

Good Life News

at Billings Health and Rehabilitation Community

APRIL 2014

www.billingshealth.com

April Resident of the Month



Our Resident of the Month for April is Nelda H. Nelda is a resident on Unit 3. Nelda was born in Thermopolis, Wyo., and raised in Hamilton Dome, Wyo. Nelda worked as a dietary directory for 30 years — 20 years at Cedarwood Villa and 10 years at Beartooth Hospital and Nursing Home. Nelda had four

children — one girl and three boys. She enjoys making jewelry, coloring and painting, along with making wooden craft projects.

Here is what the staff had to say about Nelda:

"Always helpful to other residents."

"Easy to talk to and a great listener."

"She is very kind and talented and makes others feel good when they wear her handmade jewelry."

Congratulations, Nelda!

April Employee of the Month

Our Employee of the Month for April is Keidra Wilson.

Keidra works on crossroads as a CNA. Keidra became a CNA due to a lot of her family being in the nursing field. She enjoys getting to know each resident and learn little pieces of their lives. She has a beautiful voice, but doesn't like to sing in front of people.

This is what some of the residents and fellow staff had to say about Keidra:

"She always goes above and beyond to help residents."

"Keidra is always willing to pick up shifts when needed."

"She is a great team player."

Congratulations, Keidra!



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

Our Service Approach

Step 2 – Fulfillment and Anticipation of Resident and Guest Desires

During Platinum Service training, we learned that customer loyalty is achieved when an organization focuses on providing personalized service to its customers. This is the heart of our Service Approach to residents and guests.

Some techniques we use to meet residents' unique and personal requirements include engaging and adjusting to their pace, fulfilling expected and expressed wishes, anticipating any unexpressed wishes, and asking if any other assistance is desired. We are able to deliver this service by being proactive, using the resident or guest's name, and remembering their preferences. Our goal is to go over and above the "ordinary" service that might be expected.

"To give real service you must add something which cannot be bought or measured with money, and that is sincerity and integrity." —Douglas Adams

Billings Health and Rehabilitation Ugly Sweater Contest

The BHRC Employee Council held an Ugly Sweater Contest on February 28. Please enjoy the pictures of the Pharmacy crew and our Administrator who participated.



Tanya Cornwall, the winner



Another ugly sweater



Left to right: Greg, Tanya, Joleen, Ben and Amanda

Easter Meal

Our Easter meal will take place on Sunday, April 20, at our noon meal time. We will be serving:

Turkey	Cranberry sauce
Ham	Corn
Potatoes	Green beans
Sweet potatoes	Strawberry shortcake
Bread dressing	



Meeting the Easter Bunny by Rowena Bennett

On Easter morn at early dawn before the cocks were crowing I met a bob-tail bunnykin and asked where he was going. "Tis in the house and out the house a-tispy, tipsy-toeing, 'Tis round the house and 'bout the house a-lightly I am going." "But what is that of every hue you carry in your basket?" "'Tis eggs of gold and eggs of blue; I wonder that you ask it. "'Tis chocolate eggs and bonbon eggs and eggs of red and gray, For every child in every house on bonny Easter day." He perked his ears and winked his eye and twitched his little nose; He shook his tail — what tail he had — and stood up on his toes. "I must be gone before the sun; the east is growing gray; 'Tis almost time for bells to chime." — So he hippity-hopped away.



Fun, Friendship and Hats

It's hard not to notice the Red Hat Society, whose members wear bright red hats with pride. Do you know the story behind this lively group of ladies?



In the late 1990s, Red Hat Society founder Sue Ellen Cooper spotted a bright red fedora at a thrift store and bought it on impulse. Later, she came across Jenny Joseph's poem "Warning," which opens with the lines "When I am an old woman I shall wear purple/With a red hat which doesn't go," and thought of her treasured red hat.

Cooper embraced the poem's message of approaching middle age with gusto and a sense of humor, and she began giving her friends the gift of a red hat and a copy of the poem. The women realized they were becoming a "Red Hat Society" and held their first official tea party on April 25, 1998.

The group grew largely by word of mouth, and by 2005, there were more than 40,000 chapters around the world.

The Red Hat Society's mission is to celebrate life and build bonds among women of all ages, using the components of fun, friendship, freedom, fulfillment and fitness. Members over 50 are called "Red Hatters," while women under 50 are called "Pink Hatters."

Red Hatters wear red and purple to all their functions, which range from tea parties and lunch outings to conventions and cruises.

