to-day care. For many months, they have been discussing ways to motivate residents to participate in self-care activities like showering, feeding themselves or wearing shoes.



Using the hand-under-hand approach to feed a resident.



Using the hand of a resident with contractures to make her think she is feeding herself.

The solution came in the form of the gentle and persuasive hand-under-hand approach, a method which makes residents feel more involved and willing to participate in activities. A team member recently tested this new care approach while trying to weigh a resident. She first stood on the scale and then held the resident's hand and gently pressed his thumb. The resident followed her action and stepped on the scale, too.

This positive approach is derived from the *Teepa Snow Model of Care*, which aims to enhance awareness and increase dementia care skills in residents. Fifty team members across all departments of Extendicare Calgary homes have participated and been certified in the *Positive Approach to Care* training and are now using their new skills to aid residents in eating, showering and other daily activities.

The hand-under-hand approach provides tips and tricks on encouraging residents to partake in tasks by making them feel more involved. In cases where the hand-under-hand approach cannot be utilized, the care provider uses the resident's hand to guide them towards accomplishing a task. This technique makes the resident think that they are performing the task themselves. The homes have found that this is especially beneficial to residents with dementia or those who have the tendency to be slightly aggressive.

This approach is particularly helpful for toileting and bathing. Team members at Extendicare Calgary have found that residents are happier when they are engaged in a more meaningful way. They are intrigued by this new approach and the homes hope for greater success in care by the end of the year. Family members have also noticed a positive difference in the behaviour of their loved ones, which is a step in the right direction for the home.

DEVELOPMENT OF The Aggressive Behavior Risk Assessment Tool for Long-Term Care (ABRAT-L)

By Brigette Berry & Lori Young

What if there was a risk assessment tool that could predict an individual's potential for aggression?

This question sparked a research journey for Brigette Berry, Extendicare Long-Term Care Consultant and Lori Young, Extendicare Regional Director for Southern Alberta (now retired).

The two reached out to Dr. Son Chae Kim, a professor at St. David's School of Nursing at Texas State University, to talk to her about a tool she developed to assess patient aggression in the acute care setting. The tool is known as the Aggressive Behaviour Risk Assessment Tool (ABRAT).

Concepts within Dr. Kim's research were used to pilot an ABRAT project in the long-term care setting at two Extendicare homes in Alberta where the ABRAT was used during resident admission and at their quarterly assessment. Promising results led to a second pilot project expansion to all homes in Alberta, Saskatchewan, and Manitoba.

The work from these two projects was published in the *Journal of Advanced Nursing* in the U.K. and the *Journal of Geriatric Nursing* in the U.S.

To connect the ABRAT tool to the long-term care setting, the revised tool became the Aggressive Behaviour Risk Assessment Tool for Long-Term Care (ABRAT-L). A final pilot project validated the importance of the ABRAT-L in identifying potentially aggressive residents at their time of admission, allowing staff to effectively map triggers of aggression and to develop preventative care plans for these behaviours.

The final results of the pilot project were published in the *Journal of Geriatric Nursing* in the U.S. ABRAT-L has now been copyrighted to Dr. Son Chae Kim and Extendicare.

Extendicare uses the tool during admission at many of their homes and plans to implement the process across Canada.

Requests for ABRAT-L have come from across Canada, the U.S., and as far away as Australia.

Supporting nurses through the MAID journey: EXPERIENCES FROM THE FIELD

by Pauline Therrien & Michelle Pothier

Excerpt from *Canadian Nurse*, July 2019



Byron H. Woodman, Volunteer Extraordinaire



What We Learned

- When dealing with an emotionally-charged topic such as MAID, it is important to reach out to and learn from front-line staff.
- Producing educational materials does not ensure dissemination of the information. Developing even the best educational program for supervisors/trainers does not guarantee it will reach the front line.
- Nurses must be offered focused support after a MAID visit. Nurses truly appreciate the post-visit support from a supervisor, and we highly recommend one-on-one communication following every MAID visit.

Implementation

We established a plan to gain insight from nurses within our organization. What was working well, and where were the gaps?

Managers were asked to share our flyers with all CHNs who had participated in MAID. Submissions came in the form of informal phone calls and emails. Eight nurses responded with stories about their MAID experiences. They shared compelling accounts that raised good points.

It was clear that the impact of going into a home to assist a provider with MAID cannot be taken lightly. There is a difference between starting an IV for a dose of antibiotics and starting one that will be used to provide MAID. We need to support our nurses before, during, and after MAID.

Why were some experiences so positive while others were unsettling? The stories the nurses shared had overlapping themes. Interestingly, the nurses who expressed their MAID experiences as being positive mentioned that they felt well supported. The nurses whose stories were not as positive expressed a lack of support and a lack of confidence in their role.

This provided enough information to guide the development of a survey... questions revolved around three themes that came up in the stories: our in-house education, the nurse's confidence level, and support received.

Education

Only 54% of respondents reported having received our in-house education.

Confidence

We were pleased to find that the majority of nurses (84%) stated they felt confident or very confident in understanding their role during the MAID visit.

Support

The more support the nurse had received from different members of the health care team, the more positive the MAID experience was for the nurse.

Results

The survey revealed that providing education and support for nurses participating in MAID results in increased confidence and positive experiences for the nurses.

Byron H. Woodman. His name is as precise as the man himself!

We sometimes forget that our residents, and in particular, our elders, have talents and qualities that built the great country we live in, and have even been players on the world stage, as Byron has.

His successful career was capped by 8 years as the Chief Operating Officer of Save the Children Canada, where he directed planning and implementation for development of this national charitable organization with global programs. He achieved a 205% growth in revenue to \$9.9 million. However, if you were to ask him, he would say his greatest accomplishments are those of his many years of volunteering. He has had a life-long passion for volunteering – from Boy Scouts youth program director, to serving on many boards. Becoming a member of REACH afforded him the opportunity to continue volunteering in his 90s even though he is tied to an oxygen tank 24-hours a day.

