

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

Customer Service Is Caring Service

At The Manor we care about customer service and are making this one of our Continuous Quality Improvement (CQI) initiative goals this year. Like the State of Vermont, Gold Star Employer Program initiatives, we have developed, implemented and continue to maintain *Best Practice* programs that continue to improve staff satisfaction and staff retention. In the past five years the programs that we have developed and remain part of our daily operations include:

2006: Staff Recruitment and Retention

2007: Team Approach

2008: Professional Development and Advancement Practices

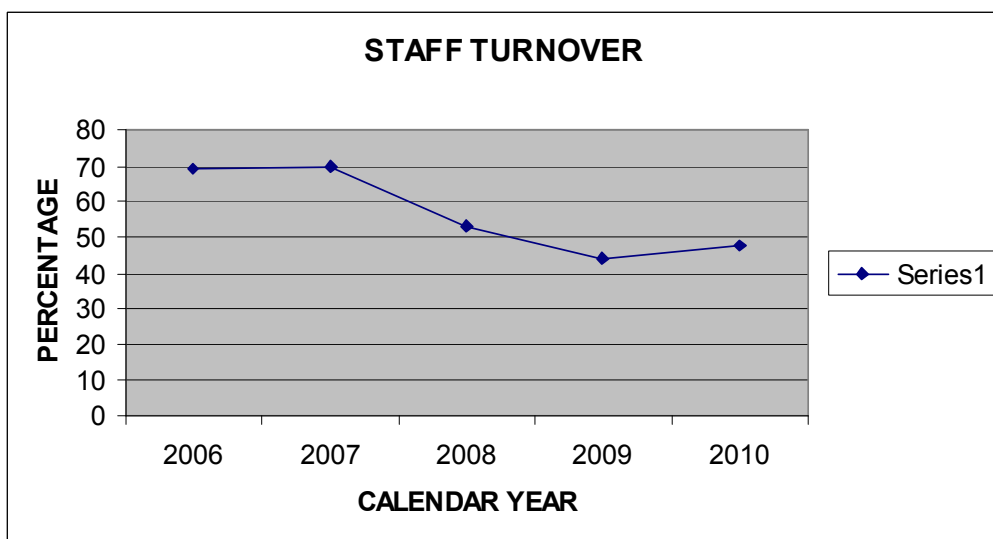
2009: Staff Recognition and Support

2010: Staff Recruitment Practices

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The following graph demonstrates the reduction in staff turnover since 2006:



From the Director of Nursing...

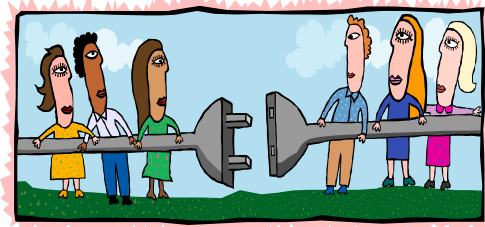
Krystina Laychak

Peopling Excellence

Working at the Manor is exciting and challenging. Meeting the needs of Manor residents requires a variety of people with a variety of skills. Whether Staff members are helping a resident to look or feel their best, enjoy a home cooked meal, enriching a life through song or preparing a room to welcome a new resident, they add quality to another person's life.

Being responsible for the well-being of another person is a huge responsibility. It requires commitment and dedication. This organization is built on people; no one person can carry the entire burden of excellence. Manor employees work together to make this a wonderful place to live. Care at the Manor is ten departments, three shifts, three units, and 365 days a year.

We care about your loved ones and are honored to be the place your loved one calls home.



Administrator cont...

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As you may recall, for our 2008 program we were one of four, of 42 nursing homes in the state that received a ***Nursing Home Quality Award*** and with it, a monetary award of nearly \$36,000. These monies helped to fund the renovation projects for the Spa Tub and Shower rooms for the patients. The feedback that we have received from the patients, our customers, about their experiences in using these new quality facilities, along with the smiles and expressions of joy has been priceless!

