



Dove Messenger

*A Quarterly Newsletter for the
Friends & Family of Dove Healthcare*

Dove Healthcare
South & West
Eau Claire, Wisconsin

Volume 3, Issue 3
December 2011

Mission Statement

As an innovative healthcare provider and community partner, we provide compassionate care and service to meet the needs of those who depend on us. We commit to excellence through adherence to high standards, disciplined leadership and mutual respect for all.

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**Powerful Tools for Family
Caregivers: A three-part series
and educational program**

When: Tuesdays, February 7, 14 and 21

Time: 10:00am-1:00pm

Cost: \$20, includes The Caregiver
Helpbook and materials

RSVP Required: Call the Aging & Disability
Resource Center by Fri., Feb. 4th,
(715) 839-4735

**No One Dies Alone: Volunteer to
be a companion and offer
support to those who are dying**

For more information contact:

Nathan Oldenkamp

Chaplain-Spiritual Care Director

(715) 720-2282 or

NoOneDiesAlone@dovehealthcare.com

Prevention, Healing, and Comfort

Although most do not think of it as an important aspect of health, the skin is actually the largest organ of the human body, weighing between six and nine pounds. Its primary purpose is to protect our muscles, bones, and organs from light, heat, injury, and infection. If you have ever experienced a wound, such as a cut or a sore on your skin, you know that the pain and healing process can sometimes be difficult.

Types of wounds treated at Dove Healthcare-West include post-surgical wounds, pressure and diabetic ulcers, and wounds related to or complicated by lymphedema, poor circulation, chronic inflammation, vascular disorders, and other conditions. We recognize the risks of skin breakdown, the pain associated with these wounds, and how cumbersome the healing process can be. Thus, prevention, early detection, and effective intervention have been identified as critical.

With a constant eye on resident-centered care and maximizing outcomes, Dove Healthcare-West took a step forward this past fall and developed a new, full-time wound care nurse position. Kelly Heinbuch is no stranger to Dove Healthcare-West though, having joined the nursing department in 2001 as a certified nursing assistant and then continuing with the team as she completed her registered nurse degree at UW-Eau Claire in 2004 and wound care certification in 2008. With Kelly's sole focus and primary responsibility in prevention of wounds, early detection and effective intervention, we are able to provide residents a higher level of care and maximize outcomes.



Kelly Heinbuch, RN, BSN, WCC
Wound Care Nurse
Dove Healthcare-West

The long-standing wound care team, now enhanced with Kelly's expertise and keen focus, allows Dove Healthcare-West to admit and care for residents with complicated wound treatment and assessment needs. The team includes nutritional services, nurses, therapists, and a dietitian, and is led by Director of Nursing Joey Pettis, a seasoned registered nurse certified in wound care. Their goal is to make sure residents receive the highest standard of wound care available to ensure maximum healing is obtained.

Each resident's skin is monitored daily during their routine cares. The resident's nurse will alert Kelly of any early signs of skin changes to an existing wound or any areas where a wound is prone to develop. Through early detection, we are able to implement interventions that can prevent further changes in skin or wounds from developing. Furthermore, regular wound care rounds ensure our residents receive a powerful treatment plan that is constantly adjusted according to their comfort and healing.

**For more information, call Kelly Heinbuch at (715) 552-3953, ext. 601 or email
kheinbuch@dovehealthcare.com**



Employee of the Month

Dove Healthcare - West



Laura Vetch, RN

April

Laura joined us in February 2007 as a CNA and over the years has graduated from Nurse Tech to LPN to staff RN and now RN Supervisor. Director of Nursing Joey Pettis said, "Laura has been able to make a difference in so many of our

residents' lives and we are so grateful to have her on our team."

Laura said, *"I am proud to be a part of such a dedicated and dynamic team. I have grown and learned so much from all of you. The best part of working here is building a relationship with the residents. They have touched my life in so many ways and are why I love being a nurse."*

Rebecca has been a CNA with us since January 2010. Nurse Case Manager Jenna Boller said, "Rebecca has been a great asset. She has shown compassion towards the residents and their families, she is willing to help out any of her co-workers and consistently has a positive attitude."



