

## Updates and Upgrades

*Erin Berge, Interim Resident Director*

*We are grateful for a new year and the promise it brings! We hope all of our residents and their family members are healthy and happy in 2023.*

*We want to thank everyone who participated in our recent resident and family member telephone/online satisfaction survey. The Homestead at Montrose utilizes the Resident and Family Feedback Program through The National Research Corporation, NRC Health. The survey asks residents and families to evaluate their overall loyalty and perception of our care and services in order to identify areas of improvement. Our results are benchmarked against senior living communities across the country. The survey started in November and covered the time period from May to Dec, 2022.*

*NRC Health calculates our satisfaction ratings based on responses to a series of questions. We use this feedback to improve and enhance the care we offer. In a community our size (50 apartments), there will always be plenty to work on for continuous improvement.*

*Here are a few items our management team identified over the time period from May to December 2022 that we feel could have created concerns for our residents and families and the corresponding updates on their status...*

*1. Staffing - We have had several CNA "travelers" work for us while our human resources team concentrated on efforts to hire and train staff from our local surrounding towns. Most industries across the country have experienced staffing shortages with healthcare being one of the more impacted. The way we are able to fill vacancies has been through staffing agencies who send qualified professionals on short-term contracts from other states. We have recently hired several new local team members and are hopeful that trend will continue.*

*2. New Nursing Call System - We replaced the nursing call system (pendants assisted living residents wear) but it took a few months more than expected due to computer parts being on backorder and delayed manufacturing due to staffing shortages in the computer electronics industry. This system is now running smoothly and we have not seen any more issues.*

*3. New TV System - In an effort to provide more channels that everyone likes, we changed to a new satellite tv provider. There were some bumps along the way with the initial install and adding more channels to the lineup. We asked for feedback from residents on what kind of programming was wanted and incorporated that into the final selection of channels. Snowy weather can sometimes interrupt the satellite feed. Thankfully, we are in a part of the state where snow storms don't last too long.*

*4. Individual Heating Units - Each apartment has their own heat pump. During the fall when temperatures fluctuate, it can be a challenge to find the right balance for each individual resident. Sometimes switching back and forth between heat and air conditioning can create condensation and the unit needs to reset. A few units have been completely replaced.*

*5. Dietary/ Food Supplies - In the last six months, food suppliers have struggled to keep all the varieties of products they used to offer prior to the pandemic. We have had to order substitutions on some items due to the increasing costs from these suppliers or due to our first choices not being in stock. That means some creative juggling on the menu and being prepared to be flexible in the kitchen.*

*All of these items are important to smooth operations and we strive to be as effective and efficient as possible with our resources. If you ever have a concern there are several ways to communicate: find a staff member or manager and let them know, families can call or send an email, residents can attend the Resident Council monthly meetings or attend the Dishing with Dietary monthly meetings. We are happy you have chosen us and look forward to continuing to serve you!*





# Life Enrichment & Activities

The Activities department has been busy with Christmas and other celebrations!

In December Residents enjoyed playing a pass the gift game at our Christmas Party. January brought “Activities Professionals Week.” We have a fantastic activities staff!



Now we’re gearing up for Valentine’s Day with a dance and hosting a Super Bowl Pregame Party in February.

We welcome visitors and volunteers. If you would like to volunteer your time and talents, please contact Dawn - [dvallejos@voa.org](mailto:dvallejos@voa.org) or 970-964-3413



Dawn Vallejos, Life Enrichment Director

## Maintenance Minute



As beautiful as winter is it almost always means heating issues and unfortunately we are not excluded from this. We do our very best to remedy issues as they come up, however if we can’t fix it in house and need to bring in a vendor or contractor, we are at the mercy for scheduling and receiving parts. All of our vendors are very good at making The Homestead at Montrose a priority.

I would also like to remind everyone to keep their thermostats below 80. When you put them above 80 the compressors over heat and shut off causing the red light to come on and in some cases the unit will blow cold air. If you notice the red light on please let staff know so we can fix it.

Soon there will be green grass and lots of sunshine to enjoy outside. Until then please be cautious when going outside as there could be slick spots on the sidewalk and in the parking lot. Please take extra time to get across the parking lot to your cars in bad weather. A little caution goes a long way in winter!

Courtney Bassett, Environmental Services

We started the year off with a New Year's Day Meal of turkey, candied yams, black eyed peas, wheat roll and pineapple upside down cake!

Valentine's Day is right around the corner. We will be having a resident choice lunch of

- Teriyaki Salmon
- Baked Sweet Potatoes
- Green Beans
- Wheat Roll
- Special Valentines cupcakes for dessert at our Valentine's Day party.



