

# June 2017 Chatter

## The Activity Department wants to keep you 'in-the-swing-of-things'....



Ahhhhh June.....

I have proof that it is June outside my patio door. Yup, there must be at least 15 yummy crunchy June bugs. I figure there must be a purpose for these 'pudgy' bugs – which I don't think is for their looks. Ewe!! ☺ On that note I decided to google them and found this from <https://en.wikipedia.org/wiki/Phyllophaga>: *The lifecycle takes about one year. Females lay 60 to 75 eggs over a period of about two weeks in midsummer. The white egg at first is elliptical (1.5 mm by 2.1 mm) but becomes more spherical as the larva inside develops. These hatch into white grubs about 18 days after laying. The newly hatched larvae are 8 mm long and grow to a length around 40 mm. Whitish with a brownish-black head, the grubs have conspicuous brown spiracles along the sides of their bodies. They molt twice before winter. The third larval stage lasts nearly nine months, after which they pupate. They hibernate overwinter as grubs, that may become active on warm winter days. They increase their activity in the spring.*

So now that Wikipedia has educated us, I will get on with the month's events.

### **The month's events for your viewing pleasure. ☺ .....**

June's Special Birthday Tea will be held on **Wednesday, June 21<sup>st</sup>** at 2:00 p.m. in the 4<sup>th</sup> Floor Rec. Room, and is sponsored by the Melbourne Ridge Women's Institute. (Thanks everyone!!) All those celebrating in June are invited...and you may bring a guest.

**Thursday, June 1<sup>st</sup> 9:00 a.m. – Zotherapy – Nursing Care Units**  
Anne-Caroline will be here with her ‘furred’ friends visiting all Nursing Care Units and later around 11 a.m. heading to the Manning Side of the building for a brief time to visit those friends as well.

**Thursday, June 1<sup>st</sup> 2:00 p.m. – Larry Mastine Talk – Main Living Room**

Larry Mastine will be speaking about various topics pertaining to agriculture. All welcome.

**Saturday, June 3<sup>rd</sup> 10:00-2:00 – Clothing Sale – Main Living Room**

Boutique Diane will be here selling their items.

**Monday, June 5<sup>th</sup> 6:00 p.m. – Movie – Main Living Room**

Episodes of Jack Benny will be played. Refreshments served.

**Thursday, June 8<sup>th</sup> 2:00 p.m. – Olive Oil Tasting – Main Living Room**

Our friend Jill will be here to enlighten us about olive oil and its’ benefits. All welcome.

**Thursday, June 8<sup>th</sup> 2:00 p.m. – Music with Paul – Norton 1 for Nursing Care Units**

Residents of the Long Term Care Units will be enjoying Paul’s music.

**Thursday, June 8<sup>th</sup> 6:00 p.m. – Michel’s Travel Adventures – Main Living Room**

The Wales Home Director of Health Services will be sharing his recent travel adventures to Spain, Morocco and the Canary Islands. All welcome.

**Friday, June 9<sup>th</sup> 2:00 p.m. – Friday Tea and Music – Main Living Room**

This is a little note to let you know that additional to the regular Friday Tea sponsored by St. Andrew’s, Pierre Labelle will be serenading you with piano music at the same time. ☺

**Saturday, June 10<sup>th</sup> 1:30 p.m. – Piano/Violin Recital – Main Living Room**

Isabelle Gosselin will be here with her music students to offer us a recital. This is always an enjoyable event enjoyed by all.

**Thursday, June 15<sup>th</sup> – International Elder Abuse Awareness Day**

The global population of people aged 60 years and older will more than double, from 542 million in 1995 to about 1.2 billion in 2025. Around 4 to 6% of elderly people have experienced some form of maltreatment at home. Elder maltreatment can lead to serious physical injuries and long-term psychological consequences. The incidence of abuse towards older people is predicted to increase as many countries are experiencing rapidly ageing populations.

Elder abuse is a global social issue which affects the health and human rights of millions of older persons around the world, and an issue which deserves the attention of the international community.

