

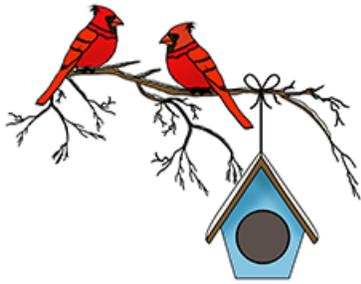
THE VILLAGE NEWS

Winter 2018



THE VILLAGE NEWS

A VERY HAPPY NEW YEAR to ALL!



Welcome

CVI

Edith Wassenaar
 Evelyn McCowan
 Magdi Dormer
 Mary Kehler
 Louise Baker

CVII

Vera Lueck
 Ed and Helen Klassen
 James Baty
 Larry and Lila Best

CVIII

Suzanna Vanderwerf
 Betty Wohlgenut
 Lillian Hancock
 Stella Mrozek
 Evelyn Enns
 Henry and Herma Lotz
 Agnes Epp



Inside this issue:

Page

Special Points of Interest

Chaplain's Corner	3
Food Services	4
Recreation & Tenant Resources	5-6
Resident Information	7-16
Financial Services	17
Environment Services	18-22

Special Events & Outings	Pg 5
2017 Library Report	Pg 8
Important Phone Numbers	Pg 9
New- No Smoking Policy	Pg 20
NEW MPR Protocol	Pg 21
Income Tax Info	Pg 23
Christmas & New Years Photos	Pg 24-29

Chaplain's Corner by Hermann Dueck

Dear Residents and Staff!

January 2018. It seems unreal to write 2018. It seems we just began to write 2017 on our cheques and any other document that requires that bit of information. But here we are. At the beginning of a new year. The old one has gone by rather quickly.

The turn of the year invites reflection. Most people do some looking back and some looking forward at this juncture in time. Companies take inventory and look at the balance sheet of the past year and make plans for the year ahead. Taking stock is important for a business in order to know where things are at and to know how to go ahead.

It is also a good thing to pause and reflect on our personal lives as we ponder the mystery of time. We measure time and we talk about it a lot as though we know what time is and on a certain level we do know. We talk about saving or wasting time, taking advantage of time, spending time meaningfully and wisely; but on a deeper level time is a mystery. We know that we have a limited amount of time. And when that time is gone it is gone. There is nothing we can do about this. Sometimes we hear people say, "I am living on borrowed time." They say this when they have an illness that is terminal. The reality is we all live on borrowed time. Knowing this can trigger a variety of feelings. To a certain degree it depends on what kind of a relationship one has with time; past, present and future. The kind of relationship I have with time will determine how happy or unhappy I am. Let me unpack this for a moment.

1. The past is the time already spent. The past cannot be changed but it can be remembered in different ways. I can remember the past with regret. "If only I had done that or not done that" are the recurring thoughts charged with heavy feelings when we remember with regret. I can also remember the past with resentment. This happens when we carry unresolved emotional pain in our soul. When we feel hurt and cannot let go of the pain and would like to get even. "Why did he/she treat me in such a hurtful way?" is the obsessive thought. Regret and resentment demand a different past. But the past cannot be changed. There is a better way to remember the past. This has been referred to as remembering the past gracefully. Grace makes it possible to accept our past with all that it entails; the mistakes, the hurts, the things that went well, warts and all as we say. This is where we wish to be. The good news is, it is possible to remember the past gracefully. Forgiveness and acceptance is the way.
2. The future is not yet here. In reality the future does not exist. Whenever it arrives it is the present or the now. We can't be in the future. Responsible living requires that we plan for the future but we cannot be there. It is impossible. Often we try anyways. Whenever we worry and become anxious we are in the future; at least in our thoughts and feelings. We try to control the future. It can be helpful to remind ourselves how futile that is. We need to learn to live by trust. That is easier said than done in times of uncertainty. We need compassionate encouragement in times of fear and anxiety.
3. And then there is the present. The present is the only thing we really have. Life only happens in the now and nowhere else. The now is the only thing I need to handle. The future is too big a burden. Jesus was right when he said: Why would you load tomorrow's troubles on this day. This day has enough troubles of its own (Sermon on the Mount).
4. I wish all of you a good year 2018. Peace
your past, trust for the future and
genuine happiness in the here and now.



with

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 New Year to all of our Residents!!