Rebecca Galvez, CNA

May

Rebecca said, *"I have learned many lifelong skills from my co-workers and the residents. I enjoy working here because of the positive atmosphere and all the new jokes that I learn from the residents!"*



Kyle Kortendick

June

Kyle joined Dove Healthcare and Affiliates in May 2010 as an Information Technology Systems Administrator. IT Director Tom Stevens said, "Kyle has been a great addition! His skill set has expanded very quickly and he's always eager for the next challenge. Kyle has been

willing to go above and beyond, working behind the scenes to make sure things keep running smoothly."

Kyle said, *"In this short time, I have learned more than I could imagine. I am very appreciative of the helpful and professional staff that are helping me become a well rounded IT professional."*

Please Welcome our New Leaders

Jake Steivang, a native of Stanley, Wisconsin, joined the team as Administrator at Dove Healthcare-South in July 2011. He is a 2005 graduate of the Health Care Administration program at UW-Eau Claire and completed his internship, under previous ownership, at Wissota Health and Regional Vent Center in Chippewa Falls. His experience includes serving as Administrator and Executive Director within a long-term care campus in Terre Haute, Indiana. Jake and his wife Stacy have a 12 month old son, Carter, and two golden retrievers, Hunter and Holli. In his free time, Jake enjoys hunting, golfing, sports of all kinds, playing with his dogs, and being around friends and family. "I am very pleased and excited to join this team! I look forward to building upon and continuing the strong tradition of providing compassionate care that Dove Healthcare and Affiliates are known for" said Steivang.



Jake Steivang, NHA
Administrator
Dove Healthcare-South

After an internship at Dove Healthcare-West, **Alicia Mizer**, a native of Barron, Wisconsin, joined the team at Dove Healthcare-South as a Recreation Lead in 2010. She was then promoted to Recreation Director this past November. Alicia is a graduate of UW-Stout in Human Development and Family Studies with a certificate in Gerontology, where she also played on the Women's Volleyball Team. Alicia enjoys coaching volleyball, camping and being outdoors, traveling, and spending time with family and friends, including her dog Daisy. She commented, "It's a privilege to meet and get to know the residents here. It makes my day seeing the smiles on their faces and knowing they are enjoying themselves. I look forward to bringing to the residents a variety of new social events."



Alicia Mizer
Recreation Director
Dove Healthcare-South

Loren Bergeson is the new Environmental Services Director for Dove Healthcare-West. A native of Colfax, Wisconsin, he currently lives there with his wife Tara, daughter Brynn, age eight and son Boden, age 10. Loren came to us from the Menomonie Area School District where he was the Buildings and Grounds Director for eight years. He is a Chemistry graduate of UW-LaCrosse and holds a Technical Certificate in the Industrial Mechanics Program from CVTC. Loren has also completed Masters Coursework in Risk Control at UW-Stout. He enjoys golfing, fishing, and watching the Packers win! Loren said, "I'm looking forward to working in a proactive and team based environment and learning my staff strengths and utilizing those strengths to make Dove Healthcare-West a better facility."



Loren Bergeson
Environmental Services
Director
Dove Healthcare-West



You've Got Questions; We've got Answers



Kendall Rosemeyer, NHA
Administrator
Dove Healthcare-West

Question: "How is our nation's deficit affecting nursing homes?"

Answer: For many of you, it is unlikely you'll be surprised by the topic I have been asked to address. The media, including newspapers, television, journals, and magazines have been on the ball when it comes to keeping our nation abreast of the financial challenges that America faces today. If you've been able to keep up with the day to day news, you may already be aware that the nursing home industry has been significantly affected by the federal deficit. As our nation's leaders look to find areas of high spending in order to reduce the budget, they have looked at Medicare and recognized that the amount of dollars going towards Medicare has increased immensely over the past decade.

The Center for Medicare and Medicaid Services announced this past July that nursing homes across America would be seeing a decrease in Medicare rates by 11.1%, effective October 1, 2011. The news sent nursing home operators into a panic with the potential for a cut this significant in nature. Many believed the cut would not occur, as it was just too large to handle knowing that underfunding to nursing homes has been a prominent issue for decades. However, to our dismay, the final rule was passed and took effect October 1.

I want the community to understand what affect these cuts will reportedly have on nursing homes throughout the nation. According to a new survey from Avalere Health, nursing homes plan to lay off about 20,000 workers and cancel 400 expansion and renovation projects that could have created 20,000 new jobs nationwide. It will be most difficult for providers to adjust, knowing it could potentially have an affect on the level of care provided to their residents.

