

The Andrew Connection

WINTER 2008

Our Program Directors: the Team Builders!



Left to Right:
2nd floor: Courtney Sedgwick
3rd floor: Nicole Moore
4th floor: Maisie Fossie
5th floor: Rita Grev

“The Program Director job is incredibly rewarding - it is a job where you can build a safe and therapeutic community for those who need it. You go home knowing you made a difference. You learn that little things are meaningful and appreciated. Taking the responsibility to build a strong floor staff team is fun too”, comments Nicole Moore, our 3rd Floor Program Director. The Program Director is responsible for the treatment and services for all 53 residents on each floor and supervises most of the interdisciplinary team members on the floor. If you have not yet met the Program Director on your resident’s floor, be sure to take a moment to meet Courtney Sedgwick on 2nd, Nicole Moore on 3rd, Maisie Fossie on 4th and Rita Grev on 5th Floor. Together they have decades of experience working with people with mental illness.

A Program Director is involved in every aspect of services and you might find her in a Treatment Program Review (TPR) meeting or creatively helping to organize a resident’s room or writing a staff person’s performance evaluation or facilitating the weekly team Staff Meeting or finding floor coverage because a staff person is ill or talking to a concerned family member on the phone or calming a worried resident - you get the picture! The job is varied and complex with many “balls in the air” at once – and seldom do any of them fall to the ground! “What I like about being a Program Director is that I get to know EVERY resident on the floor in a very personal way”, says Maisie, “I hope I contribute to making each resident’s day a little bit brighter through my interactions and support. I enjoy meeting resident’s families at family dinners, TPR’s, floor events, etc. It’s nice to know where residents come from and to learn about the supports they have”. “Occasionally”, Rita Grev reminisces, “we have had the chance to reunite a resident with a loved one from whom he or she has been estranged for years. This can happen for a variety of reasons and it is incredibly rewarding to be part of helping a family reunite.” Ultimately, the Program Director is responsible for the treatment provided to each resident on his or her floor. And, for the professional service offered by the staff on the floor. The Program Director has many skills - mental health professional, cheerleader, creative thinker, coach, crisis calmer and role model. How lucky we are to have Courtney, Nicole, Maisie and Rita! They each welcome you to contact them with any questions, concerns or ideas you may have.

The Andrew Connection is printed quarterly by Andrew Residence as a service to the family and friends of our residents!

A Message from Our Executive Director

Dear Family and Friends,

Winter 2008



Karen M. Foy

I hope 2008 is treating you well! This is the 35th Anniversary of Andrew Residence. Ground was broken in 1971. It opened as Andrew Care Home, a Boarding Care Facility, in November of 1973. It was named “Andrew” after the Andrew Hospital that once stood in southeast Minneapolis near the University of Minnesota. People often ask where the name came from. As a young man, Andrew’s original builder and owner had recovered from a serious illness at the Andrew Hospital. As a tribute to his recovery, Andrew Care Home was named after the hospital. So, now you know!

We had a festive holiday season at Andrew Residence. Delicious food, special events, gifts, parties, cheerful decorations and good cheer were in abundance. Our staff generously donated many Toys for Tots and food for our neighborhood food shelf. It is always a special time here at Andrew.

There has recently been a focus on accident prevention in long-term care facilities. Of course, we always want to prevent accidents at Andrew, but, this year, we place particular emphasis on accident prevention. Our staff will be working together to proactively identify and reduce risk of accidents. When you visit, we would welcome your help in identifying potential causes of accident or safety issues in general. Your observations are always appreciated!

Jenny Moberg was a spirited Therapeutic Recreation Specialist at Andrew for 18 years before her death from breast cancer three years ago. Residents and staff joined recently for our second annual “Jenny Moberg Sportsmanship Award Celebration”. We honored our sports teams for their dedication and two residents – one each from our softball and volleyball teams – as recipients of this annual award. Please look at the perpetual plaque in the front lobby the next time you are here.

You may have noticed that our front/east parking lot area is roped off. The City of Minneapolis has required us to update this portion of our parking lot with curbing and landscaping. This is an extensive (and expensive) project. We are not allowed to park vehicles there until the updating is complete. As you can imagine, this has taken creativity and dedication on the part of many staff, as our parking challenges are significant even without the loss of these spaces. Currently, we have arranged for many staff to park in a nearby parking lot. I will update you when I know more!

I welcome you to stop in to say ‘hello’ when you visit! And, please join us at our next two Family and Friends Dinners on Sunday, March 9th (the first day of Daylight Savings Time) and Sunday, June 8th.

Andrew Residence Family Services

Treatment Planning Meetings

We consider you an important part of the treatment team. Every three months each resident participates in a meeting to review progress of the last quarter and to plan for the next. If your family member gives permission for you to attend, we would welcome your participation in these meetings. Please talk to your family member or staff on his/her floor for more information.

Family & Friends Dinners

These fun quarterly Sunday events, from ***11:30AM-1:00PM***, are a time for each resident to invite friends and family to share a delicious meal at Andrew. The dates of the next Family and Friends Dinners are Sunday, **March 9th** (the first day of daylight Savings Time) and Sunday, **June 8th**.

Family Contacts

Two family members serve on our Advisory Board and they welcome you to contact them if you would like a family perspective: Helen K. (952-884-1690) or Nikki E. (952-933-5320).

Family Council

Although we have an active Community Council in which residents are involved, we do not have a Family Council at this time. Please contact Hilary Greene at (612) 333-0111 if you are interested in starting one.

Education and Support

We recommend the following organizations to you for support groups, educational programs, and advocacy:

NAMI-MN

(National Alliance On Mental Illness - Minnesota)

Phone: 651-645-2948

Toll Free: 1-888-473-0237

website: www.mn.nami.org

Mental Health Association of Minnesota

Phone: 612-331-6840

Toll Free: 1-800-862-1799

website: www.mentalhealthmn.org

For Your Information:

<u>Floor</u>	<u>Program Director</u>	<u>Resident Phone #</u>
2nd	Courtney Sedgwick	(612) 333-1148
3rd	Nicole Moore	(612) 333-1232
4th	Maisie Fossie	(612) 333-1364
5th	Rita Grev	(612) 333-1442



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We're On The Web!
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**The Mission Of
Andrew Residence is
to promote
compassion and
respect in a
therapeutic residential
community where
quality mental and
physical health
services are provided.**

2007 Family Survey Results

Although our Family Survey return rate continues to be relatively low (25%), we want to thank the 45 people who returned the Survey that was included with the Fall 2007 Andrew Connection. The results show that many of you feel we are doing a particularly good job with providing professional staff who offer services with respect; that Andrew is safe and secure; that we respond well in an emergency and that our Dining Room experience - including good food! - is positive. Lower scoring items that indicated concerns included helping our residents be more involved in the community and providing meaningful in-house groups and services. Respondents also hope we can include more useful information in the Andrew Connection (we would love to hear your ideas!). One of the biggest concerns continues to be finding a private place to meet when you are here visiting. Staff are happy to help you find a spot - in a lounge on the Floor or in the Dining Room (which is open and available when meals are not being served - and, you are welcome to come for a meal!). We will continue to review the Family Survey results and will work to improve areas of concern. In the meantime, if you would like to see the complete results or share ideas, contact Hilary Greene, our Quality Coordinator or Karen Foy, our Executive Director.