

GOOD Life News

at West Hills Health and Rehabilitation Center

APRIL 2014

www.westhillshealthandrehab.com

Letter From the Executive Director — Pardon Our Dust

Dear Residents and Guests of West Hills,

Soon, we will be gearing up towards a remodel of our Sub-Acute Carter Danner area. I appreciate and enjoy the philosophy that we want to create beautiful places for our residents. Although West Hills Health and Rehabilitation has been through other remodels, this will be my first experience with one since joining our team, and I am committed to trying to make sure it goes as smoothly as possible.

The remodel will include the nurses station, office areas, nourishment room, dining room, shower rooms and therapy room. We will be creating a Bistro, which will be a new dining area where residents can enjoy meals. The current Carter Danner Dining Room will become a beautiful area, with combined physical, occupational and speech therapy areas, as well as an office space for the therapists and bathroom with bathtub for therapists to practice bathing.

There are three phases of this project:

Phase 1: Creation of the bistro with courtyard access, and creation of a new shower room across the hall, as well as an office for Social Services. (Approx. three months).

Phase 2: Nurses' station and therapy room. (Approx. three months).

Phase 3: Second shower room remodel, and changing the current Occupational Therapy Gym into two private suites. (Approx. three months).

Of course, with all construction, plans change. I understand and anticipate that there will be some noise at times, and obstruction into some of our corridors. I look forward to being able to share some artist renderings and finishes with you. As always, please don't hesitate to let me know if you have any questions or concerns.

Sincerely,
Nicole

New Residents

Vernice T., Nina J., Melvin H., Betty S.,
James D., Linda P., Lorraine S.C.



**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: Dorothy S.



Dorothy savoring the sweet moments at our Valentine's celebration.

This beautiful, soft-spoken lady named Dorothy was born Aug. 26 of the year 1923, in St Louis, Missouri. Her parents names were Hortence and John, and she grew up in Missouri as an only child. Her father was a pharmacist in a drug store, and mother was a homemaker. Dorothy graduated from the Incarnate Word Christian Academy.

She got married only

once for a brief time to a young grocery clerk named Edward. Soon after, Dorothy moved to Oregon and found a wonderful new home. She raised her three children — Anne, Batter and Tom — pretty much on her own. Dorothy enjoyed her occupation as an office secretary, and still knows how to write notes in shorthand to this day.

After moving to this area, another skill that Dorothy soon found she had naturally developed was that of painting. She used to love to paint as what she called a "hobby." Preferring oils to any other medium, Dorothy often created works of art that she would give to friends and family. She stated that she was never paid a dollar for any of her works. Those of us who have seen her paintings know that she could have very well been a commissioned painter, as her still-life paintings are truly gorgeous. Stop by our Activity Room anytime to see a beautiful piece of art created by this sweet woman.



Art Goodman, our closing act at the Valentine's Gala Event

Enriching Lives at West Hills

This last month of March was an exciting one once again here at West Hills. We all experienced madness, mayhem and music at our Mardi Gras/Fat Tuesday and our St. Patty's Day celebrations. Spring has also flourished as we have re-emerged from the winter weather with fresh sightseeing outings, as well as our beloved Gardening Group. Residents have also embarked on the new Senior+ Bowling League events, and if all goes according to plan, will soon be competing against other facilities in the area. Congratulations to all three winners of our Leprechaun Scavenger Hunt!

For April, we are certainly looking forward to meeting up with the Easter Bunny on April 20. Friends, family and staff are welcome to join in on the festivities as we hold our 2014 Easter Egg Hunt for goodies and prizes. We will be heading out to Woodburn for the Tulip Festival and soon enough, we will also be taking our trips to the Portland Rose Garden, the Oregon Zoo, Multnomah Falls and Tryon Creek State Park. We have more outings scheduled for this spring and summer than ever before! That's right, before you know it, summer will be here.

Community Outreach

In the last few weeks, I have had the opportunity to become a part of the West Hills community, and it has been an experience I will always treasure. As we all have experienced at sometime in our lives, change can be frightening. New residents and prospective residents are faced with the daunting thought of not only moving into a new home but also of making new friends. I have been touched at how welcoming the residents of West Hills are to new people in the community. I have been a witness on multiple occasions to residents welcoming prospective residents and their family members and giving their testimony of what a wonderful community they live in. There have been stories of how kind and compassionate the staff is, how wonderful the food is, stories about the latest activities and, of course, our beloved house cat in the Village. I thank you for reaching out and making sure that each new resident understands just how welcome they are here at West Hills; you are indeed the heart and soul of our community.

