

THE MANOR MESSENGER

Mission Statement

“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”.

FROM THE ADMINISTRATOR...Lynn

The Manor Earns a 2011 National Quality Award!

In June we proudly received notification of The Manor’s status as a *Bronze – Commitment to Quality* AHCA/NCAL National Quality Award recipient. This award recognizes our commitment to achieve performance excellence by developing systematic, sustainable, and person-centered care and services. This award further demonstrates our mission to quality improvement and quality of life for our valued customers.



The AHCA/NCAL National Quality Award has been designed as a progressive three-step process to encourage the continuous learning and development of integrated quality

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systems to achieve performance excellence. Each progressive step requires a more detailed and comprehensive demonstration of quality integration and performance. The criteria for each step are based on the Baldrige Performance Excellence Program’s core values and concepts. **4** Bronze – Commitment to Quality – Reviewed by independent examiners, applicants who receive the Bronze award are able to describe their mission, characteristics, and key challenges and to recognize the relationship of these factors to their ability to achieve performance improvement. The Bronze award recognizes that the provider has developed a foundation to begin a journey of continuous quality improvement, and does not necessarily correspond to any public measure of performance.

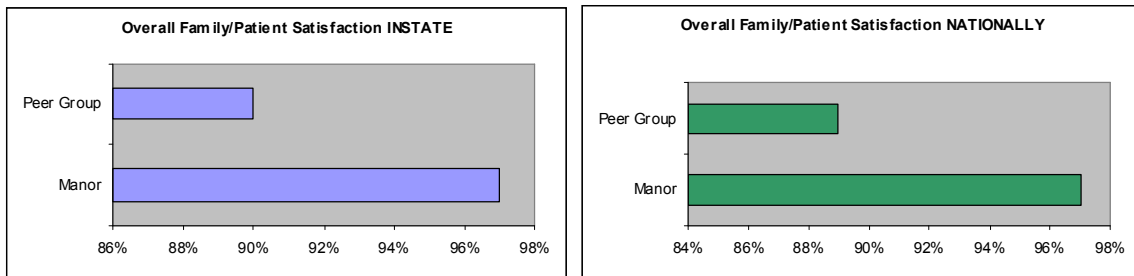
9 The following are charts which demonstrates our most

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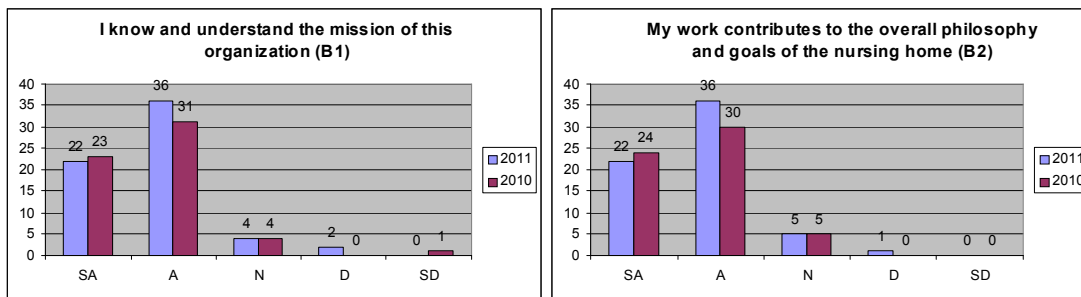
Administrator cont...

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Family/Resident satisfaction survey results as compared to our Vermont and National peer group, (like size facilities):



Additionally, our 2010/2011 comparative Staff Satisfaction Survey results for two topics:



Key Code: SA=Strongly Agree, A=Agree, N=Neutral, D=Disagree, SD=Strongly Agree

What's next? The Silver Award of course!

From the Director of Nursing...

Krystina Laychak

Learning Excellence- Life long learning is the cornerstone of effective professional practice and an essential component of fostering excellence in the long term care setting. At The Manor we promote a learning rich environment by being a clinical site for both LNA and Nursing students. Many of our colleagues are

pursuing further education in the health sciences fields.

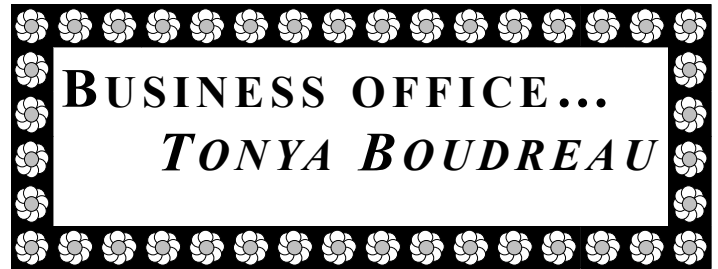
At The Manor we offer education monthly, support staff who wish to grow professionally, and have an active LNA II program. All these activities are part of our organizational culture of excellence.

Property Maintenance... *Dennis Landry*

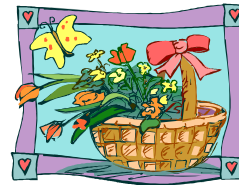
We have been very busy in The Manor maintenance department. Several projects were recently completed.

