



Valley VNA In-Touch

NEWSLETTER - JULY/AUGUST 2015



Valley VNA News

Theresa Pichelmeyer
President

Summer is here and once again our annual resident and family picnic was a great success! Thank you to our staff and Board members for ensuring all went smoothly as always.

Safety and security for residents and staff is one of our core values. For those of you who live at Valley VNA or are family members; you should have received a letter explaining a new facility safety feature we are installing: motion-activated cameras at all exterior doors. This security feature should be fully operational by the end of July or early August and we look forward to this added level of security. I am very excited to share that In Home Care and

VNA Assisted Living were both recipients of several grants through the Community Foundation: Grace G. Smith elderly Assistance Fund and the Chalice Circle of King's Daughters and Sons Fund provided \$2500 to support our Community Lyrics and Laughter Program. Much of this provides for caregiver assistance and transportation to our weekly program for our In Home Care clients. The George and Gussie Balck Charitable Fund and the Art and Mary Leske Charitable Fund donated together \$9014 to be used to support our internal Lyrics and Laughter Program and Caregiver Training program.

We are truly grateful for these generous donations as well as the on-going support we have from the communities we serve! Thank you and enjoy your summer!



Assisted Living Updates

Angela Franz
Supervisor

Compassionate, caring and dependability are critical characteristics needed to work as a caregiver. Valley VNA understands how important and valuable employees are. We have extended our recruiting efforts to local colleges and high schools, including a collaboration with Oshkosh North and West high school. Ten students from these high schools who have a

passion in caregiving are currently completing the CNA course. These ten students have already gone through the interview process, once they have successfully completed the CNA class they will begin employment with Valley VNA.

Internally we have started an employee retention program where we are focusing on understanding what motivates our employees to continue working at Valley VNA. Staff participation in the focus groups and meetings to openly discuss ideas has been greatly appreciated.

The past two months have been exciting months for us. We have been working in conjunction with Fox Valley Technical College and the Oshkosh Chamber of Commerce Youth Apprenticeship Program on a summer CNA training class for high school upper classmen. This is an accelerated program that will give the students classroom training and excellent hands on experience. Valley VNA interviewed these students prior to their acceptance into the program and anticipates hiring them upon completion of the course.

In May we mailed out Customer Satisfaction surveys to our clients that receive *Personal Care and/or Home Maker Companion* service. We had a very good response, and I am happy to report that the results were extremely positive. We are pleased to hear that you feel that we are doing a good job. We did identify a few areas that that we will be working on to assure your continued satisfaction. We will keep you updated on our progress.

June brought the launch of our new scheduling system, Clear Care. We would like to thank you for your cooperation and patience during this transition. There were a few bumps in the beginning but overall things seem to be going well. Please let us know if you have any concerns or questions.



In-Home Care Updates

Colleen Harvot, In-Home Care Director

Our Mission, Vision and Values...

Why do we have them?

We recently more clearly defined the Valley VNA's **Mission, Vision and Value** statements. Some people might ask why these three statements are needed and what do they mean.

A mission statement describes the purpose of the organization—the reason it exists.

A **Mission** statement answers the questions: Who are you, as an organization? What do you do? Who do you serve?

Our **Mission** statement is:

Valley VNA Senior Services is an organization that provides seniors with resource information, choices for living, and personalized, compassionate care.

For our next newsletter we will share our Vision and Values.



Our offices are a hub of activity, with all caregivers being trained on the new Clear Care system.

facebook

Have you "liked" us on Facebook yet?

Like the Valley VNA Senior Services Facebook page and show your support! We have great pictures of residents, clients and staff, and some new articles as a part of our blog on our website. Help us get to 500 likes before the snow flies!

Activities Update

“Celebrity Chef” Program to Debut in Sapphire Villa!!!

Beginning in July, we will be breaking out a new and exciting program in Sapphire that many of our residents – and staff members - should enjoy. It is simply called the **Celebrity Chef** program. Each month, a different VNA staff member will cook or bake a special dish/dessert of their choosing – and will include our Sapphire residents in on the experience. I already have Celebrity Chefs lined up for the remainder of 2015 and have several staff who asked me to keep them in mind for 2016. Both staff and residents to whom I've spoken are really excited about this program.

