

July 2017

Wales Home

Chatter

The Activity

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



Oh boy oh boy oh boy....it's July!!

Having said that, the weather has not been outstanding, but oh my I do love this time of year. Don't get me wrong – as I say in the winter, I try and make the most of all seasons.....however, I definitely favor the summer season.

Let's have a 'peek' to see what's in store for the month ☺

July's Special Birthday Tea will be held on **Wednesday, July 19th** at 2:00 p.m. in the 4th Floor Rec. Room, and is sponsored by St. Anne's Richmond. (Thanks everyone!!) All those celebrating in June are invited...and you may bring a guest.

Saturday, July 1st 12:00 p.m. – Canada Day BBQ – All Regular Eating Locations

In celebration of Canada's 150th Birthday and special day, we will be offering a barbecued lunch meal.

Saturday, July 1st 1:30 p.m. – Canada Day Dance – Main Dining Room

Jim Allan and friends will be here to offer us some lively Canada Day Celebration

Monday, July 3rd 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.

Tuesday, July 4th 2:00 p.m. – Music with Jim & Alice – Main Living Room

Jim and Alice contacted me to visit again this summer. This is a musical afternoon not to be missed.

Thursday, July 6th 2:00 p.m. – Let’s Talk Babies... – Main Living Room

As most of you know, Marie-Christine is pregnant and will be leaving shortly on her maternity leave. I thought it would be nice to have a social afternoon together and share some refreshments and ‘baby stories’.....so bring along your stories please.

Monday, July 10th 10:30-3:00 – Shoe Sale – Main Living Room

Confort Elegance will be here selling their footwear.

Monday, July 10th 6:00 p.m. - Movie – Main Living Room

Tonight’s presentation is entitled ‘Canada – A Magnificent Journey’. This movie explores all the beautiful nature Canada has to offer.

Wednesday, July 12th 2:00 p.m. – Strawberry Social - Nursing Care Units

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

Thursday, July 13th 2:00 p.m. - Karaoke Music and Marie-Christine Farewell – Main Living Room

Everyone is invited to join the karaoke music sharing and bid Marie-Christine farewell, as this will be her official last day.

Friday, July 14th 1:30 p.m. – Movie – Main Living Room

Today’s presentation stars Steve Carell and Jennifer Garner in ‘Alexander and the Terrible, Horrible, No Good, Very Bad Day’. This is a heartwarming comedy slated to humor all.

Saturday, July 15th 2-4:00 p.m. – Mildred Holiday Birthday Party– Main Dining Room

Residents are invited to celebrate Mildred’s birthday with her.

Thursday, July 20th 2:00 p.m. – Strawberry Social – Main Living Room

Residents are invited to enjoy the company of friends while also enjoying a strawberry treat.

Thursday, July 27th 2:00 p.m. – Parkinson’s Information Afternoon – Main Living Room

The Parkinson’s Association will be here to offer us all some information on Parkinson’s Disease.

Friday, July 28th 2:00 p.m. – Ice Cream Treat with Youtube – Main Living Room

Everyone is invited to enjoy an ice cream treat and bring your song ideas to hear.

Saturday, July 29th 1:30 p.m. – Music with Frances and Laurent – Main Living Room

Frances and Laurent will be here to serenade us.

Saturday, July 29th 2:30 p.m. – Music with Frances and Laurent – Nursing Care Units

Frances and Laurent will circulate around the Nursing Care Units serenading residents.

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 .

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:

1st: 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.

2nd: 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.

Stroll and Roll Club (used to be known as the 'Walking Club':

We have scheduled the 'Stroll and Roll 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. (The name was changed because I didn't want to discourage anyone from coming. We try and get as many individuals in wheelchairs out as well, so if you would like to join us, please let a member of the personnel know and we will see what we can do.) Should members of the community be available, the more hands, the merrier!! ☺

Pond Draining: The Wales Home Pond has been drained in order to make repairs to pipes and the fire hydrant. Therefore it looks like there will be no fishing derbies this summer. The good news however is, that it will be refilled for next summer and with any luck before. Let's hope for the best.

Volunteer Orientation Follow-Up: We did have the Volunteer Meeting on June 15th. If for some reason you were unable to attend or would like additional information pertaining to this evening, please let me know. (Carol Ann ☺)

WAKE Project: The Activity Department has been working in collaboration with the Medical Services Personnel in order to involve third party members such as volunteers and staff working on floors (other than caregivers). In the first phase of the project, we held workshops for caregivers and 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. In the second phase of the wake project, third party members such as volunteers and staff working on floors (other than caregivers) will be invited to complete a third activity tracker. This third tracker will complement the two existing ones completed separately by activity staff and by caregivers. Two separate workshops, one for staff and one for volunteers, will be held in July.

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.

Esthetician Services: I was wondering if anyone had requests for Esthetician Services such as: eyebrow plucking; nails; facials. If so, please let Carol Ann know. I was given the name of an esthetician who would be willing to come to the Wales Home to consult residents for a fee.

