

Mountain Meadows Senior Living Campus Announces

2018 Employee of the Year



Taylor Burton, day-shift personal caregiver, has been chosen as the 2018 Employee of the Year by Mountain Meadows Senior Living Campus. She was selected by popular vote from community residents, staff, volunteers, and family members from a larger group made up of 2018 “Employee of the Quarter” candidates. Others vying for the title were: Bonnie Hinsdale, personal caregiver; Carina Gomez-Castro, housekeeper; and Trina Matkins, medication technician.

Taylor has been employed at Mountain Meadows for 3 years. She is known as the “energizer bunny”, so full of life and enthusiasm, and promoting such a positive environment. Her compassionate caring nature is evident by the quality of her work. All these traits are highly valued and greatly appreciated! With this honor, Taylor receives a \$100 gift certificate and her name added to the “Employee of the Year” plaque that hangs proudly in the halls of Mountain Meadows.

The Board, staff, and residents of Mountain Meadows ask you to join them in thanking Taylor for her service and congratulating her on this special recognition! Thank you to those who participated in the voting process.



March-April 2019
Volume 94

Mountain Meadows Receives 2019 Pinnacle Customer Experience Awards

Mountain Meadows was recently notified that our community has again received the Customer Experience Award for 2019. The Customer Experience Award is awarded to care providers who have achieved best-in-class satisfaction standards, scoring in the top 15 percentile nationally. Over the course of the last twelve months, Pinnacle Quality Insight, a nationally-recognized customer satisfaction firm, has interviewed the residents and/or family members of Mountain Meadows Senior Living regarding their satisfaction levels. Residents and/or family members were asked to evaluate several aspects of their received services. The interview process targets 12 different areas of service ranging from the Move-in Process to Overall Satisfaction. From the results of these interviews over the past 12 months, Pinnacle has determined that Mountain Meadows Senior Living Campus has qualified for a Pinnacle Customer Experience Award in the following service areas:

Move-in Process
Safety and Security
Transportation Needs
Activities
Response to Problems
Cleanliness
Personal Care
Recommend to Others
Overall Satisfaction
Overall Customer Experience

Mountain Meadows has received this special recognition 3 years in a row. These results speak volumes for such a dedicated team of employees and the quality of service provided.

From the Desk of the Executive Director

From the looks of it, it is anyone's guess as to whether Spring will be arriving anytime soon, regardless of whether the groundhog saw his shadow or not. The recent snow accumulation is the most I have seen in Leavenworth since moving here in 2006. This last snowfall has created quite the wintry scene from my office window. I can appreciate all the moisture; hopefully, it will decrease the chances of wilderness fires during fire season. On the other hand, we all look forward to the warmth and those first signs of Spring.

Speaking of Spring, I wish to personally thank those who contributed to our recent fundraising efforts. I am very pleased to share that from those proceeds, we were able to purchase two commercial grade marquee canopies that will provide needed shade on our patios, both in Assisted Living and Memory Care. By providing well-shaded areas, we hope that residents and family members will enjoy spending quality time outdoors and partake of the mountain scenery that surrounds our campus. It will also provide a setting for organized small- and large-group activities. Ship date for the canopies is March 22. I anticipate that we will have them up and available by mid-April. We will also be updating some of our patio furniture with those funds. Thank you again for brightening the lives of our residents with your generous donations.

One of this year's goals for my Department Heads is to complete a walkthrough at least monthly, if not weekly, of the community environment, including both resident apartments and ancillary areas. During these walkthroughs, we are specifically looking at any risks that can affect safety, infection control, and sanitation. An area identified as a problem in many resident rooms is the presence of clutter, such as collections of old magazines, newspapers, greeting cards, decorations stemming from the holidays, excessive clothing items in closets, and too much furniture to safely maneuver around. It really becomes a sticky wicket, if staff members ask or attempt to remove any personal items belonging to residents. With Spring coming, it would be most beneficial and extremely helpful if family members could do a thorough Spring cleaning of their loved one's apartment and remove any dated items, clothing, and/or furniture that is no longer needed. As the adage goes, less is best! Too much can be over-stimulating and often causes confusion. Any assistance by family regarding this matter will be greatly appreciated.