A Thank You Letter

March 14, 2014

Good day wishes from your sister facility, "The Village Health Care Center" in Missoula, Mont.

I wanted to take a few minutes to thank everyone for their hospitality and help during my stay in Billings.

All the staff, from Administration on down, personified what "Platinum Service" is all about. It was a pleasure to get to know you. I only hope I have the opportunity to see everyone again in the future. I also extend an invitation to visit our facility in Missoula.

Thanks also to all the wonderful residents for their patience and kindness with new CNA students and a special thanks to "Buzz" for his invaluable information on Parkinson's.

I will remember my stay with fondness.

Sincerely,
Mary Norris, LPN
Education Coordinator
Village Health Care Center
Missoula, Mont.

Thank You
so much!

Resident Birthdays

Fred C., 6th
Darin B., 7th
Sally D., 8th
Ryland S., 16th

Employee Birthdays

Arlene Suko, 4th
Bekki Romero, 6th
Brittany Kramer, 6th
Carl Shep, 6th
Barb Allard, 11th
Mackenzie Uzelac, 14th
Ashlee Bonner, 15th
Deborah Roberts, 22nd
Jared Palmer, 24th
Dianna Ferguson, 27th
Terri Thomas, 27th
Audra Holcomb, 27th
Shirley Siegfried, 27th
Kristi Richardson, 29th
Christopher Caruco, 30th

Service Anniversaries

Emily Smith, 4/1/2013
Sharon Reiter, 4/1/2013
Ericka Stone, 4/1/2009
Judy Brock, 4/2/1993
Denise Harmala, 4/3/2001
Sheila White, 4/3/2013
Chris Weinhold, 4/5/2010
Nancee Ille, 4/5/2013
Roben Hinman, 4/9/2013
Nina Rehard, 4/9/1980
Kandi Lindley, 4/10/2008
Shawn Musgrave, 4/11/2005
Renee Breiner, 4/15/2013
Barb Bence, 4/16/2002
Ashlee Bonner, 4/17/2013
Lani Vicente, 4/17/2013
Shirley Siegfried, 4/23/1991
Natalie Giberson, 4/24/2013

Gardening Is Good for You

Growing older doesn't mean your gardening days are gone forever. In fact, research shows that gardening provides a bounty of benefits for seniors. Even better, the rewards are the same whether you use containers or a plot of land.

Peaceful planting — Gardening can be both relaxing and therapeutic. Tending a garden involves various tasks that keep the mind sharp, and the fresh air improves focus and concentration. Being outdoors also reduces stress, irritability and depression, which in turn leads to more restful sleep.

Seeds of strength — Digging in the dirt, lifting a watering can and pulling weeds all help build motor skills, strengthen muscles and improve joint flexibility. Additionally, a University of Arkansas study found the weight-bearing movements associated with gardening increased bone density and reduced the risk of osteoporosis.

A happy harvest — By nurturing and caring for another living thing, gardening provides a sense of purpose and accomplishment. There's nothing like seeing the fruits of your labor in the form of beautiful blossoms or fresh, tasty fruits and vegetables.





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Ben Tyrrell

Director of Nursing

Terese Luther

Environmental Services Director

Sandy Rogers

Life Enrichment Director

Frank Montiel

QIC Nurse

Joanna Aspinwall

Maintenance Supervisor

Dale Bentz

Admissions Director

Kristina
Richardson

Dietary Director

Chance Cole

Social Service Director

Scooter Humbles

Beautician

Deb Schaeffer

Payroll

Melissa McCaig

Social Services

Jodi Harmala

Dietician

Brian Hagerty

Newsletter Coordinator

Jill Peterson

Receptionist

Judy Brock

Unit 1 Manager

Roni Bollinger

Pearl Gardens Manager

Barb Allard

Unit 3 Manager

Deb Roberts

Summit Unit Manager

Joanna Aspinwall

Spring Plant Sale

We are excited to announce our annual Plant Sale at Billings Health and Rehabilitation Community! This fundraiser for Healthcare for the Homeless will take place on Saturday, May 3, 9 a.m. to 2 p.m. We will have a large selection of flowers, vegetables, perennials and herbs, all grown at the Special K Ranch. Representatives from Healthcare for the Homeless will be on hand to answer questions about their program. Master Gardeners will be there to help you choose your plants. Join us on May 3 as we welcome spring! We are very proud of the work we do at Billings Health. Please call Kristi at 656-6500 to inquire about our Summit Transitional Care, Long-term Care, Pearl Care Memory Care or our Respite Care options.

