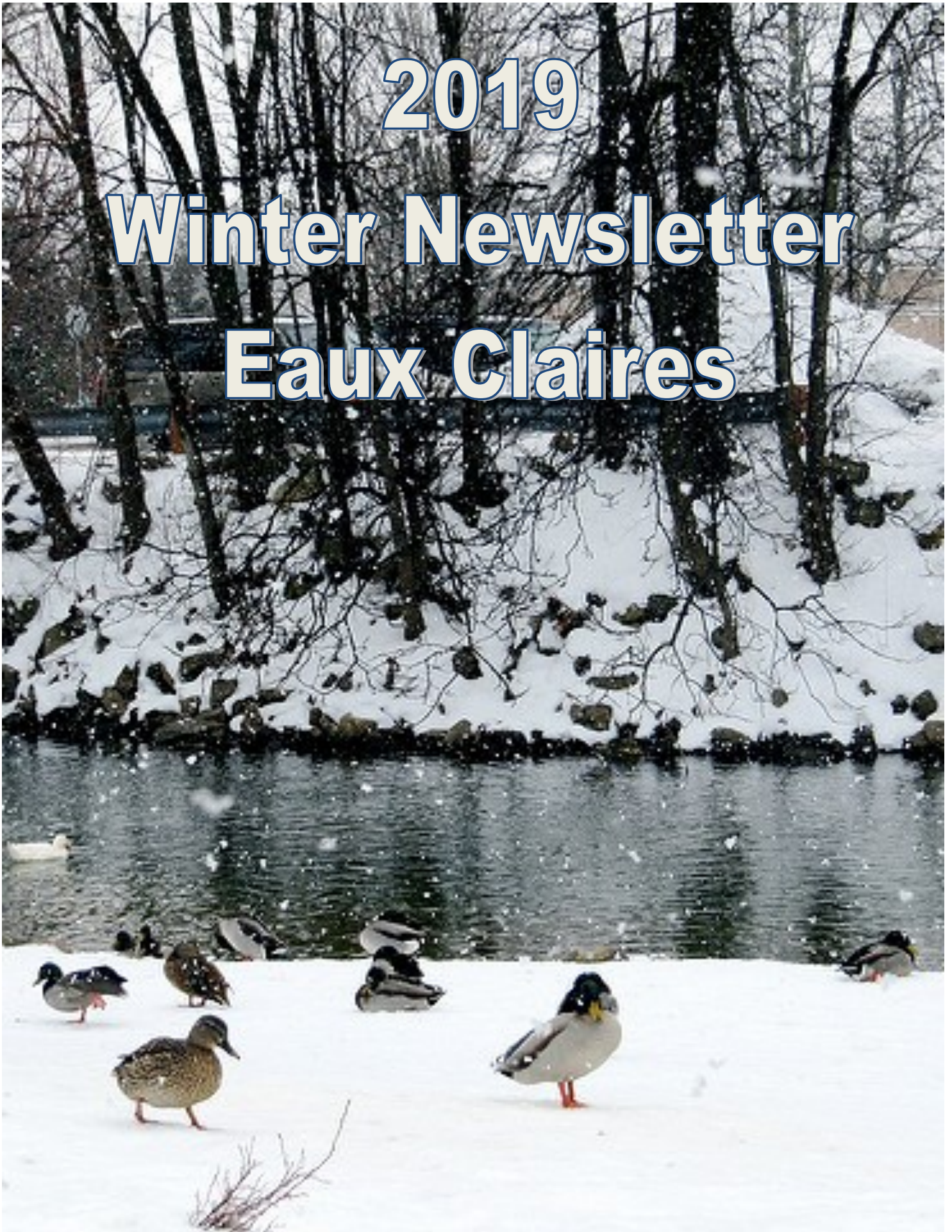


2019 Winter Newsletter Eaux Claires



FROM THE ADMINISTRATOR'S CORNER

I would like to wish a Happy New Year to all our families and residents at our centre. Some of you may know by now, but for those who do not, this will be my last newsletter article. After 32 years working in Long Term Care I have decided to retire and start a new phase of my life effective March 29th 2019.

