



*Pictured L-R: Kimmy Gaudreau, Sondra Brockway, Patti Nelms, Amy Hartline-Palmer*

## Carriage House Employees Trained to Present Virtual Dementia Tour

Carriage Inn of Steubenville now has the capability to present the nationally recognized Virtual Dementia Tour that was featured on ABC Primetime, 20-20, and Good Morning America on August 15, 2008. Kimmy, Gaudreau, Sondra Brockway, Patti Nelms, and Amy Hartline-Palmer have been trained to present the tour to staff and the community.

The Virtual Dementia tour gives participants a glimpse into the world of dementia/alzheimers disease. Persons undergoing the tour simulate the many effects of dementia. The tour is highly effective in sensitizing caregivers and health care providers to the real needs and experiences of those coping with dementia.

All of the employees of the Carriage

House have gone through the experience/training, as well as Trinity case-managers and social workers. We plan to eventually take the Carriage Inn employees through the tour as well. Below are some of the comments made by staff following the experience.

Roberta Smith, "It was traumatizing having your abilities taken away from you", "I learned a lot.....I understood better."

Heather Hamilton, "I recommend the tour to my family, they need to experience this."

Richard Hvizdak, "I thought the tour was fantastic. It was enlightening and gave me a better perspective in working around the residents and clients."

# Values at Work 3rd Quarter 2008 Highlights



Katie Madden – LPN, Carriage Inn of Dayton – Reliability

Katie has “saved the day” on many occasions. She often picks up shifts and will stay over or return the same day when we have needed her. Reliability is one of her best character qualities, and she is always pleasant and rarely complains! Katie is someone we count on to get things completed. Thank you, Katie.

Tameka Reeves –STNA, Oaks of West Kettering – Hope

Tameka was very hopeful that the Silverchair issues at the Oaks would be resolved quickly. Her attitude of hope and optimism make it a pleasure to work with Tameka. Keep working on the Silverchair compliance at the Oaks.



Shelly Richardson – Arlington Health – Hope



Shelly is an incredibly strong lady. She was diagnosed with a potentially serious illness, had surgery, and underwent treatment that impacted her family, but she continues to be positive, friendly, happy and hopeful. I know she will make a full recovery and continue her commitment to her job. When I think of “Hope,” I will always think of Shelly.

## Values at Work continued

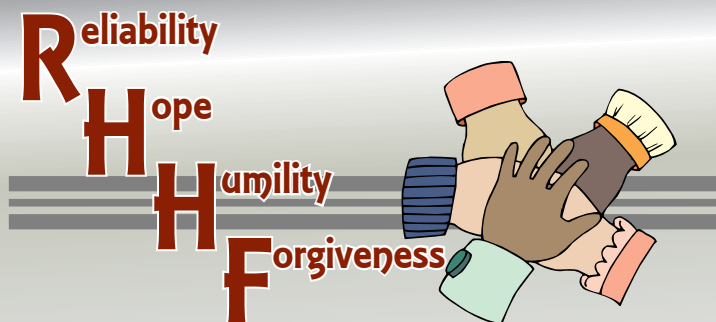
### Fran Grogg – Sunnyslope Nursing Home – Humility

Fran does not use her nursing title to push work onto her line staff. She always lends a hand to help her aides to provide the best care to our residents. She would never ask her aides to do anything she would not do herself.



### Cindy Jones – LPN Carriage Inn of Cadiz – Forgiveness

A resident nominated Cindy for forgiveness. She told a story that highlights Cindy's patience and toilerance. "I was complaining about needing my medication. Cindy was very patient with me and understanding of my crabbiness. She returned with my medication at the right time and forgave me for earlier behavior. We even shared a laugh." Cindy thank you for your patience and care of the residents at Carriage Inn.



## Values At Work

# Technology Tips from Dave and Jacqui

## Do: — — —

- Pay attention to files with multiple extensions (hello.mp3.exe.jpg)



- Remind others not to send scandalous e-mail or links to inappropriate site

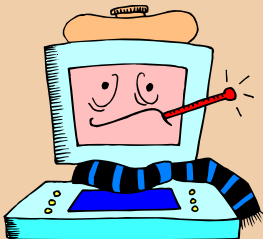


- Ensure you have the latest updates from Microsoft

- Contact Technology support to ensure you have the latest antivirus software



- Delete any e-mails asking you to "check it for a virus"
- Call Technology Support when a problem comes up
- Know the company policies related to internet usage



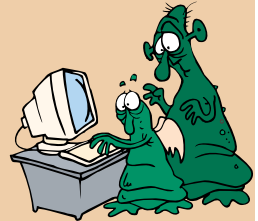
## Don't: — — —

- Download pictures/screen savers from the internet.

- "Streaming" i.e. internet based radio programs, videos, YouTube, etc. it slows down the system for all users.

- Leave your "browser" –Internet Explorer, Netscape, etc.

- open on your computer while you are away from your desk.



- Sign-up for your daily horoscope

- Use special toolbars from Yahoo/Google

- Give out your personal information in response to an e-mail

- Click on a link to an unfamiliar site to verify your passwords

- Conduct private transactions on public networks like cyber-cafes

- Open an e-mail from someone you do not know

- Give ANYONE your passwords or post them on a Post-it note next to your monitor



# Home Care Happenings

By Kara Bernsen, VP Home Health Division



Greetings from our home care division. November is National Home Care month and we want to celebrate and voice our appreciation of all our home care division staff. They do an excellent job of providing caring and compassionate home care services to our clients.

