

Here you are home!

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We are proud to present you the winter 2012-2013 issue of our newsletter. This issue, prepared for the benefit of all our residents, will be distributed in all retirement homes across Quebec.

In this issue, you will find interesting spotlights on retirement home activities – we also share with you a few successes within our network. We hope that you will be as inspired by these success stories as we were!

We hope that you will enjoy reading this newsletter and would like to take this opportunity to wish you Happy Holidays to you and your family.

Best regards, the AZUR retirement homes team.

AZUR NEWSLETTER
WINTER 2012-2013

www.azurretirementhomes.com

A Happy - and Healthy - New Year!



With the arrival of the New Year comes the tradition of making resolutions, as well as sending our best wishes to those we care about. It's always comforting to give and receive wishes of happiness, love, friendship, and above all, good health.

In 2013, across our AZUR retirement homes, we wish to promote healthy living – or more accurately, Healthy Aging. As you already know, as a company, we strive to make a real difference in the daily lives of seniors who decided to live in one of our homes. We deeply care about improving their quality of life.

This goal of improving our senior's quality of life translated into the creation of a new program developed this year: the Healthy Aging program, developed in collaboration with two major partners. Through this collaboration, we will be able to transform our company objectives into a tangible reality in the daily life of our residents.

Our first partner is Mr. Richard Béliveau, whom you might have heard of. Mr. Béliveau was the co-host of *Kampai*, a popular French TV show broadcasted on Radio-Canada. Mr. Béliveau, who has a PhD in biochemistry, is also a prolific author who wrote many fascinating books on healthy eating. For the benefit of our residents, Mr. Béliveau will develop healthy recipes that you will have the opportunity to discover early next year in your residence's menu. Mr. Béliveau will also host some health-focused seminars (in French) and will write some health-related articles, which will be published in upcoming newsletters. At last, you will also have the pleasure of viewing special video capsules on our website and in our private TV channels & TV Azur.

In addition, we have developed a new partnership with the Institut Universitaire de gériatrie de Montréal (IUGM). This Institute is the largest geriatrics research facility in French-speaking countries – this illustrates how serious we are about our project. With the collaboration of this Institute, we will develop a new program of physical activities and cognitive-stimulating activities, while respecting your specific mobility needs. In addition, the IUGM will provide various geriatrics-themed lectures across our residences and write interesting articles on the latest advances in geriatric medicine, for your benefit.

We are extremely proud of this new initiative as it represents for us a great achievement – making a real difference in the daily lives of our residents.

I would also like to mention that we will continue our Customer service development initiatives and employee training, in order to maintain our strong focus on our values and our commitment. As such, many new projects will be carried out in the coming months, to better fulfill your needs.

Azur and Cogir are proud to mention that 100% of our retirement homes now have the Government of Quebec's retirement home certification. We would like to thank all our teams for their ongoing efforts and dedication in achieving this feat.

Dear residents, families, friends, thank you, from the bottom of our hearts, for choosing us. 2013 already shines with promises for you and for us.

Happy Holidays and have a great year!

Frédéric Soucy

Senior Vice-president, exploitation
Residential Division



For the health of our seniors, AZUR retirement homes launch the Healthy Aging program

Azur is proud to join forces with two new partners in order to develop a positive impact on the life of thousands of seniors in the upcoming years. We have established a partnership with Mr. Richard Béliveau, PhD in biochemistry, as well as the Institut universitaire de gériatrie de Montréal. Both partnerships will come together in a comprehensive manner in creating an innovative, human program: Healthy Aging – a program created to improve our seniors' health condition and prevent certain diseases.

The Healthy Aging program will promote a healthy balance between a good diet, physical activities, cognitive stimulation and positive socio-affective relationships with loved ones.

Here are more details regarding the collaboration between these new partners and AZUR.



A healthy diet

RICHARD BÉLIVEAU :

- Menu review: In collaboration with Mr. Richard Béliveau, our chefs have developed low-fat, low-sugar meals that are rich in "superfoods". Now available in our dining rooms across our residences, these healthy choices are identified by the "Health Approach" seal.
- Health conferences: A series of conferences will take place in the next three years, to help tens of thousands of people better understand the importance of a healthy diet and lifestyle.
- Video capsules: For everyone who could not attend Richard Béliveau's health conferences or if you want to learn more about the health topics covered in his conferences, videos are available on our website under the "videos" tab. These capsules are also available on the TV AZUR internal network in our homes.
- Health watch and articles: Mr. Béliveau will write articles on various seniors' health-related subjects on a regular basis, which will be posted on our website and in our newsletters distributed to all AZUR retirement home residents.



From left to right: Céline Crowe, Director of professional services, Institut universitaire de gériatrie de Montréal; Mathieu Duguay, Executive Vice-President Cogir Management Corporation; and Richard Béliveau, PhD in biochemistry

Remaining active and interested

INSTITUT UNIVERSITAIRE DE GÉRIATRIE DE MONTRÉAL :

- Development of various physical activity programs
- Creation of a cognitive stimulation program
- Implementation of new, innovative operational methods
- Health conferences across Quebec, on various significant subjects for seniors' health (i.e. Alzheimer's disease)
- Production of seniors' health articles in order to remain at the forefront of the latest global developments.



What is the Institut universitaire de gériatrie de Montréal (IUGM)?

In this issue of the newsletter, we explained all the details from our new Healthy Aging program, of which we are very proud. As you are aware, this program is currently under development with our partners, including the *Institut universitaire de gériatrie de Montréal*. But what is this Institute about? What are its capabilities and its fields of expertise? In this article, we will discover a small part of this world-renowned Institute, which is the pride of the University of Montreal as well as the province of Québec.

