

# ENCORE

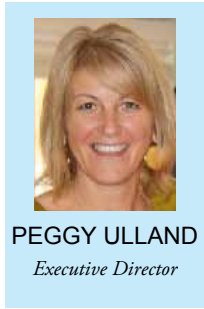
# View

## ENCORE SENIOR VILLAGE NEWSLETTER

16621 N. 38th Street | Phoenix, Arizona 85032

call 602-787-0800 | web [www.encoresl.com/paradisevalley](http://www.encoresl.com/paradisevalley)

MANAGED BY ENCORE SENIOR LIVING



PEGGY ULLAND  
Executive Director

## Respect and Dignity

Those two words should be a part of our daily vocabulary, echoing throughout our routine as we carry out our services and duties. We should always remember the client is first and foremost, and we have a responsibility to treat the client with respect and dignity. The definition for respect is to “feel or show honor or esteem, or hold in high regard.” The word dignity means, “The quality of being worthy of esteem and honor.”

We recognize that each of the residents, families and clients we serve are someone special and that they have made significant contributions to the world. Respect and dignity is to show love, kindness and tolerance to all. These two words are the necessary building blocks in making us better caregivers. So once again, let us strive to be the best by giving care

with respect and dignity.

*On a personal note,* I’m very excited to announce that Kim Koppert, former Life Enrichment Coordinator, has agreed to take the position as Internal Community Relations Coordinator for Paradise Valley and Encore Senior Village at Peoria. (Please see Marketing Corner) We wish Kim all the luck and support in her new adventure.

Stephanie Muhlbach will be taking on the role as LEC. Stephanie has been trained under Kim and will be continuing to manage and provide fun and enjoyable activities for our residents. Best of luck, Stephanie! We are so pleased to have you as a part of our Team.

Happy Mother’s Day to all you moms out there Sunday, May 8th and Happy Father’s Day to all you Dad’s Sunday, June 19th.

*Respectfully,  
Peggy Ulland*

MAY/JUNE  
2011 EDITION

## Upcoming events

Heard Museum  
May 9th

Elephant Bar  
Luncheon  
May 23rd

Ultimate Escape at  
the Movies  
June 6th

Celebration of Life  
June 11th

AZ Science  
Museum  
June 13th

Father’s Day at  
AZCAF Musuem  
June 23rd

Breakfast Club  
Every Tues and  
Weds during  
May and June

### Inside this Issue

### Mother’s Day Baskets! Lunch-N-Learn

At Encore, our nationally-recognized REDISCOVERY™ program is an innovative and progressive approach to the care of Alzheimer’s disease and related memory care.

[www.encoresl.com](http://www.encoresl.com)

Rediscovery™  
COMMUNITY

## RESIDENT BIRTHDAYS

### May

Anne F. ~ 25th  
Shirley L. ~27th

### June

Ann W. ~4th  
Margaret R. ~7th  
Lester M. ~11th  
Willena R. ~14th  
Mary C. ~15th  
Leroy K. ~16th  
Ruth G. ~30th

## EMPLOYEE BIRTHDAYS

### May

Nafie S. ~7th  
Kimberly H. ~16th  
Carol D. ~26th  
Asuncion F. ~30th  
Veronica M. ~30th

### June

Joshua S. ~2nd  
Nonette M. ~2nd  
Kim K. ~3rd  
Sabrina J. ~4th  
Alma E. ~23rd  
Natasha M. ~24th  
Pat D. ~27th  
Tess T. ~30th  
Violeta S. ~30th

## STAFF ANNIVERSARIES

### May

Cauleen R. 10 yrs  
Victoria C. 9 yrs  
Kim K. 6 yrs  
Sisko B. 5 yrs  
Jenny A. 2 yrs  
Juanita V. 1 yr

### June

Margaret W. 3 yrs  
Mercy N. 2 yrs  
Satta B. 1 yr  
Gina L. 1 yr

## LEC Corner

### Making the Most of Your Visit

Sun-downing is a common problem with evening visits, but it shouldn't discourage you. In the common areas of the cottages you will find a variety of resources to maximize the quality of your visit, regardless of what time you drop in. Our Activities Bulletin Board is the best place to start; there you will find our larger daily activities calendar and a smaller calendar of that week's special events. Your participation in our activities is always greatly encouraged. Another set of great resources in our daily activity packets located in the kitchen. The daily activity packets are loaded with puzzles, trivia, holiday specials and the daily chronicles which are a great tool for reminiscing.

