

The Clerestory

St. Paul Elder Services, Inc.

Winter 2020 — Volume XVI No. 1



Inside this issue:

News & Notes	2
Welcome	3
2019	4
Annual Appeal	5
Contributors	6
August - December 2019 Donations	7
	8
SPES Activities	9
Annual Appeal Thank You	10
Memorial Service	11

News & Notes from Sondra Norder, President



My cover article for the 2019 summer issue of *The Clerestory* described the growth of St. Paul Elder Services, from a home for aged women founded in 1943 to two sprawling campuses offering a vast continuum of services. What I didn't have room for in one article was to detail our wide-ranging home- and community-based services, which is where most of our recent and planned growth is centered. Because home- and community-based services are, by all expert accounts, the future of aging services, I'd like to take the opportunity to delve a bit deeper into our offerings.

Seventy-six years into our existence (founded in 1943), indeed, we are no longer a "home for the aged." Although St. Paul Home is a significant part of our overall operations, and what we are most well-known for (as evidenced by the number of times I have heard "St. Paul Elder Services" referred to as "St. Paul Home," even by senior community leaders), we have worked diligently over the years to meet the needs of older adults who are still living in the community and thereby have developed one of the most progressive portfolios of home- and community-based services in the state of Wisconsin.

One program that we are actively looking to expand is Club Gabriel, our adult day services program. Located in our Life Enrichment Center on our Kaukauna campus, Club Gabriel is part of our "Passages" memory care continuum, and is licensed to serve up to 20 clients per day. At any given time, we average about 50 adult day services clients, some of whom attend daily, and some of whom attend very part-time. Adult day services are designed to give caregivers a respite from their duties on a regular basis. Within Club Gabriel, we not only engage our clients socially, but we also serve meals, administer medications, and provide bathing services.

St. Paul at Home is a personal care agency that provides custodial care, companions, and light homemaking services. We are able to tailor services and hours of service to each client's needs, and a Registered Nurse oversees the care planning and delivery. We currently average about 20 clients at any given time within St. Paul at Home. We also partner with a skilled home health agency, called RecoverHealth, to offer skilled nursing and rehabilitation services in the home. Because we are blessed to employ our own rehabilitation staff in St. Paul Home (most nursing homes contract out for rehab staff), we are able to provide therapy services to RecoverHealth's clients, and they provide the skilled nursing component. Each month, we provide approximately 200 home health rehab visits through RecoverHealth.

We are a provider of a service that is similar to "life line," which we call our "BOB" units. When someone needs a BOB unit, our Manager of Outreach Services sets the unit up and trains the client and family on its use, and then monitors its use and maintenance over its period of use. We average about 40 BOB clients per month.

Most who have ever toured our Kaukauna campus have seen our warm water therapy pool within the Life Enrichment Center. Our "Healing Waters" program offers water

Continued on page 2

MISSION STATEMENT

We are a Catholic, Franciscan sponsored community dedicated to enriching the life experience.

VALUES STATEMENT

Our mission and ministry flow from the gospel values of dignity, compassion, respect, hospitality and stewardship.

VISION STATEMENT

We will continue to provide excellent care and innovative services through the efforts of dedicated professionals, volunteers, and contributors.

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News & Notes from Sondra Norder - continued...

aerobics to the community, taught by our staff. We hold 8-week long classes regularly throughout the year and average 20 participants per month.

Within the clinic space that is located right between our pool and Club Gabriel, the main service we provide is our foot and nail clinic. We employ a specially trained Registered Nurse, who uses a dremel tool to maintain foot health for older adults. We offer the foot and nail clinic several days per week and average 130 clients per month, making the foot and nail clinic one of our most utilized services!

In keeping with our holistic approach to care, which ranges from pet therapy to aromatherapy, we also complement our traditional medical model with massage therapy. We have a licensed massage therapist on staff and are able to offer therapeutic massage not only to our campus residents, tenants, and patients, but also to community members. We generally see about 15 massage clients per month.

We are very proud of our robust (and growing) transportation program. With a fleet of vehicles including standard minivans, wheelchair vans, and buses, and the very best crew of drivers, we are able to get folks wherever they need to go. Between medical transports, social outings, and transportation provided to Club Gabriel clients to and from home, we complete over 700 transports per month!

