



Canterbury
FOUNDATION

The Promise of Home

Canterbury
Gratitudes

SEPTEMBER | 2020

A Message from the Executive Director

WENDY KING



It's hard to believe that the crispness of fall is in the air yet again. It's a time where we throw on our sweaters and wrap ourselves in the warmth of the season and relish all those sweet comforts of home.

At Canterbury Foundation, it's that feeling of home that we've hung onto through these past many months. While 2020 has thrown many challenges our way, we've leaned into one another and grown as a family of residents and staff. We turned to our residents for words of wisdom and inspiration. Our seniors who call Canterbury home, have seen hard times, they've lived through recessions, the Depression and times of turmoil. Their words of encouragement, resilience and strength inspire all of us to continue to put one foot in front of the other and do the hard work we're so honoured to do, of protecting each other and keeping everyone safe.

COVID-19 has opened the country's eyes to the need to improve senior care not just in Canada, but around the world. It has shone a light on the cracks in the system and made us sit up and take notice of how we as a society must do better to protect and value our seniors. They are our parents, our grandparents, our Veterans, and our valuable historical record of our past. And one day, they will be us.

Even before COVID-19, Canterbury Foundation

has been working hard to improve on our Promise of Home. We have partnered with the University of Alberta who have worked with us to design a care centre that will truly allow for enhanced quality of life for all our seniors, but specifically those living with dementia. We know that 46, 000 Albertans are living with dementia and 40% of them are over the age of 85. Canterbury's project coupled with the University of Alberta's research, will be used to enhance senior care for all seniors living with dementia, not just here at home, but around the world. Our 42 million dollar expansion and renovation will introduce larger more modern suites, end-of-life care, 53 new dementia care suites and a community outreach program for seniors living in the surrounding neighbourhoods. By the time our Capital Project is finished, Canterbury will have one of the best Senior Care Centres in the world. That is truly something we are proud of.

While we've been isolating behind closed doors since March, we've been able to watch our vision be built brick-by-brick right outside our windows, thanks to the incredible work of our corporate partner, Stuart Olson. We are so thankful for their love and support

of Canterbury. Without them we would not have been able to weather the storm of COVID-19 or have a new bright and World Class expansion to look forward to. We are truly grateful.

We are half-way through our Capital Campaign to see this dream become reality. But we need philanthropic support to continue. Canterbury Foundation is a not-for-profit organization and we receive very little government support for the exceptional care we provide our seniors. Our work can only be done with the support of our donors.

This is why we have used the time provided by this year, to refocus our efforts to expand our donor community. We now have a brand new fund development consultant, Margo Buckley, who is passionate about people and our community. You may have met her at our front reception area the last few months, where she has been working to get to know everyone who walks in our doors at Canterbury. She is helping us build more connected and inspired relationships with our families, our staff, our corporate community and private donors. We want everyone to feel like they can play an important part in supporting the well-being of our seniors in a way that's manageable and meaningful for each and every donor. Small or large, all gifts are precious and support our vision, mission and values.

And so begins the first edition of Canterbury Gratitudes. Inside these pages you will find stories of philanthropy, bringing our vision, mission and values to life – sharing the impact of every ounce of time, talent or treasure our family of donors have given. Like the story of Margot Byers, who recently contributed a gift of \$10,000 to our forthcoming hospice, in memory of her late mother, Jean Coglon. It's gifts like these and others that Canterbury Foundation, as a not-for-profit organization, could not continue to provide the Promise of Home without them. We are so thankful to Margot Byers and all our donors who value the work we do.

You'll also get a chance in this first edition, to meet one of Canterbury's strongest allies against COVID-19. Afia Gyan is Canterbury's Staff Educator. She has

trained hundreds of staff how to do their best job under the ever-changing protocols of COVID-19. But outside her role, she has been a compassionate force and has delivered calm and guidance at a time of uncertainty. Canterbury has not had a single case of COVID-19 and we have the tireless efforts of Afia and all our staff to thank for that.

