



# St. Ann's Community Family Newsletter

## Family Council Resumes Meetings

Volume 10, Issue 9

### ST ANNS FAMILY COUNCIL

St. Ann's Home Family Council is still on summer vacation. We hope to see you all at the upcoming Family Council meeting to be held on **September 21 in the Foundation Board Room at 6:30 pm.** We are looking forward to catching up with our family members, and encourage all family members and friends to attend. This is a great opportunity to meet with members of Administration and get up to speed with the quality initiatives and projects of St. Ann's Community. We will see you soon!

### HERITAGE FAMILY COUNCIL

The Family/Resident Council met on August 10<sup>th</sup> in our Heritage Multipurpose Room. There was a very good turnout of both Family Members and Residents. We were fortunate to have Sgt. Fling from our Security Department who spoke to the group about the process that is followed in the case of a lost, or in rare instances a suspected theft. The group was pleased to hear that the Security Department takes an active role in ensuring the safety of residents' belongings. They are trained professionals who do regular rounding every shift along with utilization of many strategically placed security cameras.

The group also heard from Amy O'Connor who spoke about the many trips that are offered here at The Heritage. The favorites include trips to stores such as Wegmans, Target, Tops and other area stores. We also discussed the many things all staff do every day to make sure that our Residents are engaged in meaningful activity.

Finally the group did discuss again the plans that will unfold over the next several months for our new building project, and eventual emptying of the Heritage building. We continue to be at a stand still in our project as we await final paperwork from New York State. We promise to let family members and residents know the minute we are planning to start building. It certainly is an exciting time!

**Our next meeting will be held on Tuesday September 14 at 6:30 pm.** This is an informative meeting and we hope to have more information regarding our building project along with some other great new information. Thanks!

Sue Murty  
Heritage Administrator

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## Our Goal..... Excellent Care!

It's hard to believe the Fall is nearly upon us. This summer was the absolute best summer I can remember, and Mother Nature did indeed cooperate with most of our summer plans. It has also come time to send out our Annual Customer Satisfaction Survey. These surveys will go out in early October, and we want to encourage each Resident or family member to take this opportunity to give us honest and fair feedback regarding our care and services. The surveys will be sent to Residents directly **OR** to a family member, if a Resident is unable to complete the survey on their own.

We all strive to give excellent care every day and this is evident in the way we use our survey to drive quality improvement efforts. Your comments and suggestions have resulted in our ability to reward and recognize the people and areas of the organization that are doing an exceptional job. This greatly assists us in retaining valuable employees.

We know that there is always room for improvement, and we have made many changes as a result of our last survey. In our Nursing Department we have been tracking the call bell response times for each floor, on each shift. We are working hard to try to reduce the time Residents are waiting and have been able to significantly reduce the average call bell waiting period. Additionally the number of times our Residents are experiencing falls with injuries has also greatly reduced. We know how devastating a fall can be to the frail elderly and the programs we have put into place have reduced the number of falls over the past year.

Another area that received a lot of attention this year, is in educating our staff, Residents, volunteers and family members in the "Spirit of Caring" initiative. This initiative emphasizes the need for residents to play an integral part in directing the care, activities, and life in general in the households where they live. We are doing community wide training with all staff each month in an attempt to move us closer to that goal.

Our food and nutrition staff is working hard at soliciting feedback regarding the food on an ongoing basis. We have been using multiple feedback techniques with our Residents and have been able to make some great changes to our menu. Our residents have noted a dramatic improvement in the quality of the

Speaking of food, several months ago, our Recreation Therapist started monthly in-house luncheons. We have been ordering "take out" from restaurants of our Residents' choosing. We have had food from Guido's, KFC, Schaller's, Great Win, DiBella's Subs, Monte Albano, to name a few. This successful program gives those Residents that can't or don't care for going out to restaurants the opportunity to have some different types of foods. During the meal we have great conversation about food, favorite restaurants and what our Residents liked to cook for their families. It is very therapeutic on many levels.

Another initiative we started in the past year is our extremely successful Birthday Program. This program was started about a year ago, and Residents have reported that they love it! It is a wonderful way to celebrate each individual Resident on their special day.

We increase our leadership presence on the weekends and evenings. Our nurse managers have made a huge effort, flexing their schedules and coming in more routinely on weekends and evenings. We fully understand that it takes a strong leadership presence on all three shifts in order to make sure employees and residents feel listened to and cared for.

