

Heritage News

September 2021

From your Manager,

WOW! What a scorcher we had this summer. Thank goodness for air conditioning. Thank you all for keeping your windows closed when the temperatures were extreme.

I was watching the world news. The weather all over the world has been wacky. Floods and fires in Europe.

September is a pretty month with all the fall colours starting to come through. It can also be hot with cooler evenings.

We have enjoyed some veges from our garden. Tomatoes, beans, lettuce, radishes, etc. Salads always taste better when they are home grown.

Have a safe and wonderful September.

Pauline McCran

Residency & Service Agreement

14.10 The Foundation will not tolerate physical or verbal abuse, profanity, discriminating remarks, rude, sexual, or other inappropriate behaviours by Residents. The Resident must conduct themselves in a manner that is conducive to a congregate living environment. The Resident must use common courtesy, good manners, and have a pleasant attitude toward other Residents and staff. The Resident is responsible to ensure their behaviour is not disruptive to, and will not impugn the reputation of, other Residents, Staff, or the Foundation.

Failure to do so will result in a notice to vacate being served to the Resident.

14.12 The use of alcohol or other substances to a degree that would cause disruption to others is not tolerated.

Special Events

An Ice cream truck called "The Scoop" will be parked in our south parking lot at 2:00 p.m. on Tuesday, **September 1**. There will be a variety of ice cream treats for you to buy!

The last day of the Downtown Farmers' Market will be on **September 15**.

Tuesday, **September 21** is our Terry Fox Day. Remember all donations are appreciated. We will have a walker decorating contest at 9:30 a.m. on the second floor. We will have a 50/50 draw at lunchtime and donate all of the proceeds to the Terry Fox Foundation. At 1:30 p.m., we will walk the block with our decorated walkers. I hope to see everyone there!

Welcome our New Resident:

Arthur W.

Reminders

2021 Resident Survey Results

23 residents completed the survey this year - here's what they said!

- Cleanliness - 100% satisfied
- Maintenance - 100% satisfied
- Safety & Security - 100% satisfied
- Activities - 95% satisfied
- Staff - 100% satisfied
- Management - 96% satisfied
- Meals - 90% satisfied

Thanks to those who completed the survey and provided comments as we use the information to improve our services. We hope to hear from everyone in 2022!



HAPPY BIRTHDAY!

Georgene B.	September 15
Don S.	September 16
Pat B.	September 19
Bill L.	September 28

Birthday cake will be served on Friday, September 17 at suppertime!

Sign up for a FREE mini massage!

Lethbridge College massage students will be coming to the lodge on:



September 22 from 1:00 to 3:00 p.m.



September 12

Emergency Preparedness - Loss of Water

In the event of mechanical breakdown or supply issue to the building resulting in a loss of running water, the Foundation has procedures in place to minimize the impact on residents. Residents can assist to preserve water when possible by limiting bathroom use.

Jugs of bottled water are available to provide water for the staff to utilize for cooking. Hand sanitizer will be utilized for hand hygiene. The Foundation may request the resident contact a family member to provide hand sanitizer and bottled water to drink. In the event the situation cannot be resolved for a longer period of time, the Foundation may request that residents contact a family member to stay with until the situation is resolved.

Please see your manager if you have any questions or concerns.

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