

GOOD Life News

at Westchester Gardens

MAY 2018

www.westchestergardens.com

Open for Business

I'm excited to announce that Westchester Gardens now has a Business Office Liaison onsite. As many of you may know, our Business Office is located at our sister campus, The Palms of Largo, a huge retirement community in Largo, about a half hour drive from here. We've heard feedback from you both in person and through our Resident and Family Satisfaction Surveys that it would be more convenient to have someone onsite to help field your billing questions.



Christine Johnson is our new Business Office Liaison, and her office is located on the 100 Hall on King's Way, near the nursing station. She shares an office with K'Bria Lindsay in Social Services. Christine has a great deal of experience, having worked the past five years with a nearby competing skilled nursing facility in their business office in a similar role. She will be handling a variety of business office responsibilities, but foremost, she is available should you have any billing concerns. In the event she is not able to answer a question herself, she will work closely with our sister campus to expedite things for you. She will not be doing the actual billing but is in a position to troubleshoot any billing concern.

Please join me in welcoming Christine to her position. Also, just a quick reminder about the Resident and Family Satisfaction Survey, which we plan to distribute in the upcoming month or two. We take your feedback very seriously and want to make sure we're meeting, and even exceeding, your expectations. Please be on the lookout for this and fill this out once you receive it. It is truly appreciated and puts us in a position to improve, like we're hopefully doing in the area of business office operations.

J. David Fitts, Executive Director



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

**Platinum
Service®
Standard #1**

"I place our residents at the center of everything I do, personalizing my services to meet their preferences."

Our service delivery is designed to consistently create resident satisfaction and to build loyalty. Through our Platinum Service program, we practice the fundamentals of business etiquette, such as promptly greeting residents and guests with a warm and sincere welcome, introducing ourselves, and if necessary, offering assistance. Our interactions are personalized and appropriately paced to meet the unique needs of our residents. Service is then adjusted to their diverse backgrounds and cultures, creating memorable experiences. We are attentive, friendly and caring, delivering to our residents, guests and visitors a distinctive experience.

Monthly Quote

"Nurses are the heart of healthcare."

— Donna Wilk Cardillo

The Lovely Lei

The May 1 holiday of May Day is celebrated as Lei Day in Hawaii, where the garland is a cherished tradition and symbol of the state's "aloha spirit."

Early Polynesian people wore lei as ornamentation and to signify social status. As tourism to the islands increased, it became customary to greet visitors with a lei and a hug or kiss on the cheek. During the days of luxury ocean liners in the 1930s to the '50s, tourists tossed their lei in the water as their ships departed, symbolizing the wish to return someday.

The most popular type of lei is strung with fragrant tropical flowers, such as plumeria, tuberose and orchids, but they can also be made with leaves, nuts, seeds, shells, feathers and other materials.

Lei can be worn by anyone at any time, and they are almost always given as gifts at birthdays, weddings and graduations, and to mark an anniversary or promotion. They're also a common fixture at memorial services.

A lei should be worn draped on the shoulders with part of the garland hanging behind the neck as well as in front. It's considered rude to turn down a lei offered to you or to take it off in front of the giver.



The Salsa Scoop

The word salsa means "sauce" in Spanish, and there are countless recipes and flavor combinations of this popular condiment staple. Dip into this serving of some favorite salsa styles:

Salsa roja — Meaning "red sauce" since it uses cooked tomatoes as a base, this is often simply referred to as salsa, especially in the U.S. It can be thin or chunky, mild or spicy, with chili peppers, onions, garlic and cilantro rounding out the flavor.

Salsa verde — This salsa is similar to salsa roja but instead of tomatoes, uses tomatillos, a tart fruit that looks like an unripe tomato, resulting in its signature green, or verde, color.

Pico de gallo — The name of this salsa means "rooster's beak," referring to the way the diced ingredients can be picked up between the fingers, like a rooster pecking at the ground. Also called salsa fresca, or "fresh sauce," because it is uncooked, pico de gallo is made from raw tomatoes, chili peppers, onions and cilantro, with a splash of lime juice.



The Teatime Tradition

Small sandwiches, dainty desserts and a spot of tea are the ingredients for the quaint British tradition known as afternoon tea.

Anna Maria Russell, an English duchess, is often credited with creating the custom around 1840.

Back then, dinner was eaten as late as 8 p.m. To tide her over, the duchess would have a cup of tea and snacks in the afternoon. She began inviting her friends to join her in this daily practice.

The ritual spread throughout the country's upper class, and it became a social event with invited guests mingling in elegant drawing rooms. Women typically wore gowns, hats and gloves while they lingered over a light meal of finger sandwiches, scones and cakes, along with tea served in fine china cups.

Afternoon tea was sometimes called low tea because the food was served on a low table with people seated in relaxing armchairs or sofas. The term high tea traditionally refers to the hearty evening meal eaten by the working class, who sat at a dinner, or high, table.

Many hotels and tea rooms in England and the U.S. serve afternoon tea, and it has become a meal used to celebrate special occasions with friends and family.



Life Enrichment

A big thank you to our wonderful Nurses here at Westchester! Nurse Appreciation Week goes from May 5-12. There is a saying out there that says "Nurses may not be Angels, but they are the next best thing!"

A big thank you to Gary E., who has agreed to be our Resident Council President!

Look for some new programming on your calendars in addition to a Mother's Day Party and a Memorial Day Get Together.

If sitting in the sun, please remember sunscreen, hats and hydration!



Employee Spotlight

Jennifer Murphy has been chosen as Employee of the Month for May. Jennifer has been working in Medical Records here and does a wonderful job. She enjoys working at Westchester Gardens and hopes to work here for many more years. She has worked in Medical Records for a total of 18 years. She was born in Florida. She has been married for 17 years. She has twin boys and a daughter. She enjoys spending time with her family, gardening, drawing/painting, baking and being outdoors. Jennifer, Westchester thanks you for all of your hard work and dedication.



Resident Birthdays

Vera M., 2nd
Delores G., 4th
Walter S., 18th

Andrew S., 19th
Donald W., 21st
Virginia K., 22nd

Mary K., 22nd
Shirley O., 25th
JoAnna S., 28th

Employee Birthdays

Altin Zaka, 6th
Ashley Abercrombie, 6th
Lorna Diola, 6th
Yasmein Vint, 10th
Manjiri Kale, 13th
Tamoiko Futch, 13th
Jean D. Charles, 13th

Kelly Patino, 17th
Scott Klinger, 23rd
Fallon Peno, 23rd
Lorella Putnam, 24th
Maryann Sullivan, 24th
Janet Drewry, 25th
Rita M Seymour, 25th

Mary Ann Zingale, 25th
Tommie Stroud, 27th
Catherine M. Chapman, 28th
Mary Fisher, 30th
Dachel Garcia, 31st

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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Margie Lozada

MDS Coordinator

Susan Kleiss, RN

**Quality
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Rhiannon
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Congratulations, Joan Hubbard!

Joan is celebrating her 25th year here at Westchester Gardens. Joan is our Human Resource person, but she wears many hats in her department. She is an extremely hard worker and very dedicated to her work here. She is much appreciated by all. Thank you, Joan, for all you do.

