



Theresa Pichelmeyer
President & CEO

Hello!

While it is not readily visible, our days are getting longer minute by minute! I admit that knowing this is what helps me get through these winter

days. We have some wonderful news to share! Angela Franz, Operations Manager for Independent and Assisted Living and her husband Chris have a new son Vincent Alexander who was born on New Year's Day, 2018. As Vincent decided to arrive a few months early, he is currently at Children's Hospital in Milwaukee and Angela is there with him. Both are doing well at this time.

As many of you are aware, the CDC has declared that all states are challenged with influenza. Wisconsin has just been raised to "severe" level. That being said, we have had some of our

residents test positive and are being very cautious and proactive in treatment. PLEASE, if you have any symptoms such as congestion, cough, fever, etc., reconsider visits at this time. If you do need to visit we encourage you to wear a mask and make sure to wash hands often!

Update on our Apartment remodel project. We are just about completed with our first phase which included all the hallways and common areas of the apartment building. Our furniture for these areas has been delayed until mid February. Part of this phase of the project was to also remodel two of the apartments which are also finished. Both of these apartments have been spoken for already! Future apartment remodel will occur as they are available.

Please take note of our many different volunteer opportunities. We would love to see you! Let there be light to our days!



Independent & Assisted Living Updates

Pat Hoogervorst, RN
Clinical Services Director

In 2017 much work was done on the Valley VNA Quality Program and the goal of Accreditation in the Diamond

Program of Wisconsin Assisted Living Association was achieved. The entire staff has embraced the goal of quality as part of the daily workflow. Multiple teams continue to work on areas of improvement using a systematic approach with goals. Some of the areas of work are: med training, med administration accuracy, falls prevention, CHF and pneumonia care protocols, awareness of resident rights, dementia training, ISP reviews, ECP accuracy and compliance with HIPAA regulations, staff recruitment and retention, process for discharge and internal referrals, and storage and labeling of food items in all kitchens. Progress with favorable results are happening in all of these areas.

In addition there is work being done in several new areas that are in planning stages and not yet ready for implementation. A team is developing clinical pathways that will guide staff with instructions on specific steps to take when specific conditions develop in a resident. The

Angela Franz, Operations Manager



goal is to have this resource ready in the first quarter of 2018. Another work team is developing a detailed process for training team leaders and

ensuring successful development of these team members. The nutrition work group is planning to further study areas of improvement as food temps and hand hygiene in the kitchens. The fall prevention team is reviewing the falls program with an emphasis on analyzing the use of alarms on fall reduction. Recently staff requested that a work group be formed to study and improve labeling of clothing to prevent lost items.

Quality assurance and quality improvement will continue to be on going work in 2018. The resident annual surveys will be sent out in January of 2018 which provides valuable information on resident satisfaction. Future quality projects may be established as a result of these surveys. Updates of the surveys and the work of the listed teams will be shared throughout the year. We are proud of the commitment of our entire staff to have embraced a culture of quality.



In-Home Care Updates

Colleen Harvot, In-Home Care Director

March of 2018 will mark my 35th year of working in the In Home Care industry. During this time I have seen many trends and changes. Two of the biggest issues that the industry is facing right now are the shortage of quality Caregivers and the increasing needs of our Seniors. Many people are waiting longer to start service which often means that they have a higher acuity level.

In order to help address both of these concerns, Valley VNA's In Home Care will once again conduct its Skills Review program at the end of January. All of our Caregivers will participate in this training to assure that are comfortable and confident with the cares that they may be asked to do for our clients.

Recent studies, (including our own employee survey) have shown that that Caregivers job satisfaction and retention improve when Caregivers feel that they have been properly trained in all aspects of their jobs. Valley VNA Senior Care strives to provide excellent care to all of our clients as well as a positive work environment for our Caregivers.

Volunteers—We Need You!

For years we have been blessed to have volunteers give their time and talents to Valley VNA. With this New Year, we are putting more rigor behind our volunteer program. We believe in quality care and allowing people to age with joy, dignity and grace. We need YOU to help us bring that joy to the lives of those in our care. We are looking for volunteers in the following areas: Lyrics & Laughter™, Music & Memory, Game Club, Prayer & Worship, Gardeners, Crafts & Arts, manicures, Namaste, Cycling Without Age Rickshaw program, cooking club, foot care assistant, and administrative volunteer.

