

CROIXDALE

Satisfaction Survey Results Summary

The results are in! Thank you to all who took the time to give feedback by returning the annual Resident Satisfaction Survey. This survey is delivered to residents or family members every winter to help our organization understand how we can serve our residents better. We partner with My InnerView™; a consulting firm, and Empira™; a cooperative of health care providers, to effectively track and record the survey results.

The Croixdale community surveys were completed by the residents at the Terrace. At the Commons, the survey was completed by either residents or their family member and by family members of residents living in the Arbor. We had a 76% (82 customers) response rate for our community here at Croixdale. The surveys help us in identifying areas where we do things well and what we can look at doing differently or make enhancements or improvement.

The following is a summary of the most common themes identified:

Areas that received the highest return of excellent scores are:

- ◆ Respectfulness of staff
- ◆ Respect for privacy
- ◆ Home-like atmosphere
- ◆ Responsiveness of staff

Areas that received the lowest return of excellent scores are:

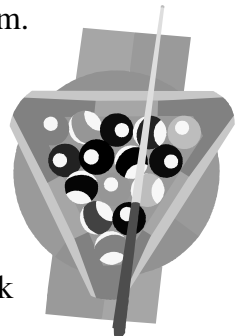
- ◆ Community life opportunities
- ◆ Billing services
- ◆ Choices/preferences
- ◆ Comparison of charges

The areas that you have outlined for us as noted above will be reviewed in depth by our community staff along with operational support from Presbyterian Homes & Services. We will be looking at the areas identified as opportunities for improvement and the areas identified where we are performing well to ensure continued success or further development as we work on strategic goals for the coming year.

Again, thank you for your valuable feedback. As always, please let me know if you have questions or would like additional information.. Rene Roeser, Campus Administrator 651-275-4808

Are your up for a game of pool?

The pool table is located in the Classroom on the garden level near the Terrace Dining Room. Everyone is welcome to join in and play pool or to come and enjoy watching a game and cheer them on! We have added a couple game-times during the week to help people find others who would like to play a game together. Join in on Wednesdays at 1:00 pm and Saturdays at 6:00pm. You can also use the pool table other times during the week when the classroom is not in use for another purpose. If we have enough people interested it would be great to do a tournament just for the fun of it! Let us know at the receptionist desk in the Town Center if you would enjoy a friendly pool tournament this summer.



CROIXDALE

CareVoyant® Billing Software

To better serve our residents and families, Presbyterian Homes & Services has been transitioning to a new billing system called *CareVoyant*. We are excited about this transition as it will provide us a more efficient and effective system. It will be a year-long process for all of our communities to implement the new software programs. This past November and December the Croixdale site staff attended training for the Croixdale's first billing cycle on the new software from *CareVoyant* which was for your January 2010 statement. Included with your January statement was a letter and a sample copy of a statement with directions in how to read your new statement.

It did take a couple of billing cycles for us to have our systems fully working for all statements. We appreciate your understanding and patience during this transition. We too have been pleased that the two most recent cycles of billing statements have run very smoothly.

Our preferred method of payment for your monthly Croixdale statement continues to be automated clearing house (ACH). As a participant, you continue to receive a copy of your monthly statement for your records. If you are participating in ACH already thank you! If you are not participating in ACH we ask that you consider taking advantage of the ACH payment process for your monthly Croixdale statement. Please contact Andria Norlund, Receptionist or Cheryl Hanson, Resident Services Director for an enrollment form.

Thank you for your partnership with us and your patience as new systems are implemented at Croixdale to better serve you. We expect that you will find these statements to be user friendly.

Comparison of Communities

Croixdale is fortunate to be very competitively priced in the market for the type of housing and services that it offer.

A recent competitive analysis of the market place confirms that Croixdale, hands down, has had the lowest rates for the comparable housing and services offered. The comparison uses detailed information from four to five communities for older adults located in the area. Criteria includes cost per square footage, amenities, services offered and costs for services offered. This information is used in several ways, including to help us know we are positioned in the market place and help set a budget for the coming fiscal year.

