

## Andrew Green Committee

*The Andrew Connection* is printed regularly by Andrew Residence as a service to the family and friends of our residents

Necessity is the mother of invention. This rings true in the formation of the Green Committee at Andrew Residence. The city of Minneapolis has decreed that food waste must now be recycled instead of going into the dumpster. Therefore, an organics recycling program became a necessity for us.

Through some like-minded lunch conversations, it became clear that there is a group of employees at Andrew that are passionate about recycling and changing processes for the better. This group decided to form the Green Committee in December of 2018.

Since that time, the Green Committee has been busy. They have replaced the recycling and trash containers on each resident floor to accommodate mixed recycling such as plastic and cardboard. In an effort to raise awareness, the committee members put on an in-service for staff and residents on Earth Day of 2019. Topics included



proper and improper materials that go into the recycling. The committee is helping the dietary staff prepare for the switch over to organics recycling that must be completed by January 1<sup>st</sup>, 2020. The committee is also researching energy efficient lighting for the resident rooms and

hallways. The lighting could reduce energy consumption as much as forty percent. Future projects of the Green Committee include replacing the current medicine cups with recyclable ones. In addition, the kitchen is looking at replacing various utensils and containers currently used to recyclable options. All these switches mean less waste ending up in the landfills.

Necessity brought the green committee together. However, a hunger for change and making a difference at work has fueled the passion of the group. The Green Committee welcomes new members and ideas all the time. They look forward to the challenges and seeing the effort put in paid off by a cleaner, greener workplace.

## SUGGESTIONS/COMPLAINTS/GRIEVANCE PROCEDURE AT ANDREW



First we encourage a resident to try to talk about the concern, receiving staff help if needed. Suggestion/Complaint forms are available on each floor and at the front desk. A resident can complete a form on his/her own, or ask a staff person for help and should expect a prompt response. Bethany Broman, our Clinical Development Coordinator, also serves as our Grievance Official and oversees this process at Andrew. You are welcome to contact her at 612-367- 8594 or email her at [grievanceofficer2@andrewres.com](mailto:grievanceofficer2@andrewres.com) or [grievanceofficial@andrewres.com](mailto:grievanceofficial@andrewres.com) if you or your loved one has an unresolved concern. Annually we share with you our Suggestions/Complaints (Grievance) Procedure and the Vulnerable Adult Policy in the Andrew Connection. These are included on page 4 and 5.



## A Message from Our Executive Director, Karen Foy

Hello Friends and Families,

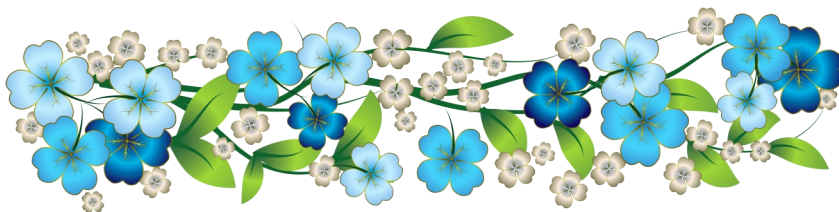
It was quite the winter here in Minnesota! Thanks goodness the flowers are blooming and we can spend more time outside. Between episodes of the polar vortex and record-breaking snowfall we are so looking forward to the warm weather.



Since last fall we have been steadily adding more useful space for residents and staff to use: what was once the Smoke Stop room is now the Activity Room and what once was a records storage space is now a private, quiet room. We have also been re-configuring our security camera system and installing additional digital security cameras to more thoroughly monitor the Andrew Residence grounds.

Since our last Andrew Connection we have added a new Director of Environmental Services, Patrick Covington, to our leadership staff. Patrick comes to us with a wealth of background experience and knowledge. Patrick has a B.A. in business administration, an M.B.A. in human resources, and was the first person in the state of Minnesota to receive the Certified Healthcare Environmental Services Technician Training certificate. He has also worked in various healthcare settings for the past 10 years including Hennepin Healthcare system and Fairview Health Services. Patrick is a most welcome addition to the Environmental Services team!

I hope you were able to join us at the Family and Friends Dinner on the 28th of April. If you were or were not able to attend, I do hope you will join us for the Fall Family Dinner on September 22nd and the Holiday Family Dinner on December 15th.