Customer Service is about the quality of the experience. Our goal is to not only meet the customers' expectation but to exceed and anticipate the customers' expectations. It is proven that this leads to greater customer satisfaction and employee retention.

"There is no finish line to quality"

Rehab/Physical Therapy...

Debbie Maxwell

Rehab Notes on Healthy Bones

Healthy bones can help you stay strong and active throughout your life. If good bone health is achieved during childhood and maintained, it can help to avoid bone loss and fracture later in life. For healthy bones, it is important to maintain a physically active lifestyle and eat a balanced diet with plenty of calcium, and vitamin D supplements as needed.

Osteoporosis is a common bone disease that affects both men and women (mostly women), usually as they age. It is associated with low bone mass and thinning of the bone structure, making bones fragile and more likely to break. Some people are more at risk for osteoporosis than others. Not all risk factors can be changed, but healthy habits and a proper exercise routine can keep bones healthy and reduce risk. Risk factors include:

- Age: More common in older individuals
- Sex: More common in women
- Family History: Heredity
- Race and Ethnicity: Affects all races. In the US, increased risk for Caucasian, Asian, or Latino
- Low body weight/being small and thin
- Diet, especially one low in calcium and vitamin D
- Menopause
- Inactive lifestyle
- Smoking

- Alcohol abuse

Bone Health Begins With Good Posture

Using proper posture and safe body mechanics during all activities protects the spine against injury. Here are some tips:

- Keep your back, stomach, and leg muscles strong and flexible.
- Keep your body in alignment, so it can be more efficient when you move.
- Do not slouch. When sitting, keep your spine and head straight. Put a small pillow behind your waist to keep your spine in a good position.
- Use good body positioning at work, home, or during leisure activities.
- When lifting or bending forward, bend your knees, keep your back straight, bend forward at the hip crease, and lift with your legs. Keep the load close to your body.
- Ask for help or use an assistive device to lift heavy objects.
- Maintain a regular physical fitness regimen. Staying active can help to prevent injuries.

Fight Fracture with Fitness

Inactivity is a major risk factor for osteoporosis. The right exercises and good habits can keep bones strong and prevent or reverse the effects of osteoporosis. Weight-bearing exercise, such as walking, is an important way to build and maintain healthy bones. Muscle strengthening exercises have

REHAB CONT...

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been found to stimulate bone growth and can help prevent and treat osteoporosis.

These types of exercises are best if started early in life and done regularly. However, it is important to remember that you can begin exercising at any age and still reap great benefits.

If you have osteoporosis, are at high risk for a fall or fracture, or have a medical condition, affecting your ability to exercise, do not begin an exercise program without first consulting your physician.

Avoid exercises and daily activities, which round the spine, such as sit-ups, crunches, bending down to tie your shoes, exercise machines that involve forward bending of the trunk, and movements and sports that round and twist the spine. Preserving balance and stability with exercises can help reduce falls and resulting fractures. Exercises that improve posture, core stability, balance, and coordination, can also protect the spine against compression fractures. An individualized program may include a walking regimen, Tai Chi, and other exercises geared toward conditioning, balance, and coordination.



RES CARE...

JOAN POTTER

So, be well, stay active!

Happy mud season everyone! With the better weather coming, I expect to see more and more family and friends visiting their loved ones. I would like to take this opportunity to discuss something that has recently become an issue for us. It has been brought to my attention that some of our residents request that friends or family members bring them in vitamins or other over the counter medications, either from their homes or from the drug store. This is not prohibited, however, all of these things must be brought to the nurse and not given directly to the resident.

