



HAMPTON OAKS

HEALTH CAMPUS

A Trilogy Senior Living Community

On Campus

March 2019



Planning Your St. Paddy's Day

As the cold weather retreats in preparation for spring, the month of March makes itself known with the blooming of flowers and the budding of leaves. You might even come across a four-leaf clover - reminding you that Saint Patrick's Day is just around the corner. If you're already green with excitement and looking for ways to get involved in the Irish holiday, here are some Life Enrichment programs we offer that are sure to get you in the spirit.

Get Inspired with Inspirations!

When it first began in the 17th century, Saint Patrick's Day was a time for Irish-Christian families to celebrate the arrival of Christianity in Ireland. Today, the holiday has

branched out all across the globe; encouraging everyone to partake in a day of embracing Irish culture. If you're someone who is interested in the spiritual side of Saint Patrick's Day, you'll love our *Inspirations* programs. Offered on a weekly basis, we encourage our community to attend worship services, Bible studies, meditations, tranquility programs, sing hymns, share life stories, and more. Much like Saint Patrick's Day, regardless of your religious background, there's something here for everyone to enjoy.

Celebrate with a Happy Hour!

If you've ever been to a Saint Paddy's Day parade, you know that people come for the party as much as they do

the floats. At our campus, you can celebrate the holiday in style during our *Happy Hour!* Every Friday afternoon between 3:00 and 5:00 p.m., you can sip on your favorite beverage, enjoy snacks, and mingle with friends. It's the perfect way to celebrate Saint Patrick's Day, and an even better way to end a week.

Get crafting!

Create pieces of art to match the beauty of Ireland with our *Artisans* program! We'll provide all the supplies you'll need to craft anything from popsicle stick leprechaun magnets to crepe paper shamrocks. The only thing you'll need to bring is a creative mind!

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Happy Birthday!

Residents

Gloria N.	3/01
Marjorie R.	3/22
Eva C.	3/25
Colleen B.	3/27

Staff

Amy F.	3/02
Morgan H.	3/14
Bridget B.	3/14
Karen M.	3/23

Volunteer News

We are currently looking for new volunteers to help with painting finger nails, assist with games, share their musical talents, art abilities and much more. Please contact Regan Stewart at 812-752-2694 if you would like to sign up as a volunteer!

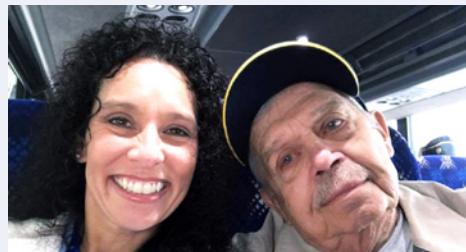
Sunday Brunch

Sunday Brunch is the third Sunday on the Month. Brunch begins at 11am and ends at 1pm. Each resident can have up to 2 guest free of charge. For any additional guest there is a 5 dollar fee.

Taste of Town

Taste of town is a special treat for our residents, once a month, where we have lunch or dinner brought in from a local restaurant in town. The next taste of the town is featuring Long John Silver.

Executive Director Corner



March is here and Hampton Oaks is gearing up for lots of events and excitement. Not only are we excited about warm weather but our Customer Satisfaction Surveys will be coming to you, sometime in March. This is such an important time for all of us at Hampton Oaks. Lots of times families and residents ask what can we do to show how much we appreciate the care you gave me or have provided to their loved one. This is your opportunity to let everyone know how great your experience at Hampton Oaks has been. You will be asked to rate the following areas: Quality of Care, Appearance/Cleanliness, Activity Programming/Frequency, Staff Attitude and Responsiveness, Dining Experience, and Value of Services Received. Our goal is to achieve a 10 in each area. Many times we are asked what does this mean. Giving a "10" does not mean that we are perfect. What it means is this: Customer Service in each area far out ways that of our competitors within our community. If you do not feel that you could score a "10" please reach out and speak to us. The only way for our campus to improve is to know where we need to improve at, and we love to hear your feedback. Hampton Oaks strives to exceed each of our residents and families needs and wishes at all times. We encourage you to complete the survey once it arrives. The Survey window will open March 4th. Our goal is to

achieve a 65% return rate on customer response. to We need everyone's help to achieve 65%. Several customers do not quite understand the question: If a friend or neighbor needed our services, would you recommend Hampton Oaks Health Campus to other? Yes/No/Maybe. When marking NO or MAYBE it means that you DO NOT feel that Hampton Oaks provided or provides the best Customer Service and would not make a referral. Please reach to us if this is a concern. If this is not a concern, please mark this response as a "YES". Again, thank each of you for such great remarks, completing the survey in the fall and reaching our 60% return rate as well as exceeding our overall Customer Service score. You are all amazing and we cherish everyday we get to spend with our residents and families. Our employees have made a commitment to each other and the campus to provide the best Customer Service to each and everyone and to be the # 1 campus within the company. I am confident with everyone's help we can achieve that goal. We look forward to hearing from each of you and celebrating our success in the end. Thank you to everyone for all the love and support you give to our residents, families, and our staff. As always it brings us a lot of joy to be able to care for your loved one. If you ever have any concerns or compliments to share with any of our management team we would like to hear from you.

God bless each and every one,

Brandy Royalty

RN, MSN, HFA,
Executive Director

Photo Highlights



LIVE A DREAM

Some of our dreams as we get older are not the same as they were when we were younger. Pam S. a current resident has always loved to cook. She expressed to our Dietary Manager Penny Koerner that she missed baking in her kitchen. Penny got with the rest of the kitchen staff and set up a private tour for Pam to get to see the behind the scenes look at the kitchen! Pam loved getting one on one time with staff and they had set up for her to do a chef's table in the kitchen. She will get to watch her meal be prepared and dine with a chef! Stay tuned next month to hear more about Pam's one on one experience in the kitchen.



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Executive Director

Crystal Grosvenor
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Cheryl Dunn
Customer Service Representative

Caroline Hahn
Business Office Manager

Regan Stewart
Life Enrichment Director

Chelsea Bullard
Director of Social Services

Barbara Kermanshahi
Rehab Program Director

Penny Koerner
Director of Food Services

Angie Morgan
Environmental Services Director

Robin Chastain
Medical Records

Stay in the Loop

Keep up with latest campus news
and happenings by following
us on your favorite social networks!

*We strive to provide the best customer
service and quality care for our residents.*

*Our Department Leaders are here
to solve any concerns you may have.*

*In the event that you need further
assistance with any unresolved concerns,
we encourage you to call or email
our Compliance Hotline: 800-908-8618,
ext. 2800; or comply@trilogyhs.com*

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'St. Paddy's Day'

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These are just a few ways you can
get ready for Saint Patrick's Day,
but the options are limitless.

Dress up as a leprechaun and

join your friends for a party.

Play a themed version of bingo

or have your grandkids search

for gold with a scavenger hunt.

If you have a special way you

would like to celebrate the

holiday, let us know, and we'll

do our best to make it happen.

When you chose to live with us,

you chose a lifestyle of fun and

fulfillment - and we couldn't

be luckier to have you!



Word Search

P	Q	L	L	W	N	K	M	C	C	L	O	V	E	R	X	A	Y	O
Q	F	G	S	N	F	U	I	R	R	F	O	A	P	Y	J	H	B	W
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ARTISANS
CLOVER
CRAFTS
GOLD

GREEN
HAPPY HOUR
INSPIRATIONS
IRELAND

IRISH
LEPRECHAUN
LUCKY
MARCH

SAINT
SEVENTEEN
SHAMROCK
STORIES