

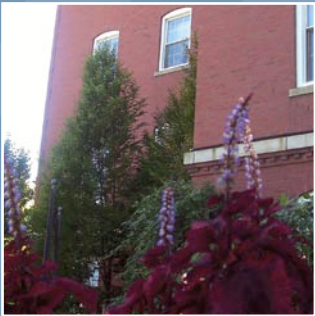


RESIDENT-CENTERED CARE AT TOCKWOTTON:

Current Practices



In the last issue of our newsletter we shared with you our commitment to resident-centered care and why we embrace it. Through training and practice, we continue to learn and grow with a resident-centered philosophy of care. Now we would like to share examples of how we are currently practicing resident-centered care here at Tockwotton Home.



When a new resident chooses Tockwotton as their home, there is a process that we follow to ensure that we get to know everything about them that we can possibly know. In each of the nursing households we keep a "Getting to Know You" file on each resident. Some of the questions include, "What are your favorite foods?", "What time do you like to wake in the morning?" and "What are your favorite hobbies?" With these answers we are better able to meet the needs of residents, in turn, making them happier and healthier.



Each morning, the staffs in each household meet with residents to provide a choice of meal for that day's lunch and dinner. If they are able, residents exercise their independence by choosing what meal they would like to eat. The response from residents has been overwhelmingly positive; the autonomy it provides them is priceless.

Earlier this year Judy Brown, Director of Resident Activities, introduced the Heart to Heart Support Staff Program. This program is designed to enhance the quality of life for residents of Tockwotton Home. Each support staff member (non-clinical staff) is asked to devote at least one hour per week in the nursing home households. When a staff member and resident decide that they would like to spend time together, the staff member reviews the "Getting to Know You" file on the resident before they begin the program.

Some staff members enjoy leading group activities that lead them to learn more about several

residents. This has led to non-clinical staff getting to know residents personally, assisting in their care with non-clinical needs. In turn, residents become more comfortable with all staff, making their lives more engaging.

Resident-directed care is thriving in our assisted living residence as well. In early summer, resident Wanda Rickerby approached Judy Brown and stated she would like to hold an exhibit of work by her late husband, Life photographer Arthur Rickerby. She created a plan to organize the event for the other residents. Only needing staff assistance with set-up and breakdown, Mrs. Rickerby provided direction for the entire process. On Tuesday, August 21, the exhibit opened in the solarium with over thirty residents and staff members in attendance.

We continue to adopt practices that provide the residents at Tockwotton Home with choices, their choices, to decide how they would like to live their daily lives. While somewhat limited by the layout of our current Home, the move to East Providence will remove any physical barriers that prevent us from being able to make all of the changes we would like to put in place.



Mrs. Katzman, an Assisted Living resident volunteer, delivers mail to nursing home resident, Mrs. Shilling.



Kevin McKay, Executive Director

NEW HOME UPDATE

The staff and residents of Tockwotton Home look to round out 2007 with anticipation and enthusiasm for our new project in East Providence. From the

approval of our Certificate of Need (CON) and the projected construction timeline on our new location to the results of the state's Annual Assisted Living and Nursing Home survey and the appointment of our new Medical Director, we have a wealth of news to share with you.

Plans for Tockwotton Home's new Waterfront Drive location continue to progress and evolve. In June, we received unanimous approval of our CON from the RI Department of Health. The design for our new Home is having the finishing touches added to the blueprints by architects, DiMella Shaffer of Boston, Massachusetts. We look to secure financing in the fall of this year with construction beginning in the spring of 2008.

SURVEY RESULTS

The RI Department of Health has conducted its annual Assisted Living and Nursing Home surveys at Tockwotton Home. Both of these surveys are performed without advance notice. In February, the

Department performed its annual assisted living survey and found Tockwotton to be deficiency free in all areas. Then in May they conducted a survey of our nursing home, which covers the areas of Administration, Nursing, Resident Rights, Food Service and Environment. I am pleased to announce that for the fifth year in a row Tockwotton Home has received a perfect score of 88 out of 88 possible points on the survey. With almost 90 facilities in Rhode Island, that ranks Tockwotton Home in the top five percent of nursing care residences in the state. These survey results speak to the exceptional dedication and diligence of the Tockwotton Home staff and our Board of Directors.

ANNUAL GATHERING & AWARDS

As for Tockwotton Home's social activities, I hope that you were able to join us on Thursday, April 26th for our Annual Gathering. The event featured the presentation of the 2007 Employee of the Year Award to Dietary Aide, Anna Barbosa and the Elizabeth K. Hyde Award for Excellence in Nursing to LPN, Joanne Rubinacci. We were joined by guest speakers, Nancy Mushlin, the daughter of former residents, Myer and Beatryce Mushlin, and Susan Tresch-Feinberg of HouseWorks out of Newton, Massachusetts.

