



February 2011

3701 Hodgkin Road, Richmond, Indiana 47374 ~ 765-939-3701

Resident Family Survey Results

Arbor Trace completed a Resident/Family Satisfaction Survey and I would like to share the results from our survey. I will discuss the results from the Health Care survey first and then the results from the Assisted Living survey.

The Health Care facility had a response rate of 43% with 35 surveys being completed and returned. 97% to 100% of the residents/families responded either excellent or good to the questions of Respectfulness of staff, Respect for privacy, and Safety of facility. 90% to 97% responded either excellent or good to the questions of Care (concern) of the staff, Competency of staff, Rehabilitation therapy, RN/LPN care, Resident to staff friendships, Resident to resident friendships, and Resident Choices/Preferences. 85% to 89% responded either excellent or good to the questions of Commitment to family updates, Responsiveness of management, and Cleanliness of premises. **The overall satisfaction of the residents/families surveyed was 92%, along with 92% recommending Arbor Trace to others.**

The Assisted Living facility had a response rate of 73% with 22 surveys being completed and returned. Questions asked on this survey were different than those asked of the Health Care Survey. 100% of the residents/families responded either excellent or good to the questions of Respectfulness of staff, Resident to resident friendships, Care/Concern of staff, Resident Choices/Preferences, Accuracy of bills for service, and Quality of laundry services. 95% to 99% responded either excellent or good to the questions of Courteousness of Dining Staff, Safety of facility, Comfort of Room/Surroundings, Sufficiency of healthcare needs, Sufficiency of personal assistance, Quality of amenities, Cleanliness of room/surroundings, Control of room temperature, Resident to resident friendships, Resident to staff friendships, and Responsiveness of staff. 90% to 94% responded either excellent or good to the questions of Respect for privacy, Commitment to family updates, Security of Personal Belongings, Meaningfulness of activities, and Comparison of Charges. 80% to 89% responded either excellent or good to the questions of Competency of staff, Home-like atmosphere, Community life opportunities, Sufficiency of transportation, and Sufficiency of dietary needs. **The overall satisfaction of the residents/families surveyed was 95%, along with 95% recommending Arbor Trace to others.**

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George Miu
Executive Director

Angie O'Connor
Director of Nursing

Jami Seiber
Assistant Director
of Nursing

Linda Harris
Stephanie Hardwick
Kathy Carden-Cecys
MDS Coordinators

Ursula Brandon
STARS Unit Manager

Vickie Cortner
Douglas Price
Marketing Directors

Cindy Moistner
Marketing/Admissions
Coordinator

Deborah Mertz
Business Office Manager

Lisa Beanblossom
Katie Pearson
Social Services

Angie Tutterrow
Residential Unit Manager

Russ Terrell
Director of Dining Services

Gretchen Smith
Jason Risner
Activities Directors

Tracy Sickmann
Therapy Supervisor

Anna Holt
Housekeeping/Laundry
Supervisor

Wayne Weaver
Maintenance Supervisor

Arbor Trace Gallery

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I would like to thank the residents and families for taking the time to complete our survey. With your assistance, we are better able to meet the needs of our residents. The advantage of completing a survey is that you obtain information you may not otherwise receive. You are able to see the areas you are excelling in as well as identify areas that need improvement. One of my favorite quotes is **“Relentlessly chase perfection knowing that perfection is not obtainable, but you will obtain EXCELLENCE!”** Arbor Trace will continue to chase perfection.



Doug Price and Virginia Bent smile

Construction Update

The construction is going well and believe it or not, it is still on schedule. The plumbing is complete and the concrete pad is set to be laid on January 31st or February 1st depending on the weather. The inside of the building has been totally demolished with the new areas already under construction. The construction crew is very friendly and fun to work with.

One important fact that you need to be aware of is: **BEGINNING WEDNESDAY, FEBRUARY 2ND, THERE WILL BE NO PARKING IN THE BACK PARKING LOT.** The construction materials are going to be delivered and taking up the parking stalls that are there. Please park in the front parking lot when you are visiting.

We appreciate your understanding and patience with us as we complete this addition.



Eva Blakemore enjoys lunch at El Rodeo



Arbor Trace residents celebrate On New Year's Eve.



Representatives from Boys and Girls Club celebrated Martin Luther King Jr day with us.



