

The Veterans' Voice

FALL 2011

cdhs
 Colorado Department
 of Human Services
people who help people
www.colorado.gov/cdhs/veteranshomes



Family and staff—we need your comments!

Because we are committed to providing excellent care to our friends who reside here, My InnerView, an independent surveying firm, provides us with satisfaction surveys for residents, families and employees. We would like your help in completing the short survey that will be mailed to you sometime in October. The surveys give us feedback on levels of satisfaction with the care we provide.

Your input will help us in two very important ways: Pinpointing opportunities for improvement and identifying areas in which we are doing well. The survey only takes a few minutes to complete, and your answers are confidential.

Please know that we use our survey results! Last year's survey identified resident dining as an area for improvement, and as a result we now offer open dining and also a pantry. Also, the Dining Enhancement

Committee meets monthly to discuss changes or suggestions on how we can continue to improve the dining experience.

We strive for excellence, and we need your input so we can continue to improve in areas that are important to you!

Watch for this envelope in the mail!



We listened to you — so get your appetites ready!

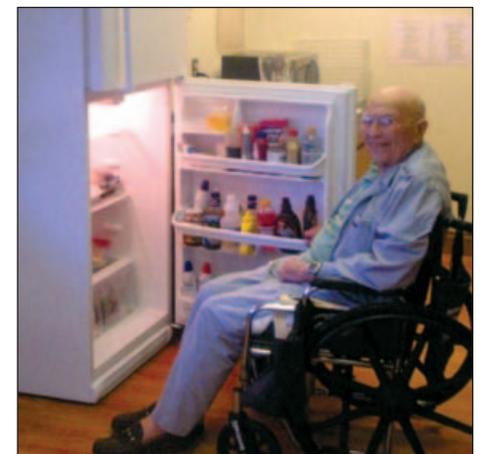
Open dining and 24-hour pantry added in response to last year's satisfaction survey

Sometimes you just don't know when hunger will strike. You might like something to eat between meals, enjoy a midnight snack or prepare your own food. Maybe you like to sleep in and eat later. Think that has to change when you live in a nursing home? Not if you live at the Colorado State Veterans Home of Rifle!

With the help of some very dedicated people, including members of the Dining Enhancement Committee and Resident Council, residents may now order any meal from the

menu between 6 a.m. and 6 p.m. Available any time, the community pantry is located in Betty's Place and includes a refrigerator, microwave, toaster and foodstuffs.

As a direct result of last year's satisfaction survey, we have been working hard to improve residents' dining experience. Last year's survey suggested this as a target area for improvement, so we took those suggestions to heart, creating the pantry and establishing open dining.

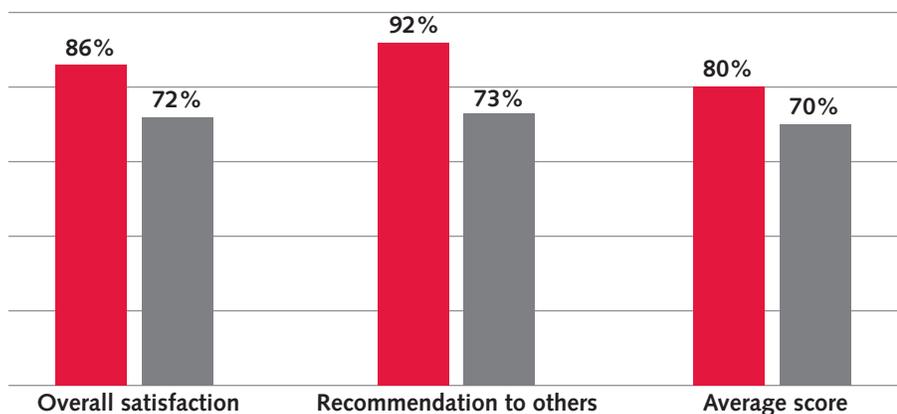


Korean War Veteran David Scott checks out what's in the pantry fridge for snacks!

