



Under the Oak Tree

A Crystal Oaks Long Term Care Publication

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From the desk of Tammy Cashion, RN, Director of Nursing

There is no simple fall prevention strategy that will work for all residents. We recognize that residents fall in a variety of situations. Although some preventive strategies are obvious and may be used with many residents, other residents present more of a challenge and demand creative ideas to ensure resident safety. In some situations concerning residents with impaired ability to understand or follow directions, falls may not be preventable. In these instances, we focus on fall protection as a team and may use items such as hip pads, helmets, and/or landing pads.

Every fall that occurs at Crystal Oaks is reviewed by the charge nurse at the time of incident and interventions are implemented, such as personal safety alarms, pressure sensor alarms and bed alarms. To ensure appropriate interventions have been implemented the fall is reviewed by the Director of Nursing and Assistant Director of Nursing within 24 to 48 hours of the fall. In most instances, the therapy department is notified and the resident is screened for PT/OT services. Depending on the circumstance of the fall, other departments may be notified.

To further ensure safety, all falls that have occurred are reviewed, monitored, and documented on by charge nurses on each shift for three days. Fall statistics are also reviewed monthly by the quality assurance team. Various fall interventions may be tried in an attempt to find what is suitable for each resident. Although it is our goal to ensure resident safety, DHSS demands that a residents' rights not be intruded upon. Therefore, according to DHSS, a resident has the right to fall and remain restraint free. Under no uncertain terms will we implement or consider implementing any form of restraint. Crystal Oaks is and will remain a restraint free facility.

Crystal Oaks Boutique

By: Michelle Rolfi

The Boutique is open for business! Hours of operation are Tuesdays 1:00 to 3:00 pm and Wednesdays 10:30 am to 12 pm. There are beautiful handmade items, jewelry, and lots of interesting trinkets. Ice cream bars are also available. Stop by and check out the bargains! The Boutique is operated by our volunteers. If you are interested in volunteering, please contact Michelle at 636-933-2927. All proceeds benefit the Crystal Oaks Foundation.

From the desk of Jim Arnold, Chief Executive Officer

With Crystal Oaks being a not-for-profit organization and not tied to any big corporation our budget is limited for some capital improvements. This is where the Crystal Oaks Foundation plays an important part of our overall operations. The monies raised by our Foundation helps with special projects that will not fit into our budget. Recently, the Foundation purchased much needed new furniture for the Assisted Living lobby, which replaced the original furniture. I would like to thank everyone that has and continues to support the Foundation and remember to mark your calendars for the Foundation's biggest fundraiser, Trivia Night, on October 22nd at the KC Hall in Festus.

Anniversaries

By: Ashley Jennings

Crystal Oaks would like to recognize the following employees for their years of service:

APRIL

◆ Susie Schneider-ALF Nursing-5 years

MAY

◆ Ashley Henderson-Dietary-5 years

JUNE

◆ Paula Thurman-Dietary-20 years

Congratulations and Thank You to Paula Thurman on 20 years of dedicated service to Crystal Oaks!!

When Paula started at Crystal Oaks, the Assisted Living was new and had a grand total of 7 residents. The food was brought over from the hospital in a van. Things soon changed and a small kitchen was used, in what is now the dietary breakroom. She was ecstatic to see the new kitchen constructed.

Paula started as a cook and advanced to supervisor. In a short time, she was promoted to management. Cooking from scratch is becoming a lost art but Paula continues to provide our residents with good home-cooked meals.

Paula shared there is something different each day. Some days there are challenges but everyday is rewarding. She strives to make each resident happy.

Family, especially her grandchildren, is the highlight of her life! Paula enjoys shopping particularly for shoes (one can never have too many shoes!). Her interests include history and historical homes. She also likes to play card games with family.

Paula is truly a great asset to the Crystal Oaks team. She is a very caring and giving person.

Resident Spotlight: Doris Mouser

By: Amy Daniels

Doris Mouser, who has been a resident in our Assisted Living since 2012, was born on July 9, 1926 in Hematite, Missouri. She was the youngest of four girls. She has just celebrated her 90th birthday. Excitement filled her face when she spoke of the party her family had planned for her. Doris has a contagious smile that reaches from ear to ear.