- The “center core cooling system” has been revamped. This system will add cooling to an extremely warm Rehab area. Adjusted for additional airflow through out this area, it will also be able to capture some outside air when available. This system features many energy saving components as well.
- New wall mounted TVs have been added to the double bed units on D Wing. The installation of these flat screen units will provide more privacy and comfort to our Residents and their families.
- The Manor’s transport bus just had a facelift! The Residents really enjoy the rides and we want them to be comfortable.

We would like to thank Godfrey Paving for donating parking lot repairs. Our staff and residents appreciate the smoother surfaces, especially when doing transports to and from the hospital.



We hope that everyone has had a chance to see the flowers we have added this year on the Spruce side of the building. Although I am not a professional, I love doing it! So many have commented, how nice and inviting the grounds are.



We would also like to let everyone know we have placed “doggie” bags at both the Elmore and Spruce entrances. We love to see our furry four legged friends visit at The Manor but would appreciate it when you bring your dog to visit that you please clean up after them.



Hope you all enjoy the summer, stay safe and have fun!



CARE SERVICES...STEPHANIE



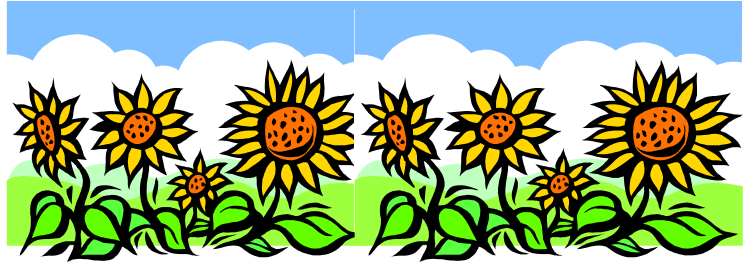
Happy Summer! Thank you to everyone for your well wishes on the arrival on my new little one, Danielle. I also wish to thank Kristy Pillsbury for filling in for me. Time is flying. I feel like it was just yesterday that I called to say that I had just delivered her. Some of you may have seen me briefly, recently, but I will be returning full time on July 13th.

See everyone soon!

Tips from :

The Manor Safety Committee: Now that Spring has forgotten us and we move rapidly into summer there are some critical points we should be aware of in regards to safety in the sun. Some medications can accelerate dehydration. Always check with your doctor to see if any medications have these side effects. Plan your outings, wear loose fitting clothes (preferably cotton), wear a hat or cap, and use SPF sun block 30+. Plan to keep hydrated, drinking just plain water may not be enough. The body also loses sodium and potassium salts, so some form of sports drink may be needed. Beware of exhaustion symptoms, which may include mild nausea, light headedness, fainting, vomiting, clammy or cold hands and excessive sweating.

We all want to enjoy the sun, be safe!!



RESIDENTIAL CARE... JOAN POTTER

Summer is here and so are the bugs! Along with the nice hot weather, we need to be mindful that the bugs are out and about and looking for food. Our residents love to have visitors and people are very generous, often bringing in treats for their loved ones. That is a very nice thing, but please be mindful that we have limited storage in the resident rooms and food left out spoils quickly as well as attracting ants. Our building service staff have done a wonderful job of having the exterior sprayed and spot spraying any interior areas identified by staff as having ants, but the more we eliminate things that attract them the better off we will be. If you observe ants while you are visiting, please alert a nursing supervisor so we can follow up. It would also be a great help if you could encourage our residents not to keep food in their rooms during the summer months especially. Thank you and have a great summer.

Life Enrichment...*Laurie Shapleigh*

Greetings from The Enrichment Corner:

Finally the Sun is shining and the weather is warm enough to enjoy the outside.

On June 10th we enjoyed our first outing on the Spirit of Ethan Allen. This event, funded by "Making Dreams Come True, was our biggest group yet with a total of 29 making new memories. The next trip is scheduled for September 2, 2011. We try to include as many of our residents as we can, and family members who wish to go. Extra hands are always needed on these outings, if any of you would like to join us.

Our Annual Summer Festival was held July 7th. In the morning our Manor Glee Club entertained. Assorted carnival games, cotton candy, face painting, BBQ, lemonade stand were just a few of the fun activities. The afternoon was filled with music and songs from some of our volunteers and staff members. The dog agility event was awesome! It was a wonderful day for one and all. (And the weather cooperated!)

Besides mystery rides, fishing trips, shopping and going out for ice cream, lots of other community events are planned for the summer...

July 21st we will be taking a group up to Berlin Health & Rehab for a "making friends bingo".

July 22nd we will be attending the Lamoille County Field Days.

July 28th a visit to the Shelburne Museum is planned.

And you are never too old to go to the fair...the Champlain Valley Fair on August 26th.

With Summer here many of us reminisce about our camping adventures. With that in mind we will be spending a day at the Elmore State park (August 11). Crackling fires, singing around the camp fire and toasting hot dogs on a stick. (Should we do s'mores?)

