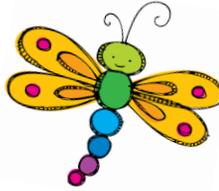


THE VILLAGE NEWS

Spring 2019



THE VILLAGE NEWS



WELCOME

CVI

Shirley Whitehead

Stella Dreger

Caroline Loewen

CVII

Helen Denomme

Dick & Erika Krahn

Henry & Shirley Switsun

Lorraine Huuk

CVIII

Ethel Calnek

Marguerite Rogalsky

John Komadowski

Andre & Lillian Lafleche



Inside this issue:

	Page
Chaplain's Corner	3
Food Services	4
Nursing News	5
Recreation & Tenant Resources	6-9
Resident Information	10-18
Environment Services	19-25

Special Points of Interest

Garden Plot Information	Pg 7
Upcoming Events & Outings	Pg 8
Sisters of the Holy Rock Show	Pg 29
Precious Treasures & Memories Show	Pg 30
2018 Resident Satisfaction Survey Results	Pg 31-32
Request for Email/Text Contact Information	

Chaplain's Corner by Hermann Dueck

Dear Residents and Fellow Employees of Concordia Village!

There is a time for everything, and a time for every matter under heaven... (Ecclesiastes 3:1) This is one of the wise sayings attributed to King Solomon. As the writer proceeds, he talks about the transient two-sided reality of life. There is *a time to be born, and a time to die; a time to plant, and a time to pluck up what is planted...a time to weep, and a time to laugh; ...a time to mourn, and a time to dance; ...a time to keep silence and a time to speak; ...*And I would like to add time to keep, and a time to let go.

It has been said that life consists of a long series of goodbyes and hellos. At this time of the year, we say goodbye to winter, and we say hello to a long-awaited spring. The season of Lent invites us to say goodbye to selfish ways and hello to unselfish ways. At Easter we say goodbye to despair, and we say hello to hope.

When we are born, we say goodbye to the warmth of our mother's womb, and we say hello to this world. As we grow and develop we say good bye to being a baby and hello to exploring the world in tentative independence as a toddler; we say goodbye to toddlerhood and hello to early childhood; we say goodbye to childhood and hello to adolescence; goodbye to adolescence and welcome to adulthood; goodbye to student life and welcome to the life of work; goodbye to singleness and welcome to marriage; goodbye to the freedom without children and welcome to children and all that comes with raising them; goodbye to children and hello to the empty nest; goodbye to career and hello to retirement; goodbye to limitless energy and robust health and hello to limited energy and compromised health; goodbye to house and garden and welcome to a Village such as ours. And one day we will say goodbye to this world, and we will be welcomed with a friendly hello by a loving God.

Goodbyes and hellos are part of every single day. Some goodbyes we choose, and others are chosen for us. The ones we choose are easier than the ones that just come our way. 35 years ago, I said goodbye to my country of birth (Paraguay). This was hard but not as hard had this goodbye been chosen for me. I said hello to Canada, learned the customs and the language of this country, integrated and today I am a proud Canadian.

The goodbyes that are chosen for us or those that just come our way are beyond our control. Usually these are small goodbyes; not significant enough to pain us a lot, but at times they are deep, powerful, wounding experiences which need a long time to heal. It takes time to say goodbye to a loved one who was part of my life for decades. And it is difficult to say hello to life without that person. But say hello we must. We need each other to do this well. In the midst of changing emotions of goodbyes and hellos there is one constant, unchanging reality which is the love of God. In this assurance we take comfort and courage.

Some of you are in the process of saying goodbye to a loved one and hello to life without that person. This is difficult. We want to support you as well as we can. That's why I invite you to participate in a bereavement support group that I am planning to offer beginning on **Wednesday, May 1st, 11:00am in my office**. We will meet for about an hour for six weeks. I do a little bit of teaching on grief and bereavement and we share from our experience of grief in a safe environment. If you would like to have

more information, please talk to me in person or phone me at **204-299-5666** or just show up on May 1st at 11:00 am in my office.



person
show up

Love,

Food Services News by Carla Mendres

We will be trying some different items on the menus in the upcoming weeks. We now have more plant-based protein available to us than ever before and we're going to give them a whirl! We have two delicious new vegetarian burger patty options we'd like you to try, as well as some vegan sausages that, believe it or not, are actually quite delicious! We're also going to incorporate some quinoa into some dishes. If you're unfamiliar with quinoa (pronounced Keen-wah) it's exceptionally nutritious and versatile. Quinoa seeds are rich in protein, fiber, and B vitamins to name a few! Quinoa is also very low on the glycemic index scale, so it is a perfect side dish for anyone with diabetes. Please watch for these new items and give them a chance! As always, if you don't like it, send it back to the kitchen for something else!