Doris' mother took care of the home while her father tended to the farm. The weeks could get busy with the farm, household chores, and school but on the weekends the family would make time to sit down and enjoy a picnic together. Doris and her family were active in their church, Hematite Christian Church. No matter what the church had going on they were participating. Doris laughed as she made reference to her longevity by stating she knew she was getting up there in age because she was baptized in the Joachim Creek by Rev. Blakemore long before they put a baptisml inside the church.

There was a farm adjacent to Doris's father's farm and a young man, Clyde Mouser, lived there with his family. Her face lit up with a big confident smile and she softly laughed remembering what her father had said to her about this young man. Doris said her father never called her or her sisters by their names, just called them "Doll." He said to her one day out on the farm, "Doll, that boy will make some woman a wonderful husband one day." As any woman, Doris sought her father's approval in a husband. So when Doris married the young boy from the adjacent farm she knew she was making the right choice. Doris and Clyde were married just one month shy of 64 years before his passing in 2007. They had three children, two sons Les and Glen, and one daughter, Janet. Doris speaks very highly of her husband and children. She glows with pride when talking about the amazing people they have become. She carries around a small photo album packed full of family photos and joyous memories she is eager to share. Doris says her family has always been supportive of her and even offered for her to live with them four years ago, but Doris had other plans and chose to come to the Assisted Living. She has developed many friendships with other residents and staff. She has a small group of ladies whom she is particularly close with, they look out for one another, visit with each other daily, eat their meals together and attend many of the same activities which include bingo, musical entertainment, and Chime Choir. Doris considers those ladies her family and much like her own family she is always looking out for them.

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Resident Spotlight: Florence Coleman

By: Florence Coleman, Skilled Nursing Resident

Growing up in a bunch! The experience of growing up in a large family taught me how to be more tolerant of people and how to be my own person. Being the fourth of twelve children gave me the benefit of having older brothers and sisters as examples. Seeing what they accomplished was a great benefit.

Back in the 1940s, when I was approaching my 10th year, growing up was not as complicated as today. There were more opportunities to observe and learn from one another because families spent more time together working and playing. Since there was no television we would gather with friends at our house and spend time doing acrobatics, playing cards, and other games such as Monopoly and Michigan. I remember my older brother, Don, teaching us to stand on our heads, walk on our hands, and do flips. We would turn on the radio and dance or gather around the piano and sing during the evening hours. This seemed to bring us closer. We sang songs like, "That Old Gang of Mine," and "Side by Side."

The evening bath time was quite a ritual, a real production line. There was a head-washing day with lots of bobby pins, braids, or banana curls, since there were nine girls. Then the clothes-washing day with clothes hanging everywhere, and cleaning-day which was always a matter of working around things. These days were not always on schedule and not always in that order.

Our home was lived in and at times noisy and chaotic. Still there was much laughter along with our share of problems. The more bodies, the more I had to learn to share, cope, and cooperate. In everyday situations there were accidents, disagreements, and emergencies. My father usually stepped in then. He didn't raise his voice very often but when he did we paid attention. Once my mother became angry because we were being too noisy at the dinner table. She yelled above the clamor, "The next one who says a word gets slapped." There was a brief silence and then she said, "Now spill your milk before you drink it." Naturally, everyone broke up in laughter including my father who was trying to keep a straight face.

Later dealing with my own children, I would reminisce using my parent's philosophy and laugh at life. I would convince myself it was better than life. Now when I am disturbed or discouraged with people or if something has happened, I try to avoid a negative attitude and look for a ray of sunshine. For example, I think of my parents saying things like, "We'll cross that bridge when we come to it," or "If we can't get over it we'll get under it." I am very grateful for the experience of being brought up as one of a bunch because my life has been one involvement with many personalities and much variation.



Foundation Supporters

By: Cyndi Morgan



Crystal Oaks would like to thank all the individuals and organizations that have generously donated to our Foundation. Tribute and Memorial donations are a loving way to honor family and friends. If we have missed your donation, or there is a mistake, please accept our apologies.

