

THE CHATTERBOX

Glenhaven Resthome Newsletter
September 2015



I would like to firstly, thank all family members who have already completed our annual family Satisfaction Survey, we do appreciate your honest feedback. For those who haven't, I'm attaching the form with this email.

Birthdays and Happy Hour

We always try to make our residents feel special on their birthdays and we think that treating them with a dinner of their choice will make their day. We are going to be doing a monthly celebration for everyone who are having birthdays that month, where we're going to have cakes and drinks for everyone.

Please check out the notice board by the Manager's office when you visit if you want to see recent residents' photos or invite for any special event. Also, notice the beautiful collages around the resthome that our residents have made.

Glenhaven loves animals!

We've been getting regular visits from the dog, Bailey, a 7 year old Golden Retriever and Boo, a Bichon Frise. Residents are enjoying their visit every Saturday. We also had a visit from the Bird Lady last month.

Outings

We do realize that we've had very limited outing destinations this winter because of the cold weather. We will offer more variety of outing destinations now that we're expecting a better weather, if you have any suggestion, please do let us know.

Staff and Management

Our Activities Coordinator, Karin, will be away for 4 weeks starting 25th of September. She'll be going to her home country Austria, for a holiday after 5 years. The staff will take turns at doing the activities, no change on outing days.

We have two new staff who will be working part-time as Caregivers, Carl and Cynthia. They're both very qualified and well - liked by the residents.

Mark and Judy have been our resthome owners for over a year now. They've been very hands on in running the resthome and have made a lot improvements to give residents the best care and get involved in the community, as well.

Please see our newly designed website: www.glenhavenresthome.co.nz

