

# Lakeview Health Center & Assisted Living Family Newsletter

April 2024 edition



## Person Centered Dining Practices

One of the guiding principles for person-centered care focuses on the dining experience of our residents. Because residents gather for meals daily, it is a great opportunity to promote socialization, choice, and dignity. Some of our best practices for dining include serving food on the household and at the table, personal choice for food items, extended mealtimes to accommodate individual schedules, attention to noise level, and use of large napkins instead of clothing protectors. Two organizational changes we made when we moved into our new neighborhoods was 1) to eliminate the use of trays and 2) to eliminate the use of clothing protectors. These changes were designed to help maintain the dignity of our residents and to avoid potential areas of regulatory non-compliance as these have been identified in our nursing home guidance as an undignified practice.

If you are interested in learning more about ways, we look to make our dining experience more person-centered or have suggestions for ways to enhance the dining experience of your friend/family member, please let your household staff know. We appreciate your continued partnership with us!

Wanda Plachecki, MA, NHA

Executive Director

Long Term Care & Residential Services

Lakeview Health Center & Assisted Living

Hillview Health Care Center & Residential Services

## Discretionary Authorizations

Upon admission, the resident or the resident's legal representative grants permission to use the resident's account for specific expenses. Separate authorization is needed for all other purchases, and a quarterly transaction statement is provided. Authorized items may include:

Recreational Activities/Optional Leisure Activities (such as dining out, shopping, etc.)

Volunteer Shopper Pick-ups (for items like candy, razors, batteries, soft drinks, etc.)

Beauty Shop/Barber Shop Charges

Clothing (including online orders/pickups)

Postage (for stamps, return shipping)

Phone Cards for long-distance calls

Refunds of Excess Funds to Responsible County's Department of Human Services to Maintain Medical Assistance Eligibility

If you are uncertain about the authorizations, please contact 608-612-0644 or email [Lakeviewfiscalstaff@lacrossecounty.org](mailto:Lakeviewfiscalstaff@lacrossecounty.org).



## Phone Numbers

Please use the following phone numbers when calling the nurse on each neighborhood:

Cedar Lane – Nurse cell phone: 608-304-8130

Garden Terrace – Nurse cell phone: 608-406-9792

Meadowview – Nurse cell phone: 608-461-2664

Northwood – Nurse cell phone: 608-769-9317

Lakeview Building Supervisor: 608-518-6402

Ravenwood – Nurse cell phone: 608-518-8099

You can't leave a message at these phone numbers.

## Email Listserv

Periodically emails are sent out to guardians and families about overall updates at Lakeview Health Center (for example- COVID-19 updates). If you currently are not on the list serve and are interested in being added, please let us know. Contact [cmahlum@lacrossecounty.org](mailto:cmahlum@lacrossecounty.org) to be added to this list serv.

# What's Happening in Recreation Therapy?

Lakeview Health Center's Recreation Therapy Department has been buzzing with excitement lately!

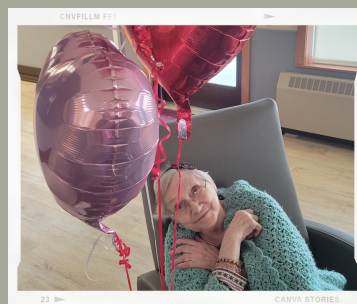
Valentine's Day was a hit, with residents getting heartwarming Valentine balloons. The fun continued with a lively party hosted by the Lakeview Health Center Auxiliary, complete with treats and entertainment.

Residents have been on a sweet adventure, voting for their top pie and ice cream flavors in the annual March Madness showdown.

Lemon Meringue pie and Strawberry Cheesecake ice cream stole the show. On April 22nd, all residents and staff will enjoy both pie and ice cream.

Our Recreation Therapy intern has been brewing up a tea party extravaganza this month, featuring cream puffs, fancy hats, and loads of fun. From card games to special lunches, sing-alongs to puzzling challenges, our residents have been busy.

Our Bingocize program, a mix of bingo and exercise, has restarted this last quarter. This has become a resident favorite. Residents are also looking forward to warmer weather so they can spend more time outdoors.



*Yes, I want to help make a difference!*

We are grateful to you, our friends, and neighbors, for sharing your resources with us. You are most important to us and to those we serve. Your gifts help make it possible for us to carry out our mission.

WE NEED your help in keeping these efforts alive! Thank you for any considerations towards these much-needed areas!

I have enclosed \$\_\_\_\_\_ and indicated below the need I would like to support.

\_\_\_\_\_ Indoor/Outdoor Beautification-Donations to be used for wall decorations, furniture, paintings, planters, flowers, veggies for courtyard gardening, shrubs, trees, hanging baskets, landscape walking path, etc.

\_\_\_\_\_ Staff Appreciation-Provide recognition to our staff through small meals and or treats during the year, thanking them for choosing this occupation of helping others.

\_\_\_\_\_ Special Activities-To support special outside programs to come in such as magicians, various music entertainers, etc.

Other- \_\_\_\_\_