



Volume XXV, No. 5

2921 West First - (620) 251-5190 - Coffeyville, Kansas 67337

May 2020

Anticipating Your Return

By: Karen Wilson, London/Cambridge Activity Director

This has been a very difficult month for the residents here at Windsor Place. Not only have family members been unable to visit, but lots of musical entertainment, the Age-to-Age classroom, Boys and Girls Club, Humanities from Coffeyville Community College and local churches were also unable to spend time with us.

We chose to focus on things we were able to control. The residents were able to dye eggs, and, even though we had to cancel our annual Easter Egg Hunt for the community, the Activity Director still placed eggs throughout the dining room and limited residents entering and searching for eggs (following social distancing, of course). Later that day we had an Easter give-a-way and a staff drawing each resident received a prize. Chaplin Keith of Harry Hynes Hospice was unable to enter the building to deliver the message for Easter Sunday Service this year, but we didn't let Covid-19 stop us. Activity Directors on all units held their services with the help of their respectful residents. Everyone agreed it was a lovely and meaningful service.

I would like to thank Kenna for reading the message on (London and Cambridge Unit), And giving praise to all the wonderful residents for reciting scripture and poems and helping out with our Congregational Hymns, lead by Activity Directors on their unit, where all participated. What a amazing time shared by all!

The true meaning of Easter is the Resurrection of Jesus Christ also dying for our sins so that all obtain forgiveness and all that believe in him will have eternal life. In closing, I would like to assure all family members that your loved ones have remained actively involved. They are participating in activities of their choice while practicing social distancing. We can't wait for this all to be over and have all the joy and laughter of family and friends entering our building once more.



Coffeyville Elementary teachers and families paraded through the Windsor Place parking lots to see the Grandmas and Grandpas of Windsor Place.



Hazel Laurie showing off the coffee filter flowers that she helped make.

The Road We Travel

By: Monte Coffman, Executive Director

On April 1, Health Management of Kansas, Inc celebrated its 28th anniversary. The time has passed frighteningly fast.

In looking back, I came across an April 1992 Coffeyville Journal article regarding our entrance into town. The piece detailed our original "Five Point Approach." Here is what we said then.....

1. Improve efficiency of staff - By eliminating unnecessary paperwork and establishing new job routines for every position.
2. Retraining of nursing personnel
3. Leadership and Supervisory training
4. Stabilizing the work force - (In 1992, turnover was well over 100%. For the past 10 years, it is less than 27%).)
5. Community Involvement

In retrospect, we have stayed systematically true to that original approach. A review of our current monthly meetings calendar would support this. A review of meeting minutes and group discussions would reflect this. Our focus on this approach has allowed this organization to do and accomplish many good things during the past 28 years.

On page 11 of this edition, I have highlighted chronologically certain key events and developments during our history. But now, I would like to recognize people who have been with us for at least 20 of the 28 years.

Raymond Frost

Cindy Shearhart, Housekeeping Manager

Charlene Merriman, Business Office

Cami Hills, Registered Nurse

Diana DeMott, RA

Donna Handshumaker, RN, MDS

Kim Sjolander, Dietary

Lydia Shobe, Oxford CNA

Scott Curran

Karen Wilson, Activity Director

Fern McDaniel, London/Cambridge 2-10 Supervisor - 28 years of perfect attendance

KaLynn Showalter, LPN, MDS Coordinator

Sue Senecal, Housekeeping

Sandy Eubanks, L/C CNA

Rex Frost, Laundry

Valerie Roeder, Chelsea CNA

Myrtle Shobe, Restorative Nursing

Jacque Rooks, Age-to-Age Liason

I would also like to recognize our ownership group. The late Charles Wurth, Paul Wurth, Tom Reddy and Brian Warren have been terrific owners. They have supported our people-first philosophies and actions. They have long extended autonomy to our leadership team. Yet they have continually provided additional ideas and perspectives for operational consideration. Thank you gentlemen.