Most of the above initiatives have occurred through feedback we received from our Resident and Family Satisfaction Survey. If you do receive the survey, we strongly encourage you to please fill it out. Please make sure you fill it out honestly and fairly, judging us on an entire year's worth of experience. We want to make sure that our excellent staff receives the praise they deserve and that we continue to initiate positive change in 2011. Thank you!

Sue Murty, Heritage Administration



## PASTORAL CARE INFORMATION

The Pastoral Care Staff invites you and your family member to participate in our Chapel Services. Listed below are some of the Services for September. You may also consult weekly bulletins available at Chapel entrances or call our Chapel information line at 697-6070.

**Mass** is celebrated in the Chapel on Monday – Thursday at 3:45 p.m.; Saturday at 3:45 p.m. and Sunday at 10:00 a.m.

**Confessions** are heard on Saturdays from 2:30 – 3:00pm.

**There is a Communion Service on Fridays at 9:30 a.m.**

**Ecumenical Worship Services** are held in the Chapel every 1<sup>st</sup> and 3<sup>rd</sup> Tuesday at 10:00 a.m. On September 7<sup>th</sup> Reverend Keith Campbell will conduct the service.

**Anointing of the Sick** – Wednesday, September 1<sup>st</sup> after the 3:45 pm Mass

**Labor Day – Monday, September 6<sup>th</sup> – NO MASS**

**Bereavement Service on Saturday, September 25<sup>th</sup> at 10:30 am** for all those who have died at St. Ann's Community during the months of May, June, July and August 2010.

Mass, Reconciliation and Anointing of the Sick will be celebrated on these floors of St. Ann's Home during the month of September:

8<sup>th</sup> floor - Thursday,

September 2<sup>nd</sup> at 10:30 am

1<sup>st</sup> floor – Tuesday,

September 7<sup>th</sup> at 2 pm

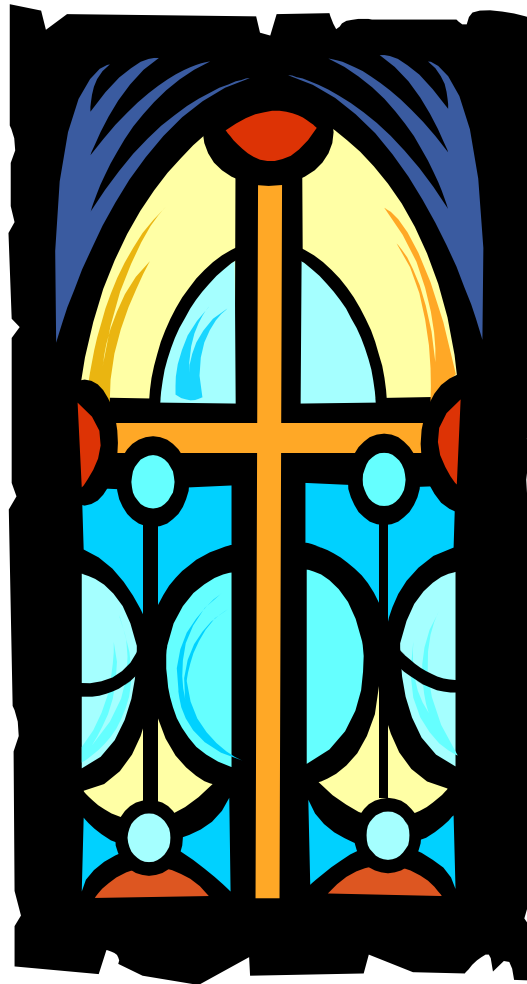
2<sup>nd</sup> floor – Tuesday,

September 21<sup>st</sup> at 2 pm

3<sup>rd</sup> floor – Monday,

September 27<sup>th</sup> at 2 pm

Note: Chapel Services are broadcast on WANN – Channel 28 on Resident's television.



## Evenings at St. Ann's and The Heritage

- Mon.-Fri. Morning Devotion – TV 28  
9:00 AM
- Tues. 7<sup>th</sup> Mike Kornrich-Keyboard/Vocalist  
7:15 PM BKA
- Thurs. 9<sup>th</sup> Paul Killion- Guitarist/Vocalist  
7:00 PM HL
- Tues. 14<sup>th</sup> Fred Vine- Guitarist/Vocalist  
7:15 PM BKA
- Tues. 21<sup>st</sup> Beth Ludwig-Piano/Vocalist  
7:15 PM BKA
- Thurs. 23<sup>rd</sup> Frank Julian-Organist/Vocalist  
7:00 PM HL
- Tues. 28<sup>th</sup> Dick Leschorn-Piano/Vocalist  
7:15 PM BKA

