

The Gates Gazette



Schlegel Villages' **Volunteer**

To all the volunteers that help make
University Gates great:
For all that you do,
THANK YOU.

Volunteer Appreciation week is
April 14th—April 20th



Village Photos





Credo 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 transitioning from our Success Awards to the newly designed CONNECT the Dots Credo 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!

Credo Awards at University Gates

Every success we experience in the Village is the result of exceptional Team Members and their dedication to delivering on a memorable Customer Experience. We invite all our University Gates Village Community; Residents, Families and Team Members to participate from March 26th, 2024 through to April 5th, 2024 to take a moment of your day to recognize these wonderful people through one of - the CONNECT the Dots Credo Awards.

How to Nominate a University Gates Team Member:

- 1. Read your nomination ballot and review award categories.*
 - 2. Fill in nominee's name and select the award category.*
 - 3. Share examples of how this Team Member demonstrates the credo value.*
- Place the completed nomination ballot in the ballot box located at our Village entrance by April 5th, 2024.*

The Schlegel Success Awards

In May of 2024, Univeristy Gates will announce our Voted 2023 Success Award Winners.

Village News

Long-Term Care



Family Council
Thursday April 25th
10:30am—Virtual

Resident's Council
Thursday April 18th
2:00pm—Chapel

Join us in Discovery Hall
Wednesday April 17th at 2pm
Film & Popcorn

Let's come together as a Village
for fresh air and a walk on
Earth Day
Monday April 22nd



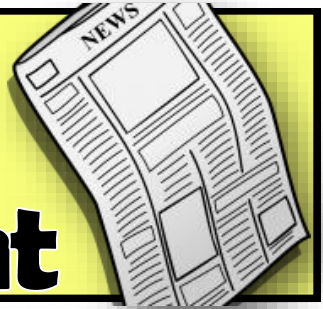
Happy Birthday!

Nancy A.
Rosemarie E.
Marion F.
Eileen G.
Daphne H.
Marion H.



Minita I.
Peter K.
Helen M.
George M.
Caroline O.
William S.

Village News Retirement



PET PHOTOS WANTED

To display on our "Pet Wall" on April 11th, National Pet Day!

Bring a photo of your furry, feathery, or other non-human friend to the Hobby Shop by April 10th to be included!



National Canadian Film Day

Join us in Discovery Hall

Wednesday April 17th at 2pm

Film & Popcorn



Attention:

Neighborhood Reps Meeting

3:00 on April 3rd.

Village Town Hall Meeting

3:00 on April 26th.

Let's come together as a Village for fresh air and a walk on **Earth Day Monday April 22nd**

GATHER Groups Care Partner at UG:

Tuesdays April 9th & 23rd
3:45pm In Town Hall with Jane

April Birthdays!

James B.
Margaret B.
Gwynedd B.
Bruce C.
Dianne C.
Arlene D.
John E.
Sharon F.

Andrea H.
Barbara H.
Marion K.
Frances La P.
Gerald L.
Donald LeP.
Eleanor L.

Merle M.
Muriel M.
Mary M.
Marguerite M.
Marjorie P.
Paul Q.
Beatrice S.
Inge W.



Happy Eid al-Fitr

Eid al-Fitr (Arabic: عيد الفطر 'Holiday of Breaking the Fast', is the earlier of the two official holidays celebrated within Islam (the other being Eid al-Adha). The religious holiday is celebrated by Muslims worldwide because it marks the end of the month-long dawn-to-sunset fasting of Ramadan. It falls on the first day of Shawwal in the Islamic calendar; this does not always fall on the same Gregorian day, as the start of any lunar month varies based on when the new moon is sighted. The holiday is known under various other names in different languages and countries around the world.

Traditionally, Eid al-Fitr begins at sunset on the night of the first sighting of the crescent moon. It is celebrated for one to three days, depending on the country. It is forbidden to fast on the Day of Eid, and a specific prayer is nominated for this day which generally performed in an open field or a large hall. As an obligatory act of charity, money is paid to the poor and the needy (Zakat-al-fitr) before performing the Eid prayer.

During the Eid celebration, Muslims greet each other by saying 'Eid Mubarak', which is Arabic for "Blessed Eid". As it comes after a month of fasting, sweet dishes and foods are often prepared and consumed during the celebration. Muslims typically decorate their homes, and are also encouraged to forgive each other and seek forgiveness. In countries with large Muslim populations, it is normally a public holiday with most schools and businesses closed for the day.