The United Nations General Assembly, in its [resolution 66/127](#), designated June 15 as World Elder Abuse Awareness Day. It represents the one day in the year when the whole world voices its opposition to the abuse and suffering inflicted to some of our older generations.

Taken from: <http://www.un.org/en/events/elderabuse/>

**Thursday, June 15<sup>th</sup> 2:00 p.m. – Dance with Donna, Sid and Gaetan – Main Dining Room**

Our friends will be here to entertain us and offer you an opportunity to ‘toe tap’ or ‘shake-a-leg’.

**Thursday, June 15<sup>th</sup> 4:00 p.m. – Volunteer Orientation Follow-Up Meeting – Main Living Room**

Volunteer Residents and Volunteer Community Members are invited to this follow-up meeting to discuss topics from the last meeting.

**Saturday, June 17<sup>th</sup> 2:30 p.m. – Campaign Closing – Main Living Room**

Everyone is invited to this event.

**Sunday, June 18<sup>th</sup> – Father’s Day**

Today is a day to celebrate important men in children’s lives. Happy Father’s Day to all.

“It is a wise father that knows his own child.” William Shakespeare

**Monday, June 19<sup>th</sup> 2:00 p.m. – Father’s Day Happy Hour – Main Living Room**

John and Sylvia Luxton will be here to entertain us while sharing a drink and snack with friends in celebration of Father’s Day.

**Tuesday, June 20<sup>th</sup> – Summer Solstice**

The **Solstice** occurs twice each year (around June 21 and December 22) as the Sun reaches its most northerly or southerly excursion relative to the celestial equator on the celestial sphere.

The term *solstice* can also be used in a broader sense, as the day when this occurs. The day of the solstice has either the most sunlight of the year (summer solstice) or the least sunlight of the year (winter solstice) for any place other than the equator.

At latitudes outside the tropics, the summer solstice marks the day when the sun appears highest in the sky.

The word *solstice* is derived from the Latin *sol* (sun) and *sistere* (to stand still), because at the solstices, the Sun stands still in declination; that is, the seasonal movement of the Sun's path (as seen from Earth) comes to a stop before reversing direction.

Taken from: <https://en.wikipedia.org/wiki/Solstice>

**Tuesday, June 20<sup>th</sup> 9:00 a.m. – Sherbrooke Shopping -**

We will depart from Door No. 6 at 9am en route to the Carrefour in Sherbrooke and later to the Au Vieux Duluth Restaurant around 11:15 for lunch. Cost of transportation is \$6.00 + the cost of your meal. Please let the Act. Dept. or Rebecca know if you wish to attend in order to provide adequate transportation.

**Thursday, June 22<sup>nd</sup> 2:00 p.m. – Annual General Meeting – Main Living Room**

Residents are invited to attend this meeting.

**Miscellaneous..... ☺**

\* **General Volunteering & Friday Teas:** I continue to put this in the Chatter because we will never have TOO many volunteers. We could use more volunteer drivers for our outings as well as resident medical appointments. Should anyone be interested, please let me know.

**We really need volunteer drivers for medical appointments as well as resident 1-1 visits. Should anyone be available, please contact myself (Carol Ann). \*\* This is still a need we have – as well as 1-1 visits and escorting residents outside during the summer months.**

**Reminder to Volunteers:** I recently made (with collaborative effort) Volunteer Badges for the Wales Home Volunteers to keep in their possession and use when accompanying or volunteering at the Wales Home. Please stop by and see me and I will give you one and also a letter to accompany it. This will better identify Wales Home volunteers.

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\* **DVD Movies:** Should anyone have DVD movies they would like to share or offer to the Wales Home, please contact the Activity Dept.

\* **Activities:** This is a reminder that all activities (unless they are strictly for the Nursing Care Units or otherwise indicated) are for all Wales Home Residents to attend. Most activities are free of charge – unless otherwise indicated.

On that note, when you see NCU on internal postings, this refers to the Nursing Care Units (Long Term Care), which include Norton 1, 2, 3 and Central. When we have activities on these units, they are for only these units due to limited space.