There is nothing but bright days ahead as we look forward to the opening of our new expansion. And we will continue to reflect on how we can provide the most value to our donors and partners by delivering the best care to our community's most precious resource: our seniors. We hope you enjoy these philanthropic stories and moments we've gathered to help us reflect on this past year and we hope you'll be inspired to make Canterbury a place where you can find meaning and impact in every dollar that is given.

From the words of one of our residents, Tom Houlihan, who unexpectedly passed away this year, "Stay strong, stay resilient, stay happy and keep smiling." Tom Houlihan, Canterbury resident.

God Bless,

Wendy King, Executive Director of Canterbury Foundation.

“

*Stay strong, stay resilient,
stay happy and keep smiling.*

Tom Houlihan, Canterbury resident.

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TESTIMONIAL

My parents' approach to their move into Canterbury was very positive. They never saw it as an end to anything. They approached it with this idea that it was going to give them more opportunity than they currently had. It would take the worry out of the "what-ifs" of their future. They got comfortable right away. They had dinners in and sometimes went down for dinner. They began to make friends, they entertained, they still went out in the neighbourhood for walks and it just became their home. They settled in very nicely to the neighbourhood and to the community. The staff at Canterbury have been amazing to work with. Over the last year, from maintenance and accommodations, to the staff that greet residents each day, it's just such a friendly environment. But the "what-ifs" that my parents had always been considering – such as, one of them possibly becoming sick – they happened. In February my mom had a fall and as tough as it was to have her away and in hospital, my dad was never alone at Canterbury. After recovering from surgery, my mom came back to Canterbury and they were together again for another couple of weeks until my dad unexpectedly passed away. As you can imagine it was hard, it was very hard, but the staff were there immediately to guide us through how this would work with the COVID-19 restrictions, and the pandemic. How I could be there for my mom, and how they would support my mom to immediately address everything that we needed to do to get through that time. My mom tells me every week how happy she is that they made that move to Canterbury, and that they had that time there together. Now she's at home at Canterbury, surrounded by people that care about her. She's safe, she's comfortable and it's just a great place.

Carmen Alton,
Daughter of Canterbury Manor Residents Tom & Nellie Houlihan



”



DONOR HIGHLIGHT

Gifts of Hope, Home and Hospice

For Margot Byer, Canterbury Foundation's 16 new hospice care spaces can't come soon enough. They're a component of Canterbury's 42 million dollar expansion and renovation that will introduce end-of-life care, 53 new dementia care suites and community outreach programming for seniors living in the surrounding community of Laurier Heights.

Byer and her family recently contributed a gift of \$10,000 in memory of her late Mother, Jean Coglon. It's gifts like these and others that Canterbury Foundation, as a not-for-profit organization, could not continue its work and Promise of Home without.

After living in Edmonton's west end for over four decades Coglon moved to Canterbury in 2010 where she lived until her passing in 2017. The family's contribution will help create a first of its kind residential hospice providing compassionate end of life care for seniors right in their own home.

Byer says, "Mom told me in that last week of her life, that she would like to give a gift towards helping setup hospice care, so our donation is to honour mom's last request."

"They will have staff serving that unit that are really passionate about that type of care, and it's fitting because the staff that were with her on her last day were her favourite people so that was really good."

Caring for residents in their final days

and not having to uproot them from their homes is a need that's only growing. The average age of seniors in care is higher than ever before.

"As our medical care gets better and people are living longer, the reality of supporting someone through a terminal illness is just that much greater," says Byer.

"I think we just really need to be forward thinking not just for our parents but for ourselves as we age as well. There's probably a good chance that we'll need that type of care at some point and I think it's just a gift to that person we love to be able to have that home-like experience at the end. I think it was a real blessing for my mom to be able to die in the place she called home for the last 7 years of her life."

"I think once the hospice unit is up and running, transitions to a higher level of care will be more seamless and the pressure will really be lifted off of families," says Byer.

In addition to gifts supporting end of life care, Canterbury has been fortunate enough to receive so many in-kind

donations geared towards helping residents thrive even during the pandemic.

“Every week we’ve seen family members, community organizations and students from Laurier Heights School across the street, stop in to donate things like masks, hand-crocheted ear guards to protect our front line staff from discomfort, and even tablets to help keep residents connected with their loved ones,” says Amber Hudson, Canterbury Reception Supervisor.

