



Theresa Pichelmeyer, President & CEO

Reflecting back on 2018; it was an exciting though challenging year. We mourn the loss of some of our long time residents, clients and friends.

We are adapting and rising to the challenge of new competition in the market, knowing our commitment to care and quality are what matter in the end.

We are working hard in many different avenues to take on the workforce crisis knowing this will be a long process. But most of all, here at Valley VNA we have the promise of continuing to meet the needs of the senior community. For that I am thankful.

Merry Christmas and have a peaceful, safe New year!



Independent & Assisted Living Updates



**Pat Hoogervorst, RN,
Clinical Director**

Quality assurance and improvement continues to be a part of the culture of Valley VNA Senior Care. As reported in past newsletters Assisted Living staff actively participates in QI projects as:

Falls prevention, med accuracy, staff retention, dementia training for staff, management of residents with CHF and pneumonia, HIPAA compliance in charting, labeling and storage of food items, proper food temperatures Namaste program results and reduction of alarm use.

Two new initiatives for improvement have been brought forth by front line staff and are planning stage. One initiative is to study and evaluate the best way to accurately track, document, and evaluate food consumption of each resident. The other initiative is to study and evaluate best practice in labeling of resident clothes. It is exciting that front line staff is offering suggestions for improvement. Their ideas show their

Angela Franz, Administrator



commitment to quality. Research shows that quality initiatives are most successful when staff at the point of care are involved.

In regards to the project looking into labeling of clothes the Housekeeping Manager-Stacy Hole has these suggestions for resident and family members:

Ensure that clothing items are properly marked with the resident name on each clothing item at time of move-in and also if new clothes are brought in for the resident. A marker can be obtained from housekeeping staff.

The closet space is limited so bringing clothing items for the specific season of the year will allow for enough space without overcrowding the closets.

When changing out clothes for the new season, also look for clothing that is worn or no longer fits the resident and remove.

Clothes are laundered regularly so 5-10 outfits are sufficient.



Colleen Harvot, In-Home Care Director
In-Home Care

We have been collaborating with several organizations to provide a respite program for caregivers needing time for doctor appointments, grocery shopping, enjoying coffee with a friend or do nothing at all. We started offering this program twice a month in September, now giving those caregivers four hours each month. This was made possible by funds given to support our Valley VNA professional caregivers within the program by The Community Foundation of the Fox Valley Region. We are excited to share this program will begin at a church in Oshkosh on December 18th, and will be offered on Tuesday's, twice a month. If you know of a caregiver who needs a break and a helping hand, please share our information, and have them give me a call to learn more.

Candice Jagla, Wellness Coordinator

Cycling Without Age

Cycling Without Age helps us understand the key to successful aging could lie within the quantity and quality of relationships. This especially holds true for people that have dementia who may need more care in forming and building relationships with others. The trishaw is merely a resource to reach the overall goal of enhancing and building relationships with Cycling Without Age. This medium of riding the bike can be a stimulus for those with dementia to increase abilities to converse, relax, connect to the community and most importantly decrease isolation.

The program has essential guidelines to follow that complement the overall goal of social connectedness. **Generosity** is exhibited by the volunteer pilot, who pedals the bike. Pedaling the trishaw slowly allows the resident to take in the environment and be in the present moment. Dementia can slow the cognitive process of receiving information. By pedaling **slowly** while conversing about the scenery, the resident could avoid feelings of missing scenes during the ride. **Storytelling** comes naturally while on the trishaw absorbing the environment. Both volunteer pilots and residents have the opportunity to share stories that may have been forgotten. The environmental stimuli and building **relationships** could remind a resident of a past memory or story. Most importantly the last guideline is **without age**. This program is steered toward any age and any ability. Aging should be meaningful and with grace. By following these guidelines, Cycling Without Age, allows the ability to do all of these things.

Valley VNA Senior Care has been a proud affiliate of this program. The Cycling Without Age 2018 season brought us 193 rides which equaled 212 total hours used. again, it also allows us to bond with family, ride in the Independence Day parade, make new friends and most importantly continue to age with grace.



Life Enrichment Activities

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

Because holiday music is such a big part of the majority of our residents' past, we always try to have a number of music programs scheduled during the end of November and throughout the Christmas season. This year is no exception. Below are the holiday music programs we have scheduled over the course of the next several weeks.

Monday, December 3 at 2:00 pm (KCC)
TJ & Lynn's Holiday Sing-Along Concert

Friday, December 7 at 1:15 pm (KCC)
Shari Sarazin's Holiday Harp Concert

Monday, December 10 at 1:00 pm (KCC)
FVCA Bell Ringers Concert

Friday, December 21 at 2:00 pm (KCC)
December Birthday Party & Christmas sing-along with Vicki Belleville

Wednesday, December 26 at 2:00 pm
(KCC)-The Y-Nots Fall & Christmas Concert



In Home Care Activities

Our caregivers are busy preparing for the holidays. This month our caregivers have pumpkin pie kits that include all of the ingredients and supplies to make pumpkin pies for Thanksgiving. In December, our caregivers will have cookies



and icing to decorate for Christmas. Some of our other holiday activities include going to Menominee Park in

Oshkosh to see the Celebration of Lights event and the Paine Art Center and Gardens for Nutcracker in the Castle. If you are receiving home care and want a caregiver to take you to any events this winter, give us a call. Our caregivers are available to be a one on one companion so that you may still attend the events that you enjoy.



Marian, Candice & Ron ringing bells

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

AMERICAN LEGION WINNECONNE

536 W. Main St., Winneconne

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

324 Washington Ave., Oshkosh

OSHKOSH SENIORS CENTER

200 N. Campbell Rd., Oshkosh

For appointments call - 920-232-5310

RIVER CROSSINGS HIGHLANDS

424 Cleveland St., Winneconne

ST. JAMES UNITED METHODIST CHURCH

100 W. Capitol Dr., Appleton

HEART OF THE VALLEY YMCA

225 W. Kennedy Ave., Kimberly

**Namaste means to
"honor the spirit within".**

**Jackee Lee,
Life Enrichment Coordinator**

Namaste is a sensory based program that offers relaxing music, aroma therapy and gentle massages of the head, shoulders, and hands to our loved ones who have advanced Dementia.



Our Namaste program was implemented to promote and enhance the quality of end of life care for our love ones living at Valley VNA. It creates a welcoming, warm, unique, holistic environment for our love ones with dementia. With compassion and a soft warm touch, the Namaste program respects each individual spirit; each person goes through a meaningful sensory based program.

We track our resident's moods before, during, and after the program, this lets us collect the data we need to see the outcome of each individual attending Namaste. By collecting data we have observed hydration intake increase, uplifts their moods and overall wellbeing.

The Namaste program helps promote a sensory boosting environment to ensure the highest quality of care to our residents here at the Valley VNA.



**Tammy Malewski
Marketing & Fund
Development Director**

Love Light Angels

Please join us for a dedication and tree lighting ceremony. This special evening is a time to remember family and friends who are with us in spirit and those who have touched our lives in a special way.

Love Light Angels

Tree Lighting Ceremony

Thursday, December 13, 2018 6:00 pm

Valley VNA Senior Care

1535 Lyon Drive, Neenah

Invocation & Reflection Pastor Tabitha Gallatin

Musical Entertainment

Madrigal Singers, Neenah High School

Reception to follow

(Please call for a paper invitation if you have not received one in the mail.)



1535 Lyon Drive, Neenah WI 54956

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