

# Inside THE CUPBOARD

## FALLING INTO PLACE    RELAUNCHING TO OUR NEW REALITY



Fall is upon us and with that comes the changing of the colours and the harvest and Thanksgiving for all our blessings.

It is also over six months since all our lives were changes by COVID-19. Sadly we continue to deal with the impact of that on our lives and in our communities.

Time seems to have flown by since the last edition of Inside the Cupboard, with an incredible staff and volunteer team we've answered thousands of phone calls and served over 2,500 clients between June and August. We were so happy to welcome back some of our volunteers and wait for the time when more can join us.

We know it has been a different experience for our clients. It has also been a challenge for our staff and volunteers but I couldn't be more proud of the way in which they have all been committed to everybody's wellbeing.

TLC has from the beginning set very high standards when it comes to infection prevention and the necessary safeguards measures. Read more in this edition to learn about some of the changes. I hope you enjoy as you browse our fall edition that shares some of the highlights from the last three months.

Dawna Morey  
Executive Director

When the pandemic came to Central Alberta, The Lending Cupboard (TLC) became very concerned about how it could continue to serve the community. This unique not-for-profit organization, which has been operating in Red Deer since 2006, provides medical and mobility equipment to the community at no cost.

COVID-19 presented The Cupboard with numerous challenges:

- **How could they safely provide medical equipment to clients, many of whom are elderly or otherwise at risk?**
- **With the doors closed to the public, how could they facilitate the lending of equipment and the safe return of equipment?**
- **How could they restructure their processes, sanitation equipment, and facility layout to implement heightened infection-prevention protocols and keep their staff, volunteers and the public safe?**



As a further complication, the fundraising capabilities at TLC, like all charities, was impacted during the lockdown. Executive Director Dawna Morey shares: "The Board of Directors and I came together quickly to do some intensive continuity planning. **We realized that the only way forward was a redesign and retrofitting of our facility.**"

As a response to the challenges faced by charities like TLC, the Government of Canada and the Community Foundations of Canada developed an Emergency Community Support Fund (ECSF). The Red Deer and District Community Foundation granted to The Lending Cupboard, through this fund, just over \$24,000.

"The funding we received was incredibly impactful," she says. "That our local Community Foundation recognized the important work of the Lending Cupboard in the community and supported our quest to continue that work, even though COVID-19, is so meaningful."

The Lending Cupboard now receives returns in a large bay at the back of the building, has improved its sanitation equipment and processes, and meets with individuals requiring medical equipment one at a time, by appointment.

"Our local Community Foundation made the process easy for us. They communicated with us throughout the application process and helped us through a stressful time. The shorter-term impact of COVID has provided a long-term benefit to The Lending Cupboard and the people we serve."

by Danielle Klooster

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## TLC HELPS TO HEAL AFTER HIP SURGERY

**The Lending Cupboard under an AHS agreement supports the provision of equipment needed by clients having hip or knee surgeries.**

On average we receive 87 requisitions per month. COVID-19 certainly impacted that with surgeries being suspended for a number of months. With surgeries now being scheduled and happening in increased numbers we have been doing our very best to provide clients with the medical equipment needed. Generally each client is fitted with a framed walker, toilet riser, crutches and often cryo-cuff (cold therapy) system.

**“Having access to this equipment is vital to the post-operative recovery of patients,”**

says Meg, Central Alberta Ortho Clinic “knowing that The Lending

Cupboard is in our community assures our patients have access and have the greatest opportunity to heal well.”

Jim says, “Having access to medical equipment twice when I had my knees done and at no cost relieved some of the stress at a time when I was facing a lot.

Knowing that I only needed the equipment for a short period of time, I wondered what I would do with it if I need to buy it myself. It’s a win-win.

Making a donation in return helps The Lending Cupboard continue to be in our community for others or maybe for me again at a later time. It is an incredible agency that we are lucky to have.

Thank you to the incredible staff and volunteers that have helped me and thousands of others. I love TLC so much that now that I am retired I volunteer as one of their drivers delivering and picking up equipment.”



Mark recently benefited from the access to a cryo-cuff (ice machine) when he had his surgery.

## TLC BROADER SUPPORT

**The Lending Cupboard is happy to help in times like this.**

The impact of our services is seen at many levels! TLC was thrilled to support those clients in rehab!



## DID YOU KNOW THAT...

**The Lending Cupboard has pre-owned electric wheelchairs and scooters for sale?**

Contact the office for details on what is in stock. Call 403.356.1678 for more info.





