

The Gates Gazette





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!**


SCHLEGEL VILLAGES

20. EVERY RESIDENT HAS THE RIGHT TO ONGOING AND SAFE SUPPORT FROM THEIR CAREGIVERS TO SUPPORT THEIR PHYSICAL, MENTAL, SOCIAL AND EMOTIONAL WELLBEING AND THEIR QUALITY OF LIFE AND TO ASSISTANCE IN CONTACTING A CAREGIVER OR OTHER PERSON TO SUPPORT THEIR NEEDS



RESIDENT RIGHT

▶ SPOTLIGHT! ▶

**IF YOU HAVE ANY
QUESTIONS, ASK A
TEAM MEMBER!**



We Remember



Barbara B. (RH & LTC)

JoAnne B. (LTC)

Lorna B. (RH & LTC)

Bill H. (LTC)

Jacquen L. (LTC)

Ann M. (LTC)

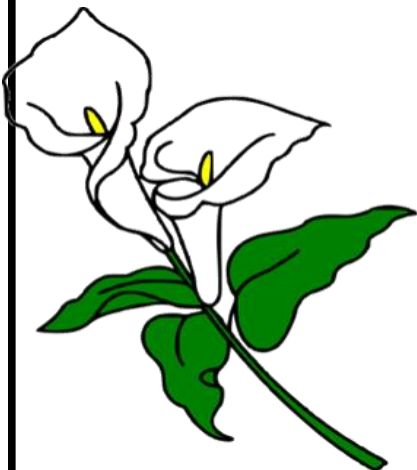
Dennis M. (LTC)

Joyce P. (LTC)

Marjorie P. (RH)

John S. (LTC)

Richard S. (RH)



*Thank you for sharing
your time with us*

SUPPORT GROUPS

March 2024

GATHER - Care Partners (hosted in RH Town Hall)

- Tuesday, Mar. 12th at 3:45
- Tuesday, Mar. 26th at 3:45

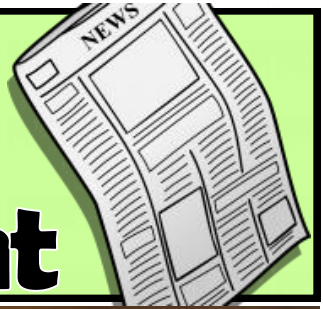
Memory Meet-Up (hosted in RH Library)

- Tuesday, Mar. 12th at 3:45
- Tuesday, Mar. 26th at 3:45

Memory Meetup is a casual gathering of individuals who are looking to connect with others in the community who are experiencing the early stages of memory loss. This meetup is for people looking to share their memory struggles, life stories and some laughter with others facing similar memory difficulties.

Please note that this group is specifically for those who are living with some form of dementia

Village News Retirement



One of the wonderful things about life here in the Village is the sense of community that naturally blossoms here, just as one might find in the small towns of old. This was the vision of our founder, Ron Schlegel, when he created the first Schlegel Village.

When you join our waitlist, you can become part of this community, and will be automatically enrolled in our Neighbours' Club program.



Daylight Savings Time Begins Again!

SPRING FORWARD
Sunday March 10th, 2:00AM



Easter Egg Hunter!

Saturday March 30th
Starting at 11AM

More details to come
watch for posters



WEAR GREEN
ST. PATRICK'S PARTY
MARCH 15TH

ROCK YOUR CRAZY SOCKS
WORLD DOWN SYNDROME
DAY
MARCH 21ST

March Birthdays!

Hildegard A.
Judy B.
Mary B.
Jean C.
Hilary D.
James F.
Mary L.

Kenneth M.
Donald M.
Ronald M.
Adolf M.
David M.
Dorrene O.



Beverley P.
Joan R.
Melinda S.
George T.
June W.
Nancy W.
Janet W.

Village News

Long-Term Care

Visits with Baby Chicks
Thursday March 21st
1-3pm



St. Patrick's Day Event

Sunday March 17th

2:00pm

Long Term Care
Mainstreet



Food Committee Meeting
Wednesday March 27th
2:00pm in the Chapel

Resident's Council
Thursday March 14th

HOLI FESTIVAL

March 24th
Come to Main Street to join in on this joyful Hindu celebration of colour and happiness.



Happy Birthday!

Gordon A.
Patricia B.
Flora C.
Carl C.
Sandra D.
Donna D.
Philip F.
Ruby F.
Sukesh G.



Peter H.
David M.
Jose P.
Vallena S.
Manuel S.
Marlene T.
Mabel W
Ann Z.

