

AUGUST 2015

# What's New at Heritage Health Care Center!



## SPECIAL POINTS OF INTEREST

- **Fishing Trips**
- **Cookout Socials**
- **Resident Council Friday August 7th of at 2:00pm in the TR Dept.**
- **Residents outing/take-out sign up sheets posted the 1st of every month.**
- **Employee of the Month**
- **Farmers Market every Friday in the HHCC parking lot across from McDonalds**

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Hard to believe it, but August is upon us already. I'd like to write about the single most important thing we can do to improve Heritage.....

**CUSTOMER SERVICE!!** What does that mean to you? When you report to work, are you smiling, and positive in your outlook? If so, the effect you have on the residents, your co-workers and visitors is incredible. Think back to a time where you spent a shift with someone happy and smiling. You almost have to smile along with them. Think of what it's like when you have to work with a sourpuss, who does everything possible to avoid work

and makes life miserable for whoever is unlucky enough to be stuck with them. While we don't have the ability to change what others do, we CAN control our reaction to it. I'd rather feel proud of doing right by my residents and co-workers than spend time being affected by negative people. My Father told me a very long time ago that each day is a gift that must be spent wisely, as we never get it back once it's gone. With that in mind, here are a few simple steps to customer service excellence. Listen- when a resident, visitor or co worker asks for something, pay attention. Respond with kindness, use the

name of the person who spoke to you and be positive! Empathize- How would you feel in the other person's place? Act- If you said Mrs. Smith, I'll be with you in 5 minutes, be there in 5 minutes or less, and do what you said you would..with a smile! Follow up- The best way to build a relationship is the follow up- Now that we have that taken care of, is there anything I can help you with? I'm happy to help you.

Listen, empathize, act, follow up. Be positive. Please, make your residents days better, it will make yours better too!

## WELCOMING NEW MEMBERS TO HHCC

### June and July Hires:

- Rosalie Anderson LPN
- Katrina Boykin LPN
- Kortney Aversa Activity Aide
- Kelly Corradino OT
- Sheila Burth PT
- Peggy Couse LPN
- Michele Schuster, PTA
- Kristin Crawford Social Worker
- Sara Begor LPN Unit Manager
- Natalie Legler LPN Supervisor
- Regina Pazzaglia-Lobdell RN Supervisor
- Karri Ann Hurd CNA
- Joseph Hale LPN
- Darlene King CNA

## Recipes you must Try!!!

### Easy Blender Salsa

- 2 (14.4 ounce) cans diced tomatoes
- 1 jalapeno chile, seeds and ribs removed
- 1/2 yellow onion, quartered
- 1/2 bunch cilantro leaves
- 1 tablespoon fresh lemon jc
- Salt to Taste

1. Pour 1 can of tomatoes into a blender, and add the jalapeno pepper, onion, cilantro leaves, lemon juice, and salt. Blend until fairly smooth. Pour in the second can of tomatoes and blend briefly. Adjust seasonings to taste by add more lemon juice and salt. Let the salsa rest for 1/2 hour before serving to allow the flavors to blend.

# WHAT'S NEW AT

## FUNDRAISERS TO BENEFIT RESIDENTS AND UPCOMING EVENTS!

Current fundraising being held include donated Holland Farms donuts every second Wednesday of the Month. Every Payday you can wear jeans for \$1.00, however it must be paid the Thursday prior. Fresh Baked Otis Spunkmeyer Cookies sold in the Therapeutic Recreation Department every payday. Please place orders early with TR staff. They are delicious! Also included once a month is 50/50 Raffle. Soon to come raising money for the American Heart Asso-

ciation. If you would like to help please come see TR Department. Come support the residents who are unable to purchase hair cuts/clothing, supplies need for upcoming events; supplies for the units, parties, Activity Association Festivities, Fall Bash, Family Night to name a few. Your contribution and participation is much appreciated by the TR Department. If you would like to volunteer for events, please come see me on the 2nd floor across from Social Services, call ext.

