Staff Attendees: Cindy Wiles, Senior Director of Independent Living; Rachel Phillips, Director of Resident Engagement; Andrew Finnegan, Director of Resident Relations; Jerry Harris, Chief Operating Officer; Linda Bowman, Chief Communications Officer; Amy Dall, Director of Jorgensen Plaza; Jacob Bates Fortified Life Sales; Carolyn Ayers, Director of Lifestyle Enrichment; Byron Simar, Chaplain; Melissa Pruess, At Home Operations Manager; Susan Steffy, Director of Administrative Services and Suzanne Makinster, Lead Receptionist.

129 Residents Present

**Spiritual Engagement – Byron Simar**

- Fresh Wind service is held the first and third Sunday each month at the Diamond Event Center.
- We are no longer using the Chaplain on call cell phone number. We will have a listing of chaplain’s cell phone numbers with your resident coordinator.
- Byron opened with prayer.

**Resident Engagement – Rachel Phillips**

- Western Home will be hosting a Veteran’s Breakfast on Friday, November 11th at 10:00 a.m. at Windridge for the independent living and villa veterans.
- We have two new resident coordinators joining our team. Robyn started this week as our new villa coordinator. Please welcome Robyn when you see her. We also hired a new resident coordinator for Prairie Wind. Sara will be at the December 5th orientation.
- Please watch your calendar for upcoming outings. We have many outings planned for the remainder of the year. Reminder, we need to have at least ten people signed up for these outings.
- Western Home will be working with Community Main Street on Santa Letters. If you are interested in answering letters from children for Santa, please let your resident coordinator know. All the supplies are provided.
- The villa’s Christmas party will be on December 7th at 1 p.m. at the Diamond Event Center.

**Jorgensen Plaza – Amy Dall**

- Thanksgiving dinners to go will be available for $16.00 per plate. Please order through The Market by Wednesday, November 16th. The meals will be available for pick up on Wednesday, November 23rd between 10 a.m. – 3 p.m.
- Both The Market and Gilmore’s Pub will be closed on Thanksgiving Day but will be opened on the following Friday at their usual times.
At Home – Melissa Pruess

- At Home provides many services from medication management, help with bathing and grooming, meal preparation, housekeeping, and transportation. If you would like more information, please call 319-277-7779.
- If you would like to pre-sign a contract so we are available when needed, please contact Melissa Pruess at 319-277-7779.
- Villa residents can attend Prairie Wind’s blood pressure clinic on Friday, November 18th from 10:45 – 11:15 a.m. in the library. The next clinic will be December 2nd.
- The next blood pressure clinic will be Friday, December 2nd from 10:10-10:40.

Fortified Life – Jacob Bates

- We will have a Fortified Life seminar on Thursday, November 10th at 2 p.m. at the Diamond Event Center. We have another seminar planned for December 8th. Please contact Jake at 319-277-2141 or email Jacob.bates@westenhome.org for more information.
- Jake is working with the resident coordinator to arrange a date to hold a seminar in your building.
  Q: If I am already a member of Fortified Life do I really need to keep receiving mailings regarding upcoming meetings.
  A: We use a mailing service so you will continue to receive the mailings. You are always welcome to attend any of the meetings and hear other people’s questions they have.

Lifestyle Enrichment – Carolyn Ayers

- The Holiday Handcrafted Show at the Diamond Event was a great success. The Friends group made about $2,000. We had 18 vendors. We are tentatively planning the 2023 event to be on October 28.
- We combined our Memorial Service with the Fresh Wind service, and it was a lovely event. We honored 72 residents who passed away January through June of this year.
- Western Home and The CAPS (Center for Advanced Professional Study) has matched 41 students and residents for this semester. They will be meeting through Zoom. If you are interested in participating the next session, which will probably be in March, please contact Carolyn Ayers at 319-277-2141 and Carolyn will put you on a list.
- The first trip for 2023 will be to Nebraska and is called “Adventures in the Heartland”. The trip is planned for April 11th through April 14th. Please watch for more details.
Communications – Linda Bowman

- The Good Sam “Adopt A Family” is now underway. Employees and residents have the opportunity to make Christmas special for employees and residents in need. If you know someone in need or want to donate, please contact Suzanne Makinster at 319-277-2141 or email Suzanne.makinster@westernhome.org.
- The Satisfaction survey results have been distributed; you should have received a copy via email, if you would like a printed copy, please let me know. Thank you for filling out the survey. Maintenance was an area of concern, especially with the grounds. Maintenance was four people down through the summer. Which was 160 hours per week. Maintenance is back to full staff, and we don’t anticipate this being an issue.
- The maintenance request form is now on the resident portal. If you need help, please let your resident coordinator know.
- The Pub’s hours have been increased since the survey and Josh Ochoa is looking at extending hours hopefully in the future.
- Healthcare worker shortage; Western Home nursing reshuffle. Watch for a memo to be distributed with more details.
  
