

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 27th—May 3rd



Village News

Long-Term Care



Family Council
Saturday April 26th
10:30am—Virtual

Resident's Council
Thursday April 24th
2:00pm—Chapel

Join us in Retirement Townhall
Wednesday April 16th at 2pm
Film & Popcorn

Let's come together as a
Village to celebrate
Earth Day
Tuesday April 22nd



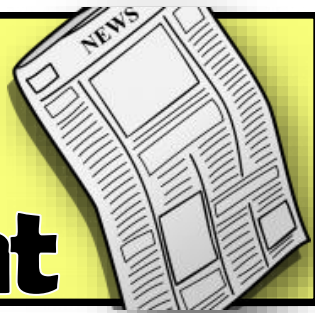
Happy Birthday!

Nancy A.
Rosemarie E.
Marion F.
Eileen G.
Marion H.
Minita I.
Peter K.



Coleen M.
Helen M.
George M.
Caroline O.
Hannelore S
Bill S.
Kathryn W.

Village News Retirement



Presentations in April

Topic: Happiness

By: Brain Orend

April 14th at 3:00 pm in Town Hall

Topic: Fire Safety Education

By: Julia Malczewski

April 17th at 2:30am in Town Hall

National Canadian Film Day

Join us in Town Hall

Wednesday April 16th at 2pm

Film & Popcorn



Earth Day
April 22nd

Join us on April 16th for our
Earth Day project. We will be
making flower bombs

Then join us for our walk on
April 22nd as we toss our flower
bombs

Attention:

Neighborhood Reps Meeting

3:00 pm on April 16th.

Village Town Hall Meeting

3:00 pm on April 23rd.

April Birthdays!

Margaret B.
Gwynedd B.
Dianne C.
John E.
Clarence F.
Gerry F.
Sharon F.
Martha G.

Andrea H.
Shirley H.
Marion K.
Frances L.
Gerald L.
Donald L.
Eleanor L.
Merle M.

Muriel M.
Gerhard M.
Mary M.
Marguerite M.
Marjorie P.
Inge W.



CONNECT the DOTS
The Schlegel Villages Customer Experience

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



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



Walk in My Shoes means to...

- Hear what I HEAR
- See what I SEE
- Feel what I FEEL
- CONNECT with me



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



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

Look for additional information posted around the Village and remember to nominate a deserving team member who continuously demonstrates the values of the credo!



Resident Right #4

No one is allowed to abuse
you physically, financially,
sexually, verbally, or
emotionally.



— APRIL IS — **PARKINSON'S** **DISEASE AWARENESS** — MONTH —

Across Canada, it's estimated that more than **110,000 people** are living with Parkinson's disease.

Within our Villages, we know and have known many who always inspire us with their tenacity and perseverance in the face of the challenges the disease can present.

A key aspect that rings true is the fact that the experiences of someone living with Parkinson's are as unique as the individual; there is no single path of progression of symptoms and no certainty in predicting the pace. What is common, however, is the fact that people living with the disease and their loved ones deserve every opportunity to make the most of every moment, and we're proud to support in any way we can.

April is marked across the country as Parkinson's Awareness Month, and we urge everyone to take some time to learn more about the many ways people living with the disease and their loved ones are affected.

Sharon Hunwick, a resident living at Erin Mills Lodge who was diagnosed with Parkinson's disease at the age of 43, shared her fascinating insights on the Stories from the Green Bench podcast.

This April, we join Canadians across the country in pursuit of more knowledge and research to help slow and hopefully eliminate the progression of this disease.

For more information and resources visit Parkinson Canada at parkinson.ca

National Volunteer Week

April 27–May 3

Our Villages thrive because of the relationships that bloom in all of our neighbourhoods among all Villagers – our residents, team members, community partners, and, of course, our wonderful volunteers. At the end of April, we'll make extra time to pay a special tribute to the countless people who give their time, energy and love to the people who call our Villages home.

Volunteers Make Waves is the theme this year, and we think of the steady, ongoing force the waves of volunteers have in the lives of our residents and team members. That impact ripples over the course of time, and for the third year in a row, Villages across the province will offer the **Barb Schlegel Volunteer Award** in memory of the kind-hearted matriarch of the Schlegel Villages family, who always gave of herself in service of others.