In a post on the White Orchid Crafts Facebook page Meagan Armstrong writes, “Another batch of ear savers ready for some amazing nurses and staff at one of our Edmonton Seniors homes. Thank you to all of the front line workers for all of your hard work during these times.”

BetterLife Medical, Buddhas Light Society Edmonton, Dialog Design and Community member, Betty Zeng, are all among the gracious donors who provided masks and other PPE keeping Canterbury staff, residents and the surrounding community safe and COVID-free. Thanks to donations like these and the cooperation of the surrounding community we’re able to protect the health and safety of everyone who calls Canterbury home.

It’s in that same spirit of giving that Stuart Olson has also lent a hand to improve the quality of life for residents and their families. As they lead the Canterbury redevelopment and expansion Stuart Olson has taken the time to ensure they are going above and beyond,

constructing a visiting patio for residents to enjoy face to face visits with family while still observing social distancing. The construction giant arranged for a recent staff appreciation lunch from Drift Food



Truck and even delivered activity books to every single Canterbury resident to celebrate Seniors Week in June.

In a post on Stuart Olson’s Instagram page they write, “We’ve been working on a very special project! It has been an honour

to collaborate with our seniors’ retirement and care facility clients to create these special activity books. We have built many of these facilities, but together we are building community. It is our hope that

the wonderful residents in these facilities find joy and peace in this activity book. Our promise is our legacy and reminds us that long after a project is completed and our work is done, we remain neighbours, friends and community members and we stand beside you.”

These are just a few of the examples of the generosity the non-profit has received in 2020 and they would like to extend heartfelt messages of thanks and gratitude

for the ongoing support still rolling in. If you would like to contribute to and help support the Promise of Home for seniors in your community please visit the website to donate.



SENIOR SPOTLIGHT

Wilma Drummond: A Sunny Canterbury Friend that Breaks the Mold



If you venture up the stairs towards the corner of Canterbury Manor, you'll see beautiful wall hangings of a bright sunflower scene that's as cheery as the resident who made it.

The lovely creation is by 90-year-old Wilma Drummond, a three-and-a-half-year resident of the Manor, who has spent a lifetime mastering crafting and doll making.

"In our home, money wasn't as important as family," says Wilma with a smile.

Wilma is a former kindergarten teacher who was married to her loving late husband Fred for many years.

"Early on we decided my husband would work at the bank, and I would stay home to look after our babies, and that's when I took up my sewing and hobbies which I enjoyed immensely."

As her three boys grew up Wilma became a popular local wedding dress designer through word of mouth.

"The young ladies would come to me with a picture and tell me what they wanted, and I would whip it up," she laughs.

She created many dresses over the years, and one of Wilma's biggest joys was designing and sewing all three of her daughter-in-laws wedding gowns.

Wilma's talents run deep. She points out a family heirloom on her apartment table.

"Mother was very artistic, she designed that lamp and painted it when she was in her 70's," she says proudly. "Growing up in



Winnipeg, my dad would make the molds from different plates, bowls, and my mother would paint them. Then she started doing small porcelain figures, and that's how I got into those."

Wilma's creative skills took further shape later in her life when she tried doll making on the suggestion of her twin sister Donna. The pair took a class on how to make life like porcelain dolls. Wilma still lights up, explaining the process.

"The teacher poured the molds, and she had a kiln at her house, we would do the painting and finishing touches of eyes, teeth and wigs and then of course I would make the clothes."

Wilma estimates she made over an impressive 100 dolls in the six years of her hobby!

"We used to buy the doll magazines" she adds, "My husband was very enthusiastic and supportive about wanting to see me happy doing this. He would sometimes pick out the dolls that he wanted me to make too."

Many beautiful dolls are on colourful display throughout Wilma's cozy apartment. There's Tom Sawyer & Huckleberry Finn by the front door, a variety of smaller delicate dolls in the cabinet, and a few friendly figures on the floor. "They all have their own unique personality and names," she explains, "I would say the yellow Sea Captain is my favour."

