



Sage Grove View



Embrace the possibilities

214 S. Sage Street • Kalamazoo, Michigan 49006 • www.pvm.org

September 2014

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The Senior Advocate.

By Lynn Alexander,
Vice President of Public Affairs

"WHAT I DO MATTERS"

A recent experience reminded me of why I chose to entrust my career with Presbyterian Villages of Michigan. We are continuously engaged in an initiative titled Service Excellence which permeates our culture at PVM. The logo: "What I do matters" supports this commitment to excellence in customer service.

The four pillars of Service Excellence are:

Listening: Acutely paying attention and seeking to understand.

Relationships: Our way of forming a meaningful and genuine connection with our residents, each other, and the community.

Accountability: The willingness to accept responsibility and delivering upon expectations.

Respect: Treating all with dignity and worth.

As we are often told, we never know when we may be facing a tough caregiving situation. And such has been the case with me. Thus, I have had a chance to not only be involved

with Service Excellence at a professional level, but also to experience it at a personal level as a consumer. All at once I had two parents hospitalized at once, a transfer to rehab Mom and the death of my dad. During that time, my mom had to bury her husband while transferring from independent living to a hospital setting, to rehab, and then back to independent living.

This was a very traumatic situation for my entire family. One of the few bright spots was the care and customer service given to us by the leadership and staffs of The Village of Oakland Woods and The Village of East Harbor. They were there for us minute by minute, responsive in every way, and compassionate in their interactions with us. In short, they exemplified all four pillars of Service Excellence; and I am indebted to them for life.

I am proud to say that I work for Presbyterian Villages of Michigan!

Thank you all.



The Village of
Sage Grove

A SENIOR LIVING COMMUNITY

Managed by Presbyterian Villages of Michigan

Look for PVM on:





For Your Safety.

By Carrie L. Moon-Dupree,
Vice President of Risk Management & Quality

2014 Resident Satisfaction Survey

Thank you to the 1,316 residents and families across Presbyterian Villages 25 Villages who took the time to respond to the 2014 Resident Satisfaction survey. Those surveys, plus your written comments, provided us with valuable information concerning what we are doing right and where improvements need to be made. Your administrator, after reviewing the results, will develop steps to improve in key areas that you have indicated are important to you. The results of the survey as well as action plans will be shared with residents, families, board members and staff. Measureable goals are set along with a touch points throughout the year to see what progress is being made.

An important aspect of feedback to residents and families is an explanation of why we can or cannot act on their concerns. For example if a resident at an affordable housing site offered the observation that their rent is too high, we can pass that information along to HUD and MSHDA, but we cannot change how rent is calculated. If however residents do not feel they have received value for their rent money, that is an area we can do something about. The first step would be to find out from the residents what would more value look like to them. In both instances, an explanation is in order.

Communication between administrators and residents is an ongoing process, not just at survey time. It is important that when the 2014 survey results are presented at your Village you attend the resident meeting to discuss the results. Perhaps your administrator needs some clarification on a particular issue or can offer a more detailed explanation as to why something is the way it is. When people work together for the common good, much can be accomplished. The one thing that comes through on both the employee and resident surveys is that we care about each other, which is a great place from which to start.

Presbyterian Villages of Michigan is committed to Service Excellence and the four pillars of: Respect, Relationship, Accountability and listening. You have spoken and we are listening. Together we can accomplish great things.

Announcements

Note: No Community Van until we find another driver.

Community Room Events

- ❖ **September 3rd** –
Commodities Pick-up
- ❖ **September 7th** –
Birthday Celebration –
5:30pm
- ❖ **September 13th** –
Resident Dinner
11:00am
- ❖ **September 15th & 29th** –
Bible Study Group Meets
4:00 – 5:00pm
- ❖ **September 16th** –
Veteran Information
Presentation – 1:00pm
- ❖ **September 18th** –
Bingo with Life EMS –
3:00pm
- ❖ **September 29th** –
Activities planning
committee meeting –
10:00am – All Welcome!!

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Giving Matters.

By Paul J. Miller, CFRE,
President, PVM Foundation

Ready, Set, “Get Your Motors Running!”

Do you want to impact the lives of PVM residents **AND** have fun doing it? Then join us on **Friday, November 14th** for the **11th Annual PVM Foundation Gala**, presented by The Damone Group! Set against the beautiful backdrop of the Detroit River in the renovated COBO Center, this year’s gala is a ‘50’s-themed throwback to classic automotive history. We’ll also be celebrating the rich history of our resident with stories and photos of their classic cars, so you won’t want to miss it!