We look forward to sharing a snapshot of the recipients at the end of that special week and invite you to visit our website featuring our 2024 recipients; be sure to take a moment to thank all of the volunteers who make our Villages such wonderful places to live and visit.

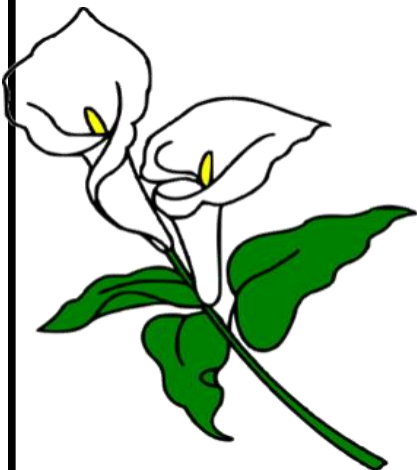
We  our
volunteers

#NVW2025

We Remember



Anna B. (RH)
Brigitte B. (RH)
John B. (LTC)
Elizabeth H. (LTC)
Carol H. (LTC)
Alice P. (LTC)
John R. (LTC)
Beatrice S. (RH)
David T. (LTC)
Brian Y. (LTC)



*Thank you for sharing
your time with us*



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, April 1st, 15th and 29th 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? **Friday, April 4th and 25th**

2:30-3:15

Where? Retirement Home Town Hall

For more information please contact Jane Kuepfer at
jane.kuepfer@uwaterloo.ca



Retirement Home Spiritual Care Team



**Spiritual Life
Facilitator:**
Jane Kuepfer
(RP, MDiv, PhD)

**Spiritual Care
Students:**
Rachel Urquhart



Sandhya Dhanpat

CONTACT us to
arrange for a visit:

jane.kuepfer@
uwaterloo.ca

519-904-0650 x 8249

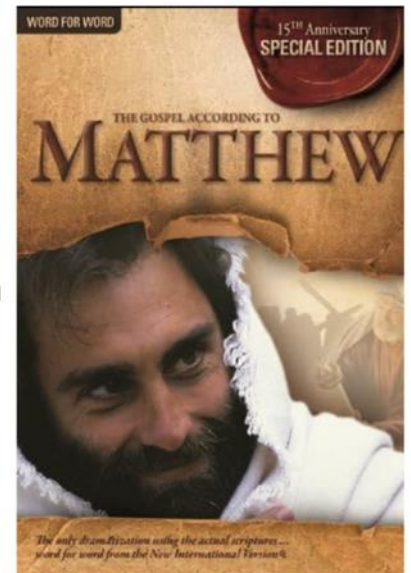
Our Spiritual Life Together



Welcome, APRIL! I came across a quote that seems fitting as we step into this season of new life, "Flowers don't worry about how they're going to bloom. They just open up and turn toward the light and that makes them beautiful." (Jim Carrey)
May we all turn toward the light this spring, and bloom!

Tuesday Spiritual Life Gatherings at 2:30 in the Town Hall

In the weeks leading to Easter we will follow the story of Jesus' life, death and resurrection through the 1993 film "**The Gospel According to Matthew**". We will watch segments on **April 1st and 8th**. The third segment will be shown on **Saturday April 12 at 4pm**. And the 4th on Maundy Thursday (**April 17**) at 11am.



We're looking forward to hearing our **UNIVERSITY GATES CHOIR** on Tuesday April 15th at 2:30!

Check the calendar for other regular programs and more Easter services, including a 'Sunrise' service in the Ruby at 8am on Easter Sunday, followed by Easter carolling in Emmas and Egerton.

Roman Catholic Communion and Prayers (Town Hall, then Egerton): Sunday April 6th at 10:45,
EASTER Sunday April 20th at 10:30
Communion and Rosary:
Thursday April 10th 2pm, Friday April 25th 11am



Spiritual Care Services (Long Term Care)



Spiritual Care Services

Rev Mike Zenker

Mike.zenker@schlegelvillages.com

519-904-0650

Ext. 8011

HOURS

Tuesday - Thursday Mornings

Special & Religious

Holidays In April

6 Tartan Day

10 Jain: Mahavir Jayanti

12 Jehovah's Witnesses Memorial of
Jesus Death

12-20 Passover Week

13 Palm Sunday

14 Sikh, Hindu: Vaisakhi

17 Maundy Thursday

18 Good Friday

19 Holy Saturday

20 Easter Sunday

21 Orthodox Easter Monday

23 Yom HaShoah



Spiritual Life Gatherings

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

Wed April 2 & Wed April 16

Good Friday & Easter Chapel

Thursday April 17 9:30am

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.*
- *We have a team of volunteers who come 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.*



ATHLETE OF THE MONTH



CHARLOTTE GRAHAM

About the Resident

Charlotte has been working very hard to reach her goals. The PAL team is super proud of her dedication and how she is taking initiative. Charlotte will often come to the Fitness Centre on her own for exercises.

