

THE VILLAGE NEWS

Spring 2018



THE VILLAGE NEWS

HAPPY SPRING to ALL RESIDENTS & STAFF!



Welcome



CVI

**Sylvia Chubala
Rudy Oswald
Josephine Bahry
Lillian Childe**

CVII

**James Baty
Donald and Florence
Swistun
Erna Hildebrand
George Penner**

CVIII

**Linda Campbell
Harry Nightingale
Nick and Agnes Kroeger
Martha Waddington**



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Chaplain's Corner by Hermann Dueck

Finding New Eyes

Dear Residents and fellow employees!

It is good to touch base again via the Newsletter. I wonder what your first impression is about the title of this brief reflection. At first glance we may think that finding new eyes might mean that the eye sight of a person with limited vision improves drastically through a successful surgical intervention. Amazing things are possible these days. And it is certainly not wrong to understand "Finding New Eyes" that way, but we also know that it can be used as a metaphor. Let me elaborate a little on it as a metaphor.

We all have certain routines in life that can become monotonous and boring. For those of us who are still employed it is getting up every morning, go to work, work all day, go home, go to bed, get up the next morning and go through the motions all over again the next day and the next. We do this day after day, week after week, month after month, year after year. If you are not employed anymore, you have other routines which in many ways might be similar.

Routine is important and beneficial for us. But routine can become boring, empty and even deadening. That is not a good place to be. How may we prevent that from happening? I recently came across a story written by Rachel Naomi Remen. It is a story about a surgeon who came to see a counselor. He was a very gifted and successful cancer surgeon. But he had become a highly disillusioned and cynical man, he was thinking about early retirement. "I can barely make myself get out of bed most mornings," he told his counselor. "I hear the same complaint day after day, I see the same diseases over and over again. I just don't care anymore. I need a new life." Yet, through his extraordinary skill, he had given just that to hundreds of others.

Among other things, the spiritual advisor suggested that this doctor make a habit of asking himself three questions at the end of the day and reflect on them for a short while and briefly write down what comes to mind. The three questions were: *What surprised me today? What moved me or touched me today? What inspired me today?*

The idea behind these questions is to relive the day from a new perspective. The doctor was somewhat hesitant to follow the advice, but he figured it couldn't harm. As he persisted in this practice he noticed that he began to see things that he had not seen before. He noticed the success of a new treatment, he noticed that patients thanked him for his work, he noticed that his patients demonstrated amazing resiliency of spirit, he noticed their smiles, etc. Slowly his enthusiasm returned. Slowly he had begun to find some answers to the three questions. There were things that surprised him, things that touched him and things that inspired him. He realised that he knew cancer very well, but didn't know the people who had cancer.

It has been said that the voyage of discovery lies not in seeking new vistas but in finding new eyes. New eyes can often be found in very simple ways.

The writer of the story, briefly summarized above, makes some touching concluding remarks by saying, *Most of us lead far more meaningful lives than we know. Often finding meaning is not about doing things differently; it is about seeing things in a new way. When we find new eyes, the unsuspected blessing in work we have done for many years may take us completely by surprise. We can see life in many different ways (employed or not): with the eye, with the mind, with intuition. But perhaps it is only by those who speak the language of meaning, who have remembered how to see with the heart, that life is ever deeply known or served.*



