

# Riverside REVIEW

Vol. 26 Issue 3 March 2024

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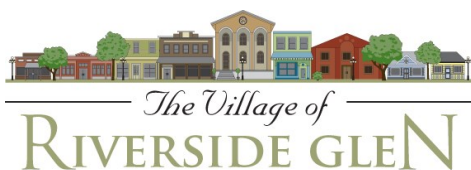
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**Mission Statement**  
Our Mission is to provide holistic health care in a home environment located within an internal neighbourhood design that promotes a caring community, with emphasis on optimal health and life purpose for each resident.



Message from

# BRYCE MCBAIN

Dear Residents, Families and Team members,

We have shared our 2023 Residents' Quality of Life survey results with our Residents' Councils and LTC Family satisfaction survey results with our LTC Family Council. We had a strong participation in our Resident Quality of Life survey completion with 97 retirement residents and 201 long term care residents completing the survey. Unfortunately, our family survey participation was low with 26 retirement families completing the survey and 21 long term care families completing the survey.

We will work with our residents' councils, family council and quality improvement committee to define new ways to implement our family satisfaction survey and strive for a stronger participation next year. Regardless of sample size, we review all data and verbatims as your feedback is important to us.

We are continuing to seek input from residents and family to help us refine our action plan for continuous improvement for 2024.

One of the statements in the family survey was: "I know who to contact if I have concerns about my family member's care."

Please note if you have any questions or concerns about the care and services of your loved ones that are non-emergency in nature, please contact the leaders in the directory below responsible for your loved one's neighbourhood. They can be reached via their email below or by calling 519 822 5272 and their extension below. Please continue to contact extn. 230 or extn. 240 for retirement lead nurse for retirement emergencies and extn. 505 for the Charge Nurse for Long Term Care emergencies.

### **Retirement Home Leadership Directory**

Williamsburg Contact: Lynn Lake [lynn.lake@schlegelvillages.com](mailto:lynn.lake@schlegelvillages.com) x 761

Egerton Contact: Dylan Pust [dylan.pust@schlegelvillages.com](mailto:dylan.pust@schlegelvillages.com) x 836

Emma's Contact: Madalyn MacIntyre [Madalyn.macintyre@schlegelvillages.com](mailto:Madalyn.macintyre@schlegelvillages.com) x 807

### **Long Term Care Leadership Directory**

Erin and Arthur Contact: Angela Keller [Angela.keller@schlegelvillages.com](mailto:Angela.keller@schlegelvillages.com) x834

Eramosa and Mapleton Contact: Brandon Wilton [Brandon.wilton@schlegelvillages.com](mailto:Brandon.wilton@schlegelvillages.com) x298

Puslinch and Nichol Contact: Angela Gualtero [Angela.gualtero@schlegelvillages.com](mailto:Angela.gualtero@schlegelvillages.com) x794

**Thank you all for your ongoing contributions to helping our community grow and thrive together.**

We wish everyone a Happy St. Patrick's Day on Sunday, March 17<sup>th</sup>!

Bryce

General Manager

# Message from Your Long-Term Care Family Council

## Family Council News for families and friends of Riverside Glen Long Term Care Residents:

### Lessons Learned from Being an Essential Caregiver

I have a story I'd like to share.

Eight years ago, I met a [loving and compassionate](#) woman who was the full-time caregiver for her mother. It has been an honour to get to know and love "mom" as my own. The journey has been filled with, of course, the regular ups and downs, which, in recent months, have become more serious. Early on long-time care (LTC) became necessary and it was a new chapter in life. The introduction to LTC was during the province's COVID-19 lockdowns and subsequent mandated restrictions. I won't dwell on this period as I sincerely don't believe that anyone came out the other side of this period unscathed.

As one of "mom's" essential caregivers, I willingly accepted the responsibility without hesitation. Support comes in many different forms—medical appointments, social outings, visits, and advocating for her. As age-related health concerns become more of a daily occurrence, the importance of being "present" has become more important and navigating the LTC experience can be daunting.

