



STENSRUD LODGE

The Word March comes from the Roman 'Martius'. This was originally the first month of the Roman calendar but, when Julius Caesar reformed the calendar it became the third month. The month of March was named after Mars, the god of war. The March Birthstone is Aquamarine and the Flower is Daffodil. When March comes in like a lion, it goes out like a lamb. A dry March and a wet May... fill barns and bays with corn and hay. As it rains in March so it rains in June. March winds and April showers bring forth May flowers. St. Patrick's Day began as a religious holiday to honor St. Patrick, who brought Christianity to Ireland in the fifth century. The first parade for the holiday occurred in New York on March 17, 1762.

What things are associated with St. Patrick's Day??

Ireland – Green – Leprechaun – March – Rainbow – Lucky – Gold – Clover – Pot-Of-Gold – Four-Leaf-Clover – Shamrock.

The **Jubilee Journal Newspaper** is produced monthly for residents, families and staff. If you wish to receive the Journal by email or have comments or suggestions for content, please let me know by email, or have comments or suggestions for content by email, phone or regular mail. Telephone 306-955-0234 ext 109—Robin **Jubilee Residences # 8—2602 Taylor Street East—Saskatoon Sk S7H 1X2**

Resident of the Month is Iris Cook. She was born February 5, 1924 in Brancepeth, England. Iris has been a widow since 2008. Iris and her husband Ed Cook raised four daughters and they farmed in Birch Hills. Iris worked as school teacher; she loves playing the piano. Iris loves to visit with everyone. Iris moved into Stensrud Lodge in July 2016.

DATES TO REMEMBER

Mon	March 4	Music with Elizabeth	2:30 pm	Sun	March 17	Happy St Patrick's Day	
Wed	March 6	Quilting Bee	2:00 pm	Mon	March 18	Music with Wes	2:15 pm
Thurs	March 7	Music with Phil	2:15 pm	Tues	March 19	St Augustine School Visit—Planting Spring	9:30 am
Mon	March 11	Bishop Murray School Visit—Carpet Bowling	10:00 am	Wed	March 20	Spring Begins	
Mon	March 11	WDM Singers	2:30 pm	Wed	March 20	Gospel Music with Ralph	2:15 pm
Tues	March 12	Slides with Jack Millar	10:30 am	Mon	March 25	Bishop Murray School Visit—Carpet Bowling	10:00 am
Tues	March 12	Shamrock Shakes	2:00 pm	Tues	March 26	Read with Jeff	10:30 am
Wed	March 13	Remai Art Program with Roland Michener School	2:00 pm	Tues	March 26	Birthday Party Music with Old Time Rhythm Makers	2:15 pm
Thurs	March 14	Community Assoc Mtg	2:45 pm	Wed	March 27	Spring Bingo with Roland Michener School	2:00 pm
Fri	March 15	St Patrick's Pub Party Music with Grand Ole Opry	2:00 pm	Fri	March 29	Newcomers Tea	2:00 pm

Stensrud Lodge
Contact Information
306 373-5580

Extension

Director Care Team
Val Hnatuk
Receptionist
Cathy Stuchenko
Manager Support Services
Bev Jacobson
Recreation/ Therapies
Lisa Loveridge & Lana Mulic
Volunteer Coordinator
Lyla Fuller
First Floor Nursing
Second Floor Nursing
Dietary
Michael Pszedwoyski

226
221
225
224
244
230
233
228

Good-bye's & Hello's to Our Residents With heartfelt sorrow we say goodbye to Residents who have left this world. **We say farewell to: Mary Haugen; M. Joan Morland and Ralph Gordon.**

Welcome to our new Residents who have decided to make Stensrud Lodge their Home. Our commitment is to ensure that every individual is treated with dignity, respect and kindness. Please feel free to express any concerns or questions you may have to our staff. We welcome: Wilma J. Hallam; Alice Hedger and Gerald Hallam.

The secret of change is to focus all of your energy, not on fighting the old, but on building the new!