His first position as an Extendicare volunteer was as General Secretary-Treasurer for the Residents' Council at Extendicare Haliburton for whom he developed a robust Finance Policy and Procedure Manual. He was recommended and invited to join the provincial committee for Resident Experience and enjoyed helping it grow into a national committee known as REACH (Resident Experience Action Committee for Homes).

As a team member, he is always respectful of others, recognizing their contributions. A skillful listener, Byron is able to distill ideas into concise statements with his exquisite command of the English language. He enjoyed what he called his "homework assignments", including the National and home charters, Rewards of Volunteering tool, PowerPoint presentations, and more. While these were always a team effort, they would start or end with Byron, and sometimes both.

Byron calls his laptop his "window to the world" through which he communicates with family and friends worldwide as well as the REACH team. There would often be a flurry of evening emails between Byron and REACH co-leads Nik Chandrabalan and Rosemarie Lindau. His time with us became a very big part of his life and again, in his own words, "What it really means – it's an opportunity to make a difference in peoples' lives and continue my involvement with professional people."

Byron recently "retired" from REACH because of health concerns. He is very proud that we have been fulfilling our vision of helping residents in care homes and happy to be included in all ongoing REACH communications.

Extendicare's senior leadership suggested that Byron be nominated for the Ontario Long-Term Care Association's Lifetime Achievement award, which was unanimously approved by the REACH team!

To read the entire article, visit:

<https://canadian-nurse.com/en/articles/issues/2019/july-2019/supporting-nurses-through-the-maid-journey-experiences-from-the-field>



ROLL ON 65 YEARS!

The happy couple pictured above celebrated 65 years of marriage at Fairmont Park in Lethbridge, Alberta. Perhaps part of the secret to their success is their desire to remain active and enjoy the time they spend together. He enjoys regular bike rides with our volunteers and his wife visits every day.



PUPPY LOVE

Residents at Extendicare Falconbridge in Sudbury, Ontario had an afternoon full of puppy love when they were surprised with a visit from an entire litter of 7 week old puppies!

Love is in the air at Extendicare Hillcrest

In January, 2019, Extendicare Hillcrest welcomed six new residents to our Parkview Program – three happy couples whose years of marriage total over 191 years of married life!

Darlene and William Galiardi have been married for 69 years and when asked what advice they would lend to new couples starting out they agreed that patience is the key!

Peter and Irene Bolton have been married for 59 years and when asked about their life together, they were delighted to share how their journey as a couple included building a home and family together.

Lois and Ralph Hertzprung have been married for 63 years and when asked what the secret to a successful marriage was they both agreed that you have to “stick with it” and “always be true to one another.”

Extendicare Hillcrest would like to express a warm welcome to some of our newest residents!

SHARING GRATITUDE
“Thank the team at West Park Long-Term Care (Raymore House) for their exceptional care during my mother’s stay. While her stay may have been brief, she was treated better than our greatest expectations, and I know that she felt almost as good as being in her home...but with much better care.”



Hot Dog Fundraiser for the Leisure and Lifestyle Department at Oakview Place.



Seaforth Long-Term Care celebrating Stanley Cup.



Extendicare Tri-Town – “Gone fishing”!



Pet therapy at Extendicare Elmview.



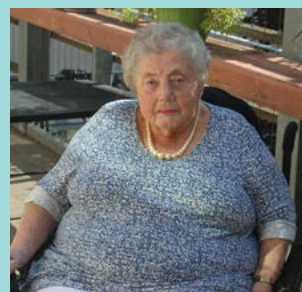
2018 Senior of the Year Awards

In 2018, for Extendicare's 50th Anniversary, we introduced the *Senior of the Year Award*. This award recognizes the extraordinary achievements of our residents and clients.



Jeanne Alpert
Charity:
Angels in the Night,
London Chapter

Jeanne is 88 years old and a client of ParaMed London. She buys/makes gifts for the children of a homeless shelter, and is fondly known as the "true Mrs. Claus". She also participates and raises funds for the organization *Angels in the Night*, which aids people who cannot afford to look after themselves.



Margaret Csendes
Charity:
Farley Foundation

Since 2007, Margaret has been a resident of Extendicare Mississauga. At 95 years old, she is still actively engaged and heavily involved in fundraising efforts to support the resident dog, Bella. She is the champion for the home's Resident Satisfaction Survey every year. Margaret exemplifies the true spirit of residents in long-term care, demonstrating that they can – *and do* – live meaningful and purposeful lives.



Charlotte Sawatsky
Charity:
Alzheimer Society
of Canada

Charlotte is the first one to welcome a new community member at Stonebridge Crossing. She will sit with people who are alone, help them to their chair and pour their coffee. Charlotte goes out of her way to make every person in the building feel welcomed. She helps people eat, drink, move and shake! Charlotte invites those in need of some pet therapy to her suite to visit her cat, Maggie.



Kiyoshi Shimizu
Charity:
Abbeyfield Society,
Victoria Chapter

Kiyoshi helped set up welfare offices for Japanese-Canadians in internment camps during World War II. As a social worker at a nursery school in Ottawa, she helped develop a research project at Carleton University on early childhood development. In 2005, she received the *Caring Canadian Award* from Governor General, Adrienne Clarkson, for her volunteer work. In 2018, she received the *Human Rights Award* from the National Association of Japanese Canadians.



Rishi Parikh – Volunteer with a smile

by Pat Butcher, Resident Program Manager at Extendicare Bayview

A faithful and dedicated volunteer at Extendicare Bayview since 2008, Rishi has become a treasured and valuable member of the team. Three days a week, he works tirelessly alongside the laundry team, ensuring fresh linens and towels are ready for our residents. His bright smile and happy disposition make him a joy to be around.

In Rishi's free time, he plays in hockey tournaments across Canada and the U.S. An avid golfer, he participates in the annual hockey league golf fundraiser. Rishi travels extensively, visiting family members who live all around the world.

Last summer, Rishi said he would not be able to work for a couple of weeks in July. Interested in his travels, I asked where he was off to and Rishi said, "I'm going to summer camp in London." I replied, "What a lovely city London, Ontario is!" With an impish grin, he said, "London, England, Pat!" Surprised, I asked if I could go in his suitcase? I think it is safe to say that many of us live vicariously through Rishi's travels.

