

May 2020

Tenth Addition

Life at Chinook Village

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From the Desk of Linda Hygard Managing Director



It's a different world out there with the novel COVID-19 virus and adjusting to it is ever changing and evolving...sometimes daily. Keeping up with the new orders, guidelines, and recommendations is a feat itself, let alone trying to operationalize changes and provide appropriate communication to staff, residents, and families.

While difficult for many of us, seniors living in congregate settings such as ours are the hardest hit, both with the virus and with the restrictions. One needs only to turn the TV on to hear how devastating it can be should the virus appear on site. Despite best efforts to contain it, it still seems to spread. And, seniors do not fare well when it comes to fighting an infection. Therefore, while the Alberta economy relaunches, restrictions at Chinook Village remain tight.

Our fight against the virus is two-fold. First, prevent the virus from entering the site and second, to contain the virus should it be found on site. Vigilant screening, cleaning, and contact tracing are necessary for successful outbreak management. And the threshold is low...one confirmed case of COVID-19 in either a resident or staff, constitutes an "Outbreak", with further restrictions and protocols for at least 28 days (two incubation periods). Many restrictions were put into effect

March 18 (i.e. No visitors), resulting from the Chief Medical Officer of Health Orders and are enforceable. Included in this newsletter is our most up to date guidelines for residents at Chinook Village.

We recognize how difficult it is complying with these orders, however, staff are doing what they can to brighten your day. Hallway karaoke, assisting with facetime connections, and a special Mother's Day meal are but a few activities that have taken place. Outdoor visits are now permitted (with restrictions) in recognition of the toll social isolation is having on our seniors. But we are in it for the long haul and your vigilance is still required.

Thank-you for your understanding in these trying times. Thank-you for your compliance with all the restrictions that are designed to keep you safe. Thank-you for your conscientiousness when going outside, limiting the number of trips and number of persons you meet. Thank-you for your kindness and caring for your fellow resident. Thank-you for your prayers. We are all in it together, but some, like yourself, are making many sacrifices for all of us here. Many, many thanks.

Stay safe! Stay well!



Chinook Village was found to be fully compliant.

Accommodation Standards Inspection

The Supportive Living Accommodation Licensing Inspection was conducted on March 13. Chinook Village received a

2-year operating license in 2019, therefore a mini-inspection was conducted this year and we were found to be fully compliant.

The standards set out by the Resident and Family Council Act was also inspected and Chinook Village passed this inspection as well.

Utilities Cost Comparison

<u>2018</u>		<u>2019</u>		<u>2020</u>	
Jan	\$ 42,198.06	Jan	\$ 43,868.09	Jan	\$ 48,065.21
Feb	\$ 44,069.48	Feb	\$ 44,020.34	Feb	\$ 49,295.41
Mar	\$ 42,426.05	Mar	\$ 51,284.13	Mar	\$ 41,830.51
Total	\$128,693.59	Total	\$139,172.56	Total	\$139,191.13

Poem: Lock Down in Chinook Village

Written by: *Lillian Torrie, Resident of Chinook Village*

We are forbidden access to any other floor Or to any section beyond a closed fire door. From having someone visit we are asked to refrain And not come from outside and into our lane.

No, we can't move from section to section These rules are hard, but they're for our protection. Our meals are now served to us, no more "buffet" style. Not helping ourselves can sometimes be a trial.

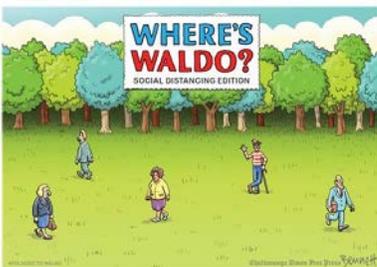
Our tables at supper hold just two people each: If farther apart, to talk we'd have to screech. I'm not complaining: this is merely describing Our methods of food service and how we're imbibing.

And yet, all in all, we are so well looked after. The staff remains cheerful, with some reasons for laughter.

There are certain restrictions if going outside:

"Yes," for a walk, but "No" for a ride. When we walk out and return we must sign a guarantee We didn't talk to anyone we might happen to see.

LOCK DOWN? Yes, but the best place to be. I know we'll get through this. We'll survive. Wait and see!



Chinook Village Was Ready!

