

GOOD Life News

Pearl Garden at Chandler Place Assisted Living

APRIL 2014

www.chandlerplacesenior.com

Letter From the Executive Director

It has been quite a winter, but spring is finally in the air. Isn't it wonderful? Hopefully the days of the bitter cold are behind us and we can enjoy some nice weather. This time of year is always fun, with things starting to blossom and our world becoming full of color again. The change of seasons is what makes Minnesota so unique!

I would like to share some important numbers with you to keep on hand in case you should need them:

Pearl Garden Nurse: (612) 913-5365

This number is answered Monday-Friday from 8 a.m.-4:30 p.m. and weekends from 7 a.m.-3:30 p.m. If you receive the voicemail, please feel free to leave a message. Your call will be returned at the nurse's earliest convenience.

Pearl Garden Cell Phone: (612) 309-9282

The cell phone is carried by a staff member of Pearl Garden at all times.

Chandler Main Number: (612) 788-7321

This is the main number of Chandler Place. It is answered 24 hours a day. After the receptionist leaves, the phones are rolled to a cell phone answered by a member of the Chandler Place nursing staff.

Business Office: (612) 913-5392

Our Business Office Manager is Mary Jo Dillion. You may contact her at this number with account related questions.

Life Enrichment Staff: (612) 913-5391

This number can be used to reach a staff member in the Life Enrichment department. A representative will get back to you as soon as possible.

Also, please be sure when coming and going from Pearl Garden that you make sure the door has latched. We want to ensure the safety of our residents at all times.

Thank you for believing in our team and giving us the opportunity to do what we do best!

— Jodi Saeko, Executive Director



**Our Talk.
Our Walk.
Every Day!**

Our Service Approach

Step 2 – Fulfillment and Anticipation of Resident and Guest Desires

During Platinum Service training, we learned that customer loyalty is achieved when an organization focuses on providing personalized service to its customers. This is the heart of our Service Approach to residents and guests.

Some techniques we use to meet residents' unique and personal requirements include engaging and adjusting to their pace, fulfilling expected and expressed wishes, anticipating any unexpressed wishes, and asking if any other assistance is desired. We are able to deliver this service by being proactive, using the resident or guest's name, and remembering their preferences. Our goal is to go over and above the "ordinary" service that might be expected.

"To give real service you must add something which cannot be bought or measured with money, and that is sincerity and integrity." —Douglas Adams

Resident Spotlight

On Saturday, Feb. 15, we were lucky to have the Daisy Scout troop visit in the afternoon for a Valentine's Day Social! The scouts brought with them valentines that they made and passed out to the residents. We were also fortunate enough to enjoy some Girl Scout cookies that they brought along. It sure brought back a lot of memories about the annual Cookie Sale. We found out that they have been selling cookies over 90 years. It was truly amazing! Our residents had a wonderful time as you can see in our pictures.

Our residents love to be in the spotlight in our monthly newsletter! In order to publish your loved one's picture, we must have a media information release form on file. If, for some reason, you want to change the authorization form, let us know by emailing lisa.king@chandlerplacesenior.com or by calling (612) 913-5391.



Girl Scout Cookies Social with the Daisy Scouts



Daisy Scout volunteer, Megan P. (junior volunteer) and June H. enjoy the Daisy Scout Social



Ken L., John M. and a Daisy Scout volunteer enjoy reading valentines



Jeanette N. with Daisy Scout volunteers

Notes From Nursing: Fall Prevention

Every year I like to write an article regarding fall prevention as falls are the leading cause of injuries, accidents and accidental deaths for individuals over the age of 65.

The following is a list of measures that you can take to decrease your chance of falling:

- Wear well fitting shoes with non-skid soles (not slippers)
- Be sure your apartment is well lit and plug in night lights before you go to sleep
- Remove clutter and clean up spills on your floors/walkways
- Avoid throw rugs
- Do not place electrical cords across pathways
- Use the elevator — avoid stairways
- Do not climb on stools or stepladders — request help if needed
- Do not use wax on your floors
- Keep frequently used items within reach
- Minimize the use of alcohol
- Exercise regularly to build your strength
- Seek medical care if you feel dizzy, weak or unsteady on your feet
- See your doctor at least annually for medical check ups
- Have your vision checked yearly
- Use assistive devices as recommended by your physician — i.e. walkers, canes, wheelchairs

Hope you find these ideas helpful.

— Joan Roberts, RN-DON

Happy Birthday

We wish a Happy Birthday to: Jeanette N. — 4/20

From the Kitchen

This month's special meal will be served on the evening of Easter Sunday, April 20, in the Pearl Garden Dining Room. The meal will include a traditional Easter meal — ham with all the fixings. Guests and relatives are encouraged to dine with their loved ones at meals. Guest meal tickets may be purchased for \$10.35 from the Chandler Place receptionist during normal business hours. Please call the dietary department at (612) 913-5310 (you may leave a message if no one is available to take your call) or inform a Pearl Garden staff member of your presence to ensure that enough food is brought from the kitchen. Enjoy!

Mark Your Calendar

Outings:

Tuesday, April 1: Scenic Drive; depart at 9:30 a.m.

