



Nurse Next Door™

home care services

"We do home care differently."

Nurse Next Door has a unique approach to caring for seniors. Each client is assigned their own carefully screened caregiver based on their needs and interests. We offer a level of flexibility and service that is unmatched in the industry.

*"Finding myself, my calling and peace with a spoonful of grace."
- Elizabeth McLellan*

Finding Myself, My Calling And Peace With A Spoonful Of Grace - Elizabeth McLellan

I found grace at the feet of a woman who cannot walk or speak or feed herself. Her name is Gloria, but everyone calls her Glo. Four years ago, at the age of 38, I was looking to find a new purpose after being at home with my children. I went back to school.

Enrolling in the developmental services worker program at Loyalist College in Belleville, Ont., was meant to be a stepping-stone to starting my own business helping families to navigate life with an aging parent. When I graduated in 2013, I grinned proudly at my sons and my parents, waving madly as I triumphantly crossed the stage with a diploma in my hand.

But in my heart, I clutched something even better: the knowledge that, during the past two years, I had found myself again. My sense of humour, my sense of purpose, my love of people (and their stories) and my courage had all returned. Mostly, I'd found my calling – and, unexpectedly, grace.

I met Glo during my final college/work placement – 12 weeks of supporting elderly people with disabilities. She was one of 10 people living in a group home just outside Belleville. Though I grew immensely fond of her during those long-then-too-short months, she scared me to pieces at first. I was afraid of the grunting noises she made and the way she beat the air with a fist, twisted and gnarled with age, and a voiceless rage.

She was tiny, really, and after being eased from her wheelchair onto the buttery-soft couch, she would curl into an even smaller ball, rocking. Her eyes, set deeply into cheekbones sharply grown, were wide

and too big for her face. She hardly ever blinked but would, on occasion, fix her gaze upon mine so intently that I looked away, convinced that she could somehow see all of my faults and secrets.

One morning, about three weeks into my placement, I stepped into chaos: All 10 of the men and women we supported were awake and hungry, and a staff member had called in late. With other staffers busily seeing to other tasks, it was up to me to sort out and serve breakfast to everyone, including Glo, who had long ago lost the ability to bring even a spoon to her toothless mouth.

Smiling to hide my nerves, I bustled about, chattering inanely about the weather and my drive, tucking a napkin onto her lap and readying her warmed cereal on the tray attached to her wheelchair. I dragged a kitchen chair over, but quickly realized that it was not the right height – I wanted us to be at the same level as Glo ate, so that it would seem more like a conversation

"What a privilege this is, Glo,"

over a meal than the duty of simply spooning food into her mouth as it opened and closed like a tiny bird's. As it happened, an ottoman from the "family" room fit perfectly underneath her tray and I did, too, tucking my feet around hers and leaning in with the first spoonful.

At first, I concentrated on the mechanics of getting the right amount on the spoon and into her hungry mouth without spilling it. After every third bite, I

offered her a sip of coffee from a lidded cup with a straw, and then carefully dabbed at the corners of her mouth. Once I found her rhythm, I began to relax and instead of watching the spoon on her lips, I lifted my eyes to hers. How carefully she watched me back, never once



shifting her gaze, never once allowing me to shift mine. With a sigh, I was suddenly suffused – that is the ONLY word I have ever been able to use to describe what I felt – with a sense of sudden and absolute peace. I felt as though I had come home, as though I had found my place at last. At last. I was dumbfounded.

“What a privilege this is, Glo,” I whispered, gently dabbing and wiping and spooning. It was. It was beautiful, I realized, to – literally – serve another human being. I wondered aloud at the feeling,

“Without a single word, she said everything that matters most.”

asking of a woman who had not spoken a single word in decades: “What’s the word for this, Glo? What’s the word to describe what this feels like?” Glo held my gaze steadily, and for a moment I thought I saw something flash in her eyes. It was knowledge. It was connection. It was intimacy that I’d never known existed, before her. It was grace, and it humbled me more than anything else ever has, including the births of my children and the death of my brother. Grace from Gloria.

