

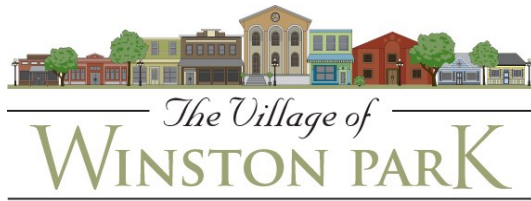
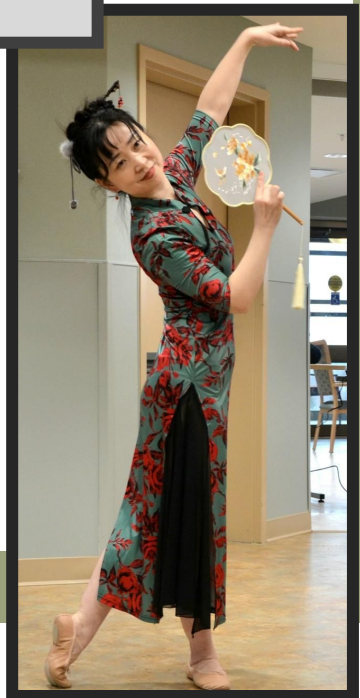
# The Winston Word

March 2024 NEWSLETTER, VOLUME 7 ISSUE 3

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## Celebrating the Lunar New Year



**EAR & HEARING CLINIC**

**at Winston Park**

For an appointment with an  
Audiologist please call

**1-888-745-5550**

Hearing Tests, Hearing Aids,  
and Repairs.

Juliane Shantz  
Doctor of Audiology

**Happy Birthday**  
**to our residents**  
**and staff who are**  
**celebrating March**  
**birthdays!**

## **Meet Our Chaplains**



**Kathleen & Hector!**

Kathleen's focus will be serving the  
residents of LTC.

Hector supports both sides of the  
Village. He works on Retirement  
Monday nights, Tuesday and  
Wednesday and supports LTC on  
Fridays

Please stop in the Chapel  
to say Hello.

*In Memoriam*  


*Support Office, Leadership and Team Members  
were saddened by the passing of:*

**Jennifer A.**  
**Ronald B.**  
**Gwilym B.**  
**Maurice H.**  
**Louise M.**  
**Maria P.**  
**Carl S.**  
**Wallace W.**

# Village



The Village of  
**WINSTON PARK**

# Events

## March Events

**Timbit Day is March 5th**

**Each Neighbourhood**

Enjoy some free Timbits

## **VENDORS - 11-3 Library**

**March 2nd Traditions Alive**

**March 5th Plattsville Paperworks**

**March 21st Factory Shoe**

**International Women's Day**

**Wear Purple**

**March 8th—Stories of Women of 1812**

check your calendar for location and time

**Drag Karaoke March 14th**

**7PM Ret Dining room**

RSVP at the Office

**St Patrick's Day March 17th**

**Wear Green**

check your calendar for where and when we  
will celebrate

**Memorial Service March 22nd**

**2:30 PM Ret Dining room**

RSVP at the Office

**Good Friday Service** (March 29th)

10:30 LTC Roseville

10:30 RET Williamsburg dining rm.

**Easter Service** (March 31st)

2:30 Ret Dining room

## **WELCOME TO THE VILLAGE!**

In February we welcomed:

Ruby B.

Lawrence B.

Robert D.

Victor F.

Mina H.

Charles He.

David K.

Joyce U.

Stanley U.

Walter W.

...to The Village of Winston Park.

## **"Gather"**

Speak with Kathleen our Chaplain at  
extension 8011 If you would like to join  
this group.

The GATHER groups encouraged at  
Schlegel Villages are an opportunity for  
those in the  
caring circle to experience belonging,  
acceptance and support as they or some-  
one they love experience dementia or  
other health and life changes.  
Tuesday's at 3:30 in the LTC worship  
space

# A Message from Brad

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March brings us spring and St. Patrick's Day..... two amazing things to celebrate. St. Patrick's Day goes a long way back in history, and as Irish immigrants spread around the world, St. Patrick's day feast became less of a religious observance and more of a celebration of Irish identity. The first St. Patrick's Day parades held in North America date back to the 17th century. Interestingly, Ireland did not host a St. Patrick's Day parade until 1903. Canada's first St. Patrick's Day parade was held in **Montreal** in 1824. Ever since, parades and festivals of Irish culture have been held annually on March 17<sup>th</sup> in cities across Canada. Typical celebrations include dressing in green, displaying Irish symbols such as the shamrock, and drinking green beer. Wishing everyone a very **Happy St. Patrick's Day!**

And of course, we always want to welcome back Spring. I know that I look forward to seeing mother nature start to wake up from her long winters nap! □ From the Old Farmers Almanac, they say the first day of spring this year will be Tuesday March 19<sup>th</sup>!

