

Contact us...

*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.

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**Residents:**  
**Name:**  
**Room Number & Neighbourhood:**

✓ If you would like to receive a copy of this newsletter on a monthly basis please return this portion of the newsletter, to the Village Office.



# The Glendale Gazette

3030 Singleton Ave. London ON N6L 0B6

519-668-5600

March 2023

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## Hands on Exotics





# Chaplain's Chat: Hans Van Eyk



Welcome to “March” everyone. Someone said, *“Springtime is the land awakening, The March winds are the morning yawn.”*

March is a happy month. It starts the beginning of Spring with longer and warmer days; it’s also the month all God’s creatures wake up from hibernation. The month of March also has special milestones. It was March 10th, 1876 that Alexander Graham Bell made the first telephone call, that the Eiffel Tower was ascended for the first time and ‘March Madness’ where basketball fans go crazy with the Championships in the US.

March is also a month of Lent as Christian people remember the great price Jesus Christ paid on His journey to the Cross for mankind. March 17th is not only my sister’s and daughter’s birthday, but the day when much of the world drinks green beer, wears green and holds parades in celebration of St. Patrick’s Day. He was the patron saint of Ireland who went about spreading the love and kindness of God which is always good to remember.

There are more special days to come in March. Ramadan begins March 22nd, the Jewish Festival of Purim March 6/7, International Women’s Day March 8th and so much more to celebrate this month. The Bible says, *“This is the day the Lord has made; let us rejoice and be glad in it.”* There is much in the world to depress us but there are also many things to give thanks for and rejoice in.

I pray you all have a great month and we can smile and rejoice together. Former comedian Robin Williams said, *“The beginning of Spring in March is nature’s way of saying, ‘Let’s party!’”*

*Hans*

# Village Life!

**St. Patrick’s Day**, feast day (March 17) of St. Patrick, patron saint of Ireland. Born in Roman Britain in the late 4th century, he was kidnapped at the age of 16 and taken to Ireland as a slave. He escaped but returned about 432 CE to convert the Irish to Christianity. By the time of his death on March 17, 461, he had established monasteries, churches, and schools. Many legends grew up around him—for example, that he drove the snakes out of Ireland and used the shamrock to explain the Trinity. Ireland came to celebrate his day with religious services and feasts.

## Famous People Born in March

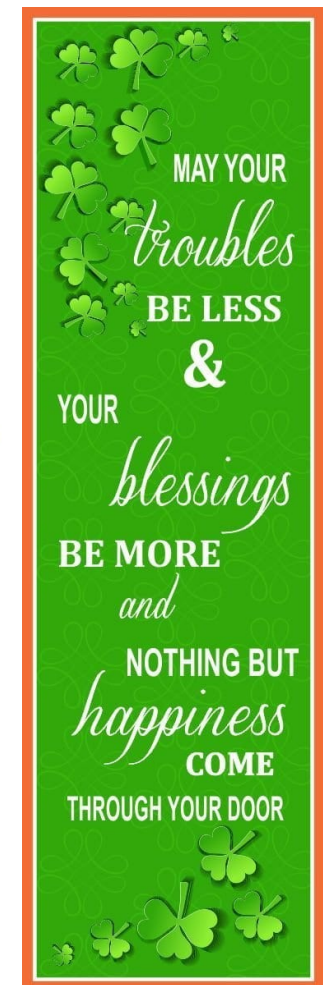
Albert Einstein March 14, 1879  
Shaquille O’Neal March 6, 1972  
Vincent Van Gogh March 30, 1853  
Aretha Franklin March 25, 1942  
Elton John March 25, 1947  
Dr. Suess March 2, 1904  
Chuck Norris March 10, 1940  
Bruce Willis March 15, 1955  
Celine Dion March 30, 1968  
Mariah Carey March 27, 1969  
Michelangelo March 6, 1475  
Fred Rogers March 20, 1928  
Jon Bon Jovi March 2, 1962

## Celebrated in March:

The Village of Glendale Crossings  
13th Year Anniversary  
Wednesday March 1, 2023

Ron Schlegel’s 80th Birthday  
Sunday March 12, 2023

St. Patrick’s Day  
Friday March 17, 2023





# Village



## Events

### Family Council Meeting:

Monday, March 20th at 3pm in the library or virtually

*"Families working together to provide support, share experiences, and seek solutions to common problems. This is a Family Council."*

### Resident Council and Food Committee Meeting:

Wednesday March 15 at 2:45 in the Community Centre

### Resident Bill of Rights:

16. Every resident has the right to receive care and assistance towards independence based on a restorative care philosophy to maximize independence to the greatest extent possible.

