

IN SUPPORT OF **NORMANNA**



***Mother's Day & Norway's 17<sup>th</sup> May  
Constitution Day & 70<sup>th</sup> Anniversary  
Normanna's Auxiliary Celebration***

**O**ur combined celebration was on a beautiful sunny day in our therapeutic garden patio with residents, families, members and special guests attending. The ladies were all presented corsages designed and provided by the Auxiliary in honour of its 70th anniversary.

Our Recreational Manager, Leslie Torresan paid tribute to the mothers and ladies in attendance thanking them for all they do and the very special role they play. A very good talk on the History of Norway's 17th May Constitution Day was given by Board Director Ron Stubbings.

A special history on the Auxiliary was presented by Helen Mosdell, her mother Viola Haaheim was secretary on the first Ladies Auxiliary for Normanna. Greetings were extended by Raj Chouhan, MLA Burnaby Edmonds, Janet Routledge, MLA Burnaby North and Paul McDonell, Burnaby Councillor.

In honour of the 70th Auxiliary Anniversary a very special cake was created by a staff member of Angel, our food provider. Past President, Lisa Leslie and President, Kathy Svendsen enjoy cutting the cake for all, and Staff, Board Members and volunteers helped with serving those attending.

Entertainment was provided by the Runeberg Chorus opening the event with the singing of the Canadian and Norwegian National Anthems followed by several Norwegian and English songs.

Special entertainment was enjoyed by three very talented young brothers playing various selections on their violins to the amazement and enjoyment of everyone.



*Lisa Leslie (left) and  
Kathy Svendsen*



*Acting Mayor Paul McDonell brought greetings from Burnaby and paid tribute to all Mothers and ladies present and acknowledged Norway's Constitution Day.*



*Helen Mosdell*

**NORMANNA**  
*A Caring Home*

**Summer 2018  
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Insert—Thank you to our Donors

Garden Party Invitation



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*For enquiries, submissions or advertising please call the Editor at 604-515-3331*

## ***A Message from your Board***



*Myrna Latval  
Retired President*

My closing remarks at the NOPHA Annual General Meeting held on 18th June, 2018:

Quote

I am at the end of my 4 – 3-year terms to serve on the Normanna Board. I would like to thank NOPHA for this privilege. It has been an honour to serve through the years as Secretary, Director at Large and lastly as President and to work with so many dedicated and talented hardworking members who have through the years achieved so many accomplishments. Normanna has been and is a home away from home and a large part of my family history. *Very special.*

Our various members have brought their talents and expertise to our Boards to complete our matrix required through the years to enable us to go forth with the many projects and challenges for our home.

We have been rewarded with an astronomical amount of volunteer hours and donations. One need only look out at our patio to see our Museum of Nordic History built by our own craftsmen and the volunteer landscape designed by our garden committee for both therapeutic gardens.

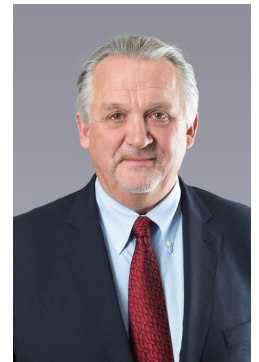
Our newly elected Board also brings strength needed to move forward to face accreditation and some very difficult challenges. I congratulate and thank the members for volunteering their time to serve on our board.

I would like to remind all of you that members and volunteers are always needed and welcome and encourage you to talk to friends and acquaintances about the rewards that come with being a part of a team working together to provide for one of the best care homes in our community. Our volunteers and board members continue to work to keep our home and grounds very special for our residents, staff and visitors. We have a home to be proud of. A special thank you to our NOPHA members and to all organizations and individuals for your continued support. Remember: It takes all of us together to make this place a home. Thank you. Tusen Takk

Unquote

*Respectfully submitted by  
Myrna (Gulbransen) Latval*

Over the last 20 years, I have been watching Normanna grow and blossom, with both pride and a gleam in my eye. Having been previously on the Board of Directors in the 1990's during very lean times (we were reduced to a 13 bed facility) until better times when we obtained funding for, and proceeded with, the construction of the "new" building. Since those years, the volunteers and staff have been tireless in their efforts to achieve and maintain the special status that we have.



