

NONVERBAL COMMUNICATION

We live in a busy and sometimes selfish world. I often wonder if we continue to pay attention to nonverbal language. It is time consuming, to take more time to understand people without a verbal language.

Nonverbal communication holds one's attention more than the verbal communication. Babies capture the attention of their parents by the expression on their faces, their cries and the look in their eyes. They send powerful messages nonverbally. They work their hands and feet and other parts of their bodies to tell us that they need our attention. Some parents are skilled enough to tell the difference between the various cries of a baby. They listen for cues and are able to tell the difference between a hungry baby and baby who needs to be changed. We can conclude that some parents have the art and sensitivity to connect with the emotional intelligence of nonverbal language. Nonverbal signals are more emotionally powerful than words; they arouse the curiosity, cause us to think and find solutions. We look at the eyes, brows and the stress on the face to understand the messages.

Both forms of communications are valuable to our existence. It requires more than words to maintain or

establish relationships. People see our interest and investment through our nonverbal as well as the verbal. Nonverbal communication affects others more than we know.

Try this, the next time you communicate verbally with a loved one or friend ask him/her to observe and analyze your behavior. Then switch roles using nonverbal communication like facial expression, posture, body language and have a discussion thereafter. Hopefully the lesson learned from this exercise would help to make you a stronger communicator.

As we provide for others in our care whether it is a patient, friend or a child use emotional intelligence to show your care. When applied correctly it brings people to you when it is not properly applied it could push them away. Let's enhance our communication skills, build bridges and remove walls.

Deon Simpson
Director of Social Services

DINING SPICE

There is a certain perception about The Pavilion