Wilma has a lovely sewing room with all her notions, and a sewing machine that's been put to good use recently. Wilma has been stitching her way through dozens of cloth masks for Canterbury Residents.

Wilma also enjoys her time relaxing and reflecting at Canterbury. She and her husband Fred were able to live independently in their west Edmonton home for many years and moved over to Canterbury a few years back.

"We had a wonderful life, and it was a foregone conclusion that we'd end up here" says Wilma.

Fred actually had a very important role in the original construction of the Manor over 25 years ago. The couple were valued members of their Anglican Church that was connected to Canterbury, and he was asked to get involved on the Canterbury Board. Fred jumped at the chance and was excited to be involved in the Manor development. Later, as a resident, he was also the vice president of the association, and thoroughly enjoyed living in the community.

"Before my husband was sick and passed away, many times we would sit right here on the chesterfield overlooking the beautiful garden, and he would make the comment to me, "I'm just so happy we're here." "Yes," smiles Wilma, "we had a wonderful time together in our Canterbury home."

While she greatly misses her devoted husband, Wilma has found strength in her sons growing families including seven grandchildren, ten great-grandchildren, and two more on the way.

She also maintains a positive attitude and has built strong friendships at Canterbury.

"There are many residents originally from St. Timothy's Anglican Church parish who know each other," she explains. "I have been able to make many friends at Canterbury that are just very special people to me. I feel that they are a big part of my life now. Other friends still come to visit and that's wonderful. But these people here are the close ones and it's important to get a good feeling for those that you're always around."

"A new lady moved not too long ago, and when I was going past her door she opened it. So I stopped to talk to her and introduced myself – as you just know that she might need a friend," says Wilma. "We chatted for a few minutes, which she really appreciated. She said she hadn't met many people and was so glad to meet me –to hear that kind of thing is very nice, it



just cements a good feeling in your heart."

From sharing her beautiful creative sewing and doll making talents to caring deeply for family and community, we are blessed to have a wonderful Canterbury Manor resident like Wilma Drummond. She is a devoted friend, and a lovely, genuine person who brightens peoples' days, spreads good cheer and is truly cut from a very special cloth!



STAFF FEATURE

Afia Gyan: Strength, Compassion and Education



A compassionate force. A breath of fresh air. These are just a few of the phrases used to describe Canterbury Staff Educator, Afia Gyan. It is Afia's responsibility to stay up-to-date on the latest protocols so she can train hundreds of staff how to do their best job.

Born in Ghana, Afia moved to Canada at the age of ten. She always had a passion for health care. "I always wanted to be a nurse and my mom always supported me the best she could," says Afia.

Gyan would go on to complete her Bachelor of Science in Nursing in 2011 before joining the team at Canterbury in July 2019. Some of the areas Afia has been responsible for training since her arrival include person centered care, infection prevention, medication assistance, dementia care, risk management, fall prevention, safe bath and shower water temperature checks, incident reporting and oral hygiene just to name a few!

"My favourite part of what I do is just being in front of staff, and being able to interpret things for them and explain it so they can understand," says Afia. "Sometimes if you read something it

doesn't always stick and it doesn't resonate, but me being there and breaking it down, I find that it makes a difference."

Jason Rinas, Canterbury's Senior Human Resources Manager says, "You give her a concept and she just runs with it, she leads by example, she's always on the floor doing one-on-one training with staff to advise them," says Rinas. "She's compassionate yet assertive."

Jason adds that Afia is confident and has become a critical part of the team at Canterbury.

"She's constantly educating herself on new techniques and information, things change all the time within healthcare and she always stays on top of it," says Rinas. "When the COVID pandemic broke out she didn't even hesitate, she just jumped to do whatever was needed and adapted incredibly well."

