



# April 2024

## Willow Leaf

### April showers bring May flowers

### Happy Birthday

#### Residents

Eunice Sutherland - April 9

Donna Johnson - April 9

Muriel Beck - April 5

Louise Reid - April 13

Grace Lockerby - April 23

Wendy Morrison - April 24

#### Care Partners

Shauna Tattrie - April 9

Sandra Wesley - April 10

Melody Latta - April 20

Julia Thibault - April 22

Karen Ross - April 30

#### In Memory

Basil Tattrie

July 8, 1934 - March 25, 2024

Sybil Crawford

February 19, 1929 - March 25, 2024



From the Desk of  
Janine...



*As we approach April, we reflect on the fun filled month we had in March; We all enjoyed the winter carnival, we lost an hour, however; gained a season and celebrated International Women's Day.*

*In celebrating the achievements of women, I was impressed with the positive attributes shared from our residents with the stories of their mothers, grandmothers, sisters, daughters and aunts. In addition, we learned about two local heroes. Anne Sutherland Bissell who became the first female CEO of the Bissell Sweeper Company following the death of her husband in the late 1800's. She was from River John. The second woman was Margaret Colburn RN from Tatamagouche who our first Director of Nursing and the co-founder of Willow Lodge. We have so much to be thankful for and proud of.*

*Have a great month!*



Janine Jaconelli  
Executive Director

## Operations Corner

Where did March go? Here's to warmer weather and more daylight. The outdoor spaces will need to be inspected, but should be ready for all types of activities very soon.

The new Willow Lodge van has arrived and is ready for use. It is a 2023 Ford Transit Connect minivan that was modified for Willow Lodge by Malley Industries of Moncton, NB. It is a 5 passenger van equipped with a ramp at the rear door and outfitted for a wheelchair in the rear. It is very similar to the old van, which was the same model but 12 years older. The new van will need to have a name and some lettering done on it. We are looking for some input into this from you, the residents and staff, before this is done. So if you have any ideas, please let us know.

We had a bit of a glitch with our internet service one day during the month of March. It affected the nurse call system and the heating system, among other things. Thanks to Nick Gunn, our IT consultant, for figuring out the issue and getting things up and running again, on a Saturday. Technology is a wonderful thing, until it stops working!

We recently had an inspection of the food service, utility areas and tub rooms by the Department of Environment and Climate Change. I'm pleased to say that we are fully compliant with regulations in each of these areas.

Please welcome Leanna Barkhouse to the Willow Lodge team. She has joined us as a Casual, in Environmental Services, and is looking forward to getting to know all of you.



**Kent MacDonald**  
Director of Operations

## Nurses Nook

Hopefully we will see more sunshine this month!

Our residents are looking forward to being able to get outside again, it's been a while.

With the nice weather coming, it also means the bugs are coming too! We will need to be very mindful of ticks this year, as it been reported that Lyme disease carrying ticks are plentiful in this area. Be sure to check yourself and your pets regularly.

We have been very fortunate to have escaped an Influenza outbreak again this year!

COVID is still around, and most likely will be for some time. We are continually receiving updates and new information on vaccines, and the residents have received and will continue to receive the appropriate doses when they are due. The spring campaign was announced in late March. We were fortunate to be able to stop wearing masks in March, it's nice for our residents to be able to see us! We will continue to practice point of care assessments to help eliminate the possibility of illness entering our home.

Enjoy the sun when it shines!

Stay healthy!



Reminder: It is of the utmost importance that residents of Willow Lodge file their Income Tax of 2023 by April 30th. Tax receipts for the accommodation charge have been sent out. Thank you in advance!  
PJW, Director of Finance

# Eat well, be well...

Canada's Food Guide was updated in 2007, below is a copy of the new food guide. With this image, come four key messages:

- Be mindful of your eating habits
- Cook more often
- Enjoy your food
- Eat meals with others

Each one of these messages will be covered in future newsletters.

