



Good Life

NEWS

at West Hills Health & Rehabilitation Center

OCTOBER 2019

EXECUTIVE DIRECTOR

Dear Residents and Guests of West Hills,

In September, we trained 32 of our employees in our Platinum Service® training series with our trainer, Abbe Shapiro, from

Georgia. Providing unparalleled service is the focus of our team efforts and our main personal role. We are committed to following and supporting our service philosophy containing our 20 Platinum Service® standards.

Platinum Service® Standard #1: “I place our residents at the center of everything I do.”

Our staff are introduced to our Platinum Service® program on hire and daily in our Platinum Service® meetings that occur throughout the building on each shift. They typically attend a day-long Platinum Service® training within the first quarter they are employed, and a half-day Service Recovery training the second quarter. Reminding and reinforcing our Platinum Service® Standards helps us work together to achieve common goals and ensure our care and services are patient-centered.

We celebrate our success through Platinum Praise which includes messages written by staff or residents, and delivered to staff each week along with some kind of treat!

Sincerely,

Nicole Easley

Executive Director



SWEETS IN MILITARY SERVICE

Providing energy, calories and a little taste of home, candy served America’s fighting forces during World War II. Sample some of the treats included in troops’ field rations:



Chocolate bars — The military knew that chocolate could provide soldiers with needed calories in an emergency, but melting was a problem. The Hershey Chocolate Co. solved the problem by producing special 4-ounce ration bars, which had a high melting point, but were hard, dense and bitter.

M&M’s — After the U.S. entered the war, the chocolate candy with a hard sugar shell was made exclusively for the military since it was heat-resistant in tropical weather and its original cardboard tube package was easy to carry. After the war, GIs were hooked on the tiny treats.

Tootsie Rolls — These hearty, chewy, chocolate-flavored candies could withstand a variety of climates, so the military put them on the front lines with American troops.

Life Savers — Ads from the era explained that “some soldier, sailor or Marine is enjoying it somewhere,” and that rolls of the hard “candy with the hole” could be hard to come by. More than 20 million boxes of Life Savers were supplied to the military. Other candymakers donated their sugar rations to keep the sweet in production.

Chewing gum — Ration kits also included gum to help quench thirst and release tension. Soldiers chewed tablet and stick varieties from brands such as Wrigley’s, Beech-Nut, Dentyne and Chiclets.

BENNI THE LLAMA VISITS WEST HILLS

Beni the therapy llama came to visit West Hills Health and Rehab and West Hills Village on Aug. 27. For over an hour, Benny visited with residents, family, guests, and staff. Here is Lila with her daughter and the beautiful llama. Lila loves our pet therapy program. She loves visits from Osa the English Labrador as well as horses and llamas! Lila doesn't pass up an opportunity for a photo with majestic animals.



An excerpt from the Rojo the Llama facebook page:

Beni had such a great therapy visit this morning! This sweet gal could not get enough carrot kisses and is 1,000 percent one of my biggest fans. Wish we could visit her every week. And to see her daughter come to capture all the moments just melts our hearts.

FALL CLASSIC FACTS

From the first pitch to the last out, the World Series is the highlight of every MLB season. Look over this lineup of facts about the Fall Classic.

- At the first World Series, in 1903, the Boston Americans defeated the Pittsburgh Pirates five games to three.
- American League teams have claimed the most World Series championships.
- With a wind chill of 18 degrees and snow flurries flying, Cleveland hosted the coldest Series game on record in 1997.
- The temperature soared to 103 degrees at Los Angeles' Dodger Stadium in 2017, the hottest game on record.
- Awarded since 1967, the sterling silver Commissioner's Trophy is 24 inches tall and weighs 30 pounds. It features 30 metal flags representing every MLB team.
- Handing out rings to the winning team's players and coaches became an annual tradition in the 1930s.
- The New York Yankees have won the most World Series titles, 27 in all.
- At 18 innings and 7 hours, 20 minutes, Game 3 in 2018 was the longest in Series history. The Los Angeles Dodgers beat the Boston Red Sox in that duel, but the Sox went on to win the championship.

EMPLOYEE SPOTLIGHT

Meet Bryan Toland! Bryan is a Restorative Aid and Certified Nursing Assistant at West Hills Health and Rehabilitation. He also helps train new CNAs. Bryan has quite a witty humor and is a captivating storyteller. He came to Portland a year and a half ago. He used to live in Arkansas. Bryan enjoys working at West Hills because he feels his "voice is heard by Management." One of his favorite things about being a Restorative Aid and CNA is that he enjoys helping and seeing the improvement in condition of residents he assists. When Bryan isn't working, he enjoys music concerts, tubing down local rivers, and swimming with friends. His favorite dinosaur is the brachiosaurus because of their long necks. Next time you see Bryan, be sure to give him a high five and ask him about his favorite dinosaur!