Food Services News by Carla Mendres

- While we are not designed to be a short-order kitchen, our team of cooks are aiming to please you. If you have a special request on any given day, please visit with them in the morning and ask if they are able to accommodate your request. We understand that some people have allergies, food intolerances and otherwise, so if we can help you, we will certainly try our best.
- Some residents have made remarks about wanting to have larger portions of vegetables served at dinner time. Should you find the portion of vegetables too small for your liking, please ask your server for extra when you place your order.
- If you require a meal for take-out please do not take china from the dining room. We are missing several bowls, plates, etc. Please ask a server for a disposable container. ***If you have items that belong to the dining room in your suite, kindly return them as soon as possible.*** Thanks!
- Each morning we provide copies of the Winnipeg Free Press for you to enjoy over breakfast. They are intended for everyone to enjoy, so please don't take them from the dining room.
- At breakfast time, please use the tongs provided to choose your food. It is very important that residents refrain from using their bare hands to touch food. Using tongs helps to prevent bacteria and viruses from being transferred from one person to the next. When you are done using the tongs please be sure to return them to the provided containers. Using the provided hand sanitizer is also an effective way to guard yourself from cold and flu germs.
- ***Breakfast is intended to be enjoyed in the dining room. If you prefer to take your breakfast to your suite, a server will be happy to package a breakfast for you to take with you.***
- We always welcome dinner guests. Please remember to write the information down in the reservation book by noon of the day prior. If you have a group that requires more than one table, please ALSO book the room through the Front Desk. It is imperative we know when you plan to have dinner guests so that we can prepare enough food. If you would like to have guests for dinner the same day, please call the kitchen and ask if we can accommodate your guests. If you would like to have a group of 6 or more, please book the private dining room. This can be done at the front desk.



**If you have any questions about your nutritional needs, would like nutritional counseling or if you have a modified diet and need some help making the best food choices for your individual needs, please call
Carla at 667-6479, extension 5227.**

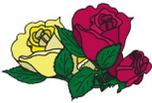


Tenant Resource & Recreation News by Eva, Mandy & Ilona

HAPPY SPRING EVERYONE!!!

Finally it is here, the long awaited warmer weather, sunshine, geese and walks outside!

We would like to say a HUGE thanks to all the people that bought Tulips for the Lung Association and Daffodils for the Cancer Foundation! We raised over \$1100 for the Lung Association and \$900 for Cancer Care! A very special THANK YOU to all the



Upcoming Events & Outings

Please note that with every outing, you need to sign up and pay either in the Recreation office, located in CVII across from the elevators, or CVI Front Desk at least one week prior to the outing date.

April 12th– Outing to Ikea

April 16th– South Beach Casino Day Trip

April 18th– Polo Park Mall

April 24th– Resident General meeting in the Village Centre

April 27th– April Birthday Tea

May 1st– Club Regent Casino Bus

May 9th– Outing to “Stars on Ice” at the MTS Centre

May 11th– Ladies Luncheon

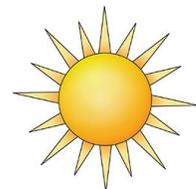
May 24th– Outing to Olive Garden and Sumka Brothers Gardening Centre

May 25th– May Birthday Tea

June 6th- Outing to Assiniboine Downs Horse Races

June 18th– South Beach Casino Day Trip

June 26th– Resident General Meeting in the Village Centre



Tenant Resource & Recreation News by Eva, Mandy & Ilona

GARDEN PLOTS

We are very excited to have garden plots available in both CVI and CVIII this spring!

Please come to the CVI Desk for CVI Garden plots or CVII Front Desk for CVIII Garden Plots on Tuesday, Wednesday or Thursday after April 15th to reclaim or release your garden plot.



DID YOU KNOW?

All of our Meal Delivery people (supper only) are volunteer residents? They all graciously give of their time to deliver supper meals to those Residents that need it!

Please remember that this service is for TEMPORARY meal deliveries only. If you are sick and can not come to the dining room for supper, please call 204-667-6479 CVI Desk (extension 5221) or CVII Desk (extension 5222) and they will fill out a meal delivery form for you and someone will deliver your supper that evening. We ask that you please call the front desk before 3:00pm that day for this service.

SCOOTERS

Just a Reminder:

Residents must get approval from Tenant Resource Services (Eva) prior to purchasing, using, operating, charging, and/ or storing a Scooter at Concordia Village.



Requests and Suggestions:

Residents are encouraged to fill out the Request and Suggestion forms on the tables in the dining rooms. Please fill these out if you have any requests, suggestions, complaints or compliments and drop the form through the appropriate slot in the mailroom. This is one of many ways we invite your feedback.

Please be assured that Eva reads **all** Suggestion and Request forms that are handed in and then forwards them to the appropriate Director for review and action.



