

Autumn, 2009

# HILL HOUSE

ASSISTED LIVING  
www.hillhouseassistedliving.com

It is the mission of HillHouse that its residents are served by knowledgeable and caring staff who are attentive to the wellness, safety, and dignity of the residents and who respond to their needs with empathy, warmth, and compassion. HillHouse is committed to protecting the need of its residents to age-in-place in order that detrimental transitions are avoided as best possible.

## Inside This Issue

- 1 From the Administrator's Desk
- 1 Upcoming Events
- 2 Resident Profile - Jeanette Oliver
- 2 Department Profile - Safety Committee
- 3 Recipe – Apple Stuffed Pork Chops
- 3 News for Families – H1N1 Influenza
- 4 A Year in Pictures – HillHouse Activities
- 5 Article – Questions about Residential Care Facilities
- 6 Senior Staff contact info



Mark Harrington dozing with Donald the duck

## From the Administrator's Desk

This past year has seen a marked increase in the number of residents who come to us for short term respite stays. This may in part be the result of increased advertising for our respite care services. It may also result from 'word of mouth' advertising from families who have successfully used our respite services in the past. We are delighted to have residents come for an overnight or a weekend or as long as a month if that is what is necessary to accommodate family or other caregivers. Sometimes a short stay convinces a prospective resident or family member that permanent residency is suitable and appropriate. Please call us for information on our respite services. We do offer discounted rates for respite stays of one month or less.

We have a full agenda of autumn and holiday events at which family members and friends are very much welcome. Our most recent end-of-summer BBQ was so much fun for residents, family members, and staff alike. Our dietary department continues to consistently offer high-quality, beautiful, home-cooked entrees and specialty foods. Our special events are an opportunity for residents to once again experience festive parties and social gatherings.

Warmly, MLC

## Upcoming Events & Autumn Happenings

**Lantern Walk – Thursday, October 29, 2009 5:30 – 8:00 pm** This lovely annual ritual gets us all outdoors by a bonfire sipping hot cider and eating homemade donuts. Our circle is aglow with tea lights and jack-o-lanterns in celebration of the season.

**Pre-Thanksgiving Pie Sale and Craft Fair – Wednesday, November 25<sup>th</sup>** We are expanding our annual pie sale and adding other baked goods as well as a few outside craft vendors to kick off the holiday season. Last year we sold out of several varieties of pies, so place your pie orders early!

**Thanksgiving Dinner – Thursday, November 26, 2009** Families are always welcome to attend dinner free of charge for any of our holidays, just let us know a bit in advance.



Residents and staff enjoying hot cider and homemade donuts and cookies at our recent Halloween Lantern Walk and bonfire.

**Holiday Open House – Saturday, December 5, 2009 2:30 – 4:00 pm** Our annual holiday party features fabulous snacks and drinks as well as gifts and a visit from Santa. We will serve wine and beer and spiced eggnog along with hors d'oeuvres and sweet treats. Join us at any time that afternoon.

**Christmas Eve / New Year's Eve – Thursday, December 24<sup>th</sup> and 31<sup>st</sup> 2:00** – we will be serving cheese and crackers and sparkling cider in the main living room to celebrate the season.

**Martin Luther King Southern Dinner – Monday, January 18, 2010 11:30-12:30** – Join us for fried green tomatoes, collard greens, and hush puppies. One of the staff is sure to be on hand to read MLK's inspiring, poignant 'I Have a Dream' speech.

Continued on back page

## Resident Profile: Jeanette Oliver

**Jeanette Oliver** is well known to many Bath residents as a result of her warm personality and generous involvement in many community affairs. Jeanette was born here in Bath on November 5, 1920 to Mildred and Harold Dowling. She was an only child and attended Morse High School graduating in 1939. Jeanette married Edwin Oliver from Phippsburg on May 25, 1940 and they had one child, Ellen Beals of Manchester, Maine. Edwin died in September, 1976.

Jeanette worked as a telephone operator for AT&T back when it was known as 'Ma Bell' and there was an office in downtown Bath above Senter's, now Reny's. At the time married women could not be considered full time employees although Jeanette was working full time hours. When the office moved from downtown up to the hill on High Street, Jeanette was finally considered a full time employee. In the early 80's the office announced its plan to relocate to Portland. After 45 years of service, the company offered Jeanette a retirement plan so that she did not have to commute from Bath to Portland.

