

Andrew Connection —Winter 2026 Newsletter

Dedicated to our residents, their families, our partners, and our community.

A Message From Our Leadership Team

Welcome to the Winter 2026 edition of the Andrew Connection. Over the past several months, our staff and residents have continued to build a strong, supportive environment focused on stability, engagement, and connection.

As a highly regulated setting, Andrew Residence continues to meet and navigate rigorous oversight while staying grounded in our purpose. We began 2025 with our Joint Commission survey, completed our MDH survey and at the end of 2025 completed our DHS Rule 36 relicensing survey all with positive outcomes. These processes require careful attention to detail, teamwork across departments, and a shared commitment to doing things the right way. We are proud of how staff consistently show up during these moments—balancing regulatory expectations while keeping resident care, dignity, and well-being at the center of our work.

This issue highlights the many things happening across Andrew Residence—from expanded Therapeutic Recreation programming and community outings to leadership initiatives and strengthened partnerships that support resident life and well-being. Thank you for being part of this community; your involvement and support truly make a meaningful difference.

Therapeutic Recreation Fall/Winter Highlights

Our Therapeutic Recreation team has continued to deliver creative, engaging, and wellness-centered programming throughout the fall and into 2026. Residents enjoyed live patio performances from local musicians, weekly Music Therapy groups with MacPhail, and a variety of art sessions. Seasonal celebrations brought extra energy to the building, including a lively Halloween event with costumes, treats, themed music, and resident gift bags, along with pumpkin decorating, fall-themed art, and movie nights. Community outings remained a highlight, with twice-monthly shopping trips, a special visit to a local Native American Pow Wow, and regular walking groups. The holiday season included gift bags, gift cards, and a karaoke holiday party — with festive food and a few standout favorites, including jumbo shrimp that residents especially enjoyed.

In addition to group programming, our Therapeutic Recreation Intervention Specialist has played an important role in supporting residents who may not otherwise engage in group activities. Through individualized, 1:1 recreation, the TRIS helps residents build comfort and meaningful connection at the resident's own pace, while also expanding evening programming to increase opportunities for engagement outside of daytime hours.

Wellness initiatives have continued to grow with the support of our two Exercise Specialists, who are not only leading movement-based activities but also providing education to staff on wellness-focused approaches. They are actively exploring new and creative strategies to engage residents, including fun fitness challenges that incorporate resident-chosen rewards—such as selecting the music played during activities or choosing what's on the TV—helping to make wellness both motivating and resident-driven.

Core Value Awards

We invited staff to nominate their peers for our first-ever **Core Value Awards**, and the response was overwhelming. Dozens of heartfelt nominations poured in, each one reflecting the compassion and resilience that make Andrew Residence so special. We heard about staff who lift others up, step in without being asked, bring warmth into difficult moments, reframe challenges, and celebrate even the smallest wins.

Champion Hope

Staff shared stories of coworkers who bring optimism into even the hardest moments—people who find the light and help others see it too. Nominees were described as steady, encouraging, and creative problem-solvers who remind residents and colleagues that change is possible. One nominator said it best: *“If they are hopeful, I’m hopeful.”*

Act with Compassion These nominations highlighted everyday kindness—listening deeply, spending extra time with distressed residents, and showing patience during tough interactions. Staff consistently described coworkers who “make everyone feel seen,” “hold space without judgment,” and bring gentleness into challenging moments.

Cultivate Success Nominees in this category lift others up by sharing knowledge and celebrating progress. Staff praised peers who mentor new hires, motivate residents, and create systems that make work easier. One nomination summed it up: *“They make success feel possible for all of us.”*

Embrace Creativity These staff members bring fresh ideas, inventive problem-solving, and new approaches to care. From creative programming to rethinking workflows to designing engaging activities, nominees reminded us how innovation helps residents thrive and keeps the building energized.

Guided by Ethics Nominations emphasized fairness, honesty, and professionalism. These individuals act with integrity even when no one is watching and uphold resident rights with care. Coworkers described them as anchors—ethical role models others look to when navigating difficult decisions.

Do What It Takes This group represents our premiere problem-solvers—staff who adapt quickly, step in without hesitation, and keep the building running during stressful moments. Nominees were recognized for staying late, covering extra tasks, and approaching challenges with calm determination and heart.

These nominations remind us that the strength of Andrew Residence comes from our community—residents, families, partners, and the dedicated staff who walk alongside them.

Core Value Award Winners!

Champion Hope: Jasmine Richardson, Exercise Specialist

Act with Compassion: Jenna DeSmidt, Program Director and Steve Wilson, Cook

Embrace Creativity: Betty Davenport, Living Skills Intervention Specialist

Cultivate Success: Lorene Allen-Thompson, Nurse

Guided by Ethics: Shayna Prochovnick, Program Director

Do What It Takes: Jordan King, Mental Health Worker and Anne Sorenson, Evening Manager

Advisory Committee Update

The Advisory Committee met in late October and discussed progress across resident engagement, environment, and family connection. The Resident Community Council shared new opportunities for resident involvement, including the Food Committee recently launched by the Dietary Team to strengthen collaboration and gather resident input. In our Neighborhood & Safety focus areas, we continue to monitor cleanliness and safety around the building while maintaining strong partnerships with community organizations and local law enforcement. Family Engagement efforts also remain active: our staff collected updated contact information. Families are encouraged to consider joining this committee, and their feedback continues to play an important role in shaping our programs.

Clinical & Quality Updates

Our clinical and nursing teams continue to strengthen processes that support resident safety, wellness, and access to care. Staff have been working closely with Genoa Pharmacy to refine systems, improve communication, and ensure timely delivery of medications. This partnership has resulted in several improvements, including more reliable fax transmission.

Performance Improvement Teams (PIT) have also been active this season, focusing on areas essential to quality care. Current efforts include renewed attention to room order expectation and enhancements to fall-prevention strategies. These teams include staff from across departments to ensure broad perspectives and promote effective strategies. These initiatives play a vital role in supporting regulatory compliance and ensuring the highest possible quality of life for the residents we serve.

Thank You

To our families, guardians, friends, and community partners — thank you for your continued involvement. Your support strengthens the fabric of our community and enhances the lives of the residents we serve.

Warmly,
The Andrew Residence Team

Family Education and Support

Treatment Planning Review Meetings

Every three months each resident participates in a meeting to review the progress and challenges of the last quarter and plan for the next.

We consider you an important part of the treatment team. With your family member's permission we welcome your participation in these meetings. Please talk to your family member or staff on their floor for more information.

Family Contacts

Two family members currently serve on our Advisory Board. Please contact Nikki (below) if you would like a family perspective on life at Andrew

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 Mary Pat Roschen at (612) 333-0111 if you are interested in starting one.

Education and Support

The following organizations provide support groups, educational resources, and advocacy for people who are experiencing or affected by mental illness.

NAMI-MN

Local Office: (651) 645-2948
Toll Free: 1-888-NAMI-HELPS
Helpline: (651) 645-2948, Ext. 117
NAMIhelps@namimn.org

Mental Health Minnesota
Local Office: (651) 493-6634
Toll Free: 1-800-862-1799
mentalhealthmn.org

Emergency Preparedness

For information regarding Emergency Preparedness and Coordination Management Plan please visit our website.

