



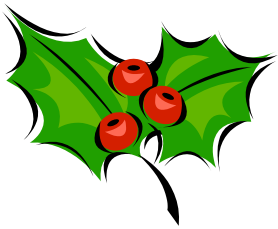
DECEMBER 2011

# Inglewood Herald



Inglewood Care Centre Family Newsletter

*Season's Greetings from the Inglewood leadership team! We wish all of our residents, family members, volunteers and staff a wonderful holiday season, with plenty of time spent with loved ones. We hope to see you at our*



*annual holiday celebrations (see page 2 for details).*

*All the best in 2012!!*

## From the Desk of the Administrator

YIKES! Another year is drawing to a close and we are still trying to catch up!

It has been an extremely busy year with everyone fully engaged in producing results for a multitude of goals, projects to benefit the residents and the environment.

We started the year with the changeover of our contracted services to CARE-CORP and implementing the paradigm shift to an RN/LPN nursing model. A number of resident rooms and common areas were painted and corners fixed

up, all 51 resident bathrooms in the Manor had new heaters installed and the dilapidated ones thrown out. The Manor elevator was refurbished and now is run electronically with many new features. This was a considerable task for the staff, residents living on the first and third floor as the elevator was down for four weeks. Both residents and staff made good fun of it. The nice thing is that the project was shorter than the predicted 5-6 weeks. Thanks to all the families and visitors who partici-

pated in keeping our residents safe and didn't mind using the stairs. We also had the terrain around the north generator dug and shored-up with new landscaping surrounding the back walking area. The kitchen had a new kettle and the laundry received the two remaining dryers to complete the updating of the machinery. Currently we are still receiving the beds and changing out the manual crank-up ones as the first go. There have been so many more small and large projects, can't name them all but suffice to say that we hope all our residents and families are feeling welcome and able to participate in all of our social activities.

By the end of the year we'll have had approximately 75 admissions to Inglewood, and over 50 internal transfers. Given these numbers, the Social Worker, Support Services staff, Nursing staff and all other interdisciplinary members are kept very busy with the new intakes and moves.

On another note, we know that parking is at a premium for both staff and

visitors, I would like to encourage as many families as possible, as well as companions hired by families to park on the north side of the Manor, between us the synagogue. You would need to access this parking back lane by travelling south on Taylor way. We are trying our best to control staff to park in the staff lot, at the House or on Burley Street. We are also very concerned that when families/visitors are on site, that all exit gates are not left open by jamming a chair or other item. Please make sure to keep the gates closed once you pass through. If you see anyone wedging a gate or door open, kindly report it immediately to the nearest nursing station. Thank you for your help with this.

When all is said and done.....we feel we have had a chaotic but very productive 2011 however, as I said in 2010, let's really hope 2012 can find a bit more calm!

*Merry Christmas to all, have fun, be safe and wishing you a GREAT NEW YEAR!*

*Margo Lupien  
Administrator*

# Remember to save us your holiday bottles!

Our Bottles for Resident Council campaign continues with bi-weekly trips to the bottle depot with residents. The residents really enjoy this outing, and the Resident Council will this year be sponsoring special holiday parties in each living area with entertainment with the money

raised. Please remember to save all of your holiday bottles from your celebrations and bring them to us - there is a collection bin in the Lodge beside the front desk, and in the Lower Terrace at the entrance to the rehab room, or you can put the bottles in

the shed on the Lower Terrace patio.

Thank you to all for the ongoing support in this initiative, which truly enhances our residents lives in more ways than one!



## Don't miss our Annual Resident & Family Holiday Parties!

**MANOR Christmas Party:** Thursday, December 8<sup>th</sup> @ 5:30 Turkey Dinner with all the trimmings + 1 glass of wine. Limited to two guests per resident, cost \$15.00. Please RSVP on or before December 2<sup>nd</sup>, to the Recreation department by calling 604-913-4729 or contact any Recreation Staff member.

**LODGE Christmas Party:** Wednesday, December 13<sup>th</sup> @ 6:30 in the Lodge Lounge appetizers and desserts + 1 glass of wine. Limited to two guests per residents, cost \$5.00 Please RSVP on or before December 6<sup>th</sup>, to 604-913-4729 or contact any Recreation Staff member.

**Lower & Upper Terrace Christmas Party.** Thursday, December 15<sup>th</sup> @ 5:30

Turkey Dinner with all the trimmings + 1 glass of wine. Limited 2 guests per residents, cost \$15.00 Please RSVP on or before December 6<sup>th</sup>, to 604-913-4732 or contact any Recreation Staff member.

**Please make cheque payable to Inglewood Care Centre or by cash. Charges cannot be made to residents accounts.**

**For any additional information contact. Ron Hollingshead Manager of Recreation @ 604-913-4732.**



### SHAW CABLE - CHANGE IN SERVICE

Reminder to all families and residents — Shaw Cable's changeover date was November 22nd. What this means is channels 2-28 remain through the analogue cable, but if you want channels 29-59 you will need to go to Shaw to pick up a digital cable box (available free from Shaw). Please mention that it is for Inglewood at 725 Inglewood Ave. You may phone Shaw at 604-629-8000 to find out where to pick one up or make an appointment for them to install. There will be an adjustment on the cable rate charged by Inglewood, which will be reflected in the January statement. For channels 29-59 and any other specialty channels, you will be billed directly by Shaw.