For daily maintenance concerns during the week for courts, please contact **Cathy at 306 373-5580 ext 221.**

Should you have any concerns on the weekends regarding minor maintenance issues, please contact your custodians.

Eamer Court
Richard Care—306 292-9597

Cosmo Court
Gary Pinkerton—306 291-4404

Are YOU wearing your name tag?

Stensrud Lodge Reception Office cannot process any payments to accounts after 2:00 pm on the last business day of the month to allow for month end procedures. Please make arrangements to conduct your business prior to our month end cut off.



PORTEOUS LODGE

Porteous Lodge is looking for VOULUNTEERS! Are you looking to make a difference in the lives of our Elders? Come and Join us! For further information, please contact Cheryl at 306 382 - 2626 ext 234 or email: cheryl.clarke@saskhealthauthority.ca

We wish to extend a heartfelt congratulations to Debi Funk! Your Jubilee Family is proud of YOU!

Debi—as a Resident Advisor, will be actively involved in the Sask Health Authority Purposeful Interactions training on March 7th.

Debi will speak to “A Life Worth Living” to address the needs of residents in long-term care to improve their quality of life.

Varsity Dental Group 201—1414—8th Street East Saskatoon S7H 0T1 306—665—2400 varsitydental@shaw.ca

Dental examinations/assessments and dental treatment is now available right here at our long term care facility. Dr. Raj Bhargava and his dental team, utilizing mobile equipment, can provide dental check-ups, cleanings, fillings, extractions and denture work.

Normal dental fees will apply and if you or a family member are interested, please contact the Director of Care Team for more information or contact Dr. Raj Bhargava directly at Varsity Dental Group.

February was Therapeutic Recreation Month: Recreation Therapy is all about helping clients and elders make the most of their lives through participation in meaningful leisure activities.

Therapeutic Recreation is defined as a health care profession that utilizes a therapeutic process, involving leisure, recreation and play as a primary tool for each individual to achieve their highest level of independence and quality of life (CRTA, 2017).

Staff in long term Care homes Recreation Therapists
Recreation Coordinators Recreation Workers
ADL Recreation Workers

If you know anyone who works in Recreation watch them at work. Their creativity and passion for working to improve the lives of others is truly inspiring!

Fire drills at Porteous Lodge are held monthly in order to ensure our systems are working properly, as well as provide our staff members with an opportunity to practice their emergency preparedness skills. Fire drills occur at random times and thus can occur in the morning, afternoon, or evenings. Just like in a real emergency, the fire alarm will ring; if you are present for a fire drill please remain calm and wait for instruction from staff members. Staff members are to secure fire doors on their floor, as well as take a count of the residents on their floor, while securing doors and windows. If a resident and/or family member is located in the area where a mock fire is taking place, they will be moved from the area and secured behind a fire door. One staff member from each area will go to the nursing station once his or her area has been secured to get information and instructions from the RN and will then relay this information back to his or her area. Drills are run by the RN, who will identify where the mock fire is located via our alarm system and will communicate to staff once it has been determined that the situation is cleared. Please be aware that during fire drills the elevators will not be operational and entrances/exits will be secured until the RN has given the all clear. If you happen to be trying to enter or exit the building during a fire drill, please wait until the fire drill has concluded; the building doors will be unlocked following the conclusion of the fire drill.

NEWS FROM RECREATION

Tues	March 5	Fiddle/Express/Newcomers Tea	2:00 pm
Wed	March 6	St Thomas Wesley Service	6:15 pm
Thurs	March 7	Community Assoc. Meeting	10:30 am
Fri	March 8	R.C. Mass	2:00 pm
Mon	March 11	St Patrick's Day Party	2:00 pm

DATES TO REMEMBER

Tues	March 12	Salvation Army Service	2:30 pm
Wed	March 13	March Birthday Tea	2:00 pm
Thurs	March 21	Saskatoon Sol	2:00 pm

The purpose of life is to discover your gift
The meaning of life is to give your gift away!