Please know, readers, we are more committed today to progress and improvements than we were even in 1992. Hard to believe but true.

Thank you for the past 28 years together!

Warmest, Regards,

Monte Coffman
Executive Director

April 1 marked the 28th anniversary of Health Management of Kansas, Inc (HMK). HMK currently operates Windsor Place, Assisted Living at Windsor Place, Windsor Place At-Home Care (WPAHC) which includes Windsor Place Telehealth, and Windsor Place at Iola.

On page 11 is a chronological time line of key events during the past 28 years:

(continued on page 11)

Virtual Visits

Helping residents stay connected to their family through technology

By: Michael Mayberry, Administrator

Now that personal visits from family members and friends are no longer taking place as the coronavirus spreads, employees at Windsor Place are using technology to keep residents connected to their loved ones.

Since the inception of our virtual visit programs—Skype, resident's smartphones, and Zoom—more than half of our residents and families have taken advantage of this service to help ease the pain of families not being able to visit in person. A Skype station has been set up in the facility's conference room, located on the London community so that residents can come in one at a time for virtual visitation. With the help of Windsor Place Telehealth, an assigned staff is able to connect residents with their family members directly from their rooms. With the help of our staff, residents are also using their smartphones to schedule their own visits through Skype, face-time, and other video outlets.

Visits through Skype, smartphones, and a tablet have allowed residents and their family members to see each other while carrying on a conversation. It's usually the youth that is associated with cutting-edge technology, but we're seeing an unlikely group of early adopters emerge—the elderly. Technology is being used to better the lives of senior citizens at Windsor Place by reducing loneliness, improving their mental health and keeping them connected with their family members. "We're making sure that residents and families have access to one another at all times to phones," Cardwell said.

Family members and others from the community are also dropping off cards, personal items, and cheerful notes and pictures. A multitude of community members have been getting involved to help ease the visitation lockdown. Area churches, flower shops, and community residents have donated flowers, roses, movies and other forms of entertainment that residents can enjoy individually. Our Activity staff continues to plan projects that respect social distancing. Facebook posts will show the many activities that we continue to offer to the residents.

For anyone who is unable to use Skype, staff members are assisting residents with calling their families, and department managers have been assigned families to contact regularly with an update on how their loved one is doing.

Thank you for your patience and understanding as we work through this situation together. We appreciate your continued support.



Irene Gittinger visiting with her daughter, **Mona**, through the window.



Margaret Hester enjoys visiting with her family through the window.

Age-to-Age News

By Jacque Rooks, Age-to-Age Liason

In every crisis, rays of sunshine seem to find their way through the gloomy clouds.

Days since the close of school have found Elders as well as Students inquiring about one another. A mother shared with us that her daughter cried as she shared her sadness of not being able see her favorite Grandma at Windsor Place. If anyone ever doubted the depth of intergenerational relationships, they can find proof in the reaction of the children and elders who have faithfully participated in the program.

Miss Chittum and myself are working together to ease the sadness created by Covid-19. Kindergarten teachers are driving by the windows at Oxford community to wave and show their love and support for the residents. Miss Chittum has e-mailed students a way to get me cards from the students to be distributed. I, in turn am doing two art sessions with the Grandmas and Grandpas to make cards to be sent to students. Cheryl Brown and Karen Wilson will be assisting me in this project. More creative ways of keeping students from Age-to-Age connected to the Grandmas and Grandpas in these trying times will be coming soon.

Again, we thank everyone from the families of Elders, Elders, students, staff and the community for their continued support of the Age-to-Age program.

Our favorite daily good-bye song has taken on a special meaning in these days, "Until We Meet Again"!!!

Stay safe and cherish the love we have for one another.



Susan Moore making a card to send to the Age-to-Age kindergartners.



