

# The Gates Gazette



# Quality & Innovation Update



## LTC



- Charting app added to all ipads on the Neighbourhood so TMs don't have to wait for a machine in order to chart – helps to facilitate in-the-moment charting, and more accurate charting
- All Team Members in LTC except for 2 educated about mandatory reporting and prevention of abuse
- Implementation of Team Member (PSW) tracking of resident engagement – to help facilitate more comprehensive resident coverage
- In March, team members educated again regarding using English
- Trial implementation of Comfort Rounds (specifically checking on Pain, Possessions, Position, Personal Needs) hourly for 4 residents on 1 Neighbourhood – to scale up if effective
- New process to ensure ME form completion – to help with knowing our residents better, facilitating conversations,
- New process for tracking incidents in the village – almost daily, supports more timely follow up, better prevention
- Implemented new process for educating about emergency codes and preparation for emergency drills
- Paging instructions added to all phones to better equip team to call for help in case of emergency
- Offering strength training to all new residents (our new residents are currently at highest risk of having major injury with a fall)
- Avoidable ED visit rates below SV average and Ontario average for 3 out of the last 4 quarters (reflective of the right care being provided in the right place)
- Improved rates of residents who have a worsened mood from symptoms of depression over the last 4 quarters (ICHI Oct-December 2024)



*Happy*

# Mother's Day

To all the amazing mothers and  
motherly figures.

Join us at the Village on Sunday  
May 11th

Check Calendars for details

## Thank you **CAREGIVERS**

Every year we celebrate the amazing waves of people in our Villages who bring our mission, vision and values to life during **Caregivers' Week (May 12–18)**.

It was developed as an expansion on International Nurses' Day, because while we recognize the tireless commitment of our amazing nurses, it takes an entire Village of caregivers to create communities where we all can thrive.

It's the housekeeper who takes time after her shift to bake cookies with residents or the personal support worker (PSW) who takes his break on Main Street, sipping tea and chatting with a resident from a different neighbourhood. It's the people who have always found fulfillment in service of others – the ones who say they

always want to help when someone is in need – and the ones who came to this career to fill a void they felt in other jobs.

We've taken time to speak to some of our caregivers, and their images and a few of their thoughts live on our website. They represent the best in all of us, with backgrounds and life stories as diverse as all of Canada, and we celebrate the common thread of love and compassion that binds us all together.

**"I did work in different professions,"** one of our caregivers told us, **"but I always felt that I was missing something in me. However, when I opted to work in long-term care, I felt complete, contented and grateful to be present in this universe."**

And grateful so are we, for each of the beautiful caregivers within our Villages.



# Schlegel Villages – CONNECTIONS

## SPOT the dot!

For those with long connections to our Villages, the Spot the dot concept may be familiar. It follows our **Connect the Dots Customer Service credo**, built upon a philosophical foundation of **five key values**:



### KNOW ME

as a unique human being



### BE PRESENT

in all communications



### WALK IN MY SHOES

try to understand how I feel



### EARN TRUST

be clear, genuine and transparent



### FOLLOW THROUGH

all the way



**CONNECT** *the* **DOTS**  
The Schlegel Villages Customer Experience

Spot the dot urges residents, family members and visitors to recognize when a team member lives one of these simple values and brings them to life.

This May, as we look to celebrate all of our caregivers, we urge people to take a moment to recognize the team, for a simple kind word or two can have a lasting impact.

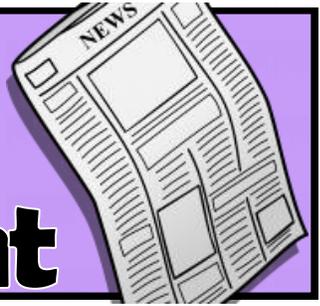


Maria,  
You are so great at reading the body language of our visitors! Thank you for always taking the time to introduce yourself and offer a helping hand.

The Spot the dot boards can be found within the Village.

**Let's fill them with spots of gratitude.**

# Village News Retirement

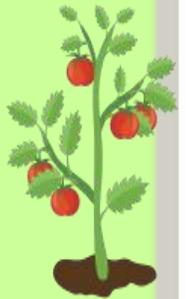


*Keep your walkways safe and clean!*

If you need assistance or are concerned about reaching down, please let us know

**Gardening Club Meeting on May 2nd at 10:30am.**

Come join us outside as we clean up the garden beds.



Join us on Thursday May 22nd on Main Street at 7:15pm as we welcome Centre Stage Dance group back to the village.

