



**Stay in touch with your loved one!** Go to [www.swedenvalleymanor.com](http://www.swedenvalleymanor.com) and click on Guest Connect. We will deliver your message. This is a great way to send holiday greetings to your loved one!

## What is Family Council?

You have most likely seen the invitations we mail out requesting that you come to family council. But many of you may be wondering, "What is family council?"

Family Council is ...

- For family members and friends of those living at Sweden Valley Manor
- Run by families and friends
- A social meeting in which family members and friends seek solutions to common problems and provide encouragement and support to one another
- An avenue for family members and friends to give input into nursing home decisions
- A way to become more familiar with the long-term care system
- A time to get to know other families who are dealing with similar struggles and emotions
- Generally held monthly and consists of 5 or more family members or friends who wish to gather in an effort to improve the lives of their loved ones

- A right of families and friends who have loved ones living in a skilled nursing facility
- Highly encouraged at Sweden Valley Manor
- **IN NEED OF YOU!**



We would like to see family council become a useful resource for you. However, most people are not interested in becoming a part of something they do not fully understand.

As such, we hosted an informational session about the purpose and importance of Family Council on March 24th. If you were unable to attend the informational session, but would like to get involved in Family Council, please feel free to call Samantha or Jessica at (814)274-7610 and they will give you some information about why this group is so important.

## Volunteer Spotlight

You may know her from the community or from visiting with her Thursday mornings during "A Visit with Monica." Either way, you know that her smile, her compassion, and her talents for crafts, baking, and story-telling are priceless here at Sweden Valley Manor.

Originally from Lancaster County, Pennsylvania, Monica and her husband of 51 years, Bob, are proud to call Coudersport home. She began her volunteer work at Sweden



Monica Bowman  
and Elizabeth Castano

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### Sweden Valley Manor Management

Micki Elliott.....	Administrator
Sandy O'Neill, RN .....	Director of Nursing
Stephanie Dubots, RN .....	Asst. Director of Nursing
Carolyn Ventresca, RN.....	Staff Development Coordinator
Jessica Eskesen, MSW.....	Resident Services Coordinator
Debbie McKee .....	Activities Director
Samantha Cossman .....	Care Community Coordinator
Helen Prysak .....	Business Office Manager
Anne Davenport-Leete .....	Human Resources Coordinator
Claudia Dynda.....	Food Services Supervisor
Karen Miller, RN.....	RNAC
Lana Barth, RN.....	Restorative Nurse
Betsy Benelli, RN.....	Case Manager
Linda Hurd .....	Laundry, Housekeeping & Maintenance Supervisor
Mary Jones .....	Care Community Liaison, Exterior Marketing
Denise Proctor .....	Therapy Department Coordinator
Dr. Howard Miller.....	Medical Director

## Letter from the Administrator

Beginning January 1, 2010, therapy services covered by Medicare Part B have been limited to the following dollar amounts per calendar year:

- \$1,860.00 per calendar year for Physical and Speech Therapy (combined)
- \$1,860.00 per calendar year for Occupational Therapy

**Q:** How does this affect residents in a skilled nursing facility like Sweden Valley Manor?

**A:** Once a resident reaches the annual benefit limit, Medicare Part B will no longer pay for therapy services and the resident becomes responsible for payment if the resident or family decide to continue with therapy services.

**Q:** How would my loved one pay for continuing therapy once he or she exhausts the allowed annual benefit under Medicare Part B?

**A:** If you or your loved one chooses to continue with therapies after the annual benefit limit is met, he or she could pay for these costs privately or through any other available insurance benefits.

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Valley Manor about 10 years ago by helping with Catholic Mass and Communion. For the last three to four years, she has also graced the residents of the Manor with her laughter and friendship every Thursday morning.

When asked about her hobbies, she smiles and replies with a chuckle, "Volunteering." An active member of her church, she is also a companion to a woman in the community and volunteered with ACTS of Potter County before it closed. Furthermore, she and her husband help maintain Potter County's beauty by keeping a 2 mile stretch of North Hollow Road clean in PennDOT's Adopt-A-Highway Program.

When at Sweden Valley Manor, she enjoys singing with the residents because as she says, "They love to sing. I have no real talent for music. I can't play an instrument, but I can sing with them and that makes them happy." Her other favorite thing to do with the residents is to "simply make them laugh." Take it from us - she is very good at it!

We have some of our own favorite things about Monica. We love it when she brings current events to the residents and does it with such style. She does not just sit there and talk - she is up moving around the room, personally interacting with everyone, and using various materials to help bring the concept or event to life. We love it when she brings in homemade snacks to share not only with the residents, but also with the staff. Those snacks always relate to what she is talking about that day and never fail to be creative and delicious. We love it when she smiles and laughs - it is simply

contagious.