- Thank you for the feedback via survey, comment cards, phone calls, visits, both positive and constructive. It helps us to grow as a team and be better equipped to respond to your changing needs, so please know that you are welcome and encouraged to communicate with us.
- With that in mind, I'd like to mention again that we do have some options for those of you who occasionally need texture modified foods. We're not in a position right now to have texture modified foods as a staple menu offering, but we do have some minced and pureed meals on hand at all times and the ability to order in thickened beverages for you at a discounted price. So if you ever find yourself in a position where you need some modifications, please come and see me so we can assist you.
- 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.
- 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 anything that belongs to the dining room in your suite kindly return them as soon as possible.***
- ***Breakfast is intended to be enjoyed in the dining room. If you prefer to take your breakfast back to your suite, a server will be happy to package a breakfast for you to take home.***
- 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. If you would like to have guests for dinner the same day, please call the kitchen and ask if we can accommodate your guests, more often than not we are able to accommodate last minute requests. If you would like to have a group of 6 or more, please also 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 you have a modified diet and need some help making the best food



Nursing Office *News* by Rachelle

Life Saver- Why you should call 911 when you are having a heart attack:

It is estimated as many as 7,000 Winnipeggers call 911 with chest pain every year. The actual number seeking care for chest pain in an emergency department is much higher. Of those, approximately 600 will end up in hospital suffering from a type of heart attack known as an ST segment myocardial infarction (STEMI). A STEMI is one of the most serious types of heart emergencies. It occurs when an artery in the heart is blocked by a clot, reducing the flow of blood and oxygen, thus resulting in the death of heart muscle. The most common symptoms include chest pain, shortness of breath, fatigue and a cold sweat.

10 years ago, approximately 89% of people with a STEMI who called an ambulance would survive, today the number is closer to 97%. In 2008 the CODE STEMI Management Protocol was established, which allows paramedics to begin providing cardiac care as soon as they arrive on scene. There is only one problem with this protocol: not enough people are taking advantage of it.

Only 1/3 of the people who suffer a STEMI call an ambulance; the other 2/3's make their own way to the hospital. Those who make their way to the hospital can wait almost twice as long for treatment than if they called for an ambulance. The resulting wait can mean a greater portion of the heart muscle will die. This leads to more deaths, and a poorer quality of life for some survivors.

According to Dr. Grierson, if you call an ambulance at the first sign of trouble, you will receive care much faster. The paramedics will do an ECG that is directly sent to the on-call physician who discusses the case and directs further care. The ambulance will take you directly to the cardiac catheterization lab at St. Boniface Hospital, in an average of 69 minutes (no matter where you live in Winnipeg). That's 69 minutes from the moment paramedics arrive, until the time you are on the table and the cardiologist has removed the blockage.

By not calling an ambulance when you have heart attack symptoms, you run the risk of permanent heart damage. If you are experiencing heart attack symptoms, call 911. Your chances of survival will be significantly higher if you take that ride in an ambulance.



Office Hours & Phone Number

The nursing hours are distributed monthly. If you have any questions or concerns, please call the office:

204-667-6479

ext. 5260

Nurse Rachelle

Tenant Resource & Recreation News by Eva, Mandy & Ilona

HAPPY SPRING EVERYONE!!

Finally the warmer days are here, birds are back from the south and spring has sprung! Our Tulip sales for The Lung Association as well as Daffodil sales for Cancer Research were HUGE successes once again! We made over \$800 for each charity! THANK YOU to all who purchased flowers, as well as all our Resident volunteers who sold the flowers!

We have lots of exciting events and outings in Spring! Please make sure you pay close attention to your monthly recreation calendar so that you do not miss anything!



NEW– Shows on the Big Screens in the Village Centre

We are now showing the “Love Nature” channel on the big screens in the Village Centre! The channel broadcasts documentaries and television series related to wildlife and nature.

Showings are on weekdays and Saturdays from about 9am-5pm when there is no program in there.

We will have a show guide available in the VC, so you know what shows are coming up.



Bunny Funnies

Q: How can you tell which rabbits are the oldest in a group?

A: Just look for the gray hares.

Q: What happened when 100 hares got loose on Main Street?

A: The police had to comb the area.

Q: Why did the mother bunny rabbit build herself a new house?

A: She was fed up with the hole thing!

Q: How do you know carrots are good for your eyes?

A: Because you never see rabbits wearing glasses!

Q: What do you call a group of rabbits hopping backward?

A: A receding hare line.

Q: What did the carrot say to the rabbit?

A: Want to catch a bite?

Q: How does the bunny keep its fur neat?

A: With a hare brush.

Q: Why is a bunny the luckiest animal in the world? **A:** It has four rabbit's feet.

Q: Why was the rabbit so upset?