Thank you to all who attended our Christmas & New Year's Eve Parties! Fun was had by many! The Resident Council did a wonderful job of putting together a very successful Christmas Raffle, thank you to all who helped make it such a huge success!

One of the highlights of Christmas at CV is our annual Resident Christmas Production. Jane Luchak organizes this group every year and once again they put on a lovely, festive show for us!!

Thank you to Jane and all the Residents involved in the show!!

We encourage all residents to check out our monthly recreation calendar!

Also, if you ever have any new ideas for programs, please come and see us! We are always excited to try something



Upcoming Events & Outings

January 16th– Resident Council Election 9:30-11:30am in the Village Centre

January 17th– **Outing:** Come From Away at the Manitoba Theatre Centre

January 23rd– **Outing:** KP Mall

January 24th– Volunteer Luncheon in CVII Dining Room

January 25th– Misericordia Eye Health Centre Presentation at 1pm in the Village Centre

January 26th– January Birthday Tea

January 31st– **Outing:** Celebrations Dinner Theatre

February 1st– Blood Pressure Clinic hosted by the Red River College Student Nurses in the Village Centre at 1pm

February 8th– Presentation: Preventing Scams by WPS in the Village Centre at 1pm

February 21st– **Outing:** Human Rights Museum

February 22nd– Health Event put on by The Student Nurses from Red River College in the Village Centre at 1pm

February 23rd– February Birthday Tea



Tenant Resource & Recreation News by Eva, Mandy & Ilona

South Beach Casino Outings for 2018:

Leaving CV at 9:30am

Feb 12th, April 16th, June 18th, August 20th, Oct 15th, Dec 17th

Please Note that you NEED to be able to get up and down the bus stairs on your own– the driver and fellow passengers are not able to assist.



Belle's Transit is now offering Concordia Village a FREE bus service every other month on the first Tuesday to the Winnipeg Casinos– Club Regent and McPhillips Street Station.

We will be going the first Tuesday of the month in March, May, July, Sept, & November.

Pick up at CV—10:00am
Pick up at the Casino—
2:00pm

Please sign up for this outing in the Sign up Binders at the front of your



Concordia Village Gardeners

Our gardening club will resume monthly meetings in February. Please feel free to join us! If you have any interest in gardening of ANY kind, indoor/outdoor, please come and share your knowledge or listen to others! We always have a great time!

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.



Resident Page

PUZZLES

Since I arrived here, the ladies down my hallway got me started putting pieces in the puzzle they were working on.

Guess what? I'm a fanatic now! I've gotten acquainted with newcomers and those that go for walks down our hallways. It is great!

By all means, ask them to join in. These residents always seem very interested to see what we have accomplished each day. They always remark about what an interesting or lovely picture it is.

Please feel free to take a puzzle home to be worked on if you wish. Please return it when you are finished, as another person might like to try it.

This is where you will find these puzzles:

CVI– Multipurpose Room on the 3rd floor

CVII– Multipurpose Room across from the dining room

CVIII– Main floor Multipurpose Room (behind the elevators). This is where you will find the largest selection. Stop by and check it out!

There are 200, 300, 500, 700 & 1000 Piece puzzles! Enjoy!

Greetings from Shirley Fenning, Resident Representative for CVIII.



Tabs for Wheelchairs

The Tabs for Wheelchairs program will have its 20th anniversary in 2018. Last year they received over 20 million tabs which were donated by more than 100 schools and nearly 100 organizations and companies.

For the last few years, Concordia Village has contributed about 26 lbs per year. Sorry, I can't tell you how many tabs that is, but it's quite an impressive contribution! We are well on the way to doubling our donation this year!

In the past, one wheelchair has been awarded annually, but the goal for this year is to award two wheelchairs. The specialized chair that was awarded in 2017 cost \$6195. Please keep saving pull tabs from your aluminum beverage cans. Containers are located in the mail room of CVI and the lobby of CVIII, as well as the Village Centre.

Thank you VERY much for your participation in this program!



CV 2017 Library Report by Clara Brazeau

We are very pleased to report that we now have a total of 2610 books in our Concordia Village Library! Within this year, we have had a total of 1322 books circulated (signed out and returned).



As a reminder to all Residents, as well as for all the new Residents at Concordia Village, we would like to explain a few things about the library. All Residents of Concordia Village are welcome to use the library. We are located on the third floor of CV II, opposite the elevators. Feel free to browse through the books and if you would like to see a list of all the books that we have, there is a large red binder on the table that lists both by author as well as by book title. If you would like to sign out a book, please find the rectangular table with the clipboard beside the red binder that has the sign out sheets and fill in your full name & suite number, as well as the title of the book. You can return the book(s) to the library in the white wooden bin beside the table– it is marked **BOOK RETURN**. Books are due back within 3 weeks time.

