

In-Touch Newsletter



In-Home Care | Independent Living | Assisted Living

May - June 2023

Theresa Pichelmeyer President & CEO

If you have been anywhere near Lyon Drive you have seen the work on our remodel and addition, which started in the fall of 2022. As of April 2023, one of the courts is opened and our new addition is enclosed.

The new wing and adjoining Coral Court is expected to be completed by Fall 2023, with the whole project will be completed in late fall 2024.

We moved the residence from Coral to the remodeled Amber in April and what a difference! Lighter, more space, new air handling system, and we love those larger bathrooms. Can't wait to see the rest evolve.



Angela Franz

Executive Director of Independent Apartments & Assisted Living

Staff and residents practiced tornado drills during the statewide test on April 20th. A few reminders for all residents:

- If we have a tornado watch, please be sure to close all windows and blinds in your apartment. Staff will be coming around to let residents know if we are under a tornado watch.
- During a tornado warning residents who are on the second floor of Alexandrite should not use the elevator. If you are unable to safely use the stairs then you should remain in your apartment. The safest area in your apartment is in your hallway bathroom with the door closed.
- During a tornado warning residents who are on the first floor of Alexandrite should come out into the hallway - staff will help bring chairs out for you to use.
- Staff in our assisted living will assist all residents to the designated safe areas in each court.

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.

“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 manner to help ensure quality care.

You are invited to "A Knight To Remember" - Valley VNA Senior Prom

Friday, May 26th - Dinner- buffet style will be served 4:30 pm - 5:30 pm with entertainment starring Elvis John starting at 5:30 pm. Please RSVP by May 5th to Jessica Blake. Residents may invite two guests to accompany them. Formal wear is encouraged, but not required. We look forward to seeing you all at this event!



Colleen Harvot Executive Director of In-Home Care

Valley VNA's Options & Solutions Program

Are you familiar with this program?

The Options and Solutions program helps seniors and their families sort through information and services that are available as needs change. For seniors, it's about balancing their desire for independence, health, and safety. For families, it's about peace of mind and a sense of security.

With the Options and Solutions program you work with a trustworthy and knowledgeable registered nurse who will listen to you and provide recommendations on options available.

If you know of anyone that you feel would benefit from this program please encourage them to call our In-Home Care Department form more information or to set up an appointment 920-727-5555.

Pat Hoogervorst Clinical Services Director

Part of the renovation of Amber Court included a change in the location of the Clinical team offices. The Clinical Services Director and RN office are no longer in the central building. Pat, Jordan, and Krystal can now be found in Amber Court in offices located near the entrance of Amber. You can reach those offices by entering Amber through Sapphire Hall side 2 or from the outside entrance of Amber Court. If a resident from Alexandrite Manor is wanting a visit from the RN, then the resident should ask the RA working in Alexandrite to call the RN and give that message. The RN will meet them in their apartment.

In addition to the location change, there is a slight change in the hours of the RNs. Pat and Krystal continue to work Monday through Friday during the day hours. Jordan is now working Monday through Thursday from 10 AM to 8:30 PM. We feel that having an RN here some of the days into the evening hours will allow both the residents and staff to have increased access to a clinical resource. An RN will continue to be on call at all other off hours as that clinical resource for staff.

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