"When COVID hit, I put my educational plan on hold and focused solely on COVID-19," says Afia. I repeated infection prevention, making sure we're washing our hands, making sure we

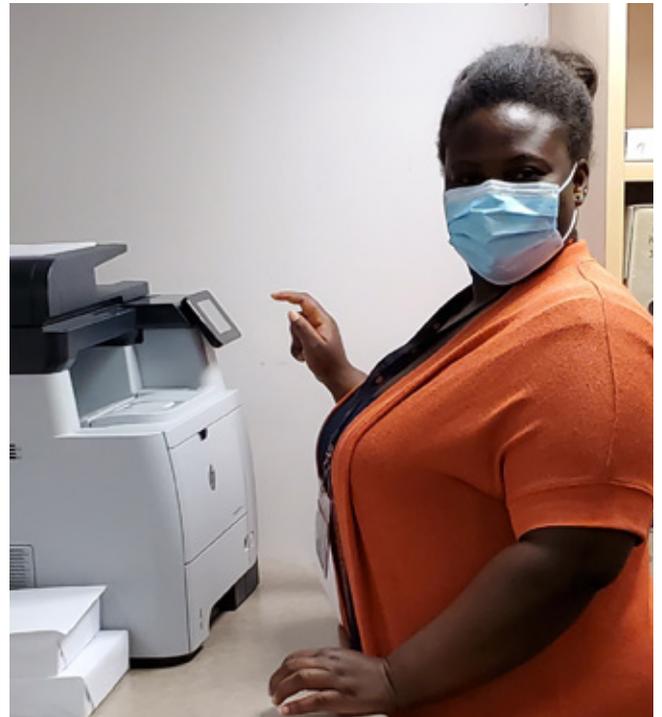
have our masks on, ensuring everyone knows what PPE is, how to don and doff properly. I helped ensure we're cleaning when we need to clean, 10 even 20 times per day and that they're using the correct PPE, and practicing proper hand hygiene."

"My role has changed but not too much," Afia laughs humbly.

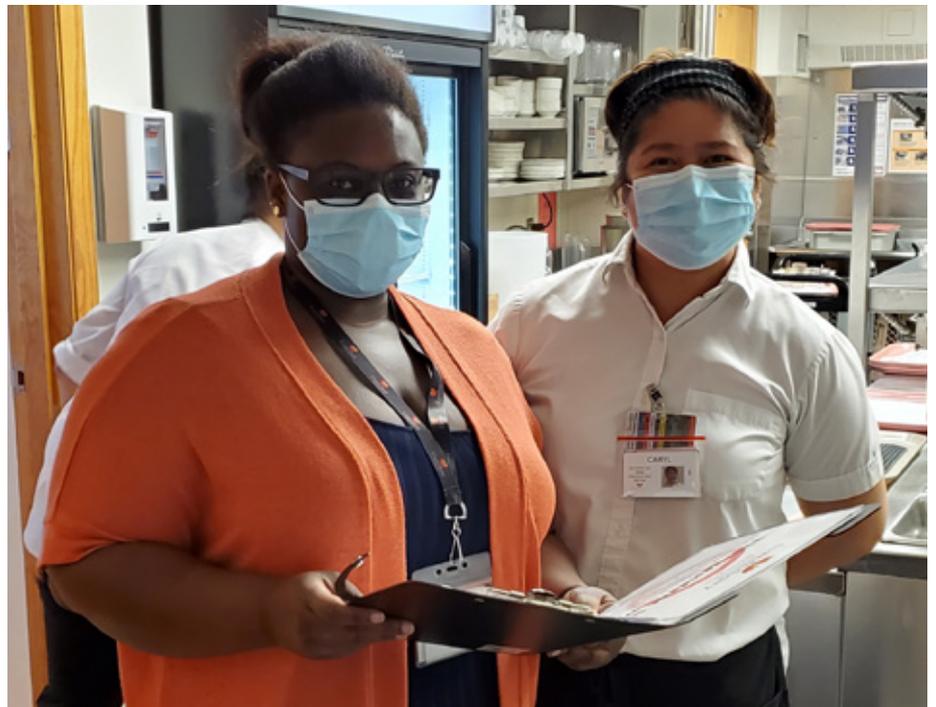
To say that staff have had to simply adjust amid COVID-19 would be an understatement. Not only do front line workers like Afia, health services, housekeeping and dietary staff have to contend with the changes in their personal lives, but they are also responsible for helping those most vulnerable, make big changes in their lives and daily routines as well. All while keeping the countless protocols, procedures and measures top of mind to protect the health and safety of fellow staff and those who call Canterbury home.

