

AVERA PRINCE OF PEACE PEACE NOTES



WE ARE RESPONDING

By Mary Meister, Activity/Volunteer Coordinator



Some of the suggestions we heard at the recent Family Focus Groups were that families wanted to be more aware of the events held at Avera Prince of Peace. Additional “Fun Foods” events have been requested. In an effort to enhance the activity/food-related events and Avera Prince of Peace’s commitment to better communication of the events, you will begin to see monthly calendars available in a variety of areas.

We now have a copy of the structured monthly event calendar available for families. The calendars are located in the activity room. To further enhance communication, we are making a sheet that highlights the dates and times for worship services, socials, music events, happy hour, and the Resident Council Meeting. A copy is located in the main hallway as you enter the facility. Additional copies are also available in the activity room. Please feel free to take them home with you so you can plan to attend any and all events with your loved one.

In response to the family focus meeting, we are offering a variety of “Fun Food” events. They range from National Banana Split Day to National Waffle Day. We noticed there is a “national day” for almost everything; this will be an interesting and fun addition. The Fun Foods are offered at meals or socials. A copy of the Fun Food dates and times are also posted in the hallway.

You will also notice special events are listed on the big screen television located near the main office.

We appreciate your suggestions for improvement and encourage you to attend future Family Focus groups. At Avera Prince of Peace, we are striving for service excellence.

AVERA PRINCE OF PEACE ONE OF “THE LOCAL BEST”

Avera Prince of Peace was recently voted one of “The Local Best” retirement communities by Sioux Falls residents. Each year “The Local Best” website conducts a controlled survey through their website asking Sioux Falls residents to vote for places where they had a positive personal experience. Since there are several options available to seniors in Sioux Falls, we are very pleased to have been voted as one of the best retirement communities. We continually strive to provide a positive experience for residents and their families. Being voted as one of “The Local Best” helps affirm our commitment to providing the best service possible.

RESIDENT RIGHTS

As a LTC Social Worker I was astonished to hear that Residents Rights were not established until 1990. That is just 19, short, years ago. Residents Rights come out of the “Federal Nursing Home Reform Act” that went into effect on October 1, 1990. Resident Rights were given to ensure that residents receive the same rights as any citizen of the country. At Avera Prince of Peace we take Resident Rights very seriously. We try to educate our residents and their families. A Resident Rights pamphlet is handed out to residents and family members with admission paperwork, we also post a Resident Right daily with activity schedule, and (the residents favorite) we play Resident Rights bingo regularly. The Department of Social Services issues a book called the Resident’s Bill of Rights. Listed below are a few of the Resident’s Rights listed in the Bill of Rights:

- Long Term Care Facilities must inform you of your rights.
- Long Term Care Facilities must provide information about available services.
- Long Term Care facilities must notify you when your condition changes.
- Long Term Care Facilities must notify you about the changes in your room assignments or rights.
- You have the right to manage your personal financial affairs.
- You can help plan your care.
- You have the right to privacy and confidentiality
- You are entitled to quality of life
- You may voice grievances without discrimination or reprisal.
- You may examine the Department of Health’s most recent survey results of your facility and any plan of correction in effect.
- You have the right to refuse to perform services.
- Self-administration of drugs (if determined safe by physician, RN, pharmacist and Social Worker)
- Admission, transfer, and discharge policies.

A copy of the Resident’s Bill of Rights is available at the Social Services office.

Avera Prince of Peace along with the Culture Change Team is striving to make Avera Prince of Peace “home” to all of the residents. The Resident’s Rights help to ensure a “homelike” atmosphere. When caregivers respect these rights, the residents have a higher quality of life. Some of the things we are doing to make Avera Prince of Peace feel like “home” are:

- Allowing visitors at any time as long as the resident is up to seeing the visitor - just like at home.