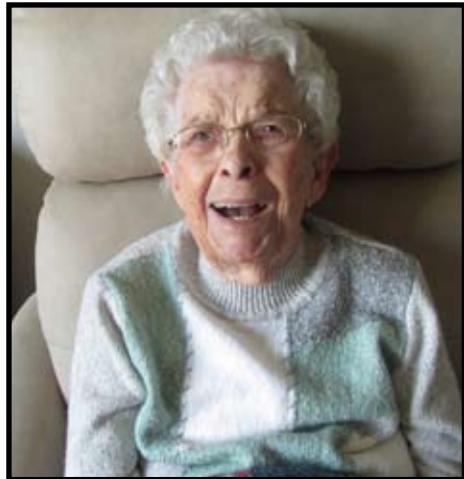
Barbara Frazier showing off her talent as she paints a picture frame.



Dean Demott playing a game of Solitaire.



Maxine Butler blowing bubbles in the fresh air of the courtyard.

FEATURED RESIDENT**MARY CARTER**

By: Karen Wilson, London/Cambridge Activity Director

The Featured Resident for May 2020, is Mary Carter.

Mary was born February 20, 1922 in Rural Havana, Kansas to Owen and Stella Wennihan. Mary was the oldest of four born to this union. Mary has one sibling Gertrude who resides in Independence, Kansas that still living. She attended and graduated school from Havana and continued her education at Coffeyville Community College where she received her degree in Nursing.

Mary married Harold Carter on December 27, 1941. They had three children: Joan, Linda and Larry. Mary worked as a teacher in a one room school for three years. She was the last teacher at Sunnyside School which has since moved to the Little House on the Prairie. Mary's favorite things include watching birds and being with family. She said she love her family very dearly. Mary enjoy listening to gospel music and attending social and special events

Congratulations, Mary, for being chosen Feature Resident, for May 2020!

**COMMUNITY MEMBERS
CELEBRATING BIRTHDAYS
THIS MONTH**

John Hale	05/04
Georgia Broadwell	05/09
Sharon Russell	05/16
Shirley Verd	05/28

In Loving Memory

Joann Corser
Dee Burton
Maurine Hearson
William Toliver

**NEW RESIDENTS TO
THE COMMUNITY**

Ethel Currier
David Rhodes
Rosalie Smith
Laverne Schiebert
Carol Eli
Larry Conger
Julie Agosto
Carolyn Dupre
Jim Cook
Susan Burdett
Daniel Rae
Robert Esch

MOVED OUT OF THE COMMUNITY

Helen Garner
Sharon Whited
Carol Eli
Elizabeth Barg
Rosalie Smith
Alfred Buffington
Margaret Bird

STAFF MEMBERS CELEBRATING BIRTHDAYS THIS MONTH

Niki Hafner	05/03
Albert Pate	05/06
Paige Hanna	05/07
Mackenzie Sunday	05/08
Karen Gavrilys	05/20
Eva Myers	05/21
Cami Hills	05/22
Ruth Spirgen	05/23
Kari Bachman	05/24
KaLynn Showalter	05/24
Rhonda Jaimez	05/24
Lilli Greenfield	05/25
Jory Pearson	05/29
Megan Pierce	05/30
Ashton Branstetter	05/31

EMPLOYEES CELEBRATING ANNIVERSARIES THIS MONTH

	(# of years employed)		(# of years employed)
Jason Bell	1	Paula Page	4
Tracy Christian	1	Erin Holeman	5
Brittany Lay	1	Melissa Preston	6
Jessica Stapleton	1	Alice Hite	7
Honesty Trussell	1	Niki Hafner	11
Shequetta Dean	2	Anthony Vernon	12
Meagan Hizey	2	Janet Fosnight	15
Sarah Reichert	2	Sandy Eubanks	21
Carole Cottrell	3	Fern McDaniel	28
Phyllis Harmon	4		



Delores Johnson showing off the eggs she found during the Easter Egg Hunt.