We conducted a food satisfaction survey on January 11th. The results are:

- Taste of food was rated from 1-5, 5 being excellent. The majority scores were divided between 3,4 & 5
- Food Presentation was a majority of excellent with a consistent "looks great on the plate"
- Variety of food was divided between a 4 & 5 rating
- Many answers of "varies widely from day to day"
- Favorites foods were Roast Beef, Fish, Meatloaf, Hamburgers & Chocolate Pudding
- Least favorite foods were Vegetables, Chicken Breast & Stewed Tomatoes

We will go over concerns and work to improve upon your suggestions.

# Food Services



## DISHING WITH DIETARY

Join us for Dishing with Dietary meeting in the activity room to help us plan a special meal for St. Patrick's Day!

**Tuesday  
February 21  
1:00 pm**

**Stacy Arndt,  
CDM, CFPP  
Dietary Director**

**The Homestead  
at Montrose**



## Helpful News from the Business Office

### Tax Reporting

It is that time of the year again. If you need expenses printed out for tax purposes, please let Norine in the business office know.

### Deliveries – (UPS, mail packages, etc.)

Residents who have packages delivered to the front desk will be notified that the package is there. It is the responsibility of the resident to pick up packages upon notification. (Please see resident handbook).

Packages not picked up during the reception hours will be locked up until the next day. If you want your package left out to pickup after receptionist has gone home, please make arrangements when you are notified.

**The Homestead  
at Montrose**





# Director of Health Services Corner



## Seasonal Flu Season Awareness & Tips

Seasonal influenza (flu) is an acute respiratory infection caused by influenza viruses which circulate in all parts of the world. There are 4 types of seasonal influenza viruses, types A, B, C and D. Influenza A and B viruses circulate and cause seasonal epidemics of disease.

Seasonal influenza is characterized by a sudden onset of fever, cough (usually dry), headache, muscle and joint pain, severe malaise (feeling unwell), sore throat and a runny nose. The cough can be severe and can last 2 or more weeks. Most people recover from fever and other symptoms within a week without requiring medical attention. But influenza can cause severe illness or death especially in people at high risk.

Illnesses range from mild to severe and even death. Hospitalization and death occur mainly among high risk groups. Worldwide, these annual epidemics are estimated to result in about 3 to 5 million cases of severe illness.

If you are experiencing any of the above symptoms please let the nursing staff know. Wash your hands frequently, cover your cough or sneeze with your elbow and if you are feeling sick stay home.

Lisa Culver-Sharrer  
Director of Health Services  
BSN, MSN, RN

### SYMPTOMS OF FLU

- Fever
- Cough
- Sore Throat
- Body Aches
- Chills
- Runny or Stuffy Nose
- Headache
- Fatigue



# Alzheimer's & Dementia Educational Classes

We are fortunate to have the Alzheimer's Association local outreach coordinator visit us for a talk in November and December. Please RSVP to the contact below to reserve a seat!

A graphic for the Alzheimer's and Dementia Education Series. It features a light blue background with a faint, artistic illustration of a brain and neural pathways. The title "Alzheimer's and Dementia Education Series" is written in a large, bold, dark blue font. Below the title, the specific event details are provided in a dark blue box with white text.

**Alzheimer's and  
Dementia  
Education Series**

**Effective Communication Strategies**

Tuesday, February 14th  
2:00 - 3:00 pm

**The Homestead at Montrose**

Registration required.  
Contact Woo Bandell:  
[wbandel@alz.org](mailto:wbandel@alz.org)  
970.714.2875

## Grateful for Our Activities Staff!

**ACTIVITY PROFESSIONALS WEEK**  
January 23-27



Many thanks to our Activity Professionals for continuously sharing your talents, creativity, spirit, enthusiasm, energy, love and compassion!

Every day, activity staff members inspire, engage, and enrich the lives of those we serve as they promote the well-being of every resident. We would like to take this moment to recognize activity professionals week and sincerely thank all of our activity professionals for their creative spirit, enthusiasm, energy, and compassion! A huge amount of gratitude goes to Dawn, Christy, Mike and Karen for all they do!

#NationalActivityProfessionalsWeek  
#lifeenrichment

# Laughter is the Best Medicine!



## Riddles & Jokes

Q: What did the snowman have for breakfast? A: Frosted Flakes

Q: What often falls in the winter but never gets hurt? A: Snow

Q: What do Snowmen call their offspring? A: Chill-dren.

Q: How does a penguin build a house?

A: Igloos it together.

Q: What do snowmen wear on their heads? A: Ice caps.