- Morning breakfast buffet – letting the residents decide what time to get up and have breakfast –just like you would at home.
- Offering activities throughout the day and into the evening – just as you would entertain yourself at home.
- Note: activity staff can offer and encourage residents to participate in activities, but, of course, cannot make them participate. Residents have the right to refuse.
- Offering daily therapy – just as you would exercise at home to keep strong and fit.
- Note: Therapy can offer and encourage residents to participate in activities but, of course, cannot make a resident participate. They have the right to refuse.
- Honoring Requests for food items – If a resident is hungry, staff at Avera Prince of Peace would love to get them something to eat even if it is not during “normal” dining hours. If they always had milk and cookies before bed at home, or if they would like a soda, toast, or peanut butter and jelly we would be happy to honor their request.

At Avera Prince of Peace we strive to give each resident the best possible care. We will continue to make every effort to make Avera Prince of Peace “home” to all our residents.

Amanda Taylor, LSW
Avera Prince of Peace
Social Services

RESIDENT TRUST ACCOUNTS

Do you know that Avera Prince of Peace offers resident trust accounts? A resident trust account is an account much like a checking or savings account at a bank. A trust account, at Avera Prince of Peace, offers your loved one peace of mind that their money is secure. Residents may withdraw money (much like an ATM) from the receptionist when they are going on an outing or have any need for cash. This will avoid the hassle of carrying cash, writing checks or paying your beauty shop bill on time. Keeping your loved one’s money secure in a trust account is a wonderful way to avoid lost, stolen or misplaced cash. If you choose to set up a resident trust account, you will receive a monthly statement of the balance. A resident trust account may be set up within minutes with the receptionist at the main office. If you have any questions or concerns regarding a resident trust account, please contact Social Services. I would be happy to answer any questions you may have.

Amanda Taylor, LSW
Avera Prince of Peace
Social Services

A MESSAGE FROM JUSTIN HINKER



In this month's newsletter article, I would like to highlight some exciting changes happening at Avera Prince of Peace.

Recently, you may have noticed we have added a communication monitor near the front entrance and desk. Our hope is that we can communicate upcoming events, highlight news and update you on changes happening at Avera Prince of Peace. We encourage you to watch the monitor for updates and we hope it is of benefit to you.

We have also begun the process to replace the carpet in the Long Term Care Dining room. Carpet will be replaced with a hardwood laminate that will be more stain resistant and easier to clean. The carpet was one of the areas in our satisfaction survey focus groups that families/residents had identified for improvement. The project will be completed this fall.

In partnership with the South Dakota Department of Social Services, Avera Prince of Peace will open a four-bed ventilator unit. Construction has already begun to update two resident rooms to accommodate ventilator patients within our rehab wing. Currently, South Dakota residents who require long term ventilator services can only find these services available out of state. This unit will allow patients to receive these services in Sioux Falls and bring these patients closer to their families.

You will also notice in this newsletter that we were voted as one of the "The Local Best" retirement communities in Sioux Falls. This is really a compliment to the staff at Avera Prince of Peace and shows how the public feels about our community. We are delighted that the community voted us as one of the best.

Justin Hinker
Administrator

EXTENDED SOCIAL SERVICES HOURS

I have accepted the full time, Long Term Care, Social Services position through Avera Prince of Peace. I will be here Monday-Friday from 9 a.m. to 5:30 pm.

Amanda Taylor
Social Services

COMMUNICATING WITH THE CARE TEAM

The staff at Avera Prince of Peace wants to provide very good care to our residents. For this to happen, there needs to be an open line of communication between the facility, physicians, residents and their families. In a recent satisfaction survey and subsequent family focus groups, communication was identified as an area that residents and their families would like to see improved. We have taken your input to heart; communication is one of the top projects that APOP is actively working on.