There are a few reasons that the nurse must see anything brought in. If a resident wants to administer their own medications, (even vitamins, tums or aspirin) they must first have an assessment done by the nurse to be sure they are safe to do so. This involves making sure that the resident knows what they are taking, what it is for, what the proper amount to take is, etc. If they are deemed to be safe, we also must have a current order from their primary doctor saying it is to be given, and that they are allowed to take it themselves. This is important so that the doctor can determine if it is safe for the resident to take or will mix with their other medications properly. Lastly, they may keep the medications in their room, but

Human Resources ... Sharon Wladkowski

Some of the features in our facility that we are very proud of include our special spaces located at the end of each neighborhood of rooms. These are small gathering areas that can be used by our residents and families for meals, parties and other family events. Every area is named and decorated in a theme.

There is Marble Island, the main feature of which is a beautiful marble dining table that seats six for dinner and more for gathering.



The Beach Retreat has two large round glass top tables with seating for 10 and is, of course, decorated in a beach motif.

We also have the Cozy Corner featuring a corner table with banquette and beautiful Victorian style lamps.



The Tea Garden offers a small cozy setting with flowers blooming on the walls, perfect for afternoon tea.

Finally, the Bamboo Room might be just the place for a card or game party.

You are welcome to bring guests and food in for your party. So the next time you want to include your resident in an event, plan on having the event at The Manor. Just call Stephanie Sweet 888-8732 or Bryanne Castle 888-8701 to reserve the space of your choice and the time.

RES CARE CONT...



only if they are in a locked area.

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This is necessary to ensure that someone else can't just walk in and take the medication. All of these things are required by federal guidelines, and if we are caught not following them, we are issued citations by the Department of Aging and Independent Living, which can result in monetary fines and even our ability to care for residents who receive Medicare and Medicaid services. All of us here at The Manor enjoy taking care of your

CARE SERVICES...*STEPHANIE SWEET & BRYANNE CASTLE*



Happy Spring! As the sap begins to flow from the trees, spring fever begins to run through our veins. As we anticipate the melting snow and the return of birds and wild life, I would like to remind everyone, and inform those new to The Manor family, that the only bird feeders allowed on the campus are hummingbird feeders. Although it is great to see the birds return for their summer migration, some birds, pigeons, can cause a lot of damage to buildings. Also, this is the time of year when the bears come out of hibernation and we don't want any hungry bears roaming about.

We would also like to remind everyone that when you bring in new clothes for your loved one, that you should not put the items directly into their closets unless they are marked. Please be sure to bring the items to a staff member so that we can bring them down to be marked. There has been an increase in unmarked laundry making its way to the lost and found rack. If you are missing something please let us know so that we may check the unmarked items. Also, please feel free to ask for assistance and we can bring the lost and found rack to you.

Recently, I have been asked why we

keep resending the family surveys with the invitations for our residents' wellness meetings. We continue to do this so that we may continually raise our standards for excellent care. You may have a concern one quarter that you did not in a previous quarter. By knowing a person's specific concerns also helps direct our care meetings in a more individualized manner. There are times that because of busy schedules someone may not be able to attend a wellness meeting. These surveys give the family an opportunity to express their views when unable to do so in person. I have received feedback that because of their loved ones cognitive status, they may not be able to accurately answer a question. Just answer as best you can. Please feel free to add specific comments about your loved one at the end of the survey if you feel that one of the questions is not detailed enough. As always, please do not feel you need to wait until a wellness meeting to express a concern or point of view. Quite often, when we are told about something immediately, it can prevent a small issue from becoming a larger one.

Lastly, we, The Manor team, would like to do a poll regarding whether or not there is interest in the formation of a family council at The Manor. If there is enough interest, this could be an arena where family

Life Enrichment...*Laurie Shapleigh*

Greetings from the Enrichment Corner,

It is nice to see the sun shining and staying lighter later. Spring is just around the corner and we are all looking forward to hearing the birds sing and watching the snow melt, though not before another sugar on snow party with this year's maple syrup.

With the warmer months we are all looking forward to getting out. I am very excited to report 6 residents attended a concert in Manchester, N.H. to hear the Celtic Women perform. What a wonderful experience! Just another way of Making Dreams Come True.

To welcome Spring we held a Spring Carnival which featured our Glee Club. The members love it! Other residents love to join in also.