The economic times call for sacrifices across the board, however, there needs to be a line drawn identifying where sacrifices can no longer be taken. As the lowest reimbursed state, Wisconsin nursing homes have struggled for years. Our nation can't continue to put nursing homes at risk of not being able to operate safely.

For years, Dove Healthcare-West has worked very hard to ensure scarce resources are utilized to the best of our ability. We have staffing patterns that support our high expectations; we have invested in new equipment to ensure the safety of our residents and employees; and we continue to try and find ways to raise the bar in order to benefit those we serve. However, as we continue to be financially compressed, we have had to make cuts to the operations within our facility. Fortunately, these cuts were deterred from our direct care employees, thus allowing us to maintain staffing ratios that support providing quality care to our residents.

As the nation continues to find areas to reduce spending, our residents are counting on us to have a voice and let the government know their deficit issues can no loner be taken out on the nursing homes struggling to survive. Nursing home operators and analysts continue to work to increase the awareness of those who control these decisions and have the potential to impact change. Our loved ones need a place to call home, when their home is no longer an option.

If you have a question or would like to learn more about a specific topic related to nursing homes or long-term care, please email krosemeyer@dovehealthcare.com.

Employee of the Month

Dove Healthcare - West



Amanda Groepper,
LPN
July

Amanda began working for the company in July 2006 as a CNA at our sister facility Wissota Health & Regional Vent Center and then joined us in February 2010 while completing her schooling as an LPN. Nurse Case Manager Jennifer Weaver said, "We enjoy working

with Amanda because she is a team player and is willing to help when needed. Her calm demeanor and positive attitude help to promote a pleasant working and living environment."

Amanda said, "I enjoy working here because of the atmosphere and I also really enjoy the people I work with."

Pam joined us in September 2008 as a CNA and recently became a nurse on the night shift. Director of Nursing Joey Pettis said, "Pam has been a leader in any role she has taken while at Dove Healthcare-West. She brings a positive attitude, a can-do spirit, and a smile to her work."



Pam Retzlaff, RN
August

Pam said, "One of the things I really enjoy about working here is the residents. I also love the teamwork on the night shift, and I am excited to see what the future will bring."



Courtney Peterson,
RN
September

Courtney started as a CNA in June 2009 and is now a Registered Nurse. Supervisor Kelly Heinbuch said, "Courtney has shown professionalism when dealing with families and a caring attitude to make the residents comfortable. Courtney is able to work independently and is also a great team player!"

Courtney said, "I enjoy building relationships with my residents and their families, as well as doing what I can to promote their health and make them feel important. I also enjoy the conversations I have with the residents, listening to their stories and laughing with them."



Employee of the Month

Dove Healthcare - South



Holly Kucera
April

Holly started as a Dietary Aide at our sister facility in Chippewa Falls where she was later trained as a cook. Holly left Wissota Health to pursue a nursing degree and then joined Dove Healthcare-South as a cook in July 2010.

Nutritional Services Director Linda Rice said, "Our staff and residents love to be around Holly due to her pleasant nature. We are so pleased to have her on board!"

Holly said, "I'm pursuing my life-long goal to become the best RN I possibly can. I like helping people and especially, our residents!"

Lynn joined us in August 2010. Director of Nursing Jan Hayden said, "I can certainly attest to Lynn's compassion for our residents. She puts her heart and soul into her work. She is a team player and does a great job."



Lynn Brunner
May

Steve Cory is the Nursing Resource Coordinator and joined the team in January 2011. Director of Nursing Jan Hayden said, "Steve is a great employee. He comes to work everyday with a willingness to do his very best.



Steve Cory
June

Steve does an amazing job at managing the resources and schedule for the nursing department."

Steve said, "The dedication and commitment that I see extended to our residents everyday, from my co-workers is amazing and I'm very proud to be associated with all of you."



Katie Fennell, Director
Orchard Hills Assisted Living

Orchard Hills Welcomes a New Director

After several years in nursing school and now months away from becoming a Registered Nurse, Jenny Halbleib, Director of Orchard Hills since 2003, has accepted a position as Nurse Consultant for Orchard Hills and sister facility, Rutledge Home Assisted Living & Memory Care in Chippewa Falls. **Katie Fennell**, a native of Eau Claire and 2010 graduate of the Healthcare Administration program at UW-Eau Claire, accepted the Director position and started training along side Jenny in mid-September. Having spent a year as the healthcare administration intern at Dove Healthcare-West, she is already very familiar with our company and leadership team. Katie resides in Eau Claire with her husband and has worked for the past year at United Health.