When: Friday, November 14, 2014

5:30 p.m. Sponsor & Patron VIP Pre-Reception

6:30 p.m. General Reception & Raffle

7:30 p.m. Dinner, Program & Entertainment

Where: COBO Center, 1 Washington Boulevard, Detroit, Michigan 48226

Cost: \$250 Individual Ticket* includes General Reception, Dinner & Program

\$375 Patron Ticket* includes Private VIP Pre-Reception, Prime Seating at Dinner & Program

(*Estimated Fair Market Value: \$120/ticket)

Proceeds from the event will **directly benefit** the needs of 4,300 PVM residents and community seniors including:

- Quality senior housing
- Innovative services such as technology, wellness and transportation
- And many other life-enhancing programs

PVM employees can purchase tickets through payroll deduction or you can even donate PTO hours. For more information, please contact us at 248-281-2040 or pvmfoundation@pvm.org, or visit the “Events” page at www.pvmfoundation.org.

Thank you for supporting PVM residents and I hope to see you on November 14th!

Warm regards,

Paul J. Miller, CFRE

Presbyterian Villages of Michigan Foundation
presents its 11th annual Gala

Get Your Motors Running!

Friday, November 14, 2014
COBO Center, Detroit

Sponsorship Packages Available!

Patron Tickets \$375
Individual Tickets \$250

For more information, contact PVM Foundation at **248.281.2040** or visit www.pvmfoundation.org

5:30 p.m.
VIP Pre-Reception & Raffle Preview
(Sponsors & Patron Tickets only)

6:30 p.m.
General Reception & Raffle

7:30 p.m.
Dinner, Program & Entertainment



It's Your Life. Live It Well.

*By Tom Wyllie,
Director of Wellness*

Managing Pain

Has the presence of persistent pain kept you from doing things you enjoy? Has it caused you difficulty sleeping? Has it caused you to withdraw from family and friends? Are you less active than you were before? If so, you're not alone. These are common occurrences among the estimated 50 million Americans who suffer from chronic pain.

Contrary to what many believe, chronic pain is not just "all in your head". There are physical reasons for it. It is also not an inevitable part of aging. You don't have to "grin and bear it". In fact, doing so could be harmful. Left unmanaged pain weakens the immune system, increases anxiety and depression, impairs cognition, and substantially reduces quality of life.

Though chronic pain by definition is not curable, there are many treatment options available that can help you better manage your pain and reduce the negative effects it has on your life. Along with various medications, they include relaxation techniques, pacing strategies, and regular exercise.

Because pain is a complex, subjective experience, there is no "one size fits all" solution. Your experience with pain is unique to you. According to the American Chronic Pain Association (ACPA), the most important thing you can do is to be active in your own care. Effectively managing pain requires a strong collaborative relationship between you, your doctor and the rest of your healthcare team. The more active you are, the better your long-term results will be.

For tips, visit the ACPA's website at <http://theacpa.org>.

Service Coordinator's Corner: Rebecca Ogradowski

This month, I will talk more about diversity by providing some information about a specific group of Americans.

September 15 through October 15 is National Hispanic Heritage Month. This would be a great time to learn about the Latino/Hispanic culture and how the United States has benefitted from the contributions of its members. Some you might know about are Desi Arnaz, Cesar Chavez, Jerry Garcia, Rita Hayworth, Raul Julia, Carlos Santana, and Sonia Sotomayor.

While it might be easy to think of members of this group as being the same, Wikipedia says, "**Hispanics and Latinos** ([Spanish](#): *hispanos* [is'panos], *latinos*) are an [ethnolinguistic](#) group of [Americans](#) with [genealogical origins](#) in the countries of [Latin America](#) and [Spain](#). More generally it includes all persons in the United States who self-identify as Hispanic or Latino. Hispanic and Latinos are racially diverse, although predominantly [white](#) or [mestizo](#). As a result of their racial diversity, Hispanics form an [ethnicity](#) sharing a language ([Spanish](#)) and cultural heritage, rather than a [race](#). American Hispanics are predominantly of [Mexican](#), [Puerto Rican](#), and [Cuban](#) ancestry." This means that more people are of Latino/Hispanic origin that we might know.

We have a Latino/Hispanic community agency, the Hispanic American Council, in Kalamazoo. A similar organization, Voces, exists in Battle Creek. These groups help to build awareness and connect people.

Presentations

August 2014

U.S. Congressman Fred Upton toured Sage Grove and talked with residents, staff, and Board members. I hope that you had the chance to ask any questions you may have had. If you would like to know more, his office can be contacted at 157 South Kalamazoo Mall, Suite 180, Kalamazoo, MI 49007. The phone is (269) 385-0039. The website is <http://upton.house.gov/>.