We have 2 lunch cruises planned on the Spirit of Ethan Allen. Those will be held on 6/10/11 and 9/3/11. We also have another dance in the works for the coming months.



National Volunteer week is the week of April 17th. This is a special time to say thank you to all our wonderful volunteers, with plans to honor them on 4/21/11.

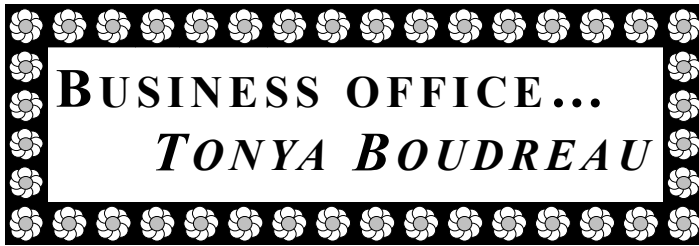
Our 1st Annual Easter Egg Hunt is scheduled for 4/23/11 with many activities planned. Please check for posters and also our website for further information.



National Nursing Home week is the week of May 8th. We begin the week with a Mother's Day Tea which you are invited to share with us. We hope to make it a special day with all the fixings; fancy hats, gloves, hankies and pocketbooks. A special thank you to Mamie Sweetser for supplying us with everything we need for our tea party. Beautiful harp music will be provided by Jenny Mayer. Watch for additional information.



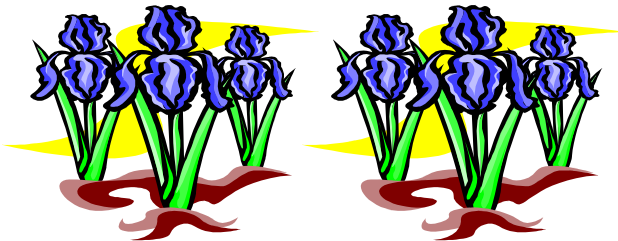
We are looking for help with weekly manicures, if you are interested please contact me. Manicures are done Thursday afternoons 1:30-2:30 pm.



It's Spring! While doing your spring cleaning, please be sure to make the Business Office aware of any insurance cards you may find that pertain to your loved one. Some insurance plans may have changed and we might not yet have copies of the cards.

Also, please bear in mind that when planning a shopping trip with a resident, depending on the amount they want to withdraw, the Business Office may need some notice. We can always get it that day, however; an hour or so notice would be appreciated.

Spring WILL be here, watch for the beautiful flowers from the bulbs that were planted last fall!



Life Enrichment cont...

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It is nice to see so many families share our programs. Thank-you for allowing us to be a part of your family. As most of you know, our department strives to enrich the lives of your loved ones, therefore, we are now the Life Enrichment Director and Life Enrichment Associates.

Just a reminder, check our website for our scheduled events.



Visit our website...
www.themanorvt.org

Care Services cont...

Continued from page 6

support, educational opportunities, and perhaps forming friendships with others who are going through the same emotions you feel as the result of having an aging parent who requires long term care. If you think you might be interested in the formation of a family council please call me or Bryanne.

**Property
Maintenance...**
Dennis Landry

Let me start by introducing myself, I am Dennis Landry, live in Eden VT with my wife Julia, 3 children (Ayla, James & Tiffany), 2 dogs & 2 cats, quite a full house at times. I have owned and operated a property management company for the past 20 yrs, along with working with the Physical Plant Operations at Johnson State College, and Stony Brook Condos in Stowe.

I am very excited to be a new member of The Manor Community, learning more and more each and every day about the Residents, Staff, Vendors, and all the goings-on within the Manor.



The Manor is about to launch a number of energy saving programs within the Facility. It is exciting to see us continue to move forward in this awareness, so keep in mind we all can

do our part. It is the little daily tasks that can add up and make a difference.

If you have any issues or concerns that I can perhaps help you with, please do not hesitate to contact me.

