

DECEMBER 2024

# PARTNERS NEWSLETTER

Important Updates for On-Site Partners at Langs



THE  
**Hub**@1145



## HAPPY HOLIDAYS!

Welcome to the last edition of 2024 for the Langs Partner Newsletter. We look forward to 2025 with quarterly newsletter submissions.

As we usher in the year 2025, we want to take a moment to express our deepest gratitude to our partners and broader community members.

Wishing you and your family Happy Holidays and best wishes for a prosperous and peaceful New Year!!

## ROOM BOOKINGS - NEW 2024 RATES & BOOKING REQUEST GUIDELINES\*

## HEALTH & SAFETY CODE REVIEWS - CODE WHITE

## LANGS' PARTNER PORTAL

## REMINDERS - MAIL, ADDITIONAL KEY REQUESTS & INCLEMENT WEATHER

## UPCOMING EVENTS

SAVE THE DATE

### CAMBRIDGE NEIGHBOURHOOD TABLE

January 13 & 27, 2025 | 5-6:30pm  
February 10 & 24, 2025 | 5-6:30pm  
March 10 & 24, 2025 | 5-6:30pm  
April 7, 2025 | 5-6:30pm

## BUILDING UPDATES



### HOLIDAY HOURS

Open 8:30am-4:30pm for the period of December 23rd to December 30th with the exception of the following:  
December 24th & 31st - 8:30am-2:00pm  
December 25, 2024 - CLOSED  
December 26, 2024 - CLOSED  
January 1, 2025 - CLOSED

### CLOSURES

February 17, 2025 - Family Day - CLOSED

The walking track opens during the Fall/Winter on Saturdays from 8:30am-12:00pm, October 19th, 2024 to April 26th, 2025.



# HEALTH AND SAFETY CODE REVIEW: CODE WHITE - ASSISTANCE REQUIRED (VIOLENT SITUATION)

## Code White: Assistance Required (Violent Situation)

A situation in which a patient/participant is behaving in a potentially dangerous manner towards himself or others, and indicates a potential for escalating, or is escalating beyond the abilities of the present employees to control the situation.

The team response represents a non-violent crisis intervention strategy that regains control of the situation by either using verbal techniques to defuse the situation or, if necessary, physical techniques that employ the least restrictive measures possible for the shortest period of time.

### Purpose

- To regain control of an emergency in which a patient/participant's behaviours are escalating beyond the unit/employee's abilities to control.
- To provide the aggressive patient/participant with the best and safest care until person(s) regains control of their behaviours.
- To prevent injury to the aggressive patient/participant, other patients/participants, employees and others.
- To prevent property damage.

### Principles

- Physical intervention is used as a last resort to safely control a physically acting-out patient/participant until participant regains control of his/her behaviour.
- The verbally aggressive patient/participant is managed using verbal defusing techniques.
- The patient/participant involved is always treated with utmost respect and professionalism.
- Intervention respects the rights of employees and others to a safe work environment.
- Safety priority occurs in the following order at all times: self-safety, other employees' safety, patient/participant/visitor safety, environmental safety.
- The team does not intervene in any situation that may pose a risk beyond their resources to intervene safely.
- Debriefing (informal) is to be conducted by the Code White team leader immediately following all Code White team responses.
- Additional follow up and referral to existing support systems are made available to employees. (For more information, refer to the EAP)
- Documentation is an important part of the Code White protocols. Learning based upon recommendations following a Code White response is incorporated into policy review, employee training opportunities, etc.

For more information on when a code white should be called, and what to do in the event of threatening or violent behaviour, please refer to the Partner Portal.

**NEW**

# LANGS' PARTNER PORTAL

Welcome to those accessing our online newsletter for the first time and welcome back to those returning. Thank you for signing on and keeping in touch with us at Langs! From now on, you'll have access to regular updates about events, newsletters, learn about other on-site partners, and, yes, find the meeting room that suits your needs....all at the push of a button.

Starting January 2025, we look forward to creating content on a quarterly basis that is accessible, informative and keeps you in touch with what's happening here at Langs and in the community.