I knew then that to serve my fellow human beings and to tell their stories is both a privilege and my calling. For that moment of connection and truth and grace, I will always be grateful to Glo. Without a single word, she said everything that matters most.

Nurse Next Door Calgary would like to offer a special thank you to Gail P for sharing this article with our team. It made our hearts sing.

Elizabeth McLennan lives in Belleville, Ont. Retrieved from <http://www.theglobeandmail.com/life/facts-and-arguments/finding-myself-and-my-calling-with-a-spoonful-of-grace/article24944281/> on July 3, 2015. Original article was published online June 14, 2015.



Raising Money To Encourage Seniors To Continue To Chase Their “Bucket List”

– by Nicola More, Executive Director of The Dream On Seniors Wish Foundation

On a very hot and sunny Thursday afternoon at Inglewood Golf Course The Dream On Seniors Wish Foundation had the honour of being the benefitting charity for the CAPP/ CALPA Annual Golf Tournament.

Very early in the morning Justine, Jenny and I were selling strings and mulligans to would-be golfers! With the promise of a better golf score we were able to raise some funds to make more dreams for seniors a reality.

Our “bucket list” game on the 18th hole gave us the opportunity to have some fun with small groups of golfers. While the game involved pitching a marshmallow into the bucket it was also a great segue into educating and informing 75 people on what the Dream On Seniors Wish Foundation is and what we do.

Our non-profit organization was founded in 2012. The Dream on Seniors Wish Foundation’s goal is to encourage seniors to continue to chase their “bucket list” no matter how big or small those goals are. Our mission is to fulfill these dreams for seniors across Canada. As seniors reach a point of contentment in their lives, dreams range from requests for daily necessities (meals/transportation/a new appliance) to re-uniting with family, traveling to a faraway destination, and other life experiences.

As of 2014, 5.6 million Canadians were aged 65 or older. This number is expected to double in the next 25 years. Although this





age group represents a significant portion of our population there is very little in the way of seniors funding. In 2012, the median income of a single senior was \$25,400 – with half the population below this level. We are making the difference in seniors’ communities by encouraging the whimsical and casting light on low incomes. We promote inclusion to end isolation and we believe a “community of individuals” is only community when all age demographics participate!

On July 1st we were able to make Barry’s dream come true. This retired veteran is currently living in Trenton, Ontario. Barry is terminally ill with cancer. His dream was to see the fireworks in Ottawa on Canada Day with his granddaughter. I am happy to report Barry and his family had a fantastic day with memories they will cherish forever.

Jhaleh is a 70 year old woman living in North Vancouver. A few weeks ago Jhaleh soared over tree tops and river valleys at up to 60 kms an hour! She had a memorable life experience zip-line adventuring on Grouse Mountain.

The Inglewood golf tournament was the first opportunity in Calgary to raise funds and awareness. In a short afternoon we raised over \$2000.00! Many dreams can be made a reality because of the generosity of Calgarians. Thank you to CAPP/CAPLA for the opportunity, as well as to Travis Tinning and Jenny Hodge for their constant support!



Caption: Justine Paradis, Jenny Hodge, and Nicola More setting up for the Bucket List challenge on the 18th hole at the CAPP/CAPLA Charity Golf Tournament June 25, 2015.

HeartStar Award

The HeartStar Award winner is a caregiver who goes above-and-beyond the call of duty and who is truly making lives better, one visit at a time! The HeartStar Award winner exemplifies our *CORE VALUES* by offering *WOW customer experience*, *admiring people*, is consistently *finding a better way*, and is truly *passionate about making a difference*. This caregiver is also a team player! To nominate a caregiver for the HeartStar award, please email Team@NurseNextDoorCalgary.com or speak with Jenny Hodge, our Care Coordinator at 403.454.1399.

I AM MAKING LIVES BETTER, ONE VISIT AT A TIME!