**Staff Development/
Infection Control...**
Darlene Schaefer

Living New Adventures and *Caring Hands* are two new educational newsletters provided to our nursing staff. These newsletters are published on a bi-monthly basis to help update staff on different topics. Some recent examples include Regulatory RAP, Policy Pop-up, and Educational Opportunities. Each edition also focuses on a topic for caregivers especially in Long Term Care such as Falls and Diabetes.

The goal of these newsletters is to provide our staff with up-to-date healthcare information. Informed and educated staff provide better care to our residents.



Spring is here...

Hospitality Services...*Patrick Miller*

New Direction on the Horizon for the Hospitality Services Department.

Lynn Smith, Administrator at The Manor has promoted me to Hospitality Services Director. My role in Dining Services remains the same and I am now the Director of Environmental Services as well. Lynn's idea is to combine dining, housekeeping and laundry services into a hospitality services model. My role as the director would be to oversee the services, provide leadership to staff, and cross-train for a more broad labor pool while adding efficiency in services and combined departmental costs. I am very excited about these added responsibilities. I feel with my hospitality services background that I am well prepared to lead the staff in our new direction.

We are also excited that the restaurant style dining in the Great Room is set to happen this spring. Mark Draper, IT Director and I are almost ready to unveil the new computer system that will allow the dining services department to take an order from a resident in the Great Room, send it to the kitchen and then deliver the meal promptly. This will allow our residents a choice that has never existed here before, and allow us to be more responsive to their changing dining needs and wishes.

Please feel free to call me or stop by to discuss any hospitality issues you may have. Thanks!



Life is not measured by the number of breaths you take, but by the moments that take your breath away!

Happy Spring...

Claudette



In Memoriam...

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

Arlene T...Feisty, spirited and loved life

Lucille H...Had a strong sense of family

Arnold K...Always the perfect gentleman

Edward K...Loved animals

Ruth H...The “puzzle” lady

Helen B...Loved to sing and dance

Marjory B...Had a contagious smile

George W...Intellectual world traveler

Henry R...Hard worker with a strong family base

Andrew K...Loved music and TV

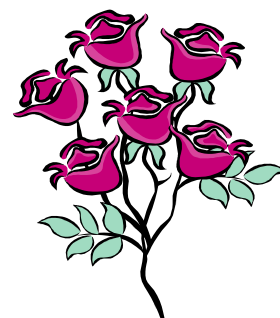
John B...A happy soul with an uplifting spirit

Esther S...Quick witted sense of humor, dedicated children

Harriet H...A lovely, quiet lady

Mary B...Wonderful sense of humor

Robert W...Loved his Pugs



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

Vincent Hanifin &
Lorraine Faughnan
Philip Ryder
Al & Jan Kilburn
Sonny & Peg Demars
Bobbin Mill Group
Robert burgess &
Jane Capizzi
Stanley & Anita Titus
Ed & Riki French
Juliette Bourne
Kathleen Manning
Donald & Irene Culver
Florence Owens
Lynn Washburn
Mamie Sweetser
Dianne Peters
Larry & Martha Ewell
Carolyn Levis
Gary & Cathy Burgess
Friendship Circle -
United Church of Johnson
Corella Gray
Regina Cochran
J Alfred Chouinard
William & Rebecca Noyes
W J Baldasaro
Frank & Juanita Kimball
Allan Noyes
Gordon & Shirley Fontaine
Jim & Jan Fontaine
Richard & Concetta Connolly



Making Dreams Come True!

Al & Rita Hinds
James Dawsey &
Janis Kelleher-Dawsey
Jim & Doreen Noyes
Deborah Tetreault
Roger & Jo-Anne Chaloux
Rene & Monique Marcoux
Betty Borucki
Kathleen Manning
Denise Marcoux
Carmelo & Anna Maria
Colombo
Gregory & Laurie Hammond
Joe & MaryAnne Cerasoli
Brent Hosking &
Sharon Fortune