**Team Member Success Awards;** Each year we run a program where we recognize team members who have gone above and beyond in their role within the village. This is our Success Awards Program, which is part of our Connect the Dots Customer Service Program. Team members get nominated for living our values, which include the following: **Know Me, Be Present, Walk in My Shoes, Earn Trust** and **Follow Through**. Ballots will be available at the LTC main office and the Village Office in the Retirement Home. When you pick up a ballot, it will explain what each of the values means so that you are able to choose the value that best fits the nominee.

**Ballots will be available starting March 1st and will be available until Friday April 5th.**

We look forward to being able to recognize some of our outstanding team members at their annual Team Appreciation party later in the spring. The winners of Success Awards will not be made public until they are announced at the Team Appreciation celebration. Thank you in advance for participating in this great program and helping us to recognize the team.

**To new residents who have moved in since our last newsletter, we welcome you to the Village and look forward to getting to know you and your family.**



## Family Council

Family Council is a group of family members and friends of the residents of a long-term care home who gather together for peer support, education, and to improve the experiences of all people in long-term care.

We are seeking general members.

The last meeting was held on January 17th. Minutes will be posted at the LTC main entrance (door #2)

If you want to find out more please contact [Winstonpark.familycouncil@schlegelvillages.com](mailto:Winstonpark.familycouncil@schlegelvillages.com)

# The Winston Word

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## Looking Back at February



## Valentines Day



## Black History Month



# The Winston Word

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## Easter Egg



**Saturday, March 30**

2:30 p.m.

Bring your kids or grandkids to the Village for some Easter fun. Each kid will receive a candy bag and have a chance to win prizes.



Donations welcome. Drop off individually wrapped candies to the Village office by Sunday, March 24.



**BYOB – bring your own basket**

## RSVP

by Sunday, March 24.

Email Rebecca at

[rebecca.harnock@schlegelvillages.com](mailto:rebecca.harnock@schlegelvillages.com)

or Sarah at [sarah.linton@schlegelvillages.com](mailto:sarah.linton@schlegelvillages.com)



# The Winston Word

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## FREE DENTURE SCREENING AVAILABLE FOR:



The Village of Winston Park



IF INTERESTED PLEASE...**SCAN QR CODE, CALL 416-482-3700** or  
EMAIL us at [reception@directdenture.ca](mailto:reception@directdenture.ca)

ALTERNATIVELY, YOU CAN ASK THE NURSE TO SEND A REFERRAL FORM TO OUR OFFICE.

Direct Denture Services will be coming on-site for a day to do a **FREE DENTURE SCREENING** for all denture wearing residents and for residents who may be interested in getting dentures.

We want to inform the residents and families of the current condition of the dentures and mouth, and to discuss any findings and possible treatments.

The screening is completely free and there is no obligation.

If you are interested in being seen on the denture screening day, please email us for a **Denture Screening Consent Form** and email it back to our office. Alternatively, you can contact us to be placed on the list. **416-482-3700** or [reception@directdenture.ca](mailto:reception@directdenture.ca)