We are so grateful and happy to have Rishi as such a perfect member of our Bayview family!

"Shanna (at ParaMed Barrie) went above and beyond to stay with Mrs. Ellis after her husband had just passed away, not wanting to leave until a family member arrived. She did this to ensure that the client was not alone during such a difficult time, particularly since she herself had just undergone heart surgery. Her decision meant so much to the family."

SHARING GRATITUDE

"My mother, Mrs. Y., has been a resident at Extendicare Bayview since June 2018, and I would just like to thank you for accepting her at the home. The personal care workers are warm and caring, and my mother is very happy at Extendicare Bayview."

Jim O'Boyle – One Heroic Resident

Reprinted with permission.

Written by Reka Szekely,
Reporter with Metroland Media Group's
Durham Region Division

Photo by Sabrina Byrnes,
Photographer, Durham Region



“She was screaming her head off and said, ‘my babies are on fire’, I never even thought about it, two seconds, I was in the house.”

OSHAWA — Decades after running into a burning house to try to save a two-year-old, Oshawa resident Jim O'Boyle was recognized not only for his brave actions that day, but also for his efforts to spread a public safety message in the ensuing years.

Jim O'Boyle, a resident at Extendicare Oshawa, received the Ontario Long-Term Care Association's lifetime achievement award in late August.

Extendicare Oshawa administrator Deborah Woods nominated O'Boyle after hearing the story behind the Medal of Bravery from the Queen that hangs in O'Boyle's room.

“Jim is a humble man, you have to twist his arm to hear his heroic story, which he has just recently shared with me before we decided to pursue the lifetime achievement award for him,” she explained at the award ceremony.

On January 5, 1972, O'Boyle was walking along Verdun Road on his way to visit his in-laws when he came across a distraught woman whose house was on fire.

“She was screaming her head off and said ‘my babies are on fire’, I never even thought about it, two seconds, I was in the house,” said O'Boyle. The house was flooded with smoke. “I couldn't see my hand in front of me, that's how bad it was.”

O'Boyle found two-year-old Kevin Lidster in the home but was overcome by the smoke and heat. Wallace Conrad, another neighbour, rushed into the fire as well and helped O'Boyle and Kevin escape. Sadly, 15-year-old Tommy Jackson and three-year-old Lennie Lidster died in the fire. O'Boyle was seriously injured and spent two weeks in hospital.

“Both hands were burned, my face was burned, I was an awful-looking mess.”

Gary Jackson, stepbrother to Kevin and Lennie and brother to Tommy, attended the ceremony to honour O'Boyle with the lifetime achievement award.

At the time of the fire, Jackson was 13 and away from home playing hockey at Children's Arena, with his father watching.

Jackson said his brother was cleaning his mini-bike parts with gas in the basement and there was a combustion with the gas and the fumes on him.

“At the time he was 14 going on 15, he liked to have a cigarette so it was the combustion when he lit the cigarette because there was no ventilation in the basement where he was working.”

The fire and the loss of his two brothers was devastating for the family Jackson explains, but it also led to forming a strong bond with O'Boyle.

Jackson teared up when he was talking about why he kept in touch with O'Boyle over the years.

“They were almost like family and that's what you're supposed to do, keep in touch with people,” he said, adding that he was proud to watch O'Boyle receive his award. “It's very, very touching, he deserves it and more... very nice man, at the time very heroic, very brave, I just can't say enough about him, he and his family.”

For his part, O'Boyle turned his experience into a lesson for others, visiting schools and sharing the story with students.

“I thought they might learn something, they might pay attention to what they're doing,” he said. He added former Oshawa fire chief Ernie Stacey would call him every year out of appreciation for his actions.

Oshawa's current Fire Chief Derrick Clark and his deputies, Steve Barkwell and Todd Wood, attended the ceremony for O'Boyle. Clark presented him with a certificate from the city.

“When I read a little bit about the history of this story what resonates with me is not only your heroism, but the type of person you are,” said Clark. “Your commitment to the community is unbelievable... after the fire you went around to the schools, you talked to children and that's part of public safety and the fact that you had the wherewithal to do that is amazing.”



Nutrition – a powerful tool

by Lisa Lagasse Registered Dietitian, Oakview Place and Tuxedo Villa, Winnipeg, Manitoba

As a Registered Dietitian, it is easy for me to say that food and food events are an important part of our residents' lives. Residents often come to us with multiple medical issues coupled with poor appetites and weight loss, so providing in-house meals and snacks along with congregate dining helps to boost their nutritional status.

Many residents enjoy the company of others when eating; it reduces loneliness and isolation. A big part of my job is completing detailed nutritional assessments on all of our residents. I like to take a holistic approach and not only look at specific diets, but also take into consideration the resident's historic meal patterns, medication lists and their oral care. I regularly encourage residents to be registered in our community dental program, something that is often overlooked in long-term care.

Creativity and thinking outside the box is an important part of any job, but applying it to dietetics can have direct implications for our residents. Food is our fuel and a powerful therapeutic tool. Many residents

are nutritionally-compromised, so it's important to ensure that those on limited diets – like a purée diet – receive adequate calories and protein.

Years ago, I made it my primary goal to introduce fortified cereals, puddings and beverages to our purée diet. As a result, we have seen positive drops in weight loss and pressure ulcers. When we are faced with gastrointestinal outbreaks, I established a gastric diet protocol and asked food services to prepare herbal teas and homemade chicken broths/ soups rather than using a powdered broth mix. In the wake of an unpleasant GI outbreak, comforting food improves the quality of life for our residents.

We eat with our eyes first, which is why I would, in the near future, like to see Extendicare be the industry leader to provide "shaped" purée meals. They would greatly improve the appeal for a purée meal, and put family members at ease. The quality and appearance of food has both the ability to heal and to bring us together.