"Even though you might be stressed about work sometimes, you're happy to do it because everyone is so grateful," says Afia.

"I find that because of the mindset that we're all doing this together, it makes us happy to come in and do the job."



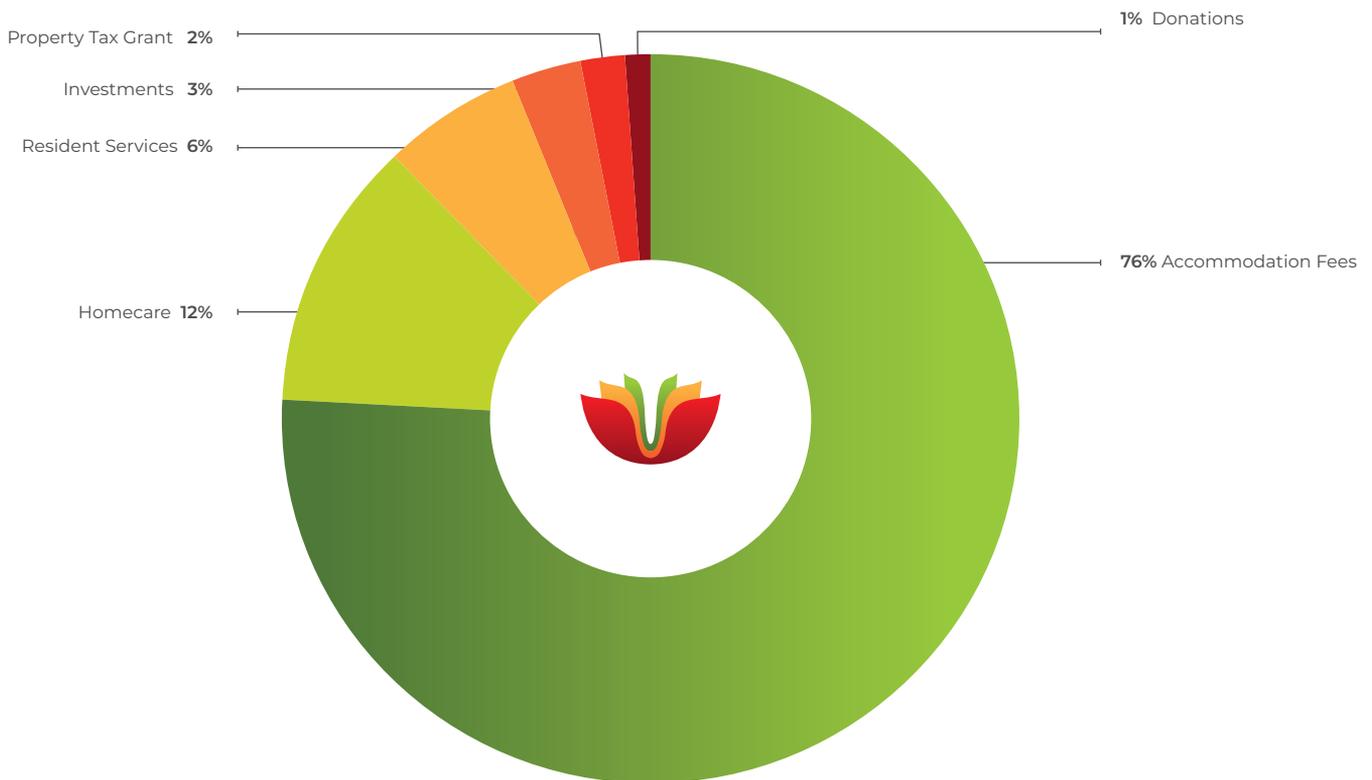
It's a job that's critical to protecting the nearly 250 residents living at Canterbury and it is with great appreciation that we thank Afia and all Canterbury staff for their tireless efforts.