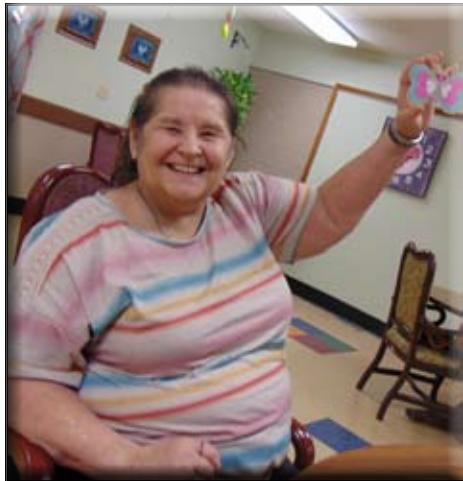
Skipper O'Connor enjoying the Easter Egg Hunt.



Connie Smart reading during Easter service.



Marcia Abell showing off her coffee filter flower.



Kathleen Matlock showing off the wind catcher she made.

Dean Demott working on a card to send to the Age-to-Age kindergartners.



Tammie James enjoys craft time.

Ethel Currier gets some fresh air on the patio.



Rita and Susan Rinkenbaugh enjoy a stroll around the court yard.

Frances Long reading scripture during Easter service.

News from Assisted Living

By Sonia Larimore, Assisted Living Manager

When the world we live in changes, our responses and activities must change to meet the newly identified set of needs and guidelines. Our activity directors make many plans usually weeks in advance. Sometimes, like in the last few weeks, those plans got tossed into file 13. The Activity Directors then quickly develop new ways to spice up our activity programming. This results with laughter and meeting the increasing emotional needs of the residents for during these unsettling times.

There are many benefits of living in large city. There are many choices for fitness, health care, housing and dining. Everything is in extremely close proximity including amazing places to eat. Then there are the parks and zoos.

Living in a small town, there are similar benefits. Great places to eat, a zoo, parks, choices for fitness and healthcare. My favorite part of our community is the people. I have seen the quick and mighty responses ranging from an identified need of food or a repair that had been listed on face book to a call of encouragement from another community member.

During our current circumstances of restricting all visitors, our local community has reached out before we could even identify needs. They have sent cards and tokens to our residents and staff. Families and friends have continued to let our team know how thankful they are for the care we continue to give their loved ones and friends during these times.

My team has been extremely diligent to remain focused on the care that they give daily. However, we have also increased our focus on their mental well being. I am extremely proud of our team.

I truly believe there will be many great changes in the delivery of senior care in the months to come as a result of long term care being mandated immediately to do business differently. The changes, I believe, will enable long term care teams to deliver a higher level of quality service in a more efficient manner in a way which is most beneficial for our elders.

The old adage of making lemonade out of lemons comes to mind. My mom's favorite saying is, "There is always something to be thankful for". I am very thankful to be living and working in our small home town of Coffeyville, Kansas.



Marvin Long and Don Shira taste testing the homemade bread they made.



Jodi Summers showing off the Easter basket she received from staff.



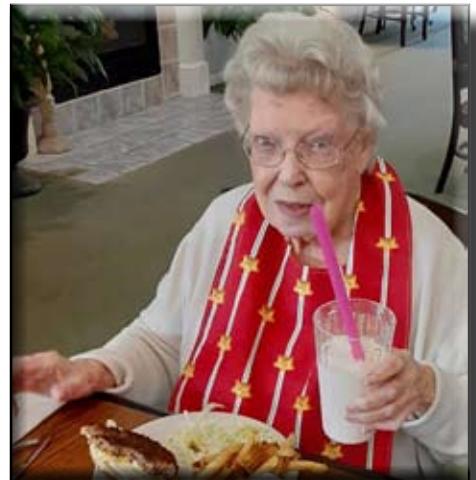
Exercising the social distancing way!



Assisted Living Community Members show support for staff.



Jerry Glascock plays a round of pin the tail on the donkey!



Rose Burrows says thank you Lannings Downtown Grill for the awesome cheeseburgers.



Phyllis Shivers celebrates her birthday.



