



Notable Quotable

“To initiate or engage in an activity is no longer a viable action for some individuals when their cognitive ability declines. If a resident complains of boredom, they may be lonely and would welcome your attention. Asking ‘what would you like to do’ is a good start”

~ Activity Director



Resident Experience *continued from pg. 1*

1. Empathy is Key

There’s a special feeling a customer gets when the concierge at a hotel or a general manager at a favorite restaurant anticipates their needs. As a regular at that establishment, the staff will have come to know the guest’s habits, allergies, and/or preferences, using their intimate knowledge to empathize with that person. By providing senior living staff with this type of information, employees can better empathize with residents, and build more meaningful relationships that drive satisfaction.

2. Be an Active Listener

Few gifts are as meaningful as the gift of attention. Why is traveling for leisure such a thrill? Why do we count down the days until our next meal at our favorite restaurant? Because the customer knows that from the time they walk in the door until their visit is complete, the staff will be listening carefully to their every request to ensure that the experience will be the best it can be. Train your community staff to listen intently to your residents so they’re better able to address their

needs, deliver on preferences, and identify any potential issues or poor experiences before they happen.

3. Acknowledge a Customer’s Value

True hospitality means meeting the needs of every customer and then going one step further to create a truly delightful experience. When a customer receives precisely what they want *plus* a thoughtful gift or service that is tailored to them, they walk away knowing they’re valued. Relocating to a senior living community can be an adjustment for some residents. Ensuring they feel valued and welcomed increases satisfaction and helps stave off mental health issues like depression. Although these three examples are taken from the hospitality industry, the parallels to the senior living industry are clear. A personalized experience in a senior care community means a resident should expect empathy, attention, and services that go above and beyond their needs and preferences to show they’re valued as a person.

Source: [PointClickCare:blog](#)

Are You Waffling?

On August 24, 1869, Cornelius Swartwout was awarded a patent for inventing a new, improved waffle iron. The first waffle irons date back to the 15th century in Holland, where waffles were baked on the open hearth in long-handled irons. Instead of the recognizable grid of deep wells, waffles were patterned with coats of arms, religious icons, or landscapes. These irons were direct descendants of medieval irons, used to bake religious communion wafers.

Swartwout is credited with developing a new version of a waffle iron that

could be used on either a wood- or gas-burning stove. In his design, two cast-iron plates were attached in such a manner that they could be rotated and flipped within a banded collar, allowing both sides of the waffle to cook on the stove top. Swartwout’s irons came in a variety of sizes with the tell-tale grid of wells on each side. Why do waffles today have that gridded and pocketed pattern? Some say that it’s this unique design that cooks up a light, crisp waffle, while others argue that the pockets were created to hold just the right amount of delicious maple syrup.

Seskeha
(Time of Freshness) |
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Tsiionkwanonhso:te



Mohawk Council of Akwesasne /
Department of Health / Long Term Care
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Residents’ Bill
of Rights

3. (1) Every licensee of a long-term care home shall ensure that the following rights of residents are fully respected and promoted:

12. Every resident has the right to receive care and assistance towards independence based on a restorative care philosophy to maximize independence to the greatest extent possible.

13. Every resident has the right not to be restrained, except in the limited circumstances provided for under this Act and subject to the requirements provided for under this Act.

Improving the Resident Experience

Through Personalized Care

We live in a world that values the personalized experience above all. From your Amazon shopping homepage to your smartwatch, the experience is deeply personal. You are greeted by your name, offered things based on past behaviors and in turn, you expect things to be adapted to your needs and preferences in real-time. But what about the senior care industry?

Prioritizing this type of personalized experience doesn’t yet seem to be top of mind, but has the potential to increase occupancy by providing an amazing resident experience. Whether a person moves from their home to a facility due to chronic illness, a need

for additional support with activities of daily living, or by their own choice, it is the job of senior living providers to ensure that their experience is fulfilling.

A VIP treatment for every older adult means making a more hospitality-oriented mindset a priority every day, no matter a person’s current needs and preferences. Engagement should always be personalized and match the resident’s abilities. A personalized experience beyond the typical bingo, birthdays, and reading should be the goal.

Providers can look to hospitality leaders like hotels and restaurants as a guide for how to offer the best care:

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Make Me a Match

The last day in August, Matchmaker Day, honors those who have mastered the art and science of finding love. While matchmaking is considered a long-lost tradition, arranged marriages are still common in India, Pakistan, China, and Japan. About 60% of all marriages in India are arranged, and out of these, less than 4% get divorced. In these arranged marriages, spouses report feeling more love for their partners.

Compare that to the 40% divorce rate in the United States, and you might want to rethink the role of matchmakers. Their job has become more of a science, gathering data on potential couples that includes financial and health histories, shared values, and key personality traits. Modern matchmakers are more likely to sit in front of a computer analyzing data than they are to be gossiping in the village square.

Bathing a Loved One Who Has Dementia

By Ava M. Stinnett

Caregivers face various challenges when providing assistance for someone who has Alzheimer's disease. One particular activity that can be very stressful is bathing. There are numerous behaviors that indicate a loved one is frustrated or confused, such as hitting or kicking, verbal agitation, and crying or rocking.