**Knitting Supplies:** Should someone require knitting supplies, your requests may be made to Blanche Mastine S307 (819)826-1861 or Doreen Waterhouse S303 (819)826-3063. Thanks girls for your help, as well as your continued positive implication for the Wales Home. The recent Knitter's Sale generated \$279.00 which was donated to the Wales Home Foundation.

**Low Vision:** This is a reminder for those with low vision, that we have a number of aids available to you, such as a magnifying reader in the library. Our Occupational Therapist Kim Bailey can offer additional information.

**User's Committee Representative for the Long Term Care Units (Norton 1, Norton 2, Norton 3 and Central):** Judy Laberee is the representative for the Long Term Care Units. Should you wish to

Speak to her, she may be contacted by phone at (819)826-3486 or email at [judy@laberee.com](mailto:judy@laberee.com) .

**Programming changes:** This is a note to remind individuals that periodically changes are made in the monthly activity programming for unforeseen reasons. These changes are most often noted on the Weekly Activity Calendars (when given enough notice.) The note pertaining to the possible changes is written on the Monthly Activity Calendars.

**Assistance for residents in distress:** This is a friendly reminder that should a resident find another resident in distress (perhaps a fall or other emergency situation), we ask you to push your call bell bracelet. We would not want anyone to harm themselves or the resident in distress; therefore we ask that you wait for assistance from a member of the personnel.

**Elevator Emergencies:** A resident recently came to me and said it might be beneficial for residents to know what to do in the event they are stuck in the elevator – so here’s what to do:

1<sup>st</sup>: Please stay calm – I know it is not easy, but it is important to stay calm in order to hear directions being given to you.

2<sup>nd</sup>: There is a little button on the control panel with a telephone on it – press this button and someone from the elevator company will come on and speak with you.

Perhaps a person’s reaction would be to bang on the door or start yelling, but the telephone button should work.

**Car Handle for Volunteers:** The Activity Department recently purchased a type of handle that can be inserted into the area where the car door hinges onto the car. This device is intended to help stabilize residents while getting into a car by offering something for them to hang onto. Should anyone be interested in seeing this or borrowing it, please see Carol Ann or Marie-Christine.

**Walking Club:** We have scheduled the Walking Club for Monday mornings providing weather cooperates. I also wanted to say that our routes and plans may alter from one week to the next depending on work around the Wales Home.

**Pond Draining:** The Wales Home Pond will be drained at some point in June in order to make repairs to pipes and the fire hydrant.

Therefore it looks like there will be no fishing derby's this summer. The good news however is, that it will be refilled for next summer and with any luck before.

**Bill Lyon Fish Donation:** It was mentioned at Volunteer Evening that Mr. Bill Lyon has been donating fish to stock the Wales Home Pond for the last 40 years. Thank you Bill for this generous gift. \*\* On this note, I have happy news. I was recently speaking with Bill and he is still willing to donate fish this summer – therefore, possibly the pond work may be done in time to be refilled and stocked with fish by the end of the summer. If this happens, we may be able to have a fishing derby in September. Let's 'keep our fingers crossed'. ☺

**Volunteer Orientation Follow-Up:** As I said earlier, there will be a Volunteer Follow-Up Meeting on Thursday, June 15<sup>th</sup> at 4pm. You may contact Carol Ann for additional information.

**WAKE Project:** The Activity Department has been working in collaboration with the Medical Services Personnel in order to implement Caregivers with increased activity possibilities. We have been holding workshops for caregivers and have created a computer program to document what activities residents are involved in as well as see from the newly created 'wellness wheel' how active the residents are. You may contact us for additional information.

**Knitter's Sale:** Dianne Burgess and Gareth Forgrave recently held a Knitter's Sale on Central and they raised \$501.00 and was donated to the Wales Home Foundation. Congratulations girls!! ☺

**Silent Auction:** Last weekend (May 27<sup>th</sup>) was our Annual Fundraising Silent Auction and I am thinking it was a HUGE success. I have not yet received the final 'tally', but know it went VERY well. I would like to send a heartfelt thank you to everyone for their support for this important event. So many offered countless hours helping us – WOW!! Xx  
The beautiful handmade quilt was won by Justin Hawkins and the beautiful table covering was won by Marion Beard. Congratulations to the winners.  
What an amazing community we have!!

