

A Message from the Executive Director, Ruchi Patel

Hello everyone,

Thank you so much for choosing West Side House for your skilled nursing needs. Our team recognizes that each patient and their family is truly unique with their own set of expectations, clinical and social need and goals for care. Our mission is to provide a safe, secure environment that is inclusive and compassionate.

My philosophy throughout my career as an Administrator has been to do whatever is necessary to assist others. I bring that philosophy to our dedicated staff here at West Side, and we are looking forward to showing you our capabilities. I ensure that any issues are handled promptly and effectively, but furthermore take a proactive approach to prevent problems from arising. We are able to accomplish this through teamwork and open and honest communication.

Please feel free to schedule an appointment to sit down with me and discuss any questions you may have or to set up a tour. I look forward to hearing from you.

Sincerely,
Ruchi Patel, Executive Director



A Word About Culture Change

Amy Christensen, WSH Educator

When you hear those words, what comes to mind? Sometimes the first word we focus on is the word “change.” The idea of change, for many, invokes stress, fear, challenge, and yes, negative thinking. When new changes are introduced, are your first thoughts, “We can’t do that,” “We don’t have enough time,” “We don’t have enough staff,” “We don’t have the space,” “It will never work?” I would like to share with you a personal success story. I have seen the results of culture change and the difference it makes in a person’s life.

I was a negative thinker as a result of working as a nurse in a busy Nursing and Rehab center. I had my med pass down, my task list ready each day and even built in time for those unexpected events, like falls or ER transfers. My team was a well-oiled machine, not a minute in the shift was wasted. The residents were trained and knew the rules!!!

Then, “they” threw the terms “resident centered care” and “culture change” at us and we had a meltdown.

What do you mean let them choose their shower times? What do you mean let them soak in the whirlpool with bubbles? What do you mean let them sleep in and give them their meds when they wake up? What if they miss breakfast?..Wait... what?!?!...You want me to go into the dining room and serve and bus tables??? I’m a nurse...not a waitress...when am I supposed to get my charting done? My negativity made me feel bad. It sucked the energy out of me. It fed the energy in my work environment. I did not like this change.

I’m not sure why, but one day I just realized that my negativity and my opposition to this change was fruitless. I realized that change is part of every aspect of life and we can either accept it, embrace it or resist it. I realized that this culture change was necessary and becoming regulated. Baby Boomers are not going to accept life in nursing homes as they once were. Nursing homes have to change in order to stay in business, BUT, most importantly, my residents who I had grown to love would be happier. You have heard the term “set in their ways,” well, I’m here to say you must change your mindset. The way we worked had to be different and I decided I had to accept, and even embrace the changes being asked of me. And guess what? I will continue to help facilitate culture change because I have seen first hand how it affects residents and staff.

Part II: coming in the next edition.



This month’s employee “highlight” is Tabitha Perry. Tabitha started working at West Side House in March of 2017 as a CNA. During her time here, Tabitha has proven to be a valuable asset to our team, specifically in the Nursing department. Tabitha is definitely recognized for being the kind of team player

that is always going above and beyond her duties. She has an impeccable attendance record. In the one year and five months that she has been employed at West Side House, she has never called out of work. Even more impressive, Tabitha is a single mother whose only means of transportation is a bike she rides to work YEAR ROUND, despite weather conditions.

Below are some of the positive statements collected by peers, management and residents regarding their experiences with Tabitha Perry.

“She’s great, she’s a very hard worker, she thinks of others and not just herself and I’m glad to call her my friend.” Tabitha Boiquaye – CNA1

“She’s awesome, she’s kind, fast paced, generous, has a huge heart and is very helpful to you. She is very loved. Love you.”

Karishma Balkishun – Medical Records Clerk

“Tabitha always has a smile on her face and works very hard with a positive attitude, regardless of the craziness and constant change.” Bernadette Capoccia – Restorative Aide

“Tabitha is hard working, reliable, caring and dedicated.” Jennifer Vaile – Activity Director

“She’s a real nice person. She’s good to the residents.” - Patrick Bisciglia – Resident

SCHEDULED EVENTS & ENTERTAINMENT

- SEPTEMBER**
- 5..... Last Round Up Cookout
 - 11..... National Grandparents’ Day
 - 18..... Entertainment: Wayne Paige
 - 25..... Scarecrow Craft Party
 - 28.....Johnny Appleseed Day
- OCTOBER**
- 10..... Oktoberfest
 - 17..... Pumpkin Decorating Contest
 - 19..... Entertainment: Tammy Casavant
 - 23..... Foliage Observation Day
 - 23..... Halloween Party
- NOVEMBER**
- 9..... Veterans’ Day Program
 - 13..... Entertainment: Wayne Paige
 - 18..... Thanksgiving Gathering
 -For Residents And Family
 - 23..... Veterans’ Day Program

West Side House: An Employer who Cares!

On May 29th, 2018, one of our own, Karishma Balkishun - Medical Records Clerk, lost everything in a devastating fire. Upon being notified of such news, West Side House reached out to our Corporate office in hopes of facilitating a way of supporting Karishma during such a traumatizing event.

Within a week’s time, The Essex Group produced flyers that were distributed to each facility allowing all to aide in the support. Various

8. If you are a sick employee, stay home. Do not bring your illness to work with you. Reasons to stay home are diarrhea (liquid stool) 3 times in 24 hours, vomiting 3 times in 24 hours and a temperature over 100.1. You will be asked to stay home for 24 hours after your last episode of diarrhea, vomiting or when you have not had a temperature without the use of Tylenol or ibuprofen.

9. If you are a sick resident, please be considerate of your roommates and the staff. Wash your hands, stay in bed and listen to the advice of those caring for you.

10. LAUGH everyday. A positive attitude and laughter create endorphins. Endorphins help heal the body and relieve pain. You have heard laughter is the best medicine. This is not just something made up, it is fact.

11. And then there’s this...the CDC recommends the influenza vaccine especially for those in high risk groups. West Side House will be offering the influenza vaccine to all residents and employees. COMING SOON!

means of donating were made available to staff members to include payroll deductions and vacation time donations.

Included in all the support given to Karishma, Essex Group President Frank Romano matched all donations collected. Not a surprise, as everyone who is a part of the Essex Group family knows what a caring heart Frank has exhibited towards staff in need. To the right is a picture of Karishma Balkishun collecting the matched donation check presented by our Chief Of Operations, Scott Picone.

Karishma wrote a thank-you card to Frank Romano and everyone who contributed:

To Frank,

Thank you so much for everything! I really appreciate the donations and appreciated everything! I really can’t express how myself and my family are grateful for all the donations from the Essex Group. God bless you. Thank you a million times. I’ve never felt this kind of love before and it feels amazing. Thank you once again.

From, Karishma Balkishun & Family

IMPORTANT REMINDERS:

- 3rd Thursday of the month: Resident Council Meeting
- 1st Saturday of the month: Hairdresser
- 2nd and 4th Wednesday of the month: Religious Service
- 4th Thursday of the month: Residents’ Monthly Birthday Party
- Every Sunday: Rosary Group at 11 AM

