

# The Gates Gazette



# Village News **Long-Term Care**



**Happy Halloween!!**

**October 31st, 2-3pm  
Halloween Party  
RH Townhall**

**Resident Council.  
Thursday  
October 24th  
at 2:00 pm  
Chapel**

Outings continue  
for the month of  
October.  
Watch your  
calendar for  
details!

**Join us in Retirement for  
an Oktoberfest Party**

**Wednesday October 2nd**

**2:30 pm**



**Happy Birthday!**

Joan A.  
Patricia B.  
Robert B.  
Joan. M  
Tim F.  
Ginny F.  
Frank K.  
Shirley K.  
Elly D.  
Martha D.



Elizabet V.  
Maurice P.  
Paul S.  
Lynda K.  
Brenda B.  
Charlotte G.  
Giovanni C.  
Janet C.  
Rita S.

# Village News

## Retirement



### Monster Mash Dance

Come Join us in  
Town Hall for  
our Halloween  
Dance on Oct  
31st starting at  
2:00 pm



### SUPPORT GROUPS

Care Partner GATHER Group

Oct 1st Tuesday at 2:30pm in Town Hall

Oct 15th Tuesday at 2:30pm in Town Hall

### Oktoberfest Social!

Wednesday October 2nd

Starting at 2:30 on Main Street

Come for the beer,  
Stay for the fun!



### October Birthdays!

Jennie B.  
James B.  
Carolyn C.  
David C.  
Jeannette C.  
Sandie E.

Donald E.  
Patricia H.  
Janice K.  
Brian L.  
James L.  
Ruth M.



Sandra P.  
Mary S.  
Mary S.  
Marilyn S.  
Ronald S.  
Martha T.

Gerald U.  
Nancy W.  
Cecil W.  
Mildred Z.

## • Resident Right 27

Every resident has the right to be informed in writing of any law, rule or policy affecting services provided to the resident and of the procedures for initiating complaints





An opportunity to  
**GATHER** with others who  
understand.

The **Care Partner Gather group** is for spouses, adult children or friends of persons living with dementia or other challenges that put us in a 'care partner' role.

In a small group setting we share how things are going and offer listening and support. You are welcome to join us!

When? **Tuesday, October 1<sup>st</sup> & 15<sup>th</sup> 3:45-4:30**

Where? Retirement Home Town Hall

A **Gathering for those who are grieving** provides a supportive space for residents to connect, share, and explore their grief, fostering healing and emotional well-being through shared experiences.

When? **October 11<sup>th</sup> & 25<sup>th</sup>**

**2:30-3:15**

Where? Retirement Home Town Hall

For more information please contact Jane Kuepfer at  
[jane.kuepfer@uwaterloo.ca](mailto:jane.kuepfer@uwaterloo.ca)



# Quality & Innovation Update

## LTC



- Quality Improvement Plan Worsened Pain Updates:
  - PRN Pain Medication charting – pre and post administration charting is improving with ongoing education
  - Ideas of how Team Members can support pain control in addition to medical interventions, presented to the team in May, also during registered Orientation
  - Clinical review of as needed pain medication trends occurred in 4 of the last 6 months, has successfully impacted pain control
  - Multidisciplinary Pain Committee meetings has occurred once – difficulty in getting multidiscipline together. Adjusting recruitment methods to team.
- Quality Improvement Plan Worsened Pressure Ulcer Updates:
  - Skin&Wound Lead and Nurse Practitioner reviewing all Pressure Ulcers weekly, to ensure timely and efficient follow up, education, and intervention changes
  - Skin&Wound Lead has trained 2 RPNs to be her backup who have since taken other opportunities – now training her 3<sup>rd</sup>!
  - Provided resource guide on the neighbourhoods to assist RPNs with best practice, staging, and assessment guidelines
  - Twice monthly documentation audits being completed, with gaps being addressed, and education being provided. Progress being noted!
- Quality Improvement Plan 'Staff Respond to my Suggestions' Updates:
  - Suggestions being collected at monthly Neighbourhood meetings – Matthews neighbourhood working on changing the identifiers and instructions regarding table rotations, to support more effective rotations, working on solving electrical safety concerns to facilitate towel warmers being placed in shower rooms
  - Reviewed collected Suggestion Box suggestions at Resident Council meeting in June (change to mail delivery process, increased HSKP in Hagey for 3 months, resident outing to Arcade on September 5)