Christmas Greetings from the CEO



Friends and Family,

Imagine that. It's time to prepare for the "holidays" once again. As certain as time passes, so too does the opportunity to celebrate annual events like birthdays and holidays. How magical it is that we have been blessed with both on one day! The birth of Jesus Christ affords us all the honor of celebrating Jesus' birthday and Christmas together. For nearly 17 centuries we have done so, though it is said Jesus' real birth date is unknown, and Christmas wasn't a recognized day until the 4th century. Regardless, a beautiful tradition has evolved, bringing us joy and salvation.



Jim Deignan, CEO

The season of Advent is a season of preparation for Jesus' second coming. Though this time of year lasts but a short while, in reality we have each day throughout the year to live as if Jesus was coming the next day. What if He were? What if you knew you hadn't lived quite the way you should have? Are you prepared to speak to your life's story? Scripture states, "...For we will all stand before God's judgment seat" (Romans 14:10). "So then, each of us will give an account of himself to God" (Romans 14:12).

Over the years, I have written inspirational messages leading up to Christmas. In sort of a timeless way, these messages tend to stand strong as ways of encouraging us all to be better people. To do so, we must first and foremost learn to love ourselves and others. God gave us a great example of love by sending his son Jesus, and at Christmas we celebrate this love. As the apostle Paul wrote, "Love must be sincere" (Romans 12:9). There is much to be gained by sharing our love with others, the first of which is God's favor. I encourage you during this season of Advent to listen closely to the needs of others just as you do the words of songs. Find ways to meet their needs through your actions just as you sing from memory the beautiful songs we hear this time of the year. I also encourage you to find a church this Christmas to celebrate God's love for you.

None of us are perfect, and we'll all have interesting conversations with God that day. What will yours be like?

Merry Christmas and God Bless,
Jim Deignan, CEO





Activities in Action at Dove Healthcare-South

A Shower of Babies

With a little help from staff, the residents put on a baby shower for many employees that are soon-to-be moms (and one new father too)! Several residents picked out the games to play and a present for each baby. They made the cards and invites too. Everyone enjoyed sharing stories about raising their own children and the expectant moms also received some wise advice.

Picture: Resident Dorothy McCorison enjoyed holding the new baby boy of Physical Therapist Ben Reich



Elvis is in the House

Residents spent an afternoon laughing and singing to a performance by Elvis and Friends. The act is part of the "Jail Bailers Show" and was a huge hit! We hope to have the show back again someday.

Picture: Elvis and his friend Harry performed for a large group of residents with their family and friends

Arts for Autumn

During the fall months, residents had a fun time making, a variety of crafts, including a Thankful Tree, Turkey on a Hat, Thanksgiving cards, and much more. The crafts were displayed around the facility for everyone to see and enjoy!

Picture: Resident Ruth Hrdlicka shared her Turkey on a Hat and a Thankful Tree she made



Coming this winter...

The winter months bring many opportunities for decorating, crafts, card making and much more! Residents will have the opportunity to help decorate the trees, make home-made snow globes and cards, and attend fun social events. We are very thankful for the volunteers who help our residents during activities and spend one-on-one time with them. We are still expanding the volunteer program at Dove Healthcare-South. Please call Alicia Mizer, Recreation Director, to learn more about volunteer opportunities, (715) 552-1035.

Employee of the Month

Dove Healthcare - South

Photo Not Available

Nadine Rios, RN
July

Nadine started at Dove Healthcare-West as a CNA in December 2009, then became a Nurse Technician and finally, an RN for our South Location. Director of Nursing Jan Hayden said, "Nadine is a stellar employee. She has earned the respect and trust of

her co-workers and our residents. Nadine is upbeat and willing to pitch in and do whatever is necessary. Thank you for all your hard work and dedication."

Tammy joined us in February 2011 as a CNA. Director of Nursing Jan Hayden said, "Tammy is an awesome CNA and a great example of what customer service looks like. She is a compassionate and caring person. She always has a smile on her face that exudes the positive attitude she brings to work every day."



Tammy Theiste, CNA
August

Tammy said, "I am so excited to have been nominated and chosen as Employee of the Month. I really enjoy coming to work here!"