What you notice from the image is about half your plate should be vegetables or fruit. These contain fiber, vitamins and minerals. Fiber helps slow down digestion, keeping you full, and essential for bowel regularity. Essential vitamins and minerals, means that our body cannot make these vitamins and minerals, and are often found in vegetables and fruit with little calories. Having a variety of colors of vegetables and fruit signals a variety of vitamins and minerals. It is also recommended to have one dark green vegetable a day to make sure you get enough folate and calcium (folate is needed for cell division). As well as having orange vegetables a few times a week, as they contain vitamin A, which is a fat-soluble vitamin meaning your body can store extra amounts. Vitamin A is needed for normal vision, reproduction, fetal development, growth and supporting the immune system.



Enjoy your food and aim to have a balanced meal most of the time!

**Sarah Wilson, Dietitian**



*St. George's Day - April 23, 2024*

*Menu*

*Roasted Pork with Mushroom Gravy*

*Yorkshire Pudding*

*Garlic Mashed Potatoes*

*Carrots & Brussel Sprouts*

*Apple & Pear Crumble with Custard Sauce*



Scammers are working all year round to try and con us into giving out our personal information or sending them money. This time

of year they are extra busy as it is Canada's annual tax time. We have a number of residents who have personal phones/cell phones and want to make sure they have all the information they need to keep them and their assets safe. Below are just (3) of the scams that the RCMP say are circulating and tips they give to help prevent you or you loved ones to fall victim to these scams.

### **Grandparent scams / Emergency scams**

A scammer contacts an elderly person and pretends to be a grandchild or a family member in some kind of trouble and in need of immediate financial assistance. In this typical scenario the scammer will tell the victim that they have been arrested and requires bail money, have been in a car accident, need money to cover hospital costs or are having trouble returning from a foreign country. For verification, the elderly person is given a phone number to call, which will be answered by someone pretending to be a lawyer or a police officer.

The scammer will ask questions during the call, getting the victim to volunteer personal information. The "grandchild/family member" will insist that the victim not contact their parents or relatives as they don't want to get into more trouble. The victim is then asked to use a money service business to send several thousands of dollars for bail.

### **Prevention tips**

- Police, judges or legal entities will never request that money be sent through money service businesses.
- Don't give out personal information to the caller.
- Confirm with other relatives the whereabouts of the family member or friend in question before even considering sending money.
- Never send money through money wire services to persons you don't know personally. Verify the person's identity before you take any steps to help. The money can be picked up anywhere in the world once it is given a transaction number.

### **Extortion scams**



An extortion scam is when any person unlawfully obtains money, property or

services from a person, entity, or institution, through coercion. There are many variations of extortion scams but the Canada Revenue Agency (CRA) and Immigration, Refugees and Citizenship Canada (IRCC) scheme are the most prevalent ones.

Seniors are being targeted by fraudsters impersonating real government officials. Whether by telephone or by email, the pitch involves one of two variations. In the first, the fraudsters are "phishing" for identification information. The word phishing comes from the analogy that scammers use phone calls or email lures to "fish" for personal information, passwords and financial data from individuals. In the second variation, they are asking that outstanding taxes be paid by a money service business or by prepaid debit/credit cards. For example:

- There is a notification by phone or email from the "CRA" claiming there is a refund pending. In order for the recipient to receive the refund personal information is requested.
- A notification by phone or email is received about "back taxes" owed as the result of an audit. The payment must be made immediately to avoid a fine or the recipient is told there is an outstanding warrant that can be avoided if the payment is made promptly. In some cases, individuals are told they will be arrested or deported if the taxes aren't paid right away.

### **Prevention tips**

- Government agencies won't threaten you or ask for payment by prepaid credit card, or a money wire service such as MoneyGram or Western Union.
- Don't take immediate action. Contact the real agency or company to confirm that you owe back taxes or have an unpaid balance, or are entitled to a refund, before providing any personal or banking information.
- Ask yourself why an employee would be asking for personal information over the phone that they likely already have on file for you.

## Service scam

A service scam is any false, deceptive, or misleading promotion or solicitations for paid services. These solicitations involve third parties that commonly make offers for telecommunications, internet, finance, medical and energy services. Additionally, this category may include, but is not limited to, offers such as extended warranties, insurance and sales services. The two most reported service scams targeting Canadians are the antivirus software scam (Microsoft/Windows Technician) and lower interest rate scams.