After her retirement Jeanette volunteered for over 20 years overseeing the weekly Bingo game at Winship Green Nursing Center. Jeanette and her family summered each year at Wyman's Cottage on Small Point. She was an accomplished seamstress and made clothes for her daughter and granddaughter over many years. Jeanette also enjoyed gardening and was recognized by the Bath Garden Club. She was a member of St Mary's Catholic Church for many years and had many friends there.

Jeanette has lived at HillHouse for almost five years and she is well loved by our staff and service providers.



Jeanette Oliver

## Department Profile: HillHouse Safety Committee

For the past several years HillHouse administration has made a concerted effort to improve our safety record in all aspects of operations, from resident safety to safety of guests and service providers and staff safety.

The Committee is chaired by Administrator, Mary Lou Ciolfi and current members are Matt Williams (maintenance), Debbie Ethier and Bridget Taylor (dietary), Tina Ainsworth (Housekeeping). The Committee meets monthly for most of the year and bimonthly commencing each spring in order to prepare for our Annual Safety Training Day which is held every June during National Safety Month. The committee publishes formal minutes of each meeting.

The Safety Committee was first formed in April, 2004 with staff members from each department. The Committee's mission and goals were essentially as follows: reduction in work-related injuries among the staff; presentation of annual mandatory safety training for staff; compliance with safety-related regulations promulgated by Maine Department of Health and Human Services and the federal Occupational Safety and Health Administration; creation and enforcement of workplace injury protocols and return-to-work policies; implementation of safety training upon hire; revision of job descriptions to address physical requirements and/or limitations, as appropriate; dissemination of safety-related information among the staff, residents, and guests of the building; review of work-related injuries and remedial steps after injury; and to address any other safety-related issue that may arise within and around the facility.

Over the years, the Committee has made substantial progress in each of these areas. We now issue a Safety Mission Statement each year reminding all staff members of the commitment of administration and senior staff to worker safety. There is vastly increased safety awareness in every department as a result of formal policies around the reporting and immediate treatment of work-related injuries. Bright yellow safety binders have been created for each department containing information about the location and use of personal protective equipment, material data safety sheets for every chemical used in the facility.

The Committee was instrumental in working with the Maine Department of Labor's *Safetyworks! Consulting* division which performed an internal audit of our various departments this past summer looking for compliance with OSHA's industry standards. In addition, the Committee assists the senior staff in coordinating the annual mandatory safety training for all staff which is held every June as well as the fire response and fire extinguisher training which is held every October. We encourage every single staff member to extinguish an actual fire so that in the event of any fire emergency, staff will be response-ready.

The work of the Committee, along with the Maintenance Department, and with the support of all the staff has resulted in HillHouse being deficiency-free with the State of Maine Fire Marshall's Office which conducts annual regulatory surveys of our operations.

## HillHouse Employees of the Month

For the past year at the end of each month the senior staff have selected an employee-of-the-month based on peer comment and commendation, work attendance, attitude, customer service, and several other factors. The bulletin board in the staff room is filled with star-shaped notes recognizing the contributions of various staff members. These notes are tallied each month and a decision is made by the department heads. A photograph of the winner is posted on the board in the main hallway and he or she receives a monetary award and the opportunity to park in the *star* parking space in the employee parking lot. Award recipients for the past three months are pictured below.



Jen Thomas – September



Matt Williams - October



Darren Taylor - November

### Other Employee-of-the-Month Winners

*Susan Craney  
Tina Ainsworth  
Adu Aguyen-Frempong  
Bonnie Murray  
Margaret Freeman  
Nita Greenleaf  
Susan Lewis  
Sally Miller*

## Dietary Recipe: Apple Stuffed Pork Chops

### Serves 6

1 T chopped onion	2 t chopped fresh parsley
¼ C butter	¼ t salt
3 C fresh bread crumbs	1 T vegetable oil
2 C chopped apples	6 1¼ inch thick pork chops
¼ chopped celery	

### Directions

Preheat oven to 350°. In a large skillet sauté onion in butter until tender. Remove from heat. Add the bread crumbs, apples, celery, parsley, and salt. Mix all together. Cut a large pocket in the side of each pork chop; season inside and out with salt and pepper to taste. Spoon apple mixture loosely into pockets of the pork chops. In a skillet heat oil to medium high and brown pork chops on both sides. Place browned pork chops in an ungreased 9x13 inch baking dish. Cover with aluminum foil and bake for 30 minutes. Remove cover and bake for 30 minutes longer or until juices run clear.