The IUGM has 452 beds available for short-term and long-term stays, as well as an ambulatory centre, which includes one of the only geriatric pain management clinics in the world.

It is the Québec leader in clinical practice, specialized care, health promotion and development of knowledge related to aging and seniors' health.

The IUGM counts 1,300 employees, doctors, researchers and volunteers, who are all experts in senior care and services.

The Research centre is renowned as the largest of its kind throughout French-speaking countries. A member of the *Réseau d'excellence en santé de l'Université de Montréal* and recognized by the *Fonds de la recherche en santé du Québec* (FRSQ) since April 1995, the Centre counts numerous activities based on the significant contribution of numerous teams from various healthcare sectors. The CRIUGM has 42 teams of researchers and its research program is based on two main guidelines:

- Aging Neurosciences
- Health promotion, care and intervention

The *Institut universitaire de gériatrie de Montréal* is a centre specially dedicated to seniors, which provides various short-term and long term programs, including intensive functional rehabilitation, short-term geriatric assessment, long-term care and living accommodations as well as an ambulatory centre.

This Institute also has a research centre (CRIUGM), renowned as one of the most significant in its field across North America – it also counts a Cognitive health centre (CESCO) which works to promote, maintain and improve seniors' cognitive health.

Affiliated to the University of Montreal and recognized by the *Fonds de la recherche en santé du Québec*, the IUGM also includes teaching and research facilities on health and aging, on a national and international scale. It is considered as one of the best references in its field, for the broadcast of its expertise, its technology assessment capabilities as well as its intervention initiatives.

Finally, IUGM practitioners and researchers contribute to the development of a unique expertise on aging and seniors' health. The IUGM will work in collaboration with Azur in order to develop original solutions for the increasing needs of its clientele, as well as those of the health & social services network. The aging of the population represents a challenge for Québec – the tools provided by the Institute will allow the network of Azur retirement homes to remain a highly respected leader in the retirement home market, thanks to its Healthy Aging program.

The *Fondation Institut de gériatrie de Montréal* works to raise funds for the benefit of IUGM's continued excellence. As such, the Foundation has given over 8 million dollars to the IUGM so far, in order to help achieve its objectives and provide better care to seniors. Dedicated to improving the health and well-being of seniors, Cogir Management Corporation is an important collaborator with the IUGM Foundation.

(Source : www.iugm.qc.ca)



Tips for Aging Well

The number of people aged 65 years and older will jump significantly in the upcoming years, to represent over 20% of the population by 2025. If we listen to the stereotypes and prejudice regarding the elderly, we may believe that our society is moving towards a catastrophic outcome. Aging is too often associated with lower activity levels, social isolation, a loss of enjoyment and most of all, the progressive decline in intellectual function. However...

Current studies on aging suggest that cognitive aging is not a homogeneous phenomenon and that some seniors keep an active lifestyle and enjoy impressive cognitive abilities despite their advanced age. Cognitive aging doesn't have an identical effect on cognitive abilities from one person to another, nor does it happen at the same age for everyone. Many factors are behind these differences in how we age. Genetics may influence the way we age, but it is now known that certain lifestyle choices will also play a significant role – including our education, physical activity level, intellectual stimulation and even our social network.

As we get older, it's true that information may be processed at a slower rate. We might have some difficulty remembering and processing recent information, or having trouble deciding which information is relevant. Doing two things at once, such as looking for a radio station while driving, may become more difficult. But the brain is an amazing organ. It might perform less, but it does learn to compensate for its weaknesses. Thanks to recent developments in brain imagery, we have discovered that seniors use their brain differently than younger adults in order to reach the same performance. Scientists believe that these differences stem from various processes developed by the brain to compensate neuron losses normally associated with aging.

Certain strategies may contribute to maintaining one's cognitive health:

1- Intellectual stimulation. One must stay active from an intellectual standpoint, but also look for various challenges: stepping out of one's comfort zone by learning a new language, for example. This brings many benefits for the intellectual function. Various studies have suggested that intellectual stimulation may promote cognitive abilities as well as slow down cognitive decline.

References (in French):

Les troubles de la mémoire et le vieillissement / BELLEVILLE, Sylvie. Psychologie Québec, 2004 (Mai), p. 22-24.
 Le vieillissement cognitif chez les personnes âgées en bonne santé : une remise en question des notions défaitistes classiques / BHERER, Louis. Cardinale, 2005, vol. 17 (7 (sept.)), p. 8-12.
 Comment réussir son vieillissement : des secrets au coeur du cerveau / GARNIER, Emmanuèle. Le Médecin du Québec, 2008, vol. 43 (12), p. 23-27.
 L'impact de la condition physique sur le vieillissement cognitif / RENAUD, Mélanie ; BHERER, Louis. Psychologie & neuropsychiatrie du vieillissement, 2005, vol. 3 (3 (sept.)), p. 199-206.

2- Physical activity. A sedentary person who starts doing aerobic activity each week may improve their performance in cognitive tests. For brain improvement to be reached, the physical condition must be improved as well. The physical activities chosen must be vigorous and carried out repeatedly each week. When comparing an aerobic training program (speed walking) with a program that includes only strength and flexibility for sedentary, healthy seniors, results show that participants in the aerobic program have significant improvements in cardio-respiratory functions as well as better cognitive performance. This cognitive improvement may be caused by many factors, including an increased vascularization of cerebral tissue.

In addition to improving respiratory health, regular physical activity contributes to lowering the risk of developing aging-related diseases such as heart disease, diabetes, hypertension, osteoporosis and certain types of cancer. Physical activity thus contributes to the development of certain detrimental phenomena related to aging, and creates a feeling of physical well-being in seniors, as well as a sense of psychological satisfaction.

