



In Sync . . . In the Village

Winter 2017

Joy and Thanksgiving

The season of joy – the sensation evoked by well-being, success, something emotionally good that comes over us – is upon us. And with joy we are swept away by wonderful memories...and a feeling of gratitude flows through our hearts.

As the year comes to an end, and Christmas commands our attention, we think about all the moments that enriched our lives at Shepherd Village and, with new leadership taking us to elevated levels of quality and distinction – building on the achievements of predecessors, we feel blessed to call SV home. The feelings of spiritual warmth, inclusion, safety and community fill us with a sense of comfort and when we think of those people behind the SV organization who made it their objective, through good times and bad, to make this happen, we are sincerely grateful. The yearend is also an occasion to reflect on our emotional state and actions. Was our year filled with love? With compassion? With joy?

The advent of Christmas never fails to inject hope into our lives – no matter how despondent we may be. The approaching birth of the Child Jesus fills our heart with joy, and the observance of the world’s most celebrated holiday elicits from us a determination to make changes for the better.

Reflecting on Christmases past, we are sometimes overcome with nostalgia and a tinge of sadness over people no longer in our lives, but let us find grace in the emptiness and appreciate the precious memories that they bring and be thankful for all our blessings. Let us rediscover the magic and romance of this season and let joy light our way.

And let the grace notes of this special moment in time help us celebrate a truly Merry Christmas and a New Year filled with *joy* and *thanksgiving*. ♦

Carlota

Carlota Rubio, Editor

Introducing... Catherine (Cathy) Fiore

We extend a warm welcome to Catherine (Cathy) Fiore and look forward to the enrichment projects and other measures that she will be implementing to maintain and improve Shepherd Village’s standing in the realm of seniors’ care.



President & CEO Wendy Beckles announced her appointment as Director of Client Care Services effective October 10, 2017. She replaces Brock Hall who retired at the end of September after 18 years of service.

Cathy comes from Responsive Health Management which is affiliated with The O’Neill Centre. Her passion for working with seniors has led to more than 20 years of progressive experience in long-term care and retirement home environments, including ten years in a senior management role.

Her volunteer work includes speaking across Ontario as a Champion of Leadership in cross-sectoral quality improvement processes with Health Quality Ontario, as well as distributing meals in the West Toronto Community for the Meals on Wheels organization.

Cathy holds a Bachelor of Social Work from Ryerson University and is a Certified Lean Health Care Yellow Belt. Please say hello to her when you see her around the Village. ♦

Planning Ahead Made Easy

We’re all familiar with the adage that there are only two certainties in life – death and taxes. It is also a fact that we know the importance of planning but

find all kinds of reasons to put it off for another day.

A recent two-session seminar initiated by the Spiritual Life Dept. and hosted by Eric Tappenden, President of Chapel Ridge Funeral Home, provided momentum to the important task of planning.

On October 2nd, Eric introduced SV residents to the benefits of funeral pre-arrangement.

When death comes knocking at our door there are more than 75 things that need to be dealt with within 48 hours – gathering the information to register the death, getting the burial permit or cremation certificate and the difficult task of planning the funeral. The main benefits of pre-planning are that one gets to decide how one wishes to be remembered and, most importantly, that it spares one's spouse and family members from making decisions during times of vulnerability and emotional stress. It also makes sense financially as it locks in the cost at today's price and the family will never have to pay more no matter how much inflation drives up the funeral's cost. Payments can be made at once or in time payments from 3 to 20 years. Should anything happen before the plan is fully paid, the insurance company which holds the funds will pay the balance of the cost. For frequent travelers who worry about the possibility of passing away while travelling, the Worldwide Travel Protection Plan is available no matter how often one travels for a one-time fee of \$525, including tax, which can be integrated into the time payments. Should the unspeakable happen while travelling more than 100 km from home or out of the country, the return of the body will be paid for by the insurance company and the service provider will do all the work. There is no limit to the coverage and the plan covers everyone regardless of health status. As death can and does occur unexpectedly, one is never too young to pre-arrange.

On October 23rd, Financial Planner Vern Dueck and Lawyer Robert Adourian dealt with the significance of spelling out everything clearly so that our estate goes to, and is divided among, one's beneficiaries in accordance with one's wishes and properly documenting these instructions.

A Power of Attorney for Life enables the designated Executor/Trustee to make decisions for someone who is no longer able to make decisions regarding his or her health. A Power of Attorney

for Property enables the Executor to manage proceedings relating to finance and property. Powers of Attorney become void once the designator passes away.

The important considerations to making a Will include: determining what happens to our estate; appointing an Executor of our choosing; ensuring loved ones are provided for; protecting assets – business and personal; minimizing tax and probate fees; making estate administration easier for executors; making charitable gifts – to maximize tax benefits; creating a trust for a spouse, child, or a disabled dependent; and avoiding disputes regarding the distribution of assets.

Both seminar sessions were well attended and, with a new year beckoning, it is a good time to turn our thoughts of planning into action. ♦

Lest We Forget...

Shepherd Village paid tribute to “Remembrance Day” with a montage of photos from the First World War that saw thousands of lives sacrificed so that we may live and enjoy freedom.



On this, the one hundredth anniversary of the capture of the village of Passchendaele by Canadian soldiers, and the signing of the Armistice by Germany and France on November 11, 1918, in a railway car at Compiegne, France, effective 11:00 a.m., we remember.

