

THE SENTINEL

APRIL 2019

Respectful to All

By Alicia Dupies, Senior Vice President of Strategy & Growth

Capri Communities recently conducted a focus group with a cross-section of 22 caregivers from nearly all of our assisted living and memory care locations. The purpose of the three-hour session was to ensure that we fully understand how our caregivers view their work and how we can best support them in this very important role.

While there were many findings, one of the most common themes centered around RESPECT. Many of our caregivers felt that despite the challenges of their role, they feel incredibly respected by residents and their families. When asked what defined respect, caregivers used words like *appreciation, trust, acknowledgment, and gratefulness*. As residents and families, the respect you show to our caregivers is truly what keeps them motivated to provide you with the most personalized care.

When asked how they chose this

profession and what compels them to do their work every day, they shared the following:

- Personal connection and relationships with our residents
- Giving back to seniors
- A genuine desire to help those in need of assistance
- Patience and caring for others

With *Respectful to All* part of our CARES Mission & Values, it's important to think about ways we can be appreciative and respectful to all, in particular our amazing caregivers. Next time you see one of our hard-working caregivers, please share with them your appreciation for all they do!



Our Heroes!

By Stephanie Kucher, Marketing Coordinator

We're proud of our whole Capri team and the dedication they give to each resident they serve. Recently, two employees received honors from the Wisconsin Assisted Living Association (WALA).



Congratulations to Pam S., Executive Director at Harbor Campus, and Nada R., Memory Care

Manager at Gables of Germantown. They both won one of WALA's 2019 Hero Awards for their compassion and dedication to their residents, families, and visitors of their communities. Meg Prado, Executive Director at Gables, said, "Nada's approach to engagement as a whole person transcends across all those she encounters. No matter the stage of memory care, no resident is seen as incapable of anything being offered."
Continued on reverse.

Our Mission

Enriching the lives of our residents through service and commitment to family and community.

Our Values

Committed to the resident experience
Attentive to individual needs
Respectful to all
Engaged in our local community
Serve with integrity

Lessons from *Lessila Therapy*

Interaction with a dog or a cat has many benefits! Owning a pet or having a pet visit you can be very beneficial. Petting an animal is therapeutic, as it can trigger the release of the calming hormone Oxytocin. It can also lower one's heart rate and blood pressure. Having interaction with a pet may provide a sense of gentleness and caring since animals are known to be instinctive nurturers, especially to those who may be lonely or in poor health. Also, who can resist a cute furry animal with a wagging tail or precious purr?!



Winnie, pictured right, is the therapy-dog-in-training at Gables of Germantown. Lila, pictured above, is a visiting therapy dog at Village Pointe Commons.

Laugh Out Loud

I didn't realize how bad of a driver I was until my GPS said, "In 400 feet, do a slight right, stop, and let me out!"

Heroes, continued

Val C., Lifestyle Enrichment Specialist at Harbor, said of Pam, “She truly encourages us to grow because of her understanding in what it takes to earn trust and build relationships.”

Other Capri Communities nominees included Carie R. and Ashley P. from Casa del Maré; Deborah S., Marie P., and Kathy R. from Village Pointe Commons; Gina C. and Tracy R. from Mulberry Campus; McKenna J. from Hyland Campus; and Seth S. from Harbor Campus.

What's New At Capri?

Spicing It Up

Casa del Maré hosted its 8th Annual Chili Cook-Off (pictured right) and raised over \$900 for Veterans Outreach of Wisconsin. Congratulations to 1st place winner Palazzo del Maré and 2nd place winner Casa del Maré!



Harbor Campus Gallery Night

Harbor Campus' first Gallery Night (pictured below) was inspired by their community artist group, Artist Alcove, but many residents and staff shared their beloved works of art. They raised \$3,886 through donations and silent auction with proceeds benefiting the American Heart Association.



Cranium Crunches

Punny Names Match the name that would make it a “punny” name.

1. Mr. & Mrs. Clone named their son _____.
2. Mr. & Mrs. Gravity named their son _____.
3. Mr. & Mrs. Tricity named their son _____.
4. Mr. & Mrs. Ender named their son _____.
5. Mr. & Mrs. Vader named their daughter _____.
6. Mr. & Mrs. Walker named their son _____.
7. Mr. & Mrs. Sillin named their daughter _____.
8. Mr. & Mrs. Flay named their daughter _____.
9. Mr. & Mrs. O'Shea named their son _____.

- A. Bart
- B. Rick
- C. Andy
- D. Penny
- E. Alec
- F. Cy
- G. Jay
- H. Sue
- I. Ella

ANSWERS 1. G. Cy (cyclone) 2. C. Andy (anti-gravity) 3. E. Alec (electricity) 4. A. Bart (bartender) 5. I. Ella (elevator) 6. G. Jay (jaywalker) 7. D. Penny (penicillin) 8. H. Sue (sufflet) 9. B. Rick (ricochet)

Sweet Delights - Recipe for Satisfaction!

Our goal is to delight! Are we doing it right? We are excited to relaunch our annual resident survey satisfaction survey process. The survey focuses on various departments or programs happening at your community. The survey window is open from May 1st through May 17th. During this time, please take a few moments to complete the survey and return it to the designated secured collection box. Results will be tallied and shared in the month of July. Thank you for your active participation; we need everyone's opinion for the best results.



Flyers will be posted in your community with more information. Please stop by the office if you have any questions.

Community Corner at The Landmark & Carnegie

Blue Suede Shoes.

Elvis was really rockin' last month at The Landmark! Check your calendars for toe-tappin' good times in April!