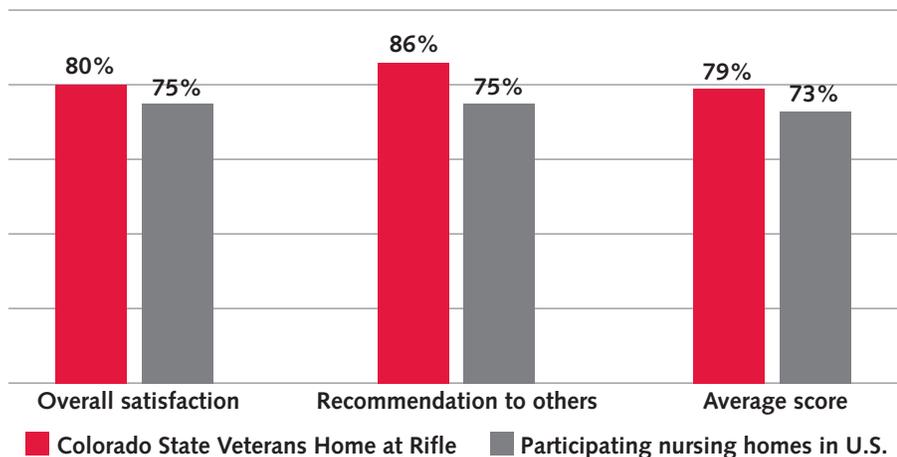
Rifle receives third national award for customer satisfaction

Rifle's Home has once again received an Excellence in Action Award for customer satisfaction through My InnerView surveys. The award, for fiscal year 2010–2011, is Rifle's third over the past four years. Rifle's Home is the only State Veterans Home in Colorado to receive the award this year. Please join us in congratulating our wonderful and caring staff!

Family satisfaction survey results: 2010 Colorado State Veterans Home at Rifle



Resident satisfaction survey results: 2010 Colorado State Veterans Home at Rifle



Veterans Day is approaching

The most important holiday of all

We invite you to join us in celebrating Veterans Day and saluting our nation's heroes on Friday, Nov. 11. Our theme this year is "What a Veteran Means to Me," and our program will begin at 2 p.m. Please put the date — 11/11/11 — on your calendars and join us to celebrate our veterans and their service to our great country!



COLORADO STATE VETERANS HOME AT RIFLE

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Rifle, CO 81650
Phone: Toll-free 800.828.4580
or 970.625.0842
E-mail: veteranshome.rifle@state.co.us
Web: www.colorado.gov/cdhs/veteranshomes/rifle

Our Mission

Under the direction of the Colorado Department of Human Services, the mission of the Division of State Veterans Nursing Homes is to honor and serve our nation's veterans, their spouses and Gold Star Parents by creating opportunities for meaningful activity, continued growth and feelings of self-worth in resident-centered long-term care and supportive living environments.

Our Vision

Our vision is that residents experience compassion, dignity and companionship in communities filled with life, love and laughter.

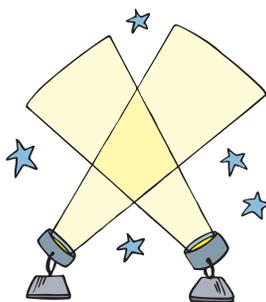
Key personnel

Paul D. Crook, Administrator
Margie Maynard,
Director of Nursing
Kim Coppock, Office Manager
Raquel Creamer, Dietary Manager
Deana Jacoby, Activities Director
with Eden Certification
Tom Elkins, Plant Manager
Christa Little-Fawn,
Restorative Nurse
Tammy Waller, MDS Coordinator
Lee Snyder, Social Services
Lindsey Doiel, Social Services
Jessica Strong,
Admissions Coordinator
Nikki Maynard, Medical Records
Lisa Adams, Marketing Coordinator
Charla Abbott, Infection Control
Bev Henderson, Wound Nurse
Audrey Inskip,
Pharmaceutical Nurse

Our friend Isaac relives passion through painting and gardening

We rarely find U.S. Army veteran Isaac Garcia sitting idly at the State Veterans Home at Rifle. Isaac has lived here for the past five years and has many interests that keep him busy. During late winter, you will find him planting seeds for his spring gardening. Isaac is a master gardener whose green thumb and knowledge of flowers, plants and vegetables is welcomed by our friends who live in our Home, their family members and even staff members who summon him for help with their garden boxes.