Chaplain Lance Duncalfe

I marvel at how God “readied” this community we call Chinook Village, for the global pandemic. I’ve been asked, “is there anything in the Bible that speaks to what we are going through?” I usually have an answer, but it seldom satisfies those who hope my answer will relate to Armageddon and the Apocalypse. The Bible makes it abundantly clear that we need to live in a constant state of readiness for whatever is coming our way.

The parable of the ten virgins is a classic statement about the need to live in a state of readiness. In waiting for the long-time coming of the bridegroom they all became drowsy and fell asleep. At midnight the cry went out “Here’s the bridegroom!” The wise were prepared with lamps trimmed and ready. The foolish ones went shopping for lamp oil. Jesus responds, **“Therefore keep watch, because you do not know the day or the hour (Matthew 25:13).”** Live, ready.

So here we are, in the midst of a pandemic crisis. And Chinook Village was ready. How so, you ask? I would suggest in two ways. First, a history and community culture of preparedness. Second, the on-site staff team that the Lord has assembled.

From my perspective, I consider myself blessed to be part of a community with a Christian heritage paying attention to quality of care for residents. It is obvious to me that the plan at the outset, was “to do it right with no cutting corners.” I appreciate faith values crafted by the original board and implemented by Phil Horch and his original on-site team, some of whom still anchor the mission of Chinook Village.

Over the years, this fine village has nurtured a solid reputation for providing quality seniors housing in Medicine Hat. From my vantage point as; first a pastor of the Evangelical Missionary Conference to which Phil reported over the years, and now as CV Chaplain for the past six years – I see strong indicators of the Lord’s blessing Chinook Village in the past and presently, as we navigate the treacherous waters of COVID.

We were prepared for pandemic, long before it showed up in town. Our Managing Director, Linda Hygard, is quick to point to the Norovirus two years ago, as a bit of a “test run” for what we are going through today.

Before Wuhan hit the proverbial map (for all the wrong reasons), unaware of what was around the corner, we chapel-goers, moved from hugs and handshakes to high-fives and elbow rubs in early December. It was like the Lord was getting us ready for physical distancing. In January, I myself should have been aware of something coming when I received a book from my supervisors in the Evangelical Missionary Church entitled, “Didn’t See it Coming.”

Meanwhile in Chinook Village, pandemic protocols were already in place. As a matter of course, in compliance with Accommodation Standards, our leadership team continued to review Contingency Plans for potential emergency situations. We had just finished reviewing a wide variety of protocols to ensure all our systems were in place, items needed for emergencies procured and emergency contacts up to date.

One of the most compelling aspects of readiness, as I see it, is in how God put the present leadership and staff team in place. I would begin with our Managing Director, Linda Hygard. Linda has done a remarkable job of pulling her leadership team together and creating stability amongst them. I am privileged to work with an engaged, committed and cohesive team of leaders. I commend Linda and her team for brave, unflinching execution of direction...the following is what I appreciate about the on-site staff leadership team;

Chinook Village Was Ready Cont'd...

- Linda’s no-nonsense, calls a spade-a-spade, “studied” and experienced (especially in Health Care) leadership,
- Lacey, our Finance Manager with attention to detail and frugality,
- Roberta’s expertise in managing menus and healthy dietary needs,
- Kreste’s energy, personability and compassionate care, along with her sidekick Marcia, meticulous in addressing resident healthcare needs,
- John’s experience and knowledge of Chinook Village, coordinating the diverse needs of Maintenance, Caretaking and Housecleaning,
- Debbie’s extensive experience in the village, razor sharp awareness of Chinook Village events and creating a welcoming team at Reception,
- Judy’s “resident first” approach to programming, team spirit, social and creative energy as well as contributions in the IT department.

I see effective leadership translate into healthy relationships amongst staff in the village for the primary purpose of supporting the Chinook Village resident community. It seems we were prepared for these days.

Like you, my life as Chaplain is very different right now. I miss our gatherings and face to face time. When I come to the village in the morning, I sign a screening form along with getting my temperature recorded. Then I head to my office to enter into a time of prayer (call or email me your prayer concerns). During this pandemic I have been posting daily inspirational thoughts on Facebook (you can still “friend” me at “ChaplainLance”). Debbie Tschritter and I have been playing piano and guitar in various locations at various times, including lunchtime in the dining room. I have attempted some creative methods of stimulating a spiritual perspective during the pandemic crisis (ie. seen any little white rocks around?) I also pick up a rag and do what I can to disinfect.