Tenant Resource & Recreation News by Eva, Mandy & Ilona



Please refrain from feeding the geese & seagulls! We would like to keep our walkways free of debris & unsightly mess.

This is also not good for the birds, as they are wild, and need to learn how to adapt on their own.

Feeding the birds causes them to become dependent on humans.

Thank-you for your co-operation.

NEW Outings and Programs

We are always open to new ideas! Please talk to Mandy or Ilona in Recreation if you have any suggestions for new programs, or an outing you would like to see happen!

PLEASE sign up AT LEAST 1 week prior to an outing to guarantee a spot.



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.



GARDEN PLOTS

This year our Village Gardeners (Gardening Club at CV), will be allotting plots for our Residents. If you haven't already done so, please come and see Mandy in Recreation (office across from CVII Elevators) to sign up for a plot. CVIII plots are completely full, however, we still have plots available in CVI. If you choose to have a plot this year, you will need to see Mandy between April 23-29th to read and sign a sheet that details your responsibilities.

The deadline is April 29th to sign up for a plot.

Tenant Resource & Recreation News by Eva, Mandy & Ilona

Save the Dates!

Friday May 10th– Annual Ladies Luncheon

Time: 12:30pm

Location: CVII Dining Room

****All Resident Ladies are invited to come and enjoy a delicious lunch and lovely harp music by Paul Dueck****



Friday June 14th– Annual Men's Lunch

Time: 12:30pm

Location: CVII Dining Room

****All Resident Men are welcome to come and enjoy an amazing lunch!****



Please Note: These parties are for RESIDENTS ONLY.

Upcoming Events & Outings

****Most events are in our Village Centre but please check the monthly Recreation Calendar for confirmation****

April 18th– Easter Bonnet Parade

April 26th– April Birthday Tea

April 30th– Resident General Meeting – ALL Residents

May 3-24th– Sisters of the Holy Rock Ticket sales Every Monday & Friday from 1:30-3pm

May 6th– College Jeanne-Sauve Student Band Concert in the VC

May 10th– Ladies Luncheon in CVII Dining Room with Harpist Paul Dueck

May 15th– New Evening Entertainment– The Chamber Orchestra

May 25th– Sisters of the Holy Rock Show– please pre-purchase tickets for this show

May 30th– Concordia Hospital presenting their new Walk In Connected Care Clinic.

May 31st– May Birthday Tea

June 14th– Men's Luncheon in CVII Dining Room

June 17th– South Beach Casino Day Trip



Assisted Living Plus

<u>Services</u>	<u>Contact Name</u>	<u>Phone Number</u>
Nurse On-site	Rachelle Reitmeier	(204) 667- 6479 Ext. 5260
Victoria Lifeline	Service Desk	(204) 956-6777
Visiting Pharmacist	The Medicine Shoppe	(204) 661-2121
Visiting Pharmacist	Shoppers Drug Mart	(204) 669-1722
Visiting Pharmacist	Munroe Pharmacy	(204) 669-1267
Liaison With Home Care	Eva Cunningham	(204) 667-6479 Ext.5228
Dental Screenings	Rachelle Reitmeier	(204) 667-6479 Ext. 5260
Hearing Screenings and Hearing Aid Checks	Rachelle Reitmeier	(204) 667-6479 Ext. 5229
Vision Screening	Rachelle Reitmeier	(204) 667-6479 Ext. 5260
Flu Shots	Rachelle Reitmeier	(204) 667-6479 Ext. 5260
Director-Tenant Resource	Eva Cunningham	(204) 667-6479 Ext. 5228
Assistant Director-Tenant Resource	Mandy Tremblay	(204) 667-6479 Ext. 5229



Resident Page

TABS REPORT by Marian Thiessen



Tab for Wheelchairs

The Tabs for Wheelchairs program is becoming more successful with each passing year. Last June they collected 14,284 lbs of tabs. This equals approximately 21 million tabs. Of that, Concordia Village donated 35 lbs. This may seem like a drop in the bucket, but with over 300 schools and groups joining us in this effort, marvellous things happen.

On June 20, 2019, a specialized wheelchair will be presented to a little girl by the name of Scarlett. Also, a specialized sport wheelchair will be presented to the Manitoba Wheelchair Sport Association. These presentations are usually televised so you might be able to catch this event on the news that day.

Our tabs will be delivered to the collection depot by the end of May. So, keep those tabs coming!

Like a Seed Which Grows into a Tree

Like a seed which grows into a tree,
so our faith can grow each day.
If the seed is nurtured carefully,
it becomes a tree someday.
But, if no one takes good care of it,
and no rains begin to fall,
then the seed will wither and dry up,
to become no tree at all.

Like a seed, faith must be fed each day,
when we've answered Jesus' call.
Faith, too, can wither and dry up
to become no faith at all.
We must plant our seed in fertile soil,
and not in the stony ground;
nor beside the path, nor among the thorns
but where the roots may abound.