The scammers involved in the antivirus software scam promise to repair your computer over the internet. This can involve the installation of software or permission to have remote access to your computer. Payment for the software or repair is typically made by credit card. Downloading software from an unknown source or allowing someone to remotely access your computer is risky. Scammers could use malicious software to capture your personal information such as user names and passwords, bank account information, identity information, etc.

The people behind lower interest rate scams often impersonate financial institutions and claim to negotiate with credit card companies to lower your interest rates. They guarantee they can save you thousands of dollars in interest. The caller will tell you that the lower interest rates are for a limited time only and that you need to act now. In addition, the scammer will request a "one time" upfront fee to process the lower interest.

## Prevention tips

- No legitimate company will call and claim your computer is infected with a virus.
- Never give anyone remote access to your computer. If you are having problems with your operating system, bring it to a local technician.
- Beware of scammers advising you of an unauthorized charge on your credit card account and requesting your credit card number.
- Verify any calls with your credit card company by calling the phone number on the back of your credit card.

Only your credit card company can lower your interest rate.

**Source/ more info on other scams/senior safety**  
[Seniors Guidebook to Safety and Security](#) | [Royal Canadian Mounted Police \(rcmp-grc.gc.ca\)](#)

# Willow Lodge News

We would like to thank all the family members who attended our bi annual family council meeting, which was held on Friday, March 8th at 11:00a.m. It was great to welcome many new faces and catch up with others who are no stranger to Willow Lodge. Our next family council meeting will take place August 22, 2024, at 11:00a.m.

We celebrated our annual Winter Carnival during the week of March 11-15. We want to thank all the residents, care partners and family members who participated. It was a fun filled week that ended with a St. Patty's Pub afternoon with an open Karaoke, delicious treats, prizes and the crowning of our 2024 Winter Carnival King & Queen. The success of this weekend would not have been possible without the amazing team work of all the care partners in all departments. Let the planning begin for next year!



**Congratulations,** to our 2024 King & Queen, Tip Smith and Ruthie Reader. Resident, Frankie Muir was the winner of the green St. Patty's Basket.



CCA, Trish Ross was the winner of our Winter Carnival care partner participation prize. Thanks again to all care partners who participated throughout the week. You guys ROCK!



We had seven care partners attend a U-First! education session on March 26th in Amherst. **U-First! for Healthcare** is a training program that helps non-registered health care providers develop a common knowledge base, language, values and approach to caring for people with Alzheimer's disease and cognitive impairment by understanding the person and associated behaviour changes and working as a team to develop individualized support strategies. All our care partners who attended said it was an amazing course and are thrilled to have had the opportunity to attend. We are hoping to send more care partners to a future U-First! course in the fall.

We ended March with an Easter egg hunt with our Pre-primary friends which include a surprise visit from the Easter bunny. It was such a festive morning, full of smiles and laughter. It's always a good time when our friends come to visit.



**Reminder to resident families**, with spring comes nicer weather which is the perfect time to do a little spring cleaning. When your in to visit your loved one next, maybe have a look around their room to see if there is any items that can be removed/stored away for the spring/summer season and check out their closet to see if there is clothing that may not fit or winter attire (as the weather warms). Unfortunately our rooms and closets are small.

If you are bringing in new clothing or changing over clothing for the warmer seasons, **PLEASE** make sure they are tagged before bringing them into the lodge. If you need name tags ask any of our care partners and we will provide them to you. **This helps eliminate clothing being misplaced or trying to find the owner after it has been laundered.**

**Reminder to Residents families** as we welcome the warmer weather, it brings along its little insect friends. If you are bringing in treats/sweets to your loved ones we ask that you place it in a plastic air tight container and label it with the date that you brought it in. This helps keep those pesky bugs at bay and lets care partners know when the treats were dropped off. This will ensure that nothing gets thrown out accidentally and/or does not spoil in your loved ones rooms. **We thank you for your cooperation in all these matters.**