# Quality & Innovation Update

## LTC

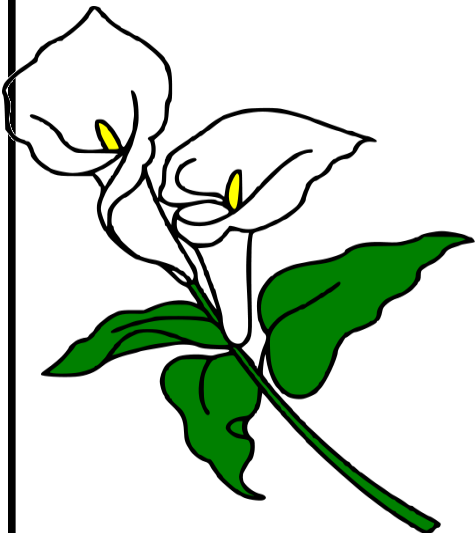


- Asked residents at Village Town Hall how we are doing at responding to their suggestions in February, March, September. In September, residents indicated that they view bringing forward concerns and complaints to be a form of a suggestion. Will continue to discuss at Town Hall, and Leadership team to evaluate potential additions to current complaint/concern process (currently following policy)
- Quality Improvement Plan 'Usage of Antipsychotic medications without a diagnoses of Psychosis' Updates:
  - Educated 37% of PSWs about Behaviour Monitoring and Intervention Tool, educated 47% of Registered team about behaviour observation tool.
  - Comprehensive review of charts of 9 residents receiving antipsychotic medications, to assess for potential reduction
  - Have discontinued antipsychotic medications (and optimized medications) for 6 residents
  - Have reviewed the charts of new residents receiving antipsychotic medications prior to their initial care conference
- Hosted IPAC themed Back to Basics skills day on September 5 with good anecdotal feedback. Next is on November 14 with theme of Connecting People Around the World. Complaints related to Care & Treatment: 0 in July, 1 in August, 0 in September
- Connect the Dots customer service education held again in September 24, 34 Team Members attended. Complaints related to Attitude, Communication, Resident Rights, and Timing: 3 in July, 5 in August, 1 in September
- Dementia Education provided to Team Members on August 27. Incidents on Hagey: July 70, August 37. Incidents on Wright: July 8, August 7. Incidents on Pollock: July 3, August 4.
- Dementia Education provided to Families on September 12 with positive feedback.

# *We Remember*



Bruce C. (RH)  
Lois C. (LTC)  
Zella K. (LTC)  
Dorothy L. (RH)  
David M. (RH)  
Mary M. (LTC)  
Erica S. (LTC)



*Thank you for sharing  
your time with us*



## Retirement Home Spiritual Care Team



**Spiritual Life  
Facilitator:  
Jane Kuepfer**

**Spiritual Care  
Students:  
Rachel Urquhart**



**Sandhya Dhanpat**

CONTACT us to  
arrange for a visit:  
[jane.kuepfer@  
uwaterloo.ca](mailto:jane.kuepfer@uwaterloo.ca)

519-904-0650 x 8249

# Our Spiritual Life Together

*October is a time of Thanks-  
giving across many cultures  
and religions. May your heart  
be full as you count the bless-  
ings in your life this October!*



This month, in the retirement home, you are invited to join us for:  
**Tuesday Spiritual Life Gatherings at 2:30 in the Town Hall** (watch for posters for themes/speakers)

**Other weekly gatherings:**

**Thursdays at 10:15 in Egerton and at 11 'Good morning God!' group in the library** (devotion, discussion & prayer)

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



**Ray of Hope**

Sends their thanks for your generous donations of snacks and socks and money for their Community Centre!

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

Sunday October 6th at 10:45, Sunday October 20th at 10:30

**Communion and Rosary:** Thursday October 10th at 2:00 pm

**Mass:** Friday October 25th 11am with Father Jamroz (confession available before and after)

### AN NOTE FROM OUR NEWEST STUDENT:

**Hello! My name is Sandy. I am a second-year student in the Spiritual Care and Psychotherapy program at Martin Luther University College. I was born in Guyana, moved to Toronto at the age of 6, and have now resided in Waterloo for the last year. In my free time, I enjoy reading and watching movies, as well as spending time with loved ones. I also love volunteering locally, and readily seek opportunities to give back to my community. I am eager to visit and get to know everyone at University Gates, see you soon! Sandhya**



### Spiritual Care Services

**Rev Mike Zenker**

[Mike.zenker@schlegelvillages.com](mailto:Mike.zenker@schlegelvillages.com)