When gardening season is over, Isaac puts energy into other passions, such as painting and drawing. He will proudly show friends and visitors pictures of flowers, animals or scenery that he has created using colored



RESIDENT SPOTLIGHT

markers. His favorite drawing is of a horse. With his artwork, Isaac relives his younger years as a jockey, so he has a “soft spot” for horses and a true love for animals. Isaac also has a famous cousin, Edgar Prado, a jockey who won the 2006 Kentucky Derby.



Isaac Garcia proudly shows one of his favorite pictures he has colored, a replica of a horse he rode, reminding him of his past years as a jockey.

Home Grown and Country Proud!

Rifle Veterans Home wins first place ribbon in parade

The theme for this year’s Garfield County Fair Parade, “Home Grown and Country Proud,” got us thinking about how we could represent ourselves with a float.

The Parade Planning Committee decided to build a garden, and everyone had a hand in creating the float. Staff and elders wrote their names and birthplaces on red, white and blue fruits, vegetables and flowers that decorated the float. Dean’s Art Club painted and put together a tree and flowers, and elders, employees, volunteers and family members all helped build, decorate, ride on the float and walk along the parade route handing out flags and candy.

Thanks to all of those who volunteered time and effort to make this

year’s parade experience a success. Special thanks go out to Brian and Lesa Rust for the use of their flatbed

trailer, use of their home where we put the float together and the great country music.



Garfield County Fair Parade participants and volunteers pose for a photo.

U.S. Merchant Marines show support

Western Slope World War II veterans donate clipper ship

When the Western Slope chapter of the World War II U.S. Merchant Marines had the idea to donate a vintage clipper ship, local veteran John Scalzo knew exactly who would love to have it. Three members of the Western Slope chapter, Dean Redmond, Bob Phillips and John Scalzo, came to the Colorado State Veterans Home at Rifle to present the clipper ship. It now stands in the front entrance area of Rifle's Home, along with plaques of recognition from the Merchant Marines.

For more than 40 years, the Merchant Marine Veterans of World War II were not recognized as veterans, but in 1988, after a long court battle, they finally were given limited veteran status. Thousands of merchant marines served and died during World War II while delivering cargo and lending other military support, so their recognition was a long time coming.

Everyone, from residents, families and visitors are enjoying the ship that now reminds us of the sacrifices the Merchant Marines and all veterans made for our country during World War II.



Western Slope chapter World War II U.S. Merchant Marine veterans: (from left) Dean Redmond, Administrator Paul Crook and chapter members Bob Phillips and John Scalzo present the clipper ship to Paul.

Watch for the flu bug

Let's all help in limiting flu exposure!

This year, Infection Control Nurse Char Abbott cautions everyone to please be prepared for the upcoming flu season and the precautions we each must take to prevent the flu. It is recommended that healthcare workers and anyone over 50 get an annual flu shot. This is especially important for our staff members and family members, because we each come in contact with our elderly friends who live here and who are extremely vulnerable to infections.



Other precautions we each must take are frequent hand washing, and staying home if you have flu symptoms. If you come down with the flu, please get well soon and come for a visit after you are feeling better!

The Kudo Korner

Our thanks this time go to:

- ★ The Glenwood Springs Elks Lodge No. 2286 for their ongoing support and commitment to our veterans. Glenwood Springs members have given countless hours volunteering for veterans causes at the Veterans Home in Rifle! Special thanks go to each of you for your generous donations for our veterans' birthdays and for donating your time to our nation's heroes. The Veterans' Voice inadvertently omitted you in our "Kudo Korner" for the Summer 2011 newsletter and we apologize for the oversight.
- ★ The Grand Valley VFW Post #5485, for their generous donation of two new recliners for our second floor front commons area.
- ★ Chad Schilt of Boy Scout Troop #223 for his Eagle Scout project renovating and rebuilding the garden boxes in the 5th Street garden area. Good job, Chad! The Veterans Voice misspelled Chad's name in the Summer 2011 issue and we apologize for that.