Porteous Lodge Contact Information	Are YOU wearing your name tag?
306 382-2626	Ext
Director Care Team Tyrone Okrainetz	223
Facility Assistant/Receptionist Rae Gamble	221
Manager Support Services Bev Jacobson	237
Recreation Coordinator Brad Lavoie	234
Recreation / Volunteer Coordinator Cheryl Clarke-Chorney	234
Dietary Department Carmene Doucette	232
Maintenance	235
Lodge Nursing	228
Villa Nursing	230
Physical / Occupational Therapies	238

Good-bye's & Hello's to Our Residents

With heartfelt sorrow we say goodbye to Residents who have left this world.

We say farewell to: Johnnie W. Love; Terry M. Lysitza; Kevin John Michel and Raymond Joseph Slippery.

Welcome to our new Residents who have decided to make Porteous Lodge their Home. Our commitment is to ensure that every individual is treated with dignity, respect and kindness. Please feel free to express any concerns or questions you may have to our staff.

We welcome: Fred Drews; Harvey B. Linton; Shirley M. Moffat and Mark Pisio.

To ALL Staff, Residents, Families and Visitors:

Please be mindful to be courteous. Whether you are walking in to staff offices or our resident's homes, med rooms or work areas, please knock on doors to these private spaces. Knock if the door is closed and get permission before entering.

**Dance as if no one were watching,
Sing as if no one were listening,
And live every day as if it were your last.**

Porteous Lodge Reception Office cannot process any payments to accounts after 2:00 pm on the last business day of the month to allow for month end procedures. Please make arrangements to conduct your business prior to our month end cut off.



STENSRUD & PORTEOUS LODGES

March highlights **Emergency Preparedness Code Green** which is the term used to describe a situation when an area requires evacuation. It can refer to a specific area of a site or an entire site. It is important to recognize a Code Green will most likely happen in a number of stages. The first stage would be to evacuate the area most affected by the situation causing the Code Green. Assessing the current situation will identify the degree of subsequent stages of evacuation. Code Green requires that an area of safe refuge, that can service the needs of the evacuees of a support area or an entire site, be identified. When it is recognized that area evacuation is required, the Person in Charge of the area of the incident will activate Code Green for area evacuation.

Be Accountable:

Choose safety - work safe - and go home injury free!

Shared Responsibility

The Sask Employment Act and The Occupational Health & Safety Regulations are based on shared responsibility. This means that everyone in the workplace has a role in establishing and maintaining healthy and safe working conditions—to the extent that they have the authority, knowledge and ability. The Ministry of Labour Relations and Workplace Safety’s OHS Division administers the legislation.

The Worker’s Rights:

1. **The right to know** about the hazards in the workplace, how to identify them and how to protect themselves.
2. **The right to participate** in making occupational health and safety decisions through consultation with OHCs, representatives and other workers.
3. **The right to refuse** work that the worker believes to be unusually dangerous.

Please consider how mindful you are....

Mindful of how you talk about your work: Be mindful of the words you choose to tell the story of your work to co-workers, family and friends. People will often reference their job as, “insane, crazy busy, ridiculous” and even “hell”. Is your magnifying glass focused on the 90% or 10%? When people ask me, “How’s work?” I say, “Wonderful. Totally blessed. Great.” I believe in the law of attraction: “What you focus on... you get more of”. We all have 10% days but be careful that those days don’t turn into the story that you tell.

Jubilee Residences is committed to safety for ALL:

Principles:
Health and safety for ALL is the first priority
JR is committed to achieving zero preventable harm.
Safety is every person’s role and responsibility and is integral to every job within JR;
Senior Leadership is committed to excellence and to the established vision, values and goals by ensuring that all supervisors have safety improvement objectives, by auditing performance, and by being visible and personally involved with safe workplace initiatives.