**Petting Zoo:** I am sooo elated that through donations as well as funding from the Ladies Auxiliary – Anne Caroline and her ‘furred friends’ will be able to continue visiting us for the present time. Sometimes dreams do come true – when you ‘wish upon a star’.

**Denim Day:** Thanks to everyone for the donations for Denim Day - \$166.00 was raised.

**Outdoor Picnics/Barbecues:** Barbecues and outdoor eating areas are available to families/loved ones should you wish to have an exterior meal. Please contact the Activity Department pertaining to this so we can coordinate with the Maintenance Department for the transportation of the bbq’s. Please note that this would have to be at the lunch hour as it requires being within the working hours of a member of the Maintenance Department.

**Music Project:** The Wales Home is integrating a Music Project for the residents of the Nursing Care Units. Caregivers are involved in documenting residents preferred music. Feedback from families would be greatly appreciated for this. Should you know of your loved ones preferred music, please let us know.

Happy June everyone. Thank you for being in my life!!  
Carol Ann xx ☺  
(819)826-3266 Ext. 244 or [cmcelrea@waleshome.ca](mailto:cmcelrea@waleshome.ca)

**A June Quote for you:**

“Talk to yourself like you would to someone you love.”  
Brene Brown

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**MESSAGE FROM BRENDALEE**

**AIR CONDITIONER FEES:**

For those of you who have a personal air conditioner for your apartment or bedroom, the cost for the additional electricity is \$72.50/summer. Please note: the fee for service will be added directly to your monthly petty cash statement. The maintenance department provides Rebecca with a list of residents who she must charge, therefore you do not need to see her about this.



## SATISFACTION SURVEY RESULTS:

Below is a comparison of satisfaction results from 2016 and 2017. Many thanks for those of you who participated. I welcome shared open communication on ways of improving on our care and services as well as increasing participation rate for next year.

<b>RESIDENCE WALES HOME - semi-autonomous (Manning/Shaw 1 &amp; 2)</b>				
	RESIDENTS		FAMILIES	
<b>Category</b>	<b>WALES HOME 2016</b>	<b>WALES HOME 2017</b>	<b>WALES HOME 2016</b>	<b>WALES HOME 2017</b>
Complaints and dissatisfactions	83%	90%	88%	94%
Administrative Services	91%	95%	96%	94%
Maintenance Services	94%	95%	90%	94%
Housekeeping Services	93%	94%	91%	94%
Laundry Services	90%	91%	90%	90%
Food Services	89%	91%	84%	88%
Activities	91%	93%	88%	91%
Services Offered by Partners	80%	82%	82%	85%
Medical Services	92%	91%	90%	91%
General Environment	88%	90%	90%	89%
General	91%	93%	92%	95%
<b>PARTICIPATION RATE</b>	49%	50%	32%	30%

<b>RESIDENCE WALES HOME - autonomous (4th floor &amp; apartments)</b>				
	<b>RESIDENTS</b>		<b>FAMILIES</b>	
<b>Category</b>	<b>WALES HOME 2016</b>	<b>WALES HOME 2017</b>	<b>WALES HOME 2016</b>	<b>WALES HOME 2017</b>
Complaints and dissatisfactions	89%	88%	86%	88%
Administrative Services	94%	92%	93%	96%
Maintenance Services	94%	93%	91%	92%
Housekeeping Services	94%	93%	90%	98%
Laundry Services	89%	91%	84%	n/a
Food Services	88%	88%	86%	98%
Activities	92%	91%	92%	91%
Services Offered by Partners	79%	79%	75%	100%
Medical Services	94%	90%	83%	91%
General Environment	91%	86%	84%	78%
General	93%	92%	96%	94%
<b>PARTICIPATION RATE</b>	68%	88%	32%	19%

