More Than Bricks – Building New Spaces, Touching More Lives

Leaving the comfort and security of home may never be easy, but Bartels is committed to making senior care feel as much like home as possible. We’re listening to our residents and families who want to improve senior care services with private rooms and baths with showers, continued access to therapy for former short-term care residents and memory care for those experiencing early dementia. Choices are abundant in senior care, and sometimes they’re difficult ones to make. Bartels aims to be the premier retirement community of choice; providing first-rate facilities, highly skilled nursing care and a close-knit community for seniors – making the decision about selecting a retirement community easier for families and residents. The More Than Bricks Campaign will expand Bartels services and respond to preferences in elder care supports. For more information contact Barb Bridges, at 319-352-6105.

New Market Study Affirms the Bartels Vision

A market analysis for nursing home beds, general and memory care assisted living was prepared for Bartels and presented by Health Planning & Management Resources, Inc. of Loretto, Minnesota. The following points were disclosed in their summary:

• The plan to replace a portion of the existing Care Center with the new “house” design is an excellent strategy.
• There is a high demand for memory care assisted living and sufficient demand that it can be supported by the private pay market. If Bartels built to meet 70 percent of the demand in 2021, there is a demand for 65 units. Having the CCDI unit in the Care Center provides an option for those who are not able to pay privately in assisted living.
• In Bremer County, all age cohorts show growth from 2025 to 2050.
• The highest percentage growth is in the 85+ population, growing by 80.3 percent.
• The population 65 and older is projected to grow by 23.7 percent from 2025 to 2050
• Given the amount of unmet demand in independent senior living, with and without services and memory care, if Bartels doesn’t decide to move forward with filling a significant amount of that demand, it is highly likely that another provider will come into the community to address that gap. The Housing Study done by the City of Waverly has essentially the same conclusion about additional need, and that document is a public document available to anyone interested in pursuing development in Waverly. Waverly is an attractive community for development, including availability of health care services as well as the College. It appears to the researcher that the Bartel’s “brand” has high visibility and is well respected.
Linden Place residents spent the past few months enjoying each other’s company and going places whenever possible before the cold winter weather hit. While we continue to do our everyday exercises, monthly activities with volunteers from Wartburg, puzzles and games, we have also managed to fit in a few extra activities. Residents went to Readlyn for lunch at ‘Inspired’, did some Christmas baking, watched ‘Christmas with Wartburg’, and practiced tone chimes. Several enjoyed a bus ride to see extraordinary Christmas lights around town and had a Thanksgiving and Christmas meal together along with happy hour and entertainment. Our staff had fun with an ugly sweater contest this month to show our holiday spirit. A Christmas ‘Tour of Homes’ was held within the facility to enjoy the beautiful Christmas decorations without feeling the chill.

Welcome to Linden Place:
Alice Lageschulte- Rm 202
Eichhorn residents toured the new Veterans Hall in Waverly. They learned interesting facts about the building; particularly that it is the first building of its kind where all the divisions of the service have come together under one roof. Several enjoyed Christmas at Wartburg Dress Rehearsal at Neumann Auditorium.

The Christmas season kicked off when residents gathered in the Eichhorn Haus lobby to decorate the Christmas tree and enjoy refreshments. Other holiday activities included St Paul's kindergarten and 6th graders sharing the “Gifts of Love” program. The children sang, distributed gifts, and had refreshments. An evening Christmas dinner was held on Dec. 20 with entertainment provided by Don Meyer. The month of December ended with a fun New Year’s Eve party.
Bartels at Home

Many older adults, as they age, prefer to stay at home for as long as possible instead of moving into a long-term care facility. This may be the right choice for you if you only need minor assistance with your daily activities and enjoy a close network of nearby family and friends. You may be used to handling everything yourself, dividing up duties with your spouse, or relying on family members for help. But as circumstances change, it's good to be aware of our Bartels-At-Home care services that might be of help. These services include the following:

- **Home Helper Services**: housekeeping, shopping and errands, companionship, transportation to scheduled appointments, meal planning.
- **Personal Care Services**: assistance with grooming, dressing, and bathing.
- **Peace of Mind Services**: morning and evening telephone calls, medication reminders by phone in the AM/PM.

For more information contact Tara Schar, at 319-352-2001 ext. 122.

_Involving loved ones in home care services:_

Everyone has different family structures and support. In deciding your own options, take a look at your own family structure, culture, and the expectations you and family members might have. While this conversation may not be easy, it’s better to discuss these issues earlier than to wait for an emergency when options may be more limited.

Even if you have strong family support, be open to the idea of having other help too. Many people have an initial feeling of “not wanting strangers in the house.” But, caregiving can be physically and emotionally exhausting, especially if it is primarily on one person such as a spouse. Your relationships will be healthier if you are open to the idea of getting help from more than one source.

