

View from the Porch

News from Friends Home in Kennett

Spring 2005



The Personal Touch

They're dedicated to providing compassionate care to residents, and the PCAs showed that they also enjoy each other's company by having full attendance at their Christmas party, at which this photograph was taken.



There's a gentle knock at the door, and a familiar voice saying, "Good morning, Mary, its time to wake up." Mary opens her door to the smiling face of Sue McGowan, a Personal Care Assistant (PCA) who has been with the Home for two years. Mary is just one of the residents Sue and her co-workers will be greeting this morning. June Scheffler, RN, Personal Care Supervisor, clarifies the "Assistant" part of the title of her 14 staff members. "We encourage residents to be as independent as possible. The *assistance* is there for residents who need our help and support. Providing personal care assistance for our residents with limitations offers reassurance, reduces stress and improves their individual sense of well being."

For new residents, this support makes the transition to the Home as smooth as possible. The staff assures new residents through reinforcing the Home's routine and encouraging them to choose how to participate in the life of the Home. Some get involved in activities immediately, go on outings, and get to know other residents. Others need more time to settle in and get comfortable. "We truly care about the residents. We become an extension of their family," said June. **This feeling of family, and of home sets the Friends Home apart as an Assisted Living facility.**

The lunch bell rings through the hall calling everyone to gather in the dining room. Deb Hart, PCA, waits until everyone is seated and the moment of silence has been

observed, and then distributes medicine to those who need it and Activities Director, Patrice Bradour, makes announcements about upcoming activities.

The Personal Care staff communicates with residents on a variety of topics: medication, doctors' recommendations, and social activities. The staff educates residents on these issues, yet allows each resident to decide what course of action to take. **This empowerment is at the heart of June's vision of ideal care for residents. The focus is on giving each resident the information, understanding, and support to make healthy decisions. "We are a social model, so we go beyond assistance with medication, bathing, and dressing. We acknowledge the whole person, making sure each resident retains his or her individuality and dignity.**

At the end of the 7-3 shift, Bea Dodson, a PCA at the Home since 1999, talks with June, who asks a familiar question. "How would you evaluate your performance today?" June's approach is different from many supervisors. She knows her staff completes the assistance of resident tasks, documentation and related duties professionally and accurately in nearly every instance. She's digging deeper with her second question, **"Did you offer our residents comfort, joy and pleasure?"** Bea pauses to think and then answers, showing that June's philosophy of care has changed the way she thinks about self-evaluation, "Yes. I offered

"We truly care about the residents. We become an extension of their family."

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Letters from the Home

The breakfast bell at 8:00 a.m. brings everyone to the lovely, sunny dining room. We choose which of the two meal options to have and while we're eating, the Activities Director makes announcements – reminders, really – of the events available for the day. We've already each received an elaborate calendar with this month's theme, "Roses are Red." We are all encouraged to join in, but if you don't care to, you may sit and just watch, or not attend at all.

Diary of a Resident

For those who like to cook, there are soups, desserts, and salads to prepare – recipes that teach us about the new cooking

trends. But some of us don't care to know what cilantro is, and prefer to continue eating iceberg lettuce. Let them tell us we're missing out on something tasty; some of us have had enough changes in our lives!

For those with green thumbs, there is a tiered garden out back where we raise tomatoes, lettuce and so on. Two talented ladies who live here have a beautiful flower garden. I look out my window at this garden dozens of times a day from May to October and am always delighted and refreshed.

These dear young women treat us as if we were their own mothers.

We have an exceptionally fine nursing staff here. June Scheffler is our Registered Nurse and for each shift of the day there are two Personal Care Assistants. These dear young women treat us as if we were their own mothers. The average age here is 88, so they hear a lot of normal complaints about aching shoulders, stiff hands, and so forth, and their tender caring for us is as good as the medicine.

The Board of Directors of the Friends Home really want this place to be "homey" and happy for all its residents, and they work hard to keep it that way. The residents here appreciate the cozy home and the friends we've found here.

Dear Molly,

Well, I told you I would keep you posted on our various decisions. Finally, we really decided what to do.

Letter to a friend

As you know, we have lived in our present abode for many years. It is full of memories – children growing up, various pets including the chickens who were hatched in back of the stove and thereafter felt our house was theirs. Remember our land turtle who liked to squeeze into his shell and roll downstairs?



Enough of looking back – we are moving to the Friends Home in Kennett. It is truly a home, very informal, first names all around, lots to do: games, music, movies. It's your choice which

activities to participate in, if you participate at all.

The Home is on State Street in a pleasant area. We are in walking distance of many small shops including three used book stores – right up my alley! We have sold the house and we move next month.

We are in walking distance of many small shops including three used book stores – right up my alley!

Now, Molly, dear, a word of warning. If your children ask for any furniture, unless you really want it with you, give it to them with the proviso that they take it away with them within an hour! Otherwise it will linger because they'll say, "I have no room for it, Mother." Well, neither does Mother! Let *them* solve it. You have enough to do.

Incidentally, I shall become a lady of leisure – no laundry, no cooking, no cleaning! The Home's friendly, capable staff will take care of all of that for us.

I'll keep you posted.

~Lorna

Many thanks



Dear Friends,

On behalf of the entire Friends Home in Kennett family, I would like to extend our heartfelt thanks to all who contributed to making our fall fund raising appeal a success. The generous response from our friends and family members was a true endorsement of support for the Home: in all, more than \$30,000 was donated. These gifts will be used in a myriad of ways, from supporting our nursing and activities programs, helping with unexpected maintenance situations, and keeping our fees affordable through subsidizing costs for our residents.

