

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

Substance Misuse

Thanks to a grant from the Minnesota Department of Human Services, we are developing a more in depth program to serve our residents who use chemicals. It is common for people with mental illness to have co-occurring substance use challenges. We will begin an IDDT program (Integrated Dual Disorder Treatment). In January a newly hired Licensed Alcohol Dependency Counselor (LADC) will guide efforts which will be based on SAMHSA (Substance Abuse and Mental Health Services Administration) evidence based practices.



Typical substances of use by Andrew residents include alcohol and marijuana. Residents who use/misuse substances erode treatment for their mental illness and impact the overall culture at Andrew. We will continue to use Harm Reduction principles (use safely; use less; in a safer place; every strategy that helps to reduce harm including abstinence). We look forward to the benefits the IDDT program will have for individual residents, their families and Andrew as a community.

Music Therapy Continues!

The sights and sounds of our Music Therapy collaboration with MacPhail Center for Music brighten our lives here at Andrew. Our Voices Heard Choir has offered several concerts... our drumming group is vibrant ... Melissa and Hilary (our Music Therapists) enjoy individual time with many residents ... our staff have learned more and more about the benefits of music therapy and frequently refer residents to the program which is available to all residents. THANK YOU for the two new guitars and drums purchased through this grant from www.arohaphilanthropies.org.

We are pleased that after our first year offering Music Therapy, the grant has been extended for another year!



Hilary and Melissa





A Message from Our Executive Director, Karen Foy

Hello Friends and Families,

We are coming upon such a fun season at Andrew. Come visit us any time, particularly at our holiday Family and Friends Dinner on Sunday, December 11th. And, mark your 2017 calendar for our Spring Family and Friends dinner on Sunday, May 7th.



I'm glad you are reading our Andrew Connection. Did you know previous issues are available at www.andrewresidence.com? Additionally, you can check out the menu, upcoming events and the Group/Activities calendar. And, if you "friend" Andrew Residence on Face book you will receive occasional updates.

Participating in NAMI Walk in September is a way for us to reach out into the mental health community. I'm proud that we raised over \$550 for our Minnesota - National Alliance on Mental Illness. This included a \$75 donation from our Community Council, on behalf of all residents. If you go to www.namihelps.org you will find many education and support opportunities for loved ones of persons with mental illness.

Smoke Detectors were 'hard wired' in each resident room this fall, added to those already in place throughout the building. We are pleased to offer this additional safety measure which, when combined with our fully sprinkled facility, offers yet another layer of safety for our residents and staff.

And, residents have been pleased with the new seven person Toyota mini-van we have purchased. Used mainly for travel to and from resident outings in the community, it has been welcomed by all! We also have a car and larger van for transporting residents.

Helping staff improve their skills and knowledge through education is important to us. We offer this education at Andrew and through webinars and seminars in the community. This past year we are proud to have granted scholarship money to 15 employees at a total amount of just over \$50,000. Tuition reimbursement is available to staff who work at least twenty hours per week and are enrolled in a course of study that will advance their career in the field of long-term care. Additionally, the MN Directors of Nursing Association (MNDONA) has offered scholarships to two of our nurses to help them continue their nursing education.

When we retain our good staff, everyone wins, especially our residents! As we compare 2016 (to date) with 2015, staff turnover overall has decreased by 14%; our RN turnover decreased by 37% and our Mental Health Worker turnover by 29%.

Our Fall Andrew Connection always contains our Vulnerable Adult Policy/Grievance Procedure. This year is no different. Please review these on pages 4 and 5 and talk to any staff person if you have questions.

Please stop in my office to say "hello" when you are at Andrew. I value your observations and opinions.



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 **Sunday, December 11th, and planning ahead, Sunday, May 7th**, 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 Hilary Greene at (612) 367-8178 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

Mental Health Minnesota

Phone: 612-331-6840

Toll Free: 1-800-862-1799

website: 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

Check our website where you can view groups offered, our menu, resources and past issues of The Andrew Connection.



Like us on Facebook!



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. Our goal is that you will receive a response to a written or verbal complaint in no more than 72 hours.

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 have the following resources available:

First, request an appointment with the supervisor of the Program Director, the Director of Program Services. 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 within 72 hours whenever possible.

If you are still not satisfied with the resolution of your problem, you may take your concern to the Administrator of Andrew Residence. The Receptionist can assist you in making an appointment to see him/her, and he/she will contact you and arrange a meeting with you. After your meeting with the Administrator, you will receive a written response within 72 hours whenever possible.

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. 7th 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. 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

Andrew has established, and updates yearly, a facility abuse prevention plan. (See 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.

Most Andrew residents will be protected from maltreatment by the 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.

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.

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.

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.

It is the policy of Andrew Residence to cooperate fully with any investigation of a vulnerable adult issue by any authorized outside agency.

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.

Written reports shall be made available to authorized outside agencies including the Commissioner of DHS upon request.

8/13/10



Did you know?



