

Canterbury Tales

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A CANTERBURY-ON-THE-LAKE PUBLICATION

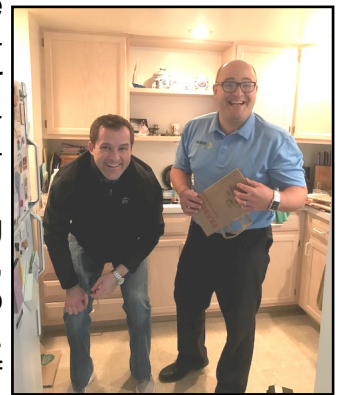
April 2018



Volunteer Corner

By Liz Vachon, Volunteer Coordinator

This past month, Canterbury-on-the-Lake had the opportunity to host employees from the UPS Company for their quarterly informational meeting. After their meeting was complete, they stayed and volunteered for our Southminster residents, completing tasks that ranged from dusting high shelves, polishing silver, cleaning the inside of vehicles, flipping mattresses, cleaning windows, moving heavy boxes, moving furniture, helping with computers, and cleaning the inside and underneath refrigerators. Residents signed up for specific tasks and the volunteers worked hard to complete the requests. The leader of the UPS volunteer group was Matt Gadlage, who is the son of Susan Dembiec, Canterbury's Executive Director, who passed away in 2012.



Matt has felt a strong connection with Canterbury and was looking for ways to "give back" to our community. He was able to coordinate this meeting and the UPS employees obtained the needed volunteer hours required for their employment. We hosted a smaller group from UPS back in December of 2016 when the volunteers came to set up Christmas trees for us and help us sort through boxes of Christmas decorations. Looking ahead, I am excited to host them again, so start thinking about what you might want help with in the future!



Canterbury's annual Volunteer Appreciation event is Thursday April 19th at 3:00pm in St. Luke's Chapel here at Canterbury-on-the-Lake. This is my favorite time of year as we get to give back to all of our volunteers for the time and love that they have generously given to our community. The theme this year is "April Showers Bring Amazing Volunteers," and we can't wait to *shower* our volunteers with all the praise that they very much deserve! A formal invitation will be sent to you if you are a current volunteer, where you will then RSVP to me. Plans have begun and I am really looking forward to our afternoon together! Please be sure to RSVP early as this is a very popular event.



April
showers
bring ...

AMAZING
volunteers!



News from Resident Services

By *Jamie Martin, Director of Resident Services*



Hollie Telfer
Transportation Manager

A Little About Transportation Services and our Transportation Team

Transportation Services strives to provide safe, reliable transportation for the residents of Canterbury-on-the-Lake. We have a fleet of vehicles that can accommodate a variety of needs including wheelchair accessibility and groups of up to 24. Services are available 24 hours a day, 7 days a week.

Transportation Services offers door-to-door transportation to doctor's appointments, trips to the airport, family events, personal shopping services and more. **You may schedule an appointment to use Transportation Services by**

calling 248.884.5352. The Transportation cell phone is answered Monday through Friday from 9:00AM-5:00PM Fees vary based on level of assistance needed.

Transportation Services provides a complimentary shopping shuttle service every Monday and Thursday in the morning and afternoon to local businesses along the M-59 corridor in Waterford.

Hollie Telfer started with Canterbury in September and is our newest addition to the Transportation team. She holds a Commercial Driver's License (CDL) so she drives our 24-passenger motorcoach and she also drives other vehicles in our fleet for appointments and such. Hollie recently accepted the Transportation Manager position so she will be one who answers the Transportation phone on most days to schedule runs. Hollie is recently engaged and between her and her fiancée they have seven kids ages 8-21. Hollie recently resigned her position with Clarkston Schools to solely focus on her new role at Canterbury. Hollie attended Waterford Schools and currently lives in Clarkston. So far, Hollie really enjoys the outings with the residents, loves getting to know them and hearing all their stories.

Tina Stonehouse has been with Canterbury for seven years as she began with Campus Care and after two years we were lucky enough to nab her for Transportation. She loves what she does with and for the residents. Tina has a chauffeur's license so she may be the person who takes you on a private shopping or an appointment run. She and her husband Kenny (both born, raised and still live in Waterford) have been married 32 years. They have four kids and 3 grandchildren. If you haven't gotten to know Tina she has a compassionate heart and loves spending time with our residents and helping others.