Tuesday, April 8: Lunch Outing to Davanni's Pizza in Arden Hills; depart at 10:30 a.m.

Tuesday, April 15: Scenic Drive with St. Anthony Garden Court (max nine Pearl Garden residents); depart at 10 a.m.

Tuesday, April 22: Scenic Drive; depart at 9:30 a.m.

Tuesday, April 29: James J. Hill House; depart at 9:30 a.m.

Special Events and Entertainment:

Tuesday, April 1: Painting Class with Leo Boucher (max six residents); in Chandler Place First Floor Activity Room at 2 p.m.

Thursday, April 3: Gardener's Group Kick-Off; in St. Anthony Health Care Center Courtyard at 10 a.m.

Friday, April 4: Intergenerational Visits with Global Academy Second Graders; in Chandler Place Dining Room at 1 p.m.

Wednesday, April 9: Guitar with Gary; in Pearl Garden at 1:30 p.m.

Friday, April 11: Songs and Smiles with Father Ron; in Pearl Garden at 10:45 a.m.

Tuesday, April 15: Monthly Birthday Party with Entertainment; in Chandler Place Dining Room at 2 p.m.

Wednesday, April 16: Entertainment with the Music Men; in Chandler Place Dining Room at 7:15 p.m.

Thursday, April 17: Veteran's Club; in Chandler Place Community Room at 2:30 p.m.

Thursday, April 24: Guitar with Gary; in Pearl Garden at 3 p.m.

Monday, April 28: MacPhail Hour in Chandler Place Lobby at 1:30 p.m.

Highlights From Life Enrichment

We certainly could not do all we do at Chandler Place/Pearl Garden without the assistance of our dedicated volunteers! This year National Volunteer Week is April 6-13. We will be hosting an afternoon appreciation ceremony on April 7 from 1:30-2:30 p.m., in the Chandler Dining Room.

Every week we have volunteers who come through Pearl Garden to spend time with our residents — whether it be leading a group or lending a hand to our team. Our residents truly look forward to their visits and have bonded with them so well. When researching some information on this subject, I came across the following poem I would like to share. I really think it says it all.

V — Valuable is the work you do.

O — Outstanding is how you always come through.

L — Loyal, sincere and full of good cheer,

U — Untiring in your efforts throughout the year.

N — Notable are the contributions you make.

T — Trustworthy in every project you take.

E — Eager to reach your every goal.

E — Effective in the way you fulfill your role.

R — Ready with a smile like a shining star,

S — Special and wonderful, that's what you are.

— Author unknown

If you or someone you know would like to become a volunteer with Pearl Garden/Chandler Place Assisted Living, we would love to hear from you. Whether you would like to volunteer on a permanent basis or for special events, we have many options available. You may contact me at (612) 913-5391 or email at lisa.king@chandlerplacesenior.com. I can get you started with the process. I look forward to hearing from you

— Lisa King, Life Enrichment Coordinator

Marketing Minutes

Do you know of someone who is considering a move to an assisted living facility or is in need of memory care services? Pearl Garden now has rare openings of renovated studio apartments. Take advantage of our Family and Friends Referral Program: Refer friends, acquaintances, neighbors or relatives to Pearl Garden and receive \$500 in rent credit for six months after they move in. For more information or to make a referral, please call the marketing office at (612) 913-5390.

Chandler Place

Assisted Living

3701 Chandler Drive NE
Minneapolis, MN 55421
612-788-7321



Staff

Executive Director

Jodi Saeko

Director of Nursing

Joan Roberts

Sales and Marketing Director

Whitney Strickland

Life Enrichment Director

Becky Aune

Business Office Director

Mary Jo Dillon

Housekeeping Director

Bekira Buljubasic

Memory Care Coordinator

Sara Crum

Life Enrichment Coordinator

Lisa King

Chaplain

Michael Gaulke

Chaplain

Steve Arnold

Resident Services Coordinator

Megan Moriarty

Pearls of Wisdom From the Chaplain

At the time I sit and write this article, winter's firm grip is slowly being released. The temperatures are rising and the snow is slowly starting to melt. The promise of spring is in the air. The smell of the earth waking up from its winter slumber reminds us that soon the flowers will be in bloom. The sound of the birds returning from their winter exodus reminds us that new life will be upon us in the form of ducklings and goslings. As the sun gently washes over us we are reminded that warmer days are ahead of us.

While the cycles of life and death provided with the changing of the seasons remind us of our finiteness, spring brings with it hope. A hope only secured in faith and manifest in the love of God. This April we celebrate the most significant event in history of the world, the death and resurrection of the Lord Jesus Christ. As we contemplate the significances of this event in our lives we in Spiritual Care encourage you to reflect and meditate where God's love has brought death to pain and suffering and where God's love has made manifest resurrection in the form of healing, hope and peace. May you have a blessed Easter celebration!

Spiritual Care at St. Anthony Senior Living (Chandler Place and St. Anthony Health Center) exists to support and enrich the spiritual journey of each resident. Please feel free to contact Chaplain Steve and Chaplain Mike at (612) 913-5352 or at sarnold@thegoodmangroup.com or michael.gaulke@stanthonyhealthcenter.com.