

## November 2017 Wales Home Chatter

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



Hang onto your hats, November is around the corner..  
Wow – was it windy last night!! I sure feel blessed to be in a warm cozy bed during times like this – and am aware of so many who do not have this comfort.

I hope this newsletter finds you healthy and charged for the upcoming winter months. The Activity Department is hard at work planning for the holiday season. In the meantime, we have some fun 'events' on deck.

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

November's Special Birthday Tea will be held on **Wednesday, November 15<sup>th</sup>** at 2:00 p.m. in the 4<sup>th</sup> Floor Rec. Room, and is sponsored by Richmond Young Women's Institute. (Thanks everyone!!) All those celebrating in November are invited...and you may bring a guest.

### **Wednesday, November 1<sup>st</sup> 2:00 pm – User's Right's Comedy Show – Main Living Room**

The Wales Home User's Committee has sponsored Dominic St. Laurent's comedy show on User's Right's. Come in learn about your rights in a humorous way. The reviews I've heard have been very positive. All welcome.

### **Thursday, November 2<sup>nd</sup> All Day – "Look for Circles Day"**

*"Look For Circles Day.....go forth, in search of circles. We suspect you will find them everywhere. Looking for circles, is a lot like swimming in a round pool. You go round and round. There's a lots of splashing. But, you don't get anywhere.*

Did you find lots of circles? We knew you would. And, we hope that your search has made you very happy.

We hope you take a circuititous route to a happy and fun filled *Look For Circles Day!*”

<http://holidayinsights.com/moreholidays/November/lookforcirclesday.htm>

**Thursday, November 2<sup>nd</sup> 10:30-3:00 – Jewelry Sale**

Roger Lafreniere will be here selling his magnetic jewelry.

**Friday, November 3<sup>rd</sup> 7:00 pm – Candlelight Service – Main Living Room**

The annual Wales Home Candlelight Service will be held. All welcome.

**Week of Sunday, November 5<sup>th</sup> – Recreation Week**

Recreation Week is designated to celebrating leisure activities in assisted living facilities. Let’s say ‘hooray’ to keeping as active as our bodies and minds will allow us to.

**Sunday, November 5<sup>th</sup> 10:00 am- 8:00 pm – Municipal Elections – Shaw 1 Solarium**

Residents are invited to vote in this Municipal Election.

**Monday, November 6<sup>th</sup> 2:00 pm World Vision Meeting and Silent Auction Set-Up – Main Living Room**

Interested residents are invited to attend this meeting.

**Tuesday, November 7<sup>th</sup> 2:00 pm - Resident Meeting – Main Living Room**

Residents are invited to attend this meeting.

**Tuesday, November 7<sup>th</sup> 6:00 pm – Family Meeting – Main Living Room**

Families and loved ones are invited to attend this meeting.

**Thursday, November 9<sup>th</sup> 2:00 pm – Music with Pierre – Main Living Room**

Mr. Pierre Gravel will be here to offer us melodies in Spanish, English and French – all welcome. ☺

**Saturday, November 11<sup>th</sup> 10:00 am – Remembrance Service – Main Living Room**

Everyone is invited to attend this annual service. The local Legion Members will be attending this service as well.

**Monday, November 13<sup>th</sup> All Day – “World Kindness Day”**

“*World Kindness Day* encourages us to be kind to others, helping to create a nicer, better world.

According to the World Kindness Movement website, *World Kindness Day* is intended to "build a kinder and more compassionate world".

Use today as an opportunity to be kind to family, friends, neighbors, and others. You will find kindness rubs off on others, and generates even more kindness.”

Taken from:

<http://holidayinsights.com/moreholidays/November/worldkindnessday.htm>

**Monday, November 13<sup>th</sup> 1:30 pm – Craft with Sandra & Audrey – Main Living Room**

Our friends Sandra & Audrey will be here to guide us on a new craft. All Welcome. Should you need assistance, it will be provided.

**Monday, November 13<sup>th</sup> 6:00 pm – Movie – Main Living Room**

Today’s presentation stars Robert Young in an episode of “Father Knows Best”. All welcome – refreshments served.

