



LUTHERAN HOME MEMORY CARE

## SUMMER REMINDERS

- Guests are welcome to utilize the balcony's/patios in Elaine's Hope and our main courtyard. Keep in mind, construction in our main courtyard is set to begin in July.
- Apply sunscreen to your loved one when enjoying the weather on one of our patios or beyond.
- Help your loved one to stay hydrated by bringing water, soda, or juice along on any walks or trips.
- When bringing outside food/snacks to your loved one, please keep them in sealed containers during the warmer weather.

## SUMMER 2025 NEWSLETTER

### Highlighted Content:

Dementia Specific Award

Keep In Mind During Your Visit...

Caregiver Support

Employee Spotlights

Resources To Consider

Community Outings, Trips & Sights

Resident Council

Ways To Get Involved

# ELAINE'S HOPE RECIEVES DEMENTIA SPECIFIC AWARD

For a third year in a row, Elaine's Hope Memory Care has been recognized as a **Dementia Specific™** facility dedicated to providing quality dementia care, which is the highest level possible per The Dementia Care Designation System™. The Dementia Care Designation System™ presents an opportunity to raise the standard for what "dementia care community" means when a provider is advertised as such to the public.

Elaine's Hope received the award as our facility measures up to providing services and standards to individuals with dementia. Consumers and families can trust a **Dementia Specific™** facility will provide the utmost quality care. Aside from incorporating the essential and many functional design elements into Elaine's Hope, we also utilize fundamental approaches during meals, include holistic approaches to activities and programming, and apply individualized behavior techniques as they arise. A key component to this distinction and what separates us apart from the rest is the level of education and training for caregivers and the community. Maintaining connections and having resources available to staff, families, and the community is essential for the success of a dementia program.

Elaine's Hope is honored and fortunate to have a team maintaining the dignity and quality of life for those living with dementia. They do this by showing compassion, empowerment, and providing the best care possible. We are a team that is devoted to offering support and education for many care partners, which allows them to make the most of their precious time spent with their loved ones.



## KEEP IN MIND DURING YOUR VISIT...

**Safety is important in Elaine's Hope. Our goal is to keep employees, visitors, and vulnerable residents safe.**

We need your help by following a few simple steps when you visit. Please review and share with friends and family:

### **Monitor Piggy Backers:**

Try to only let yourself in/out of the building. When exiting or entering, we ask that you do not let visitors in who do not have a key fob. This prevents unwanted guests anywhere in our building, including the nearby childcare.

### **Visitor Badge Requirement:**

Check in at the desk and obtain a visitor badge. All visitors, vendors, and employees are expected to wear a badge so we can easily identify someone who doesn't belong in our building.



## **KEY FOB USAGE**

### **USE:**

**When you are with a resident and escorting them on/off the unit or in/out of the main entrance. Please use your fob before the resident gets to the door to avoid setting an alarm off. If you happen to set an alarm off, your assistance with using your fob avoids staff becoming concerned of an elopement.**



### **DO NOT USE:**

**When you are entering/exiting the unit without a resident. We want to avoid a resident leaving the unit alone since swiping your fob deactivates the alarm.**

**\*\*Always remember to look behind you when leaving the unit. Some residents are quick while others look like visitors. It is important to make sure you are the only guest leaving the unit and not any residents.\*\***



# MOMENTS OF JOY



**Kentucky Derby Happy Hour!**



**Crafting With Child Care!**



**Seniors Helping Seniors!**



**St. Patricks Day & Shamrock Shakes!**



**Super Bowl Happy Hour!**



**Parachute Play With Child Care!**



# CAREGIVER SUPPORT

## **LIVING IN THE MOMENT: A CAREGIVER'S REFLECTION ON DEMENTIA BY STEPHANIE LEANES, DIRECTOR OF CAREGIVER SUPPORT**

Over the last couple of years, I willingly took an active role in caring for a dear friend with dementia. She taught me a powerful truth: connection doesn't live in memory-it lives in the present. Let's not waste these moments.

As her memory faded, her shared history with others slipped away. But in its place, those that loved her found something meaningful as well: a quiet, moment-to-moment kind of love. She didn't always know my name, but she knew my smile and my voice. She smiled back when I walked in. That was enough. We grieve for the person they once were, but we embrace the person they become. Both special, both loved.

As her dementia progressed to the later stages, I wouldn't try to bring her back to the past and would meet her where she was-in music, in touch, in laughter, in small joys, in ICE CREAM! She loved her ice cream. Even the simplest gestures became ways to connect. A smirk or a mischievous grin was everything. There were hard days, but presence became her greatest gift. The presence of people who adored her. Her presence that gave meaningful and needed connection. Dementia shaped our friendship but never erased it. She has now passed on from this life, but she is not forgotten. Never forgotten. She is with me listening to Barbara Streisand songs, with me as we eat the ice cream, and laughing with me to the things we both would find funny.

