

## Resident Gifts - Reminder

A Christmas present under the tree for each and every Resident here at Grey Gables is a must for Christmas morning. The Holiday season is fast approaching so if families could please bring in a wrapped gift for your family member to put under our tree, we would truly appreciate it! **Please give to the Program Department by December 21<sup>st</sup>, 2019.** *Thanks in advance for making everyone's Christmas a magical one.*



## Making Holiday Plans?

We would appreciate, if at all possible, to have 24 hours' notice that you are taking your loved one out for the holidays. This gives us the chance to get all medications needed and ready for your departure. This notice period will make the leave of absence run more smoothly for all involved. Thanks so much for your consideration of this request.

## Wing Rotations

Beginning January 11<sup>th</sup>, 2019 the full-time PSW's will begin a rotation of wing assignments for all three shifts. This will mean one of the two full time PSW's will move to an alternate wing.

Allowing staff to work throughout the entire home improves their overall understanding of the challenges and successes experienced on the different wings. For the Residents, they will benefit from different perspectives, experiences and approaches while maintaining continuity with the remaining full time PSW. There will be no disruption of service to the Residents.

This rotation will remain in effect for six months and then we will evaluate the process and proceed accordingly.

If you have any questions or concerns please don't hesitate to contact Cynthia Merrifield at extension 4230 or Debi Hughson extension 4241.



## Resident & Family Satisfaction Survey's

### **RAISING THE BAR ON RESIDENT SATISFACATION DECEMBER 2019**

Sorry for the delay but we have finally completed the administrative process and are ready to send out the surveys. Please watch your mailbox for a survey over the next couple of weeks.

Just as a reminder we're inviting you to complete a survey about your experience living here. Share your feedback about things like: customer service, housekeeping and maintenance, dining and meal service, leisure and recreation programs and nursing care and services.

The consulting firm ALIGN will manage the survey, ensuring you have the freedom to comment openly and anonymously.

You will receive a paper copy of the survey, along with an envelope to return to your completed survey. The survey can also be completed on line.

Results will be shared and will be used to help us identify what is working well and where we can make improvements.

Please feel free to speak with any member of our management team about this year's survey process. We will be happy to answer any questions you may have.

***Your input really matters ~ please let us know how we're doing.***



## Grey Gables Bazaar

Saturday November 23<sup>rd</sup> was a busy day at Grey Gables. We welcomed into our home 35 vendors who offered a wide variety of items for sale. Our tea room served numerous bowls of yummy homemade soup or chili and our Residents held a very successful 50/50 draw. Overall our Residents made close to \$2000.00 to put towards activity programs in the coming year. A huge thank you to everyone who came out and supported our Bazaar and we look forward to seeing you again in 2020!

## Wish Lists

We have placed a Christmas Wish List on everyone's closet door. The staff will write down any items they think your loved one might benefit from. Hopefully this helps with your holiday shopping this Christmas season.

**HAPPY SHOPPING!!**

## Walk Safe This Winter

**Keep your hands empty and out of your pockets** ~ when walking on ground that is (or potentially is) slippery from ice and / or snow, make sure that you walk slowly. In the event that you do slip and fall, you will want to make sure that you don't have anything in your hands so that you can use them to brace yourself and protect your head and face.



**Make sure you're wearing the right clothes for going out in winter weather** ~ The most important piece of clothing you can wear in slippery conditions is a good pair of shoes. You will want shoes with good, heavy treads to increase traction and grip the ground, and good ankle support to prevent a sprain or a twist if you should slip a little. Consider wearing sunglasses to enable you to see through the bright snow reflection. If you're walking near traffic, make yourself visible to drivers by wearing brightly coloured jackets or clothes.

**Test the ground in front of you before you walk on it** ~ Slippery ground does not always appear slippery, and so it is important to test the ground in front of you before transferring your full weight to it. Stick one foot out in front of you and move it around on the surface of the ground.

**Use 3 Points of contact when exiting your vehicle** ~ when climbing in or out of a vehicle, face the vehicle. Always keep three points in contact with the vehicle—either one hand and two feet, or two hands and one foot. Use the vehicle for support—brace yourself with the vehicle door and seat back before standing.

**Adjust your walking style** ~ Look ahead where you're going and anticipate obstacles like uneven ground and ice or puddles. Walk slowly and in small shuffling steps to prevent slipping. If possible, walk along the grassy edges for maximum traction if the walkway is covered in ice.

**Be sweet—Get salty!** ~ Ground still a little slippery for your comfort level? Maintenance staff do their best to keep our paths of travel clear of snow and ice regularly throughout the day. If you see an area that needs attention, lend a helping hand! There are bags of CLEARPATH by every door exit.



## Headwaters Academy



Headwaters Academy a private school located in near Heathcote has been joining us at Grey Gables for the past couple of months. Each week a wonderful group of children enter our home with their big smiles and contagious energy and participate in Montessori style games and activities with the Residents.



## LET US HELP YOU

**Jennifer Cornell, Executive Director**

Ext. 4223, [jennifer.cornell@grey.ca](mailto:jennifer.cornell@grey.ca)

**Cynthia Merrifield, Director of Care**

Ext. 4230, [cynthia.merrifield@grey.ca](mailto:cynthia.merrifield@grey.ca)

**Deb Hughson, Associate Director of Care**

Ext. 4241, [deborah.hughson@grey.ca](mailto:deborah.hughson@grey.ca)

**Kim Mustard, Resident and Family Services Manager**

Ext. 4224, [kim.mustard@grey.ca](mailto:kim.mustard@grey.ca)

**Ryan Gillespie, Nutrition Manager**

Ext. 4225, [ryan.gillespie@grey.ca](mailto:ryan.gillespie@grey.ca)

**John Broad, Maintenance Supervisor**

Ext. 4234, [john.broad@grey.ca](mailto:john.broad@grey.ca)

**Christina Lanktree, Office Coordinator**

Ext. 4221, [christina.lanktree@grey.ca](mailto:christina.lanktree@grey.ca)

**Crystal McKay, RAI Coordinator**

Ext. 4235, [crystal.mckay@grey.ca](mailto:crystal.mckay@grey.ca)

## Our Christmas Wish to All of You...

When you are Lonely, we wish you **LOVE!**

When our Down, we wish you **JOY!**

When you are Troubled, we wish you **PEACE.**

When Things look Empty, we wish you **HOPE!**

May You All Be Surrounded By **HAPPINESS, PEACE & JOY**

This Holiday Season & In the Coming Year!