Incidents at work: If you are injured at work...
Complete first aid as required and notify Manager/Supervisor,
Call the SHA Incident Reporting Line
For blood and body fluid exposures report to nearest emergency. If treatment is needed, take a SHA Incident Reporting package
Report your injury to WCB sooner than later for your own sake.

Law of the Garbage Truck

One day I hopped in a taxi and we took off for the airport. We were driving in the right lane when suddenly a black car jumped out of a parking space right in front of us. My taxi driver slammed on his brakes, skidded, and missed the other car by just inches! The driver of the other car whipped his head around and started yelling at us. My taxi driver just smiled and waved at the guy. And I mean, he was really friendly.

So I asked, 'Why did you just do that? This guy almost ruined your car and sent us to the hospital!'

This is when my taxi driver taught me what I now call, 'The Law of the Garbage Truck.'

He explained that many people are like garbage trucks. They run around full of garbage, full of frustration, full of anger, and full of disappointment. As their garbage piles up, they need a place to dump it and sometimes they'll dump it on you. Don't take it personally.

Just smile, wave, wish them well, and move on. Don't take their garbage and spread it to other people at work, at home, or on the streets.

The bottom line is that successful people do not let garbage trucks take over their day. Life's too short to wake up in the morning with regrets, so ...

Love the people who treat you right.

Pray for the ones who don't.

Life is ten percent what you make it and ninety percent how you take it!

Have a garbage-free day!

Do you have a filter? One small improvement is like a rain drop, each one adds up and they all can fill a bucket. The same analogy can be used by choices, each choice has an impact. Every choice we make leaves a drop in the bucket. Positive or negative we get that drop. Let’s think of the bucket as our mind or our being. We carry each drop, the positive is clear, clean water but the negative is unfiltered dirty water that is harmful. What happens when we mix the drops in the bucket? That depends, if we have a lot of clean water a few dirty drops may not have a lasting impact and vice versa if we have more dirty drops. One thing to note is how dirty are the negative drops? Well depending on how severe the negativity determines how dirty the drop. Sometimes it only takes a few drops to contaminate your bucket. There is an amazing thing. We can recondition how we think, so we can filter the water in our bucket. It will never be totally clean, as we cannot undo the past but the filter is a reflection. When we filter, we learn what was in the water and can change our future drops. The only catch is we have to want a filter and have to put it into action. Out of all the things we can do, self-improvement and discovery are essential to living a better life filled with your purpose.

Policy Directive:

JR maintains a Safety Management System to provide a clear set of workplace safety standards

JR maintains a joint employer/worker OH&S program as part of its Safety Management system to ensure the goals of this policy directive and the right of participation of all workers.

Workers have a right to work in a safe workplace that is free of violence, harassment, and discrimination.

Everyone has a responsibility for safety in the workplace in accordance with their level of authority within the organization.

All workers are made aware of their rights and responsibilities: Right to Know, Right to Participate, and the Right to Refuse.



THE COURTS

EAMER COURT

Exercises: every Thursday morning at 9:30 with Marion A.

Milk Delivery: Gerhard picks up orders Wednesday mornings for milk & common dairy items and he delivers the items the same morning. Sign-up sheets are on bulletin boards in Eamer and Cosmo courts or call him directly at 306 - 934-8936. Thank you Gerhard!

Social Club Meeting: Wednesday, March 6th at 7:00 p.m.

Entertainment: Tuesday, March 12th at 7:00 p.m. The cost is \$3.00 each & a light lunch will be served. Heavenly Hash will play!

Tuesday, March 26th at 7:00 p.m. The cost is \$3.00 each & a light lunch will be served. Fiddle Fore will play!

Supper: Thursday, March 21 at 5:30 p.m. Menu is Chinese Food. Cost is \$12.00 per person. Watch for posters for sign up and the dates to pay.

Book Club: Wednesday, March 20th at 1:30 p.m. in Kathy's office.

Birthday Party: Tuesday, March 19th at 2:00 p.m. We will be celebrating March birthdays with cake, ice cream & coffee. Everyone is welcome. Bring a cup for coffee.