As a non-profit organization, fund raising efforts of the Croixdale Board of Directors throughout the years has been very successful, helping position Croixdale at an affordable price point in comparison to other communities. In this industry, most providers are very open to share best practices as well as collaborate on what's being done to meet the needs of aging adults in their community.

Our strong census is a testament of where we are positioned in the local market for the type of housing and services we offer. Our current year-to-date census performance, for the fiscal year beginning October 1, is 100% occupancy for the Terrace Independent Apartments, 96% occupancy for the Commons Assisted Living Apartments and 99% for the Arbor Memory Care Apartments.

Comparisons of services, amenities, square footages and rates are valuable to set a budget for the next fiscal year. We are currently working with our corporate operational support staff and our board of directors as we look toward our next fiscal year.

As an organization, we continue to be actively communicating with state and federal legislatures, reminding them to remembering the older adults of Minnesota when they make decisions. Everyone is encouraged to get involved with the legislature as decisions made by them do directly impact our community.

CROIXDALE

A Personal Profile ~ by Peg Tuenge

The Croixdale news staff encourages residents to share their life stories and other thoughtful or humorous reflections on life that will strengthen the personal relationships enjoyed by everyone at Croixdale. Kudos to Jeannette Schwietz who threw out the first ball with her witty and interesting 'personal profile' article in the May issue. Let's join the team and make it a homerun.

It is said that a little self-observation is good for the soul. So, I'll step up to the plate, (pen-in-hand), and share some thoughts, values, and memories that give balance to my life.

I spent most of life in my Stillwater birthplace enjoying the splendor of the St. Croix River Valley and the innocence of childhood in friendly neighborhoods adorned by steeples and streetcars, clotheslines and woodpiles, frozen milk bottles on stoops, and a corner store that sold me a penny's worth of candy. I attended the Lincoln Elementary School on the north side of town because in Stillwater you were either a "north hiller" or a "south hiller". The school is gone, but the memories remain.

I moved on to Stillwater High School (on schedule and by foot) where my most renowned moment was when, as part of a chorus for a school play, I tap danced in a bathing suit covered by a cape. How risqué is that! Everyone told me I had legs like Betty Grable. I believed them. (Walking Stillwater's hills gets part of the credit.)

With confidence bubbling, I went on to master driving a Model A Ford with a stick shift up Chilikoot Hill, the steepest street in town. At that point, I was fully prepared to accept employment at the Northwest Bell Telephone Company, Minnesota State Prison, and 3M, in that order.

Shortly after graduation, I met and dated my 'special guy' until World War II claimed him. The song in vogue was "Good-bye Dear, I'll Be Back in a Year". However, three years passed before I saw him again. I had just turned twenty when my mother died during his absence leaving me alone to strengthen my resolve and affirm my faith.

All is well that ends well. My 'special guy' returned safely, marriage followed and life was replenished by his presence, two children, and many dear friends. Our happy times together continued until he passed away in 1985.

Healing a heavy heart requires a busy mind. So, at age 65, I bought a piano and took lessons from a teacher who came to my house on his motorcycle. (This got the neighbor's attention.) Soon after, I bought a box of oil paints and joined an art class which took care of my self-imposed therapy.

The moral of this story is that one does not always recognize or appreciate the significance of life's events until passage of time and distance changes the perspective. It then becomes the greatest amenity of growing old - **wisdom**- which is why we elderly know how to rationalize our handicaps and keep a smile on our faces.



Peg also has a great eye for photography. We have appreciated Peg's photos of Croixdale functions. Often times her photo will accompany a press release written by Jeanette Schwietz for the local newspaper. Thank you Peg for taking a personal interest in assisting with taking photos of things going on at Croixdale and helping provide great human interest stories in the local newspaper.

