



**Theresa Pichelmeyer, President & CEO**

*It has been a long winter and still seems to be reminding us it is not over yet! But I have faith that "this too shall pass" and we are on the road to warmer weather and sunshine! This was a challenging winter in many ways as those in the Alex Apartments can relate to! During our coldest days we had problems with the heating system that was a mystery to us all as well as several heating companies that we called in. One of those periods required a few of our residents to take a mini-vacation at a local hotel for a night or two! Some of our resident family members came to the rescue and*

*took their family member home for a couple of days. Things seem to be working well once we got above zero however when we don't need the heat on, we are having experts come in and go over the whole system with a fine tooth comb! I can't thank the residents and families enough for your patience and understanding during this challenging time. Switching from talking about winter to now focusing on warmer weather, it won't be all that long before we will be rolling those rickshaws out and talking about our annual picnic in June! I know our clients, residents and pilots are anxious to get going! Let's look forward to longer, warmer days that I know are coming!*



**Pat Hoogervorst, RN,**

## **Independent & Assisted Living Updates**

The requests to have staff accompany and or transport residents to and from appointments or from the hospital has been asked more often recently. We would like to explain how this process works and give families all the options.

If your loved one has a scheduled appointment and they need transportation, you can request Running Transportation be scheduled, or set up In Home Care to transport. Residents need to be certified for Running Transportation. Please call the shift manager to confirm if they have been certified, if not we can assist with this. All Running Transportation appointments need a minimum of 24 hours advance notice and require a 24 hour cancellation notice. The fee for Running is either \$4 or \$6 each way, to be paid in exact change. They charge \$6 each way if the resident is unable to self-transfer from the van and get themselves in and out of appointment. If they are able to do this on their own or have someone accompany them, the fee is \$4 each way.

Assisted living staff members do not ride along with Running

**Angela Franz, Administrator**



Transportation, however family is welcomed to. If you would like for a staff member to accompany your loved one to an appointment this can happen by contacting our In Home Care Program. They can schedule a staff member along with Running or transport to and from appointments in their vehicle. The cost for an In Home Care staff member is \$23/hour. Advance notice is needed for In Home Care and they ask for a 24 hour cancellation notice.

Please consider having someone local who could be available if your loved one needed to go into the emergency room that could meet them if family is not available. If we need to send a resident to the hospital it's important that someone meet them there, especially if the resident has dementia. This can be traumatic for the resident if they do not have someone with them. If your loved one is admitted to the hospital or a skilled facility for a short time family will need to set up transportation for them to return to the Valley VNA. Please contact Angela Franz if you have any questions about the process, Running Transportation, or our In Home Care Program for appointments.

Thank you!



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

*Snow Storms and Schedules:* After one crazy winter, Spring is finally here. We want to thank everyone for their flexibility and understanding as we worked to make sure that everyone received the services that they needed. While many people get excited at the thought of a "Snow Day", it presents a unique set of challenges for our caregivers and Meals on Wheels volunteers. They stepped up to meet them. We are very fortunate to have such dedicated people. Thank you all.

Speaking of schedules, Corrie, our In Home Care Manager works very hard to provide our clients and caregivers with their preferred schedule. That being said, there are times when we may need to adjust the day and/or time of your visit. Corrie mails your schedules out on a monthly basis. We ask that you take a few minutes to review these schedules and call us if you have any questions.

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### Introducing New Oral Care Program

Oral care is a part of good overall health. As we age it becomes challenging because of physical or cognitive limitations to travel to dental offices for appointments with our dentists and/or dental hygienists we have seen for years.

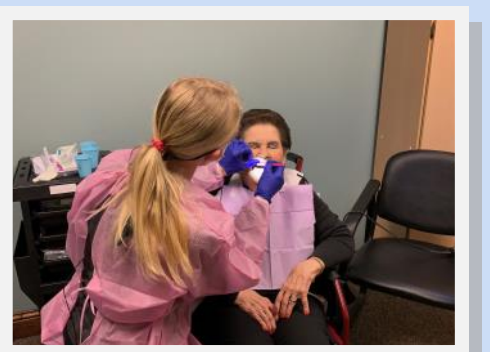
Poor oral hygiene is compounding medical issues of diabetes, COPD, and pneumonia. As a Part of quality care we believe in, we collaborated with Angie Stone, RHD, BS, Hylife Oral Health Alliance. Angie and staff came for an oral screening day in January to start with understanding how many residents were interested and review their oral health.

In order to prevent dental disease, the bacteria that cause things like tooth decay (cavities), gingivitis (gum disease) and periodontal disease (loss of bone around the teeth) need to be controlled. Angie and her team are able to take photos of the residents mouth for a dentist to review for concerns. The dental hygienist is also able to make recommendations for daily oral hygiene.

If your loved one is in our assisted living and you would like more information on an oral care screening, oral cleaning, or monthly oral care days, please contact Angie.

We are holding an oral cleaning day coming up and we have availability for additional residents. Angie and her team are professional, gentle and knowledgeable in seniors and dementia.

Contact:  
 Angie Stone  
 (608) 884-0038  
 email [info@hylifeoha.com](mailto:info@hylifeoha.com)

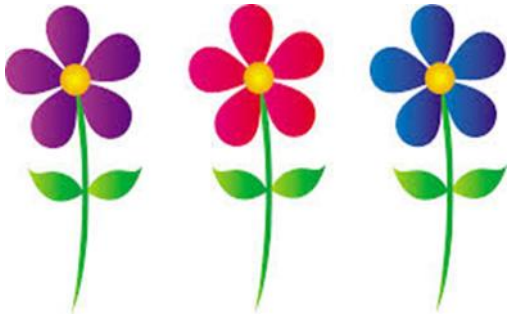


# Life Enrichment Activities

## Volunteer Program

**JOIN US FOR THE SPRING FLING!**

**APRIL 22, 2019**  
**ALEX DINING ROOM**  
**2:00 pm—3:00 pm**



**Come join us for music by TJ and Lynn,  
 cookies and punch!**

### **In Home Care Activities**

Our In Home Care team has developed a new program called The Therapeutic Home Touch . After reviewing the results from the past 6 months we have found that it has a positive effect on clients in the homes.



The caregivers have been trained to use essential oils for aromatherapy. They also learned massage techniques for relaxation and pain management. The program has other offerings similar to the Namaste program that we do in our assisted living. Since we have seen good results with our trial group our goal is to train more caregivers so that we can offer the program to more clients. We also plan to use it with family members and other long term caregivers in the homes that could benefit from the therapeutic home touch.



**Welcome Julie Roh**  
**Volunteer Coordinator**

Please welcome Julie Roh, Volunteer Coordinator for Valley VNA! For years we have been blessed with volunteers giving their time in many different ways at Valley VNA. Music, crafts, cooking, gardening, meals-on-wheels, Flu Clinics and more. Julie will bring our Volunteer Program to a new level with recruitment, cultivation and appreciation of our volunteers. We are happy to have Julie as a part of our Valley VNA Team!



## 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

# Valley VNA Family Picnic

## SAVE THE DATE

CLIENTS, RESIDENTS & FAMILY PICNIC

Wednesday, June 12th

Raindate - Thursday, June 13th



1535 Lyon Drive, Neenah WI 54956

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