Photo Not Available

Ginger Lynch
September

Ginger Lynch joined us in July 2010 as a Housekeeper. Environmental Services Director Mike Juedes said, "Ginger has been a valuable asset to our department and facility. Her attention to detail and willingness to help others is what makes her so appreciated."

Ginger said, "One of the many great things about coming to work is all the different kinds of personalities you come to love – whether it's the people I work with or the residents – there's always an interesting story to be told and heard."

Activities in Action at Dove Healthcare-West

If you were to peek in the Recreation office, you would think you were in Santa's workshop with all the boxes of decorations, trees, gifts, etc. It's hard to believe it's that time of year again, but we are busy getting Dove Healthcare-West in the holiday spirit! Thank you to the many families, visitors, and staff who selected names from the Giving Tree to assist with providing special gifts for the residents.

Family is encouraged to join their loved ones at the upcoming parties at 1:00 PM:

December 20: Residents residing in 2100, 2400, and 2500 halls, entertainment by the North High Northernaires

December 21: Residents residing on first floor and at Orchard Hills, entertainment by Judy Willink

December 22: Residents residing in 2200 and 2300 halls and the Dove's Nest, entertainment by Johnny K from California, performing Sinatra

Other special upcoming events include the Flodeens, a musical entertainment group related to one of our residents; Ryan Herman; Memorial Madrigals; an activity day for the residents and their grandchildren; and of course, the highly anticipated holiday carolers. Music Mary will help ring in the New Year on December 30!

Professional Turkey Caller Visits



Scott Wilhelm, son of Recreation Assistant Diana Wilhelm, was confusing our doves in the bird room recently while he demonstrated his many turkey calls. Scott works at Scheel's All Sports and began hunting when he was 12 years old. At the age of 21, he started calling in contests using various types of calls, including box, pot, tube, diaphragm, slate and wing bone. In addition to 20 state titles, Scott has won 11 trophies at the national level, including Grand Champion in Gobbling and Friction contests. His daughter Aubrey competed in her first contest at the state level at age three and placed second in the junior division. Scott has over 500 turkey calls and has shot approximately 30 turkeys thus far in his hunting career. So, if you hear a turkey gobbling at Dove Healthcare-West, it's probably Scott's mother Diana practicing her skills and entertaining the residents!

Pictured: Gene Swanson, Scott and Aubrey Wilhelm, and Ray Colburn

Thanksgiving Gifts for Bob's House for Dogs

Every Sunday afternoon volunteers from Bob's House for Dogs, a non-profit foster care and adoption center, graciously bring a few foster dogs to Dove Healthcare-West to visit with the residents. The visits bring great joy and many smiles for both residents and staff. We thought it only appropriate that during the month of November, the season of giving, to host a collection drive for items on Bob's House "wish list" to show our appreciation and thanks. Over 60 rolls of paper towels, 28 cans of dog food, six boxes of garbage bags, six bottles of laundry detergent, and over 20 bags of dog treats were collected. The dogs are sure to have a special Christmas, thanks to the generosity of our donors!

Picture: Kris Metcalf, Recreation Director and resident Charlotte Winter displaying all the donated items for Bob's House



Volunteer Spotlight



First Congregational Church Ladies have been coming to help with bingo at Dove Healthcare-West since 1995. Linda Davenport, the Director of Elderlife at the time, was looking for a way to serve their members who were living at Dove Healthcare-West and also a way to encourage more church members to visit the nursing home. Sponsoring monthly bingo seemed to be the perfect opportunity, so they gave it a try and have been coming ever since! This has proven to be a very popular activity and the ladies now sponsor four bingo parties a year. The residents look forward to the fun prizes, delicious refreshments, and assistance from the friendly volunteers. Current Director of Elderlife Mary Barnes commented, "Bingo is probably the easiest program to recruit volunteers. People just love the game... and the prizes!"

Volunteers: (front row) Virginia Hansis, Phyllis Seymour, Heather Kouris (back row) Hope Goessling, Janet Gunderson, Shirley Holliday, George Hunter, Stella Hunter, Mary Barnes, Betsy Felty



Investing in our Neighbors

We are so proud of our employees at Dove Healthcare - South and West, Orchard Hills, Rutledge Home and Wissota Health for taking an active role in the 2011 United Way Campaign. Their investment helped us raise \$5040 and with our corporate match, we gave \$10,080 to the United Way of Greater Chippewa Valley. On behalf of the Chippewa Valley community, we applaud their efforts and say "Thank You!" Their contributions are helping our neighbors lead better, healthier lives!