A wish fulfilled

A palliative care resident at Queensway Nursing and Retirement Home – a managed home in Bluewater, Ontario – wished to see the lights in Exeter and hear Christmas carols before he died.

Program Manager, Margaret, sent out a Facebook message to a church choir group, a hockey team and the local Lionettes for carolers to come to the park where lights were being displayed. Tim Hortons provided hot chocolate and coffee. A limo ride was provided free to the gentleman and his date, a lady he met at the home. *What a night!*

The limo picked up the couple and drove them to see the lights. At the park, there were approximately 300 people singing Christmas carols, including the Mayor.

The special, live-streamed event was a resounding success. It was viewed over 3 million times and was covered on CTV, in London (UK) and even Australia.

Margaret received the "Remarkable Citizenship Award" from the City of Exeter.

Harry passed away on January 5, 2019 having had his wish fulfilled.

This special, live-streamed event was a resounding success. It was viewed over 3 million times and was covered on CTV, in London (UK) and even Australia.

ParaMed's
10,000
employees provided
11 million
hours of service at
35 locations
across Canada



**Canada's leading
home health care services
provider for over 40 years.**

Since 1974, ParaMed Home Health Care has been caring for people in their homes, offering a full range of home health care services including personal care, homemaking, therapy and nursing services. But beyond the medical and personal support, ParaMed offers more to our clients by not just considering their condition but their character.

Our ability to successfully match caregivers with clients has allowed us to grow into the largest home care team in Canada. With over 10,000 staff members and 75,000 clients, we ensure our clients receive a familiar face and dignified care.



FLOW Focus Group

On August 12, 2019 ParaMed's Toronto Central location participated in a FLOW Focus Group to test the functionality of FLOW, Extencicare's intranet platform.

The meeting provided an opportunity for team members to share their thoughts on how the platform can better meet their needs.

The focus group is part of Extencicare and ParaMed's strategy of reaching out to team members for feedback on key tools they need in their day-to-day work. The focus group provided valuable insights into how they use technology at work, their current experiences using FLOW and their suggestions to further enhance it. During the focus group, the participants also had the opportunity to test the usability of FLOW on mobile devices.

ParaMed frontline home care team members depend heavily on their mobile devices not only for scheduling visits, but also to assist them in providing the right care to their patients/clients. The FLOW app will make it easier for team members to access key documents and policies during home care visits. This app is an example of health care technology at work to enhance the patient/client experience.



ParaMed is Accredited
with Exemplary Standing
by Accreditation Canada



ParaMed Personal Support Worker, Laurie, saves a life

In March of 2019, Laurie, a ParaMed home care Personal Support Worker in Ontario, was scheduled to service a number of residents in a retirement community including one resident who she had seen earlier in the day. However, when Laurie arrived, the resident was nowhere to be found.

After a frantic sweep inside the retirement home, Laurie and other staff went outside to look for the resident. Determined to find her, Laurie noticed tracks in the snow from a wheeled walker and followed them to a wooded area surrounded by swamp. Hearing cries from the swamp, Laurie called 911.

After a frantic sweep inside the retirement home, Laurie went outside to look for the resident.

Without hesitation, Laurie threw herself into the swamp to pull the resident to safety. The resident was grateful for Laurie's determination, and continues to be thankful for her role in saving her, calling Laurie her 'angel'.

Laurie was supported by her supervisor, Kim, on the night of the incident.

Thank you, Laurie, for making a positive difference to your clients and truly helping them live better.

ParaMed Toronto Central partners with educational institutions to build a strong workforce focused on quality care

Toronto Central ParaMed branch is committed to providing an opportunity for students to receive health care practice in a real environment by working with various educational institutions. ParaMed has been working with Vercore Business Academy, based in downtown Toronto, to train their Personal Support Worker (PSW) students. The partnership has worked so well that in the past few preceptor placements, ParaMed Toronto Central has been able to hire 95% of these students upon their graduation. During the preceptorship, students spend 110 hours with the preceptor to get a good taste of what community personal support work is like. It also gives the branch staff a chance to observe the students and assess them as potential hires.

ParaMed also collaborates with George Brown College's Registered Practical Nurses (RPN) for preceptorship. After completing their first year of training, these students work for ParaMed during the summer and on weekends as Home Support Workers (HSW). They may also work as on-call coordinators.

In addition, ParaMed works with University of Toronto medical residents who spend a few days with a community nurse and wound care specialist to get exposure to the community and what happens outside hospital walls. This learning experience is a valuable one for the residents as community care is becoming a preferred option for many who wish to be cared for at home. ParaMed also works with Ryerson University School of Nursing who send third- and fourth-year Registered Nursing (RN) students for their eight-week community rotation.

These partnerships are strategic and helpful to all involved. The students get an opportunity to practice and learn, while the learning institutions provide a well-rounded education that prepares students for life after school. ParaMed benefits from hiring qualified staff who are familiar with their practices. The greatest benefit is to our clients – they receive high-quality care from well-trained staff with a good understanding of their specific needs.

The partnership has worked so well ... ParaMed Toronto Central has been able to hire 95% of these students upon their graduation.

Esprit owns
11
retirement
communities
in Ontario and
Saskatchewan



Rediscover... the feeling of home

At Esprit Lifestyle Communities, we believe it's true: to know where you're going, you must first know where you came from. That's why we celebrate every story that passes through our doors.

At all our retirement communities – 11 across Canada – we work to ensure that the independence of our residents is honoured, and their individual preferences are prioritized. Every different background is what moves us forward and choosing to trust in our services results in a living experience that's both respectful and revitalizing.

Our clients celebrate their inspiring experiences, the extraordinary adventures and the incredible people they've met along the way. And, when they're ready to begin the next chapter... Esprit is where they start.

Person-Centred Technology for Memory Care

The community members of Douglas Crossing are embracing new technology that allows any person to use a computer – regardless of background, physical, or intellectual abilities – and experience fun and interactive content right in their residence.

It's Never 2 Late (iN2L) specializes in building computer systems that engage and empower seniors, offering hundreds of programs and applications for memory care, recreation and social connection, to name just a few. Featuring touchscreen capability, built-in webcams, and a senior-friendly interface, iN2L has become a community favourite at Douglas Crossing in Uxbridge.