— Lisa Warlick, Interim Community Outreach/Marketing Manager

Fair-Weather Travel Memories

Kapurpurawan Rock Formation is a hill of white limestone rock. The rock rises from the sea, with a gently undulating surface that looks like waves, except that you can walk on them. From these white waves rises the hull and sail of a submarine, also white and made of limestone rock. The formation was caused by the combined forces of the wind and the waves.

Almost two years ago, I traveled to this place when I went back to my country for a vacation. We traveled to the northern side of the Philippines with my husband and close friends. From down the hills, we walked two miles to see this rock formation on a very hot sunny day, a great creation of nature and one of the most amazing rock formations I had ever seen in my life. I will never forget this travel experience because it was so much fun. I had a great time with my loved one and friends.

— Yolanda A. Morales, Medical Records Director



Ilocos Norte, Philippines

Poetry Central: April Rains

*Much as the Aries Ram,
April is reborn
And washed clean.
Rains come in flourishes
Like cymbals in an orchestra,
Pushing people around.
Birth requires so much
Effort, time and love.
The heart is our comforting blanket.
Just as a vault
Stores riches for benefit,
So too does the earth's bed.
As the warmth of our closest star
Shows his greeting smile,
Flowers reach to wave hello.
Spring is an action
And the April rains are drink
To a world reborn.*

— Anthony Nosen, 2014

Care Corner — Wake Up and Work Out

We all know that regular exercise is a key part of looking and feeling our best. And while exercise at any time of the day is beneficial, more and more research indicates that morning workouts are best. Studies show morning exercise jump-starts your metabolism, reduces food cravings, boosts mental focus and improves your mood. And all these positive effects last hours after you've finished your workout.

Making exercise first on your to-do list also ensures you'll complete your workout before the day's distractions throw you off track. These are just part of the reason for our activity schedule maintaining most physical exercises and games in the morning and mid-morning times. You will certainly see most of our Fit to Be Strong Programs scheduled into these time slots.

Food and Beverage/ Dining Services

Here is a tasty treat to try for spring snacking ...

Butterscotch Pecan Cookies

Yields: 10 dozen

Bake: 10-12 minutes

Oven: 375 degrees F

Ingredients, Amount:

- Margarine, 1 lb.
- Brown sugar, 2 lb.
- Eggs, 4 (7 oz.)
- Vanilla, 1 Tbsp.
- Flour, all purpose, 1 lb., 8 oz.
- Pecans, chopped 1 lb.

Procedure:

- Whip margarine and sugar on medium speed for 5 minutes, using flat beater. Add eggs and vanilla to whipped mixture. Mix on low speed until blended. Add flour and pecans. Mix on low speed until blended.
- Portion 1 oz. onto lightly greased or parchment paper-lined 18x26 in. baking sheet. Bake at 375 degrees for 10-12 minutes.

Hope you enjoy these treats as much as I do!

Have a great day,

— Betty Clemmer, Dietary Manager

Resident Birthdays

Betty-Jean G., 11th

Haru F., 22nd

Vaclav D., 15th

Douglas B., 24th

Paula L., 18th

Margaret L., 26th



5701 SW Multnomah Boulevard
Portland, OR 97219
503-244-1107



Staff

Executive Director
Nicole Easley

Director of Nursing
Sherri Nicholson

Life Enrichment Director
Anthony Nosen

Director of Dining Services
Betty Clemmer

Admissions Director
Deb Corwin

Maintenance Director
Eric Stein

Medical Records Director
Yolanda Morales

Social Service Director
Carrie Kish

Central Supply Director
Linda Mercado

Business Office Manager
Melissa Jugar

Creating Change

Among the many challenges faced by the Founding Fathers was the need for a respected monetary system. The solution came on April 2, 1792, when Congress passed The Coinage Act, authorizing the minting of money, as well as the construction of a building to house the new U.S. Mint.

Since that time, the mint has produced coinage for legal tender, as well as commemorative collectible coins and ceremonial pieces such as Congressional Gold Medals.

Originally built in what was then the nation's capital, Philadelphia, the mint was tasked with making coins of gold, silver and copper. The first coins struck in the mint are believed to have been made from silverware donated by George and Martha Washington.

Today, the mint's headquarters is in Washington, D.C., with operational facilities in West Point, N.Y., Philadelphia, Denver, San Francisco and the bullion depository at Fort Knox, Ky.

Each location performs unique functions, with the circulating coins we use for daily transactions being produced in Philadelphia and Denver. The two facilities minted more than 9 billion coins in 2012, more than half of which were pennies. Once in circulation, the average lifespan of a coin is about 25 years.