

Thank you for choosing Croixdale as your home! How are we doing?

Each year, the communities of Presbyterian Homes & Services (PHS) conduct an annual resident satisfaction survey. Residents, or family of residents, will receive a survey in the mail from *My InnerView™* in early February. We would appreciate it if everyone takes time to complete and return the survey, with the self addressed return envelope, to *My InnerView*. This information has been very valuable to help us set goals and to find out how we can improve the services we provide.

The following is a summary of *some* of the goals we are working on:

- Our residents and resident families are our best testament of what it is like to live here in the Croixdale community. In our annual satisfaction surveys, there is a question about “I would recommend this community to others . . .”, this past year we scored 59% for people who have said yes, they would recommend Croixdale to others. Our goal is to raise this to 90% or higher.
- We are a faith-based organization, dedicated to maintaining an environment of love, joy, peace, patience and kindness for our residents. In the annual satisfaction survey, one of the questions talks about resident and family satisfaction in the area of “Fruits of the Spirit”. In our last survey, we scored 61% and we are committed to raising this to at least 65%.
- PHS has set goals for all of its communities to work toward. One of these is in the area of tracking volunteer time. Volunteers provide such a valuable service at Croixdale by doing things that may otherwise not happen. We continue to encourage people, who are volunteering in any way, to log the information on the forms provided in the Hobby Center and in the Café. We are currently performing at an average of 18 hours per year, per apartment and our goal is to reach at least 20 hours per apartment, per year of documented hours. Thank you for your efforts in continuing to help us reach this goal.
- PHS has also set goals for us to be tracking time residents are being physically active. As a person ages, they are at risk for falling, but it has been proven that with regular physical exercise the risk lessens. Forms for tracking your physical activity are available in the Wellness Center. Please complete the form and turn it in at the end of the month to the Receptionist in the Town Center. This is a new measure for us and we hope to reach the goal that is set by PHS!

We appreciate your suggestions and the wonderful compliments that we’ve also received every year we’ve conducted a survey. It takes everyone in the community to make Croixdale a great place to live at and work at. The employees work hard each day and look forward to your feedback about the services being provided. Please be sure and watch for a survey from *My InnerView* in late January or early February.

It will be most helpful if we have 100% participation in the surveys.

Thank you in advance for your participation!

CROIXDALE

Bible Facts Continued . . .

- A raven was the first animal out of the ark.
- There are twelve tribes of Israel and twelve disciples of Jesus.
- The biggest and tallest person in the Bible is Goliath. He was over nine feet tall.
- King Solomon had 700 wives and 300 concubines.
- Two men in the Bible that never died were Enoch and Elijah.
- Paul wrote four of his letters from prison: Ephesians 3:1, Philippians 1:7, Colossians 4:3 and Philemon.
- The Old Testament was written in Hebrew. The New Testament was written in Greek.
- Proverbs 31:10-31 is Solomon's description of virtuous woman.
- The 12 apostles are Peter, Andrew, James, John, Philips, Bartholomew, Thomas, Mathew, James, Thaddaeus, Simon and Judas Iscariot, Matthias later took Judas' place.
- Three angels mentioned in the Bible are Gabriel, Michael and Lucifer.
- The wisest man in the Bible is Solomon.
- The strongest man in the Bible is Samson.
- The love chapter is 1 Corinthians 13.
- The faith chapter is Hebrews 11.

The days of creation:

- Day 1- light (day) and darkness (night)
- Day 2 - firmament (heaven)
- Day 3 - earth, seas and vegetation
- Day 4 - sun, moon and stars
- Day 5 - fish and fowl
- Day 6 - beasts, cattle, creeping things and humans to rule over them.
- Day 7 - God rested

Sources: www.av1611.org and www.helium.com

From Our Foundation

Many older adults stop and think before deciding to give away cash or assets for fear they may run out of money. If that sounds like you, have you considered a bequest?

Bequests become gifts that support our future – a future that we know includes an ever increasing number of older adults. The beauty of a bequest is that a bequest gift is made with what is left over after all of your needs during your lifetime have been met.