Perhaps you’re worried about the safety of your loved one, have noticed that his/her home has become much messier than it used to be, or that he or she is wearing stained, dirty clothes. Maybe it’s clear that your loved one hasn’t had a bath for a while. Or when you open the refrigerator, there is hardly any food inside. Or you may be worried sick about a recent fall or seeing a pan burning on the stove.

It can be frightening and painful to see a loved one who is losing the ability to care for him- or herself. Sometimes, declines can happen gradually. Or a sudden change in health, recent fall, depression, or loss of a key local support can trigger difficulty. Regardless of the reason, if you’re worried about safety or the condition of the home, it’s important to discuss it with your loved one to see what can be done.

_Tips on talking to your loved one:_

- Express your concerns as your own, without accusing.
- Try to find the real reasons behind resistance.
- Respect your loved one’s autonomy and involve him or her in decisions.
- Enlist others to help. You may want to consider having a meeting with your loved one’s doctor or a retirement community care manager. Sometimes hearing feedback from an unbiased third party can help a loved one realize that things need to change.

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SATISFACTION SURVEY SUMMARY

Thank you to both residents and families who recently participated in the Customer Satisfaction Survey for Bartels. The survey results are now in and serve as important information to better understand those whom we serve.

- The percentage of people who respond to a survey is called the response rate. High survey response rates help to ensure that survey results are representative of the target population. A survey must have a good response rate in order to produce accurate, useful results. The response rate for Woodland Terrace was 62%, which was very good.
- Survey results are compared to our Peer Group size of 1238 in the National Database of similar providers.
- In the category of recommendation of the Bartels facility to others, Bartels scored 90% as compared to a peer group score of 87%.
- In the category of Over-all satisfaction, Bartels scored a 97% as compared to a peer group score of 88%.

The survey results are being reviewed by all of the Bartels leadership, including the Bartels Board of Directors. Some of our operational goals for 2017 will be based on opportunities to improve, as identified in the recent customer satisfaction survey results. We are most appreciative for both residents and family members who took the time to respond to this survey invitation. Your voices were heard and we will take action in 2017 to improve on the areas which were ranked lower than desired. We are also sharing the results with our staff and residents so that they can also learn what we do well, based on your feedback, and what we can strive to improve upon. Thanks so much for your participation in our efforts to constantly improve our care and services at Bartels for the residents we are privileged to serve!

SUNDAY COFFEE UPDATE

Thank you for your continued support of Bartels’ Leisure Services Department and for your generous contributions of time, talent, volunteers and cookies for our Sunday Afternoon Coffees. Throughout the years, this time of fellowship has been supported through partnerships with our corporate churches. We are grateful that you have helped us provide the high level of quality activities for our residents.

Each fall, as we plan for the upcoming year, we review our calendar of events. After much consideration, we have decided to move from a weekly Sunday Coffee to a monthly event. We hope this will give us an opportunity for quality entertainment and encourage a higher level of participation by our residents and their families.

- Sunday Coffee: January 8th @ 2PM –Linda Jacobson
- Birthday Bash: January 12th @ 6:30PM—Marc Frana
- Sunday Coffee: February 12th @ 2PM—Dan Steenhard
- Birthday Bash: February 9th @ 6:30PM—Dave Malam
- Sunday Coffee: March 12th @ 2PM—Tim the Music Man
- Birthday Bash: March 9th @ 6:30PM
- Sunday Coffee: April 9th @ 2PM
- Birthday Bash: April 13th @ 6:30PM—Linda Jacobson
Saying Goodbye

Saying goodbye to a dying relative or friend is never easy. These times can be filled with an array of emotions, and words often feel inadequate. But keep in mind that what your loved one really needs and appreciates most at these times are just simple, honest words of reassurance and love. Here are a few other tips that may be helpful:

1. **Don’t wait until the last minute.** Putting off these conversations is often the top regret of family members. It’s nearly impossible to predict the last moments or hours, and family members often wait until loved ones are out of the room to take their final breath. So don’t try to wait until the final moments to say goodbye or express your love. I often hear “I wish I had spent less time making sure she didn’t die alone and more time telling her what she meant to me.” It’s never too early to tell them how much you love them.

2. **The Four Things.** According to Ira Byock, author of *The Four Things that Matter Most*, dying people want and need to hear four very specific messages from their loved ones: Please forgive me, I forgive you, Thank you, and I love you.

3. **Discuss it.** The dying person usually knows what’s happening and that death is coming. When loved ones avoid it or pretend it’s not happening, it’s a big elephant in the room that everyone tries to ignore. The dying person then starts having to worry about everyone else and their needs, rather than their own. Instead, it helps to reassure them that you understand they are dying, and that you will be ok. Grant them permission to set aside the troubles and suffering of this world and let go.