Thank you—

**Mark Blanch** B.Sc., DD  
Denturist, Founder

# The Winston Word

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## THIS IS TOP 10

<p><b>Top 10 FAQ's</b></p>	<ul style="list-style-type: none"> <li>• The TOP 10 is a component of LIVING in My Today, our signature dementia program.</li> <li>• It's a list of 10, non-care related personal facts the resident is comfortable in sharing about themselves with the village team</li> <li>• The village uses the ME form as the base to develop the TOP 10</li> </ul>
<p><b>What is the TOP 10?</b></p>	
<p><b>Why is the TOP 10 needed in addition to the ME form?</b></p>	<ul style="list-style-type: none"> <li>• On move-in residents and their families are asked to fill out a multi-page ME form designed to share the resident's story.</li> <li>• We use ME form to build a person-centred care plan</li> <li>• Sometimes team members, students, or agency covering an absence are supporting in the neighbourhood and need to get to know a resident quickly.</li> <li>• The <b>TOP 10</b> is a one-page cheat sheet for the <b>ME form</b></li> </ul>
<p><b>How can residents &amp; families get involved in the TOP 10?</b></p>	<ul style="list-style-type: none"> <li>• If you haven't filled out a ME form, ask for one to complete!</li> <li>• Ask for a copy of the TOP 10 Rough Draft and fill it in with the information the resident wants the team to know about each area of their well-being.</li> <li>• The team would love your support to review the TOP 10 they have developed for the resident. Offer your feedback &amp; suggestions!</li> <li>• Before your TOP 10 is framed, add your signature to the bottom</li> </ul>
<p><b>Where is the TOP 10 posted?</b></p>	<ul style="list-style-type: none"> <li>• The TOP 10 is placed in a designated frame in the resident's room, positioned near the door to be noticed upon entry</li> </ul>
<p><b>How is the TOP 10 used?</b></p>	<ul style="list-style-type: none"> <li>• Care moments can become connection moments to talk about mutual interests, and the things that matter most to the resident!</li> <li>• Trust is earned as we get to know each other as people</li> </ul>

We hope this FAQ has answered your questions about the TOP 10. If you have any questions or concerns, please bring them to the attention of your Neighbourhood Coordinator.



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Barb Schlegel  
**Volunteer Award**



Barb Schlegel was an inspiring person who lived her life with gratitude, good humour and a serving heart.

## Nominate a volunteer

Barb was often described as a 'bright light' who brought much vibrancy and joy to Village Life as well as to the many people she touched.

Nominate a volunteer in your Village who has developed an authentic relationship with a resident and/or residents. Someone who volunteers with a serving heart and emulates the essence of the award.

### March 1–15

- Grab a nomination ballot
- Fill in nominee's name
- Share examples of how this volunteer demonstrates the essence of the award.
- Submit your ballot at your Village Office.



**Thank you  
for your  
nomination!**

# The Winston Word

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## Success Awards

For many years, Schlegel Villages has recognized the dedication of our exceptional team members through our annual **Success Awards** where residents, families and fellow team members nominate someone for recognition based on their natural ability to connect with residents.

CONNECT the DOTS is Schlegel Villages Customer Experience program which consists of five values that make up our service credo: Know Me; Walk in My Shoes; Be Present; Earn Trust; and Follow Through. As our customer experience focus evolves, so, too, does our recognition of success.

Starting in 2020, we are transitioned from our Success Awards to the newly designed **CONNECT the Dots Success Awards**.

An added bonus is an additional service award to recognize an outstanding team member in your Village!

### Credo values – award categories



#### Know Me means to...

- Understand and anticipate my needs
- Support my WELL-BEING
- EXCEED my expectations
- Make me feel SPECIAL



#### Earn Trust means to...

- Demonstrate YOU care
- Take Responsibility for those we serve
- Create a sense of SAFETY AND COMFORT
- DELIVER on your/our promises



#### Be Present means to...

- Be PATIENT and practice LISTENING
- Let ME guide the conversation
- ASK me my expectations and needs
- Focus on Me in the moment



#### Follow Through means to...

- Show me my concerns are IMPORTANT
- Confirm that I am VALUED as a customer
- Let me know I will be TAKEN CARE OF
- Create MEMORABLE MOMENTS



#### Walk in My Shoes means to...

- Hear what I HEAR
- See what I SEE
- Feel what I FEEL
- CONNECT with me

Look for additional information posted around the Village and remember to nominate a deserving team member who continuously demonstrates the values of the credo!

# The Winston Word

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## RESEARCH MATTERS

RIA FEATURE

### Bringing culture to the table

The food we eat is often tied to our culture or where we come from. If our meals don't match the smells and tastes we know and love, we might not eat or drink enough. This can affect quality of life and overall health. As the population of older adults grows and becomes more diverse, it's important for long-term care homes to offer a variety of foods that everyone can enjoy.