519-904-0650 Ext. 8011

#### HOURS

Tuesday - Thursday Mornings

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

### Special & Religious Holidays In October

1 International Day for Older Persons

2-4 Rosh Hashanah

6-12 Mental Illness Awareness Week

7-13 Active Aging Week

10 World Mental Health Day

13-19 International Infection Prevention Week

14 Thanksgiving

14 World Hospice and Palliative Care Day

16 International Pronouns Day

20-26 Spiritual and Religious Care Awareness Week

31 Halloween

31 Diwali (until November 4)

## Chaplain's Corner (Long Term Care)



## Spiritual Life Gatherings

- Tuesdays **9:30am** Rosary Service
- Thursdays **9:30am** 'Hymns' Chapel Service.
- Wednesday mornings TWICE a month—'Contemplating Life with Mike (this will take place in the chapel 10am)

**Wed Oct 2nd & Wed Oct. 16**

### ***Roman Catholic Communion & Prayers:***

- *See Retirement Chaplain's Page for monthly services. If you wish to attend, or your loved one wished to attend, please let us know and we will do our best to make sure they can participate.*
- ***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.*

## Contemplating Life With Mike

### Wednesday Mornings Twice A Month

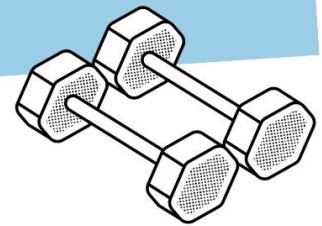
This twice a month group gathering will provide an opportunity for anyone to share their perspectives on Life, Spirituality, or other events in their lives. We learn to take our eyes off of ourselves and become more 'others-centred' in how we see the world around us. It may also just be a great time to laugh at ourselves as our soul sometimes just needs a good chuckle once and a while! "Contemplating Life With Mike" should make your day 'a bit better' just for showing up! Looking forward to this new time and conversation name!

A message from the PAL Team:  
**SEPTEMBER ATHLETE OF THE MONTH**

**BOB ALLEN**

**About Me:**

Bob is an active participant in group classes and 1:1s with the PAL team. Bob's commitment to exercise and his positive attitude are inspiring... Great work Bob!



**Fitness Goals:**

Bob is currently working on standing for longer amounts of time!

**Fun Facts:**

- Bob was in an Army Band
- Bob played baseball and soccer in school
- Bob enjoys the Ball Class on Wright
- Bob was a Boy Scout

# ***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 Complex for an aquafit class run by pool staff. Sign up is required at Hobby Shop. Charge of \$4.00.

STARTING IN OCTOBER





# Ear & Hearing Clinic

JULIANE SHANTZ • DOCTOR OF AUDIOLOGY

**It is our pleasure to offer full Audiology services to all Schlegel Village residents.**



These services include:

- hearing tests,
- hearing aid cleaning,
- adjustments,
- wax removal,
- assistive listening devices and hearing aid sales.

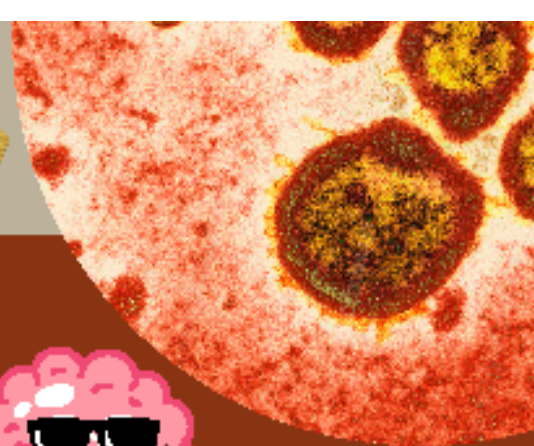
**Our services are located at your Retirement Village, and appointments are required.**

**For more information or to book an **appointment** please call**

**1-888-745-5550**

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

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



# RSV

## (Respiratory Syncytial Virus)



### What is it?

RSV is:

- A virus that causes an infection of the respiratory tract
- Commonly mistaken for a “cold”
  - e.g., another virus that is known to cause the “common cold” is Rhinovirus
- Typically causes minor infections but can be more serious.

### Signs and Symptoms

Typical of virus’ that cause minor respiratory tract infections, RSV can cause:

- Coughing
- Runny nose (Rhinorrhea)
- Sneezing
- Wheezing
- Low-grade fever
- Decrease in appetite/energy
- Sore throat (Pharyngitis)

RSV can also present as a lower respiratory tract infection, which can only be treated in hospital. In this instance symptoms would be severe (e.g., bronchiolitis, pneumonia).

### Risk Factors

Risk Factors can include:

- Age (Increased risk in children and the elderly)
  - By the age of 2, most children will have experienced an RSV infection.
- Immunosuppression (from diseases or treatment such as chemotherapy)
- Lung disease
- Heart failure
- Neuromuscular disorders

### Mode of Transmission

RSV has a 2-8 day incubation period.  
It is spread through droplet/contact transmission.

