

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

As part of our Continuous Quality Improvement (CQI) for The Manor, organizational goals are set each fiscal year beginning in October. This year’s goal was to improve communications and customer service. We realized that to achieve our customer service goal we must first develop effective and consistent communication with our staff beginning with leadership. Guided by the employee satisfaction survey results from 2010-2011, we took action in two ways, 1) we worked with an outside consultant to *design a communication workshop series that included real communication issues* solicited from staff, open discussion with right and wrong way role play, and 2) on-going exploration through discussions among the leadership team about commitment, values, belief systems, and communication and management styles, all which resulted in the development of the framework for our communications and customer service standards.



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This work has culminated in a handbook that will become part of our new employee orientation, but more importantly, will guide current and future Manor employees in the performance standards for communications and customer service and their commitment to the overall philosophy for performance excellence.

*“It’s not what I do, but the way I do it.
It’s not what I say, but the way I say it.”*
~ Mae West



From the Director of Nursing...

Krystina Laychak

Empowering Excellence

The Manor Nurses Services team works together to assure excellence in long term care nursing services. The tools used to facilitate this vision include accountability in practice, autonomy in clinical decision making, shared vision, nurse to nurse practice support, peer review, open dialogue and consensus building within the team.

As we work to improve the care we provide these tools will help us all grow as professionals. Our residents depend on us for their nursing care, and we depend on each other to make it happen. In the coming months the nursing services department will be offering education to help facilitate empowerment in our practice. We continue to encourage all of the nursing staff to actively participate in making The Manor a dynamic community of caregivers who are cultivating an open active partnership focused on excellent care and customer service.



Rehab/Physical Therapy...

Debbie Maxwell

The Rehab staff strives to design exercise routines that are both challenging and fun. We are very excited to offer another option for building strength, endurance and cardiovascular fitness for our rehab patients. The NuStep is a recumbent cross trainer designed to provide a low-impact total body work out. The trainer features a smooth stepping motion to stimulate natural walking while simultaneously moving the arms. The seat swivels 360 degrees for easy transfers from a wheelchair or even using a sit/stand lift. Easy adjustments can be made to accommodate users of many sizes.



New faces in rehab...

We are happy to welcome to the Rehab team:

Jessica Lague, occupational therapist. She will be working four days per week.

Megan McLane, occupational therapist. She will be working one day per week.

CARE SERVICES ... *STEPHANIE SWEET*

We are pleased to take this opportunity to announce that The Manor has once again earned the “Excellence in Action” award from My InnerView. As a combined business unit of National Research Corporation, OCS and My InnerView empower clients and partners throughout the entire post-acute continuum of care, including skilled nursing, assisted living, home health, hospice, and more. The company offers market-leading survey solutions, predictive tools, data analytics, quality and outcomes reporting, financial insights, and the nation’s largest comparative databases. OCS and My InnerView partner with more than 12,000 post-acute providers.

The Excellence in Action awards are presented exclusively to My InnerView clients. Qualifying nursing homes (almost 5,500 nationally) must have completed a customer (resident or family) or workforce (employee) satisfaction survey in 2010, and scored in the top 10 percent of qualifying facilities on the question “What is your recommendation of this facility to others?” or “What is your recommendation of this facility as a place to work?” in terms of the percentage of respondents rating the facility as “excellent.” Of these 5,500 nursing homes only 593 facilities were awarded this recognition.

We appreciate your responses, both positive and the ones that provide us with educational opportunities for improving

towards excellence with care for your loved ones at The Manor. This year’s surveys are right around the corner. Be on the lookout for the My InnerView Survey in late October to Mid- November.



 Visit our website...
www.themanorvt.org



Property Maintenance... *Dennis Landry*

It is hard to believe that summer has passed us by, as we welcome the first days of Fall. Although most of us do enjoy the Fall weather, Summer seemed so short this year. We will miss those warm days and the sun setting so late in the evening. We have enjoyed many wonderful events here this Summer, and look forward to what we have planned this Fall.

There are many things we all must do to prepare for the change of seasons. Here at The Manor we will evaluate our tasks and start the process to prepare for the upcoming season.

As the warm weather lingers we will take advantage of as many days as we can. With the help of school-to-work student volunteers we are getting some exterior painting done in some much needed areas. Soon we will be removing all those wonderful annuals which have given the property such an uplifting array of color, replacing them with mums, asters and pumpkins. Our thanks again to Tonya for her hard work and awesome colorful displays. We will start to clean and store our outdoor furniture, pack away the picnic tables, along with many other summer items.