That's why Safura Syed, registered dietician and University of Waterloo PhD student, is leading a study focused on culturally inclusive food in long-term care homes.

"Not serving food that aligns with an older adults' cultural background can make them feel left out," explains Syed, a member of Heather Keller's Nutrition and Aging Lab. **"Food is important because it's part of who we are and where we come from."**

In her study, Syed is researching the challenges and supports food service managers and dietitians face in creating diverse menus.

Syed is also talking to residents and their families about how being served food from their culture affects their sense of belonging and makes them feel more at home. She's



using what she learns to help figure out the best way for LTC homes to include foods from all cultures in their meals.

Syed has found that personalized menus, acknowledging various holidays and religious days, and giving residents a chance to share their input, all help meet residents' cultural preferences.

"Eating food that tastes like home can make people eat better and stay healthier," says Syed. "By making sure everyone has food they enjoy and are familiar with, we can help everyone feel better and respected."

---

Subscribe to updates from the RIA at [www.the-ria.ca/enews](http://www.the-ria.ca/enews) to find out how you can help researchers like Syed and to stay up-to-date on the latest news, events, and helpful resources.

**RIA** RESEARCH  
INSTITUTE  
for AGING  
Schlegel • UWaterloo • Conestoga

*Enhancing Life*

250 Laurelwood Drive, Waterloo, ON  
519-904-0660 | [info@the-ria.ca](mailto:info@the-ria.ca)  
[www.the-ria.ca](http://www.the-ria.ca)

Charitable Registration # 841471212 RR0001

# The Winston Word

2024

## Schlegel Villages – CONNECTIONS

### INTERNATIONAL WOMEN'S DAY

March is an exciting time of year with the renewal of Spring just around the corner, and it's also a time to reflect on the important contributions the women in our lives make every day to enhance our communities.

**International Women's Day is Friday, March 8**, and within our Schlegel Villages Community, we think of the countless inspiring women who bring our mission and vision to life and model our values in all they do.

Indeed, the Schlegel Family's quest to build strong communities has always been guided by the stalwart influence of strong women. Max Becker and Wilfred Schlegel, grandfathers to the three brothers who now operate Schlegel Villages,

were hardworking, entrepreneurial community builders whose partners in life, Florence and Emma respectively, were the guiding beacon that helped foster success. Schlegel Villages founder, Ron, also relied on his wife Barb to ensure his path forward would help their vision become reality.

In our current Schlegel Villages landscape, we're proud that more than 2/3 of the team members and leaders within our Villages and our Support Office team are women helping move our mission forward.

Whether it's our residents or team members, we are surrounded by dedicated, compassionate women who make our Villages better through their example. We honour them all on International Women's Day.

#### Women in our organization

**67%**  
are senior  
leaders

**66%**  
are  
leadership

**68%**  
are from  
Support Office (SO)

**74%**  
are GM/AGM's

**86%**  
Overall  
(not including SO)



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## Schlegel Villages – CONNECTIONS



## SCHLEGEL OLYMPICS *Summer* 2024



There's a competitive edge in all of us, no matter our age, and the Schlegel Olympics taps into this spirit among our residents. As part of our Wisdom of the Elder Signature Program, the Schlegel Olympics is a vibrant opportunity to celebrate the passion of our residents.



We're thrilled to announce plans for these exciting events to take place again this summer, so save the dates and keep in touch with your recreation teams for more information to come.

WISDOM  
*of the*  
ELDER

**Tuesday, July 30**

The Village of Glendale Crossing  
(West Villages)

**Thursday, August 1**

The Village of Taunton Mills  
(East Villages)

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## Audiology & Hearing Health Services for You and Your Loved Ones

- ✓ Hearing assessments
- ✓ Wax removal
- ✓ Communication strategies
- ✓ Hearing aid dispensing, cleaning and adjustments
- ✓ Batteries
- ✓ Repairs, molds, tubing, receivers

### Upcoming Dates

March 14,21  
April 4,18  
May 2,16,30  
June 13, 27

For more information or to book an appointment at The Village of Winston Park, please call

**1-888-745-5550**

[retirement@earandhearingclinic.com](mailto:retirement@earandhearingclinic.com)