Here's to warmer days ahead. I don't know about you, but I am thinking SPRING!

Sincerely,

Nate Oglesby

Executive Director

Nursing News

Staffing Updates

We have recently seen a rise in staff turnover, hitting the hardest on our day shift in Memory Care. I want you all to be aware that we conduct exit interviews with our staff who give notice to go elsewhere. Some of the main reasons our staff has relocated revolve around location and commute. As the cost of living continues to rise in Leavenworth and surrounding towns, many caregivers are relocating to Wenatchee. This often influences their choice to have closer proximity to their workplace. We are currently working to find any ways we can to retain our current staff and also to onboard new staff of high quality. You will likely be seeing lots of new faces on our team, so feel free to introduce yourself, welcome them, and let management know of any questions or concerns you may have. We wish to continue providing a high quality of care with consistency and a staff of individuals who have a passion and heart for caring for your loved ones.

Amanda Ledezma

Director of Wellness

Baby on the Way!

by Amanda Ledezma, Director of Wellness

As many of you know, I am expecting a baby girl in early March. While I am on leave, Aubrea (our Assistant Director of Wellness) will be the acting Director of Wellness. Nate and Crystal (Care Staff Manager) will also be available to you in my absence for any needs, questions, or concerns. I anticipate being gone for 6 weeks, and then coming in part-time for another 6 weeks. I appreciate your understanding and patience in my absence. – Amanda Ledezma, RN, Director of Wellness

News Flash: Amanda delivered a healthy baby girl on March 2nd. Her name is Eliza and she weighed in at 7 pounds and 10 ounces!



March

Residents:

3/3 Carol Heimkes
3/9 AJ Milne
3/17 Peggy Greeley
3/18 Jayne Walker
3/29 Dorothy Squier

Staff:

3/12 Michelle Gray
3/13 Taylor Burton
3/15 Carina Gomez-Castro
3/25 Jacquelin Ramirez-Vasquez
3/27 Crystal Gandy
3/29 Jeff Stroup

April

4/1 Pat Moyer
4/14 Mary Amick
4/16 Kay Feil
4/24 Joy Ellis
4/25 Linda Lagger

Staff:

4/13 Stephanie Priest
4/18 Aubrea Hill
4/22 Christine Guiver
4/25 Brooke Booth
4/27 Jessie Stroud
4/30 Staci Huntington



The Colors of Language

By Christine Groen

The other day, something happened in Memory Care that was rather alarming. And yet it brought an odd metaphor to mind. As we were serving lunch, and mindfully watching all residents for any signs of distress, one of them coughed and we thought she might be choking. As we continued to observe her, a couple of large colored beads fell out of her mouth...and then another, and another. We quickly realized she had a mouthful of them pocketed in her cheeks, and did our best to remove them all. We thought we had succeeded, and she continued to work on finishing her meal. Later in the day, more beads would emerge from her mouth, but somehow she managed not to swallow any, or crack a tooth along the way.

The metaphor is that all of those colored beads tumbling haphazardly out of her mouth were like all the words she could no longer speak. The colors of language and coherent thoughts are now so mixed up that they blend into an indistinguishable hue, devoid of much meaning. Dialogues are reduced to one-way streets – we speak, or she speaks, but rarely do our conversations intersect at any meaningful place. So we learn to read one another through other means, as best we can. We share the simpler languages of love, compassion and empathy towards all the things she can not express and extend ourselves through caring gestures. If her thoughts could somehow be articulated, even if just for a moment, they might tumble out like those beads, full of color and vibrancy. What a joy it would be to be able to collect and sort them out in a way that makes sense.

I often wonder what thoughts and feelings lie behind the eyes of those who can no longer represent themselves well. The mind, which scrambles words and distorts meaning, limits our connections in so many ways. Like those beads hidden from our view, the thoughts of those with dementia are more than we are able to measure. We must trust that our care and compassion will be sufficient. Whatever we are offered, and whatever we find, we must validate the person from whom it came. The challenge, for all of us, is to appreciate the colors in the handful of beads. Perhaps in some small way, we may learn to recognize them as some of the same colors that once were strung with much greater purpose.

Podiatry Nurse, Marian Lambert, headed to Uganda, Africa!