Here are some preparations we do at The Manor, that may be projects you can apply to your home as well...



Heat... Test your heating systems, change your filters, check the chimney.

(Use Professionals to avoid injuries.)

Roof... Time to check your roof. If you spot areas of concern, this is the time to fix them.

Gutters... Clean any debris which may have collected over the summer, make sure to flush the down spouts as well.

Windows... If you have opened and closed windows through out the summer, you may need to clean the seals to give windows a tight fit.

Pipes... This is the time to reinsulate any exposed pipes which might freeze this winter.

Carpets... Fall is a great time to clean your rugs, remove all that grit and grime from the summer, and help prolong carpet life.

Garage or storage sheds... This is a great time to clean these areas and make room for the summer items you need to store.

CO2 Detectors/Smoke Detectors... Make sure all detectors function properly, and new batteries are installed.

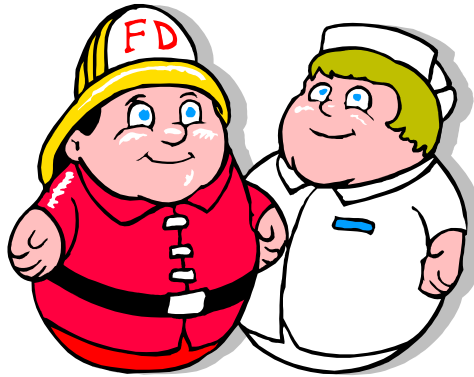
We look forward to seeing you at our Fall events.

Be well and be safe!

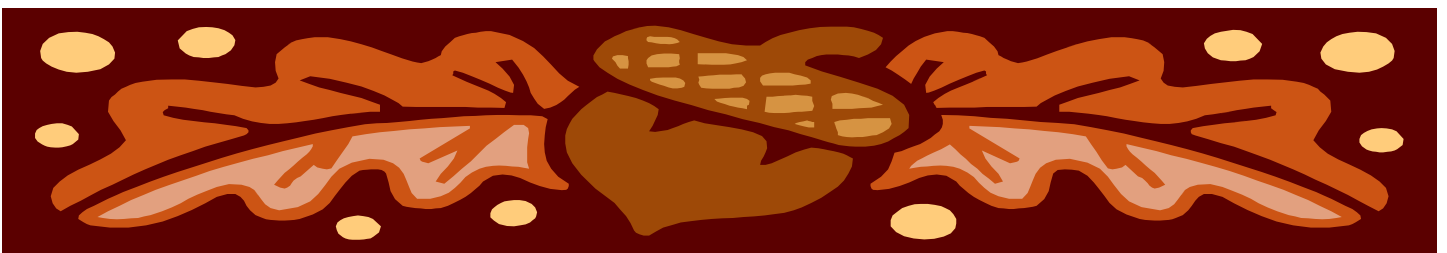


RES CARE DIRECTOR...JOAN POTTER

We had an exciting event at the Manor this quarter. On Tuesday, September 13, we held our first evacuation drill with the assistance of the Morrisville Fire Department. At 7pm, Dennis Landry, Property Maintenance Director and Safety Officer, pulled the fire alarm on our Residential Care Unit, and the staff sprang into action. Initially we proceeded as with any fire drill, but when the Fire Officers gave the order to evacuate, residents were escorted by fire personnel or staff, out of the building and around the outside to the main entrance and into the Elmore Common Room.



The resident had been told about the drill before it occurred, and were very excited to see what would happen. The drill went very well, with staff responding immediately and working well with the Fire Crew. We found a few small glitches in the system that can easily be corrected that we would have been totally unaware of had we not gone through the drill. The residents gave very positive feedback about the experience and think it is great that we are doing these drills. They expressed that it makes them feel safe knowing that we are prepared for an emergency. They also complimented the Fire Department personnel saying how nice they all were. It was a great experience and Dennis Landry did a great job organizing this exercise!



Human Resources...
Sharon
Wladkowski

BUSINESS OFFICE...
TONYA BOUDREAU

One of the functions of the HR department is to provide our great staff with all the tools we can so they are well looked after professionally and personally. In the last newsletter we discussed our Employee Assistance Program, available to employees and their families.

Another vehicle for providing up to date information and resources to our staff is our participation in a roundtable of HR professionals in Lamoille County. The group meets monthly to share information, learn about programs and educational opportunities for employees, and explore areas of common interest. We have guest speakers who update us on issues local, regional and national; one of the areas we are focusing on is health care, both the federal changes and especially Vermont's upcoming move to single payer.