Many of our residents continue to enjoy reading. We are creating a Library which will be located on the Spruce side of the building in the "Wicker Room". We are in need of "Large Print" books. If you have any or know where we can get some please let us know.

Drink plenty of fluids and enjoy your summer!



Human Resources...

Sharon
Wladkowski

Everybody knows that happy employees are better employees; yet, there are times when we all need a little help through life's big and little surprises. The Manor recognizes that our employees are our most valuable resource and in order to support them when support is needed, we subscribe to an Employee Assistance Program. Our employees can reach support when it is needed 24-7 and we have heard testimonials from them that this resource is appreciated. Our EAP company has expanded the services they provide by having one of their trained counselors available in our facility one day a week. Tracy Hobbs, from Invest EAP, describes herself to our employees as their personal "Google". They can (and do) request help from Tracy in many areas and she is always more than willing to search out an answer or a solution. We feel this is one more way we can enrich the lives of those who care so compassionately and competently for our Residents.



Staff Development/ Infection Control...

Darlene Schaefer

The Manor would like to invite all family members and residents to an educational offering presented by Alice Nicholson. Alice is an Ombudsman for parts of the northern area in Vermont. Alice has had many years of experience serving as a state Ombudsman and has provided educational opportunity to both staff members and families alike.

On July 14, 2011 at 2:30pm, in our Great Room, Alice will present:

Abuse: What is it and how to prevent it.

This is a chance to become informed about the issues of abuse and opportunity to ask questions. We hope you will join us for this presentation.

If you plan to attend, please RSVP to Darlene Schaefer 888-8709 or Laurie Shapleigh 888-8735, it will help us plan for appropriate seating and refreshments ~ Thank you!



Hospitality Services... *Patrick Miller*

Well here we are the beginning of July and it finally feels like summer out there, blues skies, big puffy clouds and a nice breeze!

We have some good things brewing in the dining services department this summer. July fourth kicked off the summer outdoor cooking season with a resident and family barbeque, featuring chicken and ribs with all the fixins.

We again fired up the grills for the summer festival barbeque on July 7th, this time with our favorites: burgers, cheese-burgers and dogs are back again. We will feature two more family and staff barbecues on Monday August 1st and Monday September 5th. Hope you get a chance to join your family member and enjoy the camaraderie of the residents and staff here at The Manor.

One of my favorite summer dishes is the chilled soup Gazpacho. In a food processor fitted with a steel blade, process to rough chunks the following:

- 6 large cucumbers peeled and seeded
- 4 large green or red peppers, seeded
- 1 bunch scallions or two large onions
- 6 ribs of celery
- 1/8 cup fresh parsley
- 12 large ripe tomatoes cut in half with the seeds squeezed out.

- 2 tablespoons of chopped garlic
- 1 cup of fresh lemon juice with the grated rind of the lemons.
(3-4 lemons)
- 1 46 oz can of V-8 juice
- 1 teaspoon of sea salt
- ½ teaspoon of white pepper

Let soup mellow for a day in the refrigerator and enjoy with your favorite barbeque food.



We are running a little late this time around but hope you enjoy it as usual.

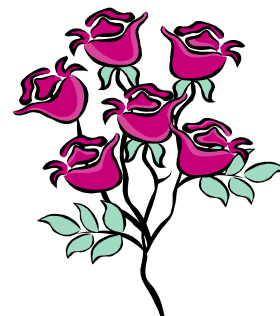
Many of you have mentioned you would like to receive the newsletter via e-mail. If you do, or another family member would like to, just drop me a quick note and your e-mail address to:

cbarry@themanorvt.org

Enjoy the sun! Claudette

In Memoriam...

We would like to take a moment...to remember those we have lost...



Maureen W...quiet, spiritual lady

Mary P...loved to visit with staff

Theresa L...cherished her family

Hazel U...very easy going, gentle & kind

Barbara S...wonderful sense of humor

Natalie B...spirited, family oriented, Red Sox fan

Jean C..."the flower lady", always smiling

Anne S...spoke with her eyes, gentle soul

Linda W...a beloved member of our family

Bill T...loved ice cream and country music

Ralph T..."the moving man"

Helen L...always smiling, always happy

Norman W...loved singing

Clara S...loved music and having visitors

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

Susan Gilbert

Dr. & Mrs. W. Peter Guthmann

Betty Hasseltine

Sarah Smith

Jonathan & Sue Osborn

Class of 1964

Betty Lou Allen

Drs. Wolfgang & Barbara Meider

Virginia Bushey

Kevin & Lynn Silk

Steven & Robyn O'Hearn

Irene Vollbrecht

Mike & Jan Shannon

Sherry Urie

Richard & Margaret Machia

Mason Urie



Making Dreams Come True!

Marvin & Susan Perry

David & Barbara Downer

Michael & Rita Moodie Raus



Visit our website...
www.themanorvt.org