**Tuesday, November 14<sup>th</sup> 9:00 am – Sherbrooke Shopping -**

We will be departing from Door No. 6 en route to Walmart in Drummondville then to St. Hubert for lunch. Please let the Activity Dept. know if you wish to attend before Thursday, November 9<sup>th</sup> in order to provide adequate transportation. Cost of transportation is \$6.00 plus the cost of your meal.

**Tuesday, November 14<sup>th</sup> 9:30 am – Harp Music – Nursing Care Units**

Julie Millar will be here offering beautiful Harp Music to residents of the Nursing Care Units.

**Tuesday, November 14<sup>th</sup> 1:30-3:30 pm – Knitter’s Sale – Main Living Room**

The Wales Home Knitter’s have been busy hand-crafted items for everyone. Proceeds from this sale will be donated to the Wales Home Foundation. Thanks to all the knitter’s!!!!

**Thursday, November 16<sup>th</sup> 2:00 pm – Garden Workshop – Main Living Room**

Elaine Cooper will be here to offer her educational workshop on her aeroponic vertical tower Garden System. She will show us all how easy it is to grow fruits and vegetables inside with her Tower Gardens.

**Thursday, November 16<sup>th</sup> 3:30 pm – End World Vision Silent Auction – Main Living Room**

The final bids will be at 3:30. Should you have bid on something, this will be the time to pay for and pick up your item.

**Friday, November 17<sup>th</sup> All Day – “World Peace Day”**

*“World Peace Day encourages us to be kind to others, and teach others to be peaceful.*

The creator so this day, encourages us as individuals, to play a role in making the world a better place. The creator believes it starts with us. He suggests we teach our children and others, in ways to promote peace, and avoid war. He also invites us to write our county's leadership about our support for peace and world harmony. Without peace, the consequences is tragic.

Please do your part to promote peace on this day. If we all act on this issue, we theoretically could make war and strife obsolete.”

Taken from:

<http://holidayinsights.com/moreholidays/November/worldpeaceday.htm>

**Saturday, November 18<sup>th</sup> 2:00 pm – Campaign Opening – Main Living Room**

Everyone is invited to attend our annual Campaign Opening.

**Monday, November 20<sup>th</sup> and Tuesday, November 21<sup>st</sup> – Christmas Decorating – Main Living Room**

There will be a few interruptions in Main Living Room activities for a couple of days while we get the Home prepared for the upcoming

Holiday Season. We apologize for this and hope to offer some beautiful decorations for you to enjoy.

**Wednesday, November 22<sup>nd</sup> 2:00 pm – Christmas Tea – Nursing Care Units**

The Wales Home Ladies Auxiliary will be baking Christmas goodies for residents of the Nursing Care Units to enjoy.

**Thursday, November 23<sup>rd</sup> 9:00 am – Zotherapy – Nursing Care Units**

Anne-Caroline and her furry friends will be here to visit residents of the Nursing Care Units.

**Thursday, November 23<sup>rd</sup> 2:00 pm – Collective Art Event – Main Living Room**

Many of you have participated in the Collective 'Hand' Art Projects throughout the Home. This is a day to share these projects with you all.

**Thursday, November 23<sup>rd</sup> 6:00 pm – Brendalee's European River Cruise – Main Living Room**

Brendalee is excited to share her European Adventures with everyone. All welcome.

**Saturday, November 25<sup>th</sup> 2pm – John McElreavy's Birthday Party – Main Living Room**

John's family is sending an invitation to all to celebrate this special day with John. Music and refreshments will be provided.

**Wednesday, November 29<sup>th</sup> 6:00 pm – Volunteer Happy Hour – Main Living Room**

This is a special Christmas Happy Hour being offered to all Wales Home Volunteers. This is an event by invitation only. (Please let us know if we have forgot anyone and an invitation will be provided.)

**Thursday, November 30<sup>th</sup> 2:00 pm – Harp Concert – Main Living Room**

Johanne McCinniss will be here to offer us a beautiful Harp Concert. An event not to be missed.

**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 individuals to accompany palliative residents.**

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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.

**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) .

**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.

**Brooke Fowler-Lachapelle:** This is a reminder that Brooke is here for her Champlain College Special Care Counseling Internship and

is available to assist residents – therefore, should you require her services, please let the Activity Department know.

**Special note to Apartment Residents:** Residents of apartments are asked to please rinse out their cans and bottles prior to putting them in the recycling containers.