320, or email me at mathism@hhcc.net. We look forward to seeing you.



*Failure is not the opposite of Success. It is Part of Success!* Pinterest

## A SPECIAL THANK YOU!

We would like to thank the businesses out in the community who have and continue to donate to our facility in enhancing the experiences for the residents who reside here at Heritage Health Care Center.

- ◆ Roma's Pizzeria
- ◆ Tony's Pizzeria
- ◆ O'scugnizzo Pizzeria
- ◆ Charlies Pizzeria
- ◆ Holland Farms
- ◆ Battaglia Landscape
- ◆ Volunteers Elizabeth, Tom, Sandy, Kate
- ◆ McGills Pizzeria
- ◆ Jay- Farmers Market
- ◆ Burger King, Utica

Thank you very much!!!!



## SUGGESTIONS BY EMPLOYEES.

DROP OFF IN SUGGESTION BOX IN EMPLOYEE BREAKROOM OR EMAIL TR DEPARTMENT AT MATHISM@HHCC.NET

Employee Suggestions:

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## WHAT'S NEW IN THERAPEUTIC RECREATION DEPARTMENT

Events to look forward to for the month of June. Trendy Treasures held from 10-11am in the TR Dept on the 7th. It gives the residents a chance to pick up clothing and home-like items for their room for FREE!!!! Resident Council is held August 7th at 2:00pm in the TR Department. Don't forget every Friday from 1-5 there is a farmers market in the parking lot of JHCC facing McDonalds. Entertainers and Special Events include: Country Van Rides, Fishing, Piano w/ Mary, Annual Bowling Banquet, Casino, FAMILY NIGHT, Walmart, Music Entertainers, gardening in the courtyard and Zoo

Mobile. We will be hatching Chickens again soon in the next few weeks. The Finches have adjusted well. The sex have been determined. We have 3 male finches and 5 female finches. They continue to be vocal and fun to watch. Must stop down and check it out! Pick up an Activity Calendar outside the TR Dept. to know about additional programming offered for the residents on a daily basis. Upcoming Special Events include a Ballroom Dancing, Fall Bash in October, A date has been set for Family Night; Thursday August 27th from 5-7. fall Bash will be held Wednesday October 21st from 6-8pm in

the main dining room. Please come support JHCC while having fun with your family and mingling with the residents and their families. Just a reminder that TR Dept. has provided on each unit an activity bin and laundry basket with clothing to encourage staff to engage with the residents. Please utilize these activities with your residents. It is everyone's duty to engage with the residents. If you have any questions on how to engage with the residents and use the supplies given, come visit us in the TR Dept., email (mathism@jhcc.net), or call ext. 320, 329, and we will be happy to assist you.

## Pocket Mindfulness

Stop. Breathe. Let Go.

[www.pocketmindfulness.com](http://www.pocketmindfulness.com)

It's essential for our well-being to take a few minutes each day to cultivate mental spaciousness and a positive mind-body balance.

### 6 Mindfulness Exercises you can Try Today

#### One Minute Breathing

This can be done anywhere. All you have to do is focus on your breath for just one minute. Breathe in and out slowly, holding your breath for a count of 6 once you have inhaled. Then breathe out slowly and effortlessly.

#### 2. Mindful Observation

Pick up a natural organism with in your environment and focus on watching it for a minute or two. This could be a flower or an insect, the clouds or moon. Look at it as if you are seeing it for the first time. Allow yourself just to notice and 'be'.

#### Touch Points

This is designed to make us appreciate our lives by slowing the pace down. Think of something that happens everyday more than once. Something you take for granted like opening a door. At the moment you touch the door knob, allow yourself to be completely mindful of where you are, how you feel and what you are doing. You

can do this with food as well. Instead of going through the motions on auto-pilot, stop and stay in the moment and rest in awareness.