To all caregivers: your presence matters more than you know. When memory fades, love remains rooted in patience, in presence, in laughter, and in the power of simply being there. Don't miss your opportunity to be there. Life is precious and fleeting. Create those moments of joy. It's not too late.

# CAREGIVER SUPPORT

## **BUILDING RELATIONSHIPS...COLLABORATION BY STEPHANIE LEANES, DIRECTOR OF CAREGIVER SUPPORT**

When your loved one lives in a long-term care community, why is it important to build relationships with the direct care staff? These men and women are the most integral part of your loved one's care and spend a lot of meaningful time with them, not just providing personal care. How many times have you heard, "I'm just a CNA"? Let's flip that narrative.

Building relationships is a win-win for everyone, most importantly for your loved one. It is entering into a partnership with the staff to share what works, their history, what feeds their soul, etc. You are the one that knows them best and you are part of a team now. We need you to share that precious information that your loved one may no longer be able to tell us.

**Let's debunk some myths about direct care staff.**

**MYTH:** Direct care staff only work in this setting.

**FACT:** Many also work in hospitals, ER's, medical centers, clinics, doctor's offices, blood centers, urgent care, home health, hospice, adult and child day care centers, schools and many more.

**MYTH:** Their job only involves personal care.

**FACT:** Aside from personal care, they pass medications, order medications, check vitals, record data, check blood sugars, provide behavioral intervention, communicate with providers, recognize and report changes in condition, do in-person and online learning, and facilitate resident engagement. They provide dignity and care for individuals in vulnerable situations.

**MYTH:** For some direct care staff, this is the only career path they are taking.

**FACT:** In Elaine's Hope, we regularly have our CNA's and LPNs pursuing higher education to become licensed and registered as LPN's and RN's, small business owners, medical assistants, and the list goes on. Currently there are 10 employees pursuing more education.



# CAREGIVER SUPPORT

## **BUILDING RELATIONSHIPS...COLLABORATION BY STEPHANIE LEANES, DIRECTOR OF CAREGIVER SUPPORT**

What are some ways you can create a mutually beneficial relationship with the staff that are providing hands-on care for your loved one?

- Introduce yourself if you have not yet done so. If you see a staff member you have not met, introduce yourself. Let them know you see what they do and that you value them. This shows you are involved in your loved one's life and that you are building this relationship to increase communication and comfort. It is then that both parties will feel more comfortable approaching what might sometimes be delicate subjects.
- Visit regularly if you can and learn each other's names. Being greeted by your name is much more personable and engaging.
- Reciprocate inquiries about how their day is going. This reciprocation can lead to each party learning valuable information to benefit the residents.
- Offer a simple thank you or comment in recognition of the care they provide. A compliment or kind word is a gift to their confidence and the best gifts of all. Let their supervisors know if you see a staff member going above and beyond.
- Recognize that we are all human and that mistakes can happen. We are human after all. There will be mistakes and there will be hiccups. Respectfully communicating information will only mean better care.

In conclusion, building these relationships will increase peace and trust that your loved is being well cared for, even when you are not there. Helping decrease what sometimes might be unintentional intimidation from both parties can increase the communication and trust of which you deserve.

## CAREGIVER SUPPORT

To all caregivers: your presence matters more than you know. When memory fades, love remains rooted in patience, in presence, in laughter and in the power of simply being there. Don't miss your opportunity to be there. Life is precious and fleeting. Create those moments of joy. It's not too late.



**Stephanie also facilitates two support groups every month through the Alzheimer's Association. The group meets at the Lutheran Home every third Monday of the month with a morning and afternoon group. Flyers are available at the check-in kiosk at Elaine's Hope.**

**Please call her at 414-258-6171 x726 or email at [Stephanie.Leanes@thelutheranhome.org](mailto:Stephanie.Leanes@thelutheranhome.org) if you would like to speak with her.**

### **FREE UPCOMING DEMENTIA EDUCATION WORKSHOPS!**

**Sunday, June 15<sup>th</sup> 1pm-3pm  
Lutheran Home Mind Effects Room**

**Friday, July 11<sup>th</sup> 9am-11am  
Lutheran Home Mind Effects Room**

**RSVP to Stephanie (see info above)**





## ELAINE'S HOPE: EMPLOYEE SPOTLIGHTS



### **Cooper - Program Coordinator**

Cooper is the newest member of the Elaine's Hope team! He has been working in senior living for 5 years, with experience leading activities in independent living, skilled, assisted living, and memory care. He likes to think of his role as being a party planner, camp counselor, and comedian all rolled into one.