Having said this, how DOES one advocate for their loved one? [Here are just a few ways:](#)

1. Essential caregivers often need to be the voice for those who cannot advocate for themselves.
2. Being "present" and available is important to develop relationships with not only your loved one, but also those who are present every day with your loved one.
3. Get to know the staff in your LTC neighbourhood—the nurses, PSWs, the Neighbourhood Coordinator. These folk work together to care for our loved ones.
4. Get involved. This can look very different from one caregiver to the next. Whether it is through regular visits or communicating via phone calls with your loved one, being connected provides a bridge for the senior, reminding them that they have not been forgotten.
5. Another way to advocate is to learn and educate yourself.
  - A. Learn about Riverside Glen and learn about the LTC system.
  - B. Connect with Riverside Glen's LTC Family Council whose desire is to educate, support, and advocate for residents of LTC including your loved one. Family Council is comprised of family members of residents who call Riverside Glen home. They work alongside Riverside Glen's management by [sharing information and education](#).
  - C. Become familiar with the Resident's Bill of Rights. It is posted on the bulletin board by the receptionist's desk.

I'd like to encourage you to connect with Family Council. Riverside Glen's LTC Family Council works to provide support and encouragement for family members and friends who are seeking to advocate for their loved one.

The role of the Council is to provide peer support amongst our members, to be educated about Riverside Glen's long-term care program, to effectively communicate with administration and staff, and to be a voice and advocate for our loved-ones in long-term care.

Whether your loved-one is new to Riverside Glen or if they have been at Riverside Glen for a while now, I encourage you to consider attending a monthly Family Council meeting. Meetings are conducted online (7:00pm to 8:30pm) and it is a safe and friendly environment where caregivers can feel supported. Some meetings have a special guest from the Riverside Glen team or others in the long-term care community who speak from their experiences in the area of elder care and those things that we, as caregivers, work through on a day-to-day basis.

Consider being a part of the next Family Council meeting on March 14? For further information, email the Family Council executive directly at: [rgfamilycouncil@schlegelvillages.com](mailto:rgfamilycouncil@schlegelvillages.com) or contact Riverside Glen Resident Support Coordinator Jackie Swan at 519-822-5272 ext 844 or at [Jackie.swan@schlegelvillages.com](mailto:Jackie.swan@schlegelvillages.com). It is never a waste of time to show compassion and care.

Submitted by:

Richard Piette  
Family Council

# Chaplain's Corner

To: Residents, Families, and Team Members:

We are well into the season of Lent, which is one of the most important times of the year for Christian people. For many, it is a time of abstinence and self-reflection. Almost all of the major world religions practice these virtues as well. I hope you had a chance to read about the different religions, as displayed through the month of January and to notice how many things we share in common. For Christians, this Lenten time is meant to draw us closer to God and to others, as we practice Lenten disciplines; disciplines—not a word with many positive connotations in our present society, but in fact, a word that brings spiritual and soulful refreshment when applied in the correct way. So, use this time for this soul-work—you won't be sorry that you did.

In March we will also remember our residents who have died in the past couple of months with the following dates for Memorial Services:

Long-Term Care – postponed due to outbreak until further notice

Retirement – Tuesday March 12 @ 2:30 in the Williamsburg Dining Room

There will also be a Good Friday Church Service on Friday March 29 @ 10:30 in the Town Hall. This will be a joint service of Retirement and Long-Term Care.

Blessings to you,

Rev. Brenda Woodall

## In Memoriam

The Board of Directors, Management, Team Members and Residents were saddened by the passing of:

*Anne R*  
*Gerry B*  
*Imelda B*

*Margaret Y*  
*Grace N*  
*Barbara F*

*Wayne L*  
*Alice R*  
*Elaine S*



# *Riverside Glen* *welcomes new residents*

*to our community*



*Ē Komo Mai*

*Bem-Vindo*

Welkom

## Welcome

Witajcie

*Benvenuto*

Bienvenue

*Karibuni*

### *Retirement*

Ron W  
Nadene B  
Elizabeth G  
Paula G  
Margaret B

### *Long Term Care*

Julia T  
Grant W  
Helen K



# PHOTO REVIEW OF FEBRUARY



# COMING UP IN MARCH

Friday March 8th	International Women's Day! Wear purple to celebrate LTC Memorial Service @2:30 in Erin Neighbourhood
Tuesday March 12th	RH Memorial Service @ 2:30 in Williamsburg Dining Room
Sunday March 17th	St.Patrick's Day Social in RH @ 2:00 (Wear green today)
Tuesday March 19th	Aiden Purnell Performs 10:30 in LTC          2:00 in RH Spring Formal Dinner
Friday March 22nd	Silverstones Choir in Town Hall
Friday March 29th	Good Friday
Saturday March 30th	Community Easter Egg Hunt @10-12 in the courtyard
Sunday March 31st	Happy Easter!

