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Our Quality In Focus- The Accreditation Process

This past week at AVENS was a whirlwind of activity as we welcomed the **Accreditation Canada** surveyors from June 1st to 3rd. With Cindy Donovan from New Brunswick and Safiqa Kara from Calgary at the helm, we were in the capable hands of two seasoned professionals who brought extensive industry experience to our campus.

“Quality is not an act; it is a habit”

Aristotle

For those 72 hours, our entire care delivery and support services were scrutinized under a microscope. Everything from our governing policies and emergency management protocols to workforce planning and individualized care plans was put to the test. The surveyors delved deep into our quality improvement strategies, risk

management practices, incident reporting methods, medication records, and wellness program documentation.



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Their investigation didn't stop there. They engaged with our community partners and stakeholders, including our resident physician, Dr. Pelova, Aaron LaBorde from Sutherland Drugs, Kerry Lynn Durnford and Axelle Kearman from Aurora College, Meghan Dewhirst and Ashly Crump from NTHSSA, and Kerry Wheeler from Let's Sing. These discussions were invaluable, providing insight into the collaborative efforts that underpin our care.



It all came down to this **General Debriefing in the Multipurpose Room on Wednesday June 3, 2026**. Those in attendance and those dialing in virtually got to hear firsthand from the **Accreditation Canada Surveyors about AVENS**. In-set (L to R) **Cindy Donovan and Safiqa Kara**

The surveyors also facilitated focus groups with residents and their families, where Mieke Cameron, Cory Vanthuyne, and Marjorie

Matheison Maud contributed their perspectives. I was honoured to see such active participation and engagement, reminding us of the strong community spirit we have at AVENS.

When it came time for the final presentation, many of our operations team, board members, residents, and their families gathered to hear the surveyors' feedback. While there are certainly areas we need to focus on within our quality improvement program, we were delighted to learn that the survey reaffirmed the great things we're doing for our seniors. It was a moment of pride and validation for everyone involved.

As I reflect on this experience, I want to express my deepest gratitude to our Board (who were actively involved pre and during the survey process itself), our Chief Officers for their support and dedication and of course our entire staff. A special shoutout goes to our Chief Nursing Officer, Frances Marshall, and her team, whose tireless efforts help maintain our accreditation standards and keep our residents not only happy but safe.

As we look to the future, we will continue building on our strengths while addressing the areas for improvement. Together, we can ensure AVENS remains a premier choice for seniors' care, a place where love, respect, and community are important to all of us.

Walking With Purpose And Alzheimer Awareness

I want to shine a spotlight on a wonderful event that brought our community together: the annual 1G Wealth Management Walk for Alzheimer's in Yellowknife!



We were thrilled to have around ten of our residents participate in this meaningful fundraiser, with a bit of help from our dedicated staff to ensure everyone was safe and enjoying the experience. The 5 km walk kicked off right from the Baker Center on our AVENS Campus and wound its way to the Nova parking lot, creating a cheerful atmosphere filled with camaraderie and support.



(Photo credit Shawna Gillis)

Walking for Alzheimer's is not just about the miles; it's about raising awareness and funds for those affected by this challenging disease. Our residents embraced the spirit of the event, showcasing their determination and heart,

reminding us all of the importance of community and compassion.

If you missed the walk but still want to contribute to this worthy cause, there's still time to make a difference! You can donate directly through the event's website or drop by our reception for more information on how to support Alzheimer's research and care.

Together, we can continue to make strides in supporting those who need it most. Thank you to everyone who participated and contributed to making this event a success!



(Photo credit Shawna Gillis)

AVENS recently joined together to honour an important milestone: the graduation of the latest class from the Aurora College Personal Support Worker (PSW) program. Friends, family, and staff filled the room, ready to celebrate the hard work and dedication of these new caregivers.



Irene Maglapit Sheila Broders recipient 2026
(Photo credit Shawna Gillis)

Among the highlights of the ceremony was the presentation of the AVENS Sheila Broders Award by our Care Manager, Shawna Gilis. This award holds special meaning within our AVENS community, named in memory of Sheila Broders—a former cherished member of our team known for her compassion and professionalism. Sheila's legacy is one of unwavering dedication to her residents, and she had a remarkable ability to connect with each individual, making them feel valued and understood.

The Sheila Broders Award recognizes a graduating PSW student who not only completes

A Legacy Of Caring- Sheila Broders Award Recipient Irene Maglapit

the program in good standing but also embodies the qualities that Sheila exemplified. These include consistent attendance, professionalism, a caring nature, strong listening skills, teamwork, and a selfless attitude toward helping others.



(L to R) AVENS Care Manager Shawna Gillis and Irene Maglapit, PSW graduate (Photo credit Shawna Gillis)

As Shawna took the stage, she shared the following:

“This year, the Personal Support Worker faculty has selected Irene Maglapit as the recipient of the Sheila Broders award.

Irene is a student in the full-time PSW program on Yellowknife North Slave Campus this year. She has demonstrated many of the characteristics that Sheila Broders embodied.

Irene builds therapeutic relationships with the people she cares for. She connects with residents meaningfully, making sure that they feel acknowledged and seen. She is patient and takes time to ensure that residents are able to participate in their own care to the best of their abilities, promoting their dignity and independence.

Irene prioritizes client-centered care through taking time to learn and remember individual

preferences. Whether it is proactively providing a warm blanket to a resident who often feels cold, communicating with residents about their interests, or providing encouragement through warm smiles and high fives, Irene demonstrates the art of caring, an important element of holistic care.

One of Irene's greatest strengths is her recognition of the bigger picture which results in prioritizing a collaborative approach to working with her classmates and members of the health care team. She role models leadership and she is always eager to lend a hand. Irene's positivity, collegiality and caring approach is contagious! Congratulations on your achievements, Irene! You are very deserving of this recognition!

We equally support Shawna's words and congratulate once again Irene Maglapit as the Sheila Borders Award recipient for 2026

Community Corner