When our faith is rooted in God's word,
growing in a fallow place,
we will bring forth fruit and multiply,
living daily in God's Grace.
We must love our neighbours as ourselves,
Then all enmity will cease.
All peoples will be reconciled,
And, at last, there will be peace,



Puzzles, Puzzles , and More Puzzles! By Marian Thiessen



The change of location for our puzzle collection was met with approval by most of our puzzlers. If you haven't come across them yet, you'll find the puzzles in CV2, next to the elevators on the second and third floor. The smaller puzzles are on the left and the larger ones are on the right. The "Orphan Box" (misplaced pieces) floats back and forth between these two floors.

We have quite a good selection of puzzles and would like your help to keep it that way. You will notice that the pieces of each puzzle have been bagged to prevent them from getting lost. You will also find a piece of paper in each box on which you are asked to let us know about the condition of the puzzle completed. This will be a great help in keeping our puzzle collection neat and organized.

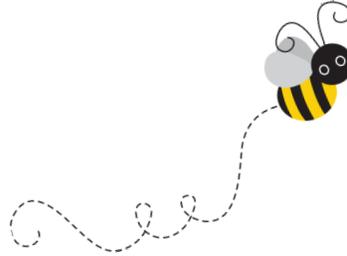
There are jigsaw puzzles in progress in many of the common areas throughout our buildings. You are very welcome to join in on the fun. If you prefer to work on a puzzle by yourself, feel free to take one to your suite. We only ask that you return it when you are finished.

Enjoy!



Hallway Chatter By “Felix” - Fifth Edition

Spring is just around the corner! Remember, Al Jolson sang it best:
“Though April showers may come your way, they bring the flowers that bloom in May”.
So here’s to a beautiful spring and a wonderful summer, full of all those things that make our summers so special.



What’s so Funny about Getting Old

I used to dread getting older because I thought I would not be able to do things I wanted to do. But, now that I am older, I find I don’t want to do them!

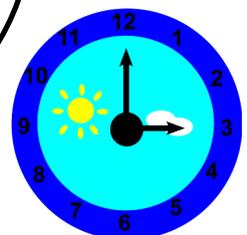
Up to forty, it’s all luck
From forty to sixty, it’s a little luck
After sixty, it’s all maintenance

I’m never lonely because I have four men in my life;
I get up in the morning with Charlie Horse,
I spend the day with Arthur-itis,
I dine with Will Power,
I go to bed every night with Ben Gay!



The Clock of Life

The clock of life is wound just once,
And no one has the power,
To tell just when the clock will stop.
At late or early hour,
Now is the time we have,
So live, love and toil with a will.
Place no faith in tomorrow,
For the clock may then be still.



Hallway Chatter By “Felix” - Fifth Edition

By

Joanna Fuchs

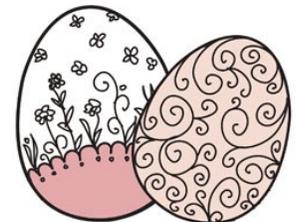


Famous Sayings

1. I have everything now I had twenty years ago, except now it's all over. - **Gypsy Rose Lee**
2. Middle age is when the girl you smile at thinks you are one of her father's friends. - **Henry Youngman**
3. How old would you be if you didn't know how old you were? - **Satchel Page**
4. By the time a man is wise enough to watch his step, he's too old to go anywhere. - **Joey Adams**
5. After the age of eighty, everything reminds you of something else. - **Lowell Thomas**
6. Getting old is merely a matter of feeling your corns more than you do your oats. - **Henry Youngman**

We'll Get Through This

Lord, our troubles are so great,
We don't know what to do;
The price for our iniquity
Is finally coming due.
The world is crumbling all about;
No safe place can be found.
Right is wrong, wrong is right;
The change is quite profound.
Lord, we need your guiding light
To lead us out of here;
We'll focus on your word and prayer,
To take away our fear.
Temptations of this world
We'll rule out and let go;
Give our burdens all to you,
Shed all worldly woe.
That's how we'll get through this Lord,
Fixed on heaven above,
Assured of your protection,
Help, and everlasting Love.



Hallway Chatter By “Felix” - Fifth Edition

Limericks

The face I see is furrowed now, in fact it's rather ruddy.
Revlon and Clinique won't do, I need a can of putty.

Perched in my shorts, on the edge of my bed,
With a shoe in my hand and my teeth in a cup,
I'm looking for clues so I don't have to ask;
Am I going to bed now or just getting up?

When your crinkles turn to wrinkles, and your wrinkles turn to seams,
When your nicely rounded bottom, is a widely flattened beam,
When you see your outsides changing, while your insides stay the same,
So old age won't overtake you, keep on running, that's the game.