## Vendors

### **Tech Coach Chris**

Friday March 1st @10-12 in RH  
@ 1-3 in LTC

### **Cameron Cards**

Thursday March 14th @ 10-12 in RH

### **Creations Boutique**

Friday March 15th @ 10-2 in RH



# 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)





# 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.

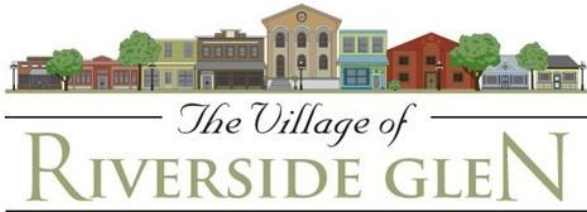
**Tuesday, July 30**

The Village of Glendale Crossing  
(West Villages)

**Thursday, August 1**

The Village of Taunton Mills  
(East Villages)

WISDOM  
of the  
ELDER



**Happy March from the PAL team! March is Brain Health month!**

## **DID YOU KNOW?**

- Your brain can send signals at speeds of up to 400 km/hr
- Your brain contains approximately 100 billion neurons (brain cells)
- Your brain uses 20% of the blood and oxygen supply in your body on its own
- Your brain decreases in size as you get older

## **WHAT EXERCISE SHOULD YOU DO?**

- Adults 65+ should get 150 minutes of moderate to vigorous physical activity per week
- Strengthening exercises should be performed for each major muscle group twice per week
- Start small and work up to these goals. A great way to do this would be to attend our exercise classes in your neighborhood!

## **EXERCISE AND BRAIN HEALTH**

Exercise has four crucial benefits for brain health:

1. It decreases anxiety and depression
2. It improves focus and concentration
3. It promotes growth of new brain cells
4. It protects your brain from aging and neurodegenerative diseases




**Your PAL Team Adrienne, Emily, Melissa, & Daniel**

# Athlete of the Month:

## Beth Mason



 Beth is our athlete of the month for February! She tries to exercise every day by attending group classes and by participating in her 1-on-1 exercise program. Beth is very motivated to exercise because she wants to stay in good health for as long as she possibly can. Beth used to be a catcher when she played baseball, so she loves to partake in anything that is athletic. Beth loves to keep her legs going, so one of her favourite things to do is to workout her legs. Beth believes that there is so much to gain for both your brain and body by exercising, and she encourages everyone to exercise so they can benefit from it too! Thank you, Beth for being a great example for us all, congratulations!





# EMMA NEIGHBOURHOOD TRAVEL GALLERY

We are looking for donations  
of **magnets** and **postcards**  
from all over the world to  
display on our neighbourhood  
map!

Please drop off to the  
**village office in  
retirement.**



## DO YOU HAVE ANY EXTRA YARN?

Our Yarn Clubs are asking for new or gently used yarn donations. All donations can be dropped off at either  
Main Entrance for  
Recreation Supervisor,  
Karleigh Herd, ext. 620  
or  
Director of Recreation,  
Kadri Phillips, ext. 811





# **RIVERSIDE GLEN'S EASTER EGG HUNT**

**SATURDAY MARCH 30TH**

**Outdoors Family Fun Rain or Shine**

**Goody Bags for Children!**

**Chance to Win a Golden Ticket Grand Prize!**

## **Three Hunts!**

**AGES 5-8 10:30AM**

**AGES 0-4 10:45AM**

**AGES 9-13 11:00AM**

**60 WOODLAWN ROAD EAST GUELPH,  
RETIREMENT MAIN ENTRANCE**



## 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."

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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.