SPECIAL EVENTS

- **Shopping Outing to Walmart:** Oct. 2
- **Resident Council:** Oct. 4
- **Bowling Outing:** Oct. 9
- **Becky's Book Club:** Oct. 11
- **Dan the Magic Man:** Oct. 11
- **Horticultural Therapy:** Oct. 14
- **Focus on Prayer:** Oct. 14
- **Bunnies in a Basket:** Oct. 15
- **Pumpkin Patch Outing:** Oct. 16
- **Angel's Veteran Story/Valiant Veterans® Social:** Oct. 17
- **James Hipsher Poetry Performance:** Oct. 17
- **Certified Nursing Assistants Graduation:** Oct. 18
- **Art Therapy:** Oct. 21
- **Shopping Outing to Dollar Tree:** Oct. 23
- **Halloween Party:** Oct. 25
- **Spiritual Chat:** Oct. 28
- **Earthtones Music Exploration:** Oct. 28
- **Bunnies in a Basket:** Oct. 29
- **Szechuan Chef Lunch Outing:** Oct. 30

Please see a Life Enrichment team member if you would like to sign up for any outings or if you have any questions. We also have many more musicians scheduled for the month. Please see the activity calendar for more dates and times.



HALLOWEEN PARTY

Coming up next month is our annual Halloween Party! We will celebrate on Oct. 25, from 2:30 to 5 p.m. Please invite your friends and family to the event, as we love to have the community join us! We will have our famous haunted hallway, as well as spooky crafts and delicious treats. We also encourage residents to help us hand out candy to the kids who will be trick-or-treating! Put on your costume and get ready, because this is sure to be a fun event!



NURSING/HEALTH CARE

It is that time of the year once again! Flu season is fast approaching and we will be administering flu vaccines to our residents and employees. Per the CDC (Centers for Disease Control and Prevention), "The flu is a contagious respiratory illness caused by influenza viruses that infect the nose, throat, and lungs. It can cause mild to severe illness, and at times can lead to death. The best way to prevent the flu is by getting a flu vaccine each year." Flu vaccines are very important to keep all of us at West Hills free of the flu this season. The CDC recommends receiving the flu vaccine around the month of October. It takes about two weeks after vaccination for antibodies to develop in the body and provide protection against the flu.

In addition to getting the flu vaccine, there are other ways we can help prevent the spread of the influenza virus. Washing your hands is the number one way to prevent infection. With the weather changing, we will be spending more time inside. With more people inside having close contact, it is easy to spread germs back and forth. Housekeeping will also be making sure the railings in the hallways and doorknobs are sanitized frequently. If coughing or sneezing, use your elbow or arm instead of your hands to cover your mouth. If your family members or visitors are sick, we recommend that they refrain from visiting until their symptoms have subsided.

Thank you all for working together to keep West Hills a clean and healthy place!

Sincerely,

Karlene Boss, DON

SOARING: SUPPORTING THE SPIRIT

A yearly calendar of "national days" shows hundreds of examples of days, weeks, or months that are set aside for special observances. Included among these are somber reminders that invite our collective reflection on difficult events in our history, such as Pearl Harbor Remembrance Day on Dec. 7. Other events call our attention to important issues or seek to educate us about matters of health and well-being such as Mental Health Awareness Month. And still others are well-known days or holidays that are widely enjoyed such as Halloween in October and Thanksgiving in November.

There is another category of calendar observances that I can only describe as "fun" days. These special days shine a light on the everyday things of life and invite us to celebrate them, too. According to nationaldaycalendar.com, Oct. 5 is National Do Something Nice Day, Oct. 10 is National Handbag Day, and National Color Day is Oct. 22. There are international days as well. On Oct. 8, we can join with people around the world to celebrate International Octopus Day. These are only a few of the ways we can choose to celebrate in the upcoming month.

Celebration is good for our spirits. It is enjoyable to be remembered on a birthday or anniversary, or to take part in making someone else feel special on an important day. Life can be tough sometimes and we or our loved ones may be dealing with significant challenges from day to day. Taking time to celebrate doesn't deny that times can be hard. Instead, celebration affirms the goodness at the heart of life. Taking time to celebrate reminds us of some of the joys of being human. Celebrations often include gathering together, sharing special food, decorations and participation in meaningful rituals. These events can help to support and sustain us through difficult seasons of life as well as make our days even more special. So, in October and throughout the year, let's celebrate!

Blessings,

Kristen Hamilton-Sutherland

Spiritual Care Director





WEST HILLS

Health & Rehabilitation Center

5701 SW Multnomah Boulevard, Portland, OR 97219
503-244-1107 | westhillshealthandrehab.com



MANAGED BY



The Goodman Group

STAFF

Executive Director

Nicole Easley

Director of Nursing

Karly Boss

Environmental Services Director

Michael Maguire

Life Enrichment Director

Nate Hansen

Admissions Director

Debi Corwin

Business Office Director

Melissa Jugar

Dietary Director

Rachel Mackintosh

Medical Records Director

Yolanda Morales

Social Service Director

Debi Canales

Payroll

Susan Black

Central Supply Director

Linda Mercado

Spiritual Care Director

Kristen Hamilton-Sutherland

A WARM
WELCOME TO
ALL OUR NEW
RESIDENTS