Our Chaplain



Chaplain Rev Mike Zenker

Mike.zenker@schlegelvillages.com

519-904-0650 Ext. 8011

HOURS

Tuesday - Thursday Mornings

(*times may vary depending of events in the village)

Religious Holidays

Coming Up:

10 Ramadan (until April 8)

17 St. Patricks Day

23-24 Jewish Purim

24 Palm Sunday

25 Holi (Hindu Festival Of Colours)

29 Good Friday

31 Easter



Long Term Care Chaplain's Corner



Spiritual Life Gatherings

- Tuesdays 9:30am Rosary Service
- Thursdays 9:30am 'Hymns' Chapel Service.
- **Long Term Care GOOD FRIDAY/EASTER service Thursday March 28 in the chapel 9:30am**
- **Pre-recorded services for Palm Sunday, Good Friday, & Easter Services will be available as well.**

Roman Catholic Communion & Prayers:

- See Retirement Chaplain's Page for monthly services
- *In Long Term Care, Catholic Communion & Prayers of Bless-*



Rays Of Hope For Easter

By Henry Nouwen

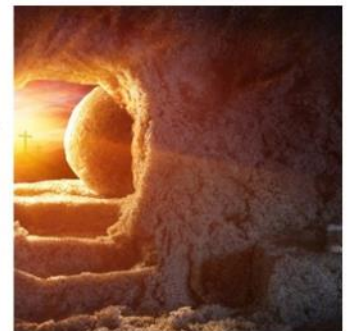
Dear Lord, risen Lord, light of the world, to you be all praise and glory! This day, so full of your presence, your joy, your peace, is indeed your day.

I just returned from a walk through the dark woods. It was cool and windy, but everything spoke of you. Everything: the clouds, the trees, the wet grass, the valley with its distant lights, the sound of the wind. They all spoke of your resurrection; they all made me aware that everything is indeed good. In you all is created good, and by you all creation is renewed and brought to an even greater glory than it possessed at its beginning.

As I walked through the dark woods at the end of this day, full of intimate joy, I heard you call Mary Magdalene by her name and heard how you called from the shore of the lake to your friends to throw out their nets. I also saw you entering the closed room where your disciples were gathered in fear. I saw you appearing on the mountain and at the outskirts of the village. How intimate these events really are. They are like special favors to dear friends. They were not done to impress or overwhelm anyone, but simply to show that your love is stronger than death.

O Lord, I know now that it is in silence, in a quiet moment, in a forgotten corner that you will meet me, call me by name and speak to me a word of peace. It is in my stillest hour that you become the risen Lord to me.

Dear Lord, I am so grateful for all you have given me this past week. Stay with me in the days to come. Bless all who suffer in this world and bring peace to your people, whom you loved so much that you gave your life for them. **Amen.**



Retirement Home Spiritual Care Team



Jane Kuepfer

Students:



Keirann Aitken



Orsolya Kis

CONTACT US to
arrange for a visit:

jane.kuepfer@uwaterloo.ca

519-904-0650 x 8249

Usual Hours:

Tuesday afternoons
Thursday mornings

Our Spiritual Life Together

Some things to look forward to in March!



World Day of Prayer 2024 Service

Tuesday,
March 5th at
2:30

Brian Pauls will
be our speaker
on Tuesday,
March 12th



SUPPORTIVE
HOUSING OF WATERLOO



And on Tuesday, March 26th, our
own UGates Retirement Home Choir
will prepare our hearts for Easter!

This month, in the retirement home, you are invited to join us for:

Our Weekly Spiritual Life Gatherings:

Tuesdays at 2:30 in the Town Hall. Watch for posters for topics throughout March.

Tuesdays at 1:00 in Emmas

Alternate Wednesdays – **Poetry Circle** in the Hobby Shop – 3:30

Thursdays at 10:30 in Egerton

Thursdays at 11 'Good morning God!' group in the library (devotion & prayer)

Sunday evening **Hymn Sings** – 7:15 in the Town Hall

Roman Catholic Communion and Prayers (Town Hall, then Egerton):

Sunday March 3rd at 10:45, Sunday March 17th at 10:30

Communion and Rosary: Thursday February 14th at 1:30 pm

Mass: Friday March 22nd 11am with Father Jamroz (confession available before and after)

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.

Tuesday, July 30

The Village of Glendale Crossing
(West Villages)

Thursday, August 1

The Village of Taunton Mills
(East Villages)

WISDOM
of the
ELDER

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)





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/eneews to find out how you can help researchers like Syed and to stay up-to-date on the latest news, events, and helpful resources.

Quality & Innovation

LTC Quarterly Update



Welcome to our new Quarterly Newsletter Feature!

Schlegel Villages' Quality framework is an integrated approach to continuous quality improvement across Schlegel Villages. The framework has three main components, which need to be working within and across the Villages to ensure overall quality.



Quality Improvement & Innovation

Schlegel Villages aims to build a culture of innovation within our villages, where we constantly ask, "how can we do better?" A key differentiator in our quest to innovate, is our partnership and collaboration with the Research Institute for Aging (RIA). Our ability to embrace better practices through an evidence-based approach will aid us in enhanced quality on a perpetual basis. Quality improvement & innovation also incorporates quality improvement plans and initiatives, quality of life surveys, innovation teams, the Innovation Summit and our membership within the Seniors Quality Leap Initiative (SQLI).