**KW4 & CND  
IPAC Hub**

### IPAC Recommendations

*For any sore throat you can:*

- Gargle with warm salt water several times daily
- Drink warm tea/liquid with a spoonful of honey mixed in
- Use throat lozenges
- Drink plenty of fluids to keep area moist
- Eat freezies and/or popsicles
- Utilize OTC medications such as acetaminophen (Tylenol)
- Utilize a cool-mist vaporizer or humidifier

*Vaccination Information:*

*A new vaccine was recently approved for use in Ontario for select groups. If you’d like to know more please read [this document!](#)*

### Sources

- [Respiratory syncytial virus \(RSV\): Symptoms and treatment](#), 2022. Government of Canada.
- [Respiratory syncytial virus \(RSV\): For health professionals](#), 2023. Government of Canada.

Thanks for reading!



## RIA Highlights - Oct / Nov 2024

### Understanding Dementia - A Community Conversation

Where: Waterloo Community Pavilion, 101 Father David Bauer Drive, Waterloo, N2L 0B4  
When: Thursday November 21, 2024  
Time: 1 - 4:00 p.m EST  
Cost: Free - Registration Required

This is a panel discussion featuring RIA researchers, community organizations and FREE refreshments. This event is free, but registration is required as space is limited. All details are on the RIA website, so you can add any details to your calendars or newsletter.

<https://the-ria.ca/events/understanding-dementia-a-community-conversation/>

### Research Opportunity:

Do you need help managing your medications? Or take care of someone who does? Dr. Tejal Patel, Schlegel Specialist in Medication Management and Aging, is looking for older adults and care partners to test technology that helps people take their medication on time

Eligibility:

Informal care partners who provide medication support at least once a week  
Older adults who are taking 5 or more medications, have an informal care partner, and are willing to use medical dispensing technology and have in-house meetings over a period of 3 months.

In appreciation for your participation, you will receive \$50. For more information, call Dr. Tejal Patel, 519-888-4567 x 21337

### Community Opportunity

The City of Waterloo is hosting a Ride-A-Bus Event for older adults wishing to become comfortable with bus service in Waterloo Region. Poster is attached.

## Ride-A-Bus

Get to know Grand River Transit!



This free event is for older adults wishing to become comfortable with bus service in Waterloo Region. A bus ride and training session with GRT's travel training experts is included. Please note, a ride on the ION train is not included.

**Saturday, October 5, 2024**

10 a.m. - 12 noon  
Community Room (2nd Floor),  
WMRC Community Pavilion,  
101 Father David Bauer Drive, Waterloo  
Registration: 519-579-1020



This event is hosted by the City of Waterloo, in partnership with Grand River Transit, the Waterloo Region Age-Friendly Network and the Age-Friendly Waterloo Advisory Committee.



# Schlegel Villages – CONNECTIONS



THERE'S  
*always*  
SOMETHING TO BE  
*thankful*  
FOR

With the colours of Autumn marking another change of season, we reflect on the spirit of gratitude we have within Schlegel Villages. We are grateful so many people choose to make their home with us and we know that without the dedication, compassion and commitment of our amazing team members, we couldn't offer the care our residents deserve. We are thankful for all they do every day.

We are also grateful that this year we have seen fast progress in the construction of four new long-term care Villages, which when complete will allow us to expand upon our mission to offer our social model of living and our concept of Village Life to more of our neighbours. Across Ontario, there is a great need for new long-term care capacity, and Schlegel Villages is proud to be part of the solution.



# Schlegel Villages – CONNECTIONS

## ACTIVE AGING — WEEK —

The **Michael T. Sharratt Program for Active Living (PAL)** is one of the three Signature Programs that distinguishes Schlegel Villages among care providers, and during **Active Aging Week** from **September 30 to October 6**, we are reminded how fortunate we are to have such a program.

Our kinesiologists and exercise therapists work with partners and other team members to create individualized approaches to physical well-being for the residents we serve, and we encourage everyone to take advantage of the opportunities they offer. We see the impact of their efforts in many ways, and take this opportunity to share our gratitude for all of our PAL team members.



Schlegel Olympics, Summer 2024

## Understanding Insomnia and How to Treat It

As we age, we often sleep less and experience poorer quality sleep. Many older adults struggle with insomnia, meaning they have trouble falling asleep, staying asleep, or waking up too early. Chronic insomnia, which lasts for more than three months, can significantly impact our health and quality of life because sleep is essential for our bodies and minds to recover.