*Alan Frydenlund  
President*

Volunteers are critical, and do not forget that all Directors volunteer their time as well. A special thank you to Myrna Latval, our past president who spent countless hours with what she says was done for the "labour of love". Additionally a thank you to the current directors, Heleen Sandvik (Vice President), Jeff Bellerud (Treasurer), Lil Iversen (Secretary, Gardening), Lise Leslie (Executive Committee,), Jakob Tengs (Gardening), Ron Stubbings (Finance, Policies and Procedures), Viggo Svendsen (Buildings), Kathy Young (Accreditation, Risk Management, ScandiaCare). As we are always seeking volunteers, "The Heart of Our Organization" we encourage you to offer some of your time. Please contact one of us or visit our website and "sign up".

In moving forward in 2018 and beyond, we are excited about our future and have committed to more directly focus our human resources on Normanna done in part by reducing our affiliation with our friends at Dania. Though our affiliation with Dania worked well over the years, we are of the view that stretching staff over the competing demands of two facilities was becoming difficult, so some changes are being made to relieve that stress. To date, Penny Hill (our Executive Director), and (Juby Sprake our Executive Assistant) are now working exclusively for Normanna as is our Director of Clinical Care, Ruben Goinden. We also introduce Alex Mathieson in joining us as our Manager of Finance.

Please come visit us and relax at the Garden Party on Sunday, 20th August, certainly a tribute to volunteers.

*Respectfully submitted by  
Alan Frydenlund, President*

## ***A tribute to Humbolt Broncos Hockey Team***

On April 7th, 2018 the Humbolt Broncos hockey team on route to a play-off game were in a horrific crash.

The entire country experienced grief over the loss of those young hockey players. As hockey is one of Canada's leading sports for youth, all Canadians shared in the pain of these families. On April 12th, the staff and residents took part in National Jersey Day in recognition of these young men and their families. Staff wore jerseys from all sports' leagues as a gesture of respect and support. Another day of staff coming together as one and proving yet again what an incredible group of people we have working here at our Normanna Home.



## ***Country Western Week at Normanna***

### *Howdy Partners!*

Normanna celebrated Country Western week June 25th to 29th. A multitude of programs and festivities ensued enabling everyone to get into the Country Western Cowboy Spirit.

Residents enjoyed a country style Hot Dog Barbeque, an Outback Breakfast on the patio and a toe tapping Country Hoe Down with John Parsons. The highlight of the week was a visit from Princess the Pony.

*Yee Haw...* a great week was had by all.



## ***Executive Director's Report***

**M**y name is Penny Hill and I am honored to be serving as the Executive Director for Normanna Care Home. I started in this position at the beginning of May 2017, and what a very busy and rewarding 1st year it has been.



*Penny Hill*

What has been confirmed to me over the past 12-months are all those positive things I had heard about Normanna is correct. The home has a tradition of excellence, an excellent reputation, a positive profile in the community, and an outstanding volunteer corps helping out in so many ways from visiting with residents, fundraising and garden enhancement, all aspects that contribute to improving the lives of our residents and families.

The greatest asset to the home is our staff, a team thoughtful and committed to caring for those entrusted to their care. Caring by tending to their physical and health needs, preparing food, doing laundry, and offering fun things to do. Making sure everyone and everything is safe. Normanna really is their home away from their home, with a truly warm and homelike feel.

Below are examples of the work the leadership team and I have concentrated upon throughout 2017 and into 2018.

Improving opportunities to receive feedback from residents, families and staff. The Resident/ Family council meetings are ongoing, however, the team and I are looking at more creative ways to gain feedback from the Residents and families. The newsletters, improvements to the Family information boards and the community TVs are 3 examples. Family and Resident satisfaction surveys will be delivered throughout July and feedback provided to the Normanna board, staff, residents and families in early August.

Changes are ongoing to improve the Quality Improvement reporting process. We recognize the need to gain input from residents, families and staff and keep everyone better informed.

