

The Manor Messenger

A Quarterly Newsletter

www.themanorvt.org

Volume 11

From The Administrator...Lynn Smith

At this time of year, as I consider new goals for The Manor, I reflect upon our past accomplishments. What have we done well, how can we improve what we have done well and more importantly, what are we not doing well enough? This process is known as CQI, Continuous Quality Improvement, and we incorporate this process in our business practice every day.

While we take pride in the quality that we provide to our customers in every aspect of our care and services, we also realize that we have many more opportunities to improve our customer service.

According to the American Health Care Association, “high-quality nursing facility services depend upon a stable, well-trained workforce. Promoting sound fiscal policies, designed to strengthen America’s long term care workforce and facilitate the continuing improvement in quality nursing facility care, is imperative and should be a top national priority”.

There are numerous articles that have a resounding theme, happy staff = happy customers. Nearly five years ago, as a new administrator for The Manor, this is the area in which I concentrated my greatest effort, and today this attribute remains the greatest strength of The Manor, our caring, loyal and committed staff. Our Staff Satisfaction Survey results clearly demonstrate that “*taking care of the residents and not the money*” is why we work for The Manor.

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We welcome your feedback, including your criticisms as they help us identify the changes that we need to make. Please do not hesitate to let us know, we cannot change something that we do not know about! We attempt to solicit your feedback through the Family Interview form that is sent with Wellness Planning meetings, but please do not hesitate to let us know at any time what is on your mind.



To assure that your concern is handled timely and effectively, please contact the appropriate Department Director, they want to hear from you directly:

Nursing	Krystina Laychak	888-8761
Admissions/ Social Services	Stephanie Sweet	888-8732
Rehab	Debbie Maxwell	888-8739
Activities	Laurie Shapleigh	888-8735
Dining	Patrick Miller	888-8726
Business Office	Tonya Boudreau	888-8733
Plant Ops- Housekeeping- Laundry	Dee Massey	888-8757
Human Resources	Sharon Wladkowski	888-8706
Residential Care	Joan Potter	888-8708

If you prefer e-mail, simply combine the first initial and last name followed by themanorvt.org Example: lsmith@themanorvt.org

Planning a party over the holidays? Here is a quick and stressless recipe:

- 1 14 ounce can Ocean Spray Jellied Cranberry
- 1 12 ounce bottle Heinz Chili Sauce
- 1 2 pound bag frozen, pre-cooked, cocktail meatballs/cocktail wieners

Place all items in a crock pot on low 4 to 5 hours before the party. Stir occasionally.

Enjoy! (*Happy Holidays! Claudette*)

REHAB/PHYSICAL THERAPY...Debbie Maxwell

Happy Holiday from the Rehab Department

Winter has arrived in Vermont. Be safe, be careful, avoid slips and falls. Keep your steps and walkways free of ice and snow. Shoveling is not for everyone.

If you have a heart condition of any kind or have had a heart attack, you should not shovel. It is also recommended that people with low



physical activity or those who rarely exercise avoid shoveling. If you do shovel. choose a plastic shovel, they are lighter. Try to clear the snow early and often during the storm.

Shovel safely by bending legs slightly at the knee, letting thigh muscles do most of the pushing and lifting work. Push the snow away from you. Don't throw the snow over your shoulder. Pace yourself, take frequent breaks.

SOCIAL SERVICES...Stephanie Sweet & Bryanne Castle

As part of our marketing strategy we are asking people to begin getting prepared for what the future might bring. If you, a loved one or a friend are planning an upcoming surgery where you may require short term rehab, you should give us a call as soon as you learn of the date of your surgery. If it is an emergency a family member may have to call for you. By planning ahead, we can anticipate what our upcoming rehab discharges and bed availability are going to be.

If you do not have a local physician you may need to apply for one. The application for CHSLV physicians can be found at www.CHSLV.org.

We will also verify your insurance ahead of

time to make sure that the coverage is what is needed. And, if need be, guide you to area resources that may provide financial assistance, if eligible. For long term care we have an application that can be found at themanorvt.org or through the admissions office.