To get started, scroll down to the bottom of the Langs webpage at [www.langs.org](http://www.langs.org), click "Partner Login" and enter the new username/password noted below. From here feel free to scroll through the tabs for what you need (i.e., meeting room capacity chart, weather and parking updates, etc.)

Username: LangsPartner

Password: Port@IPas5

This is a new username and password, and is the same for all our onsite partners, so please feel free to share with your staff.

Got a suggestion or feedback to share? We're always looking to improve how we connect with our on-site partners. If you have a question, comment or suggestion, please share it with Alison at [alisonb@langs.org](mailto:alisonb@langs.org).

# PARTNERS

# spotlight series

Join us every month as we feature a list of on-site partners and provide a platform to have conversations with a purpose. On-site Partners will have an opportunity to discuss and promote their innovative activities, ideas, and events happening in the community.



# UPCOMING EVENTS

You're invited



Cambridge  
Neighbourhood  
Table

**5-6:30 PM**

**FREE DINNER  
& SOCIAL**

January 13 & 17, 2025

February 10 & 24, 2025

March 10 & 24, 2025

April 7, 2025

## CAMBRIDGE NEIGHBOURHOOD TABLE | 5:00-6:30PM

Cambridge Neighbourhood Table is a grassroots program with the primary purpose of community development, where every neighbour is welcome to attend. This communal dining approach promotes connections in local neighbourhoods and provides space for social activities and supportive services.

This program was created in collaboration with Citizens for Cambridge, with funding provided by the City of Cambridge, the United Way, and the Region of Waterloo.

For those onsite partners interested in taking part in any of the dates listed by volunteering their time and/or setting up a booth at Langs to showcase their services, please contact Alison at [alisonb@langs.org](mailto:alisonb@langs.org) OR Dave at [davidc@langs.org](mailto:davidc@langs.org)

REMINDER

## MAIL



For our partners who have mailboxes at Langs, please make sure to check them when you are on site.

## ADDITIONAL KEY REQUESTS



As part of your lease agreement with Langs, our partners are entitled to two keys, free of charge, for their leased on-site space. **Effective January 1, 2024**, any additional key requests outside these two keys will result in a cost of \$10/key for each key request. This amount will then be invoiced on a quarterly basis. Please send any key requests to Alison at [alisonb@langs.org](mailto:alisonb@langs.org).

## INCLEMENT WEATHER



In the event of a closure, all announcements will be posted on our website.

If you notice any unsafe conditions (flooding, downed trees, icy patches, power lines, etc.), please contact main reception so that this can be addressed as soon as possible.



# ROOM BOOKINGS - NEW 2024 RATES AND BOOKING REQUEST GUIDELINES\*

In order to find the most efficient meeting space for your needs, we have provided you with a list of our available meeting rooms. Rooms are available for client meetings, training sessions, workshops, community programs, etc.

\*Please note that effective immediately, partner meeting room booking requests are available MONDAY TO FRIDAY ONLY. Room booking requests made outside the work week are not part of the current lease agreements in place and will be charged normal Saturday non-profit rates.

\*Effective January 1, 2024 new room charge out rates will apply (see example below for comparison). These new rates have been adjusted for inflation.

2023 Room Rates for S206 (up to 4 hrs): \$30.00  
2024 Room Rates for S206 (up to 2 hrs): \$25.00 | (2 to 4 hrs): \$35.00

Please make all room booking requests at least one week in advance through Alison at: 519-653-1470, Ext. 266 or at [alisonb@langs.org](mailto:alisonb@langs.org).

Make sure to check your Lease Agreement for details.

FIRST FLOOR	E105, E106
SECOND FLOOR	S219, S236, N210, E204, E206

If you have any questions or comments, please feel free to contact Dave at [davidc@langs.org](mailto:davidc@langs.org) or Alison at [alisonb@langs.org](mailto:alisonb@langs.org). We appreciate your ideas and support of the return to in-person services.

**Hub@1145** | 1145 Concession Road, Cambridge  
519-653-1470 | [WEBSITE](http://www.langs.org)