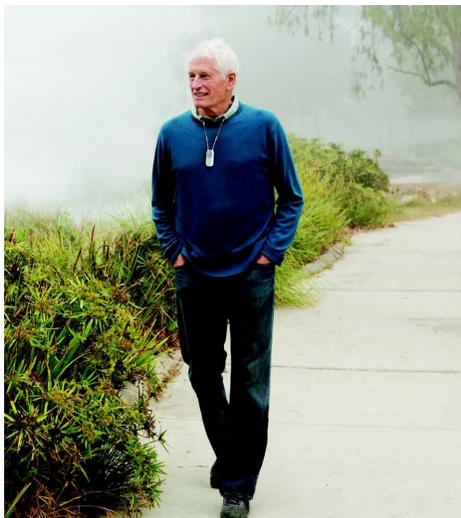
VICTORIA LIFELINE NEWS

Now you have the freedom to go anywhere!

GoSafe with the next generation of Victoria Lifeline help buttons.

Victoria Lifeline's new mobile service is now available to the residents of Concordia Village at a reduced rate! GoSafe features 6 advanced location technologies and two-way voice communication right through the button. Designed to quickly find you in an emergency, GoSafe gives you the confidence to enjoy life to the fullest. It even has the fall detection feature for that added layer of protection when you're inside or outside. Call (204) 956-6777 today & upgrade to GoSafe for only \$37/month! (Basic Victoria Lifeline continues to be included at no additional charge). Please visit www.victorialifeline for more information.

Please note: GoSafe relies on cellular network availability so you have that full range of connectivity. It has a six month initial term.



Resident Page



JIG-SAW PUZZLES

Another season rolling around, spring is here! Then summer will be upon us! Most of us will be looking forward to getting on our balconies, also going for walks around our beautiful grounds.

There will be puzzles ready for entertaining yourselves when it's raining or when you are walking down our hallways. Please feel free to work on any of the puzzles at the end of the hallways! These puzzles are there for EVERYONE.

Shirley Fenning



The Village Gardeners

Our Concordia Village Gardening Club– The Village Gardeners, are hoping to have a floral balcony display competition this summer.

Any Resident interested in participating in this competition or would like more information, can come to our next meeting on Tuesday May 15th at 1:00pm in CVII MPR.



Our club is open to ALL Residents! We discuss a multitude of gardening topics! You do not need to be an avid gardener to attend our meeting, just have an interest in plants.



KNITTING NEWS

Our knitting Club is in need of more knitters, as well as YARN. If you can knit and you would like to join our small group, please feel free to come to our next meeting on

Tuesday May 29th at 1:15pm.

Our knitters here at CV knit mitts, toques, neck warmers, scarves, baby sweaters, blankets, slippers, baby hats, wash cloths and much more for Winnipeg charities. We are always looking for ANY yarn donations to keep them busy!

If you have yarn to donate, please bring them to the Recreation Office located across the elevators in CVII.

DO NOT FEED THE GEESE

Feeding the geese may cause:



- overpopulation
- water pollution
- overcrowding
- delayed migration
- nutritional problems
- disease

Many Thanks!

Hallway Chatter By “Felix” -First Edition



Senior Citizens are Valuable

We have silver in our hair
We have gold in our teeth
We have stones in our kidneys
We have lead in our feet and
we are loaded with natural gas.

Famous Quotations

1. God can't always be everywhere so he invented mothers. - Sir Edwin Arnold
2. The hand that rocks the cradle is the hand that rules the world. - WM R. Wallace
3. The future destiny of the child is always the work of the mother. - Napoleon

Limericks

1. There was an old woman from Rome
Who wanted a bed made of chrome
To her husband she said
“Won't you buy me a bed?”
Now she sleeps in the old folks home.
2. A farmer once called his cow Zephyr
She seemed a most amiable heifer
But when he drew near
She bit off his ear
And now he is very much deafer.



Poems



If you have found a smile that is the sweetest once you've known,
If you have heard, within a voice, the echoes of your own,
If you have felt a touch that stirs the longing of your heart,
And still can feel that closeness in the moments you're apart,
If you are filled with wonder at the way two lives can blend,
To weave a perfect pattern that is seamless end to end,
If you believe some things in life are simply meant to be,
Then you have found your soul mate, your heart's own destiny.