## Cinco De Mayo Party

Join us in the Social club on May 5th for a Margarita themed Pub starting at 4pm



*Neighbourhood Reps Meeting  
May 21st at 3:00pm  
In Council Chambers*

*Food Committee Meeting  
May 8th at 10am  
In Council Chambers*

## May Birthdays!

Margaret B.  
Stuart B.  
Donald D.  
Jose D.  
Gerald F.  
Margaret G.  
Doris H.  
Jacqueline H.  
Emily L.

Ursula L.  
Joan K.  
Reginald K.  
Karen M.  
Betty M.  
Doug M.  
Eileen M.  
Elva Kae M.  
Joyce M.

Pauline M.  
Chandrika R.  
Doug R.  
Paul R.  
Virginia Q.  
Mary O.  
Warren O.  
Annette O.  
John W.

# Village News

## Long-Term Care

**Monday May  
5th  
Main Street  
Music with  
Sheryl Walsh**



**Family Council  
Thursday May 22nd  
10:30am—Virtual**

**Resident's Council  
Thursday May 22nd  
2:00pm—Chapel**

**Food Committee Meeting  
Wednesday May 28th  
2pm—Chapel**



**Mother's Day Event  
Sunday May 11th  
2pm Main Street  
Light snacks and Beverages  
Flower Crown Craft  
All welcome!**

### **Happy Birthday!**

John E.  
Ronald G.  
Sofia G.  
Dusko G.  
A-Miron K.  
David R.  
Gerda S.



Franz S.  
Florence S.  
Stuart S.  
Nelya S.  
Josephine S.  
Lan T.  
Ronald W.

**Retirement Home  
Spiritual Care Team**



Spiritual Life  
Facilitator:  
**Jane Kuepfer**  
(RP, MDiv, PhD)  
Spiritual Care  
Students:  
**Becky Dmitrienko**



**Sandhya Dhanpat**

CONTACT us to  
arrange for a visit:  
**jane.kuepfer@  
uwaterloo.ca**

519-904-0650 x 8249

# Our Spiritual Life Together

May is here! In May we honour and say “thank you” to people who care – Mid-month we will celebrate Caregivers Week, and of course, Mothers Day. Caregiving is central to all of our lives, and depending on



“There are only four kinds of people in the world: those who have been caregivers, those who are currently caregivers, those who will be caregivers, and those who will need caregivers.”

ROSALYN CARTER



one another is what makes us fully and beautifully human! In May, let’s truly appreciate one another :)

**JOIN US: Tuesday Spiritual Life Gatherings at 2:30 in the Town Hall (watch for posters for details)**

**Other weekly gatherings:**

**Thursdays -10:15 in Egerton**

**- 11:00 ‘Good morning God!’ group in the library (scripture, conversation & prayer)**

**Sunday evening Hymn Sings 7:15 in the Town Hall**

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

Sundays May 4th at 10:45, May 18th at 10:30

**Communion and Rosary:** Thursday May 8th 2pm

**Mass with Father Jamroz:** Friday May 23rd 11am



**This May we welcome a new spiritual care student, Becky Dmitrienko. See her note below:**

Hi. My name is Becky. My first career was working with individuals with special needs and behaviour strategies, and of course, raising my family. Since then, I have been blessed to teach art and to work in a kid’s ministry at my church. I enjoyed it so much that once my youngest was in

*One person  
caring about  
another  
represents  
life’s greatest  
value.*

- John Rohn

university, I applied also. I am working towards my Master of Theological Studies and loving it. I snuck over to University Gates the other day and started meeting some of the incredible people who live and work there. I am looking forward to meeting more people, making dear friends, and learning fascinating stories about each of your special lives. Peace and Grace to you, Becky.

# Spiritual Care Services (Long Term Care)



**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 May**

1 Yom HaAtzmaut (Jewish)

5 Cinco de Mayo

11 Mother's Day

13-19 Mental Health  
Awareness Day

16 Lag B'Omer (Jewish)

19 Victoria Day

29 Ascension Day



## **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 May 7 & Wed May 21**

### **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.

## **Celebration Of Life Memorial Service**

**Thursday May 29th 10am**

**Remembering those who have passed away  
between February 1st and April 30th.**

**Join us in the chapel for a special memorial  
service. Refreshments available following our time  
together.**



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, May 13<sup>th</sup> and 27<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? **Friday, May 9<sup>th</sup>, 16<sup>th</sup> and 30<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)