## Andrew Residence Family Services



### Treatment Planning Meetings

We consider you an important part of the treatment team. Every three months each resident participates in a meeting to review progress of the last quarter and to plan for the next. With your family member's permission we welcome your participation in these meetings. Please talk to your family member or staff on his/her floor for more information.

### Family & Friends Dinners

Please come to our Fall Family and Friends Dinner on **Sunday, September 22nd** and our Holiday Family and Friends Dinner on **Sunday, December 15th**, from 11:30am – 1:00pm. This is a time for each resident to invite friends and family to share a delicious meal at Andrew. Each resident can host 2 guests free. Additional guest meals are \$12 for adults and \$6 for children 12 and under.

### Family Contacts

Three family members serve on our Advisory Board and they welcome you to contact them if you would like a family perspective: Helen K. (952-884-1690), Nikki E. (952-933-5320), or Rana K (651-233-7773).

### Family Council

Although we have an active Community Council in which residents are involved, we do not have a Family Council at this time. Please contact Steve Morice at (612) 367-8179 if you are interested in starting one.

### Education and Support

We recommend the following organizations to you for support groups, educational programs, and advocacy:

#### *NAMI-MN*

#### *(National Alliance On Mental Illness - Minnesota)*

Phone: 651-645-2948

Toll Free: 1-888-473-0237

website: [www.namimn.org](http://www.namimn.org)

#### *Mental Health Minnesota*

Phone: 612-331-6840

Toll Free: 1-800-862-1799

website: [www.mentalhealthmn.org](http://www.mentalhealthmn.org)

### Resident Floor Phone Numbers

2nd	612-333-1148
3rd	612-333-1232
4th	612-333-1364
5th	612-333-1442

### [www.andrewresidence.com](http://www.andrewresidence.com)

Check our website where you can view groups offered, our menu, resources and past issues of [The Andrew Connection](http://The Andrew Connection).



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## SUGGESTIONS/COMPLAINTS (GRIEVANCE PROCEDURE)

If you, as an Andrew resident, have a concern or a complaint about an issue affecting you, it is important to try to talk it over with the person(s) involved in the situation. If talking things over does not resolve the problem, the next step is to take your concern to your Program Manager and to talk over the situation. (A family member or other interested party may also follow this procedure.)

At this point, or at any other point in the process of resolving your problem, you can choose to put your concern in writing, using the Resident Suggestion/Complaint Form, which you can get at the floor desk. You can turn the form in to any staff person, including your Program Manager or Program Director. You may also choose to share your concern verbally. A staff person may complete the Resident Suggestion/Complaint Form on your behalf if you choose. You can complete this form anonymously by choosing to not include your name or in the case of a verbal report, request your name not be included on the form. Our goal is that you will receive a prompt response to a written or verbal complaint.

Another option to complete a suggestion or complaint anonymously is to utilize the Resident Suggestion and Complaint boxes located on each floor. Responses to anonymous suggestions and complaints will be reviewed at Community Council Board Meetings and by staff and the response included in Floor Meeting minutes.

If your Program Manager is not on duty and you wish to talk to him/her and the problem is too urgent to wait until he/she returns, you may take your suggestion/complaint to the staff on duty on your floor, or to the Program Director of your floor. If the Program Director is off duty also, as may be the case on a weekend or at night, there is always a Person-In-Charge at Andrew to whom you can take your problem. The name of this person is always posted on the wall near the Receptionist's desk in the main lobby. The Receptionist can help you locate the Person-In-Charge, who can consult with administrative staff by telephone when the problem is serious and in need of immediate attention.

If you are not satisfied after talking to your Program Manager and Program Director, or to the Person-In-Charge in their absence, you can request an appointment with the supervisor of the Program Director, the Director of Program Services. You can also request a meeting with the Grievance Official or the Administrator. During the day you can ask the Receptionist to call him/her for you. At other times you can leave a note for him/her with the Receptionist or the Person-In-Charge, and he/she will contact you after receiving the message or note and set up an appointment with you. Following the meeting, you will receive a written response as soon as possible given the nature of the suggestion or complaint.

The Andrew Residence Grievance Official's email address is [grievanceofficial@andrewres.com](mailto:grievanceofficial@andrewres.com). Signs are posted on each floor with the Grievance Official's name and contact information.