A recent development that will make our fiduciary job a little harder is the per capita surcharge levied by the State on all nursing home residents. This "tax" must be paid by the Home, and will annually cost us over \$10,000, retroactive to 2003.

Despite the seemingly mild winter, there were several weather emergencies when our staff showed their loving concern and dedication to our residents by choosing to stay overnight at the Home to ensure services would not be interrupted. Also, during the County-wide flu epidemic, many of our staff volunteered to work extra shifts to provide care to residents who were confined to their rooms, and to fill in for their co-workers who themselves were ill. It was a difficult six weeks for everyone, but this strong commitment to our residents' welfare by our team got us through. This is an excellent example of what the Home represents – truly, *Life Among Friends*.

If you have any questions or thoughts about any of the above, please give me a call at (610) 444-2577 and I will be more than happy to talk with you. In addition, I am available for a discussion or presentation to your group about these concerns, or any other issues for seniors.

With our best wishes,

Annual Appeal Donors

This is a list of donors who contributed to our Annual Appeal between November 2004 and April 2005. We strive for accuracy, but sometimes make errors. If you notice a mistake or omission, please contact Brenda Riehl at (610) 444-2577 or briehl@kennett.net.

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Memorial and Honor Gifts

Honor and memorial gifts may be made at any time. An attractive card is sent to notify the honoree of your generosity.

Below, names of honorees are in bold type with donors listed under them.

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The Friends Home in Kennett lost a dear friend on February 4th. **Helen Profita**, Board Member and resident, will be remembered for her indomitable spirit and tireless work to make the Home a better place. Helen began service on the Board in 1987 and was a member of the Board Development Committee and Clerk of the Admissions Committee. She became a resident of the Home in 2003. Helen's straightforward manner and compassion for residents and prospective

residents were assets to the Home. The Board looked to Helen for guidance on admissions and resident life issues. She was trusted to give frank, level-headed advice. Helen will be greatly missed.

Linden Hall Update

Our Fall 2004 newsletter included a wish list for Linden Hall, which noted the need for new dining room furniture. Thanks to several generous donors, and a grant from the Anna T. and Joseph Jeanes Granting Group, the furniture is on order and will be delivered soon. Shown above is the chair style chosen for the dining room.



W.W. Smith Charitable Trust makes \$30,000 grant

We recently received a generous \$30,000 grant from the W.W. Smith Charitable Trust to install a new call bell system and purchase an ice machine. “We are pleased to have received this funding. It will help the Home make improvements, and it also increases our ability to leverage grants from other local funders. It gives us more credibility,” said Brenda Riehl, Fundraising Director.

“One thing that was clear from our first contact with the Friends Home was the Board’s dedication to raising funds for capital projects,” said Fran Pemberton Tyler, Trust Administrator. “Most impressive was the fact that they took on, and successfully completed a \$1.1 million capital campaign a few years ago, and they did it without a Development Office to provide staff support. The Trustees took note of this, as well as the other critical needs of the Friends Home and approved a grant.”

The call bell system has been purchased and will be installed this Spring. “It’s good to know that the new system will be in place soon. It will give residents and their families more peace of mind, and will give my staff greater support in providing quality care,” said June Scheffler, Personal Care Supervisor. The new ice machine was purchased and installed in January. Dining Services Director Peter Dziembowski said, “In the last three years the old ice machine had cost the Home as much to repair as a new machine would’ve cost. We’re happy to have a new, reliable ice machine and to put those repair worries behind us.”



Resident Bob McIlvain and Maintenance Director Ric Gober check out the new call bell enunciators.

The Home is looking to local foundations and corporations more than ever as we seek to make capital improvements and keep resident rates the lowest in Chester County. To accomplish this, the new Development Office has researched funders and submitted proposals to several organizations, made contact with local media outlets, and launched an annual appeal since its inception in mid-June.

Continued from Page 1 medication to stop pain, which provides comfort. I offered a moment to listen when a resident told me a story about her granddaughter, which provided joy. Finally, I offered a protein milkshake to a resident who didn’t even realize his treat was good for him, which provided pleasure.”



Martha Vannoy (l) , PCA with the Home since 1983, and June Scheffler (r), Personal Care Supervisor, talk with resident Catherine Keilbaugh.

June smiles, knowing that her continual efforts to teach her staff basic medical and social care, along with compassion, are making a difference. “When care is given in a compassionate manner, the resident feels secure and respected and the staff is rewarded, too.”

From just a few minutes of observing her at work, one clearly sees that June is also rewarded. “I teach my staff the underlying scientific principles of medical care, but they are not medically trained. Assisted Living is based on a social model, not medical.” A look of pride and amazement appears on her face as she lauds the skills of her staff. “They manage incidents, they initiate emergency care, and they follow through with doctors and family members, and do it all independent of me. They are very proud of the high quality of life they give the residents here. I have the *best* PCA staff.”

Friends Home in Kennett

Friends Boarding Home of Western Quarterly Meeting

147 West State Street
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www.friendshomeinkennett.org

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Mission Statement

The Friends Home in Kennett is dedicated to providing quality care for the aging in a homelike atmosphere at a reasonable cost.

We encourage independence and respect the individuality and dignity of all in keeping with the concerns of the Society of Friends.