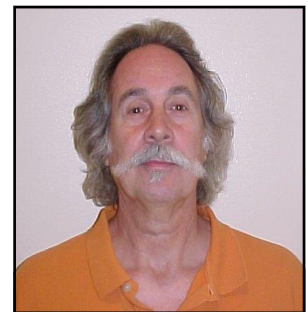
Mark Panizzoli also holds a chauffeur's license and has been driving for Canterbury for ten years. Mark, who is a Navy veteran, has been married to Karla for 27 years and they have 2 college-aged sons. Mark has such a kind heart for our residents and really enjoys his "retirement" job as he had previously retired from General Motors. For anyone who thinks Mark is a "quiet" guy just start talking to him about The Civil War. Mark is a Civil war "buff" who loves to talk about the subject.

I hope you found it helpful to meet the Transportation team. Now you will have a sense of who does what and who is answering the phone when you call for an appointment. Please call 248-884-5352 if you have any questions about what services our team offers.

You may reach Director of Resident Services Jamie Martin at 248-674-9292 during regular business hours, or e-mail her at jmartin@cotl.net. Jamie's office is located in the Lower Level Community Center near the Clinic.



Tina Stonehouse
Transportation Driver



Mark Panizzoli
Transportation Driver



A Memo from The Meadows



By Cyndi Maybee, Meadows Community Life Services Manager

Family, Friends and Fun in The Meadows!

As I was putting together some of our pictures for this months Canterbury Tales article, I found myself reflecting on the friendships that we are all making in The Meadows. With every picture we have taken, with every fun activity we have done, and the memories we are making, my heart explodes with **LOVE**. In just the short time that The Meadows has been open, we have built so many meaningful friendships.

I came across this poem and it really spoke to me, so I wanted to share it with you.

" I'm Grateful You're My Friend "

*To know that I've got a friend
to turn to when I'm blue
A friend who's always there for me
In everything I do..*

*Is such a source of comfort,
Such a blessing to be sure,
It makes the problems that I face
Much easier to endure.*

*And when I'm feeling joyful...
Taking everything in stride,
Its uplifting to share laughter
With a friend who's by my side.*

*Though words are never quite
enough*

*The message that I send...
Is that I feel truly
privileged,
Just to have you
as my friend!*





The PULSE of The Pavilion

By Diane Slupka, Pavilion Administrator



Well, it's that time of year as our Annual Survey and Plan of Correction is upon us. As most of you know the Pavilion is a Skilled Nursing and Rehabilitation Center that operates under state and federal guidelines. These guidelines are also known as Requirements of Participation, which allows us to participate in Medicare and Medicaid insurance programs.

Over the past 18 months there have been many revisions and additions to the regulations. In fact they are saying it has been the biggest change in almost 20 years. This year's survey was completely computerized and had questions set up in a way that regardless of the answer, there were 3-5 additional questions to be answered. This is a much different survey than in the past. In the past if you had an acceptable response and documents to substantiate the response, that was usually the end of that particular conversation on that subject.

We had our survey the end of January and we had 40 days to get our Plan of Correction written, the training and changes to any policies implemented, and the ability when they come back for re-survey, to show completion of the plan.

With the change in their process there is also a change in the number and type of citations a community can incur. Last year we received 4 citations and this year we received 15. Now, that may sound like we have something to be very worried about. However, we actually were very lucky as the outcome was in our favor. How could that be you might ask... well, the citations are weighted and we are very fortunate the citations we received were low level citations. We received D, E, and F level citations which allow us to request a Desk Review of our Plan of Correction in lieu of a revisit from the State.

We mailed off 3, 4 inch binders and following their review they granted us the Desk Review process and we cleared all of the citations and are now in compliance with the regulations.



Michigan Department of Licensing and Regulatory Affairs
Bureau of Community and Health Systems
NURSING HOME SURVEY DEFICIENCY SCOPE AND SEVERITY GRID

		SCOPE OF THE DEFICIENCY		
		ISOLATED (One or a very limited number of residents affected and/or one or a very limited number of staff involved, and/or the situation occurred only occasionally or in a very limited number of locations.)	PATTERN (More than a limited number of residents affected, and/or more than a limited number of staff involved, and/or the situation occurred in several locations and/or the same resident(s) have been affected by repeated occurrences of the same practice.)	WIDESPREAD (Situation was pervasive throughout the facility or represented a systemic failure that affected or had the potential to affect a large portion or all the facility's residents.)
SEVERITY OF THE DEFICIENCY	LEVEL 4**** (Immediate jeopardy to resident health or safety)	J	K	L
	LEVEL 3*** (Actual harm that is not immediate jeopardy)	G	H	I
	LEVEL 2** (No actual harm with potential for more than minimal harm that is not immediate jeopardy)	D	E	F
	LEVEL 1* (No actual harm with potential for no more than minimal harm)	SUBSTANTIAL COMPLIANCE A	SUBSTANTIAL COMPLIANCE B	SUBSTANTIAL COMPLIANCE C