Prior to senior living, Cooper spent many years in the restaurant industry. When interviewing for a hospitality director position at a retirement community, he was asked if he'd ever considered activities. "It might've been the dad jokes I told during the first interview or mentioning that I grew up watching TV reruns and old movies," he said, "but the hiring manager liked my diverse background and sense of humor." It was an unexpected, but welcomed career shift. "The residents and I clicked right away," he said. "I made so many friends that first week just by getting to know their stories and listening to their jokes. I learned very quickly to always have a joke of the day ready for some easy laughs."

In 2021, Cooper transitioned from activities to sales at his previous community. He saw it as a great opportunity to get to know new residents before they moved in. His favorite part was connecting them with current residents who shared the same interests and inviting them to visit for lunch or coffee. After a few years, senior living sales, didn't feel like the right fit anymore. "I knew deep down where I belonged," he said. "and that was alongside residents finding ways to have fun and make new memories." Joining the Elaine's Hope team was a career shift back to what he loves doing. "If you're having fun," he said, "it doesn't feel like work."

## ELAINE'S HOPE: EMPLOYEE SPOTLIGHTS



### Trinie - Lead Housekeeper

Trinie has been part of the Lutheran Home & Harwood Place since 2001. Her life story begins with a childhood in the Philippines, to living in Hong Kong as a nanny and housekeeper, and finally finding herself in Wisconsin.

Beginning as a Housekeeper at Harwood Place, Trini was soon encouraged to apply for a position in the Sewing Room. She loved sewing for the residents, already having quite a bit of sewing expertise from back home and her time in Hong Kong, where she sewed clothes, curtains, and furniture coverings for the family she worked for. While in the Sewing Room, residents visited Trini to go “shopping” for new clothes, and Trini excelled at mending clothes, and sewing arm and leg protectors for residents.

Trini is well known by residents and their family members, who are always impressed by her warmth, friendliness, green thumb and caring personality. She's often seen in Elaine's Hope with a big smile on her face, taking care of everyone's plants, chatting with residents, and encouraging them to participate in the next activity. She easily connects with residents and makes them feel comfortable, cared for, and at home.

In her current role, as Lead Housekeeper, Trini is proud of making sure our community is welcoming, good smelling, and spotless. She believes in karma, common sense, and putting her soul into her work. She knows the value of showing up each and every day with a smile on your face, and how good it feels to make a resident laugh. “I started here,” Trini says, “and I will be here until the end.”



# ELAINE'S HOPE FUN FACTS

- Our staff collectively have over 335 years of experience just working in Elaine's Hope alone!
- SIX residents are 100 years old or older!
- ONE resident is a twin
- FIVE of our residents are retired nurses & TWO of them worked at Lutheran Home
- FIVE of our residents served in the military and are vets
- TEN employees are currently pursuing higher education
- Our staff that have been here the longest are Saeed (CNA) for 22 years and Dyonne (RN/Administrator) for 34 years!

## MOMENTS OF JOY



**Kim's Amazing Animals Visited Elaine's Hope!**



**Turtle Sundae Happy Hour!**



**Watercolor Workshop!**



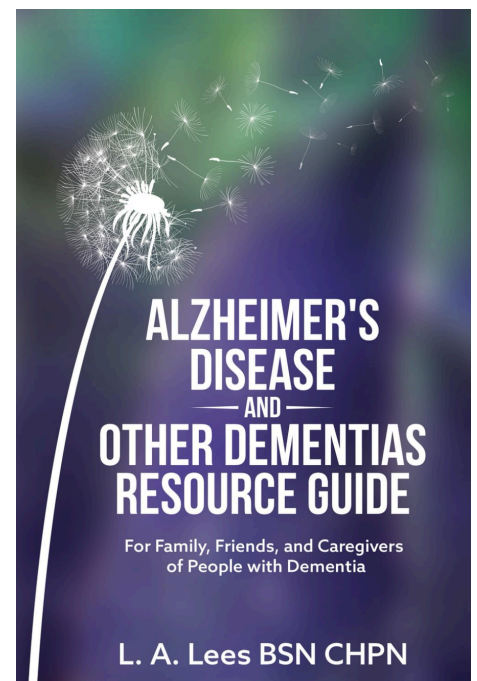
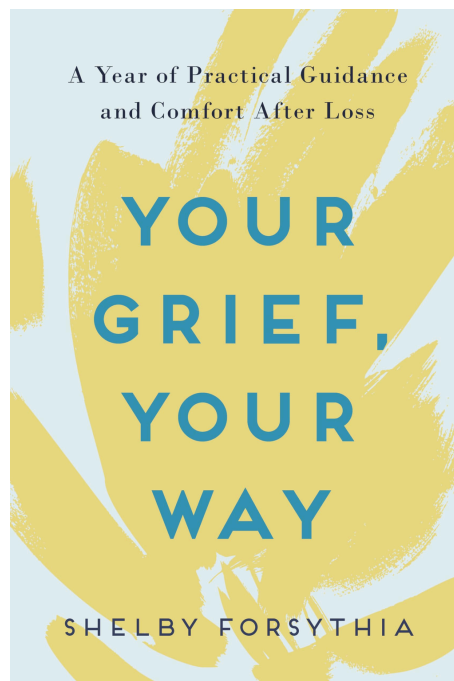
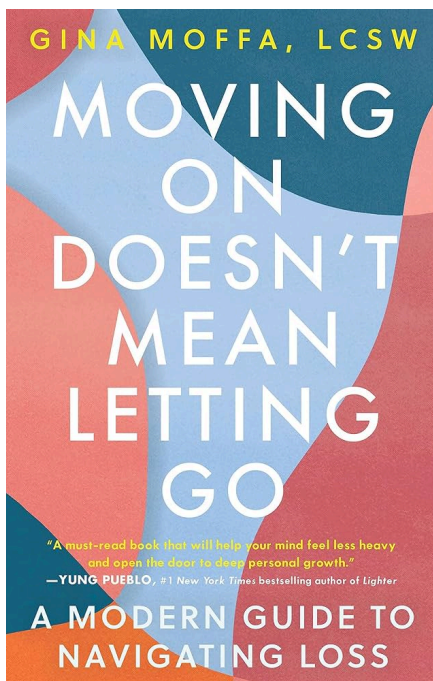
**Hart Park Outing!**