Located on the Memory Care floor, the iN2L system is available 24 hours a day, seven days a week, providing special relief for those who have trouble sleeping through the night. "Particularly popular are videos of cute animals and far-off places," says Danielle, the Memory Care Coordinator at Douglas Crossing. According to Danielle, the best thing about this technology is that everyone can participate and it has attracted even the most withdrawn residents to interact.

"A few people talked about travel and reminisced about the places they have been," said Linda, one of the Resident Attendants at Uxbridge. "The smile it brought to their faces, and the excitement it brought to their voices, was very special."

Now an integral part of the program, iN2L allows staff and family members to better engage with residents on the Memory Care floor. Through programs and games designed specifically for those with dementia, each user has a personalized experience that they can share with Danielle and her staff, as well as their loved ones.

Not only has iN2L technology helped to reduce loneliness and isolation at Douglas Crossing, but it has also proven to be a valuable tool in treating behaviours and moods in residents without the use of drugs.

"You can visibly see their expression go from upset, to calm, to engaged when we do this activity as a group," says Danielle, who has noticed that almost 95% of the community members attend iN2L group activities.

"It's a great piece of technology, especially the variety of options there are. It's terrific to see the variety being utilized for different people!"

– Gerry, Resident Family Member



Development – The Barrievew

In the Fall of 2019, Esprit Lifestyle Communities welcomed the eleventh community to its growing family.

The Barrievew, in beautiful Barrie, Ontario, is located on the old Molson Park grounds, adjacent to the highly popular Park Place mall.

The Barrievew represents a clear step forward in Esprit's evolution. With a state-of-the-art point of sales (POS) system, and the latest nurse call system on the market, The Barrievew features the most advanced technology we've employed so far.

Services have also expanded, including: all-day dining, a full-service pub and an electric shuttle vehicle that services the mall and surrounding locations.

The Barrievew features Esprit's groundbreaking *Our Place* dementia-care program, with high-technology advancements like vertical gardens, touchscreen entertainment and virtual reality, as well as fresh, modern thinking around dining experiences, staff education and passive wayfinding.

We know that what ultimately makes this new community special is... the people. The people who choose to live in, work at, and visit all of our Esprit communities.

Extendicare Assist provides contract

services to **53** senior care homes across Ontario, Manitoba and Alberta



5,480+
 Long-Term Care Residents

1,150+
 Assisted Living Retirement Residents

4
 Charitable

7
 Hospital

4
 Municipal

38
 Private Companies

Partnering with owners to achieve success

Extendicare Assist is committed to providing exceptional operational management and consulting services for Canada's senior care homes.

As a devoted and collaborative partner with municipal, non-profit and private long-term care, supportive living and retirement home owners, we assist partners to manage their operations and provide personalized consulting services.

In addition to our core business of providing management services to owners and operators of senior care homes, we also have a team of experts specializing in "operational reviews", "redevelopment/development projects" and "resident-focused quality care policy development and implementation".

Extendicare Assist recognizes the time and efforts made by our partners and homes to respond to the ongoing financial challenges in the senior care sector. In association with our partners and homes, we are prepared to explore and address the many challenges while creating innovative programs that will continue to increase the quality of resident care, satisfaction and staff engagement. Together, we are committed to achieving resident-focused priorities for Canada's seniors.



How can we help as a partner?



Do you want a review of your business? We can complete an **operational review** of an individual department or multiple departments and provide recommendations and feedback on efficiency improvements.



Thinking of **building a new home or redeveloping** the one you own? We have experts who can help with the planning, design, construction management and commissioning process. And, if required, we can manage the home until you are ready.



If you are challenged with **compliance issues** – we can provide à la carte consulting services to help you improve your overall care and services.



Perhaps you are not meeting **financial targets**. We can help you assess what some of the root causes are, and make recommendation to improve overall financial performance.



Want to **plan your retirement**? We can manage your home on your behalf and provide the leadership and stability required for you to enjoy your retirement.



If you are thinking of **new programs or processes** – we can provide consultants to be part of the assessment, planning and development process to ensure programs meet the needs of the community.

Sharing our successes:

A home was closed to admissions.

We assisted them to achieve compliance and instill confidence with the Ministry of Health and Long-Term Care to re-open the home to admissions. Thanks to the commitment and dedication of the front-line staff, management, partner and operations team, the home was brought back to compliance within a period of three to four months.

A home was challenged with compliance, human resources and struggled with finances.

Our Assist team helped the owner improve care and compliance, build a solid leadership team, and improve financial performance. The home has been sold to a new owner and continues to be managed by Extencare Assist.

A home was challenged with resources and performed poorly financially.

Our team provided consulting resources to fill some of the vacant positions while recruitment of permanent staff took place. The positions are being filled and the home has a solid plan to move forward.

We use our systems, policies and processes to help others achieve success.



WYNDHAM MANOR'S Transformation of Dementia Care



A neighbourhood that stimulates and engages with bold paint colours and interactive spaces, full of familiar household objects and experiences, that allows residents to share their stories.



Taking inspiration from the *Butterfly Project Homes™* and the approaches from *DementiaAbility*, Trafalgar House – a secure neighbourhood home to 32 residents at Wyndham Manor – has been completely transformed.

The neighbourhood is now one that stimulates and engages residents, while empowering them to participate in meaningful activities. This is achieved by introducing bold paint colours and interactive spaces throughout the neighbourhood. Residents find more opportunities to build relationships with other residents and team members. The neighbourhood is both welcoming and intimate, full of familiar household objects and experiences, allowing residents to share their stories about past lives, work and hobbies.

The new areas include an office space, kitchen, sewing room, art room, chalk wall, games area, workshop, gadgets and gizmos area, sensory room, nursery, plant wall, bus stop and front entrance way.

In addition the home has installed *True Doors*, which are personalized front door decals that have been placed on every resident's room. This allows Wyndham Manor to further personalize their home, enabling wayfinding, and promote family and resident involvement in decisions that impact their day-to-day lives by allowing them to select the door pattern.

