



The Neighbors of Dunn County

January/February
2016

NEWS FROM THE NEIGHBORS

JANUARY & FEBRUARY CAN BE VERY LONG, COLD MONTHS. COME JOIN US AS WE WARM UP WITH SOME WONDERFUL ENTERTAINMENT!



Friday, January 15th	2:00 p.m. 3:30 p.m.	Music Mary	Tenderhearth (East) Bistro (Central)
Tuesday, January 19th	2:00 p.m.	Larry Heagle	Eventide (West)
Friday, January 22nd	2:00 p.m.	Quinton Kase	Eventide (West)
Friday, January 29th	2:00 p.m. 3:30 p.m.	Honey N' Me	Morning Song (East) Bistro (Central)
Tuesday, February 9th	2:00 p.m. 2:00 p.m. 3:30 p.m.	Quinton Kase Rod Hildahl Quinton Kase	Morning Song (East) Eventide (West) Bistro (Central)
Friday, February 12th	2:00 p.m. 3:30 p.m.	Rich Schroeder	Tenderhearth (East) Bistro (Central)
Tuesday, February 23rd	2:00 p.m.	Two Frets Up	Eventide (West)
Friday, February 26th	2:00 p.m. 3:30 p.m.	Larry Heagle	Morning Song (East) Bistro (Central)

MESSAGE FROM COMMUNITY MENTOR/ ADMINISTRATOR



Happy New Year! While that jovial Holiday feeling may have left some of us by the time you get this letter, I truly hope 2016 is a great year for all of us! With a new year comes new hopes, dreams, processes and improvements.

All of us that work in Dunn County started off the New Year with new, electronic accounting software including a new time-keeping system. Ensuring that all employees could get logged-on to the system with their new user names and passwords to document their work-time was priority number one on January 4, 2016. All of this occurred at The Neighbors with few if any problems and we are the largest department in the county. Yet, implementing this new software is an important project that will take us weeks, if not months to become proficient, so that we master our day-to-day tasks.

Perhaps it's how we address individuals on our waiting lists, our rates for services, etc. Sometimes it's important to have another set of eyes looking at our facility's systems. Clifton, Larsen, Allen - a consulting group was hired in December of 2015 to help us determine pathways to our success in 2016. They will be providing their report in late February and we'll help to ensure that their recommendations are adopted and implemented as necessary to take The Neighbors to the next level of success.

03 It's been two years and 3 months since we opened the new facilities. Overall, there were many positive takeaways from 2015. We had very positive results on resident and family satisfaction surveys, award-winning staff, Medicare ranked our Central and East facilities as 5-star facilities (Medicare's highest rating), while our West Neighborhood held a 4-star rating that will eventually join the other two facilities as 5-star-rated. This 5-star rating is based on a mix of factors including our Annual State Survey inspections, staffing levels and indicators of quality care. The achievements in these areas throughout 2015 indicates we're meeting three of the four goals of our strategic plan. Beyond that, in 2016 staff at The Neighbors are focused mainly on the last remaining strategic goal - to become financially sustainable.

In the meantime, we continue to work on hiring good employees, ensuring that they are adequately trained to meet the needs of residents, while respecting the resident-centered and resident-directed workplace that has been developed during the past several years. As much as possible, we want The Neighbors to feel like home to the residents who live here. Oh yes, did I mention the Red Cedar Bistro? It is the best-kept secret in Menomonie as the place to go for lunch! It is fantastic! Join us. Again, we trust 2016 will be a great year as we continue to meet the needs of folks in our community of Dunn County.

With this New Year comes new ways of doing things and new ways of thinking about how we will get The Neighbors successful on all of our goals.

Anthony Manzella
Anthony Manzella
Community
Mentor/Administrator

ART CART

Did you know? ...For the past several years, we have had volunteers from Arts Coming Together in Menomonie providing an "ART CART" for our residents.

Each month, volunteers visit resident rooms with a cart filled with framed artwork. Residents are offered an opportunity have a picture displayed in their room. Residents that are new to the facility are often glad to have some pictures to decorate their room, while long term residents are happy to redecorate and be able to exchange the pictures every few months.