As the years add up, and the skin gets loose,
What I perceive as most distressing,
Is the little kid who looks up at me and says:

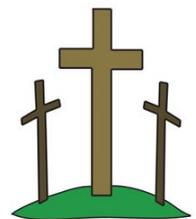


What does “Happy Easter” mean? So many heartfelt things; like all the simple, lasting gifts this lovely season brings. It's sharing family customs, many special memories too! It's a wish for every happiness for those you love and for yourself as well!

Enjoy this special day!



Peace and Love Always,



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



Resident Advisory Council by Jane Luchak

Springtime— what a glorious time of the year. We've gone through highs and lows, ebbs and flows, and we came through. Here in Canada the weather is something that we all talk about in our daily conversations. It's been a difficult winter from coast to coast and Spring was in no hurry to arrive. On March 21 we still had snowdrifts so high that we could watch a rabbit munching on the apple tree branches from the top of one. And we were told to change our clocks to daylight saving time when it didn't seem that it was already time to do so.

But spring did come and it is a happy season. It is above all the time of year when we celebrate the resurrection of our Lord Jesus Christ. On Easter, He came alive proving that God's way is most powerful.

There is a verse in Ecclesiastes which tells us that "To everything there is a season." Like the seasons, our lives change. All of us here in Concordia Village have gone through several season changes in our lives. Change is inevitable.

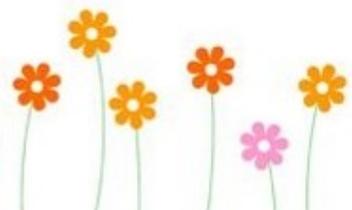
For many of you, Concordia Village has recently become your new home. At the general meeting in February I welcomed almost twenty new Residents. These meetings happen five times during the year so it is important for all of us to attend and know what is going on here. There are over three hundred of us—we are all in the "same boat".

We no longer have to prepare meals, shovel the snow, or worry about household chores. So that gives us time to get out of our suites and participate in activities that staff prepare for us every day. "Aches and pains" are a given here. After all, we're now in the top age bracket.

A new home is a place for new memories to be made and great times to be had. As new residents, we hope that you are settling in, finding peace and enjoyment at your new address. Always check the activities board when you go for breakfast. You're sure to find something there to help you plan your day.

You probably noticed those fenced boxes set up near the fence in the yard. Here's your opportunity to grow some vegetables like tomatoes, cucumbers, or onions—whatever you like. And it gives you a reason to get outdoors and meet your neighbours.

Also, every suite has a generous balcony waiting for pots of geraniums or any other flowering plants that will grow well on your side of the building. To help us, last year Mandy arranged a trip to the nursery so we were able to buy whatever plants we wanted. Where there's a will, there's a way.



Resident Advisory Council by Jane Luchak

Every month there is a bus trip to a shopping mall at no cost to us. Let's all use this service. You aren't obligated to buy anything when you get there, what's wrong with window shopping?

If you are a stay at home person and like to read, we have a well-stocked library in CV2 on the third floor across from the elevators. Clara and her volunteers have set up hundreds of books for us to read. There is even a wall of large-print books to choose from if your eyesight is poor. You choose your books and sign them out yourself so you can go over there at any time of the day. You'll need some diversion from all those hockey games you've been watching.

Remember: Some people look for a beautiful place, others make a place beautiful.

Jane Luchak

President,
Concordia Village 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



Resident Advisory Council 2019

Concordia Village Resident Advisory Council

Elected for 2019

Please find below, all the NEW Residents on the Resident Advisory Council for 2019.

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:

CVI

Olga Michalchuk	322
Jim Ross	318
Harry Nightingale	321

CVII

Hildegard Epp	315
Ed Blandford	321
Audrey Borody	222
Jeanne Witwicki	117

CVIII

Carol Beek	265
John Bergen	170
Peter Czayka	353



In Memory

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



CVI

Victoria Rudkevitch
Bernice Sholdra

CVII

Jack McKenzie
Mary Boyko

CVIII

Bill Graham
Niilo Hartikainen
Margarette Kutzner
Stella Mrozek
Martha Waddington

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 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. 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 running from January 1 to De-



January, with one-year terms cember 31.

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
Harry Nightingale

We are in need of more Meal Delivery people in CVI. Please talk to Terrol at CVI front desk if interested!

CVII

Hilda Epp
Arnold Page
George Mulder
Gwen Aubertin
Ollie Safnuk

CVIII

Ruth Regehr
Mary Pauls
John Bergen
Mary Bergen

Our Outreach Volunteers:

CV I: Jim Ross, Olga Michalchuk
CVII: Hilda Epp, Audrey Borody, Jeanne Witwicki, Ed Blandford

Every Sunday we have Volunteer Ushers at our Church service.