# *We Remember*

Phyllis F. (RH)  
Melvin J. (RH)  
Maria P. (LTC)  
Christopher S. (LTC)



*Thank you for sharing  
your time with us*



**Cook's Pharmacy**

EMPOWERING PATIENTS FOR BETTER HEALTH



1065-250 LAURELWOOD DR., WATERLOO, ON  
519-213-9504 | [WWW.COOKSRX.CA](http://WWW.COOKSRX.CA)  
MONDAY through THURSDAY: 9AM TO 5PM

# You are cordially invited to Our Grand Opening!

Tuesday May 6, 2025, 9am – 5pm

Located at Schlegel Village, 250 Laurelwood Dr, Waterloo



Meet our pharmacist Nathaniel



Enjoy light refreshments



Giveaways and Prizes

## About Us

Located in the Schlegel Village at the University Gates, you can count on the fact that we will know you by name. We will be familiar with your health history. We will go the extra mile to ensure your health and well-being are a top priority.

We are your neighbourhood pharmaceutical providers who have your best care at the forefront of everything we do. We want to educate and empower you to live a fuller, healthier life.

<b>CAMBRIDGE</b> 182 Pinebush Rd. (548) 288-4088	<b>GUELPH</b> 649 Scottsdale Dr. (519) 780-2778	<b>KITCHENER</b> 1450 Block Line Rd. (519) 742-5600	<b>KITCHENER</b> 31 Kingsbury Dr. (519) 208-9767
<b>NEW HAMBURG</b> 75 Huron St. (519) 662-2640	<b>WATERLOO</b> 520 University Ave W. (519) 744-2200	<b>WELLESLEY</b> 1201 Queens Bush Rd. (519) 656-2240	



**Cook's Pharmacy**  
EMPOWERING PATIENTS FOR BETTER HEALTH



**1065-250 LAURELWOOD DR., WATERLOO, ON  
519-213-9504 | [WWW.COOKSRX.CA](http://WWW.COOKSRX.CA)  
MONDAY through THURSDAY: 9AM TO 5PM**

# Join us for our first monthly infosession

**Monday May 5, 2025, at 2pm**

**Townhall @ Schlegel Village / University Gates**

**Meet our pharmacist Kyla**

**Introduction of Cook's Pharmacy and its services**

**How a board certified geriatric pharmacist can support health**

**Next Infosession:**

**June 9, 2025 - Tips for Living with Arthritis**

## About Us

Located in the Schlegel Village at the University Gates, you can count on the fact that we will know you by name. We will be familiar with your health history. We will go the extra mile to ensure your health and well-being are a top priority.

**CAMBRIDGE**  
182 Pinebush Rd.  
(548) 288-4088

**GUELPH**  
649 Scottsdale Dr.  
(519) 780-2778

**KITCHENER**  
1450 Block Line Rd.  
(519) 742-5600

**31 Kingsbury Dr.**  
(519) 208-9767

**NEW HAMBURG**  
75 Huron St.  
(519) 662-2640

**WATERLOO**  
520 University Ave W.  
(519) 744-2200

**WELLESLEY**  
1201 Queens Bush Rd.  
(519) 656-2240

LIVE QUARTERLY WEBINAR



# Care Partners Connection



*Tuesday, May 27*

6–7:30 p.m.

[REGISTER NOW](#)

*Do you know someone living with dementia?*

You're not alone! Join us and let's learn about dementia together and explore how to offer support.

### Register to attend and submit questions

for expert panelists. Each webinar includes education, guest speakers, resources, and a Q&A panel.

### Future webinars

August 26 and November 25



*Hosted by*

### Heather Luth

Director of Dementia Services and Knowledge Integration

Schlegel Villages



# ATHLETE OF THE MONTH



## KAREL FERUS

### ABOUT THE RESIDENT

Karel is a very dedicated athlete and a joy to have in the Fitness Centre. The PAL team is so happy with the progress he has made. Karel is always up for some exercise! When he isn't exercising, Karel enjoys watching TV shows about World War II. Be sure to congratulate Karel when you see him!

### FITNESS GOALS

Karel's fitness goals are to walk with a walker and to dance!

### FAVOURITE EXERCISES

Karel enjoys the weights class and the NuStep!