Activity News

Event Highlights for the month of February:

February 4th

Tailgate Football Program
10:00am ~ Coffee Pot

February 5th

Chinese New Year Program
10:30am ~ Starr Room

February 6th

Super Bowl Party
6:30pm ~ Coffee Pot

February 7th

Resident Council Meeting
3:00pm ~ Coffee Pot

February 9th

Honest Abe Party
3:00pm ~ Taste of the Town

February 10th

Breakfast Outing to Carvers
Depart: 8:30am

February 14th

Valentine's Day Party
2:00pm ~ Coffee Pot

February 18th

Boot Scootin' Belles Perform
10:00am ~ Coffee Pot

February 23rd

Music with Lowell Conley
3:00pm ~ Coffee Pot

Over the last few months, many groups, organizations, and individuals have contributed to the enrichment of our residents lives. Both the residents and associates of Arbor Trace would like to say thank you for all they do.

White Tail Acres
First Baptist Church Bell Choir
Richmond Symphony Orchestra
Richmond Community Orchestra
Boot Scootin' Belles
Richmond Wood Carving Club
Whitewater Valley Dog Club
Allison Mopps
Faith Baptist Church
Salvation Army
Fountain City Wesleyan Church
Mary Ann Weaver
Omni Home Care
Northeastern 7th Grade Choir
Mt. Olive Church
VFW
Christ Connection
Brian Rodgers

Whitewater Christian Church
Mr. & Mrs. Jerry Wissler
Richmond Home School
Preble County Pride
Community Blood Center
Dale Royer
RJ Hampton
Fairview Baptist Church
Oak Park Church
Christ United Church
Martha Fleetwood
Bill & Barb Trew
Fields of Grace
Oak Park Academy
Hodgin Road Christian Church
Bob Malone
Community Christian Academy
Rita Cummins

There are many exciting events planned for February. From outings to entertainment, there are many interesting events to choose from. We hope you will join us as we celebrate the Chinese New Year and St. Valentine's Day just to name a few.

Arbor Trace Movie Channel

Have you discovered the Arbor Trace Movie Channel? It is cable channel 4. Movies are shown daily at 9:15am, 2:30pm, 6:30pm and 9:00pm. The movies change every week. If you have a movie request, please submit it to the Activities department.

Birthdays at Arbor Trace

Happy Birthday to the residents celebrating their birthday in February:

Monroe Dooley, Bradford Power, Imalee Scarberry, Martha Wickes, Gloria Smarrelli, Ruby Bullock, Luann Webb, Edna Troutwine, Ellen Guthrie, Ruth McNew, and Alice Roach.



Social Service Update

Winter is in full force. As the days get shorter and the nights get colder, even the best of us can get a little down. The ‘winter blues’ are characterized by mild depression, lack of motivation, and low energy that many people experience during this cold season. Luckily there is a lot you can do to prevent the blues from coming on or get yourself back to normal if they’re already here.

1. **Exercise.** *Exercise isn’t only for maintaining your weight and staying healthy. It is great for relieving the stresses of life. You’ll have more energy throughout the day and it helps your mind by releasing those “feel good chemicals” that improve your mood.*
2. **Eat a Healthy Diet.** *What and when you eat has a great effect on your mood and energy. Try to incorporate more complex carbohydrates (whole wheat breads, brown rice, vegetables, and fruit) and get at least 8 glasses of water daily. These healthy foods provide your body and mind with nutrients, stabilize your blood sugar and your energy levels.*
3. **Get Some Sun.** *Most people know that sunlight provides us with Vitamin D, but did you also know that it improves your mood? Winter days are shorter and darker than other months, and because of the cold weather, a lot of people spend less time outdoors. Lack of sunlight can cause many people to be depressed—without knowing why! Similar to exercise, sunlight exposure releases neurotransmitters in the brain that affect mood. Try to spend a little time outdoors, but be sure to bundle up. Keep your window shades up during the day to let more light in. Sit near the windows at home and in restaurants. Try changing the light bulbs in your house to “full spectrum” bulbs. These bulbs mimic natural light and actually have the same effects on your mind as the real thing.*
4. **Treat Yourself.** *Having something to look forward to can keep you motivated. Sometimes winter seems endless, but if you plan something exciting, your mood improves when you’re anticipating it and when the event finally comes.*
5. **Relax!** *Take some time each day to do something you enjoy. Whether it is spiritual meditation, reading a book, or even sleeping in, doing something you like can leave you with a calm feeling.*
6. **Get Social Support.** *Don’t underestimate the power of friends and family. Who can you turn to when you need a mental pick me up? Keep a mental list of these special people and don’t be afraid to ask for help or encouragement when you need it. Something as simple as a phone call, a chat over coffee, or a simple letter can brighten your mood.*

Take nature’s rhythm as your own, slow down and enjoy. As you nourish your body and your soul during this time of year, you’ll emerge in the spring with renewed health and vitality.

“What the world really needs is more love and less paperwork.” ~ Pearl Bailey

Arbor Trace Associate of the Year 2010

Jennifer Judd has been chosen as the Associate of the Year for 2010. Jennifer is a C.N.A. on the STARS/PVT Unit. She has been an associate at Arbor Trace since October 2009. Jennifer states, "I love my peeps". She was nominated by her co-workers for the following reasons:



"The residents love her! Jennifer always completes her assignments. She gets along well with her fellow associates. She goes the extra mile to make everyone smile."