Besides her exercises, Charlotte is very busy! She likes to walk and crochet. She is also currently working on history booklets of her hometown and for her great nephew.

Fitness Goals

Charlotte's fitness goals are to improve her balance and walking stamina! We have no doubt she will achieve them!



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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

Advance Care Planning Can Bring Peace to People Who are Dying

For many people, the thought of dying brings up feelings of fear and uncertainty, which may prevent them from finding peace as they face the end of life.

Nearly one in five older Canadians may not experience peace with dying, according to a recent data analysis of the Canadian Longitudinal Study on Aging at McMaster University. The analysis, published earlier this year, highlights the importance of end-of-life care and suggests advance care planning may help people feel more at peace before they die.

As people go through their end-of-life journey, their health and symptoms will change, and it is the responsibility of their healthcare team, family, friends, and care partners to ensure their end-of-life wishes are understood and honoured.

Heather Keller, Schlegel Research Chair in Nutrition and Aging, and her colleagues Dr. Allan Garland and Dr. George Heckman share important and helpful advice to empower you to make informed healthcare decisions ensuring your voice is heard and respected.

What is Advance Care Planning?

Advance care planning is about documenting your wishes and instructions for your present and future health should you be unable to speak for yourself. We understand these conversations can be difficult, but with



the right information and support, advance care planning can help you find peace at the end of your life. Below are some tips to help you make informed healthcare decisions.

Choose a substitute decision-maker

A substitute decision maker is a person or persons who will inform the care team about your wishes if you are unable to do so yourself. The substitute decision-maker must understand and represent your wishes for medical care and be able to provide consent for treatments.

Speak to your healthcare team and ask questions

Here are a few questions you may want to ask your healthcare provider:

- What are my current health conditions and concerns?
- What specific medical problems can I anticipate with these conditions?
- What will happen if I decide not to have the treatment and/or procedure?

For additional resources about Advance Care Planning, visit the-ria.ca/resources/babel/.

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): Patricia Solik	8003
Asst General Manager (RH): Ion Zdrengha	8204
Administrative Coordinator: Elena Oprea	8202
Admin Assistant (LTC): Clare Legare	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	8054
Assistant DNCs (LTC): Emily Uebele	8059
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): Savita Devi / Liz Barre	8008
Director of Program for Active Living (PAL): Liam Stiles	8126
Exercise Therapist (LTC): Sarah Harris	8013
Nursing	
Charge Nurse LTC	8055
Psychosocial and Spiritual Well-being	
Resident Support Coordinator (LTC): Janessa	8057
Chaplain (LTC): Mike Zenker	8011
Volunteer & Student Services (LTC): Noreen Blount	8010
The Ruby Dining Room	8224 (bar)
Riverstone Spa and Salon	8227

THE GATES GAZETTE

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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): Patricia Solik	8003
Asst General Manager (RH): Ion Zdrengha	8204
Administrative Coordinator: Elena Oprea	8202
Admin Assistant: Theresa / Arsha / Melod	8201
Neighbourhood Coordinators	
Williamsburg: Jennifer Allen	8208
Emma's/Egerton: Sandy Taylor	8205
Becker: Victoria Leger	8206
Department Directors	
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
Nursing	
Lead Nurse (RH)	8255
Psychosocial and Spiritual Well-being	
Chaplain (RH): Jane Kuepfer	8249
Volunteer & Student Services (LTC): Noreen Blount	8010
Marketing	
Dirs. of Lifestyle Options: Sahar/Sophia/Nicolette	8248/8041/8241
Village Experience Coordinator: Alex Hamley	8048
The Ruby Dining Room	8224 (bar)
Riverstone Spa and Salon	8227