

VILLA CREST

NURSING AND RETIREMENT CENTER

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

Villa Crest View

July 2016



- Camp Villa Crest -

Mark Your Calendar

The Annual Villa Crest Summer
Barbecue

August 18th, at 5:30pm
"Camp Villa Crest"

Remember the days of camping
trips past!

Grab the tent, a lantern, & the
camp stove.

Get set to re-tell the best
campfire ghost story.

S'mores are ready for roasting!
Invitations will be sent soon!



Hannah Kelley, LNA, Grayden Fowles and
Jessica Cahoon, LNA

Licensed Nursing Assistant Week

Villa Crest Nursing and
Retirement Center celebrated
Licensed Nursing Assistant (LNA)
Week June 13th -17th.

This national celebration
provided an opportunity to
recognize and thank these
dedicated caregivers. They are
the backbone, heart, and soul of
the resident-centered care
provided at Villa Crest.



Marie Rumore, LNA and Sandy Flynn, LNA

Positive Thought

"Things turn out best for the
people who make the best out of
the way things turn out."
—Art Linkletter

Taste of Summer in Choices Restaurant

Be sure to stop and try the
weekly summer specials in
Choices Restaurant. Enjoy a fresh
lobster roll, shrimp salad, clam
strip roll and more. See you soon!



Zoe & Jennifer LaMontagne, LNA



Betty & Sam Brown, LNA



Your Opinion



We can do it, but we need YOUR help! Over the past three months the response rate for the My InnerView Resident Satisfaction Survey has dropped to an average of 9%, with a low of 6% in April. That means we aren't hearing from you!

Satisfaction surveys are sent to residents' families at the time of admission, at discharge, and annually upon the anniversary of the admission date.

Resident and family feedback allows center partners to improve services. Don't delay, return your satisfaction survey today! Thank you.

Happy Birthday



Activities



Resident Birthdays

- 07/01 Rita Morrisette
- 07/01 Irene Labonville
- 07/06 Lois Chatfield
- 07/08 Gertrude Gagne
- 07/13 Helen Bowser
- 07/13 Anna Oilver
- 07/16 Loretta Morin
- 07/23 Arline Martineau
- 07/27 Raymonde Fauteux
- 07/28 Albert Charpentier
- 07/30 Louise Leblanc
- 07/31 Robert Sundeen

Entertainment

- 7/4 2pm 4th of July Celebration
- 7/6 2pm Bob Rutherford
- 7/8 7pm Happy Hour -Scott Andrews
- 7/13 2pm Mark Stanzler
- 7/19 6:30pm Game Of Jeopardy
- 7/20 2pm Class Act
- 7/22 7pm Happy Hour -Reunion Trio
- 7/26 2pm Dave Andrews

Partner Birthdays

- 07/01 Karin Wood, RN
- 07/02 Kimberly Maxham, LNA
- 07/06 Sandy Flynn, LNA
- 07/07 Hector Docto, LNA
- 07/08 Amy Turgeon, LPN
- 07/08 Sanja Matukic, Dietary
- 07/13 Jackie Smith, Receptionist
- 07/14 Gina Horton, LNA
- 07/16 Kaitlyn Martin, Dietary
- 07/19 Susan Naughton, LNA
- 07/21 Heidi Rivera, LNA
- 07/21 Sandy Gallagher, LNA
- 07/24 Claudia Roberge, LNA
- 07/24 Kathy Rivera-Keefe, LNA
- 07/27 Jeff Miller, Dir. Env. Svcs
- 07/28 Fred Omete, LNA
- 07/28 Nicole Scott, LNA
- 07/28 Samantha Lehouiller, RN
- 07/30 Cindy Sawyer, Laundry

Outings

- 7/1 10am 10 Pin Bowling
- 7/8 1:15pm Walmart Shopping Trip
- 7/15 10am Bowling-Lakeside Lanes
- 7/18 1:30pm Ice Cream by the Lake
- 7/20 9:30am Beach Day
- 7/22 1:15pm Christmas Tree Shop
- 7/25 1:30pm Ice Cream by the Lake
- 7/29 11am Lunch-Bolton's Lake Rest





Social Work Department Updates

Please welcome the new partners in Social Work.



Resident Rights

Residents have the right to voice grievances and there are several effective ways to do so. Residents may speak directly to department managers or the administrator. They may attend monthly resident council meetings which are under the direction of George Deziel, President of the Long Term Care Council, and Don Brown, President of the Assisted Living Council.

In addition to these center based problem solving processes, the Office of the Long Term Care Ombudsman is always available. The Ombudsman may be reached by calling 1-800-442-5640. The Ombudsman is available for consultation, protection of resident rights, assistance with problems and concerns, or education programs.



Wheelchair Safety

Please take a moment to review these important tips for wheelchair safety. Following these guidelines will help ensure that residents are safe and free from injury.

- Speak to the resident before beginning any movement to make sure the resident is aware that the chair will be moving.
- Make sure wheelchair pedals are attached and resident's feet are securely on the pedals. Foot pedals are stored in the vinyl bag on the back of the wheelchair. If foot pedals are not in the bag, please see a Villa Crest partner for assistance.
- Always remember to engage the breaks when assisting a resident in and out of the wheelchair.

Following these simple tips will help prevent injuries that may occur with improper wheelchair use. For more information or to ask questions please contact Nicole Cloutier, LPN, Restorative Nursing Manager.



Kailin Griffith received her bachelor's degree in Psychology from California State University-Monterey Bay. Presently, she is working on her master's in Social Work at the University of New Hampshire. Kailin will be covering for Adrienne Cameron's maternity leave which began July 1st.



Jennifer Gray is a new permanent part-time social work partner. She is a Massachusetts native and lives in Epping, New Hampshire. She received her bachelor's degree in Social Work from Southern New Hampshire University and is working on her master's degree in Psychology.

... Get to Know Your Neighbor ...



"Betty" Elizabeth Byrd

Betty Byrd was born and raised in Manchester, New Hampshire. She had four brothers and sisters. Growing up during the Depression, she remembers standing in line to get cigarettes and butter. Instead of attending high school, Betty went to work at JF McElwain's Shoe Factory where she stayed for seventeen years to help out her family. Betty's other jobs included working in the mills making Sesame Street slippers and Pandora sweaters.

Betty met her husband, Walter, at Grenier Air Force Base and they were married in 1941. The couple had four girls, including a set of twins. The Byrd family lived in Manchester before moving to Brunswick, Maine, then Ashland, Oregon (Walter's home state).

Betty's favorite family vacations were returning to Oregon and visiting Lake Tahoe. Betty also enjoyed dancing with her husband at the local Veterans' Hall.

Betty learned how to drive after her husband passed away and she remembers that her first car was a Toyota Corolla.

Betty is very active at Villa Crest. She loves to go bowling, play Bingo and Pokeno, go shopping and out to lunch with other residents. She also enjoys entertainment, happy hour and sing-alongs.

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