3- A healthy diet. No anti-aging diet can slow down one's intellectual decline. However, an unhealthy diet may cause certain nutrient deficits, which may provoke in turn certain cognitive difficulties. Similarly, a healthy diet (rich in green vegetables, low in red meat and in polyunsaturated fats) has been associated to healthier cognitive aging. The important thing is to have a complete and balanced diet.

4- An active social life. Social isolation should be avoided. Cognitive decline may cause a person to distance themselves from others, by fear of forgetting other people's names. It has been shown, however, that having a rich social life is associated with a healthier life, both on the physical and cognitive standpoints. If a person wishes to take as many initiatives as possible to maintain his cognitive health, the fourth strategy would be to maintain good relationships with friends and acquaintances. Moreover, regular contact with family and friends also brings a certain intellectual stimulation, and often, physical activity opportunities as well.

In a nutshell, successful aging can be attributed to

- finding strategies to continue doing our favorites activities, if even if it means doing them in a different manner,
- blooming rather than withering
- remaining happy at this stage of our life
- finding our personal balance between gains and losses at this particular time of our life.



Healthy Aging – Eat Well to Fight Cognitive Loss

Memory, language, rational thinking and reasoning are all exclusively human cognitive functions that have been made possible through the extraordinary development of our brain throughout evolution. However, these cognitive functions can deteriorate with the aging process, just like every other organ in the body. For example, it has been recently proven that reasoning capabilities may decline by approximately 4% by the age of 45-50 years, and by as much as 10% by 65-70. In light of these findings, the identification of factors to help avoid or at least slow down the cognitive decline becomes very important.

The brain is a high-consuming organ – it alone consumes close to 25% of all oxygen required by the body. However, this high metabolism produces large amounts of free radicals, which are harmful to brain cells. Many studies have shown that this oxidative stress may hinder the good functioning of nerve cells et contribute to the brain's loss of flexible functionality with aging. On the short term, this slight decline might not cause any problems – but later in life, the person's cognitive loss may become more significant and cause negative consequences on his quality of life.

Thankfully, many lifestyle factors are renowned for slowing down this loss of cognitive functions. The following elements are all associated with a lower risk of cognitive decline with aging: not smoking, doing physical activity on a regular basis, "exercising one's brain" by solving problems (crossword puzzles, Sudoku, jigsaw puzzles), as well as maintaining a healthy body weight.

The quality and nature of one's diet also seems to have a significant impact. Many studies suggest that the regular consumption of polyphenol-rich foods, such as green tea, red wine or certain plants, is associated with a lower risk of developing cognitive losses and even developing dementia-related diseases, such as Alzheimer's disease. In foods, recent studies also show that berries have high protective values: as such, a study carried out with a group of seniors has shown that the consumption of berries, such as strawberries and blueberries, helped improve cognitive performances on a short-term basis.

These very encouraging results have recently been confirmed by the largest study ever conducted on the impact of berries on brain functions. The food habits of over 16,000 women were studied by a group of researchers, who found that women who consumed 2 servings of strawberries and blueberries per week were less affected by a decline in their cognitive functions. In addition, it was found that the women with the highest consumption of berries would delay this loss of cognitive functions by approximately two and a half years!

Antioxidant-rich foods like berries are not only some of Nature's best delicacies; they also constitute powerful allies in the prevention of certain chronic diseases. So enjoy these small berries with big benefits!



Healthy Soup Recipe

By Chef Dan Puncharam (Château Beauvillage)

Preparation time: 30 minutes
 Cooking time: 30 minutes
 Yield: 2 portions



INGREDIENTS:

- 1 L chicken broth
- 250g chicken breast, cut in strips
- 1 stem lemongrass cut in sections + 1 lime leaf
- 1 carrot cut in julienne
- 1 tomato, diced
- 5 shiitake mushrooms, diced
- 2 cilantro stems, chopped
- Juice from 1 small lime
- 2 tsp fish sauce
- 1 garlic clove, minced
- ½ cup bean sprouts
- 2 tsp olive oil
- 1 tsp fresh ginger
- 1 French shallot, minced

PREPARATION :

1. Marinate chicken strips in garlic and 1 tbsp of fish sauce.
2. In a large stock pot, brown chicken in olive oil. Cook for approximately 15-20 minutes, or until chicken is cooked through.
3. Add chicken broth, lemongrass, ginger and lime leaf; let simmer for 20 minutes on low heat. Remove lemongrass, lime leaf and ginger.
4. Add fish sauce, carrots, shiitake mushrooms and lemon juice.
5. Let simmer for another 5-10 minutes, stirring occasionally. Add cilantro, French shallots, bean sprouts and diced tomatoes before serving. Serve hot.

Our chefs hit the kitchens... for your health!

On October 4th, some chefs from AZUR retirement homes had the opportunity to discuss and exchange ideas with Mr. Richard Béliveau, PhD. This stimulating meeting had two main objectives – first, to remind everyone how healthy eating can contribute to everyone's well-being and prevent certain diseases. The second objective was to provide simple but significant means of translating healthy eating principles into easy, delicious recipes on a daily basis.

To achieve this goal, we challenged our chefs to create new recipes that met the following criteria:

- using fruits, vegetables and spices renowned for their significant cancer-fighting properties, as reported by scientific studies,
- respecting the cultural identity of each recipe, by selecting ingredients combinations that follow culinary traditions,
- creating easy-to-make recipes, with readily accessible ingredients, and

Obviously, create delicious and appetizing meals!