**‘Animal Play’:** I thought I would let you all know that due to very kind donations, we have received battery-operated animals. (Two cats and a dog.) As well, some families have purchased these pets for their loved ones. These animals are extremely life-like – even purring and barking. We have ‘Horace’ the dog who hangs out a lot on Norton 1; then there’s ‘Wales’ the cat who is loved on Norton 2; and then, ‘Kitty’, the cat ☺ - who purr’s on Norton 3. They also visit Central on a regular basis. Because of these kind donations, these pets have been ‘making the rounds’....if we had one more, we would be able to have a permanent pet on each CHSLD floor. Thanks to everyone for their generosity!! Xx

**Healthy Aging Conference:** Suzanne Houde, a Bishop’s University Professor recently had the above conference for us. I too sat in on this conference and took away the following things:

- ~ There are many parts to our ‘sense’ of self.
- ~ Action/Engagement are as important as happiness – meaning the more you’re involved with things you value important, the happier you are. Engage in activities that contribute to helping you feel a sense of ‘self’.
- ~ Well-being is a work in progress – it takes effort to maintain. We are constantly life-adaptations based on our abilities/needs/desires. (The more you are engaged during the day, the better you may sleep in the evening.)
- ~ Try and set priorities and make choices based on those priorities.
- ~ Last but not least – it’s not easy, but to accept what you can and cannot do.

This all goes along with the new Wales Home ‘Sleep and Wake Projects’.

**TV Tour:** Residents are invited to turn their television sets to Chanel 80 to view a TV Chanel specialized in making Wales Home announcements – such as Birthday’s, Menu’s, Special

Announcements and more. As well, once we get it up and running, there will be photos and cancellations and again – more.

**New Activities:**

A couple of activities were mentioned at the recent Healthy Living Conference. Would anyone be interested in either Line Dancing or a Genealogy Club? If so, please let the Activity Department know and we will see what we can get going. ☺

A November Quote for you:

“It is not happy people who are thankful. It is thankful people who are happy.”

Author Unknown

Should you wish to reach me, you may contact me at (819)826-3266 Ext. 244 or by email at [cmcelrea@waleshome.ca](mailto:cmcelrea@waleshome.ca)

Kind regards,  
Carol Ann ☺ xx



**MESSAGE FROM BRENDALEE**

**CHRISTMAS BASKETS 2017 - A WORK OF COMPASSION:**

The Christmas Basket Committee is presently planning the preparation of food baskets for people most in need in the Richmond area, during the Christmas season. The Christmas Basket Committee has contacted the Wales Home for support once again this year. With the money they receive from municipalities, industries, associations and individual donations, the committee can prepare and distribute generous Christmas baskets to 113 families, the equivalent of 216 people (151 adults and 65 children) in need during the Christmas season. For those who wish to donate non-perishable items, a decorated box will be placed in the living room just outside the new administration entrance (close to the fireplace) mid-November until the first week of December. For those of you wishing to make a financial donation, please make your cheque payable to the Christmas Basket Committee. Your donations are on a voluntary basis.

**THERAPEUTIC POOL AND BODTKER LOUNGE:**

The pool area and Bodtker lounge will soon be available for everyone to use. Once the pool is open, rules and regulations will be posted including no resident will be allowed access the pool alone (minimum of two people in the pool area at all times for safety purposes).



## **USER'S COMMITTEE:**

*What is the User's Committee, what can the Users' Committee do for you and who are the committee members and how often do they meet?*

In compliance with healthcare regulations, the Users' Committee of the Wales Home/CHSLD Wales Inc. has been formed to defend the collective rights and interests of the residents. "Users" are to be considered residents receiving health or social services from the Wales Home/CHSLD Wales Inc.

The User's Committee is an independent resource composed of a team of volunteers whose mandate is to:

**Inform** residents of their rights and obligations;

**Promote** the improvement of services and the well-being of residents;

**Assess** the degree of satisfaction of the residents with regard to the services;

**Defend** the common rights and interest of residents;

**Accompany** and assist residents in any action including voicing a complaint.

There is a book describing User's Rights in more detail, if you would like a copy please see one of the members of the User's Committee.