  Q: Do we still call the same number for skilled and short-term stay?
  A: Yes, you would call our admission team. If you know you are having surgery, it would be good to call the admission team and make them aware that you would need care so they could reserve a spot for you.
  Q: Is this a long-term situation or a short-term situation?
  A: I cannot give you a timeline. We will be working on getting fully staffed with our staff.
  Q: Is there insurance you do not take?
  A: We do not have a contract with Humana or Cigna. If you are shopping for insurance, you can contact Bryan Allen in the Admissions team at 319-277-2141 with questions.
  Q: Is there an ongoing effort with the legislature about staffing agencies?
  A: Yes, there is. You could also contact legislators with your concerns.
  Q: With the new building across the street, Prairie Stone, how does this affect their staffing?
  A: It would be a hard time to open a new building and try to staff it. I know Cedar Stone is not filling up.

Independent Living - Cindy Wiles

- Thank you, Carolyn, for all the work you do to make the Away with Western Home trips possible. It was a pleasure to travel with residents.
• We currently have no one on the illness log with covid. Black Hawk County is still in the low range. If you have symptoms and need a covid test you can call the number on your magnet, and we can have someone test you.
• We will begin updating Windgrace with fresh paint, flooring and furniture and when that is finished, we will work on updating Windermere.
• Villa residents can walk in the other building 8 a.m to 8 p.m. If you need your fob programmed for a building call the number on the magnet 319-859-9391.
  Q: Will the libraries take donations of books?
  A: We will take best sellers but we get so many books donated and do not have the space. A good place to donate books is the Book Nook at the Cedar Falls Library. If you have puzzles, especially 1000 piece puzzles we would accept those. (Bring a few boxes at a time).
• If you have not received an updated facesheet you should be receiving one soon. Please put a current list of your medications with your facesheet in your electrical box. You may also want to include information if you have any allergies to a medication or if you have do not resuscitate orders.
• Remember to disconnect your garden hose.
• Please remove doormats or items in the walkways and the step so maintenance have a clear path to shovel.
• There are four villas opened and they are all spoken for. We have 19 openings in South Campus independent living and seven are reserved. We have 15 openings at Willowwood downtown and two are reserved.

Administration – Jerry Harris
• We hope to recruit some of the agency staff to become Western Home employees. When they work agency they do not receive any benefits, where if they were a Western Home employee they accrue paid time off, can sign up for healthcare, 401K, etc.
• We will always have room for our residents in our nursing areas.
• There will be a Charitable Gift Annuity Lunch and Learn meeting this Thursday at 11:30 a.m. at Windcove and a Lunch and Learn meeting at Windridge on Wednesday, November 16th at 11:30 a.m. If you are interested in learning more about doing a Charitable Gift Annuity and how it would benefit you, please plan to attend. Please contact Susan Steffy for more information at 319-277-2141.
• The Western Home foundation Annual appeal will be sent the week following Thanksgiving. The appeal will be for the Employee Appreciation Fund.
• Windhaven is full.
• Phase 10 update, we hope to be moving dirt before winter.
  Q: Are we adding more nursing beds as we grow?
A: No, our beds will be for our residents and Fortified Life members, not people from the outside. If there would be an overflow we could use one of the other facilities such as, Creekside (Grundy Center).

Q: Does Medicare Advantage pay for skilled care at Western Home?
A: You need to ask your provider if it does.

Q: If I have a contract with Humana or Cigna will you accept it for skilled care?
A: No.

Q: Does Medicare or Medicare Advantage work better for me?
A: Ask when shopping for insurance.

Meeting adjourned at 11:35 a.m. 
Minutes submitted by Suzanne Makinster