Our chefs succeeded in this challenge! Over 70 recipes were created and later approved by Dr. Béliveau. This is the beginning of a great health adventure! Dear residents, in the coming weeks, I invite you to taste these new recipes, which will be served in your dining room either in the Menu of the day, or in special events. These new recipes will be identified by the Health Approach logo. I am confident that you will make amazing culinary discoveries that will take you around the world in the comfort of your dining room!

I would like to take this occasion to send you my warmest wishes of health for the New Year that will be soon upon us.

Paul-Eric Boucher
 Foodservice Director



Richard Béliveau's conferences across the AZUR network

We are proud to announce the start of our Health adventure thanks to our new collaboration with Mr. Richard Béliveau, PhD in biochemistry. In the next two years, Mr. Béliveau will support the daily operations of AZUR retirement homes in order to gradually implement a health-focused approach. As such, a total of 16 health lectures will be given across the Azur network*. These lectures will focus on 4 different themes at the heart of senior living challenges:

The first series of Diabetes and cardiovascular health lectures was an amazing success! Over 1,000 participants attended the lectures given on October 21st at the Jardins de Renoir, October 26th at the Complexe Gouin-Langelier, October 28th at the Jardins Intérieurs and November 2nd at the St-Patrick residence.



Jardins de Renoir, Laval
October 21st 2012



Complexe Gouin-Langelier, Montréal-Nord
October 26th 2012

* Please note that all lectures will be presented in French only. No English lectures are planned at this time. We are sorry for the inconvenience.



Jardins Intérieurs, Saint-Lambert
October 28th 2012



Résidence Le St-Patrick, Québec
November 2nd 2012

Along with Mr. Richard Béliveau's lecture, a health workshop was also held at both St-Patrick and Complexe Gouin-Langelier residences. Various health professionals, including registered nurses, pharmacists and osteoporosis care technicians were present on site to test residents' bone density, blood pressure and blood sugar for those who wanted to participate. Many residents attended the workshop!

Santé cardiovasculaire
26 octobre 2012 de 12:00 à 16:00

? Connaissez-vous votre taux de sucre sanguin? Votre tension artérielle est-elle normale?

Tant de questions pour lesquelles vous pourrez obtenir des réponses simplement en venant rencontrer notre infirmière. Elle effectuera les tests nécessaires **SANS FRAIS** et répondra à vos questions sur le sujet.

Au plaisir de vous compter parmi nous!

Vendredi le 26 octobre 2012
12:00 à 16:00
Complexe Gouin-Langelier
(près du bureau d'administration)

L'OSTÉOPOROSE

Vos os sont-ils en santé?

L'ostéoporose progresse silencieusement, et ce, souvent sans aucun symptôme. Il est donc important de détecter cette maladie dans ses premiers stades.

Vendredi le 2 novembre 2012
12:00 à 16:00
Le Saint-Patrick
(Hall d'entrée)

Vous êtes invité(e) à venir rencontrer notre technicienne spécialisée afin de passer un test de mesure de densité osseuse **SANS FRAIS**. Vous serez informé(e) sur les moyens de prévention de l'ostéoporose ainsi que ses facteurs de risque.

Venez nous rencontrer... nous avons votre santé à cœur!

Impressive acting talents from Domaine des Forges residents!

On August 8th, a TV casting call was carried out at the Domaine des Forges residence in Laval. Approximately 50 residents and members of personnel had fun being interviewed by TVA producers, who were looking to cast a few roles for the new TV commercial for AZUR retirement homes. What an experience! The final selection of actors has proven difficult for the production team, who discovered star talents in every candidate. On October 2nd, our selected actors were invited to take part in the shooting of the TV ad. It was a very special day for our residents, who received the "star treatment" with professional makeup, lights, camera, photographers and TV producers. We would like to take a moment to thank all residents and members of personnel who participated to the casting and the shooting of this new commercial.



Here are our new stars:



**Open House 2012
Les Belles Années**

Held under the theme "Les Belles Années", this years' Open House was a great success in all Azur retirement homes. In the next pages, you will see how much fun both members of personnel and residents had in organizing and participating to various special *Belles années*-themed activities during our open house event, held on September 28, 29 and 30. Congratulations everyone! We are looking forward to next year's event!



**Jardins Notre-Dame
Rock N' Roll**

From Madonna to Elvis, at the Jardins Notre-Dame, the "Les Belles Années" open house turned into a pretty amazing event! Spectacular costumes and the dedication of our members of personnel made this event truly remarkable. Congratulations to the entire team for their efforts!



**Jardins Champfleury
An Amazing Dance Performance**

Jardins Champfleury residents enjoyed an amazing performance from swing dancers specially invited for the open house event. Everyone's attention was on the dance floor!



**Château Beurivage
Line Dancing**

At Château Beurivage being active and having fun is part of our culture – for this reason, we have chosen to organize a line dancing event for the open house. Many residents happily joined on the fun.



**Résidences Richeloises
Music Soothes the Soul**

How nice to see great big smiles and special costumes on our residents, who enjoyed the tunes of a real jukebox in company of residence members of personnel. Everyone was in a great mood!



**Résidence du Verger
Fundraising Event for Défi Huma
Leucan!**

Residents, members of personnel, guests and volunteers showed great generosity for a special Fifties-themed fundraiser evening, for the benefit of Défi Huma Leucan. The evening turned into a great party with dancing, singing, and fun times for everyone.



**Clair Matin
Music, Bistro & Costumes!**

During our three-day open house celebration, the Clair matin residence welcomed guests in a festive atmosphere. A vintage record player was playing 50's music and the fifties bistro, held in one afternoon, was a great success. Costumed members of personnel were distributing candy cigarettes, peanuts and chips by announcing them loudly, similar to cabarets in the old days. Residents and visitors loved the event!