Dr. Sophiya Benjamin, Schlegel Chair in Mental Health and Aging, studies these sleep changes and offers advice on managing insomnia.

- **Go to bed only when you're sleepy**, and if you're awake in bed for more than 20 minutes, get up and do something quiet like reading or listening to soft music until you feel sleepy again. Try to wake up at the same time every day to keep a regular sleep schedule.
- **Spend less time in bed if you can't sleep.** If you're lying in bed but not sleeping, try spending less time in bed. For example, if you're usually in bed for 9 hours but only sleep for 5.5 hours, try reducing your time in bed to 6 hours. This method works by increasing your body's sleep drive. You can slowly increase your time in bed as your sleep improves.
- **Relax before bed.** Try deep breathing, tensing and then relaxing your muscles, or



mindfulness exercises to help calm your mind and body. Remind yourself that it's okay to have a bad night's sleep once in a while. Your body will catch up, and being relaxed about it can actually help you sleep better.

- **Keep naps short.** If you need to nap, try to keep it under 20 minutes and avoid napping after 3 p.m.
- **Watch what you drink.** Avoid coffee or other caffeinated drinks after noon.
- **Talk to your pharmacist or doctor** to see if your medications might be affecting your sleep.

Understanding and accepting these natural changes in sleep as we age can help us take steps to improve our sleep quality. For more resources, visit [mysleepwell.ca](https://mysleepwell.ca) or consult with your doctor.

For more helpful content to enhance your life, subscribe to updates from the RIA at [www.the-ria.ca/enews](https://www.the-ria.ca/enews).

# 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 (LTC): Clare Legare	8001
<b>Neighbourhood Coordinators</b>	
Hagey & Johnston (LTC): Brandy Douey	8031
Wright & Matthews (LTC): Kim Boyes	8025
Downey & Pollock (LTC): Lee-Ann Air	8037
<b>Department Directors</b>	
Director of Nursing Care (LTC): Wendy Miller	8005
Assistant DNCs (LTC): Ruhab Muzaffar / Patricia Solik	8054 / 8009
Assistant DNCs (LTC): Vidhi Goyal	8060
Director of Environmental Services: Dilan Ganegoda	8006
Director of Recreation: Meghan Connelly	8007
Director of Hospitality: Lisa Price	8004
Food Services (LTC): Becky Golbeck/ Liz Barre	8008
Director of Program for Active Living (PAL): Liam Stiles	8126
Exercise Therapist (LTC):	8013
<b>Nursing</b>	
Charge Nurse LTC	8055
<b>Psychosocial and Spiritual Well-being</b>	
Resident Support Coordinator (LTC): Janessa	8057
Chaplain (LTC): Mike Zenker	8011
Volunteer & Student Services (LTC): Noreen Blount	8010
<b>The Ruby Dining Room</b>	8224 (bar)
<b>Riverstone Spa and Salon</b>	8227

# 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*



**RETIREMENT**

Role/Name	Extension
General Manager: Chris-Anne Preston	8203
Asst General Manager (LTC): Kelly Younger	8003
Asst General Manager (RH): Ion Zdrengea	8204
Administrative Coordinator: Elena Oprea	8202
Admin Assistant: Theresa / Arsha / Melod	8201
<b>Neighbourhood Coordinators</b>	
Williamsburg: Jennifer Allen	8208
Emma's/Egerton: Sandy Taylor	8205
Becker: Victoria Leger	8206
<b>Department Directors</b>	
Director of Wellness (RH): Trish Baird	8209
Assistant Director of Wellness (RH): Meena Sukhram	8210
Director of Environmental Services: Dilan Ganegoda	8006
Assistant Director of Environmental Service (RH): Jessica England	8250 8234
Maintenance Services (RH): Brad/ Will	
Director of Recreation: Meghan Connelly	8007
Recreation Supervisor (RH): Noah Bester	8207
Director of Hospitality: Lisa Price	8004
Director of Program for Active Living (PAL): Liam Stiles	8126
Exercise Therapist (RH): Emily Port	8216
<b>Nursing</b>	
Lead Nurse (RH)	8255
<b>Psychosocial and Spiritual Well-being</b>	
Chaplain (RH): Jane Kuepfer	8249
Volunteer & Student Services (LTC): Noreen Blount	8010
<b>Marketing</b>	
Dirs. of Lifestyle Options: Sahar/Sophia	8041/8248
Village Experience Coordinator: Alex Hamley	8048
<b>The Ruby Dining Room</b>	8224 (bar)
<b>Riverstone Spa and Salon</b>	8227