Our home care division has had a busy start to the fall. **Spectrum Home Care**, our newest addition is anxiously awaiting their accreditation survey.

**Carriage Inn Home Care** was recently voted #1 home care agency by the readers of the **Herald Star** newspaper in the Ohio Valley.

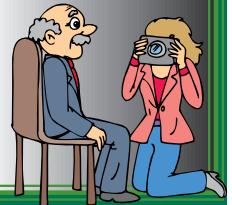
**Continuum Home Care** has been active educating their community about their services with their new marketing director, Gabriell Vendetti.

**Arlingworth Health** and other agencies enjoyed the opportunity to attend the Ohio Council for Home Care convention in September. They enjoyed networking with other home care providers and learning new ways to manage our agencies more effectively.

I really enjoy working with our dedicated home care division staff and am looking forward to a busy fall and winter seasons.



**The Holidays are coming!** Don't forget to take pictures of any events and of the many wonderful people we interact with daily. Please send to Sarah Manning at [sarah.manning@capitalhs.com](mailto:sarah.manning@capitalhs.com). Share your good times and accomplishments.



# Updates and CONGRATULATIONS!

**Lu Roe** was nominated for the Jefferson County Caregiver of the year award by the Carriage House employees. On the nomination the summarizing paragraph perfectly describes her. It read, "Lu is a team player at work offering support, comfort, and education to any staff member or resident of the Carriage House. She will stop whatever she is doing to help. Co-workers never have an ill word to say about Lu, because she is clearly one of the most honorable people you could ever meet. You will never become aware of the heavy load Lu carries, by her disposition. She is pleasant always, humble, a woman of deep faith and trusts in the Lord to give her what she needs for each day." Lu you are #1 in our book.

**Jacquie Gorza**, the Director of Nursing at Sunnyslope recently received her CPI (Crisis Prevention Institute ) certification and the



ability to train others in this philosophy and course. The Nonviolent Crisis Intervention® training program's purpose is to teach strategies for safely resolving situations when confronted by anxious, hostile, or violent behavior, while still protecting the therapeutic relationships with those in their care. Jacquie has truly been a blessing at Sunnyslope. We all look forward to Jacqui coming to other locations with her training expertise.

About two months ago **Chris Fluhartey** began part-time work at Sunnyslope to assist with renovations. It did not take long to recognize his skills and hard work. Fortunately for



us and Chris his hard work paid off when he was offered a position at the "Carriage in of Cadiz." During Chris's time here at Sunnyslope he has made friends with both staff and residents, he has volunteered his personal time

on many occasions to assist in facility functions. Most recently Chris helped during the annual trick or treat night. Chris dressed up as a ghastly goon and scared all of the children coming to our facility while directing traffic. We at Sunnyslope are very sad to see him go but in the same are very proud to see him get this wonderful opportunity. We all wish him well and good luck at Carriage Inn of Cadiz.

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### You Will Be Missed...



*Recently Scioto Community lost a family member that will forever be remembered. Karen Fyke will be remembered for her determination, love of life, worldly knowledge, her laughter, and of course her opinions. Karen was an educator and loved to teach others about their jobs and ways to make it easier. She touched many lives through her teachings and her “down to earth” advice. She worked hard and loved to have a good time. You could always count on her to be honest and upfront. She was an amazing woman that will truly be missed.*

## *President's Message*



Mr. Ken Bernsen  
President & CEO  
Capital Health Services

You may have heard about our company's philosophy of providing a "continuum of care." You may ask yourself, "What does that really mean?" To me, it means a commitment to providing for the various healthcare needs of our patients before, during, and after a spell of illness.

It means looking at the whole person and providing healthcare solutions that treat not only the current symptom, but also address the entire quality of life for that individual.

In an effort to foster healthy lifestyles, our company is committed to community education outreach. We operate wellness booths at community fairs, offer educational programs about leading healthy lifestyles, and promote wellness programs for our employees.

When an individual needs healthcare services, we offer a complete array of options including: out-patient rehabilitation, home health care, independent living, assisted living, health care supplies, nursing rehabilitation, and long term care. Depending on each individual, it is our mission to provide a seamless transition from one type of service to the next in order for the patient to get better. If one of our patients finds themselves in the hospital, our nursing centers offer short term rehabilitation second to none. Once the patient progresses, we help that person every step of the way to get back to their normal life. Our goal is to help that person move back home, possibly with some help in the form of home health or out-patient rehab if necessary.

There have been many success stories that I have witnessed, and the "continuum of care" makes it possible.

A handwritten signature in black ink, appearing to read "Ken Bernsen". The signature is stylized and cursive.

### **Values: The Heart of Our Approach to Healthcare**

We are committed to providing the best care and environment as possible. If a concern has not been resolved to your satisfaction after talking with our management team, call the ValuesLine. Reports to the toll-free, 24-hour-a-day ValuesLine can be made anonymously. **Healthcare ValuesLine: 1-888-508-5285**