The team really encourages you to complete the surveys, speak with the leadership team in person and complete the "Yellow" comment forms. Your suggestions are invaluable and very welcomed.

Review of Service Contracts: It has been an extremely busy year for myself and the team, as many of you may be aware several major contracts required renewal.

Normanna will be going through Accreditation later this year and the leadership team is working under the guidance and direction of Pat Kaspro, a very experienced Accreditation consultant, who herself was an Accreditation surveyor. The dates for the survey is November 2018, if you would like to speak with the Accreditation surveyors please leave your name and Contact details with Anlyn at reception. The goal of the Staff, Board and Leadership team is to maintain the Exemplary standing.

I would like to take this opportunity to recognize the members of the leadership team.

Juby Sprake - Executive Assistant  
 Alex Mathieson - Manager of Finance  
 Ruben Goinden - Director of Care  
 Stella Buttner - Director of Environment  
 Sharlene Lamsen - Manager for Recreation  
 Vivian Vega - Care Coordinator  
 Jeannie Poon - Food and Support Services  
 Frank Korczyk- Maintenance.

And finally, to this end and on behalf of the leadership team and myself, this next year will be another step along the way in following our commitment to excellence within care and service delivery.

I thank Normanna Board for the opportunity to be part of the journey and look forward to our collective efforts in realizing the ongoing improvements to our senior's community.

*Respectfully submitted by  
 Penny Hill, Executive Director*

## ***Special Days celebrated at Normanna***

### ***Pajama day***

Some may ask why pajama day? And we at Normanna say why not! When the idea of a Pajama Day was presented to the residents and staff, it was received with resounding positivity. Residents and staff alike thought dressing up in their pajamas would not only be loads of fun but comfortable as well! On November 15th staff came to work in their PJ's and residents who wanted to take part wore theirs as well. It was great fun to see the staff all comfy and cozy in their favorite pajamas. The joy and laughter that ensued when residents realized the staff were in their pajamas was priceless. Just a little thing like dressing up in pajamas created a buzz in the home for the entire day. We are thankful the staff were so willing to try something different and make a fun day for our residents. It turned out the staff were grateful as well, as they were so comfortable throughout the day. "When is the next Pajama Day?" cheered staff members!



### ***Pink Shirt Day***



**W**e at Normanna are so fortunate to have such a cohesive group of staff who continually go above and beyond the call of duty. The Leadership Team regularly receive positive comments and compliments regarding the staff in all of the Departments, Nursing, Dietary, Housekeeping, Recreation and Laundry.

A part of what makes this group so special is the way they work together as a team. This creates a homelike atmosphere; a feeling of family that is felt by residents and loved ones. It also provides a healthy workplace environment. So naturally on Pink Shirt Day staff made the commitment to wear pink in solidarity and to stand united against bullying. It was wonderful to see the sea of Pink as staff walked together. Management ordered a Pink Cake for the staff to honour their commitment to the anti-bullying movement.

## ***In memory** — Arne Sorbo—A True Norwegian*

Migration was common for many young people in Norway migrating to seek fortune, fame and excitement. Many Norwegians from humble beginnings set off to foreign lands or had friends or relatives already there. Arne Sorbo, born May 21, 1926 on a farm in Avaldsnes on Norway's West Coast was not exception. Arne and his buddy Sverre Myhre were studying at the University of Oslo and as Sverre already had some relatives in Canada, the pair emigrated to British Columbia in 1951.



As it turned out Arne's future father-in-law, Soren Sorensen emigrated to BC ahead of him in 1929. Soren held many jobs and in Nelson but ended up in Vancouver in 1940 and he built and operated the fishing vessels "Hanna S" and "North Kap." For Arne and Sverre, they loved Vancouver and felt at home with the mountains and ocean.

They met other Norwegians in Vancouver and Sverre introduced Arne to his cousin Iris Sorensen. Iris born in Nelson married Arne in 1956. She was a spry 21 years of age when they married. They became long-time members of the Norwegian community and both loved to volunteer at the Scandinavian Centre. Arne really enjoyed the comradery of the Torskeklubb and boasted about the excellent fish dinners served by Sven Svensk. Sven also catered the children's weddings.