Please DO NOT CROSS OFF YOUR NAME on the sign out sheet when you return the book, just place it in the white BOOK RETURN bin.

We have an assortment of Fiction Books, Non-Fiction Books, Large Print Books and Magazines.

The Library is run by Resident Volunteers: Clara, Ruth and Mary. Mandy, Kim and Lovejot are our representatives from the office (CV staff).

We are at the library every WEDNESDAY from 1:00-3:00 pm for your convenience.

Feel free to come on up and ask any questions you may have and visit us!

We are currently seeking some new Resident Volunteers for our library.

Please talk to Clara Brazeau in CVII #318 or Mandy in Recreation if you are interested.

PLEASE REMEMBER:

**ALL BOOKS LEAVING THE LIBRARY
MUST BE SIGNED OUT.**



Resident Advisory Council by Arnold Page

I hope you all had a Merry Christmas and I wish each and everyone a Happy and Healthy New Year!

My thanks to all the members of the Resident Advisory Council and the members of the Resident Advisory Executive for a great year. January will see the election of a new council. Please give careful consideration to this opportunity to elect or re-elect members.

A special welcome to all our new Residents. We hope your stay here will be an enjoyable one.

To all who have lost loved ones and all who have left us for many different reasons, I offer the following prayer:

Comfort on difficult days
 Smiles when sadness intrudes
 Rainbows to follow the clouds
 Laughter to feed your lips
 Sunsets to warm your heart
 Gentle hugs when spirits sag
 Friendship to brighten your day
 Beauty so that you can believe
 Courage to know yourself
 Patience to accept the truth
 And love to complete your life.



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 by Arnold Page

The Buck A Month Club is on _____ the first WORKING day of each month.



Date 2017:	Charity	Amount Collected	Donated by Council	Total
March 3rd	Christians Helping Immigrants Adjust	\$122	\$100	\$222
April 4th	Feed my Lambs	\$94	\$100	\$194
May 4th	Jocelyn House	\$130	\$100	\$230
June 7th	M.B.S Ukrainian Ministry	\$160	\$100	\$260
July 7th	W.F.P Sunshine Fund	\$115	\$100	\$215
Aug 1st	Got Bannock Inc	\$153	\$100	\$253
Sept 1st	Craig Street Cats	\$141	\$100	\$241
Oct 2nd	Manitoba Under-dogs rescue	\$105	\$100	\$205
Nov 1st	Can Lutheran World Relief	\$130	\$100	\$230
Dec 4th	Christmas Cheer Board	\$131	\$100	\$231
Year Totals 2017		\$1281	\$1000	\$2281

Thanks to all who have donated so far!
Become a member– The cost is a buck a month.

Resident Advisory Council by Arnold Page

Old Age!

Now. Hear Ye!- “Old Age” is the sneakiest thing,
That you’re ever going to meet.
It creeps up on you like a thief in the night,
On soundless, cat-quiet feet.

When you’re twenty, and full of vigour and zest,
and your future’s unfolding your way,
You’re sure that things will go on just like this,
and you’ll cherish your life day by day.



At thirty you have a great spouse and great kids;
the careers are a booming success.
You are proud of your looks, you are proud of your health;
you are proud of all you possess.

At forty, you find, to your horror one day,
in your dark hair three strands of grey.
You pull them out, and then suddenly note
that your hair’s getting thinner each day.

At 50, you and your spouse are alone,
your kids all have homes of their own;
and, to your surprise, you can hardly wait
till your cute little grandchildren phone.

You’re a “youthful” sixty, but alack and alas
the shape of your body has changed--
those curves and muscles that looked so good,
have somehow been all re-arranged.

You’re seventy now, and you’ve sold your house;
in a condo is where you reside.
Quite a few of your friends are couples no more,
because one or the other has died.

By eighty, your list of problems is long,
you don’t like the feeling at all;
you wear glasses and partials and hearing aids,
when you walk, you’re afraid you might fall.

And all this proves that my theory’s right,
that without any warning at all,
“Old Age” has silently crept up on you,
“Assisted Living” is whom you now call!