My career in long term care has been extremely rewarding. At 32 years of age, I never dreamed that my path would be working with seniors in a Long Term Care setting. By far it was the best decision of my life. I started as a Recreation Supervisor at Capital Care Norwood, from putting plays on for residents to serving alcohol at happy hour (yes happy hour was active even 32 years ago) I just fell in love with my work.

Since then I have held many positions in Long term care. Being part of the construction of Eaux Claires, opening the centre and moving in was certainly the highlight of my career. To see the smiles on our residents' faces when they came in the front lobby was worth all the extra work we all put in to make the move so successful.

It is time I pass on the torch to my successor (yet to be determined). I would like to take this opportunity to recognize the leadership team at Eaux Claires. This team has worked so hard to build our reputation as a state of the art facility; they deserve a lot of credit. This team often works relentlessly behind the scenes to ensure we have a well oiled machine running at Eaux Claires. The leader is only as good as his team and I have been fortunate to have an excellent team behind me all these years.

I wish the centre many more years of success and I will miss the residents and staff who have made such a great impact on my life.

I wish you well,

Michel Belanger



From the Director of Care

Dear Families and Friends,

I hope the New Year is treating you all well and that the winter has not been too grueling!

I would like to share a few reminders about meal times.

While it has been the practice for family members and friends to approach the server windows and collect meals for their loved ones, we will no longer be able to support this practice. Occupational Health and Safety, Infection Control, confidentiality legislation, policies and public health regulations all add up to this practice not being sustainable. When you are here with your loved one to provide meal assistance, please just sit with them at the table. The staff will bring their meal as soon as possible. If you are also partaking in the meal you must give the meal ticket to the Health Care Aide to bring to the server prior to receiving your meal. These are the same meal tickets that are purchased for use at the Bistro. The staff are expected to follow the rules. If you have any concerns or questions please ask at reception to speak to the community manager, dietary services or the Dietitian. We appreciate your patience as we provide meals to over 200 residents three times a day.



In April we are planning to host an Open House for the Community. The aim is to let the community know who we are and provide an opportunity for families and friends to ask questions and learn more about the programs we offer. If you would like to participate in the open house as a host please contact me or leave a message with reception. It promises to be a fun evening and we are hoping as many of you as possible come out and enjoy it.

Sharon Wharton



From the Business Office

Well 2019 is starting off with big changes for me and the Business Office. I will be leaving Extendicare Eaux Claires effective February 19th, 2019 and starting a new adventure with CapitalCare Norwood. After almost 19 years with Extendicare, I have decided to spread my wings and try some new challenges. I would like to say thank you to all the Residents, their families and the staff at Eaux Claires. I would also like to thank my Leadership Family for the love & support they have provided. It truly has been a pleasure to be part of such a great team. There are many memories that have been made during my time at Eaux Claires that I will treasure.

Michel and Sharon are working diligently to find my replacement. I wish the candidate all the best and great success in their new role. I hope that they love it just as much as I have!

All the best!

Tanya McCann

Coming Soon!!

We will be having a **'CLAIM YOUR CLOTHING'** event this year, on the Family Day long weekend February 16th, 17th, and 18th, 2019 from 9:00AM – 3:00PM each day.

Any clothing washed in the main laundry room with no label or tag will be hung in the Multi-Purpose Room for all to come and see.

If you find your loved one's belongings we will have the heat seal machine and labels ready to tag them on the spot.

