

The Andrew Connection

NOVEMBER 2009

“IS MY CHECK HERE YET??!!” Meet our Financial Services Team!



Gene, Anna, and Gary

This is the question posed most often by residents to our Financial Services Team! With 70 years of combined service at Andrew Residence, we can all be assured that our residents are receiving skilled care and oversight from our Financial Services Team!

This team works closely with staff on each floor to assist residents with budgeting their money. Frequently, a resident will sign a “Budget Agreement” which enables staff to help him/her budget money throughout the month, not spending it all “in one day”!

Many residents have stress and anxiety related to their money and this team calmly and confidently helps them through their concerns.

Residents interact most frequently with Anna Kukulevskaya, our Accounts Manager for 13 years. On weekdays, Anna coordinates what residents fondly refer to as “Money Line” – actually a ‘banking time’ for them to check their account balance and withdraw money. Residents can

also have access to their money on the weekend by contacting the Person in Charge.

Gene Seehusen, our Accounts Coordinator, has had many roles at Andrew over the last 34 years! Currently Gene’s focus is on accounting and bookkeeping, notably ensuring resident funds are posted to the proper accounts.

A Therapeutic Recreation Specialist on 2nd Floor for 13 of his 23 years at Andrew, Gary Olson, leads our Financial Services Team. As the Financial Assistance Manager, Gary ensures residents are eligible for benefits – and makes sure there is no lapse in coverage. He communicates regularly with Social Security, GRH, and Medical Assistance – and, of course, residents and staff! Gary’s experience on a floor team, and on the Financial Services Team, makes him uniquely equipped to meet resident needs.

Gary comments, “Our team really enjoys helping our residents, and our daily contact with them. We are proud of the customer service we offer to residents and staff – and family members, too! Anyone can feel free to call us or stop into the Financial Office any time!”

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

Upcoming Family Group Speakers/Topics:

- December 17: Brain Trauma and Mental Illness with Mary Heim, *Andrew Social Worker*
- January 21: Family Communication with Blythe Nelson, *Graduate Social Work Intern*
- February 18: Movie clips from “The Soloist” and Discussion with Emily Barrett, *Andrew Social Worker*

A Message from Our Executive Director, Karen Foy

Dear Family and Friends,

We're entering the holiday season and look forward to so many special moments with our residents over the next few weeks.

Thanks to those of you who returned our Family Survey which you received in the last Andrew Connection. We will have the results to you in the next issue. If you haven't yet returned your confidential Survey, you are still welcome to do so!



Karen M. Foy

Our annual Minnesota Health Department survey in September was successful. The surveyors identified two topics for improvement and have since returned to review our compliance with their expectations. We have improved our assessment and interventions for residents at risk of falling and we have developed improved systems in the kitchen to ensure pans are put away clean and dry.

We are looking forward to providing our residents with better quality bed linens and towels later this month. Our linen service will change soon and we look forward to this improvement. And, we are enjoying the new carpet in our front lobby and hope you do too!

Many people with mental illness say that the negative stigma about their illness is equally if not more difficult than the symptoms themselves. We work hard to demystify mental illness through education, support and advocacy for our residents. You may want to go to the www.bringchange2mind.org website which shows profound and touching anti-stigma videos.

I feel proud that our Andrew community is paying attention to good infection control practices, especially during this flu season. Most of our residents and staff have received flu vaccinations. We have had flu-like illness here and some cases have been presumed to be H1N1. We hope to be able to provide the H1N1 vaccine to residents and staff as it becomes available. If you, yourself are ill, you may wish to postpone your visit – to benefit us as well as yourself.

Many people have asked what type of donations would be useful for our residents. As a result, we have developed the enclosed brochure for your review, if you are interested.

You may know Virginia Koolmo, our Floor Care Specialist. This fall, we celebrated Virginia's 35th year of service at Andrew. She has the most longevity of any staff person. Please thank her when you see her!

I hope to see you at our Holiday Family and Friends Dinner on Sunday, December 6th, if not before! And, please plan ahead for our Spring Dinner on Sunday, March 21st.

Did you know??

Many residents can benefit from loved ones accompanying them to appointments, particularly medical or psychiatric appointments. Often, family members mistakenly believe this is not appropriate or desired. With the residents permission, we welcome your involvement in this way! It is helpful in many ways, including enhancing communication with the professional, encouraging conversation and just "being together". You might want to have a cup of coffee with your loved one on the way back. If you are interested in doing this, please contact staff on your resident's floor.

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, December 6th and March 21, 2010. 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.**

Achievements...

Each staff team at Andrew develops several goals to complete annually. For instance, the 2nd Floor Team, Housekeeping/Laundry Team, Social Work Team, Food Service Team . . . all of our staff are involved. In 2009 we collectively worked on 60 goals! These goals are all based on improving service to the main customers of that team. Achievements have included developing a system so that all resident rooms are re-painted annually; replacing the ceiling tiles in the smoke room; improving staff orientation; getting a new linen service with higher quality linens; increasing the frequency of resident gatherings/parties/theme days; enhancing the appeal of posted menus; using a more effective, less expensive payroll system and putting useful shelving and work counters in the nurses area on each floor. To date, 78% of our sixty 2009 goals have been achieved!

**Happy Thanksgiving
to all!**