Retirement Home Spiritual Care Team



Jane Kuepfer

CONTACT me to
arrange for a visit:

jane.kuepfer@uwaterloo.ca

519-904-0650 x 8249

Usual Hours:

Tuesday afternoons
Thursday mornings

Students:



Keirann Aitken

Orsolya Kis

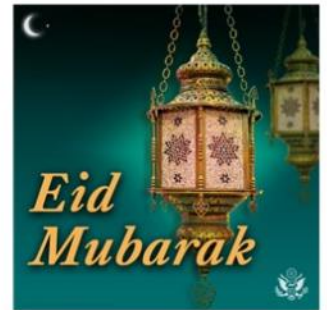


Our Spiritual Life Together

April is a month of celebration for people of faith! Christians have entered into the joyous season of



Easter, the Muslim month of Ramadan will culminate in Eid al-Fitr on April 9th, and the Jewish Passover is April 22-30 this year.



All are celebrations of new life and liberation. While we look forward to these dates on our calendars, we watch eagerly for the coming of Spring, and the new life it brings, freeing us from the chill of winter to enjoy warmth and growth in the weeks ahead.

Beginnings and endings often come at the same time. This month we will say goodbye to our spiritual care students, Keirann and Orsolya. We will celebrate their time with us and say thank you during our spiritual life gathering on April 9th.

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 April.

Tuesdays at 1:00 in **Emmas**

Thursdays at 10:15 in **Egerton**

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

Sunday evening **Hymn Sings** – 7:30 in the Town Hall

Roman Catholic Communion and Prayers (Town Hall, then Egerton): Sunday April 7th at 10:45, Sunday April 21st at 10:30

Communion and Rosary: Thursday April 11th at 1:30 pm

Mass: Friday April 26th 11am with Father Jamroz (confession available before and after)

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:

9 Eid al-Fitr (End of Ramadan)

22-30 Passover Week (Jewish Remembrance)



Hello
Spring



Long Term Care Chaplain's Corner



Spiritual Life Gatherings

- Tuesdays 9:30am Rosary Service
- Thursdays 9:30am 'Hymns' Chapel Service.

Roman Catholic Communion & Prayers:

- See Retirement Chaplain's Page for monthly services
- **In Long Term Care, Catholic Communion & Prayers of Blessing:** We have a team of volunteers who come into the Long Term Care home and visit one-on-one with residents and administer Communion, pray a prayer of Blessing etc. If you would like them to visit you (or your loved one), please send me an email and we will add them to the visitation list.



Spiritual Conversations 2x A Month

Would you like to learn about the faith practices and beliefs of others around you? Would you like to understand spiritual practices different that what you may have grown up with? This 'small group gathering' will provide an opportunity to expand your understanding.

Join us in the Chapel at 3:30pm

Wednesday April 10

Wednesday April 24



God Is Gentle

By Henry Nouwen

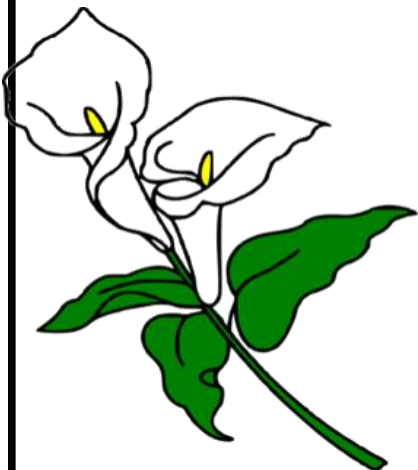
While realizing that ten years ago I didn't have the faintest idea that I would end up where I am now, I still like to keep up the illusion that I am in control of my own life. I like to decide what I most need, what I will do next, what I want to accomplish, and how others will think of me. While being so busy running my own life, I become oblivious to the gentle movements of the Spirit of God within me, pointing me in directions quite different from my own.

It requires a lot of inner solitude and silence to become aware of these divine movements. God does not shout, scream, or push. The Spirit of God is soft and gentle like a small voice or a light breeze. It is the Spirit of Love.

We Remember



James B. (LTC)
Robert F. (LTC)
Charles M. (LTC)
John M. (LTC)
Gertrud R. (RH)



*Thank you for sharing
your time with us*



Please join us for

“GATHER”

group

Care Partner

Tuesday, April 9th & 23rd

3:45 PM

RH Town Hall

**Open to anyone who wants to gather
with fellow residents for mutual support.**



GATHER group – Care Partner

Designed for those who support and care for someone they love. Being a caregiver has its own set of challenges, questions and rewards. This group creates a safe space to talk about your care giving journey with others who share and understand this experience and to explore support and coping strategies together.