The volunteers from Arts Coming Together are constantly looking for new pictures to offer the residents. We are currently accepting donations of gently used small framed paintings, photos or wall hangings. We are especially looking for farm and wild life themes. If you have any you are willing to donate, please contact Sally Rocque, Volunteer Coordinator, at 715-231-4589. Thank you!

February 4th, 2016

10:30a.m. - 12:30p.m.

SENIOR CENTER FREE LUNCH & LEARN

1412 6th St. East
Menomonie, WI

Featuring:
Karen Oemig
Sponsored by:
The Neighbors of
Dunn County

GET HIP, DON'T SLIP! A FALL PREVENTION PROGRAM

- ▶ Learn about the multiple causes of falls
- ▶ Discuss the consequences of fear of falling
- ▶ Learn things you can do to prevent falls
- ▶ Plan personal solutions to reduce risk of falling

All proceeds go to the Resident Sugar Bowl to be used for resident outings!

Feb. 7th - 14th, 2016

USED BOOK SALE

Paperbacks - .50¢
Hardcopy - \$1.00

Where:
Brickenridge Villa

FROM THE LIFE ENHANCEMENT DEPARTMENT

Room reservations: Planning a party? Our community rooms are available on a first come, first served basis. Please contact the Life Enhancement Mentor in your facility to reserve the space.

Technology reminders:

1. **SKYPE:** We do have SKYPE available for our residents. Contact Life Enhancement staff to set up an appointment, and we will bring our laptop to your resident.
2. **Resident Email:** We have an email account set up for all residents. You can send an email to any resident at the following address:
resident@co.dunn.wi.us Messages go to one email box and are delivered daily.

NATIONAL ACTIVITY PROFESSIONALS WEEK

January 18 - 23, 2016

We would like to thank our Life Enhancement staff for all they do to meet the social, physical, intellectual & spiritual needs of our residents through planned activities.



Thank you to:



Chuck Ausman: Recreational Therapist/
Life Enhancement Coordinator for the
West Neighborhood. Chuck has been
employed with Dunn Co. since 1975.

Diane Person: Life Enhancement
Assistant in Central Neighborhood.
Diane began this new position
one year ago.

Quinton Kase: Music Therapist/Life
Enhancement Coordinator for the
East Neighborhood. Quinton has
been with us for almost 6 years.

Sally Rocque: Music Therapist/
Life Enhancement Mentor for
the entire campus. Sally has
been with us for over 17 years.

ADMINISTRATOR IN TRAINING'S EXPERIENCE HERE AT THE NEIGHBORS THUS FAR:



Being a Healthcare Administration student through UW-Eau Claire, one important quality that is needed in this field is leadership. I came to The Neighbors of Dunn County to focus on this matter in particular, all while learning and being exposed to the knowledge, skills and values needed to administer health care and related services and to lead health care and aging services organizations.



A requirement for the 1-year mandatory practicum/internship being that the student rotates and spends a minimum of 1 week in each department of the facility, has given me the opportunity to work closely with each department head. By doing so, I have been able to learn the organization and operation of each department very thoroughly. Having worked with my preceptor, The Neighbors Administrator/Community Mentor - Anthony Manzella, the Leadership Team, and a significant number of staff throughout the various departments, has given me the advantage to further expand my opportunities to participate in important projects and events.

Since the start of my internship- June 2015, I have been assigned to be a member of six different committees, have taken on numerous leadership roles and successful projects thus far. For the remainder of my time here at The Neighbors, this last five months will be focusing on three significant projects in which the student is required through the University to play a lead role. These projects will be educationally challenging, but are personally interesting to myself and are of real value for the organization.

I'm about halfway through completion of this internship and I couldn't be more thankful to have been placed with The Neighbors of Dunn County. I have immensely enjoyed my learning and all experiences thus far and can only hope my time remaining as an intern here, passes slower than the first half! I love and admire the organization, our residents, my co-workers and the entirety of the mission and values everyone here shares and puts forth to ensure the highest level of comfort and well-being for the ones whom matter most – our residents!

I have been truly amazed on such a regular basis as I continuously learn about the various operations and protocols The Neighbors executes to ensure quality output. It has been a blessing to receive my education from such a substantial organization that performs nothing but the best practices.

Holly H. Carfield

Holly H. Carfield

Administrative Intern

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The Neighbors
of Dunn County



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Neighbors of Dunn County.
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<http://www.neighborsdc.org/>