March Madness Bingo: Thursday, March 14th at 2:00 pm Cards = 50¢

Welcome to New Tenants: Hazel Libke #104
Norm Herriott #106

In Loving Memory: Leonard Pentol and Ken Lenhart

Eamer Court Social Club Executive:

Ron Wrishko	President	Marlene Eaton	Secretary
Ralph Underwood	V. President	Susan Popadynech	Treasurer

To rent the Eamer Lounge: Contact Kathy at 306 373-5580 ext 235.

EAMER & COSMO COURTS

Income Tax: We will be having income tax volunteers at Eamer court again this year to do basic taxes. This service is free. Watch for sign-up sheets on bulletin boards at Eamer and Cosmo or call Kathy at 306 - 373 - 5580 ext 235 if you are interested.

**This is your invitation to join our Community
.....Jubilee Residences is truly an oasis in the**

City! Jubilee Residences Inc. is currently accepting applications for individuals to join our unique, affordable, aging-in-place housing community: independent living, supported living and 24 hour supervised living. Abundant green spaces. Community Gardens. Meal Service available. Small pet friendly. Coordinated independent living assistance. Cottage, bachelor and private room options. Adjacent to shopping and amenities. Adjacent to Stensrud and Porteous Long Term Care Homes allowing families to remain close together. For application information, please contact Kathy at 306 373—5580 ext 235.

www.facebook.com/Jubilee-Residences
www.jubileeresidences.ca

**Life is short. There is no time to leave
important words unsaid.**

COSMOPOLITAN COURT

Blood Pressure Clinic: Lona from Saskatoon Home Support will be here on Tuesday, March 5th from 9:00-10:00 am.

Renting of the Lounge: Contact Kathy at 306 - 373—5580 ext 235

Notice to All Tenants: During office hours please report any leaking taps or toilets to the reception desk at Stensrud (Cathy) at 306 373 - 5580 ext 221. Thank you.

Saturday, March 2: Pancake Breakfast for Telemiracle—10:00 to 12:00 noon \$5. each

Social Club Meeting: Monday, March 4 at 7:00 pm in the lounge

Coffee Mornings: Tuesdays— 26 at 8:30 to 10:00 am \$2. each. Bring a cup!

Movie: Thursday, March 7 - watch for posters!

Saturday, March 16: St Patrick's Day—Band—\$3. each

Sunday, March 31: Bingo at 1:00 pm

For after hours maintenance concerns, please call Gary at 306 291-4404.

<p>Cosmo Social Club Executive: President—Linda B. phone 306 979-6652. Vice-President—Duane H. phone 306 249- 0381 Treasurer—Sandy P. phone 306 291-4405 Secretary—Brenda Z. phone 306 280- 1517</p>

MOUNT ROYAL COURT

Notice to All Tenants: During office hours please report any leaking taps or toilets to reception desk at Porteous (Rae) 306 382—2626 ext 221. Thank you.

Welcome to New Tenants: Leo and Alice Scherr #44

"People are often unreasonable, illogical, and self-centered; Forgive them anyway.

If you are kind, people may accuse you of selfish, ulterior motives;

Be kind anyway.

If you are successful, you will win some false friends and some true enemies;

Succeed anyway.

If you are honest and frank, people may cheat you;

Be honest and frank anyway.

What you spend years building, someone could destroy overnight;

Build anyway.

If you find serenity and happiness, they may be jealous;

Be happy anyway.

The good you do today, people will often forget tomorrow; Do good anyway.

Give the world the best you have, and it may never be enough;

Give the world the best you've got anyway.

You see, in the final analysis, it is between you and God;

It never was between you and them anyway." Mother Teresa



Dear Residents, Families and Staff!

If you really want to make a friend, go to someone's house and eat with them... the people who give you their food give you their heart.