Pork and apple is a great autumn combination

## For Resident Families – Seasonal Flu and H1N1 Flu Protocols

HillHouse has put into place our flu protocols based on recommendations from the National Centers for Disease Control and the Maine Center for Disease Control. Copies have been distributed around the building so that all staff are aware of our infection control measures. The CDC recommends organizing flu prevention and management efforts by first attempting to eliminate the sources of infection by, for example, limiting visits from potentially infected persons and creating a non-punitive staff illness policy. Thereafter, it is recommended that we address engineering controls (e.g. ventilation, barriers, waste removal) and administrative controls (e.g. isolation of residents with known or suspected influenza, infection control measures within the facility); and that personal protective equipment be available to all staff and used appropriately (gloves, gowns, masks).

If family members are interested in reviewing our protocols or discussing flu prevention and management, or have any questions about seasonal or H1N1 flu, please feel free to speak with Kathleen Homan, RN, the HillHouse Director of Nursing or with any of our charge nurses. We will continue to refine our protocols as information becomes available from both the national and state CDC. We are regularly checking the websites of these organizations and printing demographic and vaccination information as it becomes available. In addition, we are in contact with the Maine CDC Sagadahoc County nurse representative, Meagan Kelly, RN.

Please know that if we suspect that your loved one has been infected with either seasonal or H1N1 influenza, we will notify you. Additionally, if the facility has an outbreak of influenza (3 or more known cases among the residents) we will be notifying all family members and we will in all likelihood sharply curtail visiting during that time.

## HillHouse Activities – A Year in Pictures

Family members have told us repeatedly how much energy and enthusiasm our activities staff bring to resident life in the building. One family member recently remarked 'things are so *alive* in that living room!'. There is a wide variety of happenings throughout the year and below is a sampling of photos from this past year.



A visit with the Red Hat Ladies



Apple picking at Rocky Ridge



Homemade ice cream on the terrace



The little red hen



Making bird seed pinecones to decorate the trees



A ride on the golf cart on a warm fall day



Hula hoop exercise in the living room



4<sup>th</sup> of July



Bubble blowing by our gorgeous pond



A trip to the Portland Flower Show

## Questions to Ask When Looking at Residential Care Facilities for Your Elder

*This article by HillHouse Administrator, Mary Lou Ciolfi, was originally published in the Coastal Journal's Midcoast Health Journal on September 17, 2009*

It can be a daunting task to view and evaluate the many different residential care settings available for our elderly family members. The task is made all the more difficult if there are time constraints imposed by either emergent circumstances or a hospital ready to discharge an elderly patient thereby requiring family members to make a quick decision.

Much of the decision may be driven by the medical or nursing care needs of the elder. When those needs are disclosed to the facility staff, its representatives will tell you if they cannot meet those medical or nursing needs. However, if the care needs are not extraordinary, you may be faced with choosing among several facilities in order to find the best fit.

Most facilities in the Midcoast area are able to accommodate a broad spectrum of nursing care. Nursing homes and other skilled care facilities can, by virtue of their license, provide skilled nursing services (e.g. intravenous medications, wound care, rehabilitation services). In addition, most assisted living facilities, although not licensed to provide skilled nursing services through their own staff, have relationships with outside agencies to provide those services within the facility as if it were the resident's own home. This makes assisted housing an option even when skilled care or rehabilitation services are needed. The resident or family member enters into a separate contract for those services with that outside agency and the facility assists in coordinating the care around those services. The same applies to other types of therapies such as physical or occupational therapies or speech therapy. All of those outside services and therapies would be covered by Medicare or private insurance as long as a physician order for the services and therapies is in place. If any of these services or therapies is required or desired by the elder, it is helpful to know how the facility handles communication with the outside agencies and how the prospective resident and family members can best get information about when and how the services are provided and how they are progressing once they are in place.