Marian, our very own podiatry nurse, is leaving on a mission trip to Uganda, Africa on April 10th. She, along with another nurse, will be there for two weeks. Their time will be spent at a variety of places, but their home base during that time will be at Sole Hope, a Christian based-ministry whose mission is offering hope, healthier lives, and freedom from foot-related diseases through education, jobs, and medical relief. Specifically, they will be traveling to villages where they will wash feet, remove jiggers (a parasite that burrows into skin and latches onto blood vessels), and medically treat people who have been affected by these debilitating insects. Also, during this time, they will be volunteering at an orphanage caring for abandoned babies.

Staff at Mountain Meadows is taking up a collection to help Marian fund this incredibly amazing mission opportunity. Our goal is to present her with \$500 or more before she leaves. If you, residents and/or family members, feel compelled to contribute, please give your monetary donation to either Nate or Fern.

Changing with the Times

Over the next couple of months, Mountain Meadows Senior Living Campus will be transitioning to a web-based telephone system throughout the campus. This high-tech system will have many capabilities and options that will enhance communication and services provided. Initially, this change will only occur in the offices and ancillary areas. Our future goal will be to provide this service to each resident unit as well. We know that change can be difficult, but usually the end results are quite positive. We ask that you bear with us, and we apologize in advance for any inconveniences you may experience during this transition.



If you have any questions or wish to contact us, please call or e-mail us today to learn more about Leavenworth's friendliest non-profit Senior Living Community!

Telephone Number: 509-548-4076

www.mountainmeadowsliving.org

Mountain Meadows Senior Living Campus

320 Park Avenue

Leavenworth, WA 98826

Thank you for considering Mountain Meadows in your estate planning and charitable giving.





Photo submitted by Leavenworth Echo

Thank you to Mayor Cheri Farivar for attending and for her insights and recognition of our volunteers.



It was our honor to honor our volunteers at a luncheon on Valentine's Day 2019. Thank you so much to those who attended and to you who were not able to attend. Your value is immeasurable. I speak on behalf of our residents as well.

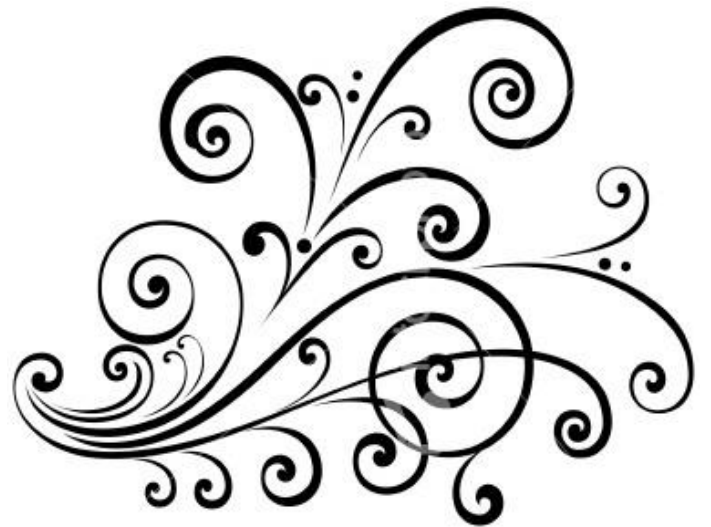
This year's Star Volunteer is Steve Morton. Steve has been coming once a month for ten years to bless our residents with his wonderful gift of piano music. He has also entertained for numerous other events over those years.



Photo submitted by Leavenworth Echo

Kudos to the Mountain Meadows Dietary staff for providing a wonderful meal.





Valuable is the work you do...

Valuable is the work you do.

Outstanding is how you always come through.

Loyal, sincere and full of good cheer,
Untiring in your efforts throughout the year...

Notable are the contributions you make.

Trustworthy in every project you take.

Eager to reach your every goal.

Effective in the way you fulfill your role.

Ready with a smile like a shining star,
Special and wonderful—that's what you are!

Anonymous

"IF YOU WANT TO TOUCH
THE PAST, TOUCH A
ROCK.

IF YOU WANT TO TOUCH
THE PRESENT, TOUCH A
FLOWER

IF YOU WANT TO TOUCH
THE FUTURE, TOUCH A
LIFE."

— Author Unknown