Marvin Long hoping to break the piñata.

Resident Quotes

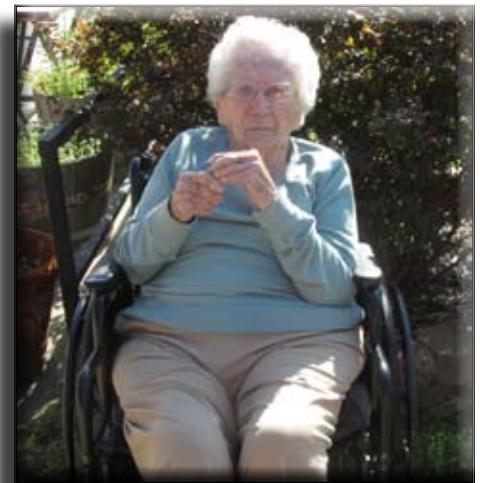
“WHAT DO YOU MISS THE MOST BECAUSE OF SOCIAL DISTANCING?”

Collected By: Cheryl Brown, Karen Wilson and Amanda Landsaw

- | | | | |
|----------------------|---|-----------------------|---|
| Marcia Abell..... | I miss going outside on the front porch and watching the hummingbirds. I miss seeing my mama and going on scrolls around the block. | Mary Fricke..... | I miss my husband and children. |
| Linda Beever..... | I miss my visitors coming in to see me. I did get a chance to see Linda Lee and Pastor Mark through the window, but it is not the same. | Bertha Grover..... | I miss being with my family and going to church. |
| | Delores Johnson.I miss my family and friends coming inside to visit with me. | Kathleen Matlock..... | I miss doing big group activities like kickball. |
| Tammy James..... | I miss seeing Ed and him getting to play bingo with me. I also miss going outside on the front porch. | Mary Donahey..... | I miss my sons. |
| Dorothy Hugo..... | I miss my family coming in to visit with me and give me hugs. Although, I do get a chance to video chat with them several times a week, it is still not the same. | Norma Derringer..... | I miss seeing my kids and granddaughter. |
| Ethel Currier..... | I miss my family visiting. | Frances Long..... | I miss the entertainment coming in and playing cards with my friends. |
| Margaret Hester..... | Sitting with all my friends at the dinner table. | Maxine Dale..... | My son used to visit me once a month from Oklahoma City. |
| | | Hazel Laurie..... | I miss going out to eat. |
| | | Lori Johns. | I miss being able to sit close to my friends. |
| | | Maxine Butler..... | I miss my kids and friends. |
| | | Cheryl Blackburn..... | I miss going out with my friends. |
| | | Helen Sumpter..... | I miss my friend, pastor and daughter coming to visit. |
| | | Faith Carinder..... | My kids visiting and my weekend rides. |



Margaret Hester and Mary Atkinson participate in scripture reading during Easter service.



Eva Traxson looking on during trivia in the court yard.

(continued from page 2)