We can answer all your questions, and guide you or your loved as to the appropriate level of care. Whether it is planned or unexpected, a medical event does not have to be stressful if you can plan ahead.



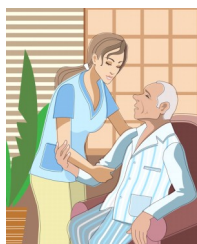
Everyday Excellence

Everyday Excellence is an approach used to facilitate high quality professional nursing care in the long-term care setting. However, the eight principles of Everyday Excellence are valuable tools that can be employed throughout the organization to aid in fulfilling

The Manor Mission:

“To be recognized as a preferred provider for our valued customers; through the delivery of quality care and services by highly qualified and professional staff with total commitment to integrity and excellence”

For my next few staff newsletter installments, I will be discussing the principles of everyday excellence and how we currently apply them to our daily work at The Manor. In addition, applying these principles in new ways offer us new opportunities to enrich the lives of our residents and promote a positive work environment for us All. Noted below are the principles that I will be sharing with the staff.



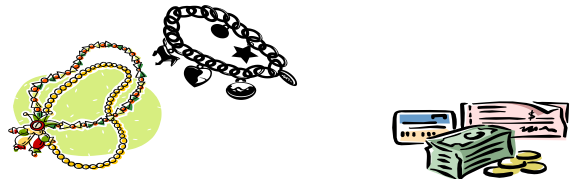
Business Office...Tonya Boudreau

Happy Holidays from the Business Office. At this time of year, gifts are often exchanged and we would like to take this opportunity to remind everyone of our Resident Trust and Valuables Policy.

We maintain resident funds for those who take advantage of our service, in an interest bearing account. Money is available from the Business Office when a resident plans an outing. After hours, funds are available from the nurses at the Elmore nurses station, for those residents needing access to money at night and on weekends.

We are also able to provide a safe place in the facility for resident valuables. Items may be brought to the Business Office. They will be verified by two staff members, then placed in a “valuables” envelope. The resident will be given a claim tag and the envelope will then be stored for safekeeping.

Have a safe and happy holiday.



Human Resources...Sharon Wladkowski

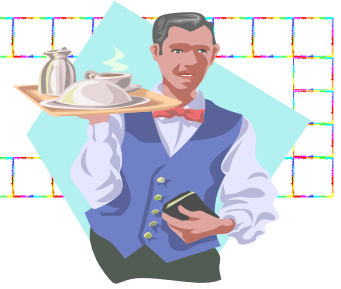
THE MANOR SUPPORTS OUR EMPLOYEES

We have a philosophy of supporting our staff in many ways, one of which is our Employee Assistance Program (EAP), a benefit offered by The Manor that is entirely free and confidential for our staff or any member of her/his household to use. EAP is there to provide short-term counseling, resources and referral information to help with many issues we all deal with such as: workplace issues, relationship issues, personal issues like anxiety or depression, legal problems, financial problems, stress and many other important life issues. The Manor knows that

employees may need help that other resources don't provide; there are many ways EAP can help in those situations. While The Manor is not informed of any specifics of the employees use of the service, we are told that a fair percentage of our employees have taken advantage of the services available through the EAP and evaluate themselves as less stressed after using EAP.



Dining Services...*Patrick Miller*



It seems impossible to believe that I have been the Dining Services Director for eighteen months now. I have been in the hospitality and food service industry all of my adult life and understand that a commitment to customer service is a necessary component to what we do here at The Manor. As a Certified Executive Chef and Culinary Arts Instructor, my focus has always been on preparing and presenting the most wholesome and nutritious foods. The challenge of doing this here and having over 80 individual diets to cook for has been the challenge of a lifetime, and I love every minute of it!

We believe more than ever that what we do every day enriches the lives of our residents and that because they are well nourished and satisfied the quality of their life is improved as well. We cater to individual preferences and encourage our residents or their families to share their likes and dislikes with me or

the dining staff.