Here are our Ushers:

Don King, Audrey Borody, Joan Baker, Arnold Page, Hilda Epp, Ruth Regehr, Lothar Regehr, Helen Ulyot, Lyle Wilcox, 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, Ruth Regehr, Mary Pauls & Burt Mitchell.

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

Bingo Volunteers:

Mike Motz, Barb Harron, Evelyn Adamson, Thelma Rafnson, Tony Lefko



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

Environment Services by Ernie Goetz

On behalf of our entire Environment Services team, we would like to welcome all our new Residents who have joined the Concordia Village family over the past few months. We hope that you feel safe and comfortable in your new home.

After a very long and cold winter, we are delighted to see the warmer weather shine upon our land. We are somewhat anxious to see what the actual impact will be to our Province from our annual flood forecast. Hopefully with the slow melt taking place, we will see a minor impact on our Province.

With the Spring Season in the air, we are eager to get the preparations underway for our summer months to come. Once the snow is gone and we are confident that we won't get any more snowfall, we will be cleaning and painting our parking lots and washing our windows on campus. We hope that these tasks can happen in the second half of May or early June. Stay tuned for more communication to come as we confirm dates. We also look forward to getting the grounds cleaned up with our landscaping team. As mentioned last Fall, we will be working with a company to spray our grass with an environmentally friendly product to deter our geese from making our property their home.

Over the last year, we have been working with our maintenance team to make some improvements to our Resident suites. We replaced 70 kitchen sinks with an overflow capacity to prevent water floods from happening and will continue to replace another 70 sinks this coming year. We also worked with Manitoba Hydro to replace all lightbulbs in the suites with a much brighter LED light. We have now finished replacing the bulbs in CV I and CV II and are working on completing CV III. Over the next few months we will be scheduling the annual suite fire safety inspections. Our first bed bug inspection of 2019 will be in May or June.

We are planning the shampooing of our hallways after a long dirty winter. Our Housekeeping Services would also like to remind everyone that we do offer extra cleaning services for those Residents who would like to schedule a special spring cleaning in their suite above and beyond the weekly housekeeping we provide. We have included the extra housekeeping list and fee in this newsletter. Many of you have already scheduled this extra cleaning service with Tammy Stolwyk. If you would like to take advantage of this service at any time throughout the year, please contact Tammy at 204-667-6479 extension 5223 or just talk to her in person to make these arrangements.

Walking outside I notice that we have several tripping hazards on our walk ways. With the frost still in the ground we have noticed that several pieces of walkways are shifting and creating a tripping hazard. Since we can't level walkways until the frost is out of the ground, we ask everyone joying a walk out-fixed.



to be careful when en-
side until we get this

Environment Services by Ernie Goetz

With the much anticipated summer months ahead of us, we are busy scheduling several projects that we want to get done in 2019.

The planned changes and new additional items that will be of interest are:

1. We will be adding a new pond feature on our grounds outside of CV I, on the north side to be enjoyed by everyone.
2. We will be fixing the glass atrium by the CV I dining room. We will be resealing all the glass panes that are overhead and serve as the roof.
3. We will be installing a new kitchenette in the CV I Multi-Purpose room to be enjoyed by our Residents and their families when booking the room for family functions.
4. We have purchased 2 new treadmills and 2 new exercise bikes. The 2 new treadmills will come with a rail for the users to hold onto while walking on the machine.
5. We will be replacing the worn out carpet in front of the elevator in CV I on both the second and third floor.

Security reminders to all Residents:

As the weather warms up outside, we remind all our **Residents on the main floor**, not to leave your patio doors unlocked or your windows open when you are not at home. We continually hear of drug problems in our city and how many break-ins take place to feed their addiction, so please help us in keeping our buildings safe and secure. Please do not open our main doors to strangers, no matter what the individual looks like or what their story is when they buzz your phone requesting to be let in. It takes everyone's help and vigilance to stay safe and secure.

I wish each and every one of you a wonderful start to the coming summer with the blessing of good health.

Respectfully,

Ernie Goetz

Director of Environment Services



From time to time our Residents may want extra cleaning services beyond those 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 ser-
vices**



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

We ask that every Party clean-up after themselves.