Catholic Communion/Bible Study: There will be no Catholic Communion or Bible Study during the summer months. They will resume in September.

Zootherapy: In case you didn't know – Caroline that comes with her little furried friends has an addition to her herd....two little hedgehogs who are named Pic and Nic. ☺

Scott Woods: Scott will be returning to Richmond on August 8th at 7pm. Tickets are \$25.00. If you are interested in attending this event, please let the Activity Dept. know and I will do my best to make arrangements to attend.

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.

Trevor Robinson Work Placement: Trevor will be working with the Activity Department for a total of 80 hours throughout the summer. Should you have a specific request, please let us know.

Marie-Christine Maternity Leave: Marie-Christine's last day will be Thursday, July 13th as she will be leaving on maternity leave. Vanessa Johnston will be replacing her until her return. We wish Marie-Christine and her husband joy and happiness in their new journey with their new baby. ☺ xx

Carol Ann Vacation: I will be on vacation from July 7th and returning on July 18th.

Happy July everyone. I'm so grateful for your presence in my life!
Carol Ann xx ☺
(819)826-3266 Ext. 244 or cmcelrea@waleshome.ca



A July Quote for you:

“Individually we are one drop but together we are an ocean.”
~ Ryunosuke Satoro

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MESSAGE FROM BRENDALEE

USERS COMMITTEE:

In compliance with section 209 of the Act respecting health services and social services (art. 209, LSSSS), the Users' Committee of the Wales Home/CHSLD Wales Inc. has been formed to defend the collective rights and interests of the Users.

"Users" are to be considered **residents**/persons receiving health or social services from the Wales Home/CHSLD Wales Inc.

What can the Users' Committee do for you?

- Inform you of your rights and responsibilities
- Assess your satisfaction regarding services

- Defend your rights and collective interests
- Support and assist you to file a complaint

What are your rights?

- Right to receive services
- Right to refuse services
- Right to be accompanied
- Right to be represented
- Right to be informed
- Right to file a complaint without fear of reprisal
- Right to be treated with courtesy and respect

What are your responsibilities?

- To take part within the limits of one's capacity, in the care and services that are being offered
- Once well informed, to use appropriately the services and care provided by the Home
- To treat employees and fellow residents with respect

Representatives of the User's Committee:

President: Keith Baldwin (819) 826- 3330

Vice-President: Judy Labree (819) 826-3486

Secretary: Elaine McElroy (819) 826-6971

Treasurer: John Luxton (819) 826-5025

Members:

Pauline Smith (819) 826-3153

Irene Decoteau (819) 826-2224

Lena Ross (819) 826-1946

Blanche Mastine (819) 826-1861

NOT SO UNDERCOVER BOSS

On June 15th, I worked with the employees in the dining room from 6:30 to 2:30 PM. From the moment I started my shift it was very busy....go, go, go! For those of you who might think that the dining room is having it easy by using disposable dishes for a week and a half, it's not! Currently the serving kitchen does not have access to all their essentials such as water, juice, and coffee and tea dispenser etc.. For breakfast, kitchen makes the coffee and the dining room staff goes to either 1st or 2nd floor to get the tea and then has to pour it into the thermos. The dining room staff would make the coffee for lunch and dinner and still had to get the tea. I can

contest that it's not easy...we had to hand wash and dry all the utensils, water pitchers, milk jugs, coffee maker, coffee pots and tea thermos after each meal. After lunch, I washed all the pots and pans at the same times as Evan and Andrea were washing everything else; therefore three of us were using the three back sinks at the same time. Every time we needed water to fill the water jugs, or we needed to wash the tables, we had to go to the kitchen to get the water. Supplies weren't where they are supposed to be and storage is limited. The one thing that was evident to me is that if there is a quarantine on Manning/Shaw 1 or 2, we need extra help☺. Hats off to my fellow co-workers who work in the dining room especially during this renovation period. Many thanks for your extra work and positive attitudes despite the working conditions. Serving meals quickly to ensure satisfied customers under not so ideal working conditions is not easy, but to be able to do it with a smile, is priceless!.

SERVICES INCLUDED IN RENT:

Recently each of you would have received a copy of your rent breakdown. On the list, it indicates what is included in the rent and what the additional fees are (for example: hearing aid batteries, foot care, outings and volunteer drivers for appointments). Should you have any questions on the breakdown, please see Rebecca or Pauline.

COST INCREASES EFFECTIVE JULY 1ST:

In addition to the annual rent increase, effective July 1st, there will be an increase for foot care (\$36/appointment with Karen Banfill, foot care LPN - please note: Veterans have a different rate though blue cross.), incontinence products and medical supplies.

FOOD FOR THOUGHT:

Laughter is timeless, imagination has no age, and dreams are forever. Walt Disney

If you need to see me and my door is closed, please either leave me a voice mail message: 819-826-3266 ext. 247 or see Pauline

Note from Michel Vaillancourt:

Greetings,

Just a small note to keep you informed of some of the new policies at the Wales Home. This past month, letters have been sent to families concerning no visiting hours, shared care and complementary therapies (for those whose loved one lives on N1 or 2) .