We have improved our offerings and most of the foods we prepare are homemade. Our service will soon be restaurant style dining where residents will be able to choose their meal when they come to the dining room. Choices will be increased menu options and a more leisurely pace in which to enjoy their meal. This will also offer more flexibility for family members to join their loved ones for meals.

We encourage residents or family members to meet with me to discuss personal preferences and what we can do to make the dining experience here at The Manor more enjoyable. We want to hear if there are any problems with service or issues with the menu or food items served. Please feel free to contact me so we may improve our service to you. Thank You!

Activity Corner...Laurie Shapleigh

Hello from the Activity Department. It is hard to believe that another year is almost a memory and making memories is very important to all of us. It was nice to see many of you enjoying the Holiday festivities with your resident and hope you will come back for many more.

We invite you to join us for our New Year's Eve party with Sergio on Friday 12/31/10 at 2 PM. With a new year just around the corner, it is time to make new resolutions.

The Manor Enrichment Team will be

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Staff Education/Infection Control...

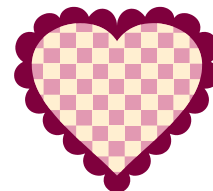
Darlene Schaefer

The Manor, along with Copley Hospital and many other healthcare facilities in the State of Vermont is participating in a Healthcare Collaborative. The Vermont State Health Department and the CDC (Centers for Disease Control) have initiated this healthcare collaborative to study Healthcare Acquired Infection (HAI). The focus is to determine how HAIs may be reduced and to standardize practice throughout the state. Grant Money from the CDC is funding this collaborative and providing training for all who are participating.

The Manor is paired up with Copley Hospital and members from each facility are meeting monthly to discuss how HAIs affect us, the number of HAIs at our facilities and communication between facilities. The members from both facilities are participating

in the training sessions provided by the CDC and Health Department to learn and share information from our area. Our group has discussed several ways of standardizing care and possible studies to determine how HAIs can be reduced.

This is a very exciting opportunity for both The Manor and healthcare facilities around the state. It gives us all an opportunity to learn more about HAIs and provide better care to our residents. We will have more updates of the collaborative activities in future newsletters.



Activity Corner...continued

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working on new and different programs though you will continue to see some of the same groups that are very important to our residents.

Activity Professionals' Week starts Jan 17th. Let me be the first to say thank you to my incredible staff for a great year and look forward to yet another wonderful year.

"Always in Our Hearts" Memorial Service is planned for Friday 1/28/11 at 2:15PM.

Our "SweetHearts" dance is on Friday evening 2/11/11 with music by Sergio.

All special events will be posted in-house and also on our website. Thank-you for sharing your residents with us.

Mansfield (Res Care)/Spruce House...Joan Potter

It is hard for me to believe, but I have been here for over six months now. I would like to thank all of the staff, residents and families for making me feel so welcome here at The Manor. After being at my last place of work for 23 years, I was quite apprehensive about coming to a new workplace, but from the first day, everyone has made me feel right at home and I appreciate it so much. I look forward to many years to come.

Having worked in Long Term Care for so many years, I am always amazed by people's generosity during the holiday season. Residents and their families are always so

thoughtful to bring in many goodies for the nursing staff and it is much appreciated, but I would like to say that it is not only nursing staff that make The Manor a great place for our residents. It takes all of us to make this place work, the administrative staff, housekeeping, laundry, therapy, life enhancement, food service workers, and building service people are just as important as nursing in keeping our residents safe and healthy. It takes the whole team to make this place work, so all gifts left for staff will be brought to the staff break room and shared by all. I hope everyone has a Great Holiday Season and a Very Happy New Year.

As we continue to reach for the stars to make dreams come true, we would like to thank the following for their support...