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 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 in the hallways leave a messy impression for our visitors. Please make sure you bring your recycling boxes into your suite each day. Concordia Village is our home and we want it to stay 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

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 and matches 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

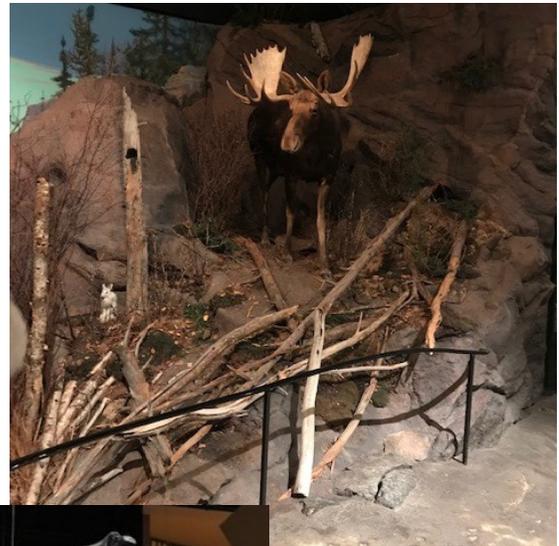
Failure to comply with this policy will result in disciplinary action taken in the following steps:

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

Museum of Man and Nature Outing



Museum of Man and Nature Outing



Making Easter Bonnets for the



**CONCORDIA VILLAGE
CORDIALLY INVITES YOU TO ATTEND AS
WE PROUDLY**

Present
Sisters of the Holy Rock



Come out for an evening of Music, Merriment and More!

**CONCORDIA VILLAGE
in the Village Centre**

Date: Saturday May 25th, 2019

Time: Doors Open at 6:30pm, Performance at 7pm

\$20 per ticket

For more information:

Please call Arnold Page 204-256-6371



NEW SHOW: PRECIOUS TREASURES & MEMORIES SHOW

Put on by our Concordia Village Resident Advisory Council

The Resident Advisory Council is holding a show for you to showcase your precious treasures & memories to all Residents! We will have tables set up in the Village Centre and you can display your items so everyone can enjoy the displays!

Examples of treasures you may have and like to show that day: artwork, old coins or bills, antiques, knitting, sewing, cross stitch or anything of significance to you that you would be proud to show everyone here.

Date: Thursday June 20th, 2019

Time: 11am-2pm

Location: Village Centre

****Please note that you will be responsible for bringing the items to the Village Centre that day, as well as bringing them back to your suite.****

If you would like to participate in showing your treasures, please fill out the form below and hand it in to the Recreation office, Jane Luchak (CVIII),

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**I am interested in being part of the Treasures & Memories Show on June 20th, 2019.**

**NAME:** \_\_\_\_\_ **Building #** \_\_\_\_ **Suite #** \_\_\_\_\_

**Please give us a brief description of your items you will be showing:**

# Concordia Village Resident Satisfaction Survey

## Results 2018

Number of Potential Surveys

Number of Returned Surveys

| Current Survey Results                                                       |           |     |    | Prior Survey Results  |           |     |     |     |  |
|------------------------------------------------------------------------------|-----------|-----|----|-----------------------|-----------|-----|-----|-----|--|
| 284                                                                          |           |     |    | 284                   |           |     |     |     |  |
| 197                                                                          |           |     |    | 69%                   |           | 199 |     | 70% |  |
| Excellent-Good                                                               | Poor-Fair | Yes | No | Excellent-Good        | Poor-Fair | N/A | Yes | No  |  |
| Results shown as a %                                                         |           |     |    | Results shown as a %. |           |     |     |     |  |
| 1. The Quality of meals:                                                     |           |     |    |                       |           |     |     |     |  |
| a) Quality of soup is                                                        | 93        | 7   |    | 90                    | 10        |     |     |     |  |
| b) Quality of the salads is                                                  | 90        | 10  |    | 92                    | 8         |     |     |     |  |
| c) Quality of the vegetables is                                              | 73        | 27  |    | 70                    | 30        |     |     |     |  |
| d) Quality of the meat is                                                    | 91        | 9   |    | 83                    | 17        |     |     |     |  |
| e) Quality of the desserts is                                                | 89        | 11  |    | 91                    | 9         |     |     |     |  |
| 2. Dining room service experience:                                           |           |     |    |                       |           |     |     |     |  |
| a) if you were unsatisfied, did you ask for an alternative from your server? |           |     | 75 | 25                    |           |     | 72  | 28  |  |
| b) If you asked for an alternative, were you satisfied with our response?    |           |     | 80 | 20                    |           |     | 94  | 6   |  |
| Nutritional Concerns                                                         |           |     |    |                       |           |     |     |     |  |
| a) Do you have Type 1 diabetes?                                              |           |     | 1  | 99                    |           |     | 1   | 99  |  |
| b) Do you have Type 2 diabetes?                                              |           |     | 11 | 89                    |           |     | 14  | 86  |  |
| c) Are you on a doctor ordered sodium restricted diet?                       |           |     | 10 | 90                    |           |     | 13  | 87  |  |
| d) Do you take prescription medication for hypertension?                     |           |     | 46 | 54                    |           |     | 46  | 54  |  |
| e) Do you suffer from macular degeneration?                                  |           |     | 24 | 76                    |           |     | 24  | 76  |  |
| f) Do you take medications that may affect your sense of taste/smell?        |           |     | 5  | 95                    |           |     | 7   | 93  |  |
| g) Do you have difficulty chewing?                                           |           |     | 10 | 90                    |           |     | 11  | 89  |  |
| h) Do you have difficulty swallowing?                                        |           |     | 8  | 92                    |           |     | 6   | 94  |  |