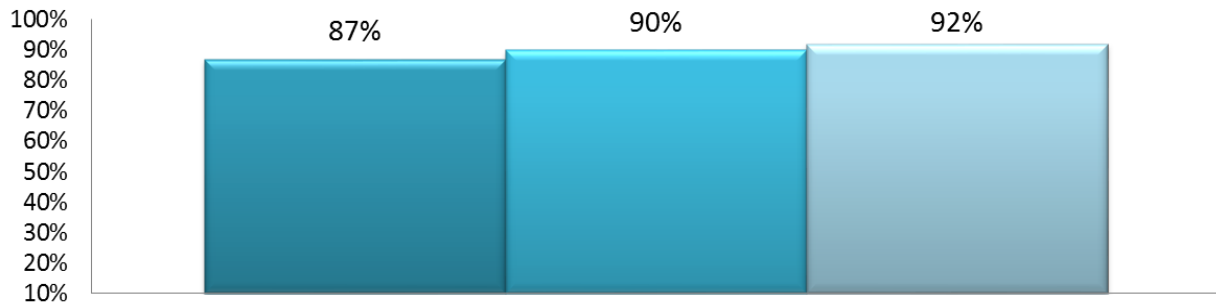
The first two days will be the recovery period for lost items, the last day will be an opportunity for residents to sift through what is left and gather items that they are in need of.

All items not claimed or recovered will be donated to a charity in need.

If you have had clothing items, blankets, pillow cases, etc., missing for some time, please make sure to come to the Multi Purpose Room and check it out.

Your help is greatly appreciated and needed.

EXTENDICARE EAUX CLAIRES

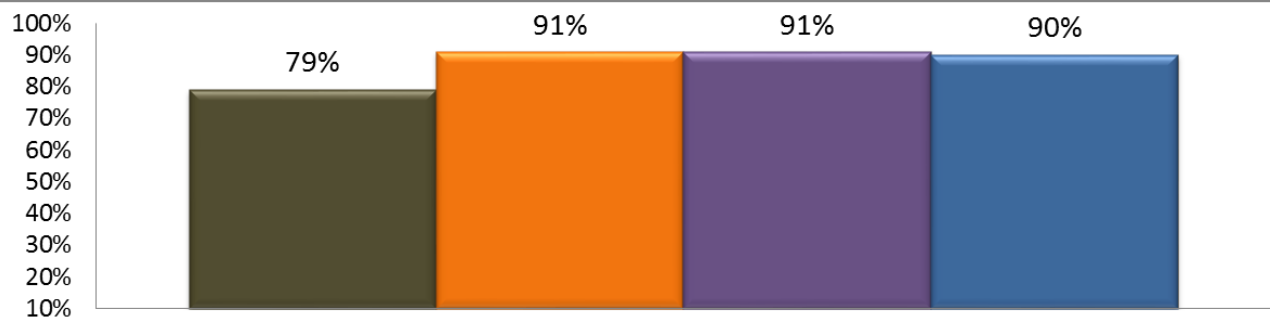


Hand Hygiene Compliance Rate Monthly Comparison for 4th Q of 2018

■ Oct

■ Nov

■ Dec



Hand Hygiene Compliance Rate Quarterly Comparison

■ 1st Q 2018

■ 2nd Q 2018

■ 3rd Q 2018

■ 4th Q 2018



"Sign, sign, everywhere are signs." Five Man Electrical Band 1971

CAREGIVER CORNER...

Managing Personality and Behavior Changes in Alzheimer's

Alzheimer's disease causes brain cells to die, so the brain works less well over time. This changes how a person acts. This article has suggestions that may help you understand and cope with changes in personality and behavior in a person with [Alzheimer's disease](#).

Common Changes in Personality and Behavior

Common personality and behavior changes you may see include:

[Getting upset, worried, and angry](#) more easily

Acting [depressed](#) or not interested in things

[Hiding things](#) or believing other people are hiding things

[Imagining things](#) that aren't there

[Wandering away from home](#)

- Pacing a lot

[Showing unusual sexual behavior](#)

- Hitting you or other people

Misunderstanding what he or she sees or hears

You also may notice that the person stops caring about how he or she looks, stops [bathing](#), and wants to wear the same clothes every day.

Other Factors That Can Affect Behavior

In addition to changes in the brain, other things may affect how people with Alzheimer's behave:

- Feelings such as sadness, fear, stress, confusion, or anxiety

Health-related problems, including illness, [pain](#), [new medications](#), or [lack of sleep](#)

Other physical issues like infections, [constipation](#), hunger or [thirst](#), or problems [seeing](#) or [hearing](#)

Other problems in their surroundings may affect behavior for a person with Alzheimer's disease. Too much noise, such as TV, radio, or many people talking at once can cause frustration and confusion. Stepping from one type of flooring to another or the way the floor looks may make the person think he or she needs to take a step down. Mirrors may make them think that a mirror image is another person in the room. If you don't know what is causing the problem, call the doctor. It could be caused by a physical or [medical issue](#).



