

The Leading Edge

A quarterly newsletter of COVENANT METHODIST SENIOR SERVICES, a strategic alliance of United Methodist Homes & Services and Covenant Retirement Communities.

President's Message: *Can I Get Some Customer Service Here?*

When you experience incredible customer service, it feels magical, doesn't it? All organizations strive for excellent customer service, so why is it then that everyone we encounter has a tale to tell us about some company's colossal blunder? I suppose because the stories are often too fantastic to be true and that makes for interesting fare.

At CMSS, we make our share of mistakes but we learn from those mistakes. By correcting our weaknesses, we come closer to our goal of providing services worth retelling because the encounter was extraordinarily favorable.

Among the values declared in our Mission and Values Statement (a beautiful document in my opinion) are the following two statements:

1) Our daily interactions with clients, staff, families, volunteers and

community members will affirm the value of each person, whom we will treat with dignity and respect.

2) We manage our human and material resources ethically, with creativity and vision, employing best practices and always mindful of changing needs and environments in our capacity to serve.

These are words by which we at CMSS live by every day.

Some of the best examples of this are found in the most benign encounters. This summer our Home Maintenance staff installed digital converter boxes free of charge when the conversion to digital television took place. I was also heartened recently to hear that a staff person placed a city sticker on the windshield of a client's car who did not have the dexterity to do it himself. Or when a staff person picked-up one of our independent residents after a hospital stay on her own time in her own car and helped the resident settle into their apartment – it was after the service hours of the CMSS van and the resident did not want to stay another night in the hospital. Or recently when staff members from our therapy, maintenance and nursing departments worked together to arrange for a resident to watch part of the Air & Water show from the 5th floor rooftop balcony accompanied by a CNA.

And when people call us with problems they are trying to resolve and we do not have the solution to



William A. Lowe
President & C.E.O.

their need, we always take the time to connect them with other resources in the area. CMSS is committed to being the best possible advocate for seniors in our community.

By doing the little extras it inspires us all to get the big things right. In "doing well by doing good" we have been able to continue to be an important resource for older adults on the north side of Chicago for over a century – a tradition we will continue for many years to come.

Now, let me tell you how long I was on hold yesterday ...

Bill

William A. Lowe
President and C. E. O.
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Rehab at 1415 A Holistic Approach to Healing



New rehab suite at Rehab at 1415

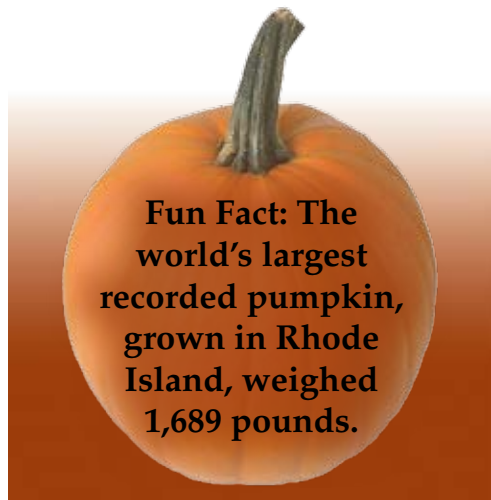
Recent visitors to the first floor of The Methodist Home are sure to have noticed some changes and increased activity. These changes are the result of “Rehab at 1415,” the Methodist Home’s newly redeveloped Orthopedic Rehabilitation Center. Rehab at 1415 was designed to provide a holistic approach to healing, enabling individuals to return home from rehab as quickly as possible.

The redesigned and improved first floor provides orthopedic rehab residents with a warm and home-like environment. The staff of Rehab at 1415 has completed extensive Orthopedic Care Training, ensuring highly skilled and comprehensive resident care, while on-site physical and occupational therapists create customized therapy goals for each orthopedic rehab resident. The goal is to deliver person-centered care that meets the residents’ needs throughout their recovery.

Covenant Methodist Senior Services is excited to welcome Rehab at 1415 to its continuum of care which also includes, skilled nursing, long-term care, assisted living, respite care, home care, home maintenance, affordable housing and day care – all of which have the coveted endorsement of the Commission on Accreditation of Rehabilitation Facilities (CARF). ▶

Pumpkin It’s Not Just for Pies

Pumpkin is one of those vegetables that is emblematic of fall. And yet, despite its versatility, the only way it usually gets to our tables is in pies. Since it keeps for up to 6 months whole or for years in a can, pumpkin can be a year-round addition to our diets. It is an easy substitute in any recipe that calls for squash — from soup to bread to cheesecake.