In 2019 Porteous Lodge will be 60 years old and we are gonna' cook up a storm in celebration! A 'Taste of Home' cookbook is being created and we need YOU to send your recipe (s) to: **debrafunk@gmail.com and beverly.jacobson@saskhealthauthority.ca**

You may also drop your handwritten recipe off at the Reception Office in Porteous Lodge or Stensrud Lodge.

Our intention is to have a little history in the book as well; if you could please include your name and relationship to Porteous Lodge ie:

Judy Smith; daughter of Porteous Lodge Resident John Smith
Jane Smith; Housekeeper at Porteous Lodge from ____ to present; or
Anonymous if you'd prefer to submit a recipe without your name.

~A Cup of Tea ~

One day my mother was out, and my dad was in charge of me. I was maybe 2 1/2 years old. Someone had given me a little 'tea set' as a gift, and it was one of my favorite toys. Daddy was in the living room engrossed in the evening news when I brought him a little cup of 'tea', which was just water. After several cups of tea and lots of praise for such yummy tea, my mom came home. My dad made her wait in the living room to watch me bring him a cup of tea, because it was 'just the cutest thing!' Mom waited, and sure enough, here I came down the hall with a cup of tea for Daddy; and she watched him drink it up. Then she said, (as only a mother would know), "'Did it ever occur to you that the only place she can reach to get water, is the toilet?'"

Jubilee Residences Board Meeting: On Wednesday, January 30, 2019, the Board of Directors met at Porteous Lodge. The following is a summary of the meeting. Board Members were provided with an education session related to the Least Restraint Policy. The Board reviewed the financial statements for the eight month period ended November 30, 2018. Board Members have a plan to move forward with a new generator and modernization of the Porteous Lodge 'old' elevator. Board Members gave approval for Flynn Roofing to install new fascia flashing to protect the new vapour barrier as part of the Villa roofing project. Board Members gave approval for the purchase of two Carroll CS7 beds with mattresses. Board Members accepted a Board Attendance Policy and a Board Recruitment Policy. The Board of Directors remain focused to ensure delivery of quality care as well as safety of the residents in a caring community.

PORTEOUS LODGE 60TH ANNIVERSARY COOKBOOK

We would love for you to share your favorite recipe (s) with us!

Email them to Debi Funk at debrafunk@gmail.com or Bev at beverly.jacobson@saskhealthauthority.ca by April 30, 2019

BE A PART OF THE JUBILEE RESIDENCES LEGACY!

have your recipe included in this anniversary edition cookbook!

"Imagine a place of work..."

*Where employees put the needs of others first and where respect for one another abounds;
Where caring and appreciation permeate the atmosphere;
where there is open communication;
Where creativity is rampant;
Where there is laughter;
Where people are committed to making a difference through their interactions
and their very important work; and ,
Where there is excitement and enthusiasm even in daily tasks."*

Be a snitch!

Turn someone in for doing something good!

**May the luck of the Irish
Lead to happiest heights
And the highway you travel
Be lined with green lights.
Wherever you go and whatever you do,
May the luck of the Irish be there with you.**

**Jubilee Residences Foundation accepts donations on behalf of Porteous and Stensrud Lodges
"Make a difference in the life of a resident...give today."**

Name (please print): _____
Address: _____
Postal Code: _____ Telephone: Home _____
Business _____ Email: _____
I wish to make a donation of: ___\$1000 ___\$500 ___\$250 ___\$100 ___\$50 Other _____

To donate online, please visit: www.canadahelps.org

Please make cheques payable to: Jubilee Residences Foundation.
Gifts of \$10.00 or more are tax deductible & a receipt will be issued. table registration # 893571810RR0001



Thank you for your support!



Have You Noticed Staff Gathering Every Day at 2:30 pm?? They are “Huddling”!!

Daily huddles are a key part of daily management at both Porteous and Stensrud Lodges. Daily huddles, or meetings, bring all staff from all support areas together to keep them up to date on the activities of their work area and enable them to raise and address issues as they occur, preventing larger problems from developing. The huddles are taking place at the visibility wall at the same time each day.

