



# Positively Pleasant View

A Quarterly Publication of Shiawassee County Medical Care Facility

Spring 2018

## Caring for Life

### Administration:

Shana Espinoza, MSN, RN, LNHA  
Administrator

Theresa DeLau, RN, BSN  
Director of Nursing

### Board Members:

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Cindy Civille  
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## 5 Star Quality Rating Awarded

**P**leasant View has received 5 out of 5 stars, the highest quality rating awarded by Centers for Medicare and Medicaid Services (CMS) and we are excited!

Pleasant View received top ratings for both quality measures and staffing. Shana Espinoza, Administrator and Theresa DeLau, Director of Nursing began working together to develop ways in which the facility could offer the highest quality of care to our residents. Earlier this month, CMS recognized the hard work of Pleasant View's staff and awarded the highest rating possible!

Shana and Theresa are both adamant that we could not have achieved this great acknowledgment without the staff working together, cohesively as a team. "I'm beyond ecstatic, it reflects the great care we fight to give to our residents every day," says Shana. The nurses and nurse aids utilized best practices and helped to implement the policies that Theresa and her team of consultants put together over a 5-year period. Way to go, Pleasant View!

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*"The rating is a reflection of our commitment to achieve the highest quality of care for our residents."*

— Theresa DeLau,  
Director of Nursing

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**5 OUT OF 5 STARS**  
HIGHEST QUALITY RATING



# Events & Happenings



*Celebrating National Nurses Week*

## MAY 6-12

National Nurses Week

## 13-19

National Nursing Home Week

**21** Crowning of the Pleasant View King and Queen

## JUNE

**9** Curwood Festival Parade

**17** Father's Day Celebration and Motorcycle Club Rally

**20** Annual Picnic

## TEAM MEMBER SPOTLIGHT: Congratulations Judy!

**O**n May 9, 2018, Judy Mills celebrated with coworkers for the last time as a Pleasant View employee at her retirement lunch held in the facility's auditorium.

Judy came to Pleasant View 19 years ago as a transcriptionist. This year she retires, as the assistant to the administrator, a position she held for almost four years. Judy was not only an assistant to the Administrator; she was an assistant to us all. She was always willing to help wherever she was needed.

To our dear friend and coworker, Judy Mills, congratulations on your retirement and best wishes for the next phase of your life. It has been a great pleasure having you as a part of the Pleasant View family over the past last 19 years. We miss you already!



## Shana Says:

### A MESSAGE FROM OUR ADMINISTRATOR

Congratulations to you all on the hard work you have put in to getting us adjusted at our new building! What a journey it has been so far! With every trial there is triumph, and we are on the way there every day. What a wonderful life we are creating for our residents, both present and future. Each day we work together to perfect our new lifestyle. So many positive changes have occurred in such a little time, it truly is astounding. Our voyage is far from over, it will never be over.



At Pleasant View we strive to work together every day to be the best that we can be. I see that in all of you every day, and I could not be more proud. I look forward to continuing on the journey with each and every one of you.

— Shana Espinoza, MSN, RN, LNHA



## Tips from T

**THERESA DELAU, RN, BSN,  
DIRECTOR OF NURSING**

### Communication Tips when Caring for your Loved One

In general, it is a good idea to keep communication simple, direct, and positive when talking to your care recipient, especially if he or she has dementia, which could impact memory and cognitive skills.

Here are some tips for communicating with an individual who has dementia:

- Establish eye contact, and use the person’s name when you speak to them.
- Touch your loved one or hold their hand to encourage conversation.
- Ask simple yes-or-no questions, such as “Are you feeling tired?” instead of open-ended questions, such as “How are you feeling?”
- Limit choices to cut down on confusion. For example, don’t say, “What would you like to wear today?” Instead, try saying, “Would you like your red sweater or your gray one?”

Sometimes, those living with the symptoms of dementia are so overwhelmed with the disease; they struggle severely and become distressed and even combative. Sometimes the caregiver is so overwhelmed they struggle to find an adequate response. One good way to respond is by simply saying, “I know this is hard. This is hard for me too.” Then just take a few moments together in silence.