If the elder needs assistance with medications, you might inquire about how medication administration is handled within the facility and how many staff are available to manage that task. How are medications delivered to the facility and how is the medication supply handled? What responsibilities, if any, does the family have to coordinate pharmaceutical supply? Do you have a choice of a pharmaceutical supplier? Is a resident allowed to manage her own medication administration with or without reminders from the staff and, if so, who determines when a resident becomes unable to continue to do so?

Similar questions might be asked about over-the-counter medications and treatments as well as personal care supplies: who is responsible to monitor and replenish the supply of soaps, shampoo, powder, incontinence briefs, and gloves? What communication can be expected from the facility regarding personal care items and is there a choice in the types of supplies provided? Does the family have the option of purchasing those items at a lower cost from a local source and, if so, will you be provided with sufficient notice when supplies are low?

Inquire about how and when physician appointments will be scheduled and how that information will be communicated to and from family members. If the facility assists in transporting, how does pertinent resident information get to and from the provider? When does the facility hold conferences or meetings with involved family members to discuss resident care and which facility staff members attend those meetings?

It is important to inquire about the availability of safety and fall monitoring devices. State regulations for most facilities prevent the use of physical or chemical restraints because of the hazards inherent in their use; as a result, there is often some level of fall risk in any elder care setting. It is best to have an upfront conversation with the facility staff about what mobility assessment they will do and what monitoring and alert devices might be implemented as well as what level of visual oversight can be expected from available staff.

Meals offerings are critical to health and nutrition and they can also significantly contribute to, or detract from, quality of life. Additionally, meal times are often an important aspect of the social life of an elder. Consequently, dietary needs and preferences are important topics to address with facility representatives as well as the quality of the food service and the extent to which individual desires will be accommodated by the dietary department. Inquire whether between meal snacks and drinks are offered and whether after-hours requests can be honored. It is also appropriate to ask whether a resident can obtain assistance at meals when and if a decline in health status requires either reminding or cueing at meals or active assistance.

You will want to know how much assistance with the 'activities of daily living' is offered for each resident; if necessary, will the resident be assisted with bathing, dressing, toileting, mouthcare, nailcare, and, if so, to what extent? Is it just reminding or is there active assistance at any time it is needed? Is incontinent care provided to those who need it? And what happens if assistance is needed but refused by the resident? It is helpful to know the daily rhythm of the facility and whether a resident's regular habits around rising, retiring, or napping are honored? What if such habits are out of the ordinary in some respect; can they still be accommodated?

Transfers of any sort can be difficult for elderly persons as well as for family members and so it is essential to know what events would precipitate being discharged from the facility. What types of health declines, if any, would require being transferred to a facility offering a higher level of care? Many facilities offer age-in-place services and this can, but may not always, include end-of-life and hospice care.

**Upcoming Events & Autumn Happenings** *continued*

**SuperBowl XLIV – Sunday, February 7, 2010 6:00 pm** We will be serving beer and football snacks in front of the big screen at our annual SuperBowl Party.

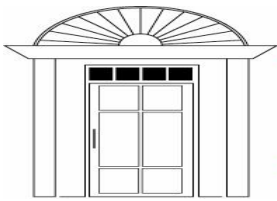
**Cookie Bake-Off – Tuesday, February 16, 2010 2:00 pm** Come and vote on your favorite cookie variety. Staff, resident family members and interested others are invited to submit a batch of their favorite cookie to see if it will win the prestigious HillHouse Cookie Bake-Off Award! Last year there were well over a dozen entries. We will of course be serving cold milk and hot coffee as accompaniments.

**Senior Staff Contact Information**

Mary Lou (Mamse) Ciolfi, Administrator	443-6301 ext 13	mlciolfi@gwi.net
Kathleen Homan, RN, Director of Nursing	443-6301 ext 46	kmhoman@suscom-maine.net
Jane Taylor, Admissions & Social Director	443-6301 ext 42	janetaylor@gwi.net
Sandra Freeman, Housekeeping Supervisor	443-6301 ext 21	
Kellie Stinson, Dietary Supervisor	443-6301 ext 16	kstinson@gwi.net
Jeremy Pierce, Maintenance Supervisor	443-3355 ext 40	
Suanne Nielsen, Business Office	443-3355 ext 10	srnielsen@gwi.net



Lou Goodman, above, and Liz Bragdon, below, at our September BBQ



**HILL HOUSE**  
ASSISTED LIVING

**166 Whiskeag Road  
Bath, ME 04530**

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