4. **Keep talking.** Even if you don’t know they can hear you, keep talking to them. Hearing is the last sense to leave the room, so assume they can hear you even if they are unconscious or in a coma. Just say what’s in your heart and trust they can hear you.

5. **Trust Your Instincts.** Jokes, laughter, and stories are appropriate during these times. Just spend time together and do whatever feels right at the moment. It doesn’t have to be all somber and serious.

6. **Just show up.** Even if you don’t have anything to say, just being there speaks volumes. Hold their hand, sit beside them, kiss them, gaze into their eyes, rub their feet…whatever feels right at the moment. All these actions express love and gratitude without any words.
Santa Selfies
Grateful Families

Dear Bartels at Home,

I am thankful for your good service. It eases my commitment to have my husband, Jack, stay in our home. Without Jamie his care would be difficult. Jamie Cöle, is very caring, pleasant and efficient respite person for me. Jack is comfortable during her visits. We are delighted when she arrives. Albert, our springer spaniel, greets her daily, “talking” to her before tending Jack. Jack and I wish you all a Happy Christmas. ~ Carole Wilkinson

“Jamie has been coming with Bartels At Home for about a year. She is pleasant, helpful and consistent with the care she offers. We exercise, we walk in good weather and we eat ice cream! But, what I value most is the honesty of our friendship.” ~ Jack Wilkinson; BAH client

We want to express our gratitude to the staff at Bartel’s Lutheran Retirement Community for the excellent care our mother received from January through October this year. We had dreaded the possibility of moving her to this type of facility because she was an extremely independent person who managed to live alone, in an upstairs apartment, into her 90’s. We could not imagine how she would manage such a transition. Our fears were allayed the very first day. The admitting social worker assured us that you don’t live into your nineties without being feisty at times so if she was difficult they could handle it. The first evening we were so grateful to the young man from food service who said, “I don’t have your dinner order. Let me get you a menu.” These small choices are so important when your circumstances are so radically changed. Over the next few months we got to know many of the staff. The skills and talents required are numerous from medical to financial expertise, food service, housekeeping, and therapy and many more. Everyone contributed to making her comfortable but we are especially grateful to the staff members who took just a few minutes after their shift was complete to stop by and converse with her. She was interested in their lives, work, and hopes for the future and really enjoyed these interactions. We hope the citizens of Waverly and the surrounding communities recognize how fortunate we all are to have this marvelous facility available when the need arises. ~ Thank you...The family of Abigail Adams Bush

Thank you all for the kindness and love you provided our mother while she was at Bartels. From the receptionist, to the hair dresser, the activity department, physical therapy and to all the nursing staff, thank you for being such wonderful caregivers to our mom. ~ The family of Mary Pecha

Thank you to all involved with the Thanksgiving Dinner at Linden Place. It was very good and we really appreciate being able to come from outside the area to enjoy a good meal with my Mother. It was delicious, plentiful and hot! Thanks so much. We appreciate the efforts everyone went to in order to provide it especially when everything in Waverly was closed for the day. Enjoy the upcoming holiday season!
~ Liz Kallestad (daughter of Marcia Meyer)
**Spread the LOVE this Valentine’s Day!**

**Cupcake ($5.00 each)**  
Chocolate _________  Vanilla _________
Quantity: _________ @ $5.00 each = $_________ (total)
To: _________________________________________________________
From (name/phone number):____________________________________

**Singing Valentine ($2.00 each)**
Quantity: _________ @ $2.00 each = $_________ (total)
To: _________________________________________________________
From (name/phone number):____________________________________

Please enclose your order form and check payable to:  
Leisure Services Dept. 1922 5th Avenue N.W. Waverly, IA 50677.  
Orders are due by February 3rd.
THANK YOU TO OUR DONORS WHO PAY TRIBUTE TO LOVED ONES THROUGH MEMORY & HONOR GIFTS::: SEPTEMBER 16, 2016 - DECEMBER 31, 2016

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Bartels Lutheran Retirement Community is dedicated to enriching lives through quality services and Christian care.

(319)352-4540 • www.bartelscommunity.org

Bartels Skilled Nursing and Rehabilitation

Your first step towards home

“My experience at Bartels Skilled & Rehab has been a positive one. There are so many progressive things happening at Bartels: it’s an upscale facility, bright and cheerful furnishings, a friendly staff…. It’s really a 1st Class place! I came in with hopes of getting back home and the “feel good, can do” attitude of the staff and therapists encouraged me to reach my goals. My career in coaching focused on strengthening bodies and developing good coordination and balance. I’ve been able to apply the same principles working in my therapy sessions. Bartels has lived up to their tagline of “your first step towards home!” Nothing replaces being at home. Thanks, Bartels!”

Larry Nieman, Discharged Skilled Resident