## VOLUNTEERS COMING BACK!

On March 17th Alberta Premier Jason Kenney declared a public health state of emergency under the Public Health Act (PHA), and the impact was felt by everyone. In May when the Alberta Government entered phase I of reopening our province and only when TLC was ready did volunteers begin to return. When we asked the volunteers how they felt, we received the following responses.

And “just like that” our lives have changed forever! *The Cupboard has been an important part of my life so I was very pleased to be able to return to the “job” that I love at the end of May.* With the new protocol firmly in place, I felt that curb side service was/is the perfect solution for keeping staff, volunteers and customers all safe during these trying times.

*Connie Wiseman*



“COVID – 19 hit and the volunteers could no longer come in to volunteer. We anxiously waited to hear if and when we would be able to return. When we were informed of the new protocols we felt safe in returning. While we were waiting to return, a new system for returns and the order of the cleaning process had been put in place. This change is beneficial to the flow of the equipment coming in, getting cleaned and disinfected. We see no downside to this process. *It is a smooth and safe flow from returns, to cleaning and finally to the equipment going out for a loan. Our experience here during COVID – 19 has been nothing but positive.* With all the new protocols in place we feel very confident in being here once we are open to the public again.”

*Steve & Lorraine Cooper*



“As a previous RN, now retired, I have always been impressed with TLC’s thoroughness in cleaning the used equipment. Since the Pandemic, there is even more attentions to preventing the spread of infection through changes in equipment pickup and return, practicing social distance, increased emphasis on hand hygiene, and wearing of face masks. In addition, in the first few weeks of the pandemic, the staff did all of the work that was usually done by volunteers, in order to have the volunteers stay safely at home. *It was amazing to me that all of these changes were made so quickly after the pandemic was declared, so that the people of Central Alberta could access TLC services as soon as possible.*”



## CASH CALENDAR

**TLC will be launching a cash calendar for the month of December 2020. This month’s calendar will feature daily prizes of gifts and/or cash.**

Help us meet our fundraising needs and to continue to meet the demand and growth of the organization. Your support will ensure we are always there for our clients. The cost for this calendar is \$20, you have multiple chances to win.



**DECEMBER 2020 CASH CALENDAR FUNDRAISER**

Your Chance To Win Over \$4,000 in Cash & Prizes! Daily Prize Draws!

Purchase your calendar online at:  
[lendingcupboard.ca/cashcalendar](http://lendingcupboard.ca/cashcalendar)



Help us to keep Paying It Forward – Enhancing Mobility, Independence & Dignity

**Only \$20!**



## THANK YOU

Though we have not seen you all in person, TLC is thankful to all the individuals that made donations by mail, online at our website and now with e-transfers. Every dollar donated helps sustain our charity.



Joe Yamniuk along with his wife Nancy are frequent donors and supporters.

## SUPPORT COMES IN MANY WAYS

### Printing Place

Thank you again for producing all our signage, this time on our new "Returns Entrance"



### RDDCF

Granting dollars for new equipment as well as support on our Federal Grant application for the renovations related to COVID-19



RED DEER & DISTRICT  
COMMUNITY  
FOUNDATION  
all for community.

### Nude

"The Nude COVID-19 Relief Fund has been created to support our communities through these uncertain times, we feel humbled to be able to give back in any way we can."

– Julius Makarewicz, CEO, Nude Beverages

# nude

## NUMBER NUGGETS

June - August 2020 during COVID-19

**2,551** Clients served

**2,659** Equipment on Loan

**2,299** Equipment Returns

**403** Equipment Donated

**61** Recycled/Scrapped

## WANT TO GET INVOLVED?

If you have a special interest in Special Events, Fundraising or wish to volunteer in client services, cleaning/sanitizing, or repairs contact our Volunteer Coordinator at [volunteer@lendingcupboard.ca](mailto:volunteer@lendingcupboard.ca) or call us at 403.356.1678

## COW PATTI THEATRE

[www.cowpatti.com](http://www.cowpatti.com)



NORM FOSTER'S

# LUNENBURG

November 12th - December 13th

## IT'S TIME TO LAUGH AGAIN!

### TLC Benefit Show November 28, 2020

### Call the office to purchase your tickets

**403-356-1678**

## STAY TUNED

Want to learn more about The Lending Cupboard? Visit our website at [www.lendingcupboard.ca](http://www.lendingcupboard.ca). Want to receive our newsletter electronically? Send us an email to [contact@lendingcupboard.ca](mailto:contact@lendingcupboard.ca)