Another project is looking into offering work related education where all businesses in the area can send employees at a shared cost instead of attempting to provide education on our own. In this and other ways, we strive to provide a quality, interesting and current work environment for all of us at The Manor.

I would like to thank everyone for their patience and concerns during my family's recent encounter with "Irene". If you had unresolved questions or issues for the Business Office during my absence, please call or stop by.

Now might be a good time to begin looking into Part D plans or if you are happy with your choice of Medicare plans. Open enrollment is coming up and you will be able to make changes during this time. There are several Part D plans and each may cover different drugs. In the publication "Medicare and You", there are instructions on how to check each plan against the drugs that you need covered. This way you will be sure to get the plan that works best for you and your loved one's needs.

We would also like to take this opportunity to remind you The Manor offers a Resident Trust Account for the convenience of the residents. Money is available to the residents from the Business Office Monday through Friday 8:00 am to 4:30 pm and after hours at the nurses' station. Residents are advised not to keep cash in their rooms.

Have a Happy Autumn!



Staff Development/Infection Control...

Darlene Schaefer



September is upon us and with fall comes the thoughts of FLU. The Manor has already started their preparation for delivering the Seasonal Flu vaccine. This year's vaccine will provide protection against both Seasonal flu and H1N1 (swine flu). We believe in the importance of protecting all residents from the "FLU". All residents or responsible party will or have received an Influenza Vaccine 2011-2012 "what you need to know sheet" along with a Vaccine Consent Form. We ask that you read the information and return the Consent Form as soon as possible. Influenza can occur at any time of year, but most cases occur between November to May. It takes up to 2 weeks for protection to develop after the vaccine is given. We want to start as early as possible to provide the best protection for our residents. We are also encouraging all people to get the Influenza vaccine, including The Manor employees.

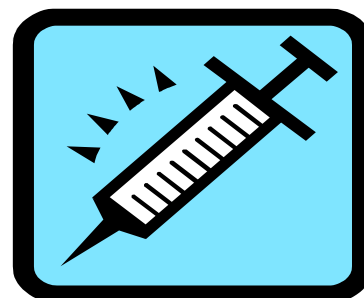
Since respiratory infection of all types including flu start increasing at this time of year, we ask that all visitors use caution when coming to The Manor. If you have symptoms of a respiratory infection please, if possible, postpone your visit. If visiting is necessary, please use provided masks and

HAND SANTIZER. Hand washing/hand sanitizers are one the best means to control infections!

If you have any questions about the "FLU" or vaccines, please feel free to ask!

STAY HEALTHY

GET VACCINATED



EAT HEALTHY



Hospitality Services...*Patrick Miller*

It has been almost two and a half years since I joined the team here at The Manor.

The Manor's Administrator Lynn Smith is a visionary, and her visions are big when it comes to hospitality here and what we do for our residents. My lifelong career has been in the hospitality sector and I was honored when Lynn asked me to join her team here. Her vision, with the help of the staff, was to create a homelike environment for our residents and to build a hospitality team that was focused on excellence and committed to continually exceeding the needs of our residents and their family members.

We built a new kitchen in the Mansfield/Residential Care Unit and staffed it with a full time chef. This kitchen has become the nucleus of the unit with the smells of a rosemary scented pork loin or a fresh batch of homemade turkey noodle soup drifting through the air. There are never any leftovers when it comes to the freshly prepared baked goods. It is truly a homelike environment when a resident can drop in and ask "what's for lunch?" And see it being made by the chef who feels at home as the center of a big happy family.

The next phase was the complete makeover of the dietary department to the dining services department, which eventually evolved into the Hospitality Services Department, when the environmental services (Laundry and Housekeeping) merged with dining services. At the core of this makeover are two Culinary Institute of America graduates who oversee the production and service of all of our freshly in house prepared menu offerings. Now the food is not only wholesome and nutritious, but artfully presented as well. We offer seasonal menus highlighting locally available produce and feature it whenever available. As most of our residents grew up and lived in the area, many enjoy local specialties produced by our chefs.

Not content with what had been accomplished Lynn suggested we should have a restaurant style dining with choices made at the table after viewing the show plates with the daily offerings and choosing from a daily menu. When our residents arrive in the Great Room dining area they are offered a bowl of soup to begin their meal and then their order is taken and sent electronically to the kitchen to be prepared and served. This has been extremely successful with the residents, families and staff and has greatly increased the interaction between the residents and staff alike. We began this program with the mid-day meal and after a few weeks began the evening meal service as well, and by the time you read this we will have begun to serve the breakfast meal as well. I encourage you to join your family member for a meal; we have a coupon available with five meals for only \$ 20.00, which can be purchased in the dining services office. Look forward to you joining us and your family member for a bite soon. (Wonder what Lynn has plans for next?!!)

