

The Andrew Connection

MARCH 2009

“Can you fix my belt?!”...

The answer, of course, is “yes”. Our “Magnificent Maintenance Team” – Mike, Virginia, Roberto, Chris and Evan – say “yes” to nearly every



request. And there are so many requests for their service. Some are large facility projects like installing a generator, shampooing all the carpeting, keeping our vehicles running, offering heat in the winter and air conditioning in the summer and being sure our fire alarms work. Then there are the smaller, but no less important needs including fixing a dresser, hanging a picture, quieting a squeaky door, unplugging a drain, replacing ceiling tile and changing a light bulb. Perhaps most rewarding are the personal requests to help residents – “Can you fix my belt”... “Help install a battery”... “Teach me to use my remote control”... “Repair my necklace” or “Help my clock tell the correct time”. The skill and ability is evident with our Maintenance team. But there is an added extra: the enjoyment in what they are doing and what they achieve. Mike Koenen, Maintenance Supervisor, comments, “This is a conscientious team who are truly inspired by what they do. They work in a safe, thorough manner. Each has a passion for being a detective to determine the best way to solve the problem. We all have a lot of satisfaction in what we do!” Although there is a “formal” system for requesting Main-

tenance services, often a resident or staff person will ask one of the team to “Please look at this and see what you can do”. If your loved one needs something repaired, he or she can ask for Maintenance staff help directly, or by talking to staff at the Floor desk. A resident recently commented that “Those Maintenance staff are everywhere and they can fix anything!!”



Our Maintenance Team: Chris, Roberto, Mike, Evan, and Virginia

Please come to our Family and Friends Program!

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

- 3/19 *‘Living With Schizophrenia’* Video and discussion
- 4/16 *Stigma* Presentation by the Mental Health Association
- 5/21 *Resident Rights* Presentation by the Mental Health Association

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, Karen Foy

Dear Family and Friends,

Many of you have stopped in to ask me about “how things are going” at Andrew – with the underlying worry about whether Andrew Residence will continue to serve your loved one. The short answer is – “yes”. The longer explanation is that we, like you, continue to see bleak news reports about businesses struggling, cutting back employees and even closing altogether. Despite our meager and inadequate pay raises, Andrew’s financial health is relatively stable. While we are not swimming with our budget, neither are we drowning. Rather, we are treading water with adjustments being made whenever and wherever we can. That is to say, no layoffs are planned, but we will make adjustments to replacing open staff positions on a case-by-case basis. There is no question that we are doing more with less, and this trend will continue for the foreseeable future. For example, beginning January 1st our electric rates were raised by 6%. This cost *alone* far exceeds all increases in revenue granted to us by the Legislature for 2009. So, where does the money to pay this type of increase come from? By saving in other areas of the budget. To date we have met these challenges successfully. But, these challenges continue to present themselves. We have asked our staff for help in managing our resources, both in terms of efficient work practices as well as ideas to help us balance the books in other ways. We know the upcoming 2009 Minnesota Legislative session will be challenging for law makers to parcel out money where needed while staying within a shrinking budget, the likes of which Minnesota has not seen in decades. We may also ask for your help contacting Legislators to advocate for our residents – and for our staff.



Karen M. Foy

One of the ways we plan to save some money this year is to have three, rather than four, Family and Friends Dinners. The next one is Sunday, March 22nd. We’ll have another in the fall and in December. Our summer dinner typically had the least number of guests, so we will not have that one this year. Of course, you are welcome to come to share a meal with your loved one any time – not only at these special events! The cost of a regular guest meal is only \$5 – a real bargain and the food, of course, is delicious!

Please stop by my office to say ‘hello’ the next time you are at Andrew!

Did you know??

Whether it be a trip to the corner store or to a medical appointment, we have a variety of ways of helping residents reach destinations away from Andrew. First, of course, we assess the comfort level and ability of each resident to be in the community and teach skills as appropriate. Residents are asked to sign out and to wear clothing appropriate to the weather. Walking to their destination is encouraged, and a staff escort is provided when needed. Many residents use state approved transportation services (usually vans) to go to medical appointments. For liability reasons, staff are unable to drive residents in their own vehicles. The Andrew car and van are available and are driven by staff. We also have bus passes for residents who are confident using the local bus system. Often, residents who get out into the community feel a sense of pride in this accomplishment!

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 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 next Family and Friends Dinner is Sunday, **March 22, 2009**. Each resident can host 2 guests free. Additional 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: 1-800-862-1799

website: www.mentalhealthmn.org

Mental Health Association of
Minnesota

Phone: 612-331-6840

Toll Free: 1-888-473-0237

website: www.namimn.org

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

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



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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.**

Birthdays at Andrew!

Birthdays are important and we want each resident to feel special. Their first name is placed on their birth date on the festive monthly calendar in the Dining Room. A card is signed by floor staff who pay extra attention – and offer melodious renditions of “Happy Birthday to You!” Also, each resident is given a card from Andrew, which contains a coupon for a personal size birthday cake to be picked up at the meal of his/her choice, as well as two free guest meals. All residents are invited to a monthly birthday celebration where cake is shared in honor of all whose birthdays fall during that month.

