



Valley VNA News

Theresa Pichelmeyer President & CEO

Where did the summer go? I think we say that every year but it seems to arrive earlier each year!

We have many wonderful things happening this fall. The rickshaws are here and the volunteer pilots (those riding the bikes) being trained. Thankfully they arrived in time to enjoy our wonderful fall colors and weather. We can't wait for our first tours with our residents and clients.

If you have been to Valley VNA Senior Care in the past, you will be in for a surprise when you walk in the front door. Hard to believe our headquarters building has been open for over 10 years already but we have, and it was time for an uplift. This remodel is due to the Kimberly Endowment fund which was established to support the upgrade of the headquarters' building. Come and see the changes, I am sure you will love them.

Speaking of uplifts, we will begin work on upgrades to our apartment building soon. At this point work is scheduled to begin in late October. We will begin with the common spaces on the first and second floor, new paint, carpet, light fixtures, etc. We have plans for updates to the apartments also however these will happen as apartments become open so will occur over time.

One note of sadness for Valley VNA. Carrie Esselman, Life Enrichment Program Manager is leaving us for a wonderful opportunity with Children's Hospital. Carrie has led the Life Enrichment team to build a strong and innovative program including programs such as: Lyrics and Laughter, Music and Memories, Time Slips, Namaste, and was the push to bring our new rickshaws. We are very sad to lose Carrie and she will be sorely missed but are happy for her in her new career! If you see Carrie please be sure to wish her well. We are working on replacing her position though those will be big shoes to fill!

Here's hoping for a long and colorful fall season!



Independent & Assisted Living Updates

Pat Hoogervorst, RN Clinical Services Director

Fall is here!! With fall comes awareness of the changing colors, schools are in session, football

games are being played, and Fall Prevention Awareness is top of mind. September is recognized as Fall Prevention Awareness Month. The 10th annual Falls Prevention Awareness Day will be observed on September 22nd. Statistics show that every 11 seconds an older adult is seen in the ER for a fall related injury. Fall prevention is a daily priority at Valley VNA. Some of the components of our fall program are:

- **Fall assessments**
- **Safe environment**
- **Proper equipment**
- **Monitoring of meds and clinical conditions**
- **Training of staff in prevention**
- **Providing opportunities for exercise to promote strength, endurance and balance**
- **Wellness programs**

Angela Franz, Operations Manager



In September in-services will be held for all staff with an emphasis on fall prevention. The staff will be wearing blue bracelets as a recognition of fall awareness.

Here a few tips for helping preventing falls when out in the community:

- **If a walker or cane is used while at home be sure they use it when going out**
- **Walk next to them on sidewalks to help guide over uneven concrete**
- **Try and keep area clutter free, if items are on the floor pick them up before they try to move about.**
- **If they need assistance from staff with walking and cares, they will also need help while out.**

Transferring into a vehicle can be challenging be sure to walk them through step by step on getting in and out, help them get aligned with the vehicle. Please ask a staff member for help if needed.










In-Home Care Updates

Colleen Harvot, In-Home Care Director

As I mentioned in the previous In-Touch, In Home Care conducted a Client Satisfaction Survey in June. We are happy to say that the responses were very favorable. (Please see the chart below).

We are so proud of our staff, who go out of their way to insure that our clients receive high quality and compassionate care. While the results of survey were very good, we will continue to look for ways to improve. Thank you for selecting Valley VNA Senior Care as your In Home Care provider.

Survey Questions with a scale from 1 to 5	Score
 Are the In-Home Caregivers professional?	4.8
 Are the Caregivers appropriately trained to perform the cares you need?	4.8
 How satisfied are you with the way the caregivers help you?	4.7
 How satisfied are you with the reliability of the services provided?	4.8
 Does everyone from Valley VNA treat you with courtesy and respect?	4.9
 If you have reported any concerns have they been handled to your satisfaction?	4.5
 Overall, how satisfied are you with the services provided by Valley VNA In-Home Care?	4.8

96% are satisfied with our In-Home Program!



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

2017 FALL FLING

On Monday, November 13th at 2 pm in the Alex Dining Room, we will be hosting our ANNUAL FALL FLING concert for our residents.

In the past we have had a wide range of entertainers, everyone from "Elvis John" Hardginski to the Steve Schultz Las Vegas Revue. This year we will be featuring the music of the "dynamic duo" of Arlie & Marty, who play polkas, waltzes and traditional music to the accompaniment of an accordion and guitar. Arlie & Marty have performed here in the past and our residents have really enjoyed them and their music! In addition to an afternoon of fine music, we will serve beverages and a snack as well.

This promises to be an enjoyable afternoon for all those residents who attend!!!

In Home Care Activities Brain Fitness in the Home

Music is important to many people. It can trigger good memories that may have been forgotten. In Home Care participates in the Music and Memory Program. It is all about bringing joy into the lives of people suffering from dementia and a wide range of cognitive and physical impairments.

By using iPods and setting up personal playlists, musical favorites can tap deep memories not lost to those with dementia. After listening to songs the participant can have better conversation, socialize and stay present.

For someone at home, we can build a playlist for that individual with songs they enjoy. You can use the music to help increase awareness and cognition, and decrease anxiety and agitation.

If you are interested in receiving an iPod please call our office for information.

You can find more information on the program at musicandmemory.org.

Save the Date!

Holiday Avenue, Shopping for a Cause, Grand Finale will be held on Thursday, November 2nd, 11 am to 3 pm at Bridgewood Resort and Conference Center in Neenah. Tickets will be \$35 in advance and \$40 at the door!

GRAND FINALE - 2017

Holiday Avenue

Thursday, November 2nd

Benefit for: Valley VNA Senior Care

GREEN BAY PACKERS GIVEBACK

Nicolet NATIONAL BANK

Our Bistro Lunch Sponsors

15 YEARS OF SHOPPING FOR A CAUSE!

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

Valley VNA Public Flu Clinics for 2017:

- Valley VNA Senior Services—October, Monday’s 9-12 noon, Wednesday’s 4-6 pm
- Menasha Senior Center, October 5th, 9-12 noon
- Oshkosh Senior Center, October 11th & 25th, 9-12 noon



Please bring ALL health insurance cards with you. Medicare Part B and most Medicare PPO Advantage Plans will cover the cost of the vaccine.

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) .