

The Andrew Connection

JUNE 2009

How may we help you??

Meet our Office Services Team



Last Halloween!!

Left to right: Allie Gottschalk, Pam Mandeville, Donna Svec and Chris Horgan

We think we have the best job at Andrew! We get to interact with wonderful residents, a great group of staff people, and warm, friendly families and friends on a daily basis.

Our nine-member Office Services Team of Administrative Assistants and Receptionists, combined, has provided 72 years of service at Andrew! Pam Mandeville offers 33 years of that total! Pam, Allie, Chris and Donna are our Full Time Office Services team members. You will see our Part Time Receptionists, Cathy, Ann, Marge, Rich and Ada, when you are here in the evening, on weekends or holidays.

The same front desk receptionist will answer your call whether you're calling Andrew's main line to reach staff (612-333-0111) or one of the resident lines (listed on p. 3). If you need to talk to a resident, please use the resident lines. We page the resident twice. Resident pages are heard on the floors, in the Commons Area (where the vending machines are) and smoking rooms. In order to comply with HIPAA privacy laws, pages using

resident names are never made so they are audible in the reception area, dining room, or 1st floor offices. A written message is taken if the resident does not answer the phone call.

We make overhead pages as infrequently as possible, using as few words as we can. By doing this we are attempting to minimize auditory distractions and to keep the Andrew atmosphere as calm as possible.

An important part of our jobs is offering administrative support to our staff. This entails many important projects - among them, being sure this quarterly Andrew Connection reaches you!!

It's our job to make sure all family/friends/visitors are signed in, identified with a name badge, and signed out when they leave. We do this for the safety of our residents and staff. Even if we know you, you will encounter staff who don't have any idea who you are. Thanks so much for helping us with this.

It's great to see how many residents have caring family and friends who call, visit, send letters or gifts and otherwise brighten up their day. You brighten up ours, too, and we enjoy chatting for a few minutes, and getting to know a little bit about you!

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

Please come to our Family and Friends Program!

The third Thursday of each month.

Each presentation will begin at 7:00pm.

- 6/18 Speaker pending
- 7/16 Improving the Quality of Life for Loved Ones Through Evidence Based Practices, *Cindy Krska, Andrew Social Worker*
- 8/20 Smoking Cessation at Andrew, *Mary Monnens, Andrew Social Worker*

A Message from Our Executive Director, Karen Foy

Dear Family and Friends,

We're seeing more and more blooms in the flowers on our patio and also out front in our new Rain Garden. Stop by to enjoy them!

At the request of our residents, the east patio is now a smoke-free area. This is a nice spot for residents, guests and staff to enjoy a pleasant time in a smoke-free atmosphere.

As you are likely aware, the mid-May end of the Minnesota legislative session did not provide finality to the overall impact of government financial cuts to Andrew. This is because the Governor will be making additional cuts to achieve a balanced budget. We do not know where these cuts will come from and thus, we do not know the final result of this legislative session and how it will impact Andrew residents and staff. What is known is that the Legislature has sent a budget bill to the Governor that currently reduces our facility rates by at least 3%. We had anticipated a cut and have been conservative with our spending in order to minimize the severity of the impact. We will continue to plan ahead in managing our expenses and assessing all ongoing operational costs. Our hiring freeze will continue for the foreseeable future. I will let you know more information as I have it.



Karen M. Foy

Our staff have been busy with various special projects including the Shape Up Challenge, a six week worksite health and wellness program. Over half of our staff participated – improving their own health habits and, thus, modeling good practices for our residents!

We continually strive to provide excellent service and 28 of our staff were honored with nominations for our annual Customer Service Award. This year's recipient is Nicole Moore, our 3rd Floor Program Director. Please congratulate her when you see her!

TV converter boxes have been provided to nearly all residents who need them. The conversion from analog to digital television service will occur June 12th, after which any resident with an "antenna" TV in his/her room will not have TV service without a converter box. Please let staff know if your loved one needs help getting a converter box.

You may recall that there is no Family and Friends Dinner this summer as a money-saving measure. Nonetheless, I hope to see you! Please stop by to say 'hello' when you are here at Andrew Residence.



Did you know ??

Residents who receive SSI or RSDI are eligible to get \$250 in stimulus money – this is over 90% of our residents. This money began arriving in May. Staff are assisting residents to budget this money so it can be used responsibly. The money will be distributed in the same way the resident's SSI or RSDI is distributed. If the resident has a payee for their SSA benefits, the money will go to that person or agency. If the resident's benefits are deposited into his/her own bank account outside of Andrew, that is where the stimulus money will go. If the resident has direct deposit set up at Andrew Residence, it will come here. If they receive a hard check, the stimulus will be sent that way. If you have any questions, please contact Gary Olson in our Financial Services Office.

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

The date of the next Family and Friends Dinner will be announced when we know it. 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

Mental Health Association of
Minnesota

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

Resident Floor Phone Numbers

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.**

The Flu - H1N1

As always, we monitor any infections at Andrew, and at this time of worldwide concern about H1N1 flu, we are being particularly vigilant about infection control practices.

Residents, staff and guests are encouraged to wash their hands frequently, to 'cover your cough' and to use hand sanitizer. If you are ill, we ask that you visit us another day when you are feeling better. Our staff have systems in place should a flu outbreak occur. If it does, one of our plans will be to request family and friends who are able to welcome their healthy loved one into their home to minimize the spread of the illness. Hopefully, we won't need to ask this favor of you!!