Hallway Chatter By "Felix"

Anecdotes

1. I haven't lost my mind. Half of it just wandered off and the other half went looking for it.
2. I don't need "Google", my wife knows everything.
3. I hate it when I'm singing a song and the artist gets the words wrong.
4. You know you're old when you wake up with that awful "morning after" feeling, and you didn't do anything the night before.
5. People want the front of the bus, the back of the church, and the center of attention.

Story Time

For those who travel, often the best food is at a truck stop. I wonder what the waitress would have to say if someone actually ordered their breakfast as this guy did?

A trucker came into a truck stop café and placed his order.

He said, "I want three flat tires, a pair of headlights, and a pair of running boards."

The brand new blonde waitress, not wanting to appear stupid, went to the kitchen and said to the cook, "this guy out there just ordered three flat tires, a pair of headlights, and a pair of running boards. What does he think this place is, an auto parts store?"

"No," the cook said. "Three flat tires means three pancakes; a pair of headlights is two eggs sunny side up; and a pair of running boards are two slices of crisp bacon!"

"Oh.. Okay!" said the blonde. She thought about it for a moment and then spooned up a bowl of beans and gave it to the customer.

The trucker asked "What are the beans for, Blondie?"

(I love this one...!)

She replied "I thought while you were waiting for the flat tires, headlights, and running boards, that you might as well gas up!

The Rose Garden Inscriptions on memory plaques.

"Memories are Treasures"

"Our Friends"

"Song in my heart"

"Love for ever true"

"Her joy was serving others"

"Worker for peace and justice"

FOR ONCE
THE
BLONDE
GETS
EVEN.

A Prayer

May God's strength pilot you,
May God's might uphold you,
God's wisdom guide you.
God's eye look before you,
God's ear hear your needs,
God's words speak for you,
God's hand guard and protect you,
and may all hands
be stretched out to you in



Resident Advisory Council by Jane Luchak



Sharing Our Life's Journey

Oh, Spring is surely here, with it's warmer temperatures even though mother nature confuses the issue at times. Soon our remaining walks will be cleared and we can wander out and enjoy the warmth and colour of the season. You might even meet new Residents who have moved to Concordia Village during the winter and haven't had the opportunity to enjoy our grounds.

Adjusting to life in a retirement home is not as scary as you thought. I have lived here for seven years so I feel I can offer you some friendly advice. You've lived in your home for over fifty years and you sure were not excited to leave it. You start crying when you talk about it. Your spouse may be ill and needs care, or you are already alone. Your children live far away or even in a foreign country.

So you decide to move into Concordia Village where you could sit in your suite all day long and wait for your final days on earth. Stop. That's not the way your new life should turn out in your new digs.

Retirement can be unsettling– it brings major changes in your life, and things don't often work out as expected. Your priorities change as well. Are you scrimping and saving your money so that you can leave a good inheritance for those children of yours? My kids tell me to enjoy life while I can. And those of you who know me, also know that I like to travel and have gone on some exotic excursion every year since I've lived here. Recently, for Christmas, my whole family (16 people) spent a week in Mexico and it was marvelous! Of course I had to rent a walker to get around, but then there isn't much walking to do when you can lie in the sun on the beach.

We can't control what will happen when we retire. Many of you, like me, have lost a spouse and needed to live in a place where you are not alone.

I can't write enough about life here in Concordia Village. As you already know, this place where we live is designated as assisted living. It is a place for people who need more help than can be provided in your house, but not around the clock medical care like a nursing home.

This is a place where no one should ever be bored. Permit me to summarize just a few of the services provided here. Got questions? Check your resident board list. You have four elected resident representatives in your building who will advise you if you have problems.

There is a special feeling here. It is a place where the staff are caring and dedicated to make every day the best it can be, and our spiritual and emotional well being is provided by our always devoted chaplain Hermann.

Being active for just 15 minutes a day could cut your risk of dying prematurely by one fifth. That's what researchers concluded after tracking people 60 and up for 12 years. There are too many activities for me to mention but here are just a few. If you like gardening, there are plots reserved just for you. You would be amazed at the size of the tomatoes that Clara grows. And oh, the flowers you can



Resident Advisory Council by Jane Luchak

Our recreation director, Mandy, and her team provide us with endless activities, excursions, entertainment here and in the community. This month we have trips scheduled to the Assiniboine Conservatory, Season's Mall, and McPhillip's Street Casino.