Wanda Neufeld– September 10th, 2017

Resident Advisory Council by Arnold Page

Christmas Raffle

December 20, 2017

Sponsors— in no particular order

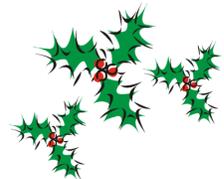


Jean Witwicki	Toini Hawthorne
Lucille Curtis	Eileen Varnes
Bernice Wasylishen	Eileen Fraser
Elsie Porznak	Canada Safeway
Beryl Dutka	Olive Garden
Helen Fitzpatrick	Medicine Shoppe
Vera McLean	Assistive Health Care
Ann Rempel	Perkins Restaurant
Olga Giesbrecht	South Beach Casino
Ruth Sjoberg	Shooting Star Casino
Eleanor Hrynkiw	Cambrian Credit Union
Wanda Neufeld	Steinbach Credit Union
Wilma Naismith	Lindt Chocolates
Peter Romas	Kildonan Place
Ev Adamson	Sobeys
Arnold Page	Concordia Village Knitting Club
Marg Nicholls	Duffy's Taxi
Glen Nicholls	Royal Bank
Andrew Parkinson	All Roads Tours
Jim Ross	Fifth Avenue
Noreen Hees	Silvana's Hair Styling
Kelly Fitzpatrick	Manitoba Liquor Commission
Frances Faber	Eva Cunningham

Apologies to anyone I have missed.

Thanks to Beryl Dutka, Helen Fitzpatrick and Jim Ross for making the Christmas Raffle a huge success.

Total Amount collected—\$1863



Resident Advisory Council by Arnold Page

Special thanks to Eva, Mandy and their staff Ilona, Gabby, Kim, Emily, Brandie, Michelle & Lovejot for all the help I received in the past year.
It has been my pleasure to work with you all.

**Remember,
“Alone we can do so little,
together we can do so much”**

***Arnold Page
President
Resident Advisory Council***



Anecdotes

1. Don't worry about getting old. It's better to be over the hill than under it.
2. The only way to have a friend is to be one.
3. Age is a matter of mind. If you don't mind, it doesn't matter.
4. Make little decisions with your head, and big ones with your heart.
5. The tongue is the strongest muscle in the body.
6. Life is fragile—handle with care.
7. Beautiful young people are accidents of nature, but beautiful old

**Life is precious
As we grow old
Full of memories
That we do hold
Of all the places
And hopes and dreams
Life is eternal
With God above**



Resident Advisory Council

Concordia Village Resident Advisory Council

Elected for 2017

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



Members at Large:

<u>CVI</u>		<u>CVII</u>		<u>CVIII</u>	
Elizabeth Huppe	203	Jack McKenzie	317	Arnold Grudeski	155
Olga Michalchuk	322	Hildegard Epp	315	Helen Ulyot	150
Jim Ross	318	Daphne Blandford	321	Shirley Fenning	263
		Audrey Borody	222	Mary Pauls	146



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
Morris Lewicki
Elsie Smith

CVII
Allan Rouse
Peter Whitehill
Les Harper

CVIII
Allan McCreedy
Margaret Sawatzky
Eddie Kaskow
Olga Karasiuk
Marilyn Pinchbeck
William Begal

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
Richard Paulley

CVIII

Beryl Dutka
Elsie Porznak
Ruth Regehr
Olive Stamler

Our Outreach Volunteers:

CV I: Jim Ross
CVII: Hilda Epp
CVIII: Jane Luchak

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 Ulliyot, Lyle Wilcox, Frank Giesbrecht, Jack McTaggart

We need a few more usher Volunteers.
If you are interested, please contact Don King at 204-663-8903.



Our Library is kept running because of our Library Volunteers:

Clara Brazeau & Ruth Regehr

We could also use more Library helpers! If you are interested please talk to Clara Brazeau in CVII 204-663-3786.

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 drop by and talk to Bruce Henderson Finance (CV2).



feel free to
in

Happy New Year



I would like to pass on warm greetings to all our Residents and family members at this start of our 2018 New Year Season. May you all encounter the Blessing of good Health; wonderful Friendships and a generous measure of laughter and Joy for this coming year.

After the first 2 weeks of snow and cold to start the month of November, we have had steady fluctuations in our climate. The hardest climate to plan for is the warming spells with the constant risk of ice rain. We are glad to see our Residents taking the time to prepare properly for the exterior elements, especially with foot wear. Despite the greatest efforts by our maintenance and caretakers to get the snow and ice cleaned up, there is always the risk of some extremely slippery patches of ice beneath the snow. We wish for a safe winter season for all Residents, visitors and staff.