As with other immigrants in Canada, Arne too whatever first jobs he could find including work in logging, construction, tugboat work, fishing and eventually took his CGA. Later he became assistant manager of the Gulf and Fraser Fishermen's Credit Union. He landed a job at the Pacific Coast Mutual Marine Insurance Company ("Mutual") and continued his long-standing close relationships with fishermen. Arne was the manager between 1976 to 1991, when he retired. His biggest accomplishments were raising the stature and of the Mutual which grew the number of insured vessels to roughly 2000 insured vessels at 1995, which was roughly one third of the entire fleet. In his tenure net profits went up and this allowed net insurance costs after refunds to decrease.

Growing up on a farm, Arne's passion for gardening never subsided. Half of his back yard was allocated to grow a variety of vegetables and he had a greenhouse with his babied tomatoes. Arne was also a part-time philosopher who talked about the qualities of a larger family, and emphasized children helping each other. With regard to married life, he said it was in many respects like a business. "In order to succeed and prosper, we must work hard at it. We must not seek fault, we must be considerate and accept the views of others, we must be willing to forgive and respect."

Arne dabbled in writing by writing long letters to his children, he wrote a short biography of the Sorbo Family. In this book, Arne tracks the family back 10 generations to Anders Mortensen Vik, born in 1560. Anders was the Sheriff on Rennesoy but his main occupation was farming.

This is an exert: Jakob, my fathers father was a ship owner and farmer and captain on the "galliasen" named "Republikk". I am not certain of the size of the sailing ship Republikk, but she had two masts and was used in foreign trade in the North Sea. The children remembered when father came home from a trip and anchored his vessel just below his farm at Bru. Jakob became the seaman and his brother Karl the farmer.

Arne also wrote Golden Sails, published in 1995. This was the Story and history of the Pacific Coast Fisherman's Mutual Marine Insurance Company. Run by Fishermen for Fishermen, the Mutual has provided quality, affordable marine insurance to British Columbia commercial fishermen since 1945.

In the book, Arne discusses history, the Mutual's early days and other interesting tidbits about marine insurance and the origin of Lloyds of London and "underwriting." Showing some humour, this is a passage from the book regarding jails in Prince Rupert:

***In memory — Arne Sorbo—A True Norwegian***

“The Prince Rupert jail in those days was not a jail like we have today. After a friendly fight, the aggressor might get free lodging, and the jail became a friendly institution for socializing, especially during the cold winter months. One particular time, Einar [Dahl] complained to the police officer that the diet in jail lacked fresh fish. The gentleman guard gave a few prisoners leave to go for a few days with the understanding that they would return with the fish. All went well except for one minor point. Nobody in the jail wanted to cook or was qualified to do so. They knew of a Chinese cook whose talents they appreciated. In some mysterious way, the cook ended up in jail and became the official cook for this fish-loving bunch of fun-loving rabblers. Einar added that the cook had a good time.”

In later years, after receiving a flue vaccine, Arne developed Guillain-Barre syndrome which slowly paralyzed his muscles. Although his mobility was compromised during retirement, he was passionate with his hobbies, friends, his writings and discussing stock strategies with his three sons. He also left a daughter and his dear wife Iris. His aches in the last years were comforted by the compassionate care from the wonderful caring staff at Normanna Care Home.

*Respectfully submitted by  
Sorbo family*

***Normanna Hosts Annual Nordic Dinner Event***

Many years ago, Dania, Finnish, Icelandic, Normanna and Swedish Homes initiated an annual dinner event to be held in rotation with each home hosting the dinner when it was at their site. This has been a very special event and hopefully will continue for many more years to come. The invitation is sent to members of each Board and the Executive Director, General Manager or CEO.

The members are not only treated to a very special dinner but also become familiarized with what each home has to offer its residents. The Nordic Homes vary from offering independent living, assisted living and complex care. Some also offer rental housing.

All Board Presidents are introduced and have the privilege of sharing where they are and what plans are in the future for their homes. This has given incite into how we as care homes can move forward working with the needs of societies as they change and how we as providers for residents can best meet the needs for homes for our aging population.