You don't have to cook anymore unless you want to. Every week there's a bus going to Sobeys if you need something. Carla plans meals that are healthy and nourishing and there are alternate meals for dietary needs. And wow! The holiday banquets are especially great - steak and lobster at Christmas.

Of course we complain a lot. It's only natural that some people like crisp vegetables and others mushy. And some don't like Brussel sprouts (ME) but the meals are tailored to the changing health needs of older people. That's us. There are a few residents who are nearing their 100th birthdays. I remember Pauline saying "Everyone is so old here" when she moved in. Yes 99% of our population has white hair, so you fit right in.

There is a wealth of activities and games organized by us, the residents, both for fun and keeping our minds sharp. These include bingo, bridge, scrabble and on and on. Every Christmas we have had a resident produced show which has been a lot of fun. We welcome everyone who would like to participate, to check for rehearsal schedules in the fall.

It's all up to you. How do you want to live these "Golden Years"? Bear in mind that your lifestyle is going to change and even in a number of stages. So get out of your rocking chair and enjoy the day with the rest of us.

Concordia Village is now your home, your life, and your way.

Jane Luchak

President of the Resident Advisory Council

IMPORTANT PHONE NUMBERS AT A GLANCE:

AFTER HOURS Building Services	204- 667- 6479 ext 5272
HEALTH EMERGENCIES	911
Reception, 8:00 AM to 4:00 PM , Monday to Friday.....	204-667-6479
CVI.....	ext 5221
CVII.....	ext 5222
Chaplain.....	ext 5241 (Hermann)
Nurse	ext 5260 (Rachelle)
Director of Environment Services	ext 5258 (Ernie)
Assistant Directors of Environmental Services	ext 5264 (Glen)
.....	ext 5223 (Tammy)
Director of Tenant Resource Services.....	ext 5228 (Eva)
Recreation.....	ext 5229 (Mandy/Ilona)
Director of Finance and HR Services.....	ext 5224 (Bruce)
Director of Food Services	ext 5227 (Carla)
Silva's Styling Hair Salons.....	CVI 204- 283-4177
.....	CVII 204-415-7751
	(Silvana or Carla)

Resident Advisory Council

Concordia Village Resident Advisory Council

Elected for 2017

President:	Jane Luchak	CVIII	357
Vice President:	Don King	CVII	101
Treasurer:	Helen Fitzpatrick	CVII	327
Past President:	Arnold Page	CVII	204



Members at Large:

<u>CVI</u>		<u>CVII</u>		<u>CVIII</u>	
Olga Michalchuk	322	Jack McKenzie	317	Arnold Grudeski	155
Jim Ross	318	Hildegard Epp	315	Helen Ullyot	150
Doreen Washington	107	Daphne Blandford	321	Shirley Fenning	263
JC Labossiere	117	Audrey Borody	222	Elsie Porznak	147



In Memory



Please remember the following Residents who have passed away since July. Our thoughts are with the family and friends of each person.

CVI

Frank Dixon
Anne Gouglas

CVII

Lawrence Schmidt



Resident Advisory Council

PURPOSE OF THE “RESIDENT ADVISORY COUNCIL” (All Residents):

All Residents are automatically members of the Resident Advisory Council, which provides opportunities to recommend service improvements.

Residents may also choose to initiate or organize some recreational activities of Concordia Village; such as welcome new Residents to the Village, extend well wishes and support to those in Hospital, initiate or organize fundraising activities (e.g. garage sale, 50/50 raffle), and ushering at Village Centre events. Funds are used to improve Village facilities or donated to selected charities.

The Council meets at least quarterly to provide an opportunity for regular discussion on matters of interest or concern to Residents.

PURPOSE OF THE “RESIDENT ADVISORY EXECUTIVE”:

The Resident Advisory Executive serves the same purpose as the Council, but meets between quarterly meetings when that is needed.

The Executive (16 in total) are nominated and elected by Concordia Village Residents (the Council), as follows:

Position:

- President, chairs all Council and Executive meetings,
- Vice-President, may chair meetings on behalf of the President,
- Treasurer, serves as treasurer of any resident-specific funds,
- Past President, provides background on issues as needed,
- Concordia Village I Members-at-Large (4) Residents,
- Concordia Village II Members-at-Large (4) Residents, and
- Concordia Village III Members-at-Large (4) Residents.