February 2015 – Nancy Gallinger

Nancy recently celebrated her two-year work anniversary with Nurse Next Door in January! From the very beginning Nancy has been a team player by picking up last minute shifts and supporting her fellow peers in the field. While balancing a busy study schedule and young family, Nancy still finds the time to go above-and-beyond with her clients and has been known to “save the day” by taking her clients to their medical appointments when no other caregivers are available. Recently, Nancy donated jackets to the Alpha House Coat Drive to show she is passionate about *making a difference*, and shares updates with our team about her client, demonstrating *how love is in the details*. Nancy also admires Nurse Next Door by attending the First and Second Annual Caring Conferences and numerous inservices. Her passion to assist others and willingness to deliver *WOW Customer Service* makes us proud to name her this month’s winner. Congratulations, Nancy!

March 2015 – Melina Rose

Melina has been a caregiver with Nurse Next Door Calgary since November 2014. In her short tenure with our company she has blown away her clients and has become the “first choice” caregiver for many families. Melina shows her passion for *making a difference* by consistently finding ways to *WOW* her clients and give

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I AM MAKING LIVES BETTER, ONE VISIT AT A TIME!

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families peace of mind. Her clients notice Melina's "kind soul and warm approach to care" within minutes of her arriving to their residences. One spouse mentioned that Melina is adored by her husband because she offered to wash his hair which helped her husband "feel great about himself." Melina balances her studies, family and work schedule to ensure she can maximize her calendar with her consistent clients. Recently, Melina attended inservices to better understand Medical Documentation and Cardiovascular Health and contributed greatly to the group. We know we will continue to get numerous compliments from Melina's clients because she is dedicated to providing *WOW Customer Service*. Congratulations, Melina! Thank you for demonstrating how *our talent is caring*.

April 2015 – Ashley Eng

Ashley has been a caregiver with Nurse Next Door Calgary since October 2014. Ashley has demonstrated *WOW Customer Experience* during visits with her clients from the very beginning and is a team player by assisting with staying later when required and even paying out of pocket for client's purchases when needed. Ashley also gives detailed updates about her clients to ensure other caregivers have information on *how to WOW* her clients and because she knows *love is in the details*. One daughter wrote a letter to commend Ashley for the "attentive and compassionate care she offered her mother." The daughter specifically appreciated "the hand massages and soothing voice" Ashley provided along with caring companionship. We appreciate your hard-work Ashley and are happy to see you proving that *it's about caring, not just healthcare*.

May 2015 – Ashwaq Hassan

Ashwaq is a Licensed Practical Nurse who recently celebrated her 1 year work anniversary with Nurse Next Door and we are excited to honour her tenure by selecting her as this month's Heart Star winner. Ashwaq's clients have called in to voice their appreciation for her "wonderful, patient, and kind care" and others commented how she is a "caring, loving lady – so wise beyond her youth." Ashwaq not only demonstrates how *our talent is caring*, she also is a team player by assisting us with working as a caregiver if we are in a pinch, and has NEVER cancelled a shift with us! Ashwaq's gentle approach and bright smile has left her clients and their loved ones wanting more because they can feel her *passion for making a difference* in their lives. Congratulations Ashwaq. We look forward to many more years of your incredible *WOW customer service*.

June 2015 – Sarah Redka

Sarah is a Registered Nurse who has been with Nurse Next Door since February 2015. Sarah has demonstrated her *passion for making a difference* from the moment she was hired. Firstly, Sarah has submitted her HeartWork each month since she was hired! Secondly, she picks up last minute shifts, has attended multiple inservices, and goes above-and-beyond to ensure her clients have the BEST quality of life. Sarah exemplifies how *love is in the details* by paying attention to the little things that her clients need to feel more comfortable in their home. For example, Sarah helps her client indulge in the simple pleasure of having fresh lilacs next to her bedside which celebrates her client's love of flowers. When asked about why she did this, Sarah says "[Our clients] need to know we celebrate them, as being important individuals and support them by embracing 'the little things in life' together." Sarah has built special relationships with her clients and her clients families. We are happy to recognize Sarah as our most recent HeartStar winner. Thank you Sarah for proving how *our talent is caring*.

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