Trafalgar House is now a certified *DementiaAbility Home Area*. Wyndham Manor will continue to work to certify the entire home as a *DementiaAbility* home. In turn, Wyndham Manor will be used to help train and enable other long-term care homes to follow in their footsteps.

Over the next year, Wyndham Manor will assess the use of antipsychotic medications, social engagement, impact on falls, impact on responsive behaviours and overall resident and family satisfaction.

2018-2019 Extendicare Assist Partner Homes

Municipal Partner Homes

Rideaucrest Home
The Pines
Manitoulin Centennial Manor
Pine Meadow

Hospital Partner Homes

Lakeside Long-Term Care Centre
McCall Centre For Continuing Care
Rainycrest Long-Term Care
West Park Long-Term Care Centre
Wyndham Manor

Charitable/Not-for-Profit Partner Homes

Bennett Centre
F.J. Davey
Villa Colombo Homes for the Aged Inc. (VCT)

Private/Not-for-Profit Partner Homes

Southlake Residential Care Village

Private/For-Profit Partner Homes

Bella Senior Care Residence
Blackadar Continuing Care Long-Term Care

Blackadar Continuing Care Retirement Home
Elgin Abbey Long-Term Care
Elgin Abbey Retirement Home
Kawartha Heights Retirement Living
Oaks Retirement Village
Tendercare Living Centre
Tendercare Living Centre, McNicoll
Tendercare Living Centre, Moll Berczy

Southbridge Care Homes Inc.

Bayfield Manor Long-Term Care
Bayfield Manor Retirement Home
Birchwood Terrace Nursing Home
Chelsey Park Apartments
Chelsey Park Long-Term Care
Chelsey Park Retirement Home
Country Lane Long-Term Care Residence
Country Village
Craiglee Nursing Home
Errinrung Long-Term Care
Errinrung Retirement Home
Georgian Heights
Hope Street Terrace
Maitland Manor

Manoir Marochel
Maple View
Orchard Villa
Orchard Villa Retirement Home
Parisien Manor
Parkview Manor Health Care Centre
Pinecrest Nursing Home
Port Perry Place
Queensway Long-Term Care
Queensway Retirement Home
Regency Manor Long-Term Care
Regency Manor Retirement Home
Seaforth Long-Term Care
Seaforth Retirement Home
Shelburne Long-Term Care
Shelburne Retirement Home
Southbridge Lakehead
Southbridge Pinewood
Southbridge Roseview
The Palace
The Palace Retirement Home
Warkworth Place
West Park Health Centre

West

River East
Irene Baron
Salem Manor
Luxstone Manor



Extendicare and partners give back to the community



Since 2012, Extendicare Assist has been hosting its annual Charity Golf Classic, with proceeds from the tournament going towards the important work conducted by Extendicare and the Alzheimer Society of Canada (ASC). We are delighted to announce that this year we presented the ASC with a cheque for \$130,000, bringing the total funds raised to over \$800,000.

This year, with the support of our many vendor partners and in partnership with the Alzheimer's Society of Canada (ASC), we are excited to establish the **Extendicare Quality of Life Research Fund** which promotes quality of life research. It will have an "in-house" element that allows researchers to work in an Extendicare home as part of an approved investigation process, and have clear deliverables that will be implemented at the end of the project.

The Fund will be used to support:

a) An approved relevant application that is related to long-term care from the 2019 Alzheimer Society Research Program Competition.

- b) An approved application that is received in response to the Request of Applications that is developed in collaboration with Extendicare and ASC.
- c) To support implementation research on the Extendicare Canada support study "Cultivating Wide-Awareness Learning Cultures in Long-Term Care through the Relational Caring Learning Series" to assess how it can be put into practice in Extendicare Homes, and other long-term care homes, more broadly.

All projects selected for funding through the Extendicare Quality of Life Research Fund will be evaluated through the ASC's Research Program peer review process.

SGP Purchasing Partner Network serves over **67,000** seniors across Canada



99%
customer-partner retention rate

40,000+
branded food items

450+
food manufacturers

21 million
cups of coffee

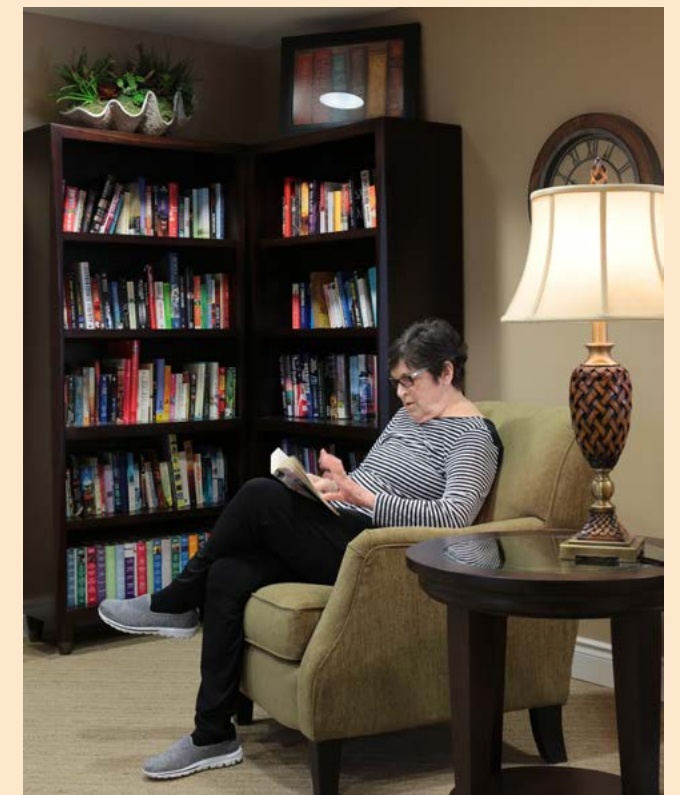
6 million
litres of fruit juice – enough to fill
15 Olympic-sized swimming pools



It takes a network to make a home

Together with our members and suppliers, we form the SGP Purchasing Partner Network. Through it, we share the common purpose of providing the right combinations of products and services that contribute to a higher quality of life for all residents.

