The Heritage Herald

Health, Happiness, News & Commitment

The Heritage APRIL 2019 Volume 5: Issue 640 Number 115

Administrator's Corner

I would like to recognize our wonderful group of professionals who work at Heritage Hills Nursing & Rehabilitation Center for the dedication they have towards providing every resident with the highest quality of care. On March 12, 2019 we received the results of the facilities most recent Annual Rhode Island Department of Health Survey and they were outstanding because of the committed and compassionate staff that works here. I want to let you all know that your efforts do not go unnoticed and all of you should be very proud of the accomplishment in achieving such a favorable survey outcome. I greatly appreciate the fact that you continue to do whatever it takes twenty-four hours a day to make Heritage Hills a wonderful place to live, work, and visit!

Respectfully,

Garrett E. Sullivan
Administrator

Sunday
April 21st
12 noon
Main Dining Room

(See pg.4 for more details)

Mother's Day
Tea Party
Friday
May 10th
2:00 pm
Main Dining Room

Music by Sue McLeod

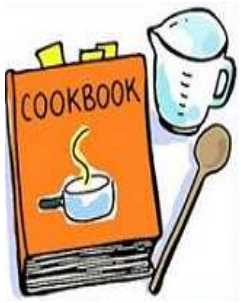
Want more information about Heritage Hills Nursing & Rehab Center?
Visit our website: www.healthconceptsltd.com

Guest Trays

Guest trays must be ordered on the Wednesday before the week/weekday in which you are dining with your family member.

Trays are $3 each meal ordered.
Only lunch and dinner is available.

Please see receptionist, Cheryl to place your order in the Reception office.



Heritage Hills' staff, family and friends are invited to share

Recipes

so that we may compile a recipe book specific to HH family. Proceeds from the sale of the cookbook will benefit the Resident's Activity Fund.

MAIL DELIVERY

For Privacy and convenience, each resident has been provided with a mail box in their rooms. Please remember to gather your loved ones mail when visiting.

Thank You

A Friendly Reminder

Please let the unit nurses know when you bring new items for your loved ones. (clothes, jewelry, glasses, electric razor, etc.) The list will be added to your family's list of inventory. Thank you.

Resident's Rights

Right to Complain

- Residents have the right to present grievances to staff or any other person, without fear of reprisal and with prompt efforts by the facility to resolve grievances
- Residents have the right to complain with the state survey and certification agency
- Residents have the right to complain to the ombudsman program

JUST A LITTLE Reminder

PNA-personal needs allowance

Residents can obtain their PNA through the business office:
Monday - Friday 9:00am-4:30pm
Weekends & after hours through the East unit charge nurse.

Dear family members, friends and visitors,
When visiting your loved ones please sign in.
Visitor's Sign in Log is located in front of the business office.

Thank You

notes from the NURSE

Hi everyone! I know Garrett shared the results of our annual survey from the Department of Health in his article. Missy and I would like to also give recognition to the entire staff at Heritage Hills for their continuous OUTSTANDING care and professionalism they provide to our patients and residents every day! I am proud to say as the Director of Nursing we did not receive ANY deficiencies related to direct patient care! This is a true reflection of the dedication and commitment of all of our nurses and CNA's. I appreciate and thank every one of you! Although nursing is a big component of the survey, it has many other areas that are involved. I would like to congratulate and thank our MDS, Dietary, Maintenance, and Activity teams and their directors! I would also like to thank Lori Levine, Social Services Director, Barbara Soars, Infection Control, and Jenny Couture, Admissions Director.

Thank you to all of the families and residents that participated in the survey!

Happy Spring everyone!
Brenda Blair, RN, DNS

Poetry Corner

Springtime has come
Everything is getting green
Eat your vegetables
It won't happen to you.
- by Eugenie

Lori Levine BSW

CAREGIVER CORNER

Research shows that family involvement is crucial for improving the quality of life and care for residents. There have been several studies conducted over the years and despite the variations of studies, findings collectively show that effective partnerships between family members and long term care are critical for quality of care of all residents and especially those with dementia.

