

The Gates Gazette



Christmas Market

Saturday
November 29

10 a.m.–3 p.m. | RH & LTC

Come enjoy the holidays at the Village!
Featuring local vendors, entertainment,
hot chocolate and sing alongside!



The Village at
UNIVERSITY GATES

250 Laurelwood Drive, Waterloo

Village News Retirement



Join us in Town Hall on
November 11th at
10:30 am as we
remember those who
fought for us.



Residents Council
November 19th at 2:30
In the Council Chambers

Food Committee
November 20th at 10:00
In the Council Chambers



**Don't forget to set
your clocks back
one hour on
Sunday
November 2nd**



Happy Birthday!



Ross B.
Beth C.
Jack D.
Nadyia F.
Margaret G.

Dieter H.
Erika K.
Yvette L.
Wanda L.
Chadwick M.

Leonne M.
Evelyn M.
Maria P.
Kathleen P.
Susan U.

Village News

Long-Term Care



Olympic Trials
Fridays in November
2:30-4pm
LTC Main Street

Resident Council
Thursday
November 13th
at 2:00 pm
Chapel

Food Committee
Wednesday
November 26th
at 2:00 pm
Wright Neighbourhood



**Remembrance
Day Service**

Tuesday,
November 11th
10:30am Chapel

Happy Birthday!

Helene C.
James C.
Ted F.
Kathleen H.
Ron H.
Lynda H.



Jakob J.
Kathleen L.
Nan M.
Florence N.
Barbara S.
Gordon W.

ATHLETE OF THE MONTH



ABOUT THE RESIDENT

Patricia has been a joy to work with this month. She is inspired, dedicated and always enthusiastic to exercise! Throughout this month she has been coming to many exercise classes, especially Balance Class! In her spare time she likes to do puzzles and listen to music!

FITNESS GOALS

Patricia loves to exercise everyday and as often as possible. Her goal is to go on a walk around the village and continue to be active every single day!

FAVOURITE EXERCISES

Patricia's favourite exercises are her balance exercises as well as Balance Class and Sit and Get Fit!





Cook's Pharmacy
EMPOWERING PATIENTS FOR BETTER HEALTH



HOURS: MONDAY through THURSDAY: 9AM TO 5PM

519-213-9504 | 250 LAURELWOOD DR @ SCHLEGEL VILLAGE | WWW.COOKSRX.CA

Monday November 3, 2025 - 2PM @ TOWNHALL

Medication Management in Older Adults: Benefits of Sticking to One Pharmacy

Does it really matter which pharmacy you fill the prescription at?
Can you fill prescriptions each time at different pharmacies? Why or why not?

In this presentation, we will focus on the benefits of using one pharmacy.
We will also highlight why 'pharmacy hopping' can be problematic.

MONTHLY PROMOTIONS - ENJOY 15% OFF ON THE FOLLOWING

***DIABETES AWARENESS: GLUCERNA, BOOST SMART, DEX 4 TABLETS**

***NURSES APPRECIATION: PRESENT YOUR BADGE**

FAMILY AND FRIENDS APPRECIATION DAY! 1ST TUESDAY OF EVERY MONTH

YOUR FAMILY AND FRIENDS CAN ENJOY 20% OFF ON FRONT SHOP ITEMS!

AND YES, YOU CAN HAVE THE DISCOUNT TOO! **some exclusions apply*

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.

Proudly Canadian, locally owned and operated since 1986

CAMBRIDGE

182 Pinebush Rd.
(548) 288-4088

GUELPH

649 Scottsdale Dr.
(519) 780-2778

KITCHENER

15 Pearson St.
(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



Spiritual Care Services

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)*

Special & Religious Holidays In November

1-2 All Saints/Souls Day

2 Daylight Saving Time

5-11 Veterans' Week

11 REMEMBRANCE DAY

13 World Kindness Day

14 World Diabetes Day

21 – Eastern Orthodox
Christian: The Entrance
of the Theotokos into
the Temple

24 – Sikh: Martyrdom
of Guru Tegh Bahadur
Sahib

30 – Christian: Advent
Marks the beginning of
Christmas.

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 (**Chapel 10am**)

Wed November 5 & 19

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.*

Celebration Of Life Memorial Service

Thursday November 27th 10am

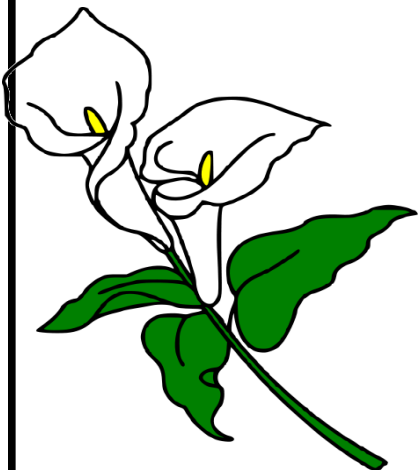
***Remembering those who have passed away between
Aug. 1 — Oct 31st.***

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

We Remember



Beth C. (RH)
Andy J. (LTC)
Gerald N. (LTC)
Janina O. (LTC)
Jim P. (LTC)
Geo S. (LTC)