## RESOURCES TO CONSIDER

The Lutheran Home has a resource center with a wide variety of educational material about Dementia and Alzheimer's disease. Items range from books and pamphlets about coping, stages of dementia, and the next steps in your journey. Please come to Stephanie's or Dyonne's office for more information.

**A sample of some available and recommended items:**





# COMMUNITY OUTINGS, TRIPS & SIGHTS

Each year we are fortunate to have the luxury of our own bus to transport our residents to many fun and unique locations around the Milwaukee and Wauwatosa area.

Outings are planned specifically to provide an experience for residents to reconnect with the community. We see the benefit and joy it brings to our residents having this change of scenery. Residents are selected on a rotating basis, including those who may not often have the opportunity or ability to leave the facility with family. We do not provide a “sign up” list. If your loved one is not selected for a particular trip, know that we will aim to include him/her in the next one. Families are encouraged to plan outings as well for your loved one.

As we rotate our residents for outings, we also take into consideration these requirements and items:

- The bus only accommodates 3 wheelchairs at a time
- The bus has limited seating (staff included)
- Each trip needs a proper staff to resident ratio to ensure the safety of each resident during the outing. While there are residents and staff on the outing- we also need to maintain proper staffing ratios in the building
- Is the particular outing of interest to the resident?
- Has the resident been out of the building recently?
- Is the resident unhealthy or experiencing any mood or behavior concerns which may exacerbate with a change of environment?



**Cooper, our Activity Coordinator, will reach out to family when there is a chance to attend an outing with your loved one!**

# EVERYONE HAS A VOICE AT RESIDENT COUNCIL

Every month our residents gather for resident council. These meetings offer residents an opportunity to share candid feedback about their lives at Elaine's Hope and to actively participate in decisions made for their community. Everyone is encouraged to speak their mind, ask questions, share concerns, praise, and gratitude.

In many ways, the resident council is both a sounding board and a social event. It's not unusual to hear a resident giving an honest response with a sense of humor. "Of course, I love the food here," one resident said last month with a broad smile. "I don't have to cook!"

All jokes aside, meetings have a straightforward structure that allows residents to speak their minds and appreciate their neighbor's points of views and ideas. The resident council meeting follows a questionnaire that is discussed as a group, with staff guiding residents through its series of questions about life at Elaine's Hope.

Regularly covered topics include: Dining/Meals, Housekeeping, Nursing/Aides, Activities/Programming, and Personal Interests

After the meeting, all feedback is compiled and shared with the related departments in the form of quotations and actionable items which are quickly resolved. This process not only helps identify any issues early on, but ensures resident quality of life, and strengthens communication throughout the community.

Before adjourning, staff review residents' rights: what they are, what situations they apply to, and that those rights are protected for every individual at Elaine's Hope.





## WAYS TO GET INVOLVED

### GREAT WAYS TO DOWNSIZE AND DONATE ITEMS

- Activity Books
  - Word Searches
  - Coloring Pages
- Bingo Prizes
  - Small Stuffed Animals or Beanie Babies
- Puzzles
- Matching Card Games
- Personal Care Items (items need to be new)
  - Safety Razors & Electric Shavers
  - Body Spray
  - Spray Deodorant
  - Nail Polish
  - Room Spray

**\*If you are wanting to donate any items, please bring them to Cooper, Program Coordinators office!\***



**Are you wanting to show appreciation for the staff that take care of your loved one? Healthy (or sweet) snacks and beverages are always appreciated!**