### Ambassador Outings

Visiting Turf Paradise in April was a huge success! Our residents really enjoyed seeing the race and getting to meet the winner in the "Winners Circle," I can't wait to do this event again when the weather cools back down in the late fall. I am really excited to present the upcoming Ambassador Outings for May and June! In addition to our weekly breakfast club, in May we have a special trip planned to the Heard Museum for a new art exhibit. The exhibit is "Something Old, Something New: Nothing Borrowed." It features various visual works of art newly acquired by the Heard Museum including different pieces from two artists who are mother and daughter. We are also going to have more luncheons at the Elephant Bar. It was such a wonderful experience for all who went. They enjoyed the décor of the restaurant almost as much as they enjoyed the cuisine! In June, it is Ultimate Escape at the movies! We will enjoy a great lunch during a movie in a plush seat at the Epic Theaters in Scottsdale Quarter. Mid June we are going to the Arizona Science Museum and in late June we are going back to the Arizona Commemorative Airforce Museum, where we went in March for the Big Band Dance.



## Fun at Encore



At The Elephant Bar



Girl Scout Daisy Troop Valentine's Day surprize!

## Ambassador Outings

### Breakfast Club

Every Wednesday & Thursday @ 8:00 a.m. \$25.00 per person.

### Coming Soon!

In July ~ Make-over Window Shopping Trip. Times are TBA

In August ~ Trip to the Casino. Times are TBA.

## Mother's Day Baskets!!

### Special Mother's Day Packages:

We know it's hard to shop for the woman who has everything! This year we're offering a few suggestions.

#### Pamper Me Basket:

One Bright and Cheerful Bath Sheet with a comforting scented lotion \$20.00



#### Pamper Me Basket With Flowers:



Add a Beautiful Vase of Flowers to that bright and cheerful bath sheet and lotion set. Additional charge: \$30.00

#### Musical Water Globe Gift Package:

Personalized Water Globe that plays "Fur Elise" \$100.00





## a note from our president

### The Value Of YOU

In our economic climate, consumers want their dollars to go further. They want to know that what they are receiving or purchasing has value.

So what is value? Value has many definitions and connotations.

val•ue (noun) 1: a fair return or equivalent in goods, services, or money for something exchanged; 2: the monetary worth of something; 3: relative worth, utility, or importance

val•ue (transitive verb) 1: a: to estimate or assign the monetary worth of; b: to rate or scale in usefulness, importance, or general worth; 2: to consider or rate highly

value is a brand. Value is something people believe they deserve. As a manager of senior living communities, I know that our residents deserve all of the care and services we provide. What we provide on a daily basis in its own way, is a measure of worth and importance to each and every resident we serve.

How do we provide value to our residents? Each and every day with actions and words. We find out each and every resident's needs, concerns and situation and we care about finding the right solution for them. We value their individuality. We provide programs, services and care that allows for every person to feel valued and cared for.

PETER MUHLBACH  
*President, Encore Senior Living*

## WELCOME NEW RESIDENTS

Joe R. \* Mary R. \* Pat M. \* Larry S. \* Mildred P.  
Warren L. \* Harriet P. \* Lester M. \* Frances K.  
Donald G. \* Mary Ann M. \* Kay L.

## Health News

### A note from Cauleen: *Bone Health*

The simple fact is that women can lose up to 20% of their bone mass in the first 5 to 7 years after menopause. It doesn't happen all at once, but progresses gradually, leaving your bones thinner and weaker as you grow older.

As most of you are aware, fractured hips are something that all our residents are prone to due to their unstable gait and with their increased confusion, they don't remember safety issues. Often times, a fractured hip is the beginning of a steep decline, so prevention is certainly the best route to go.

Many of the women here at Encore are on either Fosamax or Boniva, and oral weekly or monthly medication for osteoporosis. Both of these medications are expensive, running \$1200 a year. They also have very strict dosing instructions, such as they must be swallowed

whole, the resident must sit or stand for 1 hour after taking medication, they must be taken on an empty stomach, etc. For our residents, this becomes impossible as sometimes medications have to be crushed for the residents to be able to take them, they don't remember they need to sit or stand for an hour, and if there's food around, they will eat it.

Bone loss can now be treated with Reclast, a once-yearly intravenous medication for osteoporosis. Reclast is just like Fosamax, Actenol and Boniva, but is dosed once a year. Reclast bypasses the stomach to go directly through the bloodstream to the bones. The benefits of Reclast last for a year. If you are interested in having your loved one receive Reclast, please feel free to contact me and I will get started on the paperwork. Let's work together to keep our residents as safe from fractures as we possibly can by starting on the inside!

## Marketing

Kim Koppert and Marcia Farrell have joined together for our Encore Marketing Team. Kim is responsible for “inside” marketing at both Encore Senior Village at Peoria and Paradise Valley. Marcia is responsible for “outside” marketing also at both communities.