SGP Purchasing Partner Network saves our partners money on food, medical supplies, environmental supplies, furniture, fixtures and equipment, office supplies purchases, shipping, copiers, postage equipment, rental cars, web and audio conference technology... and more.





SGP 2018 Vendor Partner – Education, Excellence, Innovation and Partner of the Year Awards

SGP Purchasing Partner Network is pleased to announce the recipients of the 2018 Education, Excellence & Innovation Awards, presented December 11, 2018:

2018 Innovator of the Year Award – Berthelet

2018 Educator of the Year Award – 3M Canada

2018 Excellence Award (Non-Food) – Ecolab

2018 Excellence Award (Food) – Maple Leaf Foods

2018 Partner of the Year Award – Foodbuy Canada

SGP 2018 Customer Partner Excellence Awards

In Recognition of overall commitment and dedication to Community Support, Innovation and Quality Care, these awards were presented at the SGP Platinum Partners Club – Wayne Gretzky Estates Niagara-on-the-Lake Thursday, October 18, 2018:

Primacare Living Solutions

peopleCare communities

Park Place Seniors Living



**Schlegel Villages Inc.
represents**

18
**long-term care
homes**

8
**retirement
communities**

4,400
**residents
across Ontario**

Schlegel Villages joins SGP Purchasing Partner Network

On January 1, 2019, Extencicare's SGP Purchasing Partner Network was pleased to form a new partnership with Schlegel Villages Inc., which represents 18 long-term care and eight retirement communities in Ontario, serving up to 4,400 residents.

Schlegel Villages offers an outstanding brand in the seniors' care industry, and joins a number of highly respected existing SGP clients, including: Effective Pricing Solutions, Jarlette Health Services, Primacare Living Solutions, Southbridge Care Homes, The Good Samaritan Society, and Verve Senior Living.

Together with our partners, SGP now provides cost-effective products and services for more than 70,000 residents across Canada.



Employee Milestones in 2018*

185

5 years of service

107

10 years of service

172

15 years of service

14

20 years of service

13

25 years of service

20

30 years of service

3

35 years of service

1

40 years of service

*Reflects the number of employees who celebrated 5, 10, 15, 20, 25, 30, 35 and 40 years of service in 2018.



Empowering our Leadership Team

Quality care is our top priority.

This statement is not only true at our homes, but also extends to the quality, care and investment in our teams. As we work to measure, improve and share our performance, we are aligning everything we do to ensure that our leadership team can continue to develop and embrace new skills.

This year we introduced the new **Leadership Development Program**, consisting of Leadership Exploration and Development (LEAD) sessions and online resources to address all leadership interests and provide a fresh and diverse approach to managing.

Working alongside Franklin Covey, a global company specializing in performance improvement, our leaders attended an in-person course on "Leading at the Speed of Trust". Leaders were able to identify their "trust gaps" and evaluate their relationships at work. By exploring their character and competence, a *Trust Action Plan* was created to practice and enforce 13 behaviours of high trust to develop, restore, and extend trust with their coworkers and their teams.

Helping people live better is the foundation of our business and this stems from investing in our leaders.

Over **23,000**
employees Canada-wide

\$190,000
2018 charitable donations

8
Academic scholarships
sponsored



Extendicare donates to charitable organizations in the communities in which we live and work. We support various organizations and programs related to long-term care and gerontology, and educational initiatives including health care management and educational programs.



Giving back to our community

Extendicare Scholarships

Our scholarship program has provided students in health-related fields with an opportunity to upgrade their skills and enter fields where there is a need for health care staff.

We provide nursing scholarships and scholarships for Personal Support Workers both in long-term care and home care. On the following pages, we have highlighted some of the students who have benefitted from our programs.

< **Tendercare Living Centre participated in the Heart & Stroke Foundation's Big Bike Event**

Extendicare Scholarships

Canadian Nurses Foundation (CNF) Extendicare Scholarship in Gerontology

Since: 1989

Extendicare Nurse Practitioner Scholarship

Since: 2012

Selection is done by CNF Selection Committee and is awarded to post-graduate students at the Masters level whose intention is to practice or teach in a Canadian long-term care setting.

Canadian Healthcare Association (CHA) Scholarship – The Extendicare Inc. Award

Since: 1996

Awarded annually to the Year Two student enrolled in the Long-Term Care Senior Management program who achieves the highest grade level on the "Leadership in Health Services".

George Brown College – Extendicare (Canada) Inc.

Award for a student registered in the Long-Term Care or Personal Support Worker Program in the School of Nursing.

Humber College – Extendicare (Canada) Inc. Practical Nursing

To a graduate student of the Practical Nursing Program who has achieved a high academic standing and has demonstrated a strong commitment to Long-Term Care.

Ryerson Polytechnic University – Extendicare (Canada) Inc. Scholarship

Since: 1999

To a School of Health Services Management student who has completed 10 courses with the highest grade point average.

St. Lawrence College (Kingston, Brockville, Cornwall) – Extendicare (Canada) Inc.

Practical Nursing and Bachelor of Science.

Other: Extendicare Assist – Alzheimer Partnership

Harold Livergant Scholarship Program

Harold Livergant, the founder of Extendicare (Canada) Inc., was an individual who dedicated his life to improving the health care system in Canada. This scholarship program was created in his honour to encourage children of Extendicare employees to pursue careers in health care. The program provides financial assistance to students who are pursuing full-time post-secondary education in a health care related discipline at an accredited college or university.

Up to five (5) scholarships are awarded each year to children of Extendicare, ParaMed, Esprit and Silver Group Purchasing employees are eligible for the program.