Photo from January 2011—  
Team Inglewood at Stanley  
Park

**WALK FOR MEMORIES 2012** Help our team reach our fundraising goal! AND help thousands of British Columbians who are impacted by Alzheimer's Disease.

Join **Team Inglewood** for the annual Walk for Memories in support of the Alzheimer Society of BC!

**Sunday, January 29th at Stanley Park**

**Time:** 1 p.m.—3 p.m. (registration at 12 p.m. at Stanley Park Pavilion).

**Team Captain:** Michelle Fleming, Coordinator of Social Services

**Phone number:** 604-913-4707 **Email:** [mfleming@inglewoodcarecentre.com](mailto:mfleming@inglewoodcarecentre.com)

Contact me to make a donation or to join our Team. You can also make your donation online at [www.walkformemories.com](http://www.walkformemories.com)

This year, we are walking in memory of one of our former residents, Tony Harris. Tony touched the lives of many people with his big bright smile and generosity. He had such a positive outlook and cheery disposition, greeting everyone he saw with a warm greeting. You couldn't help but smile anytime you were in his presence. He had a beautiful singing voice, and our lives are richer for knowing him. Tony passed away August 7th, 2011.



[www.walkformemories.com](http://www.walkformemories.com)

## Family Advisory Committee News

On Monday, November 21st, our Family Advisory Committee met with representatives for our Resident Council for this first time. For years this two groups have been functioning with similar mandates (to advocate on behalf of all residents at Inglewood) separately. This meeting of the minds allowed the two groups to meet face to face and share with each other what their objectives are as a group. The residents shared some very valid concerns and feedback which was in line with some things that the family members have observed as well. The two

groups will begin sharing their minutes with one another going forward, and will meet twice annually to discuss mutual goals.



Since December is such a busy month, the Family Advisory Committee will not be meeting. Look for our members at the Christmas parties. If you are interested in joining, our next meeting will be on Monday January 16th, 2012 at 5:30 p.m. in the Manor Activity Room. If you have questions, please contact the President, Gordi Moore, our Michelle Fleming Coordinator of Social Services.

# Inglewood Staff Celebration Team

For some residents and families, it is difficult to be on the receiving end of good care and kindness from our staff, and not be in a position to give something back. Throughout the years, our families have rewarded our employees with kind words, flowers, cards of thanks, and sweets and treats...something that can be shared among the staff at the nurses' stations or lunch rooms. For this, we are all grateful.

In 1999, an Inglewood Staff Celebration Team was created because Inglewood has a policy that individual staff members are not to accept gifts, financial or otherwise, as this would compromise their professionalism, and may promote favoritism. With the creation of this Team, the opportunity made it possible to allow financial donations to a Bank account for the benefit of the Staff through the Celebration Team.

The Celebration Team now has the opportunity and money to plan events such as annual summer barbecues, December holiday socials with gifts, Spring / Easter chocolates, good-bye parties for staff or management, get-well cards, flowers, and items requested by employees such as a toaster oven, a kettle, or microwave for the staff rooms. A holiday social on December 22nd is now being planned for all staff and is funded through this account.

Members of our community, family, residents, and owners can contribute financially through the Celebration Team, thereby celebrating and thanking all staff members for all they do to make life more enjoyable for residents and guests at Inglewood.



For those new to our community, the intent of this article is to inform you that a Celebration and Planning Team does exist and works on behalf of all employees at Inglewood Care Centre. Donations are neither being solicited nor expected. Happy Holidays and Best Wishes to all in our community!

*Susan White -Bona, Coordinator of Volunteers, And Original Member of the Staff Celebration Team*

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## Caregiver Support & Learning Group

Our Caregiver Support & Learning Group has monthly meetings on the 3rd Thursday of each month from 1:30—2:30 p.m. in the Manor Activity Room (1st floor of the Manor).

This is a group offered to family members and friends of residents at Inglewood to provide open forum for discussion and idea sharing.

**Some topics open for discussion include:**

- Tips for visiting
- Helping your family member through many life changes including facility placement, grief, loss of independence, etc.
- Dealing with emotional reactions (guilt, stress, frustration)
- Managing stress of multiple responsibilities
- Impact of Alzheimer Disease or Dementia on the family
- How to handle family conflicts
- Tips for navigating the health care system
- Anticipatory grief
- Strategies for stress management and self care



Upcoming dates are:

No meeting in December due to Christmas parties.

**Thursday, January 19th at 1:30 p.m.**

**Thursday, February 16th at 1:30 p.m.**

**Thursday, March 15th at 1:30 p.m.**

**Thursday, April 12th at 1:30 p.m.**

**Thursday, May 17th at 1:30 p.m.**

Please contact Michelle Fleming, Coordinator of Social Services **to RSVP** at 604-913-4707, or by email, [mfleming@inglewoodcarecentre.com](mailto:mfleming@inglewoodcarecentre.com), for more information.