

Activities Updates

- This Thursday October 3rd beginning at 11:30am Taylor Marie, retail clothing service, will be here with fall and winter clothes for sale in the exercise and Fireside Rooms. There will be a fashion show at lunch.
- This Friday October 4th at 12:00 pm the van will depart for fall color ride and lunch at the U of MN Landscape Arboretum with a stop at the Apple House.
- There will be **NO Catholic Communion October 9th and 16th. We are sorry for any inconvenience this causes!**
- This month Chef Dan will be presenting Coffee Tasting Friday Oct. 11th in the Activity Room. Come and see if you have a new favorite!
- The outing to Tavern 4 & 5 has been changed to Tuesday, October 15th with the van departing at 11:30 am.
- We will be offering a poetry reading group. Please bring your favorite poem Wed. Oct. 16th at 2:00pm in the Activity Room.
- Tom and his wife Amy Budge, whose brother is Peter, will be here to talk about satellite imagery and their work with NASA for over 30 years. Join us Thursday Oct. 17th at 2:00pm in the Exercise Room.
- Guitarist Bill Cagley will be here Monday Oct. 21st at 2:00 pm in the Lobby with the Birthday Party following at 3:15pm in the Activity Room.
- Highland Elementary Kids Club, afterschool program,, will be here Tuesday Oct. 29th for some Halloween themed activities.
- If there is anything you'd like to see on the calendar such as an outing or activity, please let Sonja know by stopping down to Sonja's office or calling (952)358-6125. There is also a monthly activity and outing planning meeting today, Tuesday Oct. 1st, at 2:00 pm in the Activity Room.



You can now find the Odom team
in the lobby of the Willows.

Who we are: Odom Rehab provides Physical, Occupational, and Speech therapy as an outpatient provider in senior living facilities. We work with your Medicare and secondary insurance to determine coverage and any possible co-pays prior to initiating therapy. Currently there has been a transition team in place but the permanent staff will be starting next week.

What we do work on: Our therapists work on too many things to list. However, a few common items include: incontinence, balance, swallowing, strengthening, and word finding.

Balance Clinic: If you miss the balance clinic on 10/1 or want to talk more with one of our therapists, please reach out to us at:
612-364-1901.

Ask yourself: Am I coughing or clearing my throat after taking a drink or swallowing my pills? Am I having trouble reaching for my clothing in the closet? Have I had a recent fall or near fall? Do I have some bladder leakage? If you answered yes to any of these questions, please reach out and see how Odom Rehab can help!

Oktoberfest!

Get your lederhosen ready for our Oktoberfest next week, Wednesday, October 9th at 3:30pm! There will be authentic food and entertainment by the Jolly Huntsmen, a trio comprised of accordion, tuba and drum all dressed up in lederhosen



VERNON View

MONTHLY NEWSLETTER
VERNON TERRACE OF EDINA

October 2024



Start of the Football Season

We started the season with a day of football related activities including our favorite team jerseys!



Assisted Living Week

We sampled appetizers and drinks and learned about different destinations during National Assisted Living Week. Our stops included Jamaica, Thailand, Greece, Mexico and Hawaii!

September Highlights



Outings

This month's trips included lunch at Lola's Lakehouse and a docent led tour at Minneapolis Institute of Arts.

Welcome New Employees

Beverlyne-RA
Daija-RA
Silivia-Housekeeper
Paige-Server

Flu and Covid Clinic Oct. 24th

The Flu and Covid clinic is fast approaching and it's not too late to sign up for a spot Oct. 24th 1:30 pm-4pm. Consent forms are available at the front desk. Please turn in a copy of your Medicare Card and Health Insurance Card with your consent form. Once the front desk has received all your paperwork, you can schedule a time.

Smoke Detectors

New smoke detectors have been installed or in the process of being completed. These are 10 year sealed battery detectors. They are all hard wired together versus our wireless system previously that created issues with false alarms and beeping.

Heating System Start Up

We have separate heating and cooling systems in the building. We can't run both systems simultaneously to provide heat or cooling at the same time. We are monitoring our daily temperatures to determine when the shutdown of our cooling system and turning on of our heating takes place. This process takes a couple of days. There is not an exact science to when this happens as Minnesota weather is very unpredictable. Once we turn off the cooling system, it does take a couple of days to get up and running again.

Our goal is to ensure that we are providing a comfortable and safe environment for all, please trust that we are monitoring the forecast daily to establish a trend. For a reference point, last year the heat was turned on in mid-October.



October Birthdays

10-1 Mike S #314
10-1 Henry O #324
10-4 Janice P#320
10-4 Madonna A#524
10-8 Chick D #507
10-12 Joann R #518
10-15 Elaine C #315
10-17 Carol E #504
10-18 Karen A #509
10-19 Lee M #118
10-20 Lon K #527
10-27 Jane S #425
10-30 Bill W #406

Memorials Georgia Udell

Welcome New Residents

Betty R #308
Ruth V. #331
Nancy W #430
Bernie R #008

Memorial Service

Everyone is invited to our first Memorial service Thursday Oct. 10th at 2:30 pm. We will be remembering all of our residents who passed away this year. Reverend Chris Beckman, Director of Spiritual Care for Ebenezer will be here to conduct the service and Brad Carlin will be providing the music. Come and join us for this special time of remembrance.

Resident Spotlight

Connie Freed



This month we are focusing on Connie F. who has lived here for over 12 years!

Connie grew up in Nebraska and went to Nebraska Wesleyan College in Lincoln. She met her husband Marion in college. She was a teacher in Lincoln and they transferred to Minnesota for Marion's job. Connie stayed at home with her three kids and then when they got older she taught in the Title One program at Hopkins schools.

Connie and Marion moved here from the Edina Parkwood Knolls neighborhood. Prior to choosing Vernon Terrace, they only looked at a couple of places. Vernon Terrace was in the neighborhood and they were familiar with it because they shopped at Jerry's.

Connie likes "all of the awesome staff" here, activities, the food, having a salon and coffee available. She attends book club, movies, and a lot of the outings especially restaurants. Connie also coordinates Tuesday night bridge.

In her spare time, Connie enjoys spending time with her family. She also plays bridge, is active at Wooddale Church and a member of PEO, a women's organization.

ACTIVATED INSIGHTS CUSTOMER SURVEY

Thanks to everyone who completed an Activated Insight customer satisfaction survey this summer. In September we shared the results during our Resident and Employee Meetings. We received an overall positive rating of 77% which is considered "Very Good". We had an 86% response rate, which is also considered "Very Good".

The Top 5 Statements, which we scored the highest positive rating were:

- The Caregiving staff listens and treats me and my family members with respect— 97%
- I am satisfied with Maintenance requests – 93%
- I feel Safe at Vernon Terrace – 92%
- The Dining Staff is friendly – 91%
- Scheduled Activities of interest to me are available or I feel empowered to create my own – 86%

The Top 5 Opportunity Areas where we scored the lowest positive rating were:

- Overall food rating – 50%
- I am satisfied with the quality and consistency of the food – 63%
- I am satisfied with the value I receive for what I pay –63%
- How would you rate the care you receive – 69%
- Overall Recommendation of Vernon Terrace to Friends and Family – 83%

The NPS question seeks to understand overall customer loyalty for your organization.



GREAT

NPS Question:
How likely are you to recommend [Location Name] to friends or family?

Vernon Terrace scored 64% on our Net Promotion Score. (would you promote us to others?) The Vernon Terrace management team reviewed this information and is currently working on 6 areas of improvement based upon your feedback. We will share additional information in future newsletters. If you have any questions or would like to visit with us further regarding this survey, please let us know.