Not only is pumpkin loaded with vitamin A and antioxidant carotenoids, it’s a good source of vitamins C, K, and E, and lots of minerals, including magnesium, potassium, and iron.

Pumpkin seeds are also a healthy snack. When toasted they are delicious, loaded with minerals and seem to have an anti-inflammatory effect. Pumpkin seeds may even help promote prostate health and protect against osteoporosis. ●

Got Snow? ❄️ ❄️ ❄️ Proceed With Caution

Clearing snow from your driveway and sidewalks can be physically challenging and dangerous work, so you need to take proper health and safety precautions. According to the American Academy of Orthopaedic Surgeons,

the improper use of snow removal equipment combined with performing unfamiliar exercises increases the likelihood of injuries to the back, shoulders and wrists. It may be especially dangerous for people who do not regularly exercise.

In 2007, more than 118,000 people were treated in U.S. hospital emergency rooms, doctors’ offices, clinics and other medical facilities for injuries suffered while shoveling or doing other types of snow and ice removal. That same year, there were 15,000 snow blower-related injuries.

United Methodist Senior Home Maintenance recently added snow and ice removal to its list of services offered to seniors. For more information and a free estimate, please call our office at (773) 769-9000. ❄️



Flu Season is Here Protect Yourself

The best way to prevent the flu is by getting a seasonal flu vaccination each year. The seasonal flu vaccine protects against the flu viruses that research suggests will be most common. Flu antiviral drugs can make flu symptoms milder and make you feel better faster. They may also prevent serious flu complications.

Every year in the United States, on average:

- 5% to 20% of the population get the flu;
- More than 200,000 people are hospitalized from flu complications, including 20,000 children; and
- About 36,000 people die from flu.

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Flu Season is Here *continued*

People at greatest risk for flu and who should get vaccinated each year are:

- Children 6 months through 18 years of age,
- Pregnant women,
- People 50 years of age and older,
- People of any age with certain chronic medical conditions,
- People who live in nursing homes and other long-term care facilities, and
- People who live with or care for those at high risk for complications from flu.

The seasonal flu vaccine will not protect you against the new H1N1 (swine flu). A new vaccine against H1N1 is being produced and will be available in the coming months as an option for prevention of H1N1 infection.

Talk to your doctor or visit the CDC website (www.cdc.gov/h1n1flu) to find out what to do if you get sick with the flu and how to care for someone at home who is sick with the flu. +

Team CMSS at the 2009 Memory Walk



Team CMSS walkers: (L-R): Mandy Monroe, Michael Lasic, Janette Foley, Melissa Mueller (kneeling), Edna Tekle, Erica and Evelyn Wyatt, Jim Zoros and Peter Joly (back), Tricia Mullin, Josh Garcia, and Stephanie Herro.

Covenant Methodist Senior Services joined thousands of walkers in the September 13, 2009 Chicago Memory Walk in support of the Alzheimer's Association - Greater Illinois Chapter. Team CMSS exceeded its goal by raising

more than \$5,600 in donations. The Alzheimer's Association Memory Walk® is the nation's largest event to raise awareness and funds for Alzheimer's care, support and research.

The "Team" could not have achieved such wonderful results without your generosity and spirit of giving. Team CMSS thanks you, on behalf of the people, the families and the staff we support, through our mission of caring for those throughout the aging process.

Together we unite for the cause and each other.

See you next year.

Sincerely,

Tricia Mullin
& Team CMSS

November is Alzheimer's Awareness Month. Join us in honoring the 5.3 million Americans who are living with Alzheimer's and the millions of family members and friends who care for them. ★

From the CMSS Mailbag

"You have made me confident that when I go home I will be the independent person I was before the surgery. I didn't know what to expect coming to a rehabilitation facility. The moment I arrived I felt at ease and was very happy and surprised that I had a private room. The care and concern and attention that I received was very much appreciated. It definitely added to making my healing process a success. Thank you for all you have done."