While you may often hear that family involvement improves quality of care for residents, what you may not know or hear, is that family involvement can increase feelings of familial guilt. Support groups are effective with reducing guilt. Support groups such as family social groups and/or family council groups are very helpful and have proven to be effective with alleviating guilt as well as caregiver burnout. Heritage Hills welcomes your partnership!

We appreciate you and value the important part you contribute to your loved ones care. As many of you know, we hold a quarterly family group meeting. If you have not yet been to a Family meeting, you may want to consider doing so. They are informative, educational and most importantly, supportive. I have had family members tell me they were reluctant to attend however, so glad they did. Staff and families will continue to collaborate, communicate and we appreciate and value your guidance, assistance and support.

The knowledge you have about your family member is invaluable! So thank you for all that you do and we will continue to strive to do what is best for our residents. Thank you for your continued support, and your efforts which are so impacting and help us to achieve successful outcomes and accomplishments on behalf of our residents and home.

Easter Luncheon

If you plan on having lunch with a resident on Easter Day (April 21st), please notify our receptionist Cheryl by Wednesday, April 10th.

Due to a limited seating accommodations there is a limit of 2 guests per resident and a $5.00 charge/guest

If you plan on going out with your loved ones please notify the unit nurses.

Thank You

Morsels & Musings

"You know, I had the best childhood that you could ever have." - Frances R.

Friday
April 19th
1:30 pm
Music by Bob bourassa

Ann A. remembers making rice Pies every year. "I decorate the entire house having my whole family over for Easter dinner."

Bill D. enjoyed coloring Easter eggs and going to church with his family.

Joan C. fondly remembers having lots of food especially pastries. "I made desserts with my mom!"

Kay H. loved going to Sunday Mass then had Easter dinner after. "I made rice pies at home too!"

Marge M. did a lot of cooking. "I had a big family so holidays were always busy."

WEEKLY ENTERTAINMENT

Bud Pistacchio
April 4th @1:30pm
***

Janine Andrews
April 12th @1:30pm
***

Birthday Bash
April 25th @ 1:30pm
***

Mack Campbell
April 19th @ 6:00pm

Monday & Friday nights @ 6pm

food for thought

" Nothing worries me so I quit!

-Eugenie D.

To all our Family members who continue to support the Activity Department.
It's greatly appreciated.

A Special Thank You to
Our Resident Volunteers!
~~~~~~~~~~

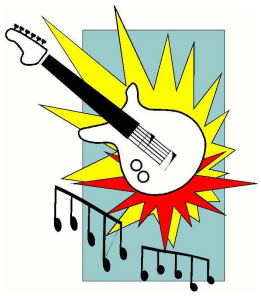
Debbie ***Roberta*** ***Bill***

TO THE NEWS STAFF

Joan C.
Leonora G.
James M.
Gloria T.
Elsie S.
Ann A.
Terry O.
Rose T.
Nellie G.
Bev B.
Frances M.
Marge M.
Mary D.
Anita L.
Deb S.
Doris I.
Bill D. `
Roberta B.
Frances R.

Rockin' Robert

April 24th
@ 6:00pm



Friday
April 29th
@ 1:30pm
Main Dining Room

Ice Cream Social
~~~~~~~~~~

. . . CLASSIFIEDS & PERSONALS . . .

IN HOUSE BEAUTY SALON

HAIRDRESSER: MELYNDA GALLANT
HOURS:
MONDAY - 9:30-3:00
THURSDAY - 9:30-5:30
PRICE LIST

SHAMPOO & SET	$11.00
SHAMPOO CUT & SET	$17.00
SHAMPOO & CUT	$10.00
PERM	$38.00
COLOR & SET	$25.00
COLOR CUT & SET	$30.00
MEN'S CUT	$10.00

Please make appointments by Friday in the Activity Office
PRE-PAY SERVICE **CHECKS PAYABLE TO:**
RENEE LUGO

ATTENTION: HAIRDRESSER MELYNDA WILL BE AWAY FOR 6-8 WEEKS STARTING MARCH 28, 2019. INTERIM HAIRDRESSER RENEE LUGO WILL TAKE OVER AS NEEDED.

