

# The Andrew Connection

## Our Housekeeping/Laundry Team *Making people feel at HOME!*

When we ask residents, families and staff on surveys what they like best about Andrew, always at the top of the list is "It's so CLEAN!!" And, that it is, thanks to our 10 dedicated team members who diligently work to keep it that way. Claudett, does about 65 loads of laundry each week, helping those residents who do not wash their own clothes. You can often find her singing and dancing as she works! Andreus does laundry on Fridays, and you may also see him working with our Food Service Team. We hope you introduce yourself to Claudett, Andreus, and the Housekeeping Team (Nancy on 1<sup>st</sup> floor, Cindy on 2<sup>nd</sup> floor, Maria on 3<sup>rd</sup>, Mayamu on 4<sup>th</sup> and Barb on 5<sup>th</sup>, in addition to Donna, our Evening Housekeeper, Rolando, our Float, and Patti Wettlin our Housekeeping and Laundry Supervisor). Each member of this team uses professional skills to clean everything from windows to bathrooms to resident rooms to staff areas and public areas. Often creativity and patience are needed to encourage residents to assist. One challenge is clutter in some

resident rooms. Anything you can do to help your loved



Donna, Barb, Patti, Maria, Claudett, Mayamu, Cindy, Andreus, Rolando, Nancy

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

one minimize clutter in the limited space available would be appreciated. Each resident room is cleaned and vacuumed weekly by the floor Housekeeper. Resident bathrooms are cleaned daily (that's over 90 bathrooms each day; and we replace over 380 rolls of toilet paper each week!). Housekeepers also provide clean linens weekly. Public areas (hallways, restrooms, lounges) are cleaned daily. Patti says, "Combined, this team has served at Andrew for over 82 years. I'm proud of the way they work together through thick and thin!"

### Please come to our Family and Friends Program!

The third Thursday of each month.  
Each presentation will begin at 7:00pm

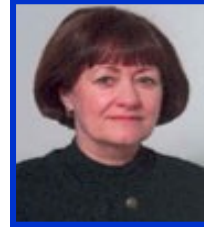
- August 19<sup>th</sup> - History of Mental Health, Emily Barrett, Andrew Social Worker
  - September 16 -
  - October 21 -
  - November 18 -
- { Topics to be announced
- No December Meeting

**Questions about the Family Program?  
Call Emily Barrett, Social Worker, at Andrew!**

## A Message from Our Executive Director, Karen Foy

Hello Family and Friends!

We were recently reminiscing about the days when we did not have air conditioning at Andrew (prior to 1989). Thankfully, it has been working well this steamy season!



Our residents often have papers that contain confidential information and we have encouraged them to give staff any such materials so we can shred them. No one wants to be the victim of identity theft!

Many of our residents need regular lab work completed. The blood draw can be done in the physician's office, but most often specially trained pharmacy staff (phlebotomists) comes to do it at Andrew. You may be aware that our previous pharmacy, CVS, stopped providing lab services about two months ago. Most residents are now receiving this service through Genoa Pharmacy. Thanks to our residents and staff who worked together on this change, the transition has gone smoothly.

Some of you have expressed frustration with phone messages not getting to your loved one in a timely way. We have developed what we feel is a more successful system – and hope you find it to be so! Please give me or our Receptionists feedback about this.

Reading over some reports recently I noticed that in 2009 we had 355 potential residents referred to Andrew and, during that year, we welcomed 48 new residents. Thus, we welcome about four new residents each month into our Andrew family.

I'm proud to say that about 25% of our residents volunteer, either at Andrew or in the community. At Andrew, we benefit from residents who water plants, decorate bulletin boards, help facilitate groups, make resident birthday cards . . . the list goes on! It's delightful to see how much this means to each resident volunteer, as well as to the Andrew community as a whole.

I always appreciate your comments and suggestions. I hope to see you at one of our next Family and Friends Dinners on September 12<sup>th</sup> and December 12<sup>th</sup>.

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### **Did you Know?**

During a LOA (Leave of Absence) from Andrew, we send medications needed during the time away from Andrew with a resident. You and your loved one are encouraged to contact Andrew staff anytime before, during and/or after a visit with any questions about medications. Look for our note included with the medications – "Taking Your Medications When you are LOA: Helpful Hints for Residents and Families". Staff are here to help you!



## 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

Please come **Sundays: September 12th and December 12th**. These fun events, from 11:30am – 1:00pm are a time for each resident to invite friends and family to share a delicious meal at Andrew. Each resident can host 2 guests free. Additional guest meals are \$10 for adults and \$5 for children 12 and under.

### 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.namimn.org](http://www.namimn.org)

**Mental Health Association of**  
**Minnesota**

Phone: 612-331-6840  
Toll Free: 1-800-862-1799  
website: [www.mentalhealthmn.org](http://www.mentalhealthmn.org)

<b><u>Floor</u></b>	<b><u>Program Director</u></b>
<b>2nd</b>	<b>Katie Shaughnessy</b> <a href="mailto:kls@andrewres.com">kls@andrewres.com</a>
<b>3rd</b>	<b>Nicole Moore</b> <a href="mailto:nas@andrewres.com">nas@andrewres.com</a>
<b>4th</b>	<b>Maisie Fossie</b> <a href="mailto:mkp@andrewres.com">mkp@andrewres.com</a>
<b>5th</b>	<b>Rita Grev</b> <a href="mailto:rlg@andrewres.com">rlg@andrewres.com</a>

<b><u>Resident Floor Phone Numbers</u></b>	
2nd	612-333-1148
3rd	612-333-1232
4th	612-333-1364
5th	612-333-1442



1215 S 9th Street  
Minneapolis, MN 55404

Phone: 612-333-0111  
Fax: 612-338-1734

Email: [info@andrewres.com](mailto:info@andrewres.com)

[www.andrewresidence.com](http://www.andrewresidence.com)

**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.**

### **54 Years of Combined Service!**

This spring, we said farewell to Virginia Koolmo, Floor Care Specialist and Alice Cunningham, Cook, both of whom retired. With Virginia's 35 years at Andrew, and Alice's 19 years, they offered stellar service for 54 years. We wish them well!!



Alice and Virginia