Each resident has a care conference scheduled every three months. Both the resident and family are invited and encouraged to be present. Staff from APOP that are in attendance include Amanda (social worker), Jessica (dietary supervisor), Mary (activities), Theresa (restorative therapy) and Sheryl (care coordinator). The last couple of weeks we have had a charge nurse and a CNA present as well. This was in response to many comments from families that have indicated they do not know who the caregivers are who are caring for their mom/dad. The feedback from families has been very positive; not only does this allow for families to get to know the staff, it also allows the CNA's the opportunity to hear firsthand what concerns the family has or information that the family would like the direct care givers to know. Moving forward, we will continue to have both the charge nurse and a CNA present at each care conference.

What happens to the information that you share with the care team? Care conferences are a time for staff to not only check that our contact information for you is current, but to also update you on how your loved one has been doing; how their days are spent, how they are eating, if they have any nursing issues such as wounds, weight gain or loss, how much assistance they are needing to get dressed and bathed, etc. Care conferences are also a time for you to interact with the staff and pass on any information that you feel is pertinent to the care of your loved one. Maybe your mom always woke up early each morning and liked to have a cup of coffee before she got dressed. Maybe your dad liked to watch Jeopardy every afternoon. You might want to tell us that your mom never went anywhere without her rosary. This is the kind of information that we would not know if you did not tell us.

Tammy Wulff, RN
Staff Development

HOLY SPIRIT YOUTH PROGRAM

By Mary Meister, Activity/Volunteer Coordinator

In August of 2008, Susie Rallis, a member of Holy Spirit Catholic Parish, contacted me. She was interested in developing a program for the youth at the Holy Spirit School and the geriatric population at Avera Prince of Peace. We worked together and coordinated events for the students and residents each week.



We are happy to announce the students attending Holy Spirit School will continue the program through the 2009-2010 year. We plan to have one class each week, pre-school through sixth grade. We will offer different opportunities for the residents and students to do together. The events will range from playing Bingo, Making a Friend, Parties, Programs, Sing-a-Longs, Parades, Reading Groups and many more. The events will be posted on the monthly calendar of activities.

We applaud the Holy Spirit School Administration, the teachers and Susie for realizing the importance of the two generations interacting and getting to know each other. Thank you.

They're back.....and we are SO happy.

STAYING PHYSICALLY ACTIVE

Staying physically active throughout our lifetime is important. When exercise is done on a regular basis, everyone, including the senior population, gains benefits.



Recently staff in the Activity Department attended a workshop sponsored by the Arthritis Foundation. We are now trained to offer an Arthritis Exercise Program. We began offering the classes to the residents living in the Laurel Oaks and Oakwood Apartments. We are now expanding to the Long Term Care facility.

The Arthritis Exercise Program does not take the place of therapy. The program is designed to help reduce stiffness and help maintain mobility. The purpose is to keep the body joints flexible and mobile.

The activity department's goal is to offer the residents an enjoyable recreational exercise program. Along with the Arthritis Program, we will continue to offer a variety of exercise opportunities for the people living in the community. They will range from Music/Exercise to Walking Clubs. The recreational exercise programs offer endurance, strengthening, balance and flexibility. Besides, it is FUN when you add the socialization during group events.

There is a quote from Ron Ekovic, "Exercise is like a savings account. The more you put in, the more you're going to get out of it."

EMPLOYEE RECOGNITION

Each month, an employee at Avera Prince of Peace is honored with the Employee Recognition Award. The nominated employee is one who displays our mission and vision while caring for our residents and working with others. This is based on a nomination from a co-worker or a family member. Nomination forms are located at the main nurses station. Please help congratulate our award recipients.

August 2009

Jim Leslie,
Maintenance

September 2009

Kristy Gullickson,
Chaplaincy

"The nice thing about teamwork is that you always have others on your side."
- Margaret Carty

KEVIN'S SAFETY CORNER

Safety at Avera Prince of Peace is very important to all of us. Per State regulations, we can not allow the following items:

- Extension cords
- Power strips (except for entertainment systems or computer systems)
- Outlet adapters
- Heating pads or blankets

These regulations apply to long term care and assisted living. If you wish to bring something in and are questioning if it is allowed please contact the maintenance department.

As a reminder, there is only five-minute parking in the circular drive.

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