When the loved one struggles to communicate, you can try saying, “Tell me about it.” They may be looking for their baby; they may be thinking they are late for work. You will not be able to convince them that they’ve been retired for 20 years or that their baby is now 65 years old. Trying to do so will only increase their distress. Instead, say, “Tell me about your baby.” Or “Tell me about your work.” Often this promotes a therapeutic conversation and the opportunity to reminisce.

## Anniversaries

We would like to acknowledge our staff members for their service and dedication to our residents!

### APRIL

Stephanie Bishop, 2 years  
Belinda Dean, 33 years  
Chelsea Edwards, 7 years  
Janelle Fuja, 7 years  
Jennifer Lightle, 3 years  
Diana March, 20 years  
Sharon McAninch, 13 years

### MAY

Noel Archambault, 11 years  
Melissa Beattie, 14 years  
Noah Collard, 1 year  
Marissa Downer, 4 years  
Stanley Henige, 20 years  
Kelly Knieper, 5 years  
Anna McPherson, 3 years  
Judy Mills, 19 years  
Courtney Nichols, 6 years  
Donald Nidefski, 18 years  
Corey Ross, 3 years  
Jeanette Smithingell, 28 years  
Lisa Snyder, 2 years  
Mandy Sutton, 8 years  
Shelley Tollefson, 4 years  
Ashley Webster, 16 years  
Darla Wells, 3 years

### JUNE

Makayla Antcliff, 2 years  
Shylah Brantley, 2 years  
Crystal Bressette, 25 years  
Betty Burdick, 20 years  
Aimee Burgess, 9 years  
Stefanie Dunham, 4 years  
Jackie Grams, 9 years  
Jacqueline Krupp, 9 years  
Benjamin Luckhurst, 1 year  
Shannon Marriage, 13 years  
Lynnette Schneider, 5 years  
Debra Schrems, 23 years  
Connie Silvers, 26 years  
Julie Spencer, 1 year  
Patricia Striggow, 2 years  
Debra Thompson, 11 years  
Pat Tullar, 2 years  
Joale Villarreal, 11 years  
Darla Weir, 13 years  
Brian Wells, 2 years  
Joan Widgren, 13 years



## Puzzle Time SEARCH-A-WORD

P	T	O	W	N	E	C	E	N	T	E	R	Q	Q
W	D	P	Q	Z	G	E	S	L	X	E	N	P	A
E	Q	O	E	X	X	Q	E	J	L	H	Y	S	S
I	V	S	R	J	M	S	I	N	U	P	V	O	U
V	S	A	E	Z	E	R	T	E	Y	K	A	C	I
T	A	F	S	S	P	O	I	W	D	Z	J	I	J
N	L	E	R	F	F	B	V	H	B	R	U	A	F
A	O	H	U	H	A	R	I	O	F	X	L	L	H
S	L	A	N	Z	M	A	T	R	E	D	E	W	C
A	A	V	L	H	I	H	C	I	I	J	S	O	C
E	W	E	W	I	L	P	A	Z	P	N	O	R	M
L	S	N	P	Q	Y	X	K	O	W	C	F	K	L
P	M	S	B	A	A	W	S	N	I	G	Z	E	R
T	G	A	Q	L	N	I	X	S	B	V	U	R	R

Activities	Nurse
Family Harbors	Pleasant View
Lolas	Safe Havens
New Horizons	Social Worker
	Towne Center





## Inside this Issue:



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*And More!*

## There's No Place Like Pleasant View

**W**e are all moved into our new facility and we could not be more excited!

Move-in day started with each resident being celebrated with cheerful greetings as they entered into the all-new, completed Pleasant View for the very first time. The celebration ended with a week worth of festivities, which included a pep rally and ended with our flag raising ceremony, where the Shiawassee County Honor Guard joined us.

The residents have adjusted to their new home and are enjoying all that it has to offer!

Now that spring has finally sprung, we are eagerly preparing and decorating our courtyards for the multiple uses we have planned for them such as, grilling, gardening, our annual picnic and other great resident activities! We can't wait to see the residents enjoy all the fun and exciting activities in these beautiful courtyards.



*The first raising of the U.S. flag outside the front door of the new Pleasant View, 103,000 square foot facility.*

*Members of the Shiawassee County Veterans Honor Guard recited the Pledge of Allegiance alongside Irene Hosking, a WWII nurse and the first to serve as director of nursing during Pleasant View's earlier years.*