Every day, Jubilee Residences staff members gather to answer four questions:

- Were there any injuries in the past 24 hrs? Staff? Residents?
- Any near-miss incidents? Is equipment in good repair?
- Does anyone have a heavy workload today & need assistance?
- Are we working short? Anybody here on overtime?

This is their team huddle time. Daily huddles keep the organizational priorities top of mind at the front lines in a way that has meaning for staff and in a way they can have some influence. When there’s a fall or a staff injury, it’s not just a number. Staff discuss the importance of resident safety and encourage safe work practices at least three times each day during the huddles.

Daily huddles are brief meetings which bring staff together to keep them up to date on the activities of their work area and enable them to raise and address issues as they take place. They provide an opportunity to have a purposeful discussion and to problem solve.

A key benefit of the huddle is that, by daily discussion, staff and managers are able to work together to nip problems in the bud.

The best ideas often come from front line staff. These focused daily conversations create an opportunity for them to offer their ideas, their solutions, and their ideas for improvement. It’s a great, informal discussion with all staff at each shift change.

The Jubilee Residences’ strategic plan is for everyone. Staff know their work well and have terrific improvement ideas. Having those daily conversations is key to providing the best care possible. Daily huddles are helping people at the front lines understand their role and their importance in helping achieve Jubilee’s priorities.

One of the more important forms of organizational communication is cross-departmental—inter-departmental communication and working to improve and encourage this communication must be an ongoing task for everyone within Jubilee Residences.

We also know that increasing communication and teamwork takes time, but it is time well spent and that the results include increased efficiency and a greater sense of satisfaction for everyone involved.

Leadership is not a line in a job description, or a list of tasks or functional responsibilities.

It is about much more than that.

Leadership is essentially a relationship and the best leadership is about “us”, not about “here’s my way of doing things.

“A leader is best when people barely know he exists, when his work is done, his aim fulfilled, they will say: we did it ourselves.”

If you hold an imaginary magnifying glass out in front of us, we can choose to do one of two things with that magnifying glass: focus it on the positive 90% in our lives that is working or focus it on the negative 10% that isn’t working.

There are three key ingredients to a positive work culture: staff engagement; staff empowerment and a clear understanding of the vision – “A Caring Community”, mission, and values of Jubilee Residences. Once those elements are in place, the other critical elements such as: two-way communication, trust, safety, commitment, teamwork, etc. will occur almost naturally because they are the building blocks of engagement and empowerment.

Positive work culture is what we want to happen when the managers are not around (e.g. what happens on the night shift or the weekend). We want to re-write the unwritten rules and norms. We want experienced staff and leaders positively coaching, mentoring, and encouraging new and experienced staff *“this is how we do things around here”*. A cold and defensive culture can cause staff NOT to share their gifts and that is what we have to eliminate.

For the last year and a half, Jubilee’s Vision, Mission and Values, the Jubilee Code of Conduct, the Exceptional Service Promise, the Eden Principles, the elements of a Respectful Workplace, and Resident Rights have been mapped out for discussion every day at the Wall Walks and every week at the Communication/Safety meetings. This provides leaders in Jubilee with a forum to consistently demonstrate our values, to talk about what is important, and to set expectations of what it means to manage and lead effectively in our organization.

Over the past year, we have had multiple presentations utilizing the “leaders as teachers” approach for leadership development at our JRI Joint Managers Meeting. The success of this approach comes from you being regarded by your colleagues as someone who “cares” and as someone who believes in the messages they are transmitting. Leaders who are teachers increase their skill levels in presenting, facilitating, coaching, problem solving, and developing others. This is an important concept and can be very powerful in creating culture change. Leadership is action, not a position.

What are the three questions to ask before leaving a resident?