"Several family members and residents have complemented her in care plan conferences. Comments made include: "She goes above and beyond" and "She is a cut above the rest". Jennifer always does what is asked of her. She takes her time with residents and makes them laugh."



The following associates were chosen as the Associate of the Month in 2010. They were all eligible for the Associate of the Year award. They are:

*Suzy Zeppernick
Kathy Williams
Mercedes Yount
Jared Glaub
Kim Crouch
Judy Holland
Karen Cole
Patty Harsh
William Carpenter
Cheryl Schleeter
Rachel Nicholson*

*Dietary Department
Dietary Department
Nursing Department
Administrative Assistant
Housekeeping Department
Housekeeping Department
Housekeeping Department
Nursing Department
Dietary Department
Housekeeping Department
Nursing Department*

*Associate since March 2007
Associate since June 2007
Associate since May 2009
Associate since December 2003
Associate since April 2005
Associate since June 2008
Associate since February 2007
Associate since July 2008
Associate since June 2007
Associate since May 2009
Associate since December 2008*

We would like to congratulate these associates again and thank them for their dedication to Arbor Trace.

Alzheimer's Support Group

The Alzheimer's Support Group meets on the 1st & 3rd Wednesday of each month from 2:30pm-4:00pm at the First English Lutheran Church located at 2727 East Main Street. For more information please call Jim Harper at 935-6005 or Gene Schultz at 962-4407. Come and share with us!

Looking Ahead to March

Mardi Gras Celebration

March 8, 2011

St. Patrick's Day Party

March 17, 2011

Pot of Gold Casino Night

March 24, 2011

Arbor Trace Message Channel

Tune into the Arbor Trace message channel. (Channel 2 on your TV) This channel provides our residents and their families with information regarding events, outings, and other important announcements. The channel is updated frequently. Be sure to check it out.!



Congratulations to the following associates celebrating their birthday in February:

Christine Stone 2-01
Courtney Powell 2-03
Becky Sapp 2-04
Kat Fry 2-10
Robin Galliher 2-17
Connie Shannon 2-18
Ada Alvey 2-20
Gretchen Smith 2-23
Danielle Campbell 2-25
Debbie Wheeler 2-27



The following associates will celebrate their anniversary in February:

Chuck McClure 10 Years
Lore Farley 9 Years
Kat Fry 9 Years
Anna Holt 9 Years
Karen Cole 4 Years
Jordan Crutcher 2 Years
Roxie Howard 2 Years

Thank you for your years of dedication to Arbor Trace!

**Meet our friend
Doris Cox...**



*Doris and her husband Bill have been married for 42 years and live in a farmhouse on 96 acres. She leads an active lifestyle exercising 3 times a week at a local fitness center, involved in her church, and takes care of her grandchildren everyday after school. Doris suffered a tragic fall down the stairs and was transported by ambulance to Reid Hospital. She was admitted with right arm and leg fractures which required surgical repair. **“I was told by the hospital staff that Arbor Trace was the place to go for rehabilitation.”***

Doris’ treatment plan included physical and occupational therapy daily. Physical therapy focused on ambulation, transfers, balance, and strengthening of lower extremities. Electrical stimulation was utilized for muscle strengthening and pain relief. Occupational therapy concentrated on restoring independence with activities of daily living and increasing her tolerance for functional activities. The following was achieved:

- *Independent ambulation using a straight cane; 300 feet.*
- *Independent with all transfers and bed mobility.*
- *Independent with self care.*
- *Successful return to home with outpatient therapy .*

Doris said, “Coming to Arbor Trace helped expedite my recovery time. The therapists are caring and knowledgeable. I would recommend Arbor Trace Whole-Heartedly for rehabilitation. It’s the best therapy there is!”

**Outcome
Based**
REHABILITATION

February

ARBOR TRACE

3701 HODGIN RD
RICHMOND, IN 47374

PHONE: 765-939-3701

FAX: 765-965-3895



*We're on the Web at
www.arbortrace.us*

Arbor Trace Blood Drive

Arbor Trace in conjunction with the Community Blood Center is hosting a Blood Drive on Friday, February 4th from 9:00am-12:30pm. If you would like to donate, log on to www.donortime.com to schedule an appointment. All donors must have a photo ID, at least 16 years of age, and be in good general health. Each donor will receive a t-shirt and a chance to win a special Valentine basket. Join us as we support this worthwhile cause!



Anna Holt and Judy Holland enjoy refreshments after giving blood during our Blood Drive in December