**You can enjoy a meal with your loved one with your mask off in a private room.**

### Meal Tickets

Breakfast \$8.00

Lunch \$12.50

Supper \$14.00

Children are 50% off for all meals



### 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 Glendale Crossing, please call

**1-888-745-5550**

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



## 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!





Wishing you a  
**Happy Birthday!**

### Our Residents

Kathy Gibbs	March 2nd
Shirley Elgie	March 6th
Paddy Hammond	March 8th
Domingos Novais	March 10th
Patricia Roper	March 12th
Stephen Williams	March 13th
Rosaria Masciotra	March 13th
Ken Fox	March 15th
Ruzica Cvetcovic	March 15th
Anne Kilbourne	March 15th
Lynne Cornwell	March 21st
Ilse Hertwig	March 21st
Carol Crossman	March 22nd
Claudette Savoie	March 22nd
Gary Maher	March 22nd
Jim Kilpatrick	March 23rd
Myles Minter	March 24th
Muriel Elles	March 28th
Thomasina McLeish	March 28th
Shelah McGee	March 31st



### IN MEMORIAM

*The Board of Directors, leadership team and team members were saddened by the passing of:*

*Arnold George, Sam Smith, Jean Buck*



# Volunteer Corner

This month we celebrate Glendale Crossing's 13<sup>th</sup> anniversary!  
Please join us on **Friday, March 1<sup>st</sup> at 2:30 pm** to celebrate this special occasion.

We have exciting programs for you to sign up for in March. Please see the **March Volunteer Calendar** for a complete list of activities, special events and outings.

Every new volunteer receives the Volunteer Handbook which serves as a helpful guide with many important policies and procedures (For Example, Fire Safety and Evacuation). It includes valuable information about providing quality Resident care. If you misplaced your original copy of the Volunteer Handbook, please let me know and I will give you a new copy.

#### Shining Star of March: Joe Fenech

Joe started volunteering at the Village in August 2018. He took a break from volunteering due to the pandemic but he returned to us in August 2022. Since 2018, Joe has achieved close to 250 hours of volunteer service. Joe has been a tremendous support to Monika, our horticulture therapist. Joe volunteers his time every Wednesday afternoon to assist with the cleaning and maintenance of the Green House. Joe is a hard worker with quiet nature and gentle approach, which makes him a valuable addition to the team. He is always punctual and ready to help with any task we give him. Thank you, Joe, for your care and dedication!

#### Volunteer Orientation

Are you interested in becoming a volunteer at Glendale Crossing? We offer virtual and in-person Volunteer Orientations. Please register to attend by contacting Yolande Turner, Volunteer Coordinator at 519-668-5600 ext. 8045 or [glendale.volunteers@schlegelvillages.com](mailto:glendale.volunteers@schlegelvillages.com)

#### 2023 Volunteer Appreciation April 16<sup>th</sup> to 22<sup>nd</sup>

I am planning to host a Volunteer Appreciation Event at Glendale Crossing this year. I hope you can join me for refreshments and fellowship. There will be more information in the next couple of weeks.





## Strategies to boost fluid intake and avoid dehydration

It's important to drink enough fluids for more reasons than you might realize. Water is needed for many things in your body, including digesting food, controlling body temperature, and healing wounds. When you don't drink enough water, it can cause you to feel weak, tired, dizzy, constipated, confused and cranky.

Yet one in five long-term care residents become dehydrated every year. This can happen for different reasons, like limited access to fluids, ignoring dry mouth and other thirst signals, having a hard time drinking because of physical challenges, and drinking less to avoid going to the bathroom often.

To help older adults avoid dehydration, Heather Keller (Schlegel Research Chair in Nutrition and Aging) and her [Nutrition and Aging Lab](#) have been exploring solutions to avoid dehydration. Some successful methods include carrying a water bottle, offering preferred cups and drinks, learning thirst signals to know when you're thirsty, planning for washroom access, eating foods with high fluid content, drinking with others, drinking in between meals, and making fluid intake a part of your daily routines.

The lab's current project, called "PROMOTE," is working with Schlegel Villages to test the practicality



of seven strategies to promote hydration in older adults.