- 550 appointments are scheduled for residents each month! This is about 140 per month, per floor. This is accomplished with great precision by our Office Services Team, floor staff, health care provider offices and transportation companies that deliver residents to and from appointments.
- It's always fun to find a valid reason to wear flip flops at work! Our Leadership Team washed the cars of ten staff that were chosen in a raffle. These amateur car washers displayed dubious talent to the music of Bob Marley and much laughter. Quite a sight for all to enjoy.
- Our Night Team has been very involved with our Sleep Well Program. They have identified 42 residents who snore and we are helping those residents (and probably their roommate!) to reduce snoring using a variety of methods.
- DHS invited us to make a presentation about our Sleep Well Program at their annual Quality Conference. We're happy to share tips that have worked for our residents.



- 55 of our residents volunteer in helpful ways at Andrew and in the surrounding community. Volunteering gives purpose and direction and raises self esteem.
- Did you know that Andrew does not have an "S" on the end? We are not AndrewS Residence, but Andrew Residence.
- We hosted our annual Open House for STAFF Family and Friends in October. This is a great way to share information about our services, what mental illness is (and what it's not) and for our guests to have tours done by residents. Participation is always good but this year we had more guests than ever.
- Yes, residents have access to money on weekends and holidays. Some residents keep their funds in an account at Andrew. While we prefer residents plan ahead and withdraw money during regular weekday Banking Hours ("Moneyline"), this is not always possible. And, sometimes an unexpected situation arises. Residents can check with the Person in Charge and access their funds.

Compliments

- Recently, a new HCMC Social Worker came to visit and said “I wanted to extend a very grateful thank you for taking the time and allowing us to visit. What a great organization and well-oiled machine with heart to match. I have seen many facilities within the last year here in MN and I have to say, your agency seems to uphold its mission of promoting compassion and respect. The residents seem to really call Andrew Residence home and belong to a true community...that is refreshing to see.”



- After giving a presentation to residents, Police Sgt. Keefe thanks us with these words: “I enjoyed visiting Andrew. I have a special place in my heart for people who are suffering from a wide range of physical and mental ailments. I thank God for people like your staff who are willing to commit their lives to helping those who are less fortunate. I wish you all the best.”
- A staff person says, “There are a lot of intangibles that make this a great job. Sharing a joke with a resident, seeing folks progress, working with an awesome team of big hearted and hard-working people; Andrew has a lot of Aces in the hole”.

Congratulations!

Our Customer Service Celebration is an annual event that honors all staff for their dedicated service. This fall, The Customer Service Award recipient is **Dan Bauman**, our Evening Manager. We thank him and all our staff!



Sam Courtright, our Exercise Specialist, received the Dedication to Excellence Award, recognizing a newer associate employed at Andrew Residence between one and three years and who demonstrates commitment to excellence in a multitude of ways. Sam’s certificate says, “Excellence is doing ordinary things extraordinarily well”. Well done, Sam!

Aja Torkildson, a day shift Mental Health Worker received the Dedication to Excellence Award last year. Earlier this month, Aja was among five professionals who received the “Rising Star Award” at the Care Providers of Minnesota Convention. A spirited group of Andrew staff were in the audience cheering for Aja.

The Collaborative Mental Health Ministry (St. Joan of Arc Catholic Community/Bethlehem Lutheran Church) received the 22nd annual Award of Excellence. For many years, this collaboration has provided support through resources, education and social interaction for people living with mental illness, their families, friends and people working in the mental health field. Our thanks for this wonderful award. We will display it with pleasure. Thank you for the wonderful work all of you do to assist people to live as full lives as possible with dignity and respect.”

You may want to check out dates of their free “second Monday of the month” evening gatherings at <https://www.saintjoanofarc.org/ministries/mental-health-ministry-meetings>



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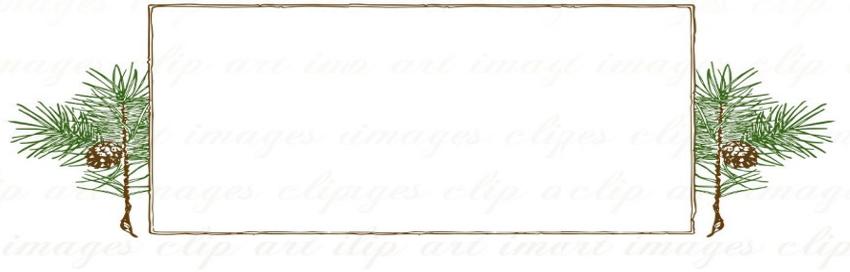
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The Mission of Andrew Residence

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



Milestones...

- **Chip Sundlie**, a Mental Health Worker on our Night Team retired recently after 22 years at Andrew. We thank Chip for his dedication over these many years!
- 2016 brought three staff to “milestone anniversaries”. Thanks to **David Hale**, our Night Manager for 25 years of service and to **Liz Streich**, our Admissions Coordinator and **Gary Olson**, our Financial Assistance Manager; each for 30 years. That’s 85 total years. Impressive!
- And, looking ahead, **Donna Svec**, our Office Operations Coordinator, will retire at the end of January. Donna has offered her skill and service for 12 years. We wish her well!