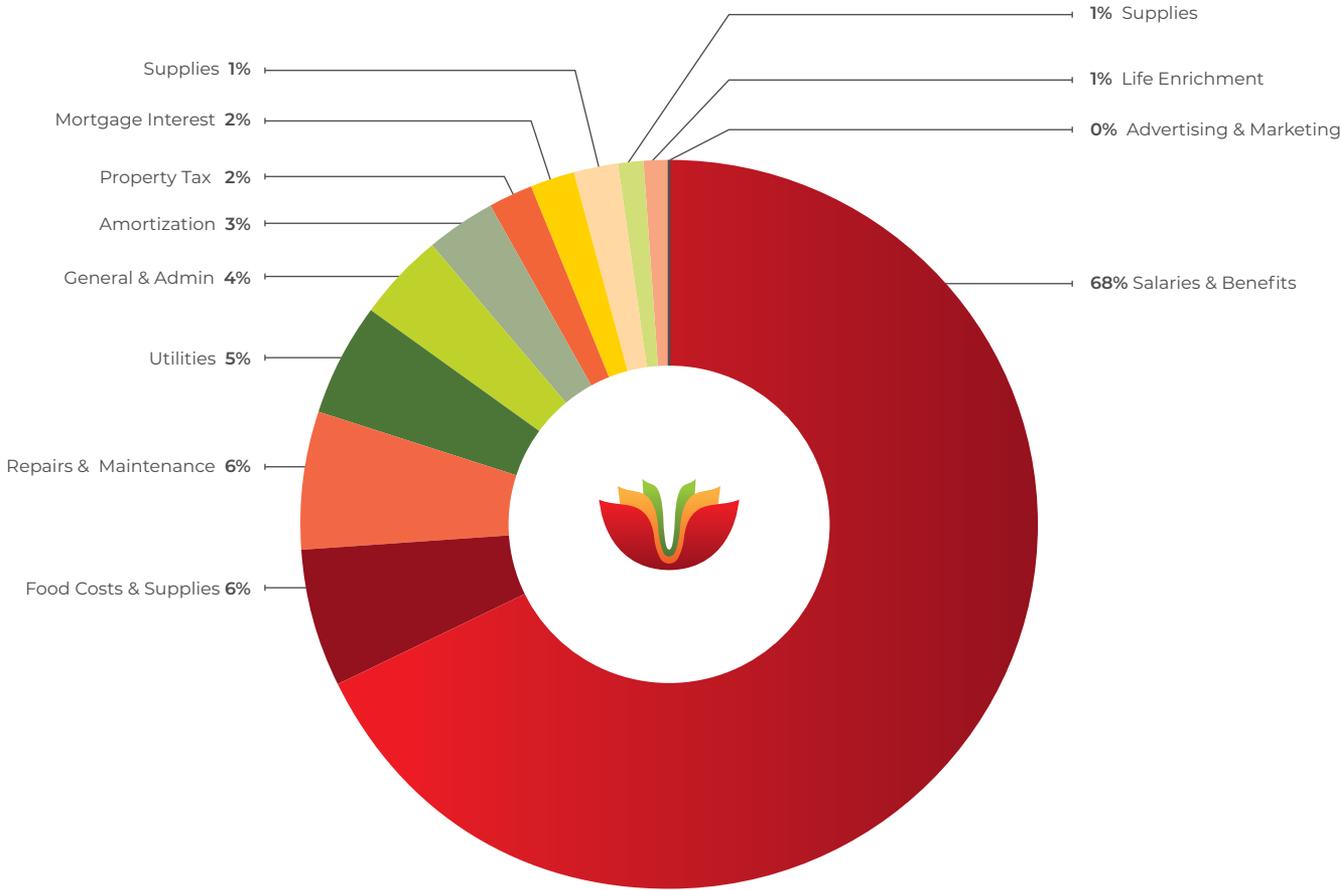
FINANCIAL REPORTS

The COVID pandemic has posed unique challenges financially and organizationally for the foundation in 2020. As we look ahead to the official opening of the new expansion at Canterbury, we've put together a snapshot of our revenues and expenditures in 2019. With a renewed focus on increasing our accommodation revenue, we project Canterbury will come out with an excess of revenues over expenses that is on par with previous years.