SHADED AREAS—SUBSTANDARD QUALITY OF CARE for any deficiency in s. 483.13 Resident Behavior and Facility Practices (F221-F226), s. 483.15 Quality of Life (F240-F258), and s. 483.25 Quality of Care (F309-F334).

Choose the HIGHEST harm level and the scope associated with that particular level of harm if the examples under one tag are at different levels of harm.

****LEVEL 4 Deficient practice caused or is likely to cause serious injury, serious harm, serious impairment or death. Immediate corrective action is needed.

***LEVEL 3 Deficient practice led to a negative outcome that has compromised the resident's ability to maintain and/or reach his/her highest practicable physical, mental, and/or psychosocial well being...

**LEVEL 2 Deficient practice has led to minimal physical, mental, and/or psychosocial discomfort to the resident and/or a yet unrealized potential for compromising the resident's ability to maintain and/or reach his/her highest practicable level of physical, mental, and/or psychosocial well being...

LEVEL 1* Deficient practice has the potential for causing no more than minor negative impact on residents.

The Michigan Department of Licensing and Regulatory Affairs will not discriminate against any individual or group because of race, sex, religion, age, national origin, color, marital status, disability, or political beliefs. You may make your needs known to this agency under the Americans with Disabilities Act if you need assistance with reading, writing, hearing, etc.

BCHS-109 (Rev. 11/15)
Authority: 42 CFR 483.13, 15, 25



PASTORAL CARE CORNER

By Rev. Deacon Glenn Morrison, Pastoral Care Coordinator



April is upon us, Easter was April 1st, it is a new beginning. Lent was a season of waiting and preparation, but sometimes it feels like all the preparations we do we just are never prepared for all that life can hand us. To still go on, without fear is the hard part. Fear is something we all have, we have fears about so much that sometimes it affects our lives to the point where we wonder why. Why does this happen, or why did God allow for that? It seems many times we ask why just out of fear. I am reminded of the disciples and Jesus when they were all in the boat on the lake when the furious storm came up, Jesus was asleep, and they went and woke him, "Lord, save us! We're going to drown!" He replied, "You of little faith, why are you so afraid?" Matthew 8: 25-26. What are you afraid of? We all have fears and some of these fears are fine to have, the fear of the unknown for example. If we don't know it is common to fear. How we deal with much of the fears we have is to do it through faith, not just faith in God, but also faith in ourselves and in those we have around us to lift us up when we need them the most. One of our biggest fears is the fear of death, not just our own, but the fear of losing those that are the closest to us. So, regarding that, I am considering the request of some of you, to bring back a support group, a "Loss Support Group" for those that have suffered a loss in their lives. Not only the death of a loved one, but any loss that brings on that fear and grief that we naturally feel after a loss. It is my goal to be able to facilitate a group like this because I feel that there are many of us that have been through this type of feelings and by sharing with others, we can help others overcome that grief and fear. At the time of writing this article this, group is in my planning stages, it would be great if by the time you are all reading this that has already taken form, in which case I welcome you to see it in your heart to attend and share. Jesus tells us that the greatest commandment is this "Love each other as I have loved you!" What a better way to do that!

You may reach Glenn Morrison during regular business hours at 248-674-9292, or e-mail gmorrison@cotl.net or in his office located in St. Luke's Chapel

A Quick Note of Leave of Absences in Southminster

By Rochelle Rothwell, Executive Director



One of the benefits of living in a community like Canterbury-on-the-Lake is that residents and staff often look out for one another. Our community staff often is asked by friends or family of a resident to stop by and check on a resident they have been unable to reach to ensure their safety. As part of our desire to offer this support to our residents, if you are going to be away from your Southminster apartment for more than 24 hours, our staff ask, that you notify us.