- First, in recognition of the important role played by family and friends for the well-being of the resident, the Wales Home has set into place a policy for non-restricted visiting hours. With this in place there is much more flexibility to ensure that families can spend time with their loved ones. However, this non-restrictive policy is subject to some restraints such as public health, public interest and consent of the resident.
- Second, the Wales Home is committed to creating a lively living environment that is supportive of resident-family centered care, meaning that we are respectful and that we take into account the preferences and life habits of the residents, as well as their needs. For this reason, a collaborative care or “shared care” approach is in effect.
 - With this in mind, a form (FAMILY PREFERENCES INDEX (FPRI)) that indicates areas in which families would like to participate in their loved ones’ care will be completed in the coming weeks.

Having family members present more often, means families are able to contribute and participate in the planning in the care of their loved one.
- Third, the Wales Home would like to make available (on a fee for service to the resident) some complementary therapies and interventions, should a resident be interested. For residents suffering from Alzheimer’s or other dementia related diseases (N1,N2), this questionnaire will be sent to families, as pointed out.
 - For the other floors, a nurse talked or will talk with each resident (CHSLD side: N3,C,Residential side) to determine their interest into some selected complementary therapies.

The wake project, launched last January 2017) is proceeding as planned. After a good night sleep, residents can enjoy their wake hours and benefit from activities conducted by caregivers as key actors of a lively living environment.

- The first phase has been successfully completed and workshops have been given to caregivers, every 2 weeks. Surveys are planned in July to measure the outcomes of the wake project. The outcomes of the sleep program will also be measured at the same time. We are looking at sustainable outcomes, six months after the end of the sleep project (December 2016).
- In the second phase on the wake project, third party members such as volunteers and staff working on floors (other than caregivers) will be invited to complete an activity tracker as well.

Chronic diseases are long-term diseases that develop slowly over time, often progressing in severity, and can often be controlled but rarely cured. They include conditions such as cardiovascular diseases (heart disease and stroke), cancer, diabetes, arthritis, etc.. Chronic diseases may significantly impair everyday physical and mental functions and reduce one’s ability to perform activities of daily living. A small group of modifiable behaviours /risk conditions (e.g., physical inactivity, unhealthy diet, tobacco, unbalanced lifestyle such as alcohol abuse) account for a substantial proportion of chronic disease. A nurse assessed (CHSLD side) or will assess (Residential side) your interest and needs; a tailored-made educational program will be available for engaged residents. **You are invited to:**

- Learn more about your chronic conditions and use the educational resources available in the library (please talk to your nurse to know more about the tools and brochures);
- Talk to your nurse and consult the recommended guidelines on physical activities, which are:
 - **General Recommendation A: 150 min/week (30 min/week day)**
A suitable program can be tailored to any person based on their medical condition (choosing the right activity is paramount);
 - **General Recommendation B: 10 000 steps/day.**

Thank you for your collaboration and have a nice summer time.

Michel Vaillancourt
Director of Health Services
 (819)826-3266 Ext. 224

mvaillancourt@waleshome.ca

Note from Rebecca.....

Dear Residents, Family and Friends,

Happy July. I would like to wish you all a wonderful Canada Day and an excellent month. This month I will be away on Monday, July 3rd and from Thursday July 20th to Monday, July 24th inclusive.



TAX CREDIT: Many of you will have begun to receive your notices back regarding your tax credit for home support for seniors. If you have any questions when you receive the papers from Revenue Quebec, please come and see me and I'll take a look at the notice.

MEMORIES BOOK PROJECT: 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

Thank you,
Rebecca Taylor
Administrative Assistant – Finance & Reception

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Information pertaining to Adam and Emma’s Farm Animals vacationing at the Wales Home for the summer.....

~ The black lambs are a breed of sheep called Karakul. These are a desert sheep who store fat in their tails like camels do in their humps. They are 1 year old sisters who have not yet been named, so Adam and Emma would be open to suggestions.

~ The big white animal is a female alpaca who is approximately 8 years old. Alpacas live between 25-40 years.

~ There is another two-toned alpaca who is a baby boy from last year.

~ The brown goats are Oberhasli which are swiss dairy goats. The mother, Mookoo is 6 and her baby boy, the escape artist is 3 months. These are goats they use to make soap.

~ The little white fella’ is a one year old Angora goat.

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Pauline Jubinville Note about her Leucan Headshaving Experience:

I am the proud parent of 2 wonderful young men now aged 19 and 23. I am also a very fortunate parent as both my children are in excellent health. Unfortunately, not all parents can say the same as too many children are afflicted with serious disease, include cancer. To contribute to research for pediatric cancer, I recently participated in the Shaved Head Challenge raising money for Leucan. This event also allowed me to donate my long hair to a not-for-profit organisation that makes wigs for women who lose their hair during cancer treatments. My family, friends and co-workers were very generous and allowed me to raise over 1,350\$ for the cause of sick children. I would like to take this opportunity to thank everyone who encouraged me during this endeavor.