On Friday, July 31st at 2pm, the program will debut in Sapphire Villa with Shift Manager **Tiffany Seemeyer** hosting. If this program proves to be as popular as I believe it will be, then we will expand it to other courts in the coming year. Here is our schedule of Celebrity Chefs for the remainder of 2015 (to whom I owe a HUGE Thank You!!!)



July: Tiffany Seemeyer

August: Shari Erickson

September: Pat Hoogervorst

October: Shari Erickson

November: Colleen Harvot

December: Kellie Smillie



Valley VNA Life Enrichment Team

Carrie Esselman & Bill Mauthe
Assisted Living

Corrie Jape
In-Home Care

Our in home care clients have been enjoying the nice summer weather. It is a good time of the year for outings including going out to dinner, having lunch in the park, going out for ice cream and attending community band concerts. A one on one caregiver provides hands on assistance and companionship so that our seniors can continue to enjoy their favorite activities in the community.



Spotlight on Resident Rights

By Cheryl Ehlers, Educator & Training Coordinator

We respect and support our residents in exercising their rights. The Department of Health Services has established a list of resident rights for assisted livings (Community Based Residential Facilities or CBRF) in the state of Wisconsin. Over the course of several newsletters I will share some of these rights with you. A full list is located in your “RESIDENT HANDBOOK”.

“Right to receive prompt and adequate treatment that is appropriate to the resident’s needs, within the capacity of the facility.” (S.50.09(1)(1), Stats, and DHS 83.32(3)(i).

Right to receive prompt and adequate treatment can be connected to many different ways that we provide care and services, and it really comes back to person centered care. Each resident has different needs and wants as part of their Individualized Service Plan. Prompt and adequate treatment means working with a resident to help them meet their goals or remain stable, whether it is helping with care needs, observing and reporting a change in condition, or using appropriate approaches based on their diagnosis. Changes are documented and responded to in a timely

Foot Care Clinics

Public clinics are offered at the following locations throughout the Fox Valley. For clinic dates and times and to schedule an appointment, please call 920-727-5555 (unless otherwise noted).

VALLEY VNA SENIOR SERVICES

1535 Lyon Dr, Neenah

MENASHA SENIOR CENTER

116 Main St, Menasha

ELIZABETH CT APTS

936 6th St, Menasha

NEW LONDON SENIOR CENTER

600 W Washington St, New London

For appointments call - 920-538-2974



GREENVILLE YMCA

W6931 School Rd, Greenville

OMRO COMMUNITY CENTER

130 W. Larrabee St – Omro

RIVERS CROSSING HIGHLANDS

424 Cleveland St, Winneconne

OSHKOSH SENIORS CENTER

200 N Campbell Rd, Oshkosh

For appointments call - 920-232-5310



VALLEY VNA HEALTH CHAT

You Know Where You Want To Be! by Julie Fries, R.N.

Everyone agrees, if at all possible you want to stay in your own home for as long as possible. However, when health or safety issues arise, it may be overwhelming to cope and figure out how to manage at home, or how to get help in your home. For some people, the biggest concern may be how to pay for help in the home.

There is a common misconception that Medicare will pay for services to keep you in your home. Medicare will only pay for a limited time and only if there is a need for a skilled nurse or therapist as ordered by your doctor. Medicare does not pay for cleaning services or routine, daily personal care.



The kind of home care most seniors need to stay at home is called in-home care or non-medical homecare. At the Valley VNA, we have a program called Options and Solutions. This program is a free, no obligation, in home evaluation. One of our Registered Nurses will meet with you to learn about your needs, answer questions, and then make suggestions and give you important information about services, programs and possible funding sources.

Finding the right home care solution for you is possible and a good place to start is with a call to the Valley VNA.



1535 Lyon Drive, Neenah WI 54956

315 Burton Road, Suite 106, New London 54961

920-727-5555 \ 1-866-930-8862 Toll Free \ www.valleyvna.org

Your family ... our focus