Quality Assurance & Risk Management

Monitoring performance against legislative and accreditation requirements is one way to ensure we are maintaining standards. We also need a way to ensure we can sustain new standards achieved through quality improvement initiatives and innovation. We have a number of systems and processes in place to help monitor performance, such as monthly audits, Abaqis (LTC), ORCA assessment (RH) as well as CARF accreditation. These tools assist with identifying gaps in our processes and any risk that needs to be managed.



Informatics

Informatics assists us to make better decisions and improve outcomes. We measure performance through our 5 Key Success Factors – which help to ensure a balanced approach. We use trending, analysis and benchmarking to make decisions about quality improvement, risk management and quality monitoring. We also evaluate operational and strategic initiatives, programs and research.

Did you know?

- We formally evaluate each LTC program (ex. Falls, IPAC, Spiritual Care, Contenance, Skin & Wound, Abuse Prevention etc) once a year, plus at additional touchpoints throughout the year at our monthly Continuous Quality Improvement (CQI) meetings and Risk Management meetings
- We submit a formal Quality Improvement Plan to the government each year
- We create action plans each year to address results from our resident, family member, and team member surveys



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

For more information or to book an appointment at The Village of University Gates, please call

1-888-745-5550

retirement@earandhearingclinic.com



Ear & Hearing Clinic

JULIANE SHANTZ · DOCTOR OF AUDIOLOGY

www.earandhearingclinic.com

THE GATES GAZETTE

WHO TO CONTACT WITH QUESTIONS OR CONCERNS
VILLAGE PHONE NUMBER: 519-904-0650



When calling an LTC resident directly please use the Resident Line 519-904-0653

RH Residents each have private phone numbers



LONG TERM CARE

Role/Name	Extension
General Manager: Chris-Anne Preston	8203
Asst General Manager (LTC): Kelly Younger	8003
Asst General Manager (RH): Ion Zdrengha	8204
Administrative Coordinator: Elena Oprea	8202
Admin Assistant: Joan & Mithra (LTC)	8001
Neighbourhood Coordinators	
Hagey & Johnston (LTC): Brandy Douey	8031
Wright & Matthews (LTC): Kim Boyes	8025
Downey & Pollock (LTC): Lee-Ann Air	8037
Department Directors	
Director of Nursing Care (LTC): Wendy Miller	8005
Assistant DNCs(LTC): Ruhab Muzaffar / Patricia Solik	8054 / 8009
Assistant DNCs(LTC): Patricia Solik / Vidhi Goyal	8059 / 8060
Director of Environmental Services: Dilan Ganegoda (LTC)	8006
Director of Recreation: Meghan Connelly	8007
Director of Hospitality: George Madalena	8004
Food Services (LTC): Becky Golbeck / Liz Barre	8008
Director of Program for Active Living (PAL): Liam Stiles	8126
Exercise Therapist: Karen Belfall (LTC)	8013
Nursing	
Charge Nurse LTC	8055
Psychosocial and Spiritual Well-being	
Janessa Mostert: Resident Support Coordinator (LTC)	8057
Mike Zenker: Chaplain (LTC)	8011
Noreen Blount (LTC): Volunteer & Student Services	8010
LTC Riverstone Spa and Salon	8095

THE GATES GAZETTE

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RH Residents each have private phone numbers



RETIREMENT

Role/Name	Extension
General Manager: Chris-Anne Preston	8203
Asst General Manager (LTC): Kelly Younger	8003
Asst General Manager (RH): Ion Zdrengha	8204
Administrative Coordinator: Elena Oprea	8202
Admin Assistant: Clare / Stella (RH)	8201
Neighbourhood Coordinators	
Egerton & Becker (RH): Jennifer Allen	8208
Williamsburg & Emma's (RH): Sandy Taylor	8205
Department Directors	
Wellness Coordinator (RH): Trish Baird	8209
Director of Environmental Services: Dilan Ganegoda (LTC)	8006
Assistant Director of Environmental Service. Jessica England (RH)	8250 8234
Maintenance Services: Brad/ Will (RH)	
Director of Recreation: Meghan Connelly	8007
Recreation Supervisor: Noah Bester (RH)	8207
Director of Hospitality: George Madalena	8004
Director of Program for Active Living (PAL): Liam Stiles	8126
Exercise Therapist: Emily Port (RH)	8216
Nursing	
Lead Nurse (RH)	8255
Psychosocial and Spiritual Well-being	
Jane Kuepfer: Chaplain (RH)	8249
Noreen Blount (LTC): Volunteer & Student Services	8010
Marketing	
Dirs. of Lifestyle Options: Sahar/Nicolette	8041/8248
Village Experience Coordinator: Sophia Heimpel	8048
The Ruby Dining Room	
	8224 (bar)
RH Riverstone Spa and Salon	
	8227