**Jardins de Renoir
Carriage Rides**

Many special activities were organized for the open house at Jardins de Renoir residence. Residents and visitors specially enjoyed carriage rides in the neighbourhood, and one of our residents, Mrs. Fleurette Mailhot Proulx, gave a beautiful piano recital.



Fifties-themed Brunch

As per our open house's "Les Belles Années" theme, many brunches at yesteryear's prices (\$5) were held across Azur residences. Over 1,200 visitors came to our facilities to enjoy a delicious breakfast in good company!



Résidences Tournesol



Habitats Lafayette

**Domaine des Forges
The Golden team!**

Domaine des Forges members of personnel decided to go all out for the Open House. They decided to wear a common costume to celebrate the "Belles années" with residents and visitors.



**Résidences du Confort and Sault-au-Récollet
Classic Cars**

The Résidences du Confort and Sault-au-Récollet has rented classic cars to attract visitors to their Open House.



Here is the Résidences du Confort and Sault-au-Récollet's General Manager, Mrs Isabelle Therrien, at the wheel of a beautiful classic car.

**Jardins Katerina
Jukebox Days**

During our "Les Belles Années" open house, the Jardins Katerina residence brought many happy memories to all residents. A jukebox was rented for the occasion, a special treat that caught the interest of many residents, who enjoyed dancing to some upbeat tunes. A snack-bar was even set up for the occasion, with 25¢ hot-dogs and 10¢ drinks, just like old days. Our residents will remember this special activity for a long time! !



**Jardins du Couvent
A Successful Brunch!**

At the Jardins du Couvent residence, the Open House event was held under a festive atmosphere! Our brunch was highly popular with residents, friends, families and visitors. We hope that brunch guests saved some room for the residence's world-famous giant strawberry milkshake!



**Résidences Richeloises
Great Fifties Bingo**

At the Richeloises residence, everyone enjoyed the Fifties bingo – over 85 people had their bingo chips ready and were attentively listening to the announcer in hopes of being the bingo winner!



**Résidences Richeloises
Queen's Jubilee Medal**

The Résidences Richeloises had the honour of welcoming members of the Royal Canadian Mounted Police at the residence on November 15th, 2012. They were at the residence to award the Queen's Jubilee Medal to Mr. Guy Baril, a resident and former RCMP officer, for services rendered throughout his career. It was a very special moment!



**Manoir Louisiane
Star visitors at the residence**

Here is Mrs. Gisèle L'Heureux, Manoir Louisiane resident, happy to be meeting with Mrs. Isabelle Blais, who plays in the French TV show *Trauma*. The TV show producers borrowed Mrs. L'Heureux's room to shoot a few scenes. Actors of the show enjoyed the day with residents. The new season will be broadcasted in January 2013 – and the Manoir Louisiane residence will be featured in the 1st, 5th, 7th and 9th episodes.



**Jardins Notre-Dame
Hawaiian Party!**

All Jardins Notre-Dame residents were in a festive mood at the annual Hawaiian party. Everyone was wearing their leis (Hawaiian necklace) and were ready to enjoy a delicious corn roast.

A lot of fun was in store for the day, thanks to a high resident participation!



**Jardins de Renoir
Marie-Hélène Thibert concert
at the Renoir!**

On August 12th, the Jardins de Renoir had the chance to enjoy a beautiful performance by Marie-Hélène Thibert, 2003 *Star Académie* finalist. An audience of over 500 spectators, including residents, families and friends came to the residence to enjoy her outdoor show.



**Manoir La Fontaine
Resident Garden!**

A community garden was created this year at the Domaine du Manoir La Fontaine. Many gardening enthusiasts dedicated efforts and energy to work and maintain the garden, including Mr. Jean-Claude Dubé, Mr. Collin Landry and Mr. Louis-Émile Dubé, who shared watering duties throughout the summer. All Manoir La Fontaine residents greatly enjoyed watching the garden grow day after day!



**Résidence le Tournesol
Let's talk at the Café-philosophie!**

On October 4th the Tournesol residence organized a "Café-philosophie", a coffee shop event where debates, opinions on various subjects and dynamic conversations were enjoyed by participants.



**Jardins de Renoir
Poetry night**

During the Semaine lavalloise des aînés 2012, Laval's FADOQ chapter had organized a writing contest with the theme « Prendre le temps ». Inspired by this theme, the Jardins de Renoir residence decided to organize a poetry evening. Residents were proud to share their poem with the audience.



**Jardins de Renoir
Minigolf tournament**

A minigolf tournament was held at the Jardins de Renoir last July. A total of six foursomes of residents attended this sporting event!

The grand winner of tournament - single players was Mrs. Jacquelyne Thibodeau. Tournament winners - team players were André Guénette, Yvonne Lachapelle, Jacques Marchildon and Jeannine Benoît. Congratulations everyone!



**Manoir Lousiane
Halloween party!**

Manoir Lousiane residents and members of personnel decided to celebrate Halloween by wearing their best costumes. The residence benefited from a festive atmosphere and original costumes for the day!



Mrs. Jeanne Deslande, resident, with Véronique Murray, Manoir Lousiane General Manager, dressed as Minnie Mouse.

**Résidence Richeloises
The Fête champêtre
des générations**

On September 8th was held the *Fête champêtre des générations* at the Richeloises residence. Many special activities were organized: corn roast, barbecue, group games, prizes, gifts and dancing along with a show from the group La Tournée du Bonheur made for a great party! An art show featuring the works of many artist residents was also held. Over 500 people attended this celebration of summer's end, including residents and their families, FADOQ's association from McMasterville, the McMasterville mayor along with his municipal councillors, as well as the Chambly-Borduas MP (NPD), Mr. Matthew Dubé.