**Ear & Hearing Clinic**

JULIANE SHANTZ • DOCTOR OF AUDIOLOGY

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

# The Winston Word

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## Retirement Home Leadership Directory

Brad Lawrence	General Manager	Ext.8003
Tara Rosenow	Assistant General Manager (Ret.)	Ext. 8010
Gillian Alexander	Director of Lifestyle Options	Ext. 8002
Katie March	Director of Lifestyle Options	Ext. 8008
Matthew Walsh	Director of Hospitality	Ext. 8004
Brad Rideout	Director of Environmental Services	Ext 8006
Sarah Linton	Retirement Recreation Supervisor and Volunteer Coordinator	Ext. 8062
Joelle Duchaine	Neighbourhood Coordinator- Egerton & Becker	Ext. 8048
Tamara Jankura	Neighbourhood Coordinator-Emma's	Ext.8012
Brooklyn Reidner	Dining Room Supervisor	
Carmen Niculescu	Wellness Coordinator	Ext. 8029
Hector Pineda	Chaplain	Ext. 8011
Karena Nnebo	Administrative Assistant (Retirement)	Ext. 8001
Tiffany Menjivar	Administrative Coordinator	Ext. 8013
Jane Panta	Village Experience Coordinator	Ext. 8015

All Email addresses are FIRST NAME.LAST NAME@ schlegelvillages.com

## LTC Nursing Directory

Long Term Care Charge Nurse	Ext. 8101
Strasburg Nurse—2nd floor	Ext. 8240
Aberdeen Nurse— 3rd floor	Ext. 8241
Roseville Nurse—4th floor	Ext. 8242
Kingsdale Nurse—5th floor	Ext. 8243
Sandhills Nurse—6th floor	Ext. 8244
Waldau Nurse—7th floor	Ext. 8245
Haysville Nurse—8th floor	Ext. 8246

## Retirement Directory

Becker & Williamsburg 2 & 3 Nurse	Ext. 8118
Emmas and Egerton Nurse	Ext. 8120

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## Long Term Care Leadership Directory

Brad Lawrence	General Manager	Ext.8003
Luke Denomme	Assistant General Manager (LTC)	Ext. 8188
Rabina Simovic	Director of Nursing Care (LTC)	Ext. 8014
Jill Macqueen	Director of Nursing Care (LTC)	Ext. 8264
Morgan Bonnell	Assistant Director of Nursing Care (LTC)	Ext. 8275
Cathy Hu	Assistant Director of Nursing Care (LTC)	Ext. 8 269
Mary Hedrich	Assisted Director of Nursing Care (LTC)	Ext. 8187
Gagan Sangha	Assisted Director of Nursing Care (LTC)	Ext. 8319
Karen Norris	Assisted Director of Nursing Care (LTC)	Ext. 8268
Gina Almeida	Resident Support Coordinator	Ext. 8254
Rada Jokic	Neighbourhood Coordinator Roseville & Kingsdale	Ext. 8182
Vesna Venceljovski	Neighbourhood Coordinator Aberdeen & Strasburg	Ext. 8005
Alyson Haffner	Neighbourhood Coordinator Sandhills and Waldau	Ext. 8266
Meredith Herr	Neighbourhood Coordinator Haysville	Ext. 8270
Alysha Voigt	Director of Quality and Innovation	Ext. 8271
Brad Rideout	Director of Environmental Services	Ext 8006
Shirley Tulk	Assistant Director Environmental Services	Ext 8116
Rebecca Harnock	Director of Recreation & Volunteer Services	Ext. 8007
Sarah Linton	Volunteer Coordinator	Ext. 8062
Daniel Juteram	Food Services Manager	Ext. 8009
Samantha Olsen	Food Service Manager	Ext. 8258
	Assistant Food Service Manager	Ext. 8273
Carlyn Aspilla	Director of PAL Program	Ext. 8265
Michelle Nguyen	PAL Coordinator	Ext. 8262
Kathleen Sorensen	Chaplain (LTC)	Ext. 8011
Gopikrishna Sudneer	Administrative Assistant (LTC)	Ext. 8207

All Email addresses are FIRST NAME.LAST NAME@ schlegelvillages.com

*The Village Of Winston Park*  
*695 Block Line Rd. Kitchener, Ontario N2E 3K1 519-576-2430*