

GOOD Life News

at Westchester Gardens

JANUARY 2019

www.westchestergardens.com

A Complaint is a Gift

What did you get for Christmas this year? I guess I'm getting to that age where it's not really the gifts that matter, it's more the time with my children who are growing all too quickly, time with my precious wife, as well as family and friends that matters a lot more.

But one gift really can make a difference. When I first started working in this field, I had the good fortune to participate in training with an author who wrote a book entitled, "A Complaint is a Gift." While it's been quite a long time, I recall being impressed by the notion that when customers provide feedback that identifies problems, they actually are providing an indispensable service. It reminds me of the proverb that speaks to how an enemy will flatter, but a true friend is one who is willing to tell you the things you don't want to hear.

When you, as a resident, a guest, or a customer let us know areas that we can improve, you really are providing us with a gift. This is true in a number of ways. Here's a few:

- You are letting us know about areas where we need to improve in order to live up to or surpass your expectations.
- You let us know about blind spots that we would never know about if you hadn't spoken up.
- You let us know exactly where you stand. Rather than walk away dissatisfied, you provide us a chance to apologize, to listen and hear you out, and to resolve the matter to your satisfaction.
- You help us improve our care and services for other residents and families, as well as those we will serve in the future.

How can you provide us with these unexpected gifts? As a management team, it is our goal to be accessible to you on a regular basis. Simply ask for me or for the supervisor in charge. There's always someone available as a supervisor 24/7. You are also encouraged to fill out a grievance form. These are conveniently located at each nursing station. We take these quite seriously and use the information to "track and trend" concerns that come up so that we can identify patterns and implement corrective action. This is all part of our Quality Assurance Performance Improvement (QAPI) process. When you fill these out we commit to responding to you with our plan for correcting the area of concern on a timely basis.

Thank you to each of you who take the time to help us improve by providing this constructive feedback. Finally, as a reminder, "Platinum Praise" forms are also available at each nursing station if there is an employee you'd like to thank or recognize for outstanding service. We celebrate these Platinum Praise acknowledgments by reading them at our daily Platinum Service® meetings.

— J. David Fitts, Executive Director



**Our Talk.
Our Walk.
Every Day!**

Platinum Service® Standard #6

"I enjoy what I do. I have a warm, caring and positive attitude that makes our communities great places to live and work."

Having a positive attitude and an optimistic view of life are two things that intertwine to help us find happiness, both in our personal lives and at work. As we head into the new year, Platinum Service Standard #6 reminds us to reflect on and be thankful for the opportunity to serve our residents and fellow staff members. A warm tone of voice, a smile, and kind manners are examples of our Platinum Service® promise, which we strive for in all things we do. When employees genuinely enjoy what they do, they serve others with a sense of purpose. May you all have a very happy and blessed New Year.

Life Enrichment

A very big thank you to all of our staff, volunteers, community members, churches and Girl scouts who made the holidays fun for us. We would like to wish you a very Happy New Year.



Five Lucky Foods for New Years Day

Black-Eyed Peas: A common food on American tables, black-eyed peas look like little coins and are thought to bring good luck those who eat them. Another belief is that as the beans grow when they cook, those who eat them will “grow” with good fortune.

Long Noodles: Eating long noodles for the new year is thought to bring a long life in Asian cultures. It’s considered bad luck to break the noodle once it’s in your mouth, so eat quickly!

Cooked Greens: Cooked greens, which look like folded dollar bills, are believed to bring money and prosperity for the new year. Cabbage is made into sauerkraut and served alongside pork in German cultures.

Pork: In addition to eating sauerkraut, eating pork on New Year’s Day is another German tradition. Pork signifies abundance and plenty of food. Pigs also root forward into the ground, which symbolizes progress.

Fish: For years, many different cultures ate fish for the new year because it could be easily preserved. The silver skin of the fish is thought to bring good fortune.