<b>CHSLD WALES INC.</b>				
	<b>RESIDENTS</b>		<b>FAMILIES</b>	
<b>Category</b>	<b>CHSLD WALES 2016</b>	<b>CHSLD WALES 2017</b>	<b>CHSLD WALES 2016</b>	<b>CHSLD WALES 2017</b>
Complaints and dissatisfactions	80%	87%	87%	92%
Administrative Services	85%	92%	91%	94%
Maintenance Services	91%	93%	89%	93%
Housekeeping Services	94%	93%	90%	93%
Laundry Services	87%	92%	83%	90%
Food Services	88%	90%	88%	90%

Activities	87%	90%	86%	87%
Services Offered by Partners	82%	82%	83%	84%
Medical Services	92%	90%	88%	91%
General Environment	86%	89%	85%	87%
General	86%	91%	89%	92%
<b>PARTICIPATION RATE</b>	28%	89%	22%	23%

**CAMPAIGN CLOSING:**

The date of the Wales Home Foundation campaign closing is scheduled for Saturday, June 17<sup>th</sup> at 2:30 PM, everyone is invited to celebrate our achievements.

**DATE OF ANNUAL GENERAL MEETING FOR THE RÉSIDENCE WALES HOME, CHSLD WALES INC. AND THE WALES HOME FOUNDATION:**

The date of the Annual General Meetings are scheduled for Thursday, June 22<sup>nd</sup> at 2 PM in the main living room, everyone is welcome to attend.

**3 PRONG EXTENSION CORDS:**

New government regulations oblige the Wales Home to replace existing 2 prong extension cords with 3 prong extension cords for safety purposes. Anyone using a 2 prong extension cord will be obliged to replace it with a three prong cord. This can be done through our maintenance department and charged to your petty cash account.

**GOLF:**

The Wales Home Foundation’s annual golf tournament planning is currently well underway! The tournament is the Foundation’s biggest fundraising event of the year. This year’s tournament will take place on Thursday, August 24<sup>th</sup>, 2017 at Golf & Académie Longchamps in Sherbrooke. So far, we have 129 players, so we still have room for 15 players!! If you or someone you know is interested in playing or sponsoring the tournament, please let Brendalee (819-826-3266 extension 247) or Courtney (819-826-3266 extension 251) know before August 3<sup>rd</sup>, 2017. Thank you for your continued support; without our residents, family members, volunteers, and employees, the tournament would not be the success that it always is! Below are photos including some of our employees, board members and a resident who participated last year. ☺



Daryll Gillam's team is to look beyond the



June's quote: "Being happy perfect decided imperfections." Sharon Garrett's team



If Patrick Nolan's team and my door is closed, please either email me at [bpiironen@waleshome.ca](mailto:bpiironen@waleshome.ca),



leave me a message on my 3 Charlie Ross and Jim Thompson's team ext. 253 that you want to see

vo. Brendalee's team 26-message with Pauline me.



Michel, Olivier and Marc's team

**Note from Michel Vaillancourt**

Spring has sprung and Health Services are blossoming ...!

Here is a review of major projects that are going on. Nurses will be able to provide additional information if need be.

- **Wake Project:** The second stage of the SWAP (Sleep Wake Awareness Project) is presently being implemented (started January 2017) which concerns the Wake hours of the residents. This part of the Project is more "caregiver based" through formalized activities which the caregivers are key actors in the milieu de vie of the resident. We still have two workshops for the caregivers for the coming month: creative activities and spiritual activities. Engaged caregivers that understand the various activity dimensions of their role will ensure, through formalized activities held daily with the residents, that each resident has a *balanced life*. Through documentation on activity trackers by caregivers and activity personnel, each resident will have a tailored-made wellness wheel which will be useful to everyone.