As a caregiver, it's important to remember why bathing is important. "Doctors recommend older adults shower or bathe a minimum of twice a week to reduce the chance of infection, especially urinary tract infections in women," says [Carole] Larkin, geriatric care manager at ThirdAge Services and trainer of caregivers in home care companies, nursing homes, and memory care communities. "If you can get them to bathe more, kudos to you. If not, be satisfied with twice a week, unless another medical condition demands more frequent bathing."

If you see any of the behaviors listed above, you'll want to determine the cause. Some common triggers include unmanaged pain, feeling too hot or too cold, feeling awkward or embarrassed, and confusion about what is happening. The same goes for hair washing and drying.

Larkin provides some tips to help caregivers minimize frustration for both patient and caregiver.

- Tell the person what you are going to do, step by step, and allow him or her to do as much as possible.
- Involve the person in the bathing process. Larkin suggests that caregivers have the person try to wash themselves first ... That gives them ownership of the task and something they can succeed at.
- Follow up on the positive reinforcements so that your loved one gets rewarded for complying ... Always praise and compliment them after the bathing is done.
- Some people are extremely modest ... Respect their dignity by allowing them to cover up with something while in the shower or bath.
- Plan the bath or shower for the time of day when the person is most calm and agreeable. Be consistent. Try to develop a routine.

Continue to adapt your methods by observing your loved one's behavior over time.

Source: Activity Connection Monthly Source of Information for Activity Ideas

Important Anniversary Date:
Tsiionkwanonhso:te (Akwasasne's Long Term Care Facility) officially opened on August 16, 1994.
Volunteers are welcome and their help is appreciated to plan and organize activities to celebrate 'Our Home's 25th Anniversary in 2019!



"Doctors recommend older adults shower or bathe a minimum of twice a week to reduce the chance of infection."



Saint Jerome was a prolific writer and is the patron saint of translators and librarians.

HOW TO REACH YOUR MANAGEMENT TEAM (613-932-1409)

CONCERNS OR COMPLAINTS?

A Family Council provides an opportunity for family members to have a collective voice regarding decisions that can affect the care of their loved ones. If the Family Council has a concern regarding the operation of the Home (care, food etc...) then the Council can present the concern to the **administrator** in writing.

You can also contact the Ministry of Health's ACTION Line. The Long-Term Care ACTION Line is open seven days a week 8:30 a.m. to 7:00 p.m., and can be reached toll-free at: **1-866-434-0144**

A complaint can also be sent by mail to the Ministry of Health and Long-Term Care Performance Improvement and Compliance Director at the following address:

**Director,
 Ministry of Health and Long-Term Care,
 Performance Improvement and Compliance Branch,
 11th Floor, 1075 Bay Street, Toronto, Ontario, M5S 2B1.**

South Wing Nursing Station:
 Press #2 (after greeting)

West Wing Nursing Station:
 Press #3 (after greeting)

Denise.mitchell@akwasasne.ca
 Admin Assistant/Ward Clerk:
 Press #1 (after greeting)

Lorna.francis@akwasasne.ca
 Finance Clerk Press #1 (after #4 Admin Directory)

Aleesha.King@akwasasne.ca
 a/Dietary, Housekeeping, Laundry Supervisor / Press #2 (after #4 Admin Directory)

Sonja.sylvester@akwasasne.ca
 A/Director of Care /
 Press #4 (after #4 Admin Directory)

Vincent.lazore@akwasasne.ca
 A/Program Manager /
 Press#6 (after #4 Admin Directory)

Strange Competition

Get ready for a week of the truly weird, because August 13–17 is Weird Contest Week in Ocean City, New Jersey. This beachy seaside haunt hosts curious family fun. Join in a variety of sculpting contests using Salt Water Taffy, French fries, and giant cookies. Then there's the paper clip construction contest, where past contestants have attempted to replicate the Eiffel Tower and Brooklyn Bridge. "Ears Looking at You" is an ear wiggling bout, where the flappest ears win. If these contests aren't eccentric enough for your tastes, try some of these other international oddities.

Every year the sleepy hamlet of Willaston, England, hosts the Worm Charming World Championships, where contestants try to coax as many worms as possible out of a small plot of turf. Charmers use various techniques to summon their earthworms, such as vibrating the soil with sticks, poking the grass, or even playing music. Digging is strictly against the rules. In 2009, the world worm charming record was set at 567 worms.

About 150 miles north of Willaston, in Egremont, England, contestants take part in a wholly different competition: gurning. Gurning is the act of contorting your face in the strangest manner possible. The World Gurning Championships are the highlight of the town's Crab Fair, a pastime dating back to 1267, when the local lord would distribute crab apples to the townsfolk. If gurning is not for you, the Crab Fair also hosts a pipe-smoking competition.

For a contest that challenges both the body and the mind, try chessboxing, which is exactly as it sounds. A table with a chessboard is situated in the middle of a boxing ring. Boxers sit and match wits in a game of chess before alternating into a round of boxing. This continues for 11 rounds. Dutch artist Iepe Rubingh developed the idea as a performance, but it unexpectedly grew into a popular sport in Germany, England, India, and Russia. During this week in August, it seems there is truly a contest for every unique taste.