A bequest may be a specific dollar amount, a specific asset, or it can be expressed through a percentage of the residue of your estate. To make a gift from your estate, you must sign a new will or trust instrument, or add a codicil to your present will. To ensure that your exact intentions are carried out, you should consult with your attorney and the professional staff in our Foundation Office. We are very careful to honor all requests for how a gift is used as well as requests for gifts to remain anonymous. An outright gift from your estate – whatever the amount – is entirely free from federal estate taxes.

To make a gift, contact a Foundation staff member or Rene Roeser, Croixdale Campus

Administrator.

Valley Outreach Food Shelf

Thank you to the many people who brought in food and money for our donation drive at Croixdale to help support the local food shelf.

A special THANK YOU to Vern & Edie Hophan who have been volunteering to make the delivery of items and money collected at Croixdale to the Valley Outreach Food Shelf. The delivery they made on December 9th was 73 pounds of food. Thank you everyone for your participation!

CROIXDALE

New Billing System

The entire organization of Presbyterian Homes and Services is changing to a new billing system. This process will take over a year for all of the communities to be trained on the new software and to have the systems in place. During the month of October and November, Administration at Croixdale has been training and doing data entry for the new billing system. During the month of December, we have been running live in the new billing system and transitioning out of the old billing system. The January statements will be generated from the new system. We are excited about this transition as it provides us a more efficient and effective system. Below are some changes you will see with your new statement in January. In December, anyone who receives a bill was mailed a letter and a copy of a sample statement.

- Balance As Of Last Statement

This should be the same as ending balance from your previous statement.

- Payment

All payments received during the month should show after the Balance as of Last Statement.

- Balance

Equal to the net of the Balance as of Last Statement and Payments. Typically should be zero.

- Detail Amounts Column/Total Due Column

Amounts showing in the Detail column will represent the specific transaction amount and the Total Due column will be a running balance of all transactions.

- Detail Charge Groupings

Charges are grouped into several categories and will appear in order.

- 1st Resident/2nd Resident Totals

This applies when an apartment is occupied by a couple. The Total Amount Due is shown as a combination of these two totals. Checks should be written out as one check for the total amount due and automatic withdrawals (ACH) will be one withdrawal as well.

- ACH Withdrawal Notifications

On your previous statements you were alerted that your amount is set up for ACH withdrawal by a bright green sticker attached to your statement. We are no longer using a green sticker. You will notice that it is written on the statement in three locations, at top right hand corner, remarks field and at the bottom of statement.

We hope you find these statements to be user friendly. Please feel free to contact Cheryl Hansen at 651-275-4811 or Rene Roeser at 651-275-4808 with any questions.

CROIXDALE

Gathering Our Thoughts

The holiday Season has come and gone. Christmas trees (if artificial) have been put away until next year and the ornaments carefully wrapped. Children, some of whom, have become bored with their new toys are building fortresses from empty boxes and are playing *Star Trek*. Nativity scenes are lovingly stored for the next Christmas Season. January has become the month of quiet and restful boredom. Many friends have left for warmer climates to escape the challenging cold that most of us will experience for a couple of months. It is the time to reflect on the good things in life; our friends and family who make each day worth while. Gazing out my windows at an endless sea of white, broken only by the trees in my backyard, I send off a prayer of thanksgiving for all God has given me and hope the New Year brings blessings to all!

~ Jeannette Schwietz, Croixdale Resident

A Spoon Full of Laughter is Simply the Best Medicine

I am sure you've heard the saying before, "laughter is the best medicine." It appears the saying is no joke. There are quite a few health benefits that come with laughter. These benefits include increase in oxygen intake, ease of digestion, stimulation of circulation, increased heart rate and increased endorphins released by your brain. Laughter may also decrease pain as the body creates its own natural painkillers. Because laughter is a form of positive thinking, it is linked to improving the immune system through the release of neuropeptides. Neuropeptides help fight stress and prevent illness.

Be sure to get your daily dose(s) of laughter. Here are some great activities that will often lead to a spoon full of laughter.

- Visiting with Family and/or friends
- Spending time with positive people
- Participate in fun activities
- Telling stories
- Reading a funny book
- Telling jokes
- Watching a good comedy



When you laugh you will feel less stress and less stress leads to healthier living. Have you laughed today?