S.A. Orthopedic Rehab Patient

"I have found a family like atmosphere here. My family drops in just as they did in my house on Spaulding Ave. We have celebrated Christmas right here and I didn't even have to cook! We are small enough in number so we learn to know fellow residents as well as staff. The meals are prepared in our kitchen, are served nicely and are very good tasting. People should know that they would find this place attractive and secure with well trained attendants who are also very caring. Fellow residents are caring and friendly as well. It was hard to leave my house but I have been freed of the responsibility of home ownership and am grateful to have found a home at the Covenant Home of Chicago."

Jeanette Anderson, 3-year Covenant Home Resident



COVENANT METHODIST SENIOR SERVICES

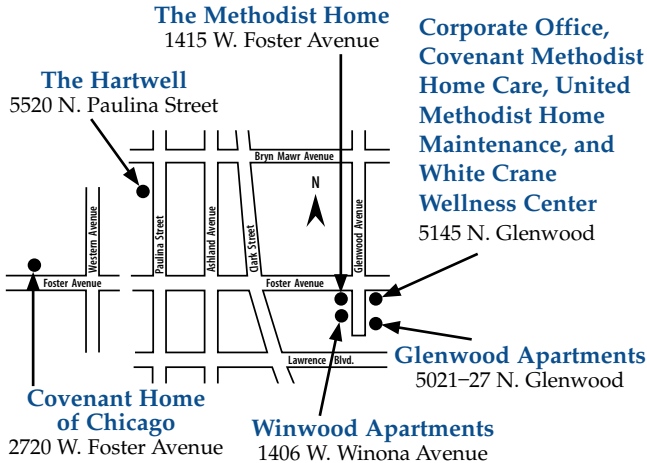
Uniting centuries of service to seniors

COVENANT METHODIST SENIOR SERVICES

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1415 W. Foster Avenue
Chicago, Illinois 60640-2288

Covenant Methodist Senior Services is a strategic alliance of United Methodist Homes & Services and Covenant Retirement Communities.



Main Phone: (773) 769-5500

www.cmsschicago.org



Accredited by CARF as an aging services network.



The Methodist Home

Telephone: (773) 769-5500

- ❖ Rehabilitation and subacute center
- ❖ Skilled nursing and long term care
- ❖ Specialized dementia and Alzheimer's care

The Hartwell

Telephone: (773) 275-2400

- ❖ Memory support assisted living

Covenant Home of Chicago

Telephone: (773) 506-6900

- ❖ Customized assisted living

Covenant Methodist Home Care

Telephone: (773) 769-5270

- ❖ Personalized home care services

United Methodist Senior Home Maintenance

Telephone: (773) 769-9000

- ❖ Home repairs and improvement

Winwood & Glenwood Apartments

Telephone: (773) 769-5500

- ❖ Affordable housing for seniors with low incomes

Collaborative Services

White Crane Adult Day Wellness

Telephone: (773) 271-9001

- ❖ Adult day wellness program

CRC does not discriminate pursuant to the Fair Housing Act subject to any exemptions that may apply.

Community Events

Alzheimer's & Dementia Family Support Group

First Wednesday of every month, 5:00 P.M. – 6:00 P.M.

The Hartwell, 5520 N. Paulina, Chicago

For reservations, please call The Hartwell at (773) 275-2400.

Cost: Free!

Healthy Aging Workshop

First Friday of every month, 9:30 A.M. – 10:30 A.M.

Covenant Home of Chicago, 2720 W. Foster, Chicago

For more information, please call (773) 506-6900.

Alzheimer's Awareness Seminar

Wednesday, November 4, 2009, 6:00 P.M. – 7:00 P.M.

Covenant Home of Chicago, 2720 W. Foster, Chicago

For more information, please call (773) 506-6900.

Holiday Bazaar

Tuesday, November 17, 2009, 3:00 P.M. – 6:00 P.M.

Covenant Home of Chicago, 2720 W. Foster, Chicago

For more information, please call (773) 506-6900.

1415 CLUB: A Social Gathering for Neighborhood Seniors

Wednesday, December 2, 2009, 2:00 P.M. – 4:00 P.M.

The Methodist Home, 1415 W. Foster, Chicago

For reservations, please call (773) 769-5500. Cost: \$5.00.