Rev. Ron Matheson introduced our special Remembrance Day guests: MPP Soo Wong, Councilor Norm Kelly (both representing Scarborough-Agincourt) and popular Canadian Tenor Stephen Harland. His renditions of “Danny Boy” and “The Prayer” were extremely moving.

Also present were Jean Yip, the widow of Scarborough-Agincourt MP Arnold Chan, a good

friend of SV who passed away in September, and their sons Nathaniel, Ethan and Theodore.

A sobering takeaway from the remarks of Soo Wong was that “Freedom is not free... we must give something up,” and give up a lot Canada did. Words fail to capture the costs – in financial terms; in suffering – visible and silent; and in lives lost that resulted from the atrocities of the First World War.

The poignant poem by Lt. Col. John McCrae, “In Flanders Fields,” highlighted the poppies that bloomed in the battlefields of Flanders, in Ypres, Belgium. The poppy has been adopted as a symbol of the remembrance of the war – and the bloodshed – and has prevailed over the decades.

At the 11th hour of the 11th day of the 11th month, we will always remember...and people of all cultures will honour the occasion by wearing the red poppy which, as Norm Kelly noted in his remarks “transcends diversity and unites us as one. ♦

Staff Christmas Party

It really takes a whole Village working “In Sync” to enrich the lives of our residents and our hardworking, committed staff is integral to our success.



On November 30th, at the Scarborough Convention Centre, we had our staff Christmas Party where almost 200 of us took the opportunity to get all dressed up to enjoy lots of great food and fun. The 120 staff members that had to be at work were provided with gift cards. During the celebration, we honoured 78 staff members who received service awards this year. We now have 17 members who have served SV for 20 years and over. That’s amazing! ♦

Message from the President & CEO

This winter season is a great opportunity for us at Shepherd Village to pause and reflect on the past year.

We have worked hard and have accomplished our 2017 strategic goals and objectives in the areas of Management, Compliance, Financial, Operational, Physical, Relational and Partnerships.

Thankfully we are well positioned for another successful year in 2018.



Under the banner “In Sync in the Village”, improving communication across the village was an early priority to ensure that employees, residents, family members, service providers and other stakeholders all felt included in the life of the Village. Following the launch of the CEO Chat Line, we started hosting quarterly Town Halls inviting everyone to attend.

Our discussion topics included:

- Engaging more youth and young families
- Why we want to be a Christian Community
- Celebrating Diversity
- Improving Communication

I am pleased to report that your input at the Town Halls has already started to inspire exciting creativity and innovation across Shepherd Village. We look forward to continued healthy discussion at our next Town Hall scheduled for January 24th, 2018. Please remember to submit your discussion topics to the main receptionist.

Looking towards 2018, we are putting greater emphasis on quality, human resources, community engagement and fund development.

This Christmas, as we celebrate how much God loves us, may we all be reminded of the most important things in life – our family, our friends and our faith.

Blessings, love and peace to you all.
Merry Christmas! ♦

Wendy Beckles

The Village Club Comes Of Age

Christmas is in the air at the Village Club, filled with the smell of homemade cookies, the sight of Christmas decorations and the sound of Christmas carols. It is a favourite time of year at the Club.

Since its opening in 2008, the Village Club has come of age with a clientele that has grown from three per day to a group of 15 to 17 clients daily, and an active wait list of families in need of a safe place for their loved ones as well as referrals from Central East LHIN and doctors' offices.



Village Club attendees seen here rooting for the Blue Jays.

The Village Club offers more than an Adult Day Program. It is a home away from home for many clients who attend five days a week. Serving residents throughout Shepherd Village as well as members of the local community experiencing cognitive impairment, social isolation or other challenges, the program allows caregivers some well-deserved time off.

Nicole McGale, Coordinator of the Village Club, appreciates and thanks Shepherd Village and the many donors for their financial support as the program does not receive government funding. ♦

Christmas Carol Sing-A-Long

Shepherd Village Residents and some family members came to the Sing-A-Long with a sense of expectation and left with a feeling of achievement and contentment. While we were admittedly not all singers, we did feel like we contributed to the program led by Gardens resident Sam Rodgers. We sang our hearts out...we gave it our all.



A collection of Christmas favourites were on the list and Sam ensured we sang them his way.

Wendy Beckles welcomed all to the event and opened with a prayer of gratitude to the Lord for the gift of Christmas and, during the two brief intermissions, Christine Chaiet (daughter of a Lodge resident) read the Scripture on the "Birth of Christ" and Sam shared the touching "Innkeeper's Tale", a poem about an innkeeper's remorse that he did not have a room at his inn on the night of a child's birth – when it dawned upon him much later that the child was Jesus, our Redeemer.

Sponsored by the Shepherd Lodge Family Council, the festive event closed with the beautiful words and music of Joseph Mohr and Franz Gruber – translated into English from German by Joseph Young – that has become the world's best loved carol, "Silent Night".

Council Chairperson Lorraine Bernard thanked everyone – Pianist Rebecca Loo (daughter of a Lodge resident), Technical Assistant David Wise (Manor resident), Alma Lekic and the Recreation Assistants, Council Executives and Members, and the audience for its enthusiastic participation.

While wishing each and every one a wonderful and blessed Christmas, Lorraine also added this reminder: "With all the hustle and bustle of Christmas we need to remember that Christ's birth is why we even have this celebration." Well said! ♦



*Merry Christmas
and Happy New
Year!*