- **NOLIDA sub-project:** No One Lives or Dies Alone at the Wales Home! Residents suffering from loneliness can count on others (clinical and administrative staff members, selected volunteers) to alleviate their pain.
- **Non Restricted Visiting Hours:** In recognition of the important role played by family and friends for the well-being of the resident, Wales Home has set into place a policy for non-restricted visiting hours. There is much more flexibility to ensure that families can spend time with their loved ones and improve their well-being.
- **Shared Care:** The Wales Home is committed to creating a lively living environment that is supportive of resident and family centered care. For this reason, a collaborative care or “shared care” approach is in effect. Having family members present more often, means families are able to contribute and participate in the planning in the care of their loved one. Shared care approach empowers the resident and his/her family.
- **Chronic Diseases:** Chronic diseases are long-term diseases that develop slowly over time, often progressing in severity, and can often be controlled but rarely cured. A small group of modifiable behaviours (Sedentary; Nutrition, Tobacco, Balanced lifestyle (alcohol etc.)) account for a substantial proportion of chronic diseases such as cardiovascular diseases (heart disease and stroke), cancer, diabetes...In the coming weeks, nurses are to assess the educational needs of the resident and offer information which in turn will allow the resident and/or family members to be empowered to participate in self-managing their chronic conditions to stay healthy. Strategies to be set into place include hyperlinks on the computer in the library, booklets and brochures.
- **Complimentary Therapies and Interventions:** Wales Home would like to make available (fee to the resident) some complimentary therapies and interventions should a resident be interested. A list of Complimentary therapies and interventions which have high quality evidence to support them has been identified. Implementation strategies include hyperlinks on the computer in the library, Booklet and brochures.
- **Funeral Home:** Although a delicate matter, we are still missing contact information of the funeral home of your (resident) choice. Residents and/or families are invited to provide this information to Rebecca Taylor. ([rtaylor@waleshome.ca](mailto:rtaylor@waleshome.ca)) or your nurse.

**To conclude,** I would like to remind you that the Risk Management committee operates a local register of incidents/accidents for the purpose of analyzing the causes and recommend to the Board of Directors measures to prevent such incidents/accidents from recurring and any appropriate control measures. Wales

Home is committed to excellence, innovation, teamwork. Thanks to all clinical staff for ensuring your safety and well-being.

**Michel Vaillancourt**  
**Director of Health Services**  
(819)826-3266 Ext. 224  
[mvaillancourt@waleshome.ca](mailto:mvaillancourt@waleshome.ca)

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**Note from Rebecca.....**

Dear Residents, Family and Friends,

I would like to wish you all a wonderful month of June. We have had some beautiful weather lately. I have been enjoying it for gardening at home. I hope you have the opportunity to visit the flower beds that we have here at the Wales Home. I noticed this morning how pretty the trees are around the building.



I will be away on Friday, June 23<sup>rd</sup>.

I am still gathering stories for the sequel to “Memories Everlasting,” which will be called “Timeless Memories.” If you are interested in talking to me so I can write down your story, or if you have a text, photo or poem that you would like to share for the book, please let me know and I will set up a time after my work hours to see you. If you’re looking for an original gift to give to family or friends, or a good book of short true stories to read, copies of “Memories Everlasting” are available by seeing me at the reception desk. The cost is \$20/book. They make an excellent gift.

If at any time, I can assist you with something, please let me know. For those of you who do not know where to find me, my desk is located in the main lobby (near the main living room). I can also be reached by phone at 819-826-3266 ext.221 or e-mail at [rtaylor@waleshome.ca](mailto:rtaylor@waleshome.ca)

Thank you,  
Rebecca Taylor  
Administrative Assistant – Finance & Reception

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Note from Bev Smith:

The new location of Richmond County Historical Society at 1161, Rte. 243, Melbourne Township has a fascinating exhibition about local women in history. The idea is to highlight women who have made a difference in our community and in the lives of our local population, and women who have impacted individuals or who have pioneered an idea or created a lasting memory in our lives.

Alice Garvin was born in Chute Panet and received her high school education in Quebec City. Following this she went to MacDonald College to take her teachers diploma. Her first assignment was in Danville where she taught grades 1-7; she had nine pupils and her salary was \$40.00 per month. From the fall of 1940 until 1943 she taught grades 4 and 5 in Ulverton, a consolidated school; then went to South Durham and Melbourne Village for a year each. In 1945 she married Lloyd Norris and moved to Ulverton. To learn more about women who has made important contributions to the Richmond community, visit the museum from June 28 to August 6 from Wed. - Sun. 1:00 - 5:00. For further information or to reserve for groups, contact 819-826-1332.