Keep Things Simple...and Other Tips

Caregivers cannot stop Alzheimer's-related changes in personality and behavior, but they can learn to cope with them. Here are some tips:

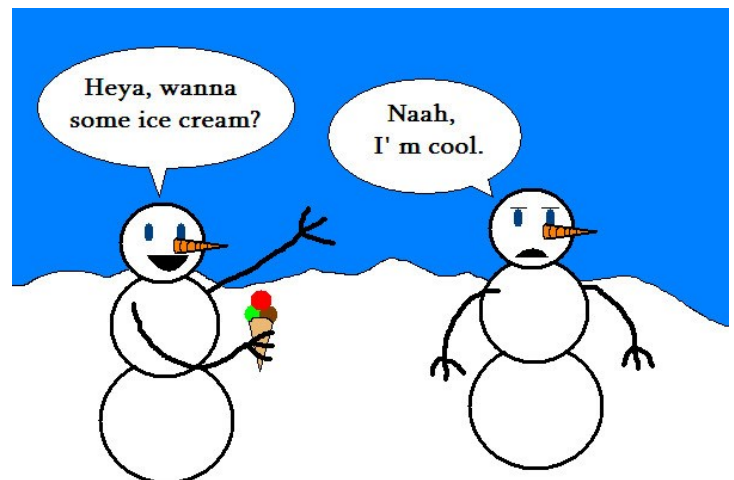
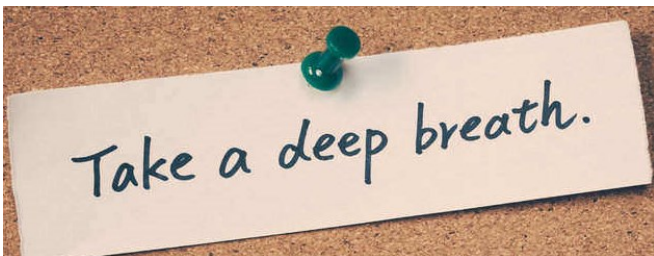
- Keep things simple. Ask or say one thing at a time.
- Have a daily routine, so the person knows when certain things will happen.
- Reassure the person that he or she is safe and you are there to help.
- Focus on his or her feelings rather than words. For example, say, "You seem worried."
- Don't argue or try to reason with the person.
- Try not to show your frustration or anger. If you get upset, take deep breaths and count to 10. If it's safe, leave the room for a few minutes.
- Use humor when you can.
- Give people who pace a lot a safe place to walk. Provide comfortable, sturdy shoes. Give them light snacks to eat as they walk, so they don't lose too much weight, and make sure they have enough to drink.
- Try using music, singing, or dancing to distract the person.

Ask for help. For instance, say, "Let's set the table" or "I need help folding the clothes."

Talk with the person's doctor about problems like hitting, biting, depression, or hallucinations. Medications are available to treat some behavioral symptoms.

(From NIH "National Institute of Aging". May, 2017. <https://www.nia.nih.gov/health/managing-personality-and-behavior-changes-alzheimers>)

Amanda Barba, In-service Coordinator



Recreation Therapy Department

"Recreation connects people to programs that provide purpose, enjoyment and a feeling of self-worth."

The Recreation Therapy staff at Eaux Claires are committed to getting to know each resident and assisting in introducing residents with similar interests to each other. Residents with similar interests are invited to participate in group programs that will meet their individual needs. Often friendships are developed at Recreation programs and as a result, residents feel connected to one another.