On October 24, Concordia Village I experienced a minor fire that had been smoldering on the East wall just outside of the Kitchen and Dining room. The response to this fire by staff, homecare staff and City Fire Fighters was tremendous. Our Residents did a great job responding to the fire alarm and making their way to the front lobby without anyone panicking or falling. Our Fire Marshal Glen was glad to see that all the training and exercises done over the past few years had prepared us well for a real life scenario. Carla and her staff are extremely happy that this fire didn't shut down their ability to use the kitchen for daily food preparation. We are currently in the process of rebuilding the damaged wall. We are extremely grateful for God's protection and guidance over us all on that day. The cause of the fire was deemed to have been started by a cigarette. For the safety of all Residents, this fire forced us to review and change our "No Smoking" policy. Both buildings and grounds are now smoke free. We have put an ash tray under each canopy for all visitors to butt out. Please share the news with your families and visitors that our grounds are now smoke free.

Multi- Purpose Room Rental Protocol

Concordia Village has made some changes to our current MPR (multi-purpose rooms) rental protocol. With 285 suites and 3 multi-purpose rooms, it is challenging to accommodate all requests. We will attach the new MPR rental protocol for everyone to see and read. The rental for our MPR's is free to our Residents, we ask parties to clean-up after themselves. We ask this out of respect to our Residents because often there is a second party coming into the room. We have cleaning products in every MPR along with a vacuum cleaner. We are not asking Families to do a deep cleaning; Housekeeping will do that the following day. Please review the Cleaning Checklist provided on page 21.



Environment Services News by Ernie Goetz , Tammy Stolwyk and Glen Desrochers

Housekeeping would like to introduce and welcome Martha Dau as our newest staff member to our Team. Martha will help cover vacation and sick days for regular staff.

Trevor and Trigger from Rogue Pest Control were on site in the month of November to conduct our second annual Bed Bug inspection. We are happy to share that there were no findings of any Bed Bugs anywhere on our site. Trevor would like to thank our Residents for respecting his request of not playing/ petting or feeding his dog while at work. This discipline allows Trigger the dog to remain focused on what his task is when in the suites.

On behalf of our Environment Services Team, I wish each and every one of you a wonderful start to 2018.

Respectfully
Ernie Goetz

HAPPY NEW YEAR

Happiness depends upon your outlook on life - Find the good in all situations.

Attitude is just as important as ability - Keep your attitude positive.

Passion - find yours this year! - Do what you love and you will never work.

Positive thoughts make everything easier - Stay focused and stay positive.

You are unique, with special gifts, use them - Never forget you have talent.

New beginnings with a new year.

Enthusiasm is a true secret of success.

Wishes - may they turn into goals.

Years go by too quickly, enjoy them - Wisdom from your elders, listen.

Energy - may you have lots of it - Take good care of yourself.

Appreciation of life, don't take it for granted - Live each day.

Relax - take the time to relax this coming year - Keep a balance in your life.



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

AS 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**

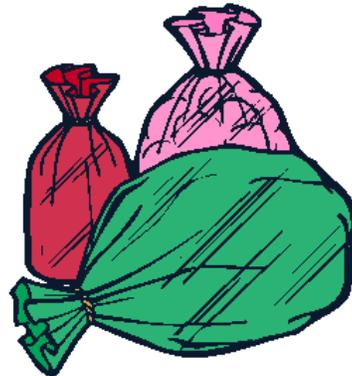
**PLEASE ENSURE ANY FURNITURE MOVED,
IS RETURNED TO OUR REGULAR ROOM SET UP.**

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.**



Income Tax Preparations:

We are working with H&R Block to bring a Tax Preparer to Concordia Village for the upcoming Tax Season.

If you are interested in using this service to have your Income Tax Return completed, please fill out the form below.

I am interested in having my Income Tax Return prepared by an Income Tax professional from H&R Block.

I understand that I would be responsible to pay for this service.

Yes _____

Phone No _____

Name _____

Suite Number _____

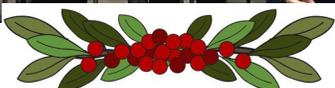
Christmas Parties 2017



Christmas Parties 2017



Resident Christmas Concert Dec 20th, 2017



Resident Christmas Concert