#### Mindful Listening

This is designed to open your ears to sound in a non-judgmental way. Select a piece of music, you have never heard before. Close your eyes and allow yourself to get lost in the journey of sound. Explore the intricacies of the music. Let your awareness climb inside the track and play amongst the sound waves. The idea is to just listen and allow yourself to become fully entwined with what is being played/sung, without preconception or judgement of the genre, artist, lyrics, instrumentation or its origin.

#### Fully Experience a Regular Routine

Intent of this exercise is to cultivate contentedness in the moment. Take a regular routine that you find yourself "just doing". For example when you are cleaning your house, pay attention to every detail of the activity. Create an entirely new experience by noticing every aspect of your actions. Feel and become the motion of sweeping the floor, notice the muscles you use when scrubbing the dishes. Don't labour through thinking about the finish line, be aware of every step and enjoy the process.

#### A Game of Fives

In this exercise, all you have to do is notice five things in your day that usually go unnoticed and unappreciated. These could be things you hear, smell, feel or see. For example: hearing birds in the tree outside in the morning. Are you aware of how these things really benefit your life and the lives of others? Do you really know what these look and sound like? Have you ever noticed their finer, more intricate details? Have you thought about what life might be without these things? Have you thought about how amazing these things are? Let your creative mind explore the wonder, impact and possibilities these usually unnoticed things have on your life. Allow yourself to fall awake into the world and fully experience the environment.

This helps us learn to identify and reduce stress and anxiety and difficult, painful and perhaps frightening thoughts, feelings and sensations.

Mindfulness exercises help centre the mind and restore balance to our lives, tempering that "monkey mind" that persistently leaps from branch to branch. For additional information you can purchase Pocket Mindfulness-the complete series by Alfred James. Also the book Mindfulness Exercises-reduce stress and anxiety. Increase happiness and contentment. by Alfred James.

*"The secret to change is to focus all of your energy, not on fighting the old, but on building the new."*

Socrates



### EMPLOYEE OF THE MONTH!!!

Congratulations to **Ken Smith** !! Ken is always fast with replying to overhead pages for maintenance and doesn't waste time getting to the unit to get the job done. Never complains about his job duties and is always stepping out of his job description to make the residents and staff happy. Please see Charlie for your awarded time off with pay!!!

**KEEP UP THE GREAT WORK!!!**



# *Heritage Health Care Center*

**At Heritage Health Care we Strive for Quality of Care**

Phone: 315-797-7392

Fax: 315-797-8267

E-mail: [lewisc@hhcc.net](mailto:lewisc@hhcc.net)

**WE ARE ON THE WEB!  
WWW.HHCC.NET**

- Our Mission Statement is that Heritage Health Care Center is dedicated to providing quality health care. Our goal, through professional and restorative services, is to improve an individual's independence, dignity, and self esteem.
- Our Vision is we see ourselves as able to respond and adapt to the ever changing individual and community health related needs.
- Our Core Values are Trust, Planning, Customer Service, and Accountability

**Share your good news! Send all your news  
(engagements, awards, births, etc...) to me!  
E-Mail: [mathism@hhcc.net](mailto:mathism@hhcc.net) or call ext. 320.**

- \* 5th Floor is asking donations; shadow boxes to hang outside of residents room
- \* TR Department is looking to receive donation of variety magazines, art supplies, puzzles, word search booklets, DVD movies, CD's-music, socks (mix-matched is okay), baby clothes, assorted buttons.
- \* TR Department is asking for family email addresses so we can inform you of upcoming events and notices. Please e-mail Michelle at [mathism@hhcc.com](mailto:mathism@hhcc.com) or call 797-7392 ext. 320. Thank you!
- \* **FARMERS MARKET EVERY FRIDAY IN PARKING LOT OF HERTIAGE HEALTH CARE ACROSS FROM MCDONALDS from 1-5pm.**