*Thank you for sharing
your time with us*

Retirement Home Spiritual Care Team



Spiritual Life

Facilitator:

Jane Kuepfer

(RP, MDiv, PhD)

Spiritual Care

Students:

(MA in Spiritual Care &
Psychotherapy, Luther)



Brenda Linares



Julia Douglas

CONTACT us to ar-
range for a visit:

jane.kuepfer@
uwaterloo.ca

519-904-0650 x 8249

Our Spiritual Life Together

What do you expect from November??? I generally expect it to be cold and miserable. But that's not the whole story. Often the sun shines in November. And the first snow is kind of exciting and delightful. And it feels good to pull out cozy sweaters and cuddly blankets to enjoy them again. May we greet this November with curiosity and see what it brings us this year! At the very least, it's fun to complain about it together :)



SPECIAL EVENTS this month include:

Nov 4—Spiritual life Drop In and Visit (Social Club) - Come between 2:30 and 3:30 to casually connect with friends and make new ones, as we get to know each other better!

Nov 11—Remembrance Day service —10:30 am



Other weekly gatherings:

Tuesday Spiritual Life Gatherings on Nov 18 and 25th at 2:30 in the Town Hall (watch for posters)

Thursdays - 10:15 in Egerton



- 10:45 'Good morning God!' group in the library
(scripture, conversation & prayer)

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

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

Sundays, November 2nd at 10:45, November 16th at 10:30

Communion and Rosary: Thursday November 13th 2:30pm

Mass with Father Jamroz, with Confessions:

Friday November 28th 11 am



GATHER groups this month will be:
CAREPARTNERS (in Town Hall)—Tuesday,
November 11 and 25—3:45 (for spouses of
those living with dementia or other care needs)
GRIEF (in Library)—Fridays at 2:30 (for anyone
experiencing loss, recent or in the past)

You are welcome to join 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, November 5th & 19th 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, November 8th & 22nd
2:30-3:15**

Where? Retirement Home Town Hall

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



Quality & Innovation Update LTC

- Transitioned to new application that tracks and manages skin concerns on October 16
- Quarterly pharmacy audit findings reduced by 73% on October 14
- No residents on 'at-risk' list for Recreation for month of September
- Successful trial of additional team care plan review
- 56 PSWs successfully trained to administer medications
- MLTC inspection in September resulted in 0 (zero!) findings
- 58% decrease in Critical Incident filings in Reporting Certain Matters category from Q1 to Q3
- Johnston and Hagey team have completed ME Forms and posted Top 10s
- QIP: 1-month followup with resident initiated complaints are ongoing
- QIP: monthly complaints and concerns trends discussion at Risk Management meetings ongoing (Q1: 35, Q2:29 Q3: 11)
- QIP: sharing of improvements and changes at residents' councils ongoing
- QIP: townhalls to share improvements with residents on the neighbourhood not yet started
- QIP: Adjusted goal: neighbourhood discussions about neighbourhood pressure injuries are on track
- QIP: skin & wound monthly trends discussion with neighbourhood nurses are on track
- QIP: Adjusted goal: spot audit 1 resident at high risk of pressure injuries for accuracy between actual movement and documentation
- QIP: NEW goal: verify quarterly assessments before weekly submission to ensure accurate report data/benchmarking is on track
- QIP: LTCF CIHI Data Worsened stage 2 to 4 pressure ulcers – 2.7% (ON avg 3.5%) for Apr-June 2025
- QIP: Pharmacy review of antipsychotic medications at 3 month and 6 month review are ongoing
- QIP: notice letters of 3 and 6 month reviews still being sent
- QIP: Neighbourhood case studies with resources to support recognition of escalating situations are ongoing
- QIP: LTCF CIHI Data Taken antipsychotics without a diagnosis of psychosis – 16.5% (ON avg 22.8%)

The Mystery of Unexplained Falls

Falls are a major concern for older adults, often leading to poorer health and loss of independence. While we often think of falls being caused by a trip or slip, about 25 per cent of falls that lead to a hospital visit have no clear cause. These unexplained falls are more likely to result in hospital stays.

To better understand unexplained falls and their impact on older adults the RIA recently brought together 32 experts from across Canada — including healthcare providers, researchers, and policymakers — to share insights and develop a plan to better understand and prevent these falls.

Researching Better Solutions

The Think Tank identified four top areas for future research to tackle this problem:

1. Using data collected from wearable technologies to better understand the symptoms that happen right before an unexplained fall.
2. Creating a research network to establish standardized ways to check for and treat unexplained falls across Canada.
3. Identifying system-level tailoring of standardized diagnosis and treatment that works well across different patient groups and care settings.
4. Conducting a thorough review to summarize what is already known about screening, risk, interventions, and care for unexplained falls.



Richard Hughson, Schlegel Research Chair in Vascular Aging and Brain Health, presents his research at the Think Tank.

Ultimately, the goal is to develop a plan that includes screening (checking for things like hydration, thinking abilities, and low blood pressure), grouping people based on their level of fall risk, and individualized treatment.