### Tips for improving hydration

To determine how much water you need, Keller suggests thinking about your body size, how active you are, the temperature outside, and the food you've eaten. Interestingly, 20-40 per cent of the water we get comes from the food we eat. As a general rule, at least six to eight cups of fluid per day is recommended.

As you get older, you may find that you don't feel as thirsty as you used to. However, monitoring how often you need the bathroom and how much you are urinating can help you figure out how hydrated you are, to ultimately improve your overall health.

Want more information on hydration? Watch Keller's webinar recording, Strategies to Improve Hydration in Older Adults: <http://bit.ly/3Kh0jUV>

Subscribe to updates from the RIA at [www.the-ria.ca/enews](http://www.the-ria.ca/enews) to find out how residents, care partners and team members can get involved in projects like this one.

## ST. PATRICK'S DAY WORD SEARCH

c	i	r	e	l	a	n	d	s	i	p
j	s	w	e	u	m	a	r	c	h	t
p	f	p	a	c	u	h	s	d	a	r
f	a	o	i	k	a	c	p	s	r	a
a	o	t	u	y	h	e	a	h	t	i
l	e	p	r	r	e	c	h	a	u	n
u	m	a	a	i	t	r	r	m	w	b
i	e	r	r	o	c	e	s	r	x	o
r	r	a	s	d	l	k	p	o	t	w
i	a	d	g	g	o	l	d	c	h	n
s	l	e	a	r	v	l	l	k	t	d
h	d	s	c	h	e	s	a	i	n	t
k	w	e	e	r	r	e	f	r	i	e
h	c	g	o	h	o	l	n	t	f	k

Irish  
Emerald  
Clover  
Lucky'  
Ireland

Parade  
Leprechaun  
Patrick  
Gold  
Rainbow

Pot  
Shamrock  
Green  
Saint  
March





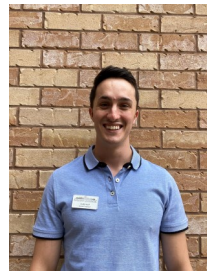
# Athlete of the Month



The PAL team is proud to congratulate Richard “Dick” Dwyer as this month’s Athlete of the Month! Dick is very enthusiastic and motivated about reaching his goals, and is always ready to start exercising. Throughout February, Dick has been consistently walking 100m around the neighbourhood. Dick is always striving to do the most he possibly can, even exercising on his special day with a birthday boy hat on! Fantastic work Dick. We love seeing your progress, and are so happy to be working with you!

The PAL team also wants to celebrate a new NuStep record set by David Weatherbed! David exercised on the NuStep for 100 minutes straight, beating the old record for “Longest Duration on NuStep” by 19 minutes. Great work David!  
Congratulations Dick and David for your accomplishments, and keep up the great work!

- Program for Active Living Team  
Ryan, Ajay, Sabrina, Andrea, Hetal, and David



# Caught in the Act:

*Do you know what the Caught in the Act program is?  
If you answered no, please let me explain..*

The Caught in the Act program is when you can nominate anyone (resident, team member, volunteer, family member) for going above and beyond the call of duty. This can be something big or small.

All good deeds can be recognized. You can find the nomination box outside of the Community Centre on Main Street. Please submit your nomination here. It will then be added to the monthly newsletter and all candidates nominated throughout the year will go into a draw for a gift at the end of the year. Thank you in advance for your submissions!



Valerie/Aster/Hardeep were nominated from the Rec Team for going above and beyond to help us out for the Winter Carnival at the last minute! Without them it would not have been near as successful

Josh from maintenance was nominated by Chris. Josh is such a wonderful person. He is always willing to help. He goes above and beyond!

The Day Shift on Brighton was nominated by Chris for making her feel very welcome to their Neighbourhood and she just wanted to say thank-you!

Charlie from housekeeping was nominated by Patsy Collier for always taking her back to her room after her meals. He is very kind and thoughtful.

# Director of Quality & Innovation: Tracy King



My name is Tracy King, I have been with the Village for almost 11 years now. I was in the kitchen for 7 years, a Neighbourhood Coordinator for 3 and have been in my new role, Director of Quality & Innovation since October of 2022.

Director of Quality & Innovation is a new role with the Organization that focuses on Support, Education and maintaining Ministry compliance within the Village. We also help bring new exciting innovation projects to the Village with the Innovation Catalyst program.

**Stories from the GREEN BENCH**  
Podcast

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