

November 2009

***Village Manor Employees Recognized
for Service Excellence***

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MHS CEO Mark Miller (left) presented the 2009 MHS Service Excellence Award to Cindy Dusack, CNA (center). Cindy was nominated for the award by her coworker Cynthia Stroda, LPN (right). Six other VM employees were also nominated.

As part of Customer Service Week at Memorial Health System, employees have the opportunity to nominate their coworkers for the Service Excellence Award, for providing exemplary service to residents, patients, visitors, and coworkers. Eleven employees were nominated, and seven of those were Village Manor employees. The first place winner of the 2009 MHS Service Excellence Award was Village Manor CNA Cindy Dusack. She was nominated by coworker Cynthia Stroda, LPN. (see ***Service Excellence***, page 2)



Service Excellence *(Continued from page 1)*



Village Manor Service Excellence nominees were recognized in a reception at Village Manor. At left, Village Manor Executive Director Amy Hoch Altwegg presents Karysa Davis, CNA, with her certificate. At right, Matilda Calvin, CMA/Team Leader, is presented with her certificate.

In the nomination, Cynthia described how Cindy always shows up to work early and is ready to help the residents. Without being asked, Cindy helped out two of her coworkers who were pregnant with their duties, because she did not want them to get sick or risk being hurt. She has also helped cover extra shifts when the staff needed her.

Cynthia also nominated Dee Gasper in Medical Records for the award. Almost every day, Dee visits a resident in the special care unit to ask how she is doing. "When Dee walks in and the resident is sitting at the table, the resident knows that Dee is someone that cares about her. You can tell because she lights up," Cynthia wrote.

Deborah Campbell, RN, nominated four of her coworkers for the award. Matilda Calvin, CMA/Team Leader, was one of those nominees. Deborah stated that Matilda leads

by example and always has a positive attitude. She has been very helpful when residents and family members are going through difficult times, and is a great listener.

Deborah also nominated Karysa Davis, CNA, because she is helpful in calming anxious/agitated residents. Karysa also went above and beyond the call of duty when she decorated a bathroom on one of the neighborhoods to make it more home-like.

Paula Hasty, CNA, was nominated by Deborah because of her positive attitude. "Paula makes working at VM fun," Deborah wrote. Paula goes the extra mile helping residents with their hair, nails, and picking out a special outfit if a family member is coming to see them or if they are going out.

Jon Kennemer, CNA, works on the *(See Service Excellence, Page 6)*



November 2009



Sun	Mon	Tue	Wed	Thu	Fri	Sat
<p>1</p> <p>Weekend Manager Activity 4:00 pm Church Time for Family & Friends</p> <p>Daylight Savings Time Ends</p>	<p>2</p> <p>9:00 Reminiscence 11:00 Exercises 3:00 Bingo</p> <p>General Election Day</p>	<p>3</p> <p>9:30 Spelling 11:00 Exercises 2:30 Singing w/ Carolyn</p> <p>National Sandwich Day</p>	<p>4</p> <p>9:15 Bible Study 11:00 Exercises 2:00 Neighborhood Time or Movie</p>	<p>5</p> <p>9:00 Art 11:00 Exercises 2:00 Player Piano 3:30 ABC Kids</p>	<p>6</p> <p>9:15 Men's Coffee 9:30 Time to Cook 11:00 Exercises 1:30 Unit Storytelling 2:00 Bingo</p>	<p>7</p> <p>Weekend Manager Activity Time for Family & Friends</p>
<p>8</p> <p>Weekend Manager Activity 4:00 pm Church Time for Family & Friends</p>	<p>9</p> <p>9:00 Reminiscence 11:00 Exercises 3:00 Bingo</p> <p>Forget-Me-Not Day</p>	<p>10</p> <p>9:30 Memorial Service 11:00 Exercises 2:30 Singing w/ Carolyn</p> <p>40th Anniversary of Sesame Street</p>	<p>11</p> <p>9:15 Bible Study 11:00 Exercises 2:00 Neighborhood Time or Movie</p> <p>Veterans Day</p>	<p>12</p> <p>9:00 Art 10:00 Library 11:00 Exercises 2:00 Player Piano 3:30 ABC Kids</p> <p>World Kindness Day</p>	<p>13</p> <p>9:15 Men's Coffee 9:30 Time to Cook 11:00 Exercises 1:30 Unit Storytelling</p>	<p>Weekend Manager Activity Time for Family & Friends</p>
<p>15</p> <p>Weekend Manager Activity 4:00 pm Church Time for Family & Friends</p>	<p>16</p> <p>9:00 Reminiscence 11:00 Exercises 3:00 Bingo</p>	<p>17</p> <p>9:30 Memorial Service 11:00 Exercises 2:30 Singing w/ Carolyn</p> <p>Homemade Bread Day</p>	<p>18</p> <p>9:15 Bible Study 11:00 Exercises 2:00 Neighborhood Time or Movie</p> <p>Mickey Mouse's 81st Birthday</p>	<p>19</p> <p>9:00 Art 11:00 Exercises 2:00 Player Piano 3:30 ABC Kids</p> <p>Great American Smoke Out</p>	<p>20</p> <p>9:15 Men's Coffee 9:30 Cooking 11:00 Exercises 1:30 Unit Storytelling 3:00 Resident Council</p>	<p>Weekend Manager Activity Time for Family & Friends</p>
<p>22</p> <p>Weekend Manager Activity 4:00 pm Church Time for Family & Friends</p>	<p>23</p> <p>9:00 Reminiscence 11:00 Exercises 3:00 Bingo</p> <p>50s Day</p>	<p>24</p> <p>9:30 Spelling 11:00 Exercises 2:30 Singing w/ Carolyn</p> <p>Barbed Wire Day</p>	<p>25</p> <p>9:15 Bible Study 11:00 Exercises 2:00 Neighborhood Time or Movie</p> <p>National Apron Day</p>	<p>26</p> <p>Weekend Manager Activity</p> <p>Happy Thanksgiving Day!</p>	<p>27</p> <p>9:15 Men's Coffee 9:30 Cooking 11:00 Exercises 1:30 Unit Storytelling 3:00 Birthday Party</p>	<p>Weekend Manager Activity Time for Family & Friends</p>
<p>29</p> <p>Weekend Manager Activity 4:00 pm Church Time for Family & Friends</p>	<p>30</p> <p>9:00 Reminiscence 11:00 Exercises 3:00 Bingo</p> <p>Mark Twain's Birthday</p>					<p>Daily Snack Cart 10 - 2 - 8 Monday-Friday 8:30 & 11:45 One-on-One Activities 2:00 Neighborhood Time</p>