By: Stacy J. Sola, M.S., C.P.T., Regional Wellness Director ;

Presbyterian Homes and Services; *Croixdale, Boutwells Landing, Stonecrest, and The Deerfield*

Sources:

★Web MD, Give Your Body a Boost -- With Laughter., By R. Morgan Griffin

The Mayo Clinic Online, Stress relief from laughter? Yes, no joke., By Mayo Clinic Staff

CROIXDALE

Hawaiian Luau

Warm up during the January chill! Imagine Tropical breezes with tasty dining and beverages.

Friday January 29

arrive between 5:00 - 6:00 p.m.

Dinner buffet served in Terrace Dining Room

\$12.00 per person,

Children under 12 Years \$7.00

Buffet Choices Include: Sweet and Sour Meat Balls, Hawaiian Ham, Mahi Mahi, Coconut Shrimp, Teriyaki Glazed Stuffed Pork Chops, Island Rice, Three Cheese Potato, Green Bean Polynesian, Grilled Veggie Kabobs, Mango Slaw, Pineapple Chicken Salad, Heart of Palm Salad, Hawaiian Kings Bread, Pineapple Fruit Platter and Castaway Cheese Platter

Something Sweet: Tropical Coconut Chiffon Pie, Grasshopper Pie, Papaya Crème Brulee Cheese Cake, Macadamia Nut Cream Pie and Something Chocolatey Good!

Beverages for your enjoyment: Pina Colada Punch, A glass of Red or White Wine Ice Cold Beer (Lift Bridge ~ local brewery), Farm Girl Beer and Non Alcoholic Beer.

Join us for a Pacific Paradise of tasty food and beverages by the frozen pond. Seating may be limited so reservations are requested and can be made at the Receptionist Desk by calling 651-275-4800. Reservations are open until January 28th. *No cancellations accepted as of January 27.*

Monthly Theme Dinners are not a part of any resident meal package. Prices noted above apply to all who attend.

Coming Events . . .

- **Community Holiday Open House**
Thursday, January 7, 3:00-5:00 p.m.
People from the local community are invited to tour Croixdale and receive information about the housing and services we offer.
- **Travelogue to Scotland**
Friday, January 8, 2:15 p.m.
Join us as Paul Clark takes us along to Scotland!
- **All-House Resident High Tea**
Tuesday, January 12, 3:00 p.m.
This is a great time to meet and greet new residents who have moved into Croixdale and enjoy visiting with your friends and neighbors.
- **Monthly Birthday Celebration**
Tuesday January 19, 2:15 p.m.
Entertainment by: Swanee
Join us to celebrate all the January birthdays!
- **Guest Speaker**
Dr. Gabe Maletta
Thursday January 28, 3:00 - 5:00 p.m.
Community Room
- **Hawaiian Luau ~ Monthly Theme Dinner**
Friday, January 29, arrive between 5-6 p.m.
Terrace Dining Room

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

PRESBYTERIAN HOMES & SERVICES NEWS

Fresh Words Express an Enduring Commitment

Introducing the Mission, Vision, and Values of Presbyterian Homes & Services

While each PHS community is unique in design and personality, all communities share a common purpose. To strengthen our understanding of this purpose, the Board of Directors of PHS recently introduced a new way of expressing our long standing dedication to the older adults we serve, now and in the future.

Mission

The mission of Presbyterian Homes & Services is to enrich the lives of older adults through services and communities that reflect the love of God.

Vision

To provide more choices and opportunities for more older adults to live well.

Values

Compassion: Demonstrating an awareness of each person's needs, and doing what it takes to meet those needs.

Service: Performing our duties and responsibilities with extraordinary diligence. Doing our best.

People: Treating others as we would like to be treated. Valuing each person in our interactions and relationships.

Stewardship: Optimizing, with careful responsibility, the resources and finances of the ministry entrusted to us.

Christian Ministry: Seeking inspirational wisdom. Acting as agents of God's purposes in all we do.

Growth & Innovation: Exploring and creating new approaches to improving the quality of life for older adults.



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