Employee Spotlight

Maria Castro, 3-11 C.N.A., has been chosen as Employee of the Month for January. Maria has two sons. Her youngest, Dan Valdivia, graduated from college in 2017 and began his first year of law school the following year. He spends his free time doing pro bono legal work for families in need. Maria’s oldest son, Pedro Valdivia, is now married and has two beautiful kids, Peter and Vanesa. He is starting to invest in his future as part owner of a trucking company subsidized by FedEx Corporation. Maria is very proud of her children and everything they have accomplished since the time they arrived here in the United States 13 years ago.

Maria states there are many experiences that one encounters in his or her lifetime, but truly, a handful of these experiences are significant enough to leave an impact on our lives in regards as to how we think. Westchester Gardens is part of her handful. When she walks through the front doors, she feels like she is home. The residents here are part of her family. They greet her with a smile and a hug. Westchester Gardens creates a family environment for residents that you cannot get anyplace else. Everyone here works with the mentality of putting the residents first while helping one another. “Westchester Gardens has taught me the importance of working together to achieve a common goal, the care of our residents.”

As for hobbies, Maria spends time working on her garden. She grows vegetables that she can cook with. Maria likes to go to the park with her grandchildren as well as the beach with her sister, Arlenys Castro-Martin, who also works here at Westchester Gardens. Thank you Maria for all of your hard work and dedication.



Resident Birthdays

Joan C., 1st

Howard L., 3rd

Beverly B., 5th

Joseph M., 5th

Henry B., 17th

Robert M., 17th

Lillian P., 18th

Jean S., 19th

Dolores A., 23rd

Adele B., 27th

Employee Birthdays

Yasmein Turcios, 1st

Harold Birchfield, 5th

Pamela Keller, 5th

Jean-Marie Policard, 6th

Ana Gambacurt, 7th

Sylwia Garczarek, 7th

Briana Smith, 7th

Marie Makinlay, 7th

Ashley Newton, 10th

Geraldine Knighton, 16th

James Skelly, 19th

Mary Atwell, 20th

Debra Grayson, 20th

Rhoda Jalang, 21st

Emilie Stamoyann, 24th

Rhiannon Potter, 30th

Maria Marquez, 30th

Rhiannon Potter, 30th

Nursing/Health Care

Prevention Tips

CDC recommends a three-step approach to fighting influenza (flu). The first and most important step is to get a flu vaccination each year. But if you get the flu, there are prescription antiviral drugs that can treat your illness. Early treatment is especially important for the elderly, the very young, people with certain chronic health conditions, and pregnant women. Finally, everyday preventive actions may slow the spread of germs that cause respiratory (nose, throat, and lungs) illnesses, like flu. Here are some everyday preventive actions:

- An annual flu vaccination is the best way currently available to prevent flu as well as flu-related complications that could lead to severe illness or hospitalization. As long as flu viruses are spreading, you can still benefit from a flu vaccine.
- If possible, stay home from work, school, or errands when you are sick. This will help to prevent others from catching your illness.
- Avoid touching your eyes, nose, or mouth. Germs are often spread when a person touches something that is contaminated with germs and then touches their eyes, nose, or mouth.
- Wash your hands regularly to protect from germs. If soap and water are not available, use an alcohol-based hand rub.
- People at high risk of serious flu complications who develop flu symptoms should consult a healthcare provider. They may prescribe influenza antiviral drugs, which can lessen the severity of your illness, shorten the amount of time you are sick and prevent serious flu complications.

Two Great Events!

Marketing held two well received and successful events. One in November in which several of our hospital social workers attended and another in December where Santa was available to have photo opportunities for children and pets of our social workers in the community.

Welcome New Residents

Welcome to Westchester Gardens. Although there is no place like home we hope your stay is quite pleasant.





WESTCHESTER GARDENS

Health & Rehabilitation

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SNF #1596096

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Monthly Quote

When you are looking at a mountain, marveling at its beauty and strength, realize it is looking right back and admiring you. Embrace your own greatness.



New Years Resolution

“May all your troubles last as long as your New Year’s resolutions!”

— *Joey Adams*