21. EVERY RESIDENT HAS THE
RIGHT TO HAVE ANY FRIEND,
FAMILY MEMBER, CAREGIVER OR
OTHER PERSON OF IMPORTANCE
TO THE RESIDENT ATTEND ANY
MEETING WITH THE LICENSEE OF
THE HOME



RESIDENT RIGHT
▶ **SPOTLIGHT!** ▶

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



GENTLE JOINTS AQUAFIT RETIREMENT

What is Gentle Joints?

This gentle class focuses on meeting the needs of individuals with chronic pain in muscles and joints or those recovering from injury or surgery. Class is held in the swirlpool (90 to 92 degrees F). This is a beginner waterfit class

Why is it beneficial?

It's great for helping to improve your heart health. It strengthens and tones muscles – the resistance of the water means that opposing muscle groups are worked in each movement as you push and pull against it

When does it take place?

Gentle Joints takes place on Mondays (Bus leaves at 2:30 and is back by 4:15) we will take up to 7 residents to the Waterloo Recreation Centre for an aquafit class run by pool staff. Sign up is required at Hobby Shop. Charge of \$4.00.



A MESSAGE FROM YOUR LTC PAL TEAM



MARCH ATHLETE OF THE MONTH Ron

About Resident

Ron is one of the most dedicated and enthusiastic athletes I have ever met. He is always up for anything involving fun or exercise. When asked to take part in an activity, Ron will quickly shut off his television and is eager to join the fun. Please congratulate Ron when you see him!



Fitness Goals

Ron's fitness goal is to build up the leg strength to walk with a walker and gain more independence. With this goal in mind, Ron shows up each day and gives his best effort.

Favourite

Exercise Classes

Ron's favourite fitness classes to attend are neighbourhood class on Downey, Tai Chi, Total Body Fitness, and Active Games. He also enjoys coming to the fitness centre to walk using the parallel bars and peddaling on the Nustep machine.



Empowered aging: A guide to advance care planning

Making future health-care decisions can be challenging, but with the right information and guidance, it can lead to care that honours your wishes and safeguards your dignity. [Dr. George Heckman](#), Schlegel Research Chair in Geriatric Medicine, shares important and helpful advice about advance care planning to empower you to make informed health-care decisions, ensuring your voice is heard and respected.

Understanding advance care planning

Advance care planning is about sharing your values and wishes about health care if you become unable to speak for yourself. It includes conversations with your doctor, family, friends and care partners to help you think about, talk about, and write down how you wish to be cared for. Sharing your wishes can help guide your care partner and doctor to respect your choices, so your care aligns with your desires at times where you are unable to communicate.

Choosing a substitute decision maker

A substitute decision maker is someone who will share your medical wishes to your doctor, and not their own wishes for you. It's important to choose someone who understands and respects your desires.

Questions to ask your doctor

Advance care planning involves sharing your choices around specific health conditions that you are likely



to have. In order to make these choices, it's important to understand your health, your health care options, and what to expect. Some questions you may want to ask your doctor include:

- What are my current health conditions and concerns?
- What specific medical problems can I anticipate with these conditions?
- How can I prepare for these anticipated problems?
- What types of treatments and/or procedures are available?
- What are the benefits, risks and side effects of these treatments and/or procedures?
- What can I realistically anticipate after these treatments and/or procedures, especially as it regards my quality of life?
- What will happen if I decide to not have the treatment and/or procedure?

By talking about future health-care wishes early and making sure those who care for you understand your desires, you can face this journey with confidence and dignity.

To get more tips about advance care planning, explore the BABEL resources at www.the-ria.ca/resources/babel



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 University Gates, please call

1-888-745-5550

retirement@earandhearingclinic.com



Ear & Hearing Clinic

JULIANE SHANTZ · DOCTOR OF AUDIOLOGY

www.earandhearingclinic.com

National Volunteer Week

April 14-20

April is a time of such excitement with the promise of spring unfolding, and it's also a time when we celebrate the countless gifts and contributions of the many volunteers who help make our Villages such wonderful places to live and work.

National Volunteer Week is April 14-20 this year, and the theme "Every Moment Matters" certainly resonates within our Village communities. We see every day how a quiet moment between volunteer and resident can have a resounding impact. It is something Barb Schlegel, who helped found our organization, lived and breathed every day.