## Special Happenings

### **Grandparents Day Celebration**

**September 12, 2010 2:00 PM BKA**

**Performing Karen Labella-Guitarist/  
Vocals**

**Sponsored by "Annie Angels  
(You may see a CLOWN or Two!)**



## Sunday Socials

**Sun. 5<sup>th</sup> , 19<sup>th</sup> , & 26<sup>th</sup>**

**10:45 AM SA Lobby**

## "Family and Friends Sundays"

### Music with:

- Sun. 05<sup>th</sup> Connie Deming-  
Guitarist/Vocalist 2:00 PM SAH Lobby
- Sun. 19<sup>th</sup> Steve West-Guitarist/Vocalist  
2:00 PM SAH Lobby
- Sun. 26<sup>th</sup> Gary Quinn-Keyboard/Vocalist  
2:00 PM SAH Lobby

## Education Programs

Every Tuesday:

Computer Lab  
2:00 PM Res.Cntr.

Every Wednesday:

Mental Fitness-Heritage  
2:30 PM HL

Mon. 20<sup>th</sup> Ten Cent Sale  
9:30 AM BKA

## Weekends at St. Ann's

- Sat. 4<sup>th</sup> Julie Hall- Steel Drums  
2:00 PM BKA
- Sat. 11<sup>th</sup> Gary Quinn-Guitarist/Vocalist  
2:00 PM BKA
- Sat. 18<sup>th</sup> Ernest Labella-Piano/Vocalist  
2:00 PM BKA
- Sat. 25<sup>th</sup> Allen Hopkins-Folk Music  
2:00 PM BKA

## **Support Those with Alzheimer's Disease by Walking with St. Ann's**

One of our greatest opportunities to fight Alzheimer's disease is on the horizon—the Alzheimer's Association Memory Walk. Once again, families and employees of St. Ann's Community will lace up their sneakers and set a pace to raise funds for Alzheimer's care, support and research programs. Please join us in making a difference, so that one day, we will all live in a world without Alzheimer's.

### The 2010 Memory Walk

Saturday, September 25, 2010

Mendon Ponds Park

\*Please note this is a new location for the walk.

Registration: 9am    Walk: 10am

Sign up today!

To register, call Diane Braselton  
at 585-697-6406  
or email her at

[dianebraselton@stannscommunity.com](mailto:dianebraselton@stannscommunity.com).

Currently, more than 5 million Americans have Alzheimer's disease, and 78 million Baby Boomers are at risk. But we can take steps to change that. Together, we can provide help for affected families, and ultimately, help put an end to Alzheimer's disease. Please call and join our team today—we would love to walk with you!

## **Minimum Data Set (MDS)**

### **There's nothing minimum about it!**

Since 1995, Long term care facilities across the country have utilized the MDS 2.0 as an "Interdisciplinary Tool" to gain information about a Resident's functional status, strengths, weaknesses and preferences. This core set of screening items forms the foundation of the comprehensive assessment for all Residents residing in long term care facilities certified to participate in Medicare or Medicaid. Over the past 15 years advancements in science and the Person Centered Care Movement, have prompted necessary changes to the MDS 2.0.

Implementation of the MDS 3.0 is set for October 2010. The MDS 3.0 was designed to reflect advances in assessment measures, improve accuracy and validity of data, and maintain quality improvement and payment. The most exciting improvement to us is the structured interviewing of Residents who are able to make themselves understood during each routine assessment. These interviews will involve our Resident's input into their care planning in a new way resulting in continued excellent service.

Facility training is underway to ensure your loved one's care plan team is ready for the challenge, and we look forward to continue our movement forward in Person Centered Care with the MDS 3.0!

Watch for samples of interview questions in the next issue.

**St. Ann's Community**

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**mjones@stannscommunity.com**

Visit our website at

**WWW.STANNSCOMMUNITY.COM**

**Resident of the Month**

Please take a moment to look at the Resident of the Month profiles. We think that the Social Workers and Recreation Therapists have done an exceptional job of making these special keepsakes for our Residents. Special thanks to our family members who provide us with the beautiful photos and information to make these special.

**St Ann's Home**

**SCU: AVIS CLARK**

**7th Floor: SOPHIE LAWLOR**

**3rd Floor: NORMAN FARMEN**

**8th Floor: ROSE NAST**

**4th Floor: JAMES MORRISON**

**5th Floor: CLEMENTINE MOFFATT**

**The Heritage**

**Please check the display case in the Heritage Main Lobby for the Resident of the Month**

**6th Floor: MARY & IDELL NESSER**