September 2014

The next presentation will be on Tuesday, September 16 at 1p. The speaker is James Tucker from the Kalamazoo County Veterans Service office. They offer a variety of services which may be helpful to you. Goodies will be served.

Service Coordination brochures

I have printed many copies of the brochure with the benefits of Service Coordination and my contact info. These can be found on the ledge outside of the SC office, near the mailboxes, and in Paula's office.

ChewBecca

Continued from page 2

Announcements Continued

- ❖ **1st Sunday of the Month – 5:30pm – Birthday Celebration** for all who have birthday's during the month
- ❖ Last Monday of the month, Activity Planning Committee meet @10am – All are welcome to attend.
- ❖ Last Saturday of the month "Give away day" and Social Gathering- 10am – 12:00pm
- ❖ Movie Matinee – 1:30pm
Tuesday – September 9th
Tuesday – September 23rd
- ❖ Loaves and Fishes – Delivery of Produce & Baked goods from Meijer Shopping Center & other local stores. **Deliveries are at random.** All residents are welcome to what we receive, on a 1st come 1st serve basis.
- ❖ Wal-Mart Bus – Every Monday – Pick-up is at 12:15pm

Birthday Celebration!

Mary Jane F.September 6th
 Raquel V.September 9th
 Cherry B.September 18th

We Wish You Great Day and a Blessed Year



Administrator Column

Village happenings – Please remember to check out the *Announcement, Community Room Events* and *Calendar* sections of this newsletter.

The PVM Virtual Victory Cup was held this past June. Sage Grove took 6th place thanks to our 2-person team, Ann & Thema who competed in the “Puzzler” event, winning 2nd place.

Tom Wyllie, Director of Wellness, came to Sage Grove on August 12th to present their awards. Thank you Tom for taking the time to come to Sage Grove. Hopefully next year we'll have more participation warranting another visit with more medals. Congratulation Ann and Thema!!



Tom Wyllie presents Thema B. with her “Puzzler 2nd Place Medal.

Where did summer go? It’s hard to believe autumn begins on September 22nd. We have had a beautiful summer, and your gardens still look amazing! As we prepare for the coming fall and winter months, please watch for notices pertaining to changing your smoke detector batteries, furnace filters and unit inspections.

We had a large turnout for the unsupervised use of BBQ Grill. To those who completed the orientation, there’s still a lot time to use the grill before its put away for the winter.

Happy Autumn everyone.

Paula Hager



Tom Wyllie presents Ann M. with her “Puzzler 2nd Place medal.”

September 2014

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Walmart Bus <u>EVERY Monday</u> Pickup @ 12:15pm Main entrance	1 Labor Day Office Closed	2	3 Commodities pick-up for those enrolled	4	5	6
7 ~ Birthday Celebration 5:30pm in Comm. Rm	8	9 Movie Matinee 1:30pm "The Philadelphia Story"	10	11	12	13 Resident Dinner 11:00am in Comm. Room
14	15 Bible Study Group Meets 4 - 5pm in Cm Room	16 Kalamazoo County Veterans Info presentation 1:00pm in Cm. Rm.	17	18 "Bingo" Life EMS – 3:00pm in Cm Room	19	20
21	22	23 Movie Matinee 1:30pm "High Society"	24	25	26	27 Give-Away-Day & Social Gathering 10am - noon
28	29 Resident Activity Meeting <u>10:00am</u> Bible Study Group Meets 4 - 5pm in Cm Room	30				

**Presbyterian Villages
of Michigan
Mission Statement**

Guided by our
Christian heritage,
we serve seniors of
all faiths and create
new possibilities for
quality living.

www.pvm.org

Office Numbers

Phone: (269) 567-3300

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Village Staff

Paula Hager

Administrator

Rebecca Ogradowski

Service Coordinator

Monday – Thursday – Phone: (269)382-9910

10am – 3pm

Joseph King

Maintenance Technician

MAINTENANCE EMERGENCY NUMBER: (269) 615-3804



**Presbyterian
Villages**

OF MICHIGAN

THE FOUNDATION

Presbyterian Villages of Michigan Foundation serves Michigan seniors of all faiths by raising essential funds to support the mission of Presbyterian Villages of Michigan for the greatest needs of our residents. A gift to Presbyterian Villages of Michigan Foundation is truly an investment in our residents. For more information on how you can help Michigan seniors, call Presbyterian Villages of Michigan Foundation at **248-281-2040** or visit www.pvmfoundation.org



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