Donations

- ◆ The Rolfi Family
- ◆ Vest Benefit Solutions
- ◆ Don and Nancy Johnson
- ◆ First Bank
- ◆ Richard and Marie Baker
- ◆ Bob and Audrey Baker
- ◆ Senior Census Builders
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- ◆ *Mildred Koehler*-Diane Leftridge
- ◆ *Mary Speno*-Garrie Courtelyou
- ◆ *Marsha Campbell*-Sandy Self

Foundation News

By: Cyndi Morgan

The Crystal Oak’s Foundation’s purpose is to provide those little “extras” that make a difference in the lives of our residents. 2016 has proven to be a busy year for the Foundation. We have hosted numerous fundraisers, opened Crystal Oaks Boutique, and have plans for several large fundraisers later this year. Postcards were mailed in June informing families of our upcoming fundraisers and events. Our newest fundraiser is a custom hardback Crystal Oaks Cookbook. Submit yours and/or your loved ones’ recipe by September 1st. Recipe collection forms are available at each reception desk and cookbooks will be available for purchase by November 1st (just in time for Christmas gifts). Our Awesome Autumn Accessory Auction will be on September 29th and 30th in the South Lobby and our biggest event of the year, Trivia Night, will be held on October 22nd at the Festus KC Hall. Our staff works diligently at making this night fun for everyone. Please help us make this event a success by planning to attend. Halloween costumes are encouraged and the silent auction offers a little something for everyone. Call 933-1483 for more information.

Foundation funds were recently used to replace the original furniture in the Assisted Living lobby. The furniture and decor, along with the new carpet have transformed the lobby into a beautiful, relaxing area for our residents to visit with their family and friends. Stop by and visit the lobby and see for yourself the smiles on our residents faces.



Crystal Oaks Foundation is a registered charity and all donations are fully tax deductible.

Services Available

By: Cyndi Morgan

Additional professional services available at Crystal Oaks include psychiatry through Advanced Psychiatric Services, dental through Sterling Dental, podiatry care through Medical Options of the Midwest, and eye care through Outreach Eye Care. Contact Social Services at (636)933-1891 with any questions and for eligibility requirements.

Additionally, the Alzheimer's Support Group meets the first Wednesday of every month at 3 pm in conference room C. Contact Michelle Rolfi at 636-933-2927 for further information. The Stroke Support Group meets the second Thursday of every month at 2 pm in The Oaks dining room. Contact Cheryl Sazama at 636-725-1234 for further information.

Customer Service

By: Cyndi Morgan

During the past quarter, two staff members received "I Did It" buttons and numerous staff received "Pat on the Backs" for providing great customer service. Jacob Price in Dietary was recognized in May with an "I Did It" for doing an excellent job while at work, but also for visiting our residents at the hospital while off work. Jacob's kindness and compassion for our residents is evident in



all he does and is noticed by his co-workers, our residents, and their families. In June, Diane Leftridge was recognized with an "I Did It" for going above and beyond her job duties on a daily basis. Diane is always willing to lend a helping hand to residents, their families, and co-workers. Her constant smile is contagious, making every interaction she has with residents, families, and co-workers positive. Thanks to Jacob and Diane for setting an outstanding example for all of us at Crystal Oaks. Look for their pictures on our Customer Service "Wall of Fame" and on our Facebook page.

At Crystal Oaks, we strive to provide compassionate care with excellent customer service and we are continually looking for ways to improve our services. Comment cards are conveniently located at each receptionist desk and we welcome your suggestions.



Crystal Oaks, a division of Crystal Oaks Long Term Care, is a local not-for-profit organization.



CRYSTAL OAKS LONG TERM CARE

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Activities in Action

By: Michelle Rolfi

Here we grow—in April, we started planting in our garden boxes. Picking out what to plant was a big decision. Plants were selected and planted with some good helpers. Now the growing begins!

The highlight of the month of May was Nursing Home Week. This year was celebrated with “Country Days” as our theme. The Hee Haw Show was a knee slapping good time.



Minnie Pearl was a big hit! We had talented residents that joined in along with staff to entertain. Several groups of staff from different departments put on skits and shared their music talents. There was lots of toe tapping and singing along to good ole country tunes. The smiles on the residents’ faces were the best part of the show!

The “Kiss the pig” contest was a squealing success! The staff member with the most purchased tickets in their jar were the pig kissers. The staff and the pig were very calm and cooperative. The pig was placed in a cart and taken around for all the residents to see. Lots of good stories were heard about this pink pig—everything from raising them as a 4H project to tasty pulled pork.



Funnel cakes, cotton candy, and homemade lemonade were enjoyed by all throughout the week. The staff dressed in country attire from bib overalls and boots to straw hats.

During the week, we had visits from mini horses, rabbits, and a goat!



Great teamwork made this week a foot stomping good time!!





For a listing of daily activities, please call the Activity Hotline at (636) 725-1244.

