

Andrew Connection — Summer 2026

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

A Message From Our Leadership Team

Over the past several months, Andrew Residence has continued to focus on enhancing resident quality of life, promoting wellness, and strengthening the sense of community that makes our facility unique. Residents and staff have participated in a variety of activities, programs, and improvement initiatives designed to support recovery, independence, and meaningful engagement.

This spring, we completed several important assessments that help guide our quality improvement efforts. Resident Quality of Life survey results remained strong in many areas, including food services, activities, and overall satisfaction. We also completed our annual Safety Culture Assessment, which highlighted the dedication of our staff, strong teamwork across departments, and a shared commitment to resident safety and well-being. Feedback from both residents and staff continues to help shape our priorities and identify opportunities for growth.

This issue highlights some of the many things happening across Andrew Residence, including resident activities, community partnerships, wellness initiatives, and quality improvement projects. As always, we appreciate the support of residents, families, friends, and community partners who help make Andrew Residence a vibrant and welcoming place to live and work.

Meet the Fitness Center Team

The Andrew Residence Fitness Center is staffed by Exercise Specialists Jasmine Richardson and Kyle Lindenfelser, who work with residents to improve strength, balance, mobility, endurance, and overall wellness.

Together, Jasmine and Kyle bring strong educational and professional backgrounds in exercise science and wellness. Jasmine holds a Bachelor's degree in Exercise Science with a minor in Health and Coaching and is an ACSM Certified Personal Trainer. Kyle holds a Bachelor's degree in Exercise Science, is an ACSM Certified Exercise Physiologist, and Certified Holistic Nutrition Consultant. Together, they share a passion for helping residents maintain independence and improve quality of life through movement. Their work extends beyond exercise alone—they help residents build confidence, develop healthy habits, achieve personal goals, and remain engaged in activities that are meaningful to them.



"One of the greatest lessons I've learned at Andrew is that people are often capable of far more than they realize," shares Jasmine. "Every step forward is a reminder that growth remains possible."

Kyle agrees, noting that some of the most meaningful outcomes are not always measured by strength or endurance. "We regularly see residents gain confidence, improve their mood, build friendships, and become more engaged in daily life. It is a privilege to support residents on their wellness journeys."

For both Jasmine and Kyle, the Fitness Center is about much more than exercise equipment or workout routines. It is about helping residents maintain the strength, mobility, and confidence needed to participate in everyday life. Whether that means improving balance, walking farther, reducing fall risk, managing pain, or simply feeling more confident, each success contributes to greater independence and quality of life. Through individualized support, encouragement, and evidence-based practices, the Fitness Center team helps residents discover what is possible and continue moving toward their goals.

Hygiene Hoedown a Big Success

The Activities of Daily Living (ADL) team recently hosted another successful Hygiene Hoedown, providing residents with an opportunity to receive personal care services in a fun and welcoming environment. Originally scheduled for one hour, the event was extended to ensure every resident who attended could receive services.

A total of 23 residents participated, receiving 35 individual care services, including 16 haircuts, beard trims, hairstyling, nail care, and foot soaks. Beyond the services themselves, the event offered residents an opportunity to relax, socialize, and enjoy some extra attention and self-care.

Residents shared overwhelmingly positive feedback, with comments such as, "This is the best haircut I've ever received," and "I love when staff have the Hygiene Hoedown." Another resident noted, "It's nice to see smiles on all the residents' faces when they leave the Hoedown." Events like these help support resident dignity, wellness, and quality of life while showcasing the dedication and compassion of our staff.

Advisory Committee Update

The Advisory Committee met in April to review resident feedback, quality improvement initiatives, and community engagement efforts. The Resident Community Council remains active and recently welcomed resident input through the Food Committee, which provides an opportunity for residents to share suggestions and feedback directly with Dietary Services. The Council also supported a recent therapy llama visit, which was attended by nearly 100 residents and staff and was enjoyed by many throughout the community.

The committee also discussed several initiatives aimed at enhancing resident wellness and engagement. Staff are exploring future improvements related to nutrition, wellness programming, and communication through potential upgrades to activity displays and digital information boards. Additionally, Andrew Residence continues to expand community partnerships, including collaboration with the Minneapolis Park and Recreation Board to increase opportunities for residents to participate in community events and activities throughout the neighborhood.

Clinical & Quality Updates

Resident Quality of Life Survey

Each year, residents have the opportunity to provide feedback through a statewide Quality of Life survey. We are pleased to share that Andrew Residence continues to score high in many areas that matter most to residents. Recent results showed strong scores in Food Services (88.9%), Meaningful Activities (84.5%), and overall satisfaction with life at Andrew Residence.

While we are proud of these results, we are always looking for ways to improve. This year, interdisciplinary teams are focusing on increasing opportunities for meaningful activity participation, wellness programming, and resident engagement. Resident feedback remains an important guide in shaping our services and improving the daily experience of those who call Andrew Residence home.

Staff Safety Culture Assessment

Andrew Residence also recently completed a Safety Culture Assessment, which gathers anonymous feedback from staff regarding communication, teamwork, and resident safety. Results highlighted many strengths within our organization, including Teamwork (95%), Actively Improving Resident Safety (89%), and Staff Speaking Up About Safety Concerns (89%).

The assessment also identified opportunities for continued growth, particularly around helping staff feel comfortable questioning decisions and sharing concerns regardless of role or position. Leadership is using this feedback to strengthen communication, support staff development, and continue building a culture where everyone plays a role in promoting resident safety and quality care.



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.