Jardins de Renoir :

Here are a few loyal residents who have been living at the Renoir for 10 to 20 years, along with the residence's General manager, Mrs. Carole Marcil, who has been working at the residence for 15 years! A special gala dinner was held on November 14th to celebrate this achievement.

**Résidence le Tournesol
Community Dinner**

A community dinner was organized on November 20th, 2012 at the Tournesol residence. More than 28 residents took part in this activity and worked all day in the kitchen, in company of their Activity coordinator. From soup to dessert, everything was planned out! Dinner guests were asked to contribute \$10 each – the money raised will be used for upcoming activities. Residents raised a net profit of \$185, but above all, enjoyed a great day of working together with lots of fun and laughter!



Foodservices day

To recognize the exceptional work carried out day after day by our foodservice members of personnel, an oversized card was signed by all residents and a big cake was given to foodservice members of personnel in every residence, on November 15th, 2012. This celebration, held throughout the AZUR network, aimed to thank all members of personnel who work tirelessly every day in our kitchens for our residents to enjoy delicious & nutritious meals.

Thanks to all members of personnel for their great work!



Résidences Richeloises



Jardins de Renoir



Clair Matin



Domaine des Forges

**Sault-au-Récollet & Confort residences
Saint-Jean Baptiste kiosk**

The Sault-au-Récollet and Confort residences are proud to have presented a great kiosk for a special Saint-Jean Baptiste event. Over 200 AZUR reusable bags were given to visitors. In the picture: Micheline Dufour; Gilles Deguire, mayor of Montreal-North; Isabelle Therrien, general manager of Confort & Sault-au-Récollet residences; and Joanne Chaput. The mayor was invited to the residence's annual corn roast, last August.



**Les Jardins Intérieurs
Kiosk at the 36th St-Lambert
celebration**

The Jardins intérieurs residence participated to the Grande fête de Saint-Lambert, a local celebration that was held August 23-26, 2012. Visitors were entertained with various contest and activities – their “wheel of fortune” caught the interest of numerous visitors. This SPIN & WIN wheel was giving away a free service (for a pre-determined period of time) to all new tenants after signing a lease.



**Manoir Les Générations
A moment of history!**

A great article on the Manoir Les Générations was published on October 10th, 2012 in the paper Courrier du fleuve. The article covered the re-installation of the historical “Mère Aimable” statue, which had been removed for renovations at the Manoir Les Générations. Mrs. Nathalie Fillion, General Manager of the residence, assisted Reverend Léonard Gosselin in the blessing of this statue before its reinstallation at the top of the family institute building, on the Belzile avenue side. Many residents came to witness this historical moment!



**Résidence Sault-au-Récollet
A generous initiative!**

The Sault-au-Récollet residence is proud to sponsor the *Club des handicapés de Montréal-Nord*, a non-profit organization that helps people using electric scooters. Over 5 barbecues were organized this summer to raise funds for the cause. Residence members of personnel contributed to the events by distributing drinks. A generous initiative for the benefit of their community!



**A resident testimonial
Loving life in a different way**



Mrs. Renée Novello has agreed to share her life experience as a senior living in a retirement home, located on the south shore of Montreal. We would like to thank her sincerely for her testimony – it inspires us to better appreciate life and freedom.

“I moved into a retirement home six years ago. It was my choice. I knew that there would be some adaptation involved... it's normal. This was a new period of my life starting. The first dilemma that I had to face was: should I try to mingle with the others, or stay by myself, isolated from this community?”

Every person who makes the decision to move into a retirement home has some mourning to do: whether the person is single or with a spouse, his/her previous life must be left behind (spouse, social life, etc.). This is a fact that must be accepted, if not acknowledged. Here, we have the choice to join a myriad of activities and outings, to make new friends, to volunteer... the best thing is to avoid isolating yourself.

Aging is not a disease – rather, a new step that must be embraced. YES, we are confronted ever closer to illnesses, to getting older, to dying... But attention – if someone asks you how you are doing, remember that you know as much about yourself as your doctor!

I am convinced that someone who always appreciated life will continue to do so, in a different way. Living in a retirement home brings us a sense of security but also a sense of freedom. I go out when I want, I can sleep whenever I want; I can always find someone to talk to if I'm looking to socialize, and if I'd rather be alone for a while, I can simply lock my door.

For those who choose to live in a residence, here's a little advice. Continue living – it's always better to be in the parade than to simply watch it go by.”

Renée Novello

New website for AZUR

In order to remain at the forefront of its industry, Cogir Management Corporation has decided to rejuvenate its corporate website and well as the website of AZUR private retirement homes. As such, we are proud to announce the launch of these new sites, which required monumental efforts from our various teams and the website development firm. This launch represents Cogir's intention of improving access to quality information and providing value-added content for people looking for a new living environment for themselves or a family member, or people who would like to learn more about our company and its services. These new sites will benefit from increased informational content, namely through educational video capsules specially designed to improve visitor browsing and searching for information. Visitors will also find a wide array of information from Mr. Richard Béliveau, PhD in biochemistry and major contributor of the Healthy Aging program developed for AZUR retirement homes.

In addition to improved content, our marketing team has made significant efforts to rejuvenate our website's look through a more dynamic signature, while maintaining our company's renowned visual environment. “In collaboration with our Operations and Creation teams, we are striving to make Cogir & AZUR websites true references in our industry, namely for families who are looking to get quality information about retirement homes in order to make the right decision », explains Jean-Marc Bélanger, Director of marketing and procurement at Cogir Management Corporation. We invite you to visit our new websites today!