Nominated and Elected By:

- All Residents
- All Residents
- All Residents
- All Residents
- Village I Residents
- Village II Residents
- Village III Residents

Elections are held annually, in January, with one-year terms running from January 1 to December 31.



CV Volunteer Groups

At Concordia Village we have SO many Residents that volunteer daily to make everything run smoothly! This page is to acknowledge our hard working Volunteers and to advertise for any new Volunteers needed.

Our Meal Delivery Volunteers take turns delivering meals to Residents that are temporarily not well enough to come to the Dining Room for supper.

Here is our list of Meal Delivery Volunteers:

CVI

Evelyn Kennedy
Barb Harron

**We are in desperate
need for more Meal
delivery people in CVI.
Please talk to Terrol at
CVI front desk if**

CVII

Hilda Epp
Arnold Page
Helen Fitzpatrick
George Mulder
Gwen Aubertin

CVIII

Beryl Dutka
Elsie Porznak
Ruth Regehr
Olive Stamler



Our Outreach Volunteers:

CV I: Jim Ross
CVII: Hilda Epp

Every Sunday we have Volunteer Ushers at our Church service.

Here are our CV Ushers:

Don King, Audrey Borody, Joan Baker, Arnold Page, Hilda Epp, Ruth Regehr, Lothar Regehr, Helen Ulyot, Lyle Wilcox, Jack McTaggart, John & Mary Bergen

We need a few more usher Volunteers.

If you are interested, please contact **Don King** at 204-663-8903.

Our Library keeps running because of our Library Volunteers:

Clara Brazeau, Glenn Nicholls, Ruth Regehr, Mary Pauls & Burt Mitchell.

We could also use more Library helpers! If you are interested please talk to

Bingo Volunteers:

Mary McDonald, Barb Harron and Tony Lefko



THANK YOU TO ALL OUR WONDERFUL VOLUNTEERS!
We Truly Appreciate each and every one of you!

Financial Services by Bruce Henderson



In-House Phone System

Concordia Village is pleased to offer to you our in-house phone system. Please consider transferring your phone over to our system to receive the many benefits outlined below. Over 160 Residents have already selected this option.

This system allows the suite phones to be extensions of the master system. This allows us to control all the phones in the building without the involvement of a third party such as MTS/Shaw.

What this means to you:

- You will no longer have to pay a third party, such as MTS/Shaw, for your phone service.
- We will include a \$32 per month charge on your rent invoice for phone service, similar to the charge for cable TV. No additional taxes to pay!
- You will have the ability to access all other phones in Concordia Village by dialing the 4-digit extension number.
- You will continue to receive the same great phone service. Telexperts has a long history of providing excellent phone service to many companies in Winnipeg.
- Your monthly charge will include long-distance calling anywhere in the world at no additional cost.
- You will have access to all the latest phone features, such as call waiting, voice mail, and call display.

To be a part of this, please come and see Bruce, Eliisa or Leah in Finance (CV2) for the form needed to participate in the in-house phone system.

Attendant Care Expense Deduction - Tax Returns - Year Ended December 2017

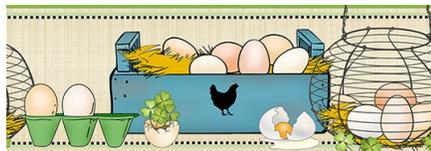
We continue to provide a credit form for those residents who are eligible.

In order to qualify for this credit, Canada Revenue Agency requires that form T2201 "Disability Tax Credit Certificate" be signed by your medical practitioner.

I would ask that you provide me with a copy of form T2201 or the CRA eligibility acknowledgement letter.

This would be kept on file, in confidence, and a credit form would be issued to you each year.

If you have any questions, please feel free to drop by and talk to Bruce Henderson in Finance (CV2).



free to drop by and

From time to time our Residents may want extra cleaning services that currently are not included in our regular weekly housekeeping duties.