We are also looking for someone to drive our Valley VNA van for resident trips to stores, shops or restaurants. We also pick up the Little Chute High School group each week to come and volunteer their time with us. No need for a CDL license and the van is easy to learn and drive.

If you are interested in volunteering and sharing your time and talents with others, please give us a call at 920-727-5555 and ask for Carrie, or email volunteervna@valleyvna.org.

Do small things
with great love
-Mother Theresa





Corrie, Christy, Carrie, Bill, Candice, Joelin

The Greatest Investment we can ever make is to invest our life in the life of someone else.

Life Enrichment Activities

RESIDENT VOTING AT THE VNA

There are a number of upcoming elections this year including a Primary Election, Spring Election, a Fall Primary and the Gubernatorial Election. In the past, residents would be mailed an Absentee Ballot which they would receive directly. However, for several years now the process has changed.

On each of the dates that Absentee Voting is scheduled here at the VNA, representatives from the Neenah’s City Clerk’s office will be here to assist our residents vote. For those residents who have never voted here at the VNA before they will simply need to register. As proof of their residence here, they will need to provide the election officials with a copy of their rental agreement (which they can get from Marian at the front desk). Then, the City Clerk reps will walk each resident through the process – and they will be set to go for EVERY election as long as they reside at the VNA.

For the record, Absentee Voting for the year is scheduled here for Feb. 5th, March 20th, July 30th and Oct. 23rd from 1pm – 2:30pm.

In Home Care Activities

Many of our home care clients enjoy coming to our Valley VNA Community to attend activities and events. Our caregivers provide transportation and one-on-one assistance to and from the community. Activities include our Lyrics and Laughter program, Bingo, exercise or cycling groups, music entertainment. If there is time, we enjoy stopping for lunch or coffee on the way home! If your interested in a program, or having a caregiver provide transportation, let us know!

Welcome Little Chute HS Students

These students are in Career Pathways at Little Chute High School and volunteer each week within our independent and assisted living. We are able to pick the students up at school and drop them back off when they are done. We appreciate the students for coming and spending their time with us!



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 CARE

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

PINEWOOD MANOR

125 Pine St., Hortonville



GREENVILLE YMCA

W6931 School Rd, Greenville

OMRO COMMUNITY CENTER

130 W. Larrabee St – Omro

OSHKOSH YMCA DOWNTOWN

424 Washington Ave, Oshkosh

OSHKOSH SENIORS CENTER

200 N Campbell Rd, Oshkosh
For appointments call - 920-232-5310

Neenah/Menasha Meals-On-Wheels

Valley VNA and the Neenah Menasha Emergency Society collaborate to provide Meals-on-Wheels program providing a warm nutritious lunch Monday through Friday. If you are interested, or know someone that would be interested in this program, please call us at 920-727-5555.



Spotlight on Resident Rights

We respect and support our residents in exercising their rights. The Department of Health Services has established a list of resident rights for Community Based Residential Facilities (CBRF) in the state of Wisconsin. Over the course of several newsletters, Valley VNA will highlight some of these rights. A full list is located in your Resident Handbook.

Right to access a telephone for private communications and to make and receive phone calls within reasonable limits and in privacy. (S.50.09(1)(a), stats, and DHS 83.32(3)(a)).

Private telephone lines are not included in a resident’s room. If a resident or family provides one, it is not “tied in” to our phone line system (meaning we cannot transfer a call from a Valley VNA line to a resident’s room). If a resident is on a phone call, staff need to make an effort to provide privacy for that call. A staff member may help a resident answer a phone in their room for safety or if they are unable to do so. Even over the phone, staff follow HIPAA compliance. If a resident does not have a phone in their room, staff can assist in making calls on a court phone within reason.

The little things can make a big difference in understanding resident rights.

If you have questions about resident rights, please talk to the Operations Manager (Angela F), the Clinical Services Director (Pat H), Valley VNA President / CEO (Theresa P), or the Education Coordinator (Cheryl E) .