To notify the community staff that you are going to be away for more than 24 hours, please stop by the community center reception desk (near the Mary Thompson Library and chapel entrance) to complete a leave of absence form. The form notes your date of departure and date of return, which we will share with only key staff, and allows us to know that we should not look for you or alert your loved ones of an absence.

We understand that residents living in Southminster are very independent and it is not our role to provide care or supervision. However, it is our hope that the culture of community that all residents and staff have created, offers you a measure of comfort and safety.

Residents within the Leas or the Pavilion who plan to be away from the community should seek out a member of their care team for a personalized plan for care while away from the community.

If you should have any questions about how to handle a leave of absence when away from the community, please see a member of our staff. Thank you and stay safe!



From the Work Bench

By Mark DeRaud, Director of Facility Services



Over my 13 years with Canterbury-on-the-Lake I have had a number of guests take the grand tour and St. Luke's Chapel seems to be the highlight for them more times than not. A special amenity that never fails to get their attention is our ability to broadcast our church services on our private TV network to all of the residents of Canterbury. We have had our fair share of challenges over the years however, particularly with audio, both in the chapel and on the dedicated TV channel. It is with the audio on the TV channel that I would like to describe some of our issues and proposed solutions in greater detail. The chapel audio that may be heard in your apartment has two basic elements. There is the technical performance of the equipment and the intended operation of the equipment. Problems may arise when those two elements don't align with the resident's expectations.

For example, we don't have microphones to pick up the ambient altar audio so when the priest turns off his microphone "we lose the sound to the service". When the resident doesn't hear what is going on she becomes dissatisfied, even though the equipment is working correctly. Because of this we have asked a consultant from Sound Engineering to help us understand how we may capture all of the audio in order to improve the viewing and listening experience. Not just a prayer from the priest or organ music, but all of the singing, and responses need to be heard. It is a shift in approach and should pay off for many years to come.

Our consultant will also provide commentary on our current equipment and the "in chapel" audio quality. Our hope is they will find it in order since we changed the aging portable microphones for dedicated wired ones for each of the two lecterns. Early reports have been encouraging with congregants indicating the "buzzing" is gone and the overall sound is better. Performers over the years have told us the acoustics in the chapel are exceptional, particularly for singing. Our hope through this endeavor is to bring the singing, worship, meeting, or presentation to life with equally exceptional audio whether you are in the chapel or experiencing it on your TV at home.



Also "creating a buzz" this month in Facility Services is that we are teaming up with many areas of Canterbury in bringing you information and practice during severe weather drills during Oakland County's Severe Weather Awareness Week April 8-14. On Wednesday, the 11th at 1:00pm there will be a test and activation of our local outdoor warning system at which time Canterbury residents and staff will get the opportunity to do a practice tornado drill. Please watch for signs that will provide all the information you need for that day and we thank you in advance for your cooperation.

You may reach Facility Services at 248-674-5349 during regular business hours, or email us at mderaud@cotl.net. Mark DeRaud may be reached directly at 248-674-5375.



News from the Therapy Department

By Kristie Back, OTR

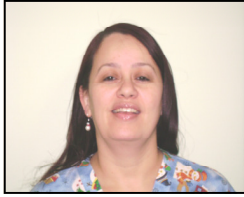


The therapy department at Canterbury-on-the-Lake will be putting on a wellness seminar on "Adaptive Devices for Safety with Activities of Daily Living" on April 18th at 3:30 for Leas and Southminster residents. Topics will include: use of equipment for simplifying dressing tasks, bathing tasks, mobility, and even safety within your own home to decrease chances of falls. This event will be hosted by Vicki Fortin, COTA (Certified Occupational Therapy Assistant). The event will take place in the Wellness Center, located in the lower level of the Community Center. Feel free to make your way to the therapy gym located in The Pavilion with any questions or call us at 248-599-4079.



The Lively Leas

By Tiffany Gregart, Leas Manager



When I think of spring I think of spring cleaning. We are very lucky in The Leas because we have our very own spring cleaner. Well, really she is our year round cleaner. Ruth Vasquez is a fun loving part of our team here in the Leas. Most of us know Ruth because of her overall friendliness and her smile. She greets each person she meets and usually has a laugh to share. She has been a part of the Canterbury team for the last 14 years and has spent the last several years in The Leas. She takes great care in cleaning the resident's apartments and all the areas that make The Leas beautiful. She was born and raised in Pontiac, Michigan but now makes Imlay City her home. She says the drive is long but she thinks of the residents as her family and that makes the commute so much easier. She has one daughter and a handsome grandson who is the apple of her eye. She says her favorite way to spend her weekends is with him having movie and video game time. He keeps her heart young and happy. Ruth says "she is a people person" and that is what makes working here at Canterbury so great. She has made many great friends over the years with staff, residents and family members. In fact Ruth feels so at home at Canterbury she recruited her sister-in-law to join the housekeeping team. We feel very lucky to have her as part of our team in The Leas.