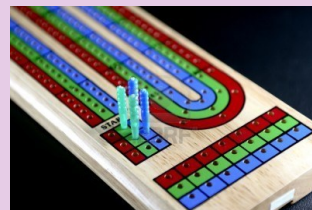
For the recreation staff to facilitate group and one to one programs, they must first get to know each individual. Finding out the specific needs, interests and challenges of each resident, and then supporting the resident in participating in their desired activities is our goal. Some residents need social interaction, some need privacy, some need encouragement, some need to be supported when they first move to Eaux Claires and some just need to be listened to. Making connections and assisting a resident in finding purpose, enjoyment and a feeling of self-worth is what we strive to do.

If you have any questions regarding Recreation Therapy at Eaux Claires, please do not hesitate to contact me.

Brenley Herdt, Recreation Therapist

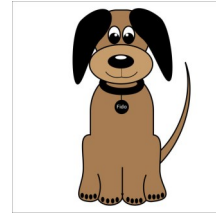
780-472-1106 ext. 203

bherdt@extendicare.com



Dates to Remember

February 14 - Dog Show @ 1:30 pm



Feb 16, 17, 18 - Clothing Lost and Found



February 25 - Resident Family Council @ 10:30

February 25 - Food & Dining Consultation @ 11:00



March 29 - Michel's last day



April 25 - Open House
6 –8 pm



UPDATE FROM GENERAL SERVICES

Hello again. I hope everyone is keeping safe and warm. We cannot complain too much about winter thus far, however, as we still have some snow and as we get closer to spring and thaw out the janitors will do their very best to keep up with the tracks into our facility but it is still necessary to watch out for wet floors. We do not want to have any slips or accidental falls.



If there is new clothing being brought in to the facility, family members are reminded to ensure all clothing gets marked before getting into the residents' rooms. Just give the articles to the nurse and she will take it down to the laundry department to have it marked as soon as possible. This will lessen the amount of lost clothing.



Clothing that needs special care should not be in the residents' rooms. This may result in the resident wearing them and thereby winding up in a laundry bag to be washed and dried with the rest of the clothes. This could cause severe damage to special care items and ruin them permanently.

The Dietary department is happy to serve residents' family members and friends. If you are joining a resident for a meal, please provide at least a half an hour advance notice. It is important to remember to purchase a meal ticket before mealtime and then give it to the nursing staff to hand to the dietary aide who is serving the meal to check off. Mealtime is a very busy time for Dietary and things go a lot smoother with advance preparation. Also you can check out the Bistro specials, etc. any time between 630am and 700pm.