All Boards are non-profit and the members all share a common bond to make their homes the best for residents, their families, visitors, staff, donors and members. This takes all of us working together to achieve.

*Respectfully submitted by  
Myrna (Gulbrandsen) Latval*



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## ***Myrna Latval retires after 12 years***



*Myrna Latval—Post AGM Dinner—Northview Golf Course*



*Presentation of flowers by Lil Iversen, Board Secretary*

## ***Care Coordinator—Vivian Vega***

I am Vivian Vega, the Care Coordinator at Normanna Care Home, a position I have been pleased to occupy since January 2018. It is not my first stint with Normanna, having been employed here previously between 2011 and 2016 as a Registered Nurse. Coming back to Normanna was like returning home, with so many familiar faces both among staff and residents alike. As such, the transition back to Normanna was smooth and seamless.



Born and raised in the Philippines where I was the seventh of ten children, in the city of Talisay which is located just outside of Cebu City, Cebu. Following High School, I studied in Cebu City at the University of San Jose Recoletos where I graduated with a Bachelor of Science in Industrial Engineering.

Having completed my university studies, in 1990 I made the biggest move in my life, leaving the Philippines and coming to Vancouver. I first worked as a resident care aide in Delta Home Support Services, a position that kept me occupied continuously throughout the 1990's and into the new millennium. Thereafter, I returned to school to obtain a Practical Nursing Diploma and was then employed as a Licensed Practical Nurse (LPN). In 2008, I went back to school again, this time at Vancouver Community College, completing my Bachelor of Sciences in Nursing (BScN) in 2010.

From 2010, onwards I have been employed as a Registered Nurse, first in acute care at the surgical unit at Eagle Ridge Hospital for over one year, and subsequently in the areas of home care with Fraser Health New Westminster Home Care and residential care with Normanna Home and the Finnish Manor. Following a year at Finnish Manor, I returned home to Normanna in January 2018 as a full time Care Coordinator.

## ***Finance Manager—Alex Mathieson***

I grew up in Wales, with the sea and mountains ever-present, so Vancouver felt like a home away from home from the moment we emigrated from the UK ten years ago. My partner is from the Middle East and here the North Shore mountains with their crystal clear streams remind her also of the mountains of her youth.



I have worked in finance departments all my career, the first ten years in the freight sector, with some time spent in tech companies, but for the last eight years I have worked in the charitable sector which is where I think my calling truly lies. It is immensely rewarding to work in a care facility like Normanna with such fantastic staff and a supportive board, along with its beautiful therapy gardens and see every day the impact the care departments, recreation, music therapy and all the other programs have on the quality of the residents lives.

In our spare time we love being outdoors; the scenery here just cries out for you to hike a trail, cycle or kayak a fjord. We also love the performing arts, everything from theatre to live music. In my home country there can be said to be two national sports – rugby and singing. Because I'm on the slim side, playing rugby never worked out for me, but I love singing – one of these days I have promised I'm going to join the Vancouver Men's Welsh Choir, so maybe this fall if I can fit it in. We also love travel, and how it allows you to get to know other nations cultures and broadens our horizons.

Apart from running the finance department, fundraising is also part of my duties at Normanna. I will be working with Penny our ED to submit grant applications to allow our many programs to grow, and assisting where I can the many fundraising initiatives undertaken by the board of the Normanna Foundation and the Normanna Auxiliary. I hope to meet some of you at the garden party in August.

## ***Shopping spree at Tsawwassen Mills***

In April of this year we received an e-mail from Ayesha Qureshi the Public and Community Relations Coordinator of Tsawwassen Mills Shopping Centre. She had heard of Normanna and wanted to invite us to come and be special guests of Tsawwassen Mills.

We welcomed the invitation to be "special guests" and set out on our excursion on Monday May 14th. Once we arrived, Guest Services greeted the bus and escorted the residents to an area in the mall where they were seated. Ayesha gave the residents a history of the mall and discussed the many stores and multitude of items that are available. Each of the residents was given a welcome gift and an invitation to come back again.