We  our
volunteers



This will be the second year that Villages across the province will offer the Barb Schlegel Volunteer Award in Barb's memory, and we look forward to sharing all of the recipients at the end of that special week. In the meantime, please take a moment to revisit the award page on our website with our 2023 recipients, and be sure to thank all of the volunteers who make your visit special!

schlegelvillages.com/volunteer

#NVW2024

Schlegel Villages – CONNECTIONS



Thank our **CAREGIVERS**

Caregivers week is a special time in May dedicated to recognizing and thanking our remarkable team members for their unwavering dedication and care!

This year, we invite everyone to express their gratitude by submitting a short video (under 2 minutes) to honor and appreciate the hard work and compassion of our Caregivers across all the Villages.

These heartfelt messages will be compiled and shared with our team members throughout the week of May 12-18, creating a powerful reminder of the impact they make every day.

Let's come together to celebrate the incredible difference our caregivers make in the lives of so many!



Scan the QR code or visit the link below to upload your video.

schlegelvillages.com/thank-caregivers

The deadline for submissions is Tuesday, April 30.



Getting to know you

Name: Ward H.

Position: Resident on Matthews Neighbourhood, Member of Residents' Council and the Village Advisory Team

Describe University Gates in 3 words.
Changed my life

What do you wish other people knew about University Gates?

The compassion shown by the team members to the residents and that UG is always striving to improve.

Tell us a little about yourself.

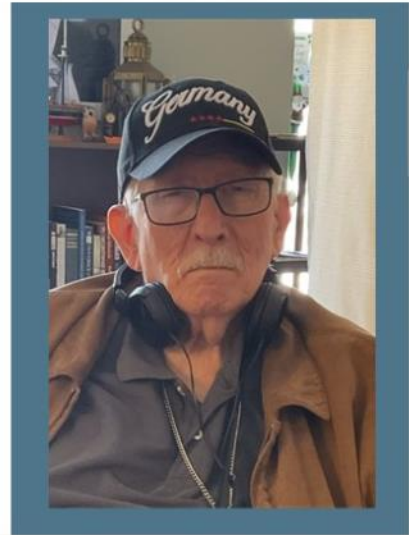
I have 2 sons and 2 daughters, and am proud to say all are University graduates with honours. My wife, Therese, is a retired elementary school teacher. I was born in Kitchener, and lived in Forest Hill area. I have over 6 years of community service.

Do you have a favourite quote?

'Without music, life would be a mistake' - Friedrich Nietzsche

What are your hobbies, your talents, your interests?

I enjoy reading, anything that has to do with sailing. I also really enjoy listening to classical music on my iPod or on YouTube. I am also a Lions Club member.



Ward H.

What is the best advice you have ever been given?

Never give up. Don't take no for an answer.

What is your personal philosophy?

The golden rule 'Do unto others as you would have them do unto you'.

Three things I cannot live without:

People, classical music, and electronic devices (phone, Walkman, iPad, DVD player).

I absolutely, positively will never, ever eat:

Anchovies

Top 5 Movies:

- 1— The Best Exotic Marigold Hotel
- 2— Gladiator
- 3— Bullet
- 4— Back to the Future
- 5— Lawrence of Arabia

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 / 8059
Assistant DNCs(LTC): Vidhi Goyal	8060
Director of Environmental Services: Dilan Ganegoda	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 (LTC)	8013
Nursing	
Charge Nurse LTC	8055
Psychosocial and Spiritual Well-being	
Janessa: Resident Support Coordinator (LTC)	8057
Mike Zenker: Chaplain (LTC)	8011
Noreen Blount (LTC): Volunteer & Student Services	8010
The Ruby Dining Room	8224 (bar)
Riverstone Spa and Salon	8227

THE GATES GAZETTE

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RETIREMENT

Role/Name	Extension
General Manager: Chris-Anne Preston	8203
Asst General Manager (LTC): Kelly Younger	8003
Asst General Manager (RH): Ion Zdrenghea	8204
Administrative Coordinator: Elena Oprea	8202
Admin Assistant: Clare / Arsha / Revathy	8201
Neighbourhood Coordinators	
Williamsburg Jennifer Allen	8208
Emma's/Egerton: Sandy Taylor	8205
Becker: Victoria Leger	8239
Department Directors	
Director of Wellness (RH): Trish Baird	8209
Director of Environmental Services: Dilan Ganegoda	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/Sophia	8041/8248
Village Experience Coordinator: Alex Hamley	8048
The Ruby Dining Room	8224 (bar)
Riverstone Spa and Salon	8227