HOUSEKEEPING SERVICES

- 1) LAUNDRY – WASH/DRY/FOLD SERVICE \$ 30**
- 2) ½ DAY EXTRA CLEANING SERVICE WOULD INCLUDE;**
- MOVE FRIDGE & STOVE (CLEANING BEHIND & UNDERNEATH
 - CLEAN THE INSIDE OF THE OVEN/FRIDGE
 - CLEAN THE KITCHENETTE
 - MOVE FURNISHINGS (CLEANING BEHIND & UNDERNEATH
 - INTERIOR WINDOWS CLEANED
 - WASH WALL MARKS IN ALL ROOMS
 - CLEAN ALL IN-SUITE VENTS
 - WIPE DOWN PICTURES
 - VACUUM FURNITURE **\$ 80**

Please talk to Tammy In Environment Services if you have questions or would like these services.



FIRE SAFETY PROCEDURE – RESIDENTS

-If you are fully capable of evacuating upon hearing the alarm, please do so and proceed outside and gather beside the front doors of the building.

-If there is a fire in your suite, leave the suite immediately, do not lock the door. Pull the nearest 'pull station' and evacuate. If you are unable to evacuate proceed to a common area such as the lobby by the stairwells. The fire department will arrive shortly.

-If you are in your suite and you hear the fire alarm, please evacuate. If you are unable to evacuate and the fire is not in your suite, stay there. Please unlock your door. Feel the hallway door; if it's hot, there is a chance the fire is nearby, do not open the door. If smoke is entering your suite block the bottom of the door with a damp towel. Proceed to a back room and block the bottom of that door with a damp towel. If you are feeling threatened, proceed to your balcony. If possible call 911 and inform them that you are on your balcony and need assistance. The fire department will arrive shortly.

-If you are in a common area, such as the Village Centre, dining room or MPR, and the fire alarm sounds, please evacuate. If you are unable to evacuate and there is no fire in that room, stay there. If the fire is in that area, please stay as a group and proceed towards an exit. The fire department will arrive shortly.

OTHER IMPORTANT INFORMATION

-When the fire alarm sounds, the fire department is contacted immediately.

-Do not block stairways, fire fighters use the stairs to access all floors.

-If you are in the elevator when the fire alarm sounds, please exit the elevator at the very next stop and evacuate. If unable to evacuate, proceed to a common area by the stairwells if it is safe to do so.

-When the fire alarm sounds, **DO NOT** use the elevators.

-Concordia Village has a sprinkler system. If there is a fire, the sprinkler will start spraying water in the area of the fire and not the entire building.

-If you hear the fire alarm, treat it as a real fire. Please practice what you have been instructed. Once the bells go silent, all is clear, the danger is over.

IN



CASE OF FIRE, PLEASE CALL 911

AS a courtesy and respect to the next user of this space, we kindly ask that every Party clean-up after themselves.



MPR rented by _____

MULTIPURPOSE ROOM CLEANING CHECK-LIST

- COUNTERTOP WIPED (cleaning products are under the sink)**
- TOP & FRONT OF RANGE CLEANED (when used)**
- SINKS CLEANED (when used)**
- FLOORS VACUUMED (vacuum cleaner supplied)**
- TABLETOPS WIPED**
- FRIDGE WIPED (when used/spills)**
- GARBAGE EMPTIED & TAKEN OUTSIDE TO THE BINS**
- RECYCLING TAKEN OUTSIDE TO THE BINS**

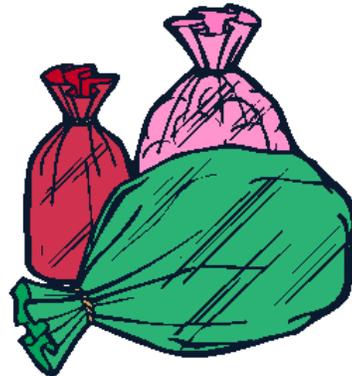
**PLEASE ENSURE ANY FURNITURE MOVED
IS RETURNED TO OUR REGULAR ROOM SET UP.**

Garbage Pick-up Services

We have noticed that more and more Residents are placing their garbage and recycling outside their doors in the hallway in the late afternoon or evening so it's ready for pick-up next morning. We ask all Residents to put out your garbage and recycling in front of your doors in the morning (not the night before).