CROIXDALE

Bayport's Best Barbeque Buffet

Join us Friday, July 2

Arrive between **5:00** and **6:00 pm**

*Enjoy picnic dining & socialize with
your friends, family & neighbors.*

\$12.00 per adult / **\$7.00** under 12

Buffet Menu items include:

Crispy Chicken Drumsticks and Little Smokies for Appetizers. Hot off the grille you can enjoy Angus Steak, State Fair Chops, Beer Brats, Buffalo Burgers, Basted Turkey Legs, Marinated Salmon Filets. Also corn muffins, zucchini bread, fruit and cheese platters, dilled butter new potatoes, three bean hot dish, corn on the cob, tossed green salad, potato salad, watermelon, cucumber onion salad, creamy cole slaw. For your sweet tooth we will have caramel apple pie, chocolate cake, strawberry short cake and cherry cheesecake.

Beverages include:

Root beer floats, iced tea, coffee, a glass of wine, a cold beer or non-alcoholic beer.

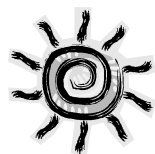
You and your guests are invited to dine in the Terrace Dining Room or on the Outdoor Patio. Seating may be limited so reservations are requested and can be made at the Receptionist Desk in the Town Center or by calling 651-275-4800. Reservations will be open until the morning of July 1. No cancellations will be accepted as of June 30.

*Monthly Theme dinners are not a part of
any resident meal package.*

Additional fees apply to attend.

Coming Events . . .

- ◆ **Piano Recital**
Saturday, June 5, 2:30 PM
~ Terrace Dining Room
- ◆ **All-House Resident High Tea**
Tuesday, June 8, 3:00 PM
This is a great time to meet and greet new residents who have moved into Croixdale and enjoy a visit with your friends and neighbors.
- ◆ **Monthly Birthday Celebration**
Tuesday, June 15, 2:15 PM
~ Terrace Dining Room
Entertainment by: Scott Marrs
Join us to celebrate all the June birthdays!
- ◆ **Men's Recognition Evening—RSVP**
Wednesday, June 16, 6:30-7:30 PM
~ Terrace Dining Room
- ◆ **Bingo with Shepherd of the Valley**
Thursday, June 17, 6:45 PM
~ Terrace Dining Room



Coming in early July:

**Bayport's Best BBQ
monthly theme dinner
Friday, July 2, 5:00-6:00 PM**

**Presbyterian Homes
& Services'
new, redesigned
website is live at:**



www.preshomes.org

The new design provides online visitors with dramatic improvements in navigation, appearance and accessibility.

Take a look around and tell us what you think.
Contact webmaster@preshomes.org

Call today for information or to schedule a personal tour, 651-275-4800

PRESBYTERIAN HOMES & SERVICES NEWS

Liberty™ comes to Assisted Living

Based on the success of *Liberty Personally Designed Living™* in our care centers, PHS is introducing Liberty in all 27 assisted living (AL) communities. This will extend personalized choices for daily living along with the variety of floorplans, enhanced menus, and various services packages available in these living options.

Let me explain the differences between a traditional AL model and Liberty. In traditional AL and AL memory care, an older adult's life is shaped to fit into existing structure and schedule of services that, although meeting their needs and wants, are designed for the efficiency of the staff and operations. Dining times may be determined by staffing patterns. Care is scheduled by the availability of Resident Assistant. A resident's day may begin and end at specific times based on the most efficient way to schedule staff.

Liberty empowers an older adult living in AL or AL memory care to make their own decisions and continue to lead their own life the way they wish.

Residents get up in the morning and go to bed when they choose. They receive their personal cares when they wish, within the context of a community setting. They enjoy meals in the dining room from early morning until evening and can select from a menu of daily specials and made-to-order items. Residents have exercise options and a variety of activities are generated by resident suggestions.

Staff is trained to nurture and celebrate the uniqueness of each resident. Consistent resident-staff assignments increase the consistency of personal care because staff understand the way each resident prefers their care.

We also nurture and maximize individual talents by sharing a spiritual focus and applying the principles of trust, honesty, respect, integrity and commitment. We hope that Liberty in Assisted Living and Assisted Living Memory Care enriches each resident's life in the manner in which they prefer.

Sharon Klefsaas, Executive Director of Operations.



Presbyterian Homes & Services is a nonprofit organization and an equal opportunity employer serving older adults through community services, housing and health care.