Speaking of special deliveries, Meals on Wheels is another service we offer to Kaukauna and the surrounding communities. Through the efforts of a very dedicated group of volunteer drivers, we deliver meals 5 days per week, offering a delicious hot meal ready to eat, and a refrigerated meal for another time. We provide this source of food security and nutrition to about 40 individuals consistently each month.

One of our newest offerings within our home- and community-based services portfolio is our "ElderMatch" program. In conjunction with the Volunteer Center, we facilitate matching older adults who are living in their own homes with volunteers who commit to visiting and socializing with them on a regular basis. Recent research has clearly shown that socialization is a key factor in maintaining one's health, so ElderMatch is off to a great start, with 5 "matches" already having been made.

We also partner with the Neuroscience Group in Neenah for a joint Memory Clinic. The Neuroscience Group has a neurologist on staff who specializes in the diagnosis of various forms of dementia and memory loss. We staff a Masters level social worker at the Neuroscience Group, and upon a patient being diagnosed with memory loss, our social worker steps in and starts linking those patients and their families to resources to keep people as safe and functional as possible, with an eye toward slowing the progression of dementia to the extent possible. Each month, we consult with an average of 45 patients at the Memory Clinic.

Within the Hoffman Memory Care Resource Center on our Kaukauna campus, we provide a number of programs designed to slow the progression of dementia, provide support and education to caregivers, and allow for social interaction for those living with dementia, in a non-threatening environment. Our Memory Connections group is focused on exercising the brain, while our Memory Reflections group offers brain engagement with an element of adult

News & Notes from Sondra Norder - continued...

day services layered on. We offer three different support groups, regular educational events regarding memory loss, brain health, and caregiving, and Memory Cafes, where those living with memory loss and their loved ones can gather and just enjoy life. We serve a total of about 150 individuals monthly through our Memory Care Resource Center programming.

Thank you for taking the time to read this summary of St. Paul's home- and community-based programs. While there are even a few more community collaborations we are engaged in that I didn't get to, I will save those for another time! If nothing else, I hope this helped our supporters understand why we changed our name a long time ago from St. Paul Home to St. Paul Elder Services, as we truly are so much more than our mothership nursing home. We have a lot to offer, and I hope you are as proud to support these services as I am to tell you all about them!

Sondra Norder, President & CEO

Welcome to SPES!



Laura Weber, RN DON-CLTC, joined SPES in October 2019. Laura has worked in Long Term Care for the last 18 years, graduating with her nursing degree in 2006. For the past eight years, she has been a Director of Nursing and has a passion for helping others and working with people living with Dementia. She received her certification as a Director of Nursing in Long Term Care in 2015.

Laura and her two daughters, Madilyn and Tatym, live in Manitowoc. In her spare time, she enjoys watching them play hockey and train in taekwondo.



Jason joined St. Paul Elder Services as the Executive Director of Home and Community-Based Services in November 2019.

Jason graduated from Trinity International University with a Bachelor of Business Administration in 2010 and is currently working on finishing his MBA from UW-Wisconsin. He has worked in the Assisted Living/Home Care and Hospice field for the past seven years. He is passionate about helping seniors receive the best physical, mental, and spiritual care possible.

While born and raised in Zion, IL, Jason currently resides in Stevens Point, WI with his wife Jen and their two daughters. He enjoys being outdoors, reading, and watching sports.



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SPES Activities



Thank you to the retired USMC Major Jet Pilot and his son, Military Policeman of the USAF, for visiting and honoring some of veterans here at St. Paul Elder Services!

We are so grateful for the sacrifice you made to serve our Country! Thank you!



2019 Annual Appeal



The 2019 Annual Appeal was a tremendous success, having received over \$84,000 in contributions! It is so apparent that you, our generous contributors, believe in our mission, to enrich the life experiences of those we serve. With your support this year, we can continue to do more, serve more, and reach more. More fairly healthy folks who want to remain independent in their own homes, but have no means to pay for supportive services. More persons living with dementia whose quality of life could improve if they could afford adult day services. More of the sick and vulnerable who need

residential care, but have nowhere else to turn. And we are so excited about our ability to carry out the healing ministry of Jesus Christ in such ever expanding ways. It would not be possible though without your support and generosity. God Bless all who donated during the 2019 Annual Appeal and throughout the remainder of the year. Together, we are fulfilling our mission!

Congratulations Sondra!



