

Upcoming Events

Please Join Us!

November

- Nov. 19th - The Rockyette's
- Nov. 25th - PAWS Parade Dog Show

December

- Dec. 16th - Faith Bible Chapel
- Dec. 17th - Good News Orchestra
- Dec. 18th - Fairmount Elementary Christmas Program
- Dec. 21st - Holiday Tea
- Dec. 31st - New Year's Bash

Please call 303-421-4161 for more information.

Mountain Vista Retirement Community
 4800 Tabor Street
 Wheat Ridge, CO 80033
 303-421-4161

Please send me more information about Mt. Vista
 Independent Living - Health Care Center -
 Assisted Living - Memory Care

Name _____
 Address _____
 City _____
 State/Zip _____
 Phone _____
 Email _____

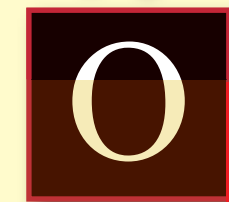
Mail To : Mountain Vista Retirement Community
 4800 Tabor Street
 Wheat Ridge, CO. 80033
 303-421-4161
 Email: lstumpp@abhomes.org, or visit our site at
www.abhomes.net

MOUNTAIN VISTA

Retirement Community

Fall 2008

Watch For the Changes at Mountain Vista



One year ago this fall, I came to Mountain Vista for the first time for an employment interview. Immediately, I was struck by the quality of the community and its staff. I have worked in and been in many senior living communities and believe that each of them has a personality that you feel immediately upon entering the building. This "vibe", if you will, comes from the energy of the people who live and work there. From the receptionist who greeted me, to the ABHM folks who interviewed me to the friendly staff and well-cared for residents I encountered on my tour, I knew this was a place I wanted to be.

I also believe that no matter how good something is, you must continually strive to improve. Author Frank Herbert said, "without change, something sleeps inside us, and seldom awakens." This applies not only to people but organizations. Without change, and continuous challenges to the status quo, stagnation and complacency take over. The team here believes and understands that we have a responsibility to our residents, staff, and the community, to avoid this and ensure growth and renewal.

And so, we have made a number of changes in the past year. A new open breakfast program was introduced in the spring, giving residents more choice in their time of waking, as well as "cook to order breakfast." We also re-decorated the lobby area, eliminated the noise and distraction of overhead paging, and started a new rehab unit (more information on the new rehab

unit inside). Our staff has learned new customer service skills and our managers and supervisors have participated in numerous leadership training sessions, all thanks to ABHM sponsored programs.

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2009 will bring about even more transformation at Mountain Vista. We have recently joined forces with William Brummett Architects and Pinkard Construction to evaluate the current and future needs of the community and are developing plans to meet these needs. We will also begin working with Age Dynamics, an organization out of Eugene, Oregon, that focuses on creating and sustaining a wellness focus for retirement communities such as ours. You can learn more about Age Dynamics by visiting www.agedynamics.com. In addition, Mary Sawyer-Winters, DON, and I recently became "Eden Alternative" certified. The Eden Alternative philosophy (visit www.edenalt.org) challenges the traditional institutional model of long term care which unfortunately can fosters feelings of loneliness, helplessness and boredom among the seniors. The Eden Alternative demonstrates how companionship, the opportunity to give meaningful care to other living things and the variety and spontaneity create an enlivened environment and can succeed where pills and therapies often fail. Working toward this vision will be a never-ending journey but it is a journey well worth taking.

Wishing you and your family a safe and warm holiday season!

Jill Vitale,
 Administrator



Mountain Vista Retirement Community is owned and operated by American Baptist Homes of the Midwest, a not-for-profit provider of senior housing and healthcare since 1930.



Revitalized REHAB at Mountain Vista

Mountain Vista prides itself on providing care for individuals with a wide range of needs. Comprehensive rehabilitation services are one of our specialties. This program provides physical, occupational, and speech therapy to people following a debilitating incident such as stroke or broken hip. Our goal is to rehabilitate people and get them back into their homes and we do a good job. In fact our return to home rate is greater than 80 percent and in a recent satisfaction survey, our residents gave rehab therapy services a 100% satisfaction rating.