The residents were thrilled with the royal treatment! After the presentation the staff and the residents ventured out to explore the mall on their own. They were amazed with the sheer size of the mall and the many wonderful shops; each one so colorful and inviting. The favourite stop was the tackle shop where residents were able to enjoy a gigantic aquarium and an exquisite backdrop with life size caribou, deer and bears. It was a fun filled day for the residents who are looking forward to their next visit to Tsawwassen.



## ***From The Auxiliary***

Due to other time-consuming commitments, I have stepped down from the role of President of the Normanna Auxiliary. I will continue to be a member and I thank everyone for all the wonderful support over the past years.

The Auxiliary members are dedicated hardworking ladies who contribute their time to improve the quality of life for Normanna's residents.

Since June 1st. 2018 Kathy Svendsen has ben the newly elected President. Kathy has, for years, contributed many hours of hard work to make the Auxiliary the success it is.

A heartfelt thank you,

*Respectfully submitted by  
Lisa Leslie*

## ***Note from President, Kathy Svendsen***

I have only just begun my term as President of the Normanna Auxiliary, but I have been a member for several years.

Since January 2018 the Auxiliary has been busy planning events each month for the entertainment of the Normanna Residents. We have had our monthly parties on the first Monday of each month featuring a talented singer and goodies served to the residents with tea and coffee in china cups. We also hire an entertainer for the monthly "pub afternoon" on the third Thursday. The residents enjoy their choice of beer or wine with hot treats served by the staff while they listen to the music of one of our talented entertainers. We usually have a couple of auxiliary members in attendance to join in the fun, and Helen Mosdell even had her youngest great-grandson come to delight the residents.

On 17th Mai we celebrated Norwegian Independence day along with Mother's Day with a lovely garden tea. We were fortunate to have nice weather for the event and some great speakers as well as a choir.

One of the Auxiliary members, Elizabeth Iverson, is always on the look-out for items that will enhance the lives of the Normanna Residents. She found a beautiful large patio table and chair set which the Auxiliary purchased for the upstairs patio. We will be purchasing a similar table for one of the other gardens so that there will be lots of outdoor space for the residents to relax and enjoy the summer weather.

We are all looking forward to the annual garden party in August. You will find most of the Auxiliary enjoying the event and chatting to residents as well as serving lovely goodies prepared by the kitchen.



*Members of Normanna Auxiliary at Christmas Bazaar*

## Coming Events: July – December 2018

### Annual Garden Party

Sunday, August 19th, 2018 at 2:00 p.m.  
Entertainment & Refreshments

### Christmas Bake Sale & Bazaar

Saturday 1st December, 2018 at 12 Noon

### Norwegian House Society

Look for Fall, Christmas and Spring events  
Email: [info@scandinaviancentre.org](mailto:info@scandinaviancentre.org)  
[www.scandinaviancentre.org](http://www.scandinaviancentre.org)



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Or email [jubys@danialbc.ca](mailto:jubys@danialbc.ca)

### THE NORWEGIAN OLD PEOPLES HOME ASSOCIATION

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Life Membership \$25.00

Membership Forms can be downloaded from our website at [www.normanna.ca](http://www.normanna.ca)



### Pat Kasprow RN, BSc, MBA, CHE, CEC

#### Consultant

Pat Kasprow is working with the Normanna Board and Leadership Team in preparation for a survey by Accreditation Canada in November 2018.

Pat was a surveyor with Accreditation Canada for 10 years. Pat works as a consultant with many organizations in a coaching and mentoring role in preparation for the survey or with follow up reporting.

### NORWEGIAN OLD PEOPLE'S HOME ASSOCIATION

#### Mission & Values

Normanna provides quality residential healthcare services that reflect the values of trust, respect, caring & diversity.

#### Vision

To be a leader in providing comprehensive care through innovation and outreach for clients in need of care. To enhance our services in response to the changing needs of our community.

### NORMANNA BOARD OF DIRECTORS

**President** – Alan Frydenlund  
**Vice President** – Heleen Sandvik  
**Treasurer** – Jeff Bellerud  
**Secretary** – Lil Iversen

#### Directors

Viggo Svendsen  
Jakob Tengs  
Ron Stubbings  
Lise Leslie  
Kathy Young