Helping Hands, Raising Awareness

Each year United Way of the Greater Chippewa Valley coordinates a community-wide Day of Caring event to raise awareness of local needs and services, and help people better understand the impact of their dollars donated to United Way. According to their website, this is the "largest one-day service event in Western Wisconsin and saves United Way partner agencies and other non-profits in our community more than \$32,000 in labor costs." Employees from Dove Healthcare - South and West and Rutledge Home spent the morning volunteering at the Beacon House. Executive Director Kelly Christianson said, "A special thanks to all of you who worked so hard to help us provide a bright and safe living environment here for our residents. Your willingness to help homeless families in the Eau Claire area is very much appreciated."

United Way Day of Caring Volunteers: Jeff Sauter, Chris l'Anson, Sandy Rasmussen, Carolyn Volrath, Nicole Verdon, Kelly Heinbuch, Kendall Rosemeyer, and Jennifer Weaver



Toys for Tots in Need

The Transitions Rehabilitation gyms at Dove Healthcare-South and West and Wissota Health and Regional Vent Center are new drop off locations this year for the Salvation Army's Angel Giving Tree Toy Drive. The drop off boxes at each gym have been steadily filling with a variety of wonderful, new toys, all of which will be given to kids in our area on December 20th. Regional Rehabilitation Director Louis Alix said, "We wanted to help bring some added cheer and good will to the holiday season this year. The response has been great and we are so appreciative of everyone's support in helping wishes come true for area kids!"

*Picture Right: Therapy staff at Dove Healthcare-West, Amanda Toscano, Laura Hurd and Louis Alix
Picture Above: Therapy staff at Dove Healthcare-South, Carrie Armstrong, Brenda Meinen, Lindsay Johnson, Karen Boutiette, and Duree Thatcher*



Creative Candy Crafts for a Cause

Dean Scanlon, husband of Dove Healthcare Nurse Bobby Scanlon, and several resident helpers have been steadily working on creating beautiful (and delicious!) sleighs made out of candy bars. The sleighs are on display and available for purchase at Dove Healthcare-South and West and Wissota Health and Regional Vent Center. All proceeds will go to the Resident Christmas Fund and the OPEIU Food Bank. We would like to thank Dean for his generosity donating the candy supplies and taking his time to make the sleighs with our residents!

Dove Healthcare - South and West are affiliated through common ownership with Orchard Hills Assisted Living, Wisconsin Health and Regional Vent Center, Rutledge Home Assisted Living & Memory Care and Transitions Rehabilitation.

Thank You Notes & Testimonials

"Dove Healthcare-West is the perfect place for someone to come when they leave the hospital. When I faced a surgery that impaired my ability to be at home, Dove Healthcare-West allowed me to receive the needs that I required. The therapy I received gave me the knowledge of what my limitations were, as well as my capabilities and potential. The teaching of life skills and working to build strength are among the reasons why the therapy department is so great. The staff members at Dove Healthcare-West are totally capable and willing to take care of whatever health challenge the residents may be working with. Their knowledge of the human body and how I could get it to work for me was great. They helped me regain my independence. Thank you for everything!"

~Connie McLendon

"I am sending this note regarding my mother and felt it necessary that you be aware of some outstanding employees at Dove Healthcare-South. Michelle was incredible! She was prompt, caring, and knowledgeable and because of her, my mother felt secure and well taken care of. Emily made it clear to Mom that she was available and willing to do whatever was needed to care for her. She was always positive and her smiling face instantly made Mom feel good. Shane, always helpful, nice, upbeat and did whatever he could for Mom. Ralph was very nice and sympathetic to Mom's needs and took very good care of her. Teresa was a sweetie and Mom loved how she took care of her. Doug, also always available, kind and took great care with Mom. Linda Rice, just a joy to be around and took special interest in Mom. Lori, helped Mom acclimate to an environment she had never been in before, explained things well, and always kept her informed on all matters, very kind and considerate of my mother and father. Duree was awesome with Mom. Mom felt very at home with her and worked well with her in therapy. Joann was very sweet and extremely helpful and always attentive. With all the different people involved in her care, everyone was pleasant. I hope I didn't leave anyone out, because everyone was great!"

~Terri Krings (daughter)