If you or your loved one in the Leas have any cleaning project needs please contact Kathy Krause in Facility Services at 248-674-5349 and she can help you facilitate those needs.

You may reach Tiffany Gregart during regular business hours at 248-674-9292, or e-mail tgregart@cotl.net or in his office located in The Leas near Main Street in the Lower Level Community Center



Welcome to our new Southminster Resident Association Board

By Rochelle Rothwell, Executive Director

As many of you know the Southminster Resident Association held its regular meeting on March 12. As part of the March meeting each year, we welcome new board members and thank those that have offered their time and talents. The members of the Resident Association Board serve as advocates and as the eyes and ears of Southminster residents. Their service is invaluable as they help members of Canterbury's leadership team to understand the residents' perspective and needs when planning the day to day operations of the community.

This year we thank Chuck Martin, Judy Schalm and Sonny Miesel for their time and service. Each has brought a unique resident perspective and has brought issues and items for consideration to our leadership team. We have not only appreciated their contributions, but also getting to know each other better.

Please help me to welcome our new board members, Peggy Godfrey, Margaret Nommenson and Anita Davison as they join Richard Fitzgerald and Ruth Creech. Ruth will serve as President and Anita as Vice President. These board members gather questions and concerns and bring them to the management team to allow us to be of better service to you. Thanks to all who voted – we look forward to a wonderful year together!



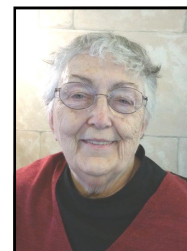
Ruth Creech
President



Anita Davison
Vice-President



Richard Fitzgerald



Peggy Godfrey



Margaret Nommensen



A Message from Executive Director



Rochelle Rothwell

Over the last few months, some Southminster residents have expressed a desire for the option of an additional check in process to ensure their safety. In early March, community staff held an open forum to offer some ideas to provide those residents with the added security that they desire.

Many residents are very active and busy throughout the day and felt like their best check in process is one that they arrange among their friends or have built in by living with their spouse. Others expressed that they wanted the option of being able to connect with a member of our staff or their family at least daily to ensure safety.

We strongly encourage our residents to always wear their emergency pendant in the event that they need help. As a reminder, those pendants work throughout the Canterbury campus and will allow a member of our staff to locate you if you press the button. For your convenience, those pendants can be worn around the wrist or the neck. But what if you are not wearing that pendant or you have an emergency that makes it impossible to press the button?

At our open forum, we presented a handful of ideas and were offered other ideas from our residents that are working for them. We would like to share a few for those that were not able to attend but might be interested. For a cost, residents can request a check in button be added their emergency pendant system. This system would just require a resident press a button in their apartment by a certain time of day. If that resident did not push the button, a member of our staff would call to ensure everything was OK. If that staff member could not reach the resident, a member of the community staff would come to your apartment and personally check that all was well.

A second option available for a cost through our pendant system, is a motion detection device. This device would alert our staff that a resident is up and moving around within the apartment and our staff would assume everything was OK.

One resident shared an option he uses, called a memo box. This is a pill box that uses Bluetooth technology to not only remind you to take your medication at a certain time, but it allows your loved one to be alerted through a smart phone app that you have opened your box and taken your medication. If you don't take your medication, family can call you or call us to check to see if everything is OK. Who knew such technology was available? We found this and other similar options available on Amazon.

Again – while we understand that residents live in an independent living apartment, we always look to offer solutions when residents present us with a concern. None of what we offer is required, but should you like more information or to discuss a concern please see a member of our management team and we can provide more information about these optional services.

2018 CANTERBURY-ON-THE-LAKE BOARD OF DIRECTORS

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Canterbury Tales is the monthly newsletter of Canterbury-on-the-Lake and can be accessed on our website at canterburyontheLake.com We welcome your comments about *Canterbury Tales* as we strive to improve our publication. Articles of interest may be submitted to Jamie Martin, Director of Resident Services by e-mail at jmartin@cotl.net.