Ten years of volunteering have provided Monica with many special memories. She happily recalls visiting with an ailing resident while the resident was receiving Communion. "I was singing to her and she started to cry. Even though she couldn't sing along or really speak anymore, she recognized the song and knew why I was there." This heart-tugging experience has affirmed Monica's belief that music is powerful. No matter how far gone we may assume someone to be, we should never presume that they are incapable of grasping a kind word or being moved by a familiar song.

Monica has a few words of wisdom for others who volunteer or would like to volunteer in a skilled nursing facility, "No matter what relationship you have with a resident, whether you are a staff member, family member, or volunteer, you need to meet them at their level no matter what that level may be. If they are comforted by a thought or belief, even if that belief is entirely untrue, why take that comfort away from them?"

After giving so much love to her church and family (which she is proud to say consists of 17 grandchildren, 5 great-grandchildren, and 2 more great-grandchildren on the way), one would wonder how she has time and energy left to give to anyone else. But when you know Monica Bowman, you know that she considers those she volunteers with at Sweden Valley Manor to be part of her family. And nothing is more important than family!

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Letter from the Administrator



**Q:** Do the annual limits apply to Medicare Part A benefits?

**A:** No. These annual limits apply only to therapy services covered by Medicare Part B. As such, if your

loved one is currently being covered by Medicare Part A, this will not affect him or her.

**Q:** How will I know if my loved one has reached his or her annual benefit limit?

**A:** In an effort to assist our residents and families to manage their Medicare Part B coverage for therapies, we will notify the resident/representative in writing prior to meeting the limit. This will allow all parties to make an informed decision about whether or not they wish to continue with therapy.

**Q:** Will this impact my loved one's ability to receive therapies when he or she is in need of them?

**A:** The care community will continue to utilize therapy services as a means to restore each resident to their highest level of independent functioning in areas of self care, ambulation/mobility, pain management, etc. It will be important that residents and families respond as soon as possible to calls and letters pertaining to this issue so that the facility is aware of what course of action the resident/family wishes to take.

**Q:** Who should I talk to at the Manor if I have questions about how these limits will affect my loved one?

**A:** You may feel free to contact Helen Pryslak, Business Office Manager, at (814) 274-7610. We welcome the opportunity to answer your questions.

## Departmental News

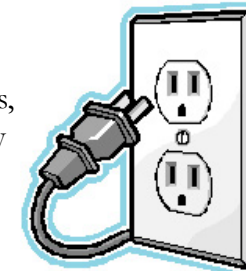
### Laundry/Housekeeping

Please remember to label all items you bring in to your loved one. If the item is dark, please see laundry personnel about labeling the item with their specialty white marker. When bringing items in, please give a staff member a note including your loved one's name, the date, and a listing of what you bring. This will be stapled to the inventory and will assist us in knowing what your loved one has in the building.

### Maintenance

All electrical items (TVs, fans, radios, etc.) must be checked by maintenance before use. Please bring the item to the nursing desk with your loved one's name on it and a staff member will write it in the maintenance log. Please note: maintenance staff are not available over the weekend.

In light of the new doors that we received in 2009, we are requesting that families and residents do not use over-the-door hooks for hanging items on doors. Please use 3M sticky tack and 3M hooks. Also, please use 3M sticky tack for hanging items on walls instead of tape as tape peels the paint off the walls.



"Kind words can be short and easy to speak, but their echoes are truly endless." ~ Mother Teresa

### Social Services

Everyone has a story; something unique that sets them apart from everybody else in the world. It could be that they played music for the president, piloted a jet, raised a Harvard professor or completed a marathon. It is the things that they are proud of and the tragedies they have triumphed over. It is what makes them special. It is their Life Story.

In an effort to have a more complete picture of our residents here at Sweden Valley Manor, we have begun collecting Life Stories. By interviewing the resident and their families we can create a dynamic picture of all the residents living here. This will assist our staff and volunteers to find commonalities and points of interest to start conversations. It will assist volunteers to reminisce with our residents about shared events. It will validate the importance of the life they have lived.

Life Story outline forms which families may fill out can be found in the Resident Services Coordinator's office. We also have a wonderful group of volunteers and employees working with our residents to complete these outlines. Please help us in completing our goal to have Life Stories of all our residents at Sweden Valley Manor. You never know who shook the hand of the president or visited all the continents, until you ask.

### Important Upcoming Events



April 18-24  
Volunteer  
Appreciation Week

May 6-12  
National Nurses Week

May 9-15  
National Nursing Home Week

May 2010 - Sweden Valley  
Manor's 25th Anniversary

Please stop by and visit our newly redecorated activity room. It's sure to bring a smile to your face!

### Activities

Our department's goal for 2010 is to expand the volunteer program. We know that many of you have talents that we would love for you to share with us. If you, a family member or a friend, have a talent or a hobby that you would like to share with others, please consider bringing it here to the residents. Talk with Debbie McKee about your time availability and let's work together to increase our number of volunteers and activities.