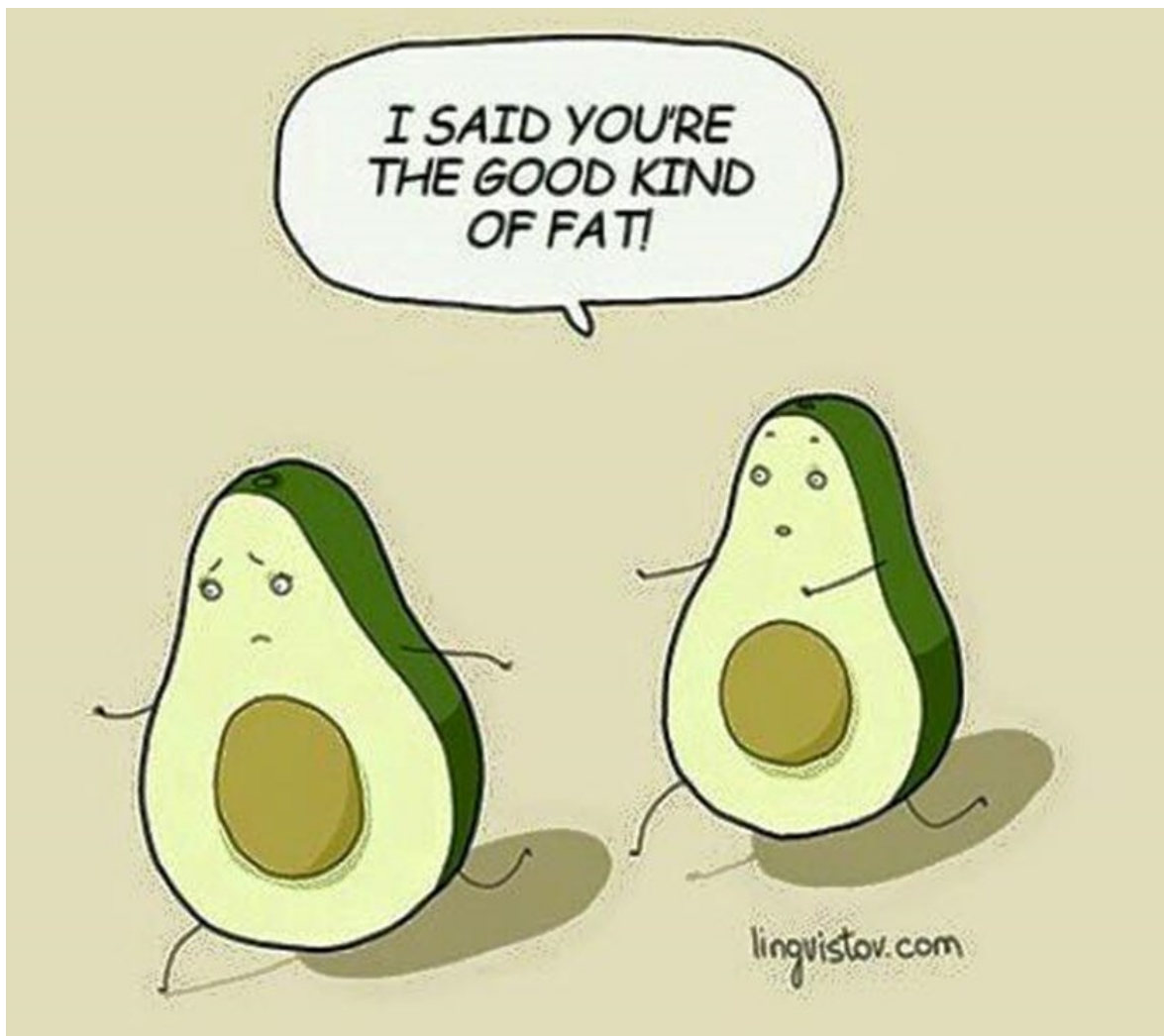
As the Environmental Services and Dietary departments endeavor to help our residents live better, our focus is to ensure our residents have a safe, clean, and healthy environment.



Tracy Larson, General Services Supervisor

Resident Food and Dining Consultation Meetings

We hold a Resident Food and Dining Consultation Meeting quarterly. This meeting provides an opportunity for residents and family members to give feedback regarding their dining experience. Meeting announcements are posted on each household bulletin board and by reception prior to each meeting. Additionally, if you would like a copy of the three week menu rotation to review prior to the meeting, copies of the menu are available in the family communication centre beside the reception desk. The next Resident Food and Dining Consultation Meeting is scheduled for February 25th from 11 AM – 12 PM in the Community Hall (right after the Resident Council Meeting). We look forward to seeing you there!



O.T. is for Me!