1. **Are you having any pain?**
2. **Do you have to go to the bathroom?**
3. **Is there anything else I can do for you?**



Lodge Community Association Meetings

Terms of Reference

Purpose:

To improve the quality of life of residents and give residents and families a voice in decisions that affects them and their love ones while alleviating loneliness, helplessness and boredom in our homes.

Membership:

Residents
Family Members

Staff Liaison:

All JR Team Members

Principles:

Resident Focused: For residents, With residents, By residents.
Open communication between residents, families, and staff.

Ongoing Agenda Items:

Update on the Eden journey
Quality and care information (example renovations; outbreak)
Social events and calendar including messages from senior leadership, staff & roundtable discussion.

Meeting Co-chairs (3):

1 representative from Family members;
1 representative from Residents;
1 representative from Leadership.

Recording & Distribution:

Written communication from Community Association meetings will be included in the monthly statements; social media; JR website; JR internal newspaper;

Community Association Meetings will be held in our homes every other month.

Porteous Lodge Community Association Meeting: Thursday, March 7th at 10:30 am

Stensrud Lodge Community Association Meeting: Thursday, March 14th at 2:45 pm

Stensrud Lodge is working with the Saskatchewan Health Authority in order to build a presentation to share the results from the LTC Resident & Family Experience Survey.

The LTC Resident & Family Satisfaction Survey identifies means to improve communication. As part of our response to improve communication, Jubilee has a '**Concern Form**' that residents and families may choose to complete. Our goal is to follow up on your concerns and provide a response within a week of receiving your information. **A copy of the form is available in the reception offices in the lodges.**

Successful person-directed care is structured around the unique needs and preferences of the individual. Organizations that value, pursue, and apply feedback from all members of the care partner team (Elders, staff, and family members) convey a warm, caring culture that puts the person first.

An email address has been created to use as a communication tool whereby residents and families can state their concern. The email address is confidential and private. Concerns will be dealt with by the manager of the department. The manager will document and advise families and residents of what action will be taken to resolve their concern. All concerns will be reviewed by the management team.

JubileeResidences@saskatoonhealthregion.ca



In contrast to standard satisfaction surveys, Eden Alternative Warmth Surveys measure the levels of optimism, trust and generosity across an organization.

Every gardener knows that you can't grow plants in frozen soil. In this metaphor, the soil is the culture that exists in our organization. If that culture is very cold, we know from our experience that implementation of The Eden Alternative will not grow and develop. There is a continuum from cold to warm, and every organization falls somewhere along that continuum. Cold organizations are characterized by pessimism, cynicism, and stinginess, while warm organizations are characterized by optimism, trust and generosity. These qualities are essential to the success of culture change initiatives.

Introducing change cools the soil down and consumes warmth. So, it is important that we continually warm the soil. This warming process involves everyone in the art of creating a 'caring community'. Jubilee is using a set of warmth surveys to assess adopting person-directed care practices. A Family Warmth Survey will be circulated with the February lodge statements. Input and feedback from families is extremely valuable and very much appreciated. Please take the time to provide feedback to us. **Please return the survey prior to March 29th.** If you are not the family member who receives the statement, please stop by the Reception Office and request a copy of the Family Warmth Survey in order that we may have your feedback. We thank you in advance for your assistance! Jubilee Residences will be surveying the Elders/Residents as well as the staff at a later date. Everyone's opinion counts!

Boosting morale and respecting others is not a one-time shot. It takes time, effort and energy on everyone's part to keep an upbeat attitude alive. Tell your story. Jubilee Residences has a purpose, history and vision...Share it! Your story helps people feel like a part of something important.

Jubilee Residences is committed to providing a respectful environment, where everyone is committed to safe, quality care. We believe that when we work together and live our values, we honour our rights and responsibilities.

Jubilee Residences is A Caring Community . . .

A Caring environment for everyone (residents, family, team members, volunteers, community partners) that is characterized by respect, compassion, and support.

A Community that is a vibrant dynamic home where individuals can age-in-place and a workplace where team members are valued.

**"A great place to live;
A great place to work"**