Launch of a new, privacy-based innovative program

To better fulfill a growing need of its clientele, AZUR private retirement homes have launched the "Discretion program" pilot project in November 2011. This innovative program provides information and sells incontinence care products discreetly to residents; this service has been designed to help seniors who live with this issue every day. The Discretion program was developed with a strong focus in the human element related to this health issue, namely by aiming to provide accurate information to seniors. For example, did you know that 15% of men and 55% of women aged 60 years and over suffer from light to moderate incontinence? Urinary incontinence remains a taboo subject and can create shame for seniors – furthermore, this shame can greatly affect one's quality of life, and have negative consequences such as isolation, depression and even loss of autonomy. Thanks to the Discretion program, AZUR wishes to clear any misconceptions and taboos regarding the purchase, use and disposal of these products – we also wish to increase our seniors' accessibility to quality care products and reduce their dependence on others regarding that matter. In addition, we aim to reduce the stress and concern related to selecting the right products and using them correctly, for both the resident and his/her family. In a nutshell, we wish to provide this value-added service to our residents to ensure their comfort, well-being as well as their dignity.

We would like to recognize the early success of the Discretion program in a few retirement homes that have already implemented this project. As such, we would like to congratulate the great Program ambassadors at the Renoir residence in Laval, as well as the Pavillon des Cèdres & Fontaine residences, in Rivière-du-Loup.



Résidences Richeloises win the *Arbre des générations*!

Hundreds of residents participated to the "L'arbre des générations" contest, to get the chance of planting a tree on their retirement home's property. In this contest, we received numerous excellent ideas for eco-responsible actions to implement across our company. This activity was organized with the collaboration of Grand & Toy, our office product supplier partner.

Sharing good business practices with major companies

Cogir Management Corporation has been selected among thousands of North-American businesses to join the Global Customer Advisory Council, an event that was held on September 28th and 29th in Miami, Florida. Representing Eastern Canada with other leading North-American companies such as Officemax, Walt Disney, TD Bank and BP, Jean-Marc Bélanger, Director of marketing and procurement, presented the company's eco-responsible initiatives and strategic choices regarding its purchasing and procurement – namely, through its partnerships with Grand & Toy for office supplies, and major food distributors for food purchases. Our company is slowly but surely gaining strength and confidence as a reference among major players of the global industry.

Private retirement home certification – a massive project that kept us very busy this fall!

Did you know?

All retirement homes managed by COGIR Management Corporation have now obtained the governmental certification. In addition, some retirement homes are already in the process of renewing their certification. A massive amount of work was dedicated to this amazing achievement!

As we deeply care about the environment provided to our residents, and we are proud to provide them with quality services every day, we have worked tirelessly to reach and maintain the governmental compliance certificate at every one of our homes. Certain regulation elements, such as fire safety requirements, proved to be serious challenges. As such, certain retirement homes required major investments (in the \$100,000 range) in order to fulfill specific resident needs in case of evacuation.

The process required the participation of numerous different stakeholders, such as the *Agence de la santé et des services sociaux*, *Service de sécurité incendie*, *Régie du bâtiment du Québec*, etc. The sheer number of people involved in this project explains the length of our intervention. In addition, certain regulation additions, including those included in the complementary document « *La prévention des incendies et l'évacuation des résidences hébergeant des personnes âgées : guide pratique* » required new training and significant adjustments for evacuation exercises across all our retirement homes.

The retirement home certification is now part of our daily operations and as such, all standards prescribed by the regulation must be maintained at all times. In order to ensure continuous compliance to this regulation, we have developed various tools (dedicated binder for all certification documents, inspections, etc.) that are currently used by our personnel across our retirement homes, as well as in our head office. It should be noted that the *Ministère de la santé et des services sociaux* has hired a number of inspectors to carry our regular visits in all certified private retirement homes in Quebec.

I would like to conclude by mentioning that I am extremely proud to be a part of a company that treats large-scale projects, such as the retirement certification project, with such seriousness and professionalism. Working on this project gave me the opportunity to see, once again, that we are part of an amazing team, and that by working together we can achieve our goals – no matter how ambitious they prove to be!

Thanks everyone!

Marie-Josée Tardif
Healthcare services Director



AZUR Service Principles

At AZUR, our daily operations are based on 4 general principles, which also guide our relationships with our colleagues, our residents and their families & friends, as well as the communities that surround our residences. Here are some examples taken from the daily life in our residences that represent each of our 4 main values.



TRUST

To create, maintain and respect the relationships with our residents, those close to them, our business, personnel and partners.



PASSION

Our service must always be warm, empathetic and respectful in every relationship with our residents, those close to them and the partners involved at our living environments.



COLLABORATION

Recognize and favour talent and ideas to promote the development of our collective knowledge by engaging in best practices and taking on new initiatives in everyday life.



CREATIVITY

Promote tangible human services that create magic in everyday life.

2012 Excellence Gala

The third edition of our Excellence Gala was held on November 30th, 2012. This annual event aims to recognize the efforts and dedication of our members of personnel across our network, and reward the best performances. Year after year, we are impressed and proud of the dedication shown by all our members of personnel! Through their application of the four AZUR core principles – Trust, Passion, Collaboration and Creativity – we are a highly respected company with a strong emphasis on human relationships. According to these principles and our members of personnel' initiatives, we have chosen certain outstanding residences across our network this year:

In the small-team category, nominees are:

- Domaines des Forges I & III
- Jazz Lebourgneuf
- Le Clair-Matin

And the winner is: **Domaine des Forges I & III!**



Yvonne Bernier, General manager for Domaine des forges I & III, with her team

In the large-team category, nominees are:

- Résidences Richeloises
- Château Beurivage
- Manoir Les Générations

And the winner is: **Château Beurivage!**



Julie Dagenais, General manager for Château Beurivage, with her team

Crisscross puzzle

www.cribbage.ca

Theme: General (12 letters)