There are 2 very important reasons we ask this:

- 1. We have many visitors that come and visit family and friends in the evening hours. Garbage and recycling bins sitting out along the hallways leaves a messy impression for our visitors. Please make sure you bring your recycling boxes into your suite each day. We all call Concordia Village our home and want it to look beautiful.**
- 2. Secondly, the garbage outside your door in the morning is the "Daily Safety Check" for you as Residents. It lets housekeeping staff know that you are up and ok. If the garbage is placed outside your door the evening before and something should happen during the evening or night, we would not notice this because your garbage was outside your door. Staff would only notice that something was wrong the following day when garbage would not have been put out. For everyone's safety, we ask Residents to support our garbage pick-up routines.**



CONCORDIA VILLAGE NO SMOKING POLICY

October 31, 2017

POLICY STATEMENT

SMOKING IS NOT PERMITTED INSIDE ANY OF OUR BUILDINGS, ADJOINING BALCONIES, PATIOS OR GROUNDS.

Concordia Village is smoke free – building and grounds. This is needed to eliminate fire hazards, irritation and known health risks of exposure to second hand smoke, and increased maintenance, cleaning and redecorating costs.

Concordia Village Tenant Resource Services screens to avoid incoming smokers during the pre-admission process.

Users of tobacco products must dispose of cigarette ends, lighters, matches, etc. in the containers supplied at each canopy of Concordia Village. This will help us keep a safe, neat and clean environment.

SCOPE - This policy applies to all Residents, family members, visitors, and guests.

ENFORCEMENT OF POLICY

Failure to comply with this policy will result in disciplinary action taken in the following steps:

1. Warning Letter to the Resident, with copies to their Family Contact(s)
2. Termination of Lease (with 60 days notice), with copies to Family Contact(s) – if there are any further contraventions of this policy after Step 1

Concordia Village Resident Satisfaction Survey Results 2017

Number of Potential Surveys

Number of Returned Surveys

A. Meals

1. The Quality of meals:

- a) Quality of soup is
- b) Quality of the salads is
- c) Quality of the vegetables is
- d) Quality of the meat is
- e) Quality of the desserts is

2. Nutritional concerns:

- a) Do you have Type 1 diabetes?
- b) Do you have Type 2 diabetes?
- c) Are you on a doctor ordered sodium restricted diet?
- d) Do you take prescription medication for hypertension?
- e) Do you suffer from macular degeneration?
- f) Do you take medications that may affect your sense of taste/smell?
- g) Do you have difficulty chewing?
- h) Do you have difficulty swallowing?

3. Dining room service experience:

- a) if you were unsatisfied, did you ask for an alternative from your server?
- b) If you asked for an alternative, were you satisfied with our response?

B. Spiritual Care

1. Religious/SpiritualCare offered fulfills my Spiritual needs.

C. Recreation

1. Recreation programs offered fulfill my:

- a) Intellectual needs
- b) Physical needs
- c) Social needs

D. Business

- 1. The billing process and method of payment is
- 2. If you're on the in-house phone system, are you satisfied?
- 3. If you're not on the in-house phone system, are you interested in joining?

E. Communication

- 1. Quality of communication I have with staff is
- 2. Efforts made by staff to address my concerns is

F. Physical Surrounding

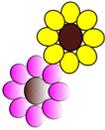
- 1. I feel safe and secure
- 2. Attractiveness of the inside is
- 3. Attractiveness of the outside is

G. General

- 1. Overall I would rate the services at Concordia Village as
- 2. I would recommend Concordia Village to others

Survey Results			
	284		
	179		63%
Excellent-Good	Poor-Fair	Yes	No
Results shown as a %			
90	10		
92	8		
70	30		
83	17		
91	9		
		1	99
		14	86
		13	87
		46	54
		24	76
		7	93
		11	89
		6	94
		72	28
		94	6
99	1		
94	6		
97	3		
95	5		
100	0		
		91	9
		7	93
99	1		
99	1		
98	2		
98	2		
99	1		
99	1		24
		98	2

Outing to the Human Rights Museum— February 21st



Conservatory Outing March 14th