Coates Family
for continued support, providing weekly special prizes

and to the Ferguson Family
who devotedly volunteer nightly.

Thank You to Mcauley Family for their generous donation

Welcome To Our Newest Residents!

Darlene H.	Earl S.
James F.	Evelyn R.
Rose M.	Cecile R.
Jane V.	Bernardino M.
Harold S.	Herbert M.
Florence F.	Carolyn S.

Estelle C.

Catholic Mass

Celebrated on the
2nd Wednesday
of every month
1:30 pm
(Main Dining Room)

10:30 am
Fridays
w/ Rosa & Co.
(Activity Room)

EMPLOYEE NEWS

EMPLOYEES BIRTHDAYS THIS MONTH

Oluremi ...04...Nursing
Corethy ...08...Nursing
Julia ...15...Nursing
Janet ...17...Nursing
April ...19...Dietary
Sherry ...21...Nursing
Jessika ...23...Nursing
Wendy ...25...Dietary
Rhonda ...26...Nursing
Samantha ...30...Activities

Bring in your baby picture to enter!!!
See Activities for details!

Welcome Aboard!!

John C. (RN) **Wilmarie M. (CMT/CNA)**

Corethy V. (CNA) **Marta F. (CMT/CNA)**

Leonardo O. (Dietary Aide)

The Staff Wishes to Thank...

Janet, Jean &Gerry
Our Daytime Bingo Buddies
Coates Family
Family Bingo Night Buddies
Rockin' Robert
Our Favorite "Night Out"
Jean & Janet
Evening Buddies
Charlie(St Anthony's Church)
Rosa, Maria & Asia
(Bible Study)
Church Volunteers
Lois & Helen & Paula
All Around Volunteers
Bill D.
Resident Mail Carrier
Deb & Roberta
Resident Arts & Craft Teachers

Just a note from the Office...

Please remember to pick up your paystubs weekly!!

Our Newsletter is now available via email!!
Receptionist, Cheryl will take your information in the reception office. Be assured that we will not share your email with anyone !!!

Heritage Hills
Nursing & Rehabilitation Center
80 Douglas Pike
Smithfield, RI 02917
401-231-2700

" NORTH AMERICAN BIRDS" WORD SEARCH

F	A	K	Q	K	R	M	W	X	B	A	H	W	H	S
U	O	U	C	D	C	G	R	W	Y	C	S	O	Y	K
M	F	P	M	N	I	U	O	R	N	E	X	O	V	O
W	O	R	R	A	P	S	D	I	L	O	Y	D	Q	E
P	N	R	O	P	R	E	F	O	Z	H	F	C	B	A
Z	U	Q	L	O	A	D	I	R	R	U	U	O	L	G
L	W	F	B	R	L	R	O	X	E	E	V	C	W	L
Z	G	I	F	O	O	O	A	S	K	L	Y	K	O	E
A	N	M	G	I	L	M	L	K	C	P	B	I	L	S
F	L	A	M	I	N	G	O	N	E	C	I	R	L	R
T	H	R	U	S	H	U	E	L	P	E	R	N	A	I
U	R	U	D	L	S	R	I	Y	D	H	T	O	W	W
E	O	W	L	F	W	C	P	Z	O	K	T	O	S	U
H	B	D	O	L	A	P	C	W	O	R	C	L	I	L
U	Z	O	F	N	G	U	W	J	W	X	M	Y	Y	Y

CROW
DUCK
EAGLE
FLAMINGO
GOLDFINCH
LOON
ORIOLE
OWL
PARAKEET
PELICAN
ROBIN
SPARROW
SWALLOW
PUFFIN
THRUSH
WARBLER
WOODCOCK
WOODPECKER
WREN