You are free to seek help in resolving your concern at any time you feel a need. You can seek help from a resident or staff member at Andrew Residence, or from a member of the Community Council. You may also seek help outside of Andrew if you continue to feel dissatisfied with the resolution of your concern. You may contact the Minnesota Office of Health Facility Complaints at the Department of Health, 85 East Seventh Place, Suite 220, P.O. Box 64970, St. Paul, MN 55164-0970, Telephone: 651-201-4201; the Licensing Division of the Department of Human Services, Telephone: 651-296-3971; the Ombudsman for Long Term Care, PO Box 64971, St. Paul, MN 55164-0971, Telephone: 651-431-2555; the Department of Human Rights, Telephone: 651-296-5663; Office of the Ombudsman for Mental Health and Developmental Disabilities, 121 E. 7<sup>th</sup> Place, Suite 420, St. Paul, MN 55101, Telephone: 651-757-1800; and/or the Joint Commission at 1-800-994-6610 or [complaint@jointcommission.org](mailto:complaint@jointcommission.org). Inquiries about medical care may be directed to the Minnesota Board of Medical Practice, 2829 University Avenue Southeast, Suite 500, Minneapolis, MN 55414; Telephone: 612-617-2130.

All suggestions/complaints may be submitted without fear of restraint, coercion, interference, discrimination, reprisal, or threat of discharge.





## ANDREW VULNERABLE ADULT POLICY

### PURPOSE

The purpose of this policy is to ensure that all Andrew residents are protected from maltreatment (abuse, neglect, or financial exploitation), that Andrew complies with state law regarding vulnerable adults and all corresponding rules established by state licensing agencies, and that all staff at Andrew comply with Andrew's policies to protect vulnerable adults.

### PROCEDURE

1. Andrew has established, and updates yearly, a facility abuse prevention plan. (See Facility Assessment and Vulnerable Adult Agency Abuse Prevention Plan.) This plan outlines ongoing measures, which Andrew, as a facility, takes to prevent maltreatment of its residents. This plan includes, but is not limited to, an assessment of the Andrew neighborhood and measures taken to reduce risk to residents in this neighborhood, an assessment of Andrew's physical environment and measures taken to reduce risk among the resident population, ongoing measures and plans to reduce risk of abuse or neglect, an annual review of the agency abuse prevention plan, and a review of past vulnerable adult reports.
2. Most Andrew residents will be protected from maltreatment by the Facility Assessment and Vulnerable Adult Agency Abuse Prevention Plan. However, some residents may need additional interventions. When the interdisciplinary team assesses that a resident is at risk beyond the protection provided by the Vulnerable Adult Agency Abuse Prevention Plan, the Program Manager shall coordinate the team recommendations, and shall include a goal and method on the resident's Individual Vulnerability Assessment Summary/Abuse And Prevention Plan.
3. Each Andrew staff person is a mandated reporter and has a professional responsibility to take necessary precautions to avoid maltreatment of Andrew residents, and to report any incident(s) of maltreatment involving Andrew residents. Andrew's Vulnerable Adult Reporting Policy And Procedure has been established to ensure a systematic and consistent method of reporting maltreatment.
4. All Andrew staff receives training and education:
  - a. Within the first 72 hours of hire. The new associate signs a statement indicating he/she has been trained in the facilities Vulnerable Adult Policies and Procedures and has received a copy of the Andrew Resident Bill of Rights. This signed statement is retained in his/her personnel file.
  - b. Annually, as recorded on each associate's Inservice/Seminar Attendance Log sheet and retained in the Andrew Inservice Log.
5. A new resident, their guardian and family members (for whom the resident has signed a release of information form) will be provided a copy and informed of the Andrew Vulnerable Adult Policy and Suggestions/Complaints procedure at the time of the resident's admission, and at least annually thereafter.
6. It is the policy of Andrew Residence to cooperate fully with any investigation of a vulnerable adult issue by any authorized outside agency.
7. All records of vulnerable adult reports which are found to be substantiated will be kept for a minimum of seven (7) years after the date the finding was made.
8. Written reports shall be made available to authorized outside agencies including the Commissioner of DHS upon request.

6/13/18

## Emergency Preparedness

In November 2017 CMS (Centers for Medicare and Medicaid Services) began enforcing new regulations for all programs certified by CMS including Long Term Care, this includes Andrew Residence. These regulations are focused on Emergency Preparedness based on assessment of, and planning form, “All Hazards”. These new regulations direct facilities to have procedures in place for minimizing the impact of various hazards and emergencies and to involve a community approach to respond to emergencies.