Sondra Norder, President & CEO of St. Paul Elder Services has advanced to Fellow with the American College of Healthcare Executives. The FACHE® credential formally recognizes a health care leader's competency, ethical decision making, and commitment to healthcare delivery excellence, placing the recipient amongst an esteemed cohort of executives.

To earn the FACHE credential, a candidate must have been a member of the American College of Healthcare Executives for at least three years, held an executive level position in health care for at least 5 years, hold a Master's or other graduate degree, receive references from at least two other Fellows, participate in at least 36 hours of continuing education every three years, and participate in at least two civic or community activities. The candidate also sits for a rigorous Board of Governors exam, and upon passing, earns the FACHE credential.

Sondra joined St. Paul Elder Services in 2010, and became the President and Chief Executive Officer in 2013. She graduated from the University of Wisconsin-Eau Claire with a Bachelor of Science degree in Health Care Administration, Magna Cum Laude, and has been a licensed Nursing Home Administrator since 2001. She also earned her Juris Doctor from Marquette University Law School and is a licensed Attorney with special interests in health law and elder law. Sondra is also Health Services Executive qualified with the National Association of Boards of Long-Term Care Administrators.

Sondra has served as adjunct faculty for Lakeland University's healthcare management undergraduate and graduate programs, has guest lectured for Concordia University's Nursing program, and currently serves as a Preceptor for the University of Wisconsin-Eau Claire's Health Care Administration degree program, her alma maters, where she also serves on that program's Advisory Council. Sondra serves on the Board of Directors of LeadingAge-Wisconsin, where she is the Vice Chair of Public Policy. In 2015, Sondra received the "Tomorrow's Leaders" award from the Catholic Health Association in Washington D.C. and graduated from the Leadership Fox Cities program.

Congratulations Sondra! We are so proud of you!

The Clerestory

Published quarterly by St. Paul Elder Services, Inc. for community members and their families, associates, volunteers and all donors, both individual and corporate.

Editor: Sondra Norder, President

Staff: Mandy Stambuk

*For questions, or to be removed
from the mailing list, please contact Mandy at:
mandys@stpaulelders.org*



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Memorial Service

Each quarter St. Paul Elder Services remembers deceased community members including residents, tenants, clients, volunteers, and associates in a memorial service.

We remembered the following members of our St. Paul Community at the Memorial Service on Wednesday, February 19.

- | | | |
|----------------------|--------------------|---------------------|
| • Fr. Charles Brooks | • Ina Minney | • Paula Smith |
| • Russell Demier | • John Nienhaus | • Betty Steger |
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| • Nell Krupp | • Gerald Smith | |

You are invited to St. Paul Elder Services Grief Support Groups

St. Paul Hospice grief support groups are open to those served by our hospice, St. Paul Elder Services and the community at large.

Journey of Hope provides an opportunity to establish connections with others who have experienced loss, to share stories, to give and receive support, and to promote good self care.

Monthly Meetings

The first Thursday of each month
starting at 6:00 p.m. in the
Memory Care Resource Center

Questions can be directed to:

**Susan Kazik, Bereavement Coordinator for
St. Paul Hospice**

920-766-6180 or susangr@stpaulelders.org

POLICY STATEMENT

St. Paul Elder Services, Inc. is committed to the policy of ensuring equal opportunity in service delivery. To this end, we believe no otherwise qualified person shall be excluded from participation in, be denied the benefits of, or otherwise be subject to discrimination in any manner on the basis of age, race, color, disability, sex, creed, national origin, ancestry, sexual orientation or marital status. This policy covers admission, policies and procedures, access to services, and treatment in all of our programs and activities. We recognize that fulfillment of this policy will maintain compliance with all applicable federal, state and local rules and regulations.



St. Paul Elder Services, Inc.

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- Post Surgical Recovery
- Supportive Care in the Home
- Therapy
- Passages
- Memory Care Resource Programs

Services Offered to the Community

Call 920-766-6188 to schedule an appointment for:

Club Gabriel Adult Day Services	Monday-Friday 7:30-3:30
Cloud Walker Foot Clinic	By Appointment
Healing Waters Therapy Pool	AM & PM Classes
Massage Therapy	By Appointment
St. Paul At Home	By Appointment
Memory Clinic	By Appointment

Call 920-766-6020, ext 187 for further information on:

Therapy & Short Term Rehabilitation:

Our therapists are trained to assist you with incontinence, lymphedema, cognitive retraining, diabetic foot care, balance, dysphasia management, aquatics, stroke rehab, wound care and pain management.