REVENUES



OPERATING MARGINS



DONOR RECOGNITION

2019 Donors & Sponsors

We'd like to extend our deepest gratitude to all supporters of Canterbury. As a not-for-profit we rely on donations from businesses and community members to continue providing the best possible care. Your generous act of giving supports a broad range of services and programs, all designed to improve the quality of life for every Canterbury resident.

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Gordon Duckering
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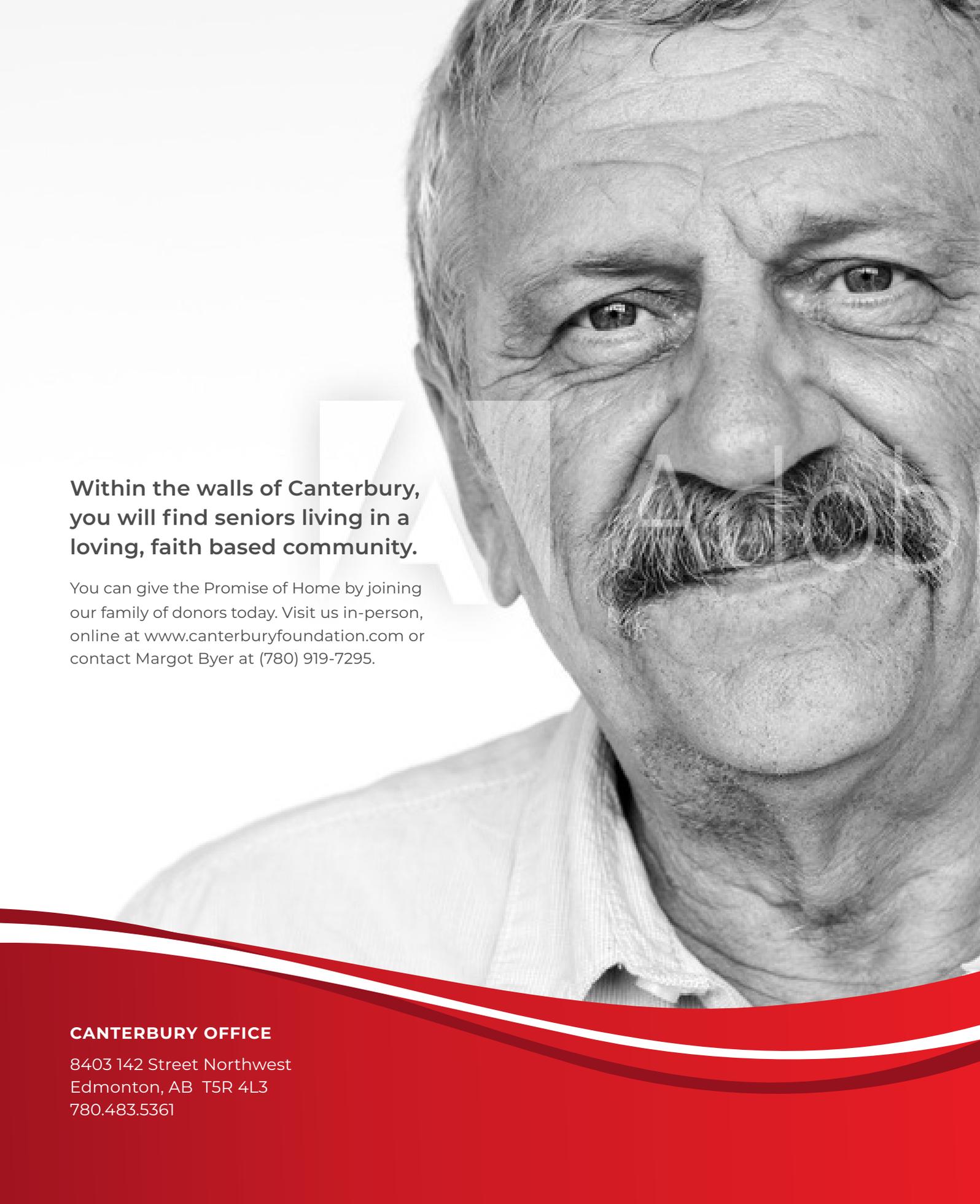
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you will find seniors living in a
loving, faith based community.**

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