LIFE ENRICHMENT...

Laurie Shapleigh

We hope you enjoyed your summer! As we look forward to the beautiful colors of Autumn, the Enrichment Team has been busy planning special events to celebrate this season. The aroma of apple pie baking, making pickles and relish are on the schedule for the week of Sept. 19th.



The Waterbury Band will fill The Manor with wonderful music on Tuesday evening, Sept 27th @ 7 pm in the Great Room.

We have planned a first time trip to Adams Orchard for apple picking. The residents are looking forward to this road trip.

Our Quarterly Memorial Service is planned for Friday September 30th.

We are busy planning a fun filled week of traveling on "Route 66" which is scheduled for the week of October 10th.

Love is in the air with a renewal of vows on Friday 10/14 @ 2 pm. In the evening is our Annual Chicken Pie Supper with our very own Glee Club entertaining. The menu will

be posted on our web site and also in house. Please RSVP no later than Monday 10/10.

For the first time, we are holding a "Harvest Festival" which will have pickles, relishes, jams and harvest baked goods for sale made by our residents, music by Lawrence Earl & His Gang and pumpkin carving. This will be held in the Great Room on Saturday 10/22 2:15-3:30 pm. We hope you will attend and join us in this celebration.

Our annual Hoe Down with Lawrence Earl & His Gang is scheduled for Friday evening 10/28 @ 7 pm in the Great Room.

With Halloween right around the corner we once again will invite all the little ones for trick or treating on Monday 10/31 2:30-4 pm. The residents have certainly enjoyed seeing all the children dressed up. We would appreciate any donations of candy and/or pumpkins for carving.

On November 5th @ 2:15 pm in the Great Room, we will be having a "Thankful Tea" with music provided by Dean & Jean. A special thank you to Mamie Sweetser for again supplying us with hats, gloves, etc., items needed for this special event!

With our busiest months approaching please keep checking our website and in house for

Life Enrichment cont...

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listings of events. As always it is our honor and pleasure to enrich the lives of your loved ones.

Please don't hesitate to contact me with any thoughts or concerns. My door is always open.



Law of the Garbage Truck

One day I hopped in a taxi and we took off for the airport. We were driving in the right lane when suddenly a black car jumped out of a parking space right in front of us. My taxi driver slammed on his brakes, skidded, and missed the other car by just inches! The driver of the other car whipped his head around and started yelling at us. My taxi driver just smiled and waved at the guy. And I mean, he was really friendly! So I asked, 'Why did you just do that? This guy almost ruined your car and sent us to the hospital!'

This is when my taxi driver taught me what I now call,

'The Law of the Garbage Truck.'

He explained that many people are like garbage trucks. They run around full of garbage, full of frustration, full of anger, and full of disappointment. As their garbage piles up, they need a place to dump it and sometimes they'll dump it on you.

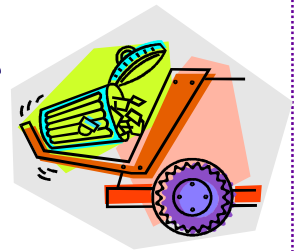
Don't take it personally. Just smile, wave, wish them well, and move on. Don't take their garbage and spread it to other people at work, at home, or on the streets.

The bottom line is that successful people do not let garbage trucks take over their day. Life is too short to wake up in the morning with regrets,

so ... Love the people who treat you right. Pray for the ones who don't.

*Life is ten percent what you **make it**
and ninety percent how you **take it!***

Have a garbage-free day! Claudette



In Memoriam...

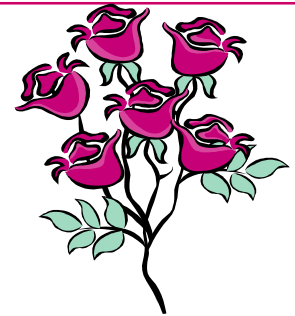
We would like to take a moment...to remember those we have lost...

Fred P...Able to find a joke in any situation.

Dolores R...Always a kind word

Harry H...Good sense of humor

Leon T...Always ready with a witty comeback.



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

Irene Parsons
Coral Chapter #16 O.E.S.



Making Dreams Come True!

Fyi...

We only mail to the first contact, is there another family or friend who would like a copy e-mailed? Just drop me a quick note and your e-mail address to:

cbarry@themanorvt.org