As a staff team, we are all doing our part to contribute to living your best life right now. Chinook Village was prepared for such a time as this.

Safety Concern

Just a Reminder:

When you are walking in the parkade:

- 1) Always be aware of vehicles backing out of their stalls as **THEY MAY NOT SEE YOU!**



- 2) Be more visible by walking in the center of the driveway, rather than close behind the parked vehicles.

EMS Emergency Calls:

If you place a call for an ambulance to attend to your suite and it is not possible for someone to meet the paramedics, don’t worry. EMS have a lock box at your entrance whereby they can access the building and your suite. However, it is most important to give your building address!



Beware of Scams Arising from COVID-19

This Information can be found on the Government of Canada Website

Scammers are taking advantage of the novel coronavirus disease (COVID-19) pandemic by sending fraudulent emails that attempt to trick you into revealing your personal information. Fraudsters want to profit from consumers' fears, uncertainties and misinformation. They are exploiting the crisis to facilitate fraud and cyber crimes. Fraudsters are also calling Canadians with requests for donations or offering fraudulent laboratory testing.

How to Spot a Scam:

Email scams are attempts to have you volunteer your personal information to criminals, including your credit card information, or to install malware on your computer or mobile device. There are simple steps you can take to avoid becoming a victim:

- ✓ **Be Skeptical.** Fraudulent emails can look like they come from a real organization. Up-to-date information about COVID-19 can be found on the Public Health Agency of Canada website or on your provincial health agency website.
- ✓ **Be Vigilant.** Never send personal and/or financial information by email.
- ✓ **Check the "from" Address.** If you hover your cursor over the name, you will see the actual electronic email address. A red flag is when email domain doesn't match the organization that the sender says they are from.
- ✓ **Never Click on Suspicious Links or Attachments.**

Protect Yourself, Beware of:

- ✓ Spoofed government, healthcare or research information.
- ✓ Unsolicited calls, emails and texts giving medical advice or requesting urgent action or payment.
- ✓ Never give out your personal or financial details.
- ✓ Don't be pressured into making a donation. Verify that a charity is registered.
- ✓ Questionable offers, such as:
 - Miracle Cures
 - Herbal Remedies
 - Vaccinations
 - Faster Testing
- ✓ Fake and deceptive online ads, including: cleaning products, hand sanitizers and other items in high demand.
- ✓ Cleaning or heating companies offering duct cleaning services or air filters to protect from COVID-19.
- ✓ Charities offering free medical products (e.g. masks) for a donation.
- ✓ Private companies offering fast COVID-19 tests for sale. Only health care providers can perform these tests.
- ✓ Do not fill in quizzes on Face Book as they are phishing for your personal information.

Make sure your home computer is protected by having anti-virus software installed and keeping your operating system up to date.



Cancelled Event:

Chinook Village

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Medicine Hat, Alberta
T1A 3R1

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(403) 526-6951

FAX:
(403) 526-8404

E-MAIL:
info@chinookvillage.com

The Annual Seniors' Conference scheduled for Thursday, June 11, 2020 has been cancelled. Mark Thursday, June 10, 2021 on your calendar and plan to attend next year's conference. We look forward to seeing you next year.

What's Happening Around the Village?



We're on the Web!

See us at:

www.chinookvillage.com

Check us out on
Facebook
and
LIKE US!

Our staff aren't fighting the same battle that nurses and doctors are fighting against COVID-19. Our battle looks a lot different. We're fighting to protect our elders from the outside world. We're fighting boredom and confusion caused by dementia and alzheimers. We are fighting frustration of family members not being able to visit and families who feel disconnected and fear for their loved one.

So until this crisis is over, we will give comforting words and do our best to create fun activities that can be done safely. We will hold the iPads and phones so loved ones can see their elder who is unable to communicate and reassure them everything is okay. Staff will visit daily and provide assurance, pray, sing, or just be there to comfort them. We will put on smiles even when our heads are pounding, we are overwhelmed by all the new regulations and added documentation, and we are fighting worry ourselves. We will do what we can to make sure the outside world stays "outside" and our elders stay safe.

"Author Unknown"