## 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

For more information or to book an appointment at The Village of Riverside Glen, please call

**1-888-745-5550**

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



**Ear & Hearing Clinic**

JULIANE SHANTZ • DOCTOR OF AUDIOLOGY

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# Happy Birthday

## VILLAGE VOICE NEWSLETTER

Read these stories  
and more on the  
Villages website.  
Sign up online to  
receive the email  
newsletter.

**www.  
schlegelvillages.com**



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google.com/  
+VillageOfRiversideGlenGuelph



https://www.linkedin.com/  
company/schlegel-villages

### Resident Birthdays

Elaine B	March 04
Norma F	March 05
Robert G	March 07
Ghislaine J	March 08
Marjorie F	March 11
Margaret F	March 12
Sylvia S	March 12
Margo S	March 13
Iolanda D	March 14
Norman S	March 14
Janet K	March 16
Joseph D	March 16
Barbara M	March 17
Leh S	March 17
Ruth F	March 18
Sandra B	March 18
Paul H	March 18
Verna M	March 20
William C	March 21
Scott P	March 24
Gerard S	March 25
Roberta N	March 26
Shirley S	March 27
Bruce G	March 29
Marie R	March 31

### Team Member Birthdays

Sini G	March 01
Jack V	March 01
Casey W	March 01
Cherry F	March 02
Aireyetta M	March 03
Barbara B	March 04
Maxine R	March 04
Wendy M	March 05
Karly O	March 06
Raisa D	March 07
Russbe G	March 07
Dayna B	March 08
Sky T	March 08
Emanuel M	March 08
Christine S	March 08
Jackie G	March 09
Susan D	March 12
Ruth D	March 13
Kelly C	March 14
Aklele W	March 14
Rebecca A	March 17
Kathryn DF	March 23
Jody G	March 23
Mary Joy Y	March 23
Jaden HV	March 26
Simranjit K	March 26
Janice W	March 26
Lawi K	March 27
Kehinde A	March 30
Grace D	March 30
Monowara B	March 31

## Birthday Celebrations

### **Retirement Birthday Party**

*Tuesday March 26th @ 2:30pm in The Café with*

### **Long Term Care Birthday Party**

# The Village of Riverside Glen Directory

Phone 519.822.5272

Bryce McBain, General Manager	Ext. 815
Devon Richards, Assistant General Manager LTC	Ext. 841
Lynn Lake, Assistant General Manager RH	Ext. 761
Deb Guthrie, Director of Nursing Care LTC	Ext. 801
Kayla Death, Assistant Director of Nursing Care LTC	Ext. 848
Racquel Seman, Assistant Director of Nursing Care LTC	Ext. 780
Raman Mander, Assistant Director of Nursing Care LTC	Ext. 797
Michelle Mayhew, Wellness Coordinator RH	Ext. 812
Brandon Wilton, Mapleton/Eramosa Neighbourhood Coordinator	Ext. 298
Angela Gualtero, Puslinch/Nichol Neighbourhood Coordinator	Ext. 794
Angela Keller, Erin/Arthur Neighbourhood Coordinator	Ext. 834
Dylan Pust, Egerton Neighbourhood Coordinator	Ext. 836
Madalyn MacIntyre, Emma's Neighbourhood Coordinator	Ext. 807
Shaleena Campbell, Director of Hospitality and Food Services RH	Ext. 840
Amy Hasson, Food Services Manager LTC	Ext. 873
Milyn Calicdan, Assistant Food Services Manager LTC	Ext. 747
Kadri Phillips, Director of Recreation LTC	Ext. 811
Karleigh Herd, Recreation Supervisor RH	Ext. 620
Adrienne White, Director of Program of Active Living	Ext. 826
Emily Nagel, PAL Coordinator LTC	Ext. 835
Melissa Gareri, PAL Coordinator RH	Ext. 821
Tammy Smith, Director of Environmental Services	Ext. 804
Vinny Setia, Assistant Director of Environmental Services	Ext. 857
Karen Murray, Director of Lifestyle Options	Ext. 759
Jaycel Nabua, Director of Lifestyle Options	Ext. 865
Brittany Burton, Volunteer and Student Services Coordinator	Ext. 863
Jen Jimenez, Administrative Coordinator	Ext. 805
Helen S, Administration LTC	Ext. 858
Vrushank B, Administration RH	Ext. 800
Brenda Woodall, Chaplain	Ext. 871