

The Andrew Connection

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

"It feels like a real Living Room!"

Strive to Thrive!
A Minnesota 10 x 10 Initiative

Have you seen our first floor Commons area recently? If not - stop in! There has been a great transformation. You'll find carpet, fresh soothing paint on the walls and some new furniture (more will arrive soon). We now have one Smoke Break Room rather than two and encourage smokers to stop in for a quick cigarette but not to linger there. One of the goals of our Strive to Thrive program is to provide more pleasant, welcoming, useful non-smoking space for everyone to enjoy. The Music Room is now cozier, with a piano, some guitars and soon a CD player. The room that contains the kitchen area now has welcoming double doors, new furniture and a TV (which was on constantly during the Olympics!). The vending machines are now tucked neatly away in a little "nook", removed from the living space but still

conveniently located. At the end of the month we expect to install exercise equipment in what was formerly the larger smoking room. Residents will receive instruction and supervision so they can safely - and healthfully! - use it.

What are residents saying about the new and improved areas: "It's so beautiful", "It feels like a real living room", "The color is very calming", "I can't wait to use the machines", "The new furniture is pretty and comfortable". We like the sound of all this praise!



The Renovation in progress!

A Message from Our Executive Director, Karen Foy

Hello Family and Friends!

We hope to see you on two special Sundays - September 16th and December 16th - at our next Family and Friends Dinners. Food is served from 11:30am - 1:00pm. It is always a delightful time.

I hope you will complete a Family Survey during the month of September. Surveys will be available at the Family Dinner, at the front desk and at desks on all floors. In the past we have mailed them with the Andrew Connection, but the return rate has been very low, so we thought we would try this new method. Or, access the survey on our website: www.andrewresidence.com under news and events. Your opinions are very important to us.

We had a successful annual Minnesota Health Department Survey in July. The average number of deficiencies given in Minnesota is seven. We only got three and are focusing on improving some systems related to assessing and treatment planning for resident falls as well as updating some systems in our Food Service area. Here are some of the informal compliments Surveyors made during our survey: "You do a great job!"; "The food is great!"; "Your staff is very professional!"; "We have an overwhelmingly positive impression of your facility!"; "Through our resident interviews it's apparent that residents love living here and don't want to be anywhere else!"

Our annual Customer Service Celebration honors ALL of our staff for the excellent, professional and compassionate service they offer year around, 24 hours each day. This year over 25 staff were nominated for the 2012 Customer Service Award. Gene Green, our Food Service Supervisor, was the recipient. Please congratulate him when you see him!

Our volunteer program welcomes you. If you are interested, please contact us!

I am proud of the enthusiasm and creativity shown by our residents and staff as we continue enhancing health with our Strive To Thrive program.

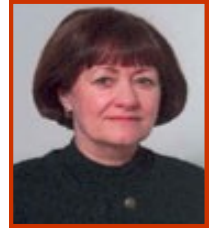
When you next visit Andrew, please stop by my office to say 'hello'.

Donations appreciated...

These new or gently used items could be left at the Front Desk; nearly 70% of our residents are men.

Underwear (new)	Wallets
Bras	Cards with envelopes (birth-day, get well, thank you...)
Socks	Winter outerwear (coats, gloves, hats)
Robes	Umbrellas
Slippers	
Belts	
Suspenders	

Thank You!



We're on Facebook!



Our new Facebook page has regular updates, info about mental illness and great photos.

Please "like" us!



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. With your family member's permission we 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 **Sunday, September 16 and Sunday, December 16** from 11:30am – 1:00pm. This is 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.

www.andrewresidence.com

Check our website where you can view groups offered, our menu, resources and past issues of The Andrew Connection.

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

Mental Health Association of Minnesota

Phone: 612-331-6840
Toll Free: 1-800-862-1799
website: www.mentalhealthmn.org

Floor Program Director

2nd	Christie Matts cwm@andrewres.com
3rd	Nicole Moore nas@andrewres.com
4th	Maisie Fossie mkp@andrewres.com
5th	Rita Grev rlg@andrewres.com

Resident Floor Phone Numbers

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

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.**



Courage

Residents have recently enjoyed the State Fair, Back to School Week and Water Week (particularly submerging staff in the Dunk Tank). The motto of our 2K Walk/Run was "It's not about finishing the race...it's about the courage to start".