**Spiritual Care**

1. Religious/Spiritual Care offered fulfills my Spiritual needs:

**C. Recreation**

1. Recreation programs offered fulfill my:

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

**D. Assisted Living Plus**

1. Have you used the care and services of our on-site RN in the past year?

2. Were you satisfied with the care and services of our on-site RN?

3. Have you used the care and services of Concordia Health Associates (doctors clinic) in the past year?

4. Were you satisfied with the care and services that Concordia Health Associates provides?

5. Have you used WRHA Home Care services in the past year?

6. Were you satisfied with WRHA Home Care services?

**E. 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?

**F. Communication**

1. Quality of communication I have with staff is:

2. Efforts made by staff to address my concerns is:

**G. Physical Surrounding**

1. I feel safe and secure

2. Attractiveness of the inside is:

3. Attractiveness of the outside is:

**H. General**

1. Overall I would rate the services at Concordia Village as:

2. I would recommend Concordia Village to others

|                               |               |     |    |                             |               |     |     |    |
|-------------------------------|---------------|-----|----|-----------------------------|---------------|-----|-----|----|
|                               |               |     |    |                             |               |     |     |    |
| 96                            | 4             |     |    | 99                          | 1             |     |     |    |
|                               |               |     |    |                             |               |     |     |    |
|                               |               |     |    |                             |               |     |     |    |
| 93                            | 7             |     |    | 94                          | 6             |     |     |    |
| 95                            | 5             |     |    | 97                          | 3             |     |     |    |
| 95                            | 5             |     |    | 95                          | 5             |     |     |    |
| <b>Prior Survey Results</b>   |               |     |    |                             |               |     |     |    |
| <b>Current Survey Results</b> |               |     |    | <b>Prior Survey Results</b> |               |     |     |    |
| Excel-<br>lent-<br>Good       | Poor-<br>Fair | Yes | No | Excellent-<br>Good          | Poor-<br>Fair | N/A | Yes | No |
|                               |               | 53  |    |                             |               | N/A |     |    |
|                               |               | 95  | 5  |                             |               | N/A |     |    |
|                               |               | 36  | 64 |                             |               | N/A |     |    |
|                               |               | 93  | 7  |                             |               | N/A |     |    |
|                               |               | 45  | 55 |                             |               | N/A |     |    |
|                               |               | 79  | 21 |                             |               | N/A |     |    |
|                               |               |     |    |                             |               |     |     |    |
|                               |               |     |    |                             |               |     |     |    |
| 92                            | 8             |     |    | 100                         | 0             |     |     |    |
|                               |               | 91  | 9  |                             |               | 91  | 9   |    |
|                               |               | 20  | 80 |                             |               | 7   | 93  |    |
|                               |               |     |    |                             |               |     |     |    |
|                               |               |     |    |                             |               |     |     |    |
| 99                            | 1             |     |    | 99                          | 1             |     |     |    |
| 91                            | 9             |     |    | 99                          | 1             |     |     |    |
|                               |               |     |    |                             |               |     |     |    |
|                               |               |     |    |                             |               |     |     |    |
| 99                            | 1             |     |    | 98                          | 2             |     |     |    |
| 99                            | 1             |     |    | 98                          | 2             |     |     |    |
| 99                            | 1             |     |    | 98                          | 1             |     |     |    |
|                               |               |     |    |                             |               |     |     |    |
| 99                            | 1             |     |    | 99                          | 1             |     |     |    |
|                               |               | 99  | 1  |                             | 98            | 2   |     |    |

**Dear Residents and Family Contacts:**

**Re: Request for Email/Text Contact Information**

In the event of an urgent matter involving you or your Concordia Village neighbours, we may need to quickly reach each, many, or all of you.

The most efficient way for us to do that these days is if we had your email or text address on file.

With that we could quickly reach you or the entire group of Concordia Village residents and family contacts.

We would only use your email-text information for urgent matters, not for general news that we already publish in this Newsletter, Resident Information Guides, monthly calendars and our web site.

If you agree to provide this information, please cut off this page and send it to  
**Attention:**

**Mandy Tremblay, Assistant Director, Tenant Resource Services,  
Concordia Village, 100-1115 Molson, Wpg, MB R2K 2N5.**

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Name of Resident: _____ **Building #** _____ **Suite #** _____

Resident Email or Cell Number for Texting: _____

Name of Family Contact: _____

Family Contact Email or Cell Number for Texting: _____

Date: _____