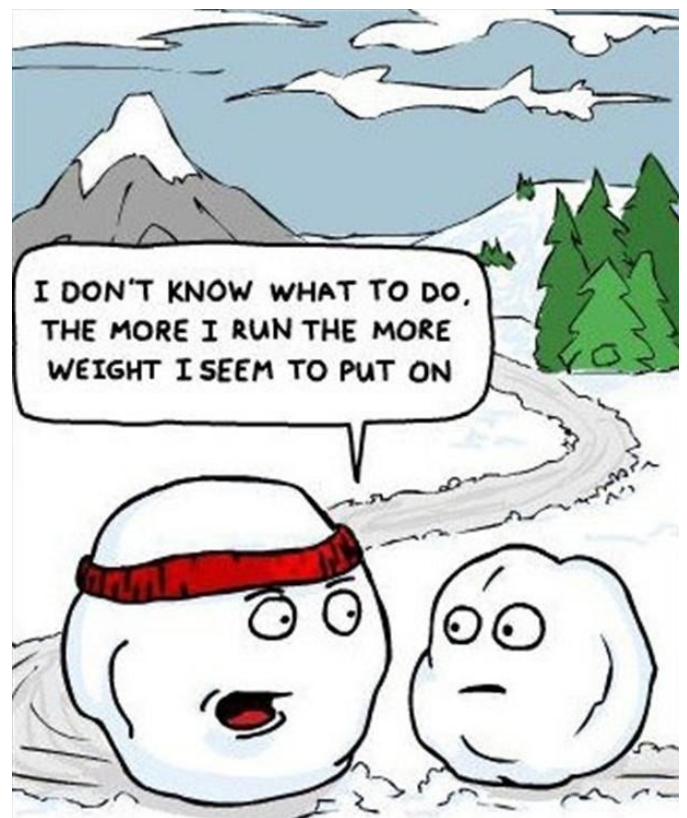
Skills for the Job of Living

As the therapists at Eaux Claires, we are always striving to keep the residents as active as possible. Encouraging residents to do as much as they can for themselves is the goal. Even when the resident has an increased risk of falls, it is just as important that he/she get moving as much as possible. Weight bearing activities are what keeps our bones strong and movement keeps the muscles strong and stabilizes the bones. If muscles are inactive, they lose strength and the ability to stretch and can become contracted and painful.

How is your activity level? Are you putting your health at risk?

How much? How long?

Aim for at least 10 minutes at a time and accumulate 60 minutes of physical activity every day. If you progress to moderate or vigorous exercise, 30 minutes a day, 4-5 times a week would be a good goal to reach for.



Try some of these suggestions:

- Park the car further away from shopping/work
- Get off the bus early
- Go for a walk at lunch break
- Use the stairs instead of the elevator
- Get off the couch and stretch at every commercial
- Lift a can of soup above your head.
- Laugh lots
- Limit television, find something else to do
- Play with your kids/grandkids/pets
- Find a friend to walk with (or any activity)
- Start with walking 10 minutes and gradually increase time
- Change you path or change your activity for variety
- Try something new – dance class, gardening, yoga, pilates, meditation, tai chi, aquatics
- Use an exercise ball as a chair while you work at a desk or eat a meal.
- Incorporate weights, resistance, balance exercises -it will strengthen muscles and bones and improves posture.



Jennifer

Jennifer Bourret,
Rehabilitation Supervisor
Occupational Therapist

Open House

Thursday,

April 25, 2019

6 - 8 pm



Come join us to learn more about our centre;
providing information about our programs, food,
care, and involvement in the community.

Janice (Volunteer Coordinator) will be away until
April 5, 2019.

Please direct any volunteer questions to
Brenley, Recreation Therapist at Ext 203 or
Jennifer, Rehab Supervisor at Ext 230



GOODY CART

The Goody Cart comes around to all of the Households on Wednesday afternoons.

The Volunteer Coordinator (Recreation staff for now) checks the following before a resident can purchase items from the Goody Cart:

- 1) Dietitian approves of food purchase**
- 2) Resident and/or family have given approval to charge the amount purchased to their monthly statement or the resident can pay cash**
- 3) Checks with RN to see if there is any concerns with the resident purchasing food items or for any other special instructions.**

Please let the nursing staff or the Volunteer Coordinator know if you would like to be added to the Goody Cart list.

PLEASE REMEMBER!

UPON ENTERING THE BUILDING PLEASE SIGN YOURSELF IN...THE BINDER FOR THIS IS LOCATED AT THE RECEPTION DESK....AND UPON YOUR DEPARTURE PLEASE SIGN YOURSELF OUT AS WELL

WE ASK THAT YOU DO THIS FOR SAFETY REASONS AND IN CASE OF EMERGENCY AND POSSIBLE EVACUATION..

WE THANK YOU!!!!

**PLEASE
SIGN IN & OUT
HERE**

Winter Funnies



1. Q. Where does a snowman keep his money?

A. In a snow bank.

2. Q. What do Snowmen call their offspring?

A. Chill-dren.

3. Q. What's it called when a snowman has a temper tantrum?

A. A meltdown!

4. Q. What do you call a snowman in the summer?

A. A puddle!

5. Q. What kind of mug does a snowman use for lunch?

A. A Frosted One!