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Award for Excellence in Nursing: Joanne Rubinacci, LPN with Kevin McKay, Executive Director



Employee of the Year: Anna Barbosa, Dietary Aide

THE *Secrets* TO OUR LONGEVITY

Ms. Ruth Gardner, 97, lifetime Providence resident

How long have you lived at Tockwotton Home?

I moved to Tockwotton Home in August of 2003

Prior to moving to Tockwotton Home, where did you reside?

Well, I was born on Howell Street, across from the Doyle Avenue School. My parents eventually moved us to Stamford Avenue near Roger Williams Park where my brother and I had a paper route. After my brother was married and father passed on, mother and I lived in an apartment together for some time. Before moving to Tockwotton, I was living at Beneficent House on Chestnut Street.

What do you consider the most amazing event that has occurred during your lifetime thus far?

It has to be seeing a man walk on the moon for the first time. I watched it on television and it was truly amazing.

What were you doing when the Hurricane of '38 hit Rhode Island?

The weather forecast for the day was overcast skies and high humidity, nothing out of the ordinary. A friend and I had gone to lunch, while we were out the wind really picked up. When we got back to the office, we were looking out the window and watched as the roof of the Biltmore blew right off! At first we thought 'how funny!', but then we realized the seriousness of the situation. I walked to where my mother worked, and on the way I was wearing a coat that was buttoned up to my neck. The wind was so strong it pulled the button right off my coat! Debris was flying everywhere and breaking glass out of windows. We had absolutely no knowledge of what was happening.

Give us a snapshot of your career life...

I was an office clerk for Rhode Island Insurance Company for quite a while. While working at the insurance company, I learned short hand. A friend of mine worked at the law firm of Edwards & Angell and notified me of a vacancy at the firm. I applied, got the job and worked there until the day of my retirement.

What is your favorite flower?

Great big Chrysanthemums

If you could do any one thing, what would it be?

Ride a horse again. The first time I rode, the horse decided to break into a trot in the middle of our ride, I slid right off the back of him and fell on my rear end!



What is the secret to your longevity?

Well, the good Lord has decided to allow me to live this long, so he gets most if not all of the credit. If I get any credit, it would be that I spent a lot of time outdoors, getting fresh air and exercising. I have never spent time worrying about things; it all works itself out in the end. At one time I smoked, but I gave that up long, long ago and now my lungs are in great shape. I also allowed myself cocktails and plenty of time for friends.

NEW WHEELS

A big thank you to The Champlin Foundations for providing funding for the purchase of our new Toyota Sienna van for resident transport. The van comes with all of the handicap accessible amenities – self lowering hydraulics, a low profile ramp for easy wheelchair access, and removable seats for multiple wheelchair transport.

Previously we were relying on our larger 15 person van for everyday resident transportation. In addition to adding a smooth, easy access ride, our Sienna offers money savings on gas and maintenance, allowing us to allocate those funds for other resident services. Our logo and name are being added to the van for easy identification, so if you see us on the roadway, don't hesitate to give us a wave and beep!



Thank You!

NEW PEOPLE

On August 1, 2007; Stefan Gravenstein, MD, MPH was appointed as Medical Director at Tockwotton Home. Prior to joining our team, Dr. Gravenstein was Professor of Internal Medicine and Director of the Glennan Center for Geriatrics and Gerontology. He brings more than 20 years of geriatric and long term experience to Tockwotton Home. Dr. Gravenstein also has extensive experience with Alzheimer's and Dementia care. Currently, Dr. Gravenstein is the attending physician, Division of Geriatrics at Rhode Island Hospital, the Clinical Director at Quality Partners of RI and Professor of Medicine (pending) at the Warren Alpert School of Medicine at Brown University. As you can see from Dr. Gravenstein's background and affiliations, he will be a wonderful addition to Tockwotton Home.

Also joining us on September 1, 2007, is Clarisse Dexter, RNP. Clarisse joins us from PACE Organization of Rhode Island where she served as a RNP in addition to formulating care plans, training medical students, medical house staff and nurse practitioner students. Prior to working at PACE, Ms. Dexter served for 13 years in geriatric and long term care at Rhode Island Hospital, Division of Geriatrics. In 1990 she earned a Master of Science Degree in Nursing from University of Rhode Island Graduate School of Nursing. We are very excited to have such an experienced addition to our staff here at Tockwotton Home.

Thank you for your continued interest in Tockwotton Home. We wish you and your loved ones a wonderful fall season.

Grant and Trust GIFT ANNOUNCEMENTS

We thank these generous community champions for their support. Tockwotton Home received grants and gifts from the following during the first half of 2007:

Ida Ballou Littlefield Memorial Trust

Murray Family Trust

Nicholas J. Caldarone Foundation

E-NEWS

We kicked off our e-newsletter in February of this year. We currently have over 150 members receiving updates and news flashes on events dealing with our new building project. If you would like to join this e-group, please send your name and contact email address to Denise Todd at dtodd@tockwotton.org.

75 East Street
Providence, Rhode Island 02903
401.272.5280
Fax 401.421.0550
www.Tockwotton.org

TOCKWOTTON HOME



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