Marcia came to Encore in 2005 and did both internal and external community relations for our Paradise Valley Community. Marcia is pleased to be teaming with Kim with whom she has worked with for over 5 years. She is excited to have the opportunity to use her previous experience as a teacher to educate referral sources in the Phoenix Metropolitan Area regarding the benefits of Encore Specialized Memory Care, while doing external community relations for both the Paradise Valley and Peoria Encore Senior Villages.

Kim has worked for Encore since May of 2005. She started out as the Business Office Manager at our Paradise Valley Community where she enjoyed meeting the families. Shortly thereafter, she became the Life Enrichment Coordinator. Kim has always been very passionate and caring towards her residents and families. She has truly enjoyed planning activities and special events that were meaningful to all the residents. Kim is very happy to have this opportunity to meet the families under different circumstances – prior to the move and during the decision making process.

Welcome Kim and Marcia!

## Support Group

We encourage you to join us in the Support Group sessions. Meeting times are under review. Please contact Sabrina to RSVP.

*Support Groups are held in the Activity Room!*

**MAY 19TH**

**JUNE 16TH**

## Lunch-N-Learn

### Lunch & Learn Education Program

We have initiated our Lunch & Learn Educational Series. Previous speakers included Lori Waldberg on “Alzheimer’s Communication” and Christopher Lutzel on “How to Apply for VA Benefits.” We are happy to announce this series will be a monthly program at both Encore Peoria and Encore Paradise Valley.

*Some future topics will include:*

**Understanding the Journey of Dementia**

**Health Risks for the Caregiver SelfCare/Who Me?**

**Mental Health Power of Attorney**

**Memory Screening**

**Engage your Brain**

If there’s a topic you would like to see on the list, please contact Kim. Flyers of our Lunch & Learn Educational Series will be mailed. Please make sure to R.S.V.P. to Kim (cell 623-734-0785) to reserve your seat. We look forward to seeing you at an upcoming Lunch & Learn.

## In Loving Memory

JOANNE O. ~ EMMA B.

RUTH R. ~ LUCIA A. ~ JOAN R.

DOROTHY G. ~ LOUSIE S.

EVANTHIA P. ~ MILLIE D. ~ DORIS N.

## Caregiver Corner

### A Round Of Applause!

A special congratulations to Sandra Darden on the completion of your degree from Kaplan University. Sandra has been a caregiver at Encore since September 2007 and is now a Certified Respiratory Therapist.



### Thank You for Thinking Of US

As a valued member of our family, you are very special to us. We truly appreciate your trust and confidence, and there's no better compliment than when you tell others about Encore Senior Village.

I am sure you remember the days when caring for your loved one meant that finding time to relax and take care of things in your own life often had to wait. And perhaps you know friends and or family that need a break or respite now. We want to help. Our "Help a Friend" Program enables families to refer a safe, secure and home-like setting to other families coping with Alzheimer's disease or dementia. With convenient Refer a Friend cards (ask your Marketing department), you can share with friends and family the support and care they need.

Ask the Executive Director for more details on this program. And look for a flyer detailing our "Help a Friend" program in your mailbox.

CALL OUR TOLL-FREE MESSAGE LINE TO SHARE COMMENTS AND CONCERNS. 1-888-261-6345

### OTHER MEMBERS OF THE ENCORE FAMILY.....

Calaroga Terrace Portland, Oregon 503-234-8271	602-787-0800 Encore Senior Village Peoria	Sierra Vista Victorville, California 760-243-2271
Canyon Hills Club Anaheim Hills, Cali- fornia 714-914-2226	Peoria, Arizona 623-876-8300 Encore Senior Village Portland	Encore Senior Village Tucson Tucson, Arizona 520-320-7505
Millcreek Retirement Salt Lake City, Utah 807-288-0700	Portland, Oregon 503-492-6942 Encore Senior Village Riverside	Valley Crest Residential Care Apple Valley, Cali- fornia
Encore Senior Village Paradise Valley Phoenix, Arizona	Encore Senior Village Riverside, California 951-360-1616	760-242-3188



**Peggy Ulland,**  
Executive Director

**Cauleen Ritchie**  
Program Director

**Linda Dauphinais,**  
P.D. Administrative  
Assistant

**Bree Howle, LPN**  
**Joshua**  
**Shoville, LPN**  
Nurses

**Marcia Farrell &**  
**Kim Koppert**  
Community  
Relations  
Coordinator

**Stephanie**  
**Muhlbach**  
Life Enrichment  
Coordinator

**Victoria Callahan,**  
Office Supervisor

**Sabrina Jones,**  
Receptionist

**Carol Dawn,**  
Weekend  
Receptionist

**Erin Geiser,**  
Food & Beverage  
Supervisor

**Bill Seaton,**  
Maintenance  
Supervisor

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