### **What are your rights?**

1. Right to receive services and to receive them in the language of your choice
2. Right to refuse services
3. Right to be accompanied
4. Right to be represented
5. Right to be informed
6. Right to file a complaint without fear of reprisal
7. Right to be treated with courtesy and respect

### **Members of the Committee:**

**President:** Keith Baldwin

**Vice-President:** Judy Laberee

**Secretary:** Elaine McElroy

**Treasurer:** John Luxton

**Members:** Lena Ross, Pauline Smith, Irene Decoteau, Blanche Mastine

The committee meets monthly and invites the Executive Director and Activity Coordinator as guests to each meeting.

### **RESIDENT / FAMILY MEETING:**

There is an important resident meeting on Tuesday, November 7<sup>th</sup> @ 2 PM in the main living room. The same information will be shared with your family members at 6 PM that same evening, invitations have been sent to family members.

**PICTURES OF MY VACATION:**

I will be presenting a slide show (pictures) of my recent river cruise on the Danube River on Thursday, November 23<sup>rd</sup> @ 6 PM in the living room on the big screens. All welcome.

**FOOD FOR THOUGHT:**

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

If you need to see me and I am not available, please either leave me a voice mail message: 819-826-3266 ext. 247 or ask Pauline to speak with me (her extension is 253). Wishing you all a great month of November! Brenda Lee  
bpiironen@waleshome.ca

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**Note from Michel Vaillancourt:**

Welcome November! It has been a hot season so to speak for Health Services (HS). Last month:

- Many selection interviews have been conducted with Human Resources (HR), in order to fill out all caregiver's positions available. By mid-November, stability and continuity of care will be promoted by regular staff on board.
- A meeting with clergy representatives was held, in order to ensure that spiritual care and religious service are provided. A special wish has been formulated: to have a computer on floors to facilitate access of residents to care/services, should a quarantine be enforced during the flu season for instance.
- Preliminary results from the SWAP (Sleep Wake Awareness Project) project surveys have been produced. The highlights are presented here below.

**Flu campaign:**

The annual flu campaign will be starting on November 24<sup>th</sup> – times are as follows:

<b>Date</b>	<b>Who?</b>	<b>Where?</b>
Friday November 24 <sup>th</sup> 7:45-9:30 AM	Apartment and Shaw 4 residents & Employees - front line staff on night shift	Shaw 1 solarium
Friday November 24 <sup>th</sup> 9:45-10:45 AM	Manning/Shaw 1 residents	Shaw 1 solarium
Friday November 24 <sup>th</sup> 10:45-12:00	Manning/Shaw 2 residents	Shaw 1 solarium
Friday November 24 <sup>th</sup> 1PM-3PM	Central, Norton 3	Central, Norton 3
Monday, November 27 <sup>th</sup> & 28 <sup>th</sup>	Norton 1 & 2	Norton 1 & 2
Thursday, November 30 <sup>th</sup> (7:45- 10:30AM)	Employees	Doctor's office
Friday, December 1 <sup>st</sup> (1PM-3PM)	Employees	Doctor's office
Tuesday December 4 <sup>th</sup> 7:45-10:00AM	Employees, family members, volunteers	Doctor's office
Tuesday December 4 <sup>th</sup> 1PM-3PM	Employees, family members, volunteers	Doctor's office

**SWAP (Sleep Wake Awareness Project): Status Report**

The sleep project has been implemented in 2016 and became a regular program in 2017. The wake project started in 2017. These two projects together form the SWAP. The strategic objectives of the SWAP were to ensure that the:

1. residents' sleep patterns, habits and preferences are respected
2. support of residents' physical ability and security is provided, through participation in activities during their wake hours, in order to maintain or increase their functional level, well-being and quality of life

Both components integrate continuity, innovation and efficiency; they have been fully implemented and all assessments completed on the CHSLD and Residential sides. Hence, activities are now conducted by caregivers as key actors of the milieu de vie; their job descriptions have been revised according to a milieu de vie perspective. They have the responsibility to complete a daily activity tracker. The wake project being a shared responsibility, activity staff members also complete a

tracker, as well as third party members such as volunteers and other allied health professionals.