## NEW WINTER SPORTS



ICE HATING



NO-MOBILING



SNOW SHOO-ING



CROSS-COUNTRY FLEEING

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The Homestead  
at Montrose

Volunteers  
of America® | NATIONAL  
SERVICES





# What we've been up to!



**Our resident Christmas party was a lot of fun - "Swapping" gifts to the left or right based on the poem Dawn read aloud. Everyone received a bathroom towel set and chose a knitted hat or scarf (made with love by Dawn's mother).**



# What we've been up to!



We decorated Christmas cookies together and turned out a good number to enjoy at the group Christmas party!

Our ugly Christmas sweater day for staff is always a favorite.

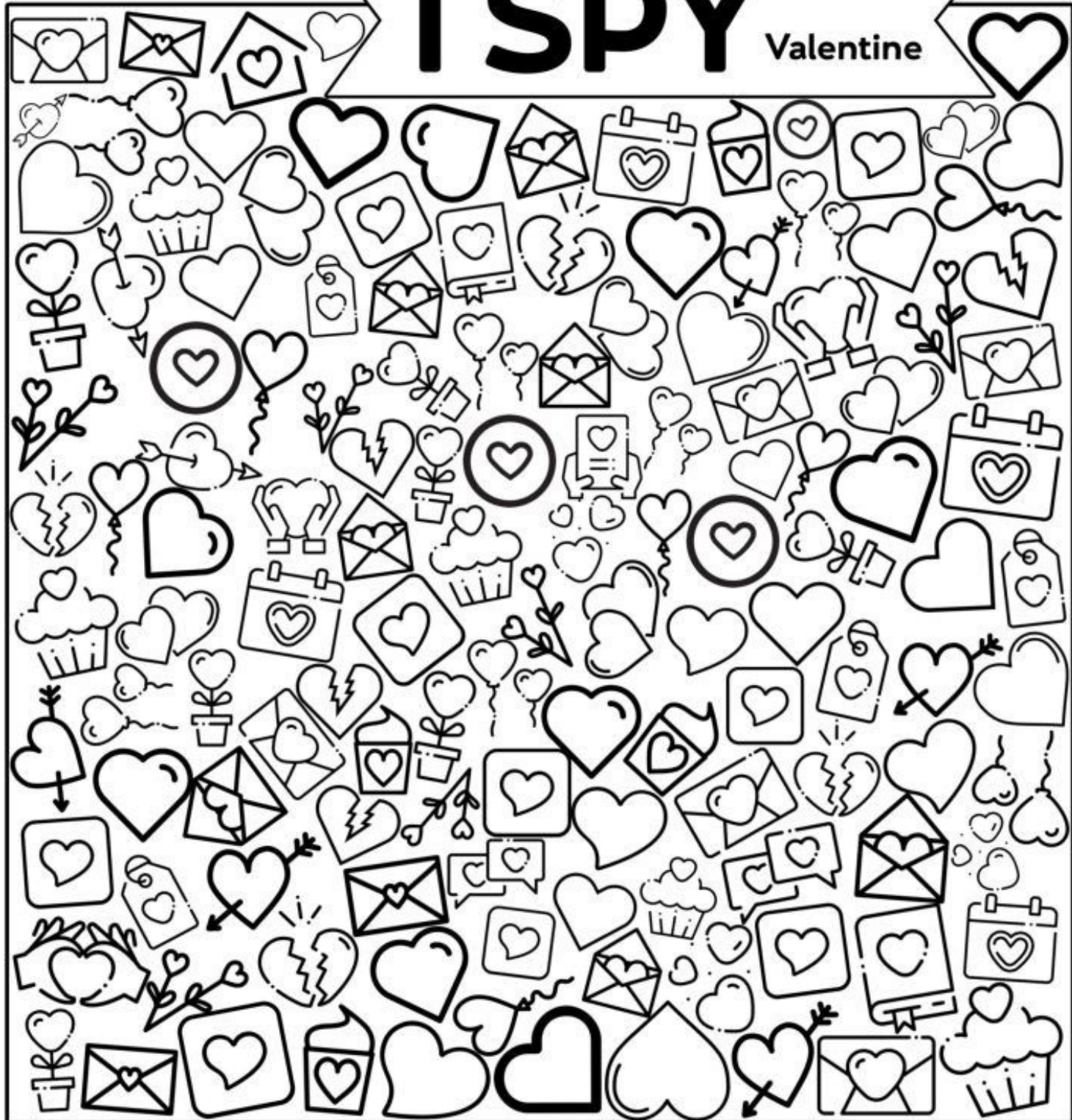


Lu Anne Tyrell from Second Chance Humane Society delivered a robotic pet for Jo. The society received a grant to purchase robotic cats, dogs and birds for local assisted living communities and nursing homes.



# I SPY

Valentine



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