Daniel Simberloff
Agnes Ahrens
Randy & Debra Miller
Loren Aither
Eden Central School
Lamoille County VFW Auxiliary #9653
American Legion Auxiliary #64
Paula Ring
Dan & Judy Gillespie
Gordon & Deborah Mac Ritchie
Richard & Deborah Daley
Stowe Mtn Resort (Facilities Dept)
Lianne Moccia
John & Jeanne Lowe
Sue Gilbert
Larry LaClair
Norm & Gerry Rooney



Making Dreams Come True!

the Orton Family
Richard & Peg Machia

LAMENT FROM THE LAUNDRY

'T WAS THE MONTH OF DECEMBER,
WITH CHRISTMAS IN SIGHT
THE LAUNDRY ROOM BUZZED WITH
EXCITEMENT AND FRIGHT.
THE MARKERS ARE POISED,
THE LABELER IS HOT.
MOST ITEMS ARE HERE
BUT, NO! SOME ARE NOT!

THE STACK IS GETTING HIGHER WITH
EVERY DAY'S PASS
THE LOST OR THE MISSING BOMBARD
US ENMASSE
HOW COULD THIS HAVE HAPPENED?
WHAT STEP DID WE MISS?
THE ANSWER IS EASY,
AS EASY AS THIS.

IF ALL WASHABLE ITEMS
ARE TAGGED WITH A NAME
THE SENDER/RECEIVER IS ONE AND
THE SAME.

BY FOLLOWING THESE STEPS,
NO QUESTION ARISES
FOR YOU AND THE LAUNDRY,
THERE WILL BE NO SURPRISES.

WHEN ITEMS ARE BROUGHT IN
FOR LOVED ONES OR FRIENDS
BE SURE THEY ARE LABELED
SO THE FUN DOESN'T END!

Occasionally, it is an unfortunate reality that some items seem to never reach their rightful owner. This has been a problem over the past few months and this department is working diligently to correct this and ensure that losses do not occur in the future. We would like to take this opportunity to apologize for any impact this may have had on you or your loved one.



Our goal is to reach 100% success with no losses. This is not an unreachable goal and am confident that the immediate change in this process will assure impressive results. New departmental procedures have been developed and with your help as well, lost clothing will be a thing of the past.

Currently we have a Lost Clothing rack which holds items for a period of 3 months. You are encouraged to check this for any items which you may recognize so those can be promptly returned. Please feel free to ask the staff that it be brought to you during your next visit. You may also leave a description of any missing items for me personally, so that I may follow up on them.

This is also the time of year in which we must give a reminder to change out seasonal items to allow the best use of

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Plant Operations...continued

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limited closet space. If you are able to do so, please remove any items which are not expected to be needed for the winter. If you would like assistance from the Environmental Services Department (Housekeeping/Laundry), that can certainly be arranged.

You may contact me directly with any questions or concerns and I will respond quickly.

Happy Holidays!

Elmore House...*Cindy Chaffee*

Greetings and Salutations from Elmore House! We have been honored to serve you and your loved ones for another year. You may have noticed a few new faces during your visits. We are blessed with a group of highly experienced nurses and LNAs and I am certainly proud to work with them all.

An update on another member of the 'Elmore Team', Isabelle. She loves to visit with all of the residents and the feeling is mutual. Isabelle is still working to receive her certification to be a Therapy Dog from Therapy Dogs of Vermont.

She has worked very hard for this and we will have it completed before Christmas.

If you have any questions or concerns, please feel free to stop by my office (and for a visit with Isabelle). She would love to meet you!

The staff of Elmore House would like to wish you the happiest of holidays. Thank you for sharing your time with us!



Don't forget to visit our
website...
www.themanorvt.org

In Memoriam...

We would like to take a moment...to remember those we have lost....some we treasured for just a short time but all had an impact on The Manor family.

Leonard S...Devoted family

Richard H...Loved to joke

Ethel A...Her great granddaughter was the light of her life

Ashton E...Loving wife and family

Marion W...Beautiful eyes with a smile that warmed your heart

Kenneth B...Loving husband

Gwendolyn B...Cherished family

Connie P...Always the devoted wife

Paul L...Loved opera

Robert D...Loved music, family and friends

John M...Loving husband

Nora Z...When Irish eyes are smiling!

Reita R...Devoted family

Henry L...Always there with a smiling "hello"