Surveys administered last August (CHSLD) and September (Residence) to 134 residents (age average: 88) have been analyzed. Here are the findings, based on selected performance indicators:

**1. Sleep indicators (physical):**

- **Quality of the sleep: 89% sleep well**
  - **Decreased Sleepiness, Fatigue, Pain (compared to poor sleep)**

**2. Wake indicators (physical & psychosocial):**

- **Well-Being: 60% feel very good**
- **Global Level of Functioning: 71-72%**
- **No Loneliness: 70-79%**

**3. Combined (Sleep Wake Awareness Project):**

- **Reduced Anxiety, Depressive symptoms, Depression (compared to bad sleep)**
- **No Agitation among participants to the survey**

As far as the **Sleep project** is concerned, if we compare these findings over time, we need to look at how the quality of the sleep evolved since the very first survey (February 2016: beginning of the sleep project) and since the second one (December 2016: end of the sleep project). Since February 2016, the majority of residents report a good quality of sleep in general. The number of residents, who **declared to sleep well**, is increasing year after year:

- February 2016: +/- **Half of residents** (*Majority of residents*)
  - NB: 30% declared NOT to sleep well
- December 2016: **55% of residents**
  - NB: 10% declared NOT to sleep well
- August-September 2017: **89% of residents**
  - NB: 10% declared NOT to sleep well
    - Since February 2016, residents experiencing good sleep scored: lower in self-rated fatigue, pain, and sleepiness in August-September 2017.

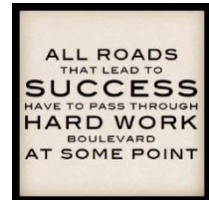
As far as the **Wake project** is concerned, here are the outcomes based on August-September 2017 surveys:

- **Well-Being:** In general, the majority of residents (+/- 60%) indicated a sense of **feeling 'very good'** (*Question: How do you feel right now?*)
- **Global Level of Functioning (GLF):** In general, residents reporting poor and good sleep tended to score the same on the GLF (**71% or 72%**)

- **Loneliness:** In general, the majority of residents (+/- **70-79%**) **indicated ‘hardly ever’** in response to experiencing issues of loneliness: hardly ever feel left out, hardly ever feel isolated, hardly ever lack companionship.

Anxiety, depression, pain, fatigue and sleepiness hinder the quality of the sleep, the well-being and global level of functioning.

Considering these conclusive results, the wake project can become a program embedded in the Wales Home clinical procedures, and the SWAP emerged as a best practice. With the improved ratios in mid-November we can expect to sustain these positive results for our residents! To ensure sustainable results of the SWAP among residents, a last survey may be indicated in few months.



On behalf of the HS department I would like to thank all residents for your participation in the SWAP program, as well as all caregivers who are key actors of a lively living environment!

**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 a wonderful month of November. To our residents, who are also veterans, thank you for the service that you provided our country.



I will be away on Thursday, November 9<sup>th</sup>.

**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](mailto:rtaylor@waleshome.ca)

Thank you,  
Rebecca Taylor  
Administrative Assistant – Finance & Reception

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**Note from ‘Kick the Can’ Joe Kelly,**

Good day folks

Re; Cans & Bottles – Wales Home Foundation

For the months of October to December, 2017, we are collecting returnable empty cans & bottles (incl wine bottles) for the Wales Home Foundation!! In the recent years, we have not exceeded \$ 1000.00 for this Foundation campaign, and feel that with your empties, we can surpass that figure!!

We regularly collect bags of empty cans & bottles from the Wales Home, plus yours can be dropped off under Bev Taber –Smith’s deck, at 8 Melbourne Ave N, Richmond.

For the month of October, we have, only collected just over \$ 100.00 , with another \$ 75.00 worth of cans & bottles to be cashed. With the good number of residents, staff, and management , we are hoping to raise more funds!!

Please keep us in mind with parties, gatherings, Christmas & New Years celebration, these are opportunities to give us your empties!!

For large loads,etc I can be reached at 819-826-3929, or cell: 514-765-4131!!

Please keep in mind, by your giving us your empties, we are all helping the Wales Home to continue its excellent care!!

Many thanks  
Joe King Kan Kelly!!

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Note from Mary Goodfellow:

Ann Clark has offered to lead us in a Bible study on Ephesians beginning Tuesday, October 31st. Six members agreed to this. The study has 10 lessons and, of course, any new people would be welcomed to study along with us. Ann will also play the piano and lead us in singing in the chapel. All welcome. ☺