2018-2019 Harold Livergant Scholarship Recipient, Sophie Nezan

I am currently in Social Sciences at McMaster University. I chose my major because I am interested in helping people from different perspectives. With Social Sciences courses, they can prepare us to be able to perform to the best of our ability in a variety of fields, but it always comes back to helping someone. We will be able to help individuals who are struggling mentally, physically, or financially to get back up on their feet and succeed. I am interested in becoming a Social Worker who works with individuals in a health care setting. For example CHEO, The Royal. This scholarship has helped me in a variety of aspects, from feeling financially stable to building the confidence that I now have, to being recognized by a committee just from my application to be considered for this scholarship.

Richard Bertrand Scholarship Program

Richard Bertrand was a beloved member of the Extendicare family who began his career at Extendicare in 1976 as an Internal Auditor. His integrity, expertise and knowledge of the organization saw the advancement of his career through various senior level positions to the esteemed position of Chief Financial Officer. He is remembered for his generosity and encouragement of others to exceed expectations. This scholarship program was created in honour of his memory and the values he stood for. The program provides financial assistance to students who are pursuing post-secondary education at an accredited college or university.

The Richard Bertrand Scholarship is designed to encourage children of Extendicare employees to pursue post-secondary education at an accredited college or university. Up to five (5) recipients will be chosen annually to receive a one-time payment of \$2,000 to be used for tuition and school related fees. Only children of Extendicare, ParaMed, Esprit and Silver Group Purchasing employees are eligible for this program.

2018-2019 Richard Bertrand Scholarship Recipient, Yasmin Ameeriar

My major of study is Honours Biomedical Science with a minor in Advanced French as a Second Language. I chose this major of study because I have always been very interested in science and how it relates to different aspects of health care.

When I was younger I knew that I always wanted to be a doctor and, as I grew up and learned about different opportunities, I knew that I wanted to be a cardiothoracic surgeon. This scholarship award has helped me to focus more on my schoolwork and getting this scholarship boosted my self-confidence, knowing that I completed an important task in getting me closer to my career goal. Also, this scholarship award motivated me to work harder towards completing my degree in Biomedical Science, and my dream of one day becoming a doctor. I am currently working at Extendicare for Accounts Payable.

2018-2019 Extendicare Nursing Award Recipient

Bianca Angeles-Alleyne – George Brown College

Currently enrolled in the Bachelor of Science in Nursing (B.Sc.N.) program.

Growing up in a single parent family, I knew the importance of financial stability. Once my parents divorced, my mother was unable to support us on her own, and we began living with different relatives. As a result, I started working at the age of 14 to help make ends meet. Despite our adversities, I was motivated to move up the social ladder. I worked hard in my studies and finally enrolled at George Brown College's Bachelor of Science in Nursing

program. This collaborative degree course has helped me developed many skills and knowledge, and I cannot wait for an exciting career in the nursing field. Thanks to the Extendicare Nursing Award, I did not have to worry about paying tuition and living expenses in the upcoming semester. I am so grateful to have received your generous financial support, it means so much to me! Thank you!



2019-2020

Extendicare Nursing Scholarship Recipient

Zahraa Bhimji, University of Toronto – Extendicare Nurse Practitioner Award

I enjoy working in Continuing Care as a clinical nurse educator on the Education Practice Development Team in Edmonton. We provide education, training, resources for staff in home care, supportive living, long-term care, hospice, and end of life care. At Alberta Health Services (AHS), I work with staff, participate in provincial committees on policies, and help shape clinical guidelines. I have a passion for palliative care, which this award will help to fulfill through tuition support for the Nurse Practitioner (NP) program in Gerontology/Palliative care.

I hold a specialty certificate in Cardiology from the Canadian Nurses Association, Masters of Nursing in Chronic Disease Management (heart failure) from the University of Calgary, and a Lean Six Sigma certificate from McGill University.

My nursing career has been shaped by a family member who underwent a heart transplant, suffered through a cancer diagnosis, and passed away in palliative care. His journey through the health care system, with hope, strength of faith, and humour, always reminded me of the humanity and compassion in practicing as a health care professional.

In 2014, I had an opportunity to travel to south Asia and volunteer at the Aga Khan University to teach nursing students about palliative care and work on quality improvement projects. This experience ignited my passion for teaching and supporting education as an advanced practice nurse.

I am indebted to my professors at the University of Alberta and University of Calgary, where I received my Bachelor of Nursing and Master of Nursing, respectively, as well as the University of Toronto, in my current enrollment in the NP program. I am inspired by the countless patients encountered in cardiology, surgery, and ophthalmology units, in my 15-year nursing career, pursuing 'life-long learning' with a smile.



2019-2020

Extendicare Nursing Scholarship Recipient

Patricia Julian, McMaster University – Extendicare Gerontology Award

I am a Master of Science in Nursing (thesis stream) student at McMaster University. Under the supervision of Dr. Jenny Ploeg, I am completing a thesis project that aims to study family caregivers' experiences when a person living with dementia (PLWD) develops delirium before or during a hospitalization.

I chose to become a nurse because of my experiences volunteering in a long-term care facility. I was impressed by the skilled and caring nurses who provided person-centred care to older adults living with dementia and other chronic conditions. I was inspired by this experience and hoped to make positive contributions to the care of older adults with dementia as a nurse.

Following nursing school, I worked in an acute care setting and observed the distress experienced by family caregivers

when their elderly family member was admitted to the hospital with delirium. I wondered if there were evidence-informed strategies to support caregivers during this difficult time, and if caregivers could be trained to detect delirium.

Filled with questions and a desire to contribute to evidence to support older persons and family caregivers, I entered graduate school. In my graduate studies, I learned about gaps existing within the literature about caregivers of persons with delirium on dementia. I have designed my thesis project to address these gaps and hope to make a contribution towards evidence-informed practice in the care of older persons and their caregivers.

I am grateful to CNF and Extendicare for this award, which provides valuable support during my graduate education.



Remarkable MOMENTS



Extendicare Leduc visited Edmonton Valley Zoo.



Dancing up a storm at Extendicare Peterborough.



Kawartha Lakes.



Stampede at Extendicare Hillcrest and Cedars Villa.



Otto Kreis with Corporal Darrin Turnbull at Extendicare Cedars Villa.

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