



1276 Hanover Street • Manchester, NH 03104
(603) 622-3262 • www.villacrestcommunity.com

Villa Crest View

December 2017



The Giving Tree

Each year, the Recreation Department places a Giving Tree in the front lobby and residents' Christmas wishes are written on ornaments that adorn the tree.

Family members, staff and visitors are encouraged to take an ornament tag and make a Christmas wish come true. Wrapped gifts should be returned with the ornament attached by December 15th. This is a great project for church groups, scouts, and other volunteer organizations.

Please contact the Recreation Department at extension 509 with questions. Thank you and Merry Christmas.



Holiday Decorations

Festive holiday decorations on doors and in resident rooms are welcomed and encouraged. However, fire and other safety codes must always be observed.

Extension cords, candles and easily combustible plants such as live Christmas trees, wreaths, and arrangements with evergreen branches are never allowed in the Center per Life Safety and Fire Safety codes.

Please help Center partners create a festive and safe environment by directing questions about decorations to the Director of Environmental Services, Jeff Miller, at ext 525.



Entertainment

- 12/6 2pm Bob Rutherford
- 12/8 7pm Happy Hour
- 12/13 2pm Joe Nocera
- 12/20 2pm Jan Rosen
- 12/25 2pm Ronnie Chase
- 12/31 2pm New Year's Eve Party

Excursions

- 12/1 10am Bowling
- 12/1 1pm KMart Shopping
- 12/8 1pm Walmart Shopping
- 12/11 6pm Speedway Holiday
- 12/15 10am Bowling Prk Plc
- 12/19 6pm Holiday LifeTour
- 12/19 1pm Walmart Shopping
- 12/29 11am Lunch at IHOP



Put Dry Skin to Rest

The dry air from indoor heating systems can cause itchy skin and chapped lips. Tend to both by keeping a bottle of body lotion and a tube of lip balm on your nightstand and apply them before bedtime. Your skin and lips will soak up the moisture while you sleep.



Ring in the New Year

Celebrate the New Year at 2 p.m. on December 31st with a New Year's Eve event in CHOICES Restaurant.



Coming Soon

Stay tuned for our new and improved Villa Crest Nursing & Retirement Center website.



Gifts

New Federal regulations require the implementation of a system for responding to resident concerns and complaints. Villa Crest uses a "Gift Report" which reminds partners that resident feedback is a gift, and the follow up process provides partners with the opportunity to fix problems that affect residents' experience and quality of life.

When concerns are reported, partners complete a form called a gift report. That report generates follow up at the end of which the resident or family receives feedback and hopefully a satisfactory resolution.

The newly mandated step in the process requires a written response documenting a satisfactory resolution to the gift report. For more information, or to share a concern, please contact any Villa Crest partner.



Heidi Compos, Debbie Belanger, and Ana Novcic out to enjoy the bat drop on Halloween Day.

Thank You!

The residents and partners of Villa Crest wish to express sincere thanks to the Manchester Fire Fighters who participated in the annual bat drop and who responded promptly to emergencies of all types throughout the year. Thank you for your service.



Lee Weber and Mike Elliott join in the fun of Halloween.



Linda Lezy, Beth Masella, & Debbie Belanger

Best Wishes in Retirement

Linda Lezy has announced her retirement after almost thirty years in service to the residents of Villa Crest Nursing and Retirement Center. We extend our sincere thanks to Linda for her tireless service and dedication to the financial operations of the center!

Gift Giving

The holidays are a wonderful time to give thanks. With that in mind, remember that Villa Crest partners may NOT accept gifts from residents and family members.

The best way to thank partners is by filling out a PEP card. PEP cards are reviewed weekly and result in a financial incentive to the partner. PEP cards are located in resident rooms, on the nurses' stations, and in the front lobby.



Preserve the Power of Antibiotics

Antibiotic-resistant bacteria causes more than 2 million illnesses each year in the United States. Antibiotic resistance occurs when germs no longer respond to the drugs designed to kill them.

Antibiotic stewardship is the act of using antibiotics only when truly needed and using the right antibiotic for each infection. It is called "stewardship" because it protects the effectiveness of the most important tool we have to fight life-threatening bacterial infections: antibiotics.

New Federal laws require long term care communities to implement policies and procedures designed to monitor and control the use of antibiotics.

The medical team at Villa Crest has designed a policy using the McGeer definitions and criteria for treating urinary tract infections, upper respiratory infections and other types of infections. The McGeer definitions require more than one piece of information, or one symptom in order to treat with an antibiotic. For more information please contact Tammy Seligman, Infection Control Nurse.



Happy Birthday



Partner Birthdays

12/01	McKenzie Holmes, Recreation
12/03	Malinda Noyes, LPN
12/03	Lisa Romero, LPN
12/04	Jesse MacLeod, Cook
12/09	Lisa Rousseau, LPN
12/13	Meagan Deschenes, LNA
12/15	Cassidy Burgos, LNA
12/17	Penny Sue Kimble, LPN
12/19	Lori Belanger, LNA
12/21	Lily Baker-Sweeney, LPN
12/21	Kristina Rivard, LNA
12/21	Maria Rojas, RN
12/27	Adrienne Cameron, MSW
12/28	Stephanie Fifield, LNA
12/31	Kathy Camire, LNA

Resident Birthdays

12/02	Georgetts Psarakis
12/02	John Stafford
12/02	Dolly Burns
12/02	Laurette Moulton
12/03	Bernadette Daigle
12/07	Carlton Waterstrat
12/11	Willa Lepine
12/14	Rose Keane
12/17	Solange Beaudette
12/18	Alice Blais
12/23	Patricia Ramos
12/24	Ann Kelly
12/25	Arthur Strong
12/25	Carol Dornhofer
12/27	Joyce Marie Valder
12/28	George Vachon
12/29	Marie Bogdanowicz
12/30	Janet Hoffacker

IMPORTANT

Residents have the right to have visitors.

State and Federal laws entitle residents to visit with friends and family without restriction. The law also allows residents to decline visitors as they choose.

Villa Crest Nursing and Retirement Center has open visiting hours but guests are encouraged to be respectful of all residents when visiting in the late evening or early morning hours. Pets and children are welcome to visit. Dogs should remain on a leash while in the building.

After the reception desk closes and the security system is activated at 7 p.m., visitors may use the doorbell at the side entrance on the North Unit.



... Get to Know Your Neighbor ...



Elsie DeMayo, Marge Taipale, Arline Martineau and Janet Hoffacker

There is an old folk song whose lyrics are, "Make new friends, but keep the old. One is silver, and the other, gold. A circle's round, it has no end and that's how long I'm gonna be your friend." The song beautifully describes the fact that some friendships start early and last forever, but others come in the autumn of life and are just as warm and lasting. Marjorie Taipale, Arline Martineau, Janet Hoffacker, and Elsie DeMayo are autumn friends. They met after moving to Villa Crest Nursing and Retirement Center. Each afternoon and evening they enjoy meals together in CHOICES. They also join each other at the BINGO and Pokeno tables.

These four special friends play together, share stories, listen to each other and provide support. The lyrics of the folk song also say, "A fire burns bright, it warms the heart. We've been friends from the very start. You help me, and I'll help you, and together we will see it through."

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