Remembrances

Resident Birthdays

Nov. 7 Erna Edmunds 93
 Nov. 24 Gladys Howland 96

Thank you, Bankes, for providing us
 with our monthly birthday cake!

Welcome to the Neighborhood

Hall 2 Lloyd Boxum
 Hall 3 Maxine Fansler
 Helen Hettenbach
 Hester Kreider
 Glenn Parker
 Hall 4 Erna Edmunds
 Mary Schlitter

Discharges

June Chapman
 Evelyn Oard
 Laverne Terres

Get Well Soon

Edna Emig
 Ilene Schaich

In Memory

Maxine Fansler
 Mary Hargrave
 Fern McCully
 Daniel "Dean" Otto
 Pheba Zahn

New Hires

Josh Dockendorf Homemaker
 Kristi Douglass Homemaker
 Kayla Duncan CNA
 Angela Harper CNA
 Jamie Kilchenman CNA
 Alice Markley Homemaker
 Tara Sims CNA
 Mindy Snyder CNA
 Deanna Trumpp CNA

Resident Biography: Betty Puckett



Betty Harris Puckett grew up in Abilene, the daughter of a grocery store owner. She married Frank Puckett and had three children, two boys and one girl. Betty gave piano lessons for about 40 years. She is an avid gardener. She loves irises and has collected them from all over Kansas. She is also an avid sports fan.

Staff Birthdays

Nov. 5 Matilda Calvin Nursing
 Nov. 7 Kylie Hutchison Nursing
 Nov. 11 Shenandoah Lewis Nursing
 Nov. 17 Kayla Duncan Nursing
 Nov. 17 Tamara Rice Nursing
 Nov. 25 Josh Dockendorf Dietary
 Nov. 29 David Leach Dietary

Village Manor Chapel Dedicated

Village Manor is proud to announce the completion of its Chapel. Thanks to donations given in memory of Fred Holmstrom, Fritz Muhleman, and other former Village Manor residents, our current residents can enjoy the chapel and the amenities that go with it.

A beautiful backlit stained-glass window has been placed in the chapel area, along with a cabinet that will hold chapel materials.

Individual headsets have also been purchased so those who are hard of hearing can listen to the services or other activities happening in the Village Center. For those residents who are unable to come to the Village Center, a speaker system has been installed so they may listen to the services. The speaker system is also being used to play relaxing classical music for residents during the day.

Foundation Director Ann Boughton and Village Manor Director Amy Hoch Altwegg gave special thanks to Dorothy Holmstrom for honoring Fred's memory with her gift to complete the chapel, and to Judy Day, for designating her mother Fritz Muhleman's memorials to go toward the headsets and speaker system for the chapel. Fritz was a resident at Village Manor who was hard of hearing.

The headsets may also be plugged in to the television in the Village Center, so residents can hear the weekly movies or any television programs they would like to watch.

Abilene Mayor Nesha Bailey Mason



Above, Memorial Health Foundation Director Ann Boughton (left) and donor Dorothy Holmstrom (right) stand in front of the completed chapel. Dorothy supported the completion of the chapel in memory of her late husband, Fred Holmstrom.



At left, Resident Council President Betty Puckett displays one of the new headsets that hard-of-hearing residents can use.

said that this chapel was a wonderful thing for the community. Before the closing of the ceremony, she sang "How Great Thou Art."

Everyone is invited to see our new chapel.

Service Excellence *(Continued from page 2)*

special care unit. He was nominated by Deborah for always providing words of encouragement to residents and coworkers. He also ensures that residents on Hall 5 participate in activities, and takes time to walk with them in the secured yard outside. He is also a team player who assists on other neighborhoods when needed.

Yolande Lawson, CMA, nominated Jessica Smith, CNA. Jessica has a friendly smile and personality, Yolande wrote. She is always willing to help if somebody needs assistance, and before going to a part-time position, Jessica would often fill in spots on the schedule that were not filled. She has a great work ethic and is a team

player.

All of these nominees were recently honored with a reception held in the Village Center. Village Manor is proud to have employees who put their residents, families, and coworkers first. Village Manor's goal in "Caring For You" is to provide quality service with a personal touch.

Our door codes have changed!
Please ask the front office or
nursing staff what the new
codes are. Thank you!



Village Manor



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*an affiliate of
Memorial Health System*