- 1992 - Windsor Place began operations in April. Mission and vision established.
- 1993 - Winston, our first Alzheimer's care community, was opened. Hospice program, Day Care, and Weekend Meals on Wheels programs were implemented.
- 1994 - Medicare certification obtained for skilled care and rehabilitation services. Converted 2 licensed facilities (Oxford Place & Windsor Place) into one.
- 1995 - Access care community medical transportation program. Chelsea, our second Alzheimer's care community, opened; 2 labor unions decertified.
- 1996 - Our Home and Community Based services started operations when Gov. Graves privatized SRS's in-home services program.
- 1997 - Our first Assisted Living facility opened when we converted a 12 unit apartment building.
- 1998 - Dialysis transportation started, Eden Alternative registration obtained. Research relationship formed with KU.
- 1999 - Long-term Care Leadership course developed with Coffeyville Community College.
- 2000 - 71-bed Iola Skilled nursing facility purchased and new 32-unit Assisted Living facility constructed at 2904 W 8th Street.
- 2001 - New 32-unit Assisted Living facility opened with full census.
- 2002 - Buffet-style dining implemented in the nursing center. We were the recipient of KDOA's first ever PEAK award.
- 2003 - Interactive Television (ITV) with KU Medical Center consultations and education, Nautilus Weight Program for seniors, Parkinson Support Group formed. Recipient of KDOA's PEAK award for 2nd year in a row - the only facility in Kansas to be recognized two years in a row. (2002 and 2003 were the only years we submitted an application.)
- 2004 - Home Care expanded into eight Northeast Kansas counties with the establishment of an office in Baldwin City.
- 2005 - Modifications made to the 1997 Assisted Living Facility expanding it from 12 to 14 units.
- 2006 - New research study conducted with the University of Kansas Medical Center. Wireless Nurse Call System added to Coffeyville and Iola facilities to deinstitutionalize the nursing center. Remodeling project started at Iola facility.
- 2007 - Started a Home Telehealth pilot project in partnership with KDOA. Iola remodel complete. Paperless charting for nursing implemented in Coffeyville and Iola nursing facilities.
- 2008 - Year 2 Home telehealth pilot grant is expanded. Independence nursing facility opened September 4. Age-to-Age Kindergarten classroom started August 26 in collaboration with USD 445.
- 2009 - On campus ARNP program started May 18. Telehealth pilot grant extended for the third year by KDOA. Second year of Age-to-Age started August 27.
- 2010 - Both nursing facilities achieve CMS's 5-star rating designation. Home Care operations grow 40% this year. Iola Age-to-Age started in August; Purchased First National Bank building for business office.
- 2011 - Windsor Place at Independence ceases operations with sale of facility. Telehealth is expanded with partnerships including KDOA & Sedgwick County Department on Aging.
- 2012 - Planning, preparation and development of a planned, short-stay recovery program in Coffeyville.
- 2013 - Opened new short-stay recovery program named, "Home N Sight", on January 1, 2013 in Coffeyville.
- 2014 - Opened new Home Care office in Kansas City in response to demand. Started telehealth pilot with United Healthcare for persons on the HCBS Physically Disabled waiver.
- 2015 - Extend into partnership discussions with Kansas Heart and Stroke Collaboration for remote patient monitoring tele-health services.
- 2016 - Opened new Home Care office in Southwest Kansas due to demand. Entered into partnership with Kansas Heart and Stroke Collaboration to provide chronic care coaching.
- 2017 - Developed a chronic care coaching telehealth station for Medicaid home care consumers.
- 2018 - Started development work on a telehealth solution for persons with behavioral and co-occurring chronic disease conditions.
- 2019 - Working with Dartmouth's Tufts School of Business on a wearable respiratory device.

During my first day on the job, April 1, 1992, I asked secretary Patti Moses how many administrators she had worked for during her time. She came back 10 minutes later with a list of 29 names in 18 years. When I speak at conferences, one of my main points is for leaders to stay put and make a difference where they are. Too many frequent changes will produce only chaos and disillusionment.

Thank you for allowing us to serve you and your family these past 28 years. You have been a blessing to us. We hope to have also blessed you in some way.

Monte Coffman

Windsor Place
104 West 8th St
Coffeyville, KS 67337

Return Service Requested

“Recognizing that all life is precious, we will diligently serve the needs of each who enter here in a dignified manner.”

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Page 12

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May 2020



Connie Smart, Irene Gittenger and nurse, Tereasa Laymon, enjoy some time outside during reminiscence.

“Unbecoming” a Nursing Home!!.....www.windsorplace.net

Mailing List

The *Town Crier* is mailed free of charge to the volunteers, families and friends of Windsor Place. If you know of someone who is interested in receiving our newsletter by mail or e-mail, please feel free to offer this mailing list form to them.

Mailing List Form

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Send completed form to Windsor Place in care of the Newsletter Department. Please report any address changes to the same address.