



NORMANNA *News*

Issue Date: July 1, 2018

OUR MISSION:

Normanna provides quality residential healthcare services that reflect the values of trust, respect, caring and diversity.

OUR VISION:

To be a leader in providing comprehensive care through innovation and outreach for clients in need of care. To enhance our services in response to the changing needs of our community.



Highlight of the Month

- July 2nd – Auxiliary Social w/ John
- July 14th – Pub Social w/ Leo
- July 16th – Ice Cream Truck Visit
- July 18th – Birthday Party w/ Patrizia
- July 19th – Birthday Party
- July 21st – Auxiliary Social w/ Laurie
- Summer Nights Fever BBQ – Sangre
- July 25th – Resident Showcase w/ Peter

Resident of the Month



Mercedes F.

Join us for showcase on July 25, 2018 at 2:15 pm at SorVest unit.



Birthday of the Month Happy Birthday!

-  Patricia M. – July 3rd
-  Mary D. – July 10th
-  Alice F. – July 14th
-  Joseph B. – July 17th
-  Olga P. – July 25th
-  Yue L. – July 26th
-  Katharina – July 28th



COUNTRY *Western Weeks*



SAFETY

BLUE:	Medical Emergency
RED:	Fire
GREEN:	Evacuation
YELLOW:	Missing Resident
BLACK:	Bomb Threat
ORANGE:	Disaster
WHITE:	Aggression
BROWN:	Hazardous Spill
GREY:	System Failure

NORMANNA QUALITY IMPROVEMENTS

November 26-28, 2018

Countdown to Accreditation

147 DAYS TO GO

WHY IS QMENTUM?

Health care accreditation through our Qmentum program is an ongoing process of assessing health and social services organizations against standards of excellence to identify what is being done well and what needs improvement. The Qmentum accreditation program is more than an on-site survey. It's about quality improvement, every day, with everyone that walks through your door.



Dear Normanna Resident and Family Member:

The Staff, Board Members and Leadership Team would really appreciate your assistance in evaluating and providing recommendations on how we can continue to improve the services at our home.

Could you please take the time to complete the survey "Resident/Family Satisfaction Survey" located at the front desk and return to the home when it's done? The survey can be placed in the suggestions box, give it to the front desk or emailed to the Normanna website at info@normanna.ca. The closing date to return the survey is **31st July 2018**.

We really value your comments and suggestion and thank you for taking the time to complete the survey.

Yours sincerely,

The Staff, Board Members and Leadership



Family CORNER

RESIDENT & FAMILY

Council Meeting

Date: *July 10th, 2018*

Time: *3:30 P.M.*

Location: *Ostheim Dining*

FAMILY & RESIDENT COMMENTS

Wayne T – "I have noticed an improvement in the food"
Mary H – "just love the fresh salads". I have been waiting so long for this"

Quality Improvements

Menu Boards – Larger font; wheelchair accessible

Family Boards – Now located by front entrance as suggested by Family and Resident Council Members

Education – "Cracking the Dementia Code" – 10th July 2018 – 9:00 a.m. – 12:00 p.m.

QUOTES OF THE MONTH

We know what we are, but know not what we may be.

-William Shakespeare