One of the new requirements is to inform family members of emergency plans.

Andrew Residence is a member of the Metro Area HealthCare Coalition , an organization made up of health care providers located in the metropolitan area. This includes; hospitals, clinics, long term care and other providers such as pharmacies, out-patient providers, and laboratories. Additionally, Andre Residence participates in MN Trac, a state sponsored program for tracking resources including available Long Term Care beds, and for tracking other resources and emergency communication.

For many years Andrew has completed an annual Hazard Vulnerability Analysis. The Hazard Vulnerability Analysis assesses hazards in three categories; Natural Events, Technological Events, and Human Events. Each item within the category is scored as to the likeliness it could occur, the level of disruption the hazard would impact our residents, and Andrew’s assessment of its level of preparedness to effectively mitigate the impact of each hazard. Part of our planning involves both “sheltering in place” in the event of an emergency, and evacuation to other settings should our building be compromised. While we have transfer plans, we also plan that some of our residents' would be cared for by family or friends and we would communicate via contact information we have. If your contact information is not current please contact us to update.

We have had procedures in place outlining our plan to respond to these hazards and review and update these plans when needed. We also continue to train staff in these procedures and conduct appropriate emergency drills to “test” the effectiveness of our procedures.



### WE NEED YOUR EMAIL ADDRESS

We are compiling an email list of family members and friends. Facilities across the country, including Andrew Residence, are developing emergency management plans that include the ability to contact you quickly in case of a facility-wide emergency (as stated above). One easy way is to email us at [info@andrewres.com](mailto:info@andrewres.com) and tell us your name, your resident’s name and your email address. Thank you!





**AMANDA CUSTODE**, our new Exercise Specialist, started last October. Since starting Amanda has taken on the responsibility of three new groups here at Andrew: “Walking club,” “Strength Training,” and “Balance and Agility.” Each group focuses on a different aspect of exercise allowing residents the opportunity to enhance their fitness in all areas. Balance and Agility is the newest group she has created and it targets those who struggle with lower body weakness and those who may have gait abnormalities. Amanda states “I take so much pride in my own health and fitness that I love sharing my joy for exercise with others and showing them that exercise is so much more than lifting heavy weights.” She says “Working here at Andrew has really given me a sense of great self-satisfaction when talking with residents and they report positive changes they’ve noticed since beginning/increasing their exercise routines.”



## 2018 Customer Service Award



**JONATHAN WALTERS**, our 3rd Floor Living Skills Instructor, was our **21st Annual Customer Service Award winner** in November. Our staff give of themselves every day in a variety of ways, and our residents benefit greatly. The recipient of the Award is a staff person who is respectful of residents and associates, who is a resident advocate, who is an effective team member,

who has good communication skills, who makes others feel important, and who does his/her job in a cheerful, professional, enthusiastic manner. And because it is a huge honor to be nominated for the Award, we'd like to recognize these fifteen associates who were nominated by their peers: Brittany Beaulieu, Shauna Dama-Namen, Heather Deutsch, Christy Duangphouxay, Charles Hopewell, Rabin Katel, Anna Kukulovskaya, Lauri Lange, McKena Martin, Sharon Richardson, Rachel Rogers, Ana Santos-Rodriguez, Patti Wettlin, Steve Wilson and Martha Zieman. Although the Award Ceremony receives a lot of the excitement, the Customer Service Celebration is really meant to honor each and every one of our staff for the work that we do day in and day out.



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### **The Mission of Andrew Residence**

is to promote compassion and respect in a therapeutic residential community where quality mental and physical health services are provided.

#### **Our Core Values:**

- Champion Hope
- Act with Compassion
- Cultivate Success
- Embrace Creativity
- Guided by Ethics
- Do What it Takes



**Congratulations!**



**Nikki Kidd**, our Day Nurse Manager, received the **4<sup>th</sup> annual Dedication to Excellence Award** last May. The award recognizes a newer Andrew associate who has been employed at Andrew Residence between one and three years and who demonstrates commitment to excellence in a multitude of ways.

It is a great honor to be nominated for this award, we would like to recognize all of the fantastic people that were nominated with kind and well-deserved words of praise: Shauna Dama-Namen, Lauri Lange, Abby Smith, Ana Santos-Rodriguez, Chelsea Wright, Shayna Prochovnick, and Stephanie Pisarski.