

Our Core Values!

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

Our staff worked together recently to establish six “core values” which are principles that represent our highest priorities and the foundation on which we conduct ourselves. They are the basic elements of how we hope to interact with each other (staff to resident, staff to staff, resident to resident).

The **Mission of Andrew Residence** you have seen many times:
To promote compassion and respect in a therapeutic residential community where quality mental and physical health services are provided.

Here are our Core Values:

- ◆ **Champion Hope**
Hope is the cornerstone for recovery. We passionately believe in hope.
- ◆ **Act with Compassion**
We care. We show this in how we treat residents and co-workers.
- ◆ **Cultivate Success**
We promote the unique abilities of our residents and staff and we work to create harmony and teamwork.
- ◆ **Embrace Creativity**
We are innovative, imaginative, inventive and resourceful.
- ◆ **Guided by Ethics**
We maintain our integrity by being honest, trustworthy and fair.
- ◆ **Do What it Takes**
We are premiere problem-solvers. We resolve issues.

We feel proud of these core values, and hope you do as well.





A Message from Our Executive Director, Karen Foy

Hello Family and Friends!

We have finally emerged from the polar vortex. What a rigorous winter! Apparently it is now spring...



Our Strive to Thrive/MN 10 x 10 program continues to help residents improve their health. Recent healthy offerings from our Food Service team include less salt with 'Mrs. Dash' as an alternative; smaller dessert sizes; low fat chocolate milk once each week; white bread with same fiber content as seven grain bread and the Kashi Wellness line of cereals (we still offer Cheerios and other old favorites). Residents seem pleased!

You may have noticed construction on the "triangle" area just to the east of Andrew. MNDOT (Minnesota Department of Transportation) is working on the underground drainage tunnels. This project will last 2 - 3 years, with the majority of activity between November and April. We have steps in place to keep residents safe. This does reduce the amount of parking we have available, but we're doing the best we can!

Many of our own health care providers are changing to an electronic health record. Our staff is in the process of doing this as well. Although learning a new system isn't easy, staff feels this change makes information clearer and more accessible with the ultimate goal of providing our best service to residents.

Each year we have a Customer Service Celebration honoring all staff for the dedicated service they offer 24/7. Staff honors their colleagues by nominating them for the Customer Service Award. At the end of 2013 we received 21 nominations and the 16th Customer Service Award was given to Steve Wilson, one of our skilled cooks. Please congratulate Steve when you see him, as well as other staff whose efforts you appreciate.

We feel our residents are very safe - and they report this as well. Despite this, we are putting time and energy ensuring that our emergency policies are current, user friendly, understandable, easily available to staff and that they integrate as appropriate with community based preparation programs.

I hope to greet you at the May 4th Family and Friends Dinner, 11:30 - 1:00pm, or any time you visit Andrew. Just come to my office and say 'hello.'

Ssshhhhhhhhh!

Karen is humble and didn't want us to tell you but we can't help ourselves: Karen was the 2013 Care Providers of MN Member of the Year. This is a significant and well deserved honor. Arriving at Andrew Residence in 1978, Karen has nurtured us through many transitions and, in 2000, paved the way for Andrew to become a facility independent of other owners; a solo venture that was a significant personal and professional risk. Residents and staff have been the beneficiaries. Karen is a model of dedication and integrity. She is honest and ethical; fair and trustworthy. It's no wonder she received this honor!

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, May 4th** 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 \$10 for adults and \$5 for children 12 and under.

Family Contacts

Two 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) or Nikki E. (952-933-5320).

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) 333-0111 if you are interested in starting one.

www.andrewresidence.com

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

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 Association of Minnesota

Phone: 612-331-6840

Toll Free: 1-800-862-1799

website: www.mentalhealthmn.org

<u>Floor</u>	<u>Program Director</u>
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4th	Maisie Fossie mkp@andrewres.com
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<u>Resident Floor Phone Numbers</u>	
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3rd	612-333-1232
4th	612-333-1364
5th	612-333-1442



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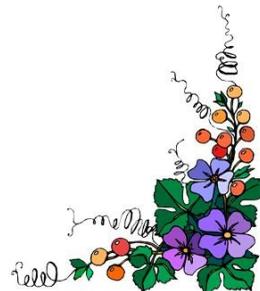
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**The Mission of
Andrew Residence
is to promote
compassion and
respect in a
therapeutic residential
community where
quality mental and
physical health
services are provided.**



Meet Chaplain Amy

Chaplain Amy is a welcome presence at Andrew. Her calm, reassuring demeanor and ready smile make her a favorite among residents and staff. Formerly a chaplain at Augustana Care Center just down the block, she currently serves at the Shakopee Women's Correctional Facility. Over the years, she has gotten to know many residents and staff well. Available to us on an as needed basis, she is regularly here Wednesday evenings to greet everyone and facilitate the Spiritual Care Group. When our community is saddened by a death, she is here for us to lead a meaningful non-denominational memorial service. Chaplain Amy has helped us connect residents with a variety of faith communities and is sensitive to helping residents continue traditions important to them. Recently, she planned ahead so a Jewish resident could have special food on Passover. We are so lucky to have her as a great resource and friend.