While we were very pleased with that rating, we felt we could create a more comfortable environment for those receiving rehabilitation services. Therefore, we recently created a dedicated rehabilitation area specifically designed for short-term residents stays. Our new rehab area features private and semi-private rooms, flat screen televisions and personal telephones. To visit our new rehab rooms, please call Heather or Peggy here at Mountain Vista, **303-421-4161**.

Mountain Vista Alzheimer's Team - Walking For 10 Years

Our team at Mountain Vista has been participating in the annual Memory Walk sponsored by the Alzheimer's Association every year since 1999. Our team name is "Walkin for the Not-Forgotten". We have been fund raising for almost ten years in the hopes of helping to find a cure for Alzheimer's. During that time we have raised a whopping \$11,893.00! We have done everything from selling nachos and ice cream sundaes to the staff at Mountain Vista, to asking for donations from the very same staff and family members - and the funds raised, by the annual walk, stay in our local communities

I would like to personally say a big THANK YOU to all staff and families who have supported the Mountain Vista team year in and year out. The reason we walk as a team is because of our dedication to our residents and

family members and we will continue to walk in the years to come until a cure is found. To date more than 4 million Americans have been diagnosed with Alzheimer's and that number is expected to grow to more than 14 million by the middle of the century. The annual cost of Alzheimer's disease will soar to at least \$375 billion and could begin to overwhelm our health care system, not to mention putting a huge strain on the Medicare /Medicaid system.

For me personally, working with people afflicted with Alzheimer's disease is my passion and gives me strength to keep going. The poem, include here, I wrote to all of my friends with Alzheimer's, past, present and future.

Stephy Martinez-Anderson,
Activities Director

Wrinkles on my hands,
wrinkles on my face,
Why do I feel so displaced?
Where's my husband,
Where's my wife?
Where's my life?
I can't verbalize it, I can only
express it.
Laugh with me. Cry with me.
I'm in here.....just listen.
Sit down. Talk to me.

I can tell you some real life
lessons learned.
Take the time to get to know
me.
Wander beside me.
Take time to hold me.
I was a mother, a doctor, a
teacher at one time.
I am somebody if you just
take the time.

Stephy Martinez-Anderson

Customers, Customers - Everywhere

Everyone at Mountain Vista knows the high value we place on customer service with our residents and also with peers. We teach it during employee orientation classes, and we recently stepped it up with motivational trainer Clint Maun's high powered training DVDs. What is fun to realize is that customers are everywhere - at Safeway, at the bank, in the neighborhood, and they all expect to receive customer service. What does that mean? Lots of you know that I have other outside interests - one of which is that I am the concert manager for a well known chorale in Littleton. The concert manager's role is to meet and greet the public, direct them to various services, have answers for a myriad of questions, solve problems on the spot - and also train ushers to do the same! We even go to ushers school (there really is such a thing). And guess what? Customers at a concert or customers at Mountain Vista are the same - and they all want the same thing: Perceived satisfaction, no excuses. How do you do that?

Meet them where they are, hear what they want, own the problem, find the solution. Disney teaches the same principles to employees. Starbucks too.

So, here is what ushers are trained to do when a customer has a problem.

Let Mountain Vista Help You With Gift Ideas

The beginning of the holiday season brings a smile to the faces of many. However this time of year also conjures up thoughts of holiday shopping and gift wrapping, tasks which can be more than a bit stressful. Finding a gift for someone living in a long term care setting can be even more difficult due to space constraints and lifestyle changes.

Let Mountain Vista help you with great gift ideas! Everyone from the nursing to social services has great suggestions for your family members.

- **Show Empathy** - "Mrs. Johnson, I see that you are upset, I am sorry you could not find your ticket at the will call table. I would not like that either."
- **Be Honest** - "I know/I don't know what happened."
- **Initiative** - "I will find out what happened/Tell me more."
- **Take Responsibility**- "I will help you/I will find the right person to help you."
- **Involve the Customer** - " Let's go over here and talk to the ticket agent and get a ticket near where you want to be seated, etc."

Sounds simple, but it takes practice - and can be particularly difficult if you are the first person that customer comes to!

Everybody - ushers, concert managers, nurses, food servers, receptionists, laundry workers, et. al. - needs to know and practice good customer service skills. Whether here at work or elsewhere... Customers, Customers are everywhere.

Jim Kasper,
Human Resources Director