S	T	S	I	X	E	N	C	R	Y	P	T	U	W	T	A	T	L	C	R
A	S	B	L	A	C	K	C	U	R	R	A	N	T	E	B	N	A	A	E
P	U	T	R	E	F	A	C	T	I	O	N	I	E	R	B	E	C	N	C
P	B	N	U	A	G	A	P	H	A	B	K	T	R	M	O	C	I	A	O
R	A	E	L	B	B	U	S	I	N	E	S	S	E	S	T	S	T	L	M
A	C	M	T	B	B	T	B	S	T	O	R	E	D	N	F	E	E	I	M
I	K	E	I	R	U	O	U	S	H	U	O	C	E	O	U	L	B	Z	E
S	B	E	M	E	L	M	R	E	O	E	L	H	R	I	N	A	A	A	N
E	O	R	A	V	G	O	E	N	R	M	E	A	U	T	G	V	H	T	D
D	N	G	T	I	A	B	A	S	N	C	E	R	T	A	I	N	P	I	A
I	E	A	U	A	R	I	U	S	H	E	U	G	C	I	E	O	L	O	T
V	L	S	M	T	I	L	C	E	N	O	S	E	A	V	O	C	A	N	I
E	E	I	C	E	A	E	R	L	I	N	E	S	F	E	Q	N	G	U	O
R	S	D	P	R	N	D	A	H	E	O	C	C	U	R	C	O	L	O	N
S	S	P	I	I	I	I	C	T	O	C	E	A	N	B	A	B	O	O	N
I	E	A	L	C	O	P	Y	U	P	R	N	C	A	B	A	B	B	L	E
O	E	N	O	U	G	H	T	R	E	E	S	A	M	A	B	B	E	S	S
N	O	I	T	A	L	U	P	I	N	A	M	E	C	N	A	Y	E	B	A
B	A	C	H	E	L	O	R	H	O	O	D	E	N	O	D	N	A	B	A
A	P	P	L	I	C	A	T	I	O	N	A	L	I	Z	A	T	I	O	N

- | | | | |
|--------------|--------------|--------------|----------------|
| abandoned | bulgarian | exists | putrefaction |
| abess | bureaucracy | fungi | recommendation |
| abbot | businesses | gap | role |
| abbreviate | cab | globe | ruthlessness |
| abbreviation | canalization | horse | sent |
| abetment | cancel | lines | sheer |
| abeyance | capitulation | manipulation | shoe |
| alphabetical | certain | manufactured | some |
| ant | charges | nose | stored |
| application | colon | occur | stubbornness |
| appraise | convalescent | ocean | tanks |
| automobile | copy | online | terms |
| babble | description | open | this |
| baboon | dip | ought | thorn |
| bachelorhood | disagreement | pairs | trees |
| backboneless | diversion | panic | ultimatum |
| bad | encrypt | pilot | units |
| blackcurrant | enough | probe | use |
| | | | web |



Sudoku www.le-sudoku.fr

			9			2	5	
				8				
		6		3			4	
	4			2		6		5
	2	3			7			4
	9			5		8		3
		1		6			8	
					5			
			1			9	6	



Our Living Facilities

MONTREAL REGION

Montréal	Manoir Louisiane	514 529-7897
Montréal	Résidences Tournesol	514 333-6930
Montréal	Vista	514 483-5300
Montréal-Nord	Château Beauvillage	514 323-7222
Montréal-Nord	Complexe Gouin-Langelier	514 324-8673
Montréal-Nord	Résidence Sault-au-Récollet	514 323-0200
Montréal-Nord	Résidences du Confort	514 324-1814
Outremont	Manoir Outremont	514 273-8554
Vaudreuil	Jardins Vaudreuil	450 455-6564

QUÉBEC CITY REGION

Loretteville	Jardins Katerina	418 843-1940
Québec	Jardins Champfleury	418 660-6011
Québec	Jardins Le Flandre	418 649-1324
Québec	Jardins Logidor	418 658-6550
Québec	Manoir Manrèse	418 683-6438
Québec	Résidence Le St-Patrick	418 522-6444

SOUTH SHORE REGION

Brossard	Émérite de Brossard	450 678-1882
Longueuil	Clair Matin	450 442-4221
Longueuil	Habitats Lafayette	450 674-8111
Marieville	Jardins du Couvent	450 460-3141
McMasterville	Résidences Richeloises	450 467-7667
Sainte-Julie	Résidence La Rosière	450 649-4375
Saint-Lambert	Jardins Intérieurs	450 671-1314

OTHER REGIONS

Laval	Domaine des Forges	450 625-5558
Laval	Jardins de Renoir	450 687-4994
Gatineau	Jardins Notre-Dame	819 778-1747
Magog	Résidence Memphré-Magog	819 847-2222
Rimouski	Manoir Les Générations	418 723-0611
Rivière-du-Loup	Manoir La Fontaine	418 867-1117
Saint-Jérôme	Résidence du Verger	450 432-5737

We are close to you, everywhere in Quebec!

To share your stories, or if you have any comments or suggestions, please send an e-mail to: newsletter@residencesazur.com



Solutions

Crisscross puzzle: Equalization

Sudoku:

3	7	4	9	1	6	2	5	8
2	5	9	7	4	8	3	1	6
8	1	6	5	3	2	7	4	9
1	4	8	3	2	9	6	7	5
5	2	3	6	8	7	1	9	4
6	9	7	4	5	1	8	2	3
9	3	1	2	6	4	5	8	7
7	6	2	8	9	5	4	3	1
4	8	5	1	7	3	9	6	2