Helpful Tips to Avoid Falls

- Ask for help! Use your call bell if you feel dizzy, unsteady, or need to get up, especially at night or when getting out of bed.
- Choose sturdy, non-skid shoes or slippers that fit well and have a closed back.
- Keep your room free of clutter, throw rugs, electrical cords, and anything else you could trip over.
- Regular, gentle exercise helps maintain strength and balance. Good hydration at eating regularly is also key, as dehydration and low blood sugar can contribute to dizziness.
- Take your time when going from lying down to sitting, and from sitting to standing.

As part of this work, the RIA is hosting the Aging Well in Place event on November 28. In addition to fall prevention, attendees will learn about nutrition. Attendees can attend virtually or in person at the Waterloo Community Pavilion. To learn more and register, visit the-ria.ca/events/aging-well-in-place or call 519.904.0660.

Schlegel Villages – **CONNECTIONS**



Each year on the 11th hour of the 11th day of the 11th month, our entire Schlegel Villages community pauses in quiet reflection. Across our Villages, we wear the red poppy as a visible symbol of remembrance and gratitude — a promise to hold close the memory of those who served.

Today, veterans of the Second World War are far fewer in number. Yet their stories, their courage, and their sacrifice remain deeply woven into our collective history. We honour not only them, but also the grandparents, sons, daughters, siblings, and spouses whose lives were shaped — and sometimes forever altered — by war. In every generation, we've known conflict and selfless people who have stepped up in service of their neighbours, and there are threads of memory, sometimes bold, sometimes faint, that connect us through grief, pride, loss, and hope.

Within our Villages, residents, team members, and families share in remembrance. We gather, we listen, and we reflect on all we cherish because of those who gave so much. We remember the names, the faces, the hopes deferred, and the enduring legacies of sacrifice. We honour the past, and we recommit to peace. As we witness conflict around the world, we are reminded that these men and women fought not for war itself, but for the promise of a more peaceful future. That promise is ours to uphold.

Let us hold in our hearts all those within our Villages who remember loved ones who served — the families, the descendants, the friends. And may we all, together, strive today and always to live in a way that honours their memory: with gratitude, reflection, compassion, and a steadfast hope for peace.

November 11 **Lest we forget**

Schlegel Villages – CONNECTIONS

November is

FALLS PREVENTION MONTH



It takes a community to prevent a fall: **We all have a role to play!**

November is Falls Prevention Month, and across our Villages, we take this time to recognize the extraordinary efforts of our **Program for Active Living (PAL) team** members who lead the way in helping residents stay strong, balanced, and confident in their mobility.

Our kinesiologists and exercise therapists bring expertise and creativity alongside the clinical teams in every Village to guide residents through exercises and functional movements that build strength and reduce the risk of injury. Yet as they often remind us, falls prevention is truly everyone's responsibility. Every team member, every resident, and every loved one has a role to play — whether it's encouraging safe movement, removing a potential tripping hazard, or simply offering a steadying hand.

Falls can happen, but with awareness, teamwork, and the daily commitment of our PAL teams and all who support them, we can help reduce risk and keep our communities safer for everyone. This month, and always, we are grateful for the dedication of our PAL professionals and for the care and commitment that defines life in our Villages.



Questions?
Speak to **your PAL team.**



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 your retirement
home, call**

1-800-745-5550

retirement@earandhearingclinic.com



Ear & Hearing Clinic

JULIANE SHANTZ • DOCTOR OF AUDIOLOGY

www.earandhearingclinic.com



Village Phone Number: 519-904-0650

Resident Line: 519-904-0653

Long Term Care Phone Listing

Role/Name	Extension
General Manager: Chris-Anne Preston	8203
Asst General Manager (LTC): Patricia Solik	8003
Administrative Coordinator: Elena Oprea	8202
Admin Assistant (LTC): Clare Legare	8001
Neighbourhood Coordinators	
Hagey & Johnston (LTC): Brandy Rampl	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): Ben Weiler	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): Jessica Lambe	8010
The Ruby Dining Room	8224 (bar)
Riverstone Spa and Salon	8227



Village Phone Number: 519-904-0650
 Retirement Residents have private phone numbers
Retirement Phone Listing

Role/Name	Extension
General Manager: Chris-Anne Preston	8203
Asst General Manager (RH): Ion Zdrengeha	8204
Administrative Coordinator: Elena Oprea	8202
Admin Assistant: Theresa / Arsha / Melod	8201
Neighbourhood Coordinators	
Williamsburg/Ailsa Craig 7-8: Jennifer Allen	8208
Emma's/Egerton: Sandy Taylor	8205
Becker: Victoria Leger	8206
Ailsa Craig 8-10 Ion Zdrengeha	8204
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
Maintenance Services (RH): Brad/ Will	8234
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): Jessica Lambe	8010
Marketing	
Dirs. of Lifestyle Options: Sahar/Sophia/Nicolette	8248/8041/8241
Village Experience Coordinator: Alex Allan	8048
The Ruby Dining Room	8224 (bar)
Riverstone Spa and Salon	8227