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



**Ear & Hearing Clinic**

JULIANE SHANTZ • DOCTOR OF AUDIOLOGY

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

## Breaking the Silence: Talking About Depression in Older Adults

Mental health is a topic that many people are hesitant to talk about, particularly when it comes to older adults. The stigma surrounding depression in seniors can prevent many people from seeking help, leading to feelings of isolation and loneliness.

Depression is not a natural part of aging, yet according to the Canadian Coalition for Seniors Mental Health website, up to 20 per cent of older adults have symptoms of depression. That number doubles for people in hospitals and long-term care (LTC) homes.

There are many reasons older adults may be reluctant to talk about their mental health, including generational stigma, social isolation, and thinking the feelings of sadness, hopelessness, and fatigue are “just part of getting older”.

Clinical or major depression is not just about feeling sad; it is a serious condition where you may feel sad all the time and lack interest in activities that used to bring joy.

Several factors can increase the risk of developing depression as one ages:

- The loss of a friend or loved one
- Loneliness
- Ongoing medical problems
- Struggles with thinking, focusing, and memory



### Seeking Help

If you or someone you know might be experiencing depression, the first step is to talk to your family doctor. They can assess your symptoms, provide a diagnosis, and develop an individualized treatment plan. The severity of symptoms may vary from mild to severe, and the signs and symptoms can vary from person to person. Below is a checklist to help you talk to your healthcare provider.

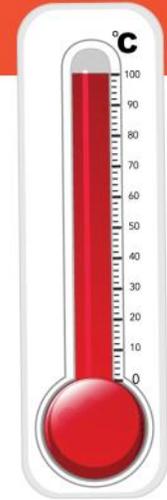
### Symptom Checklist

- I am experiencing sleeping issues.
- My eating habits have changed.
- I have feelings of guilt or worthlessness.
- I no longer find joy in activities or my favorite things.
- I am not maintaining my hygiene like I used to.
- I have trouble concentrating or focusing.

Normalizing conversations around mental health can help older adults feel more comfortable addressing their mental health without fear of judgment.

For more information and helpful resources visit [the-ria.ca](http://the-ria.ca).

# Heat-related illness



## Prevention and management

As warmer weather approaches, we want to provide a safe and comfortable environment for all residents.

Heat-related illnesses are a group of serious and escalating medical conditions which include heat rash, heat cramps, heat exhaustion and heat stroke, and can have a significant impact on the health of our residents.

Our heat related illness prevention and management plan will be implemented annually, beginning May 1st to September 30th, as well as any other time when the temperature is forecasted externally, or reaches internally 26 degrees.



## Hot weather tips

The signs and symptoms of heat related illness can occur quite quickly with little to no warning. Residents are assessed for heat risk annually and strategies developed. The following tips are general in nature.



### Staying cool

- With safety in mind, use a battery powered or hand-held fan to provide some breeze during warm weather.
- Keep cool cloths handy to apply to the face, neck, and arms.
- Cloths can be wrapped around ice cubes for quick cooling and a small water spray mist bottle can help cool individuals rapidly.



### Clothing

- Wear loose, lightweight, light-coloured clothing.
- A wide brimmed hat will help protect the head and face and sunglasses will help protect the eyes.



### Skin protection

- Stay out of direct sunlight by using shade trees, covered awnings or patio umbrellas.
- Sunscreen should always be applied, even in the shade. Remember to reapply as needed.



### Nourishment

- Frequent, smaller meals may be more easily tolerated during hot weather.
- Avoid dehydration by consuming fluids before, during and after meals, as appropriate.
- Hydrate with water and other cooling choices such as Popsicles and watermelon between meals.
- Alcohol may cause dehydration and should be avoided.



### Physical activity

- Keep outdoor physical activity to a minimum and take frequent rest periods.
- Attempt to stay indoors during the warmest part of the day.



**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 Zdrengeha	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	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
<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): Patricia Solik	8003
Asst General Manager (RH): Ion Zdrengha	8204
Administrative Coordinator: Elena Oprea	8202
Admin Assistant: Theresa / Arsha / Melod	8201
<b>Neighbourhood Coordinators</b>	
Williamsburg/Ailsa Craig 7-8: Jennifer Allen	8208
Emma's/Egerton: Sandy Taylor	8205
Becker: Victoria Leger	8206
Ailsa Craig 8-10 Ion Zdrengha	8204
<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/Nicolette	8248/8041/8241
Village Experience Coordinator: Alex Hamley	8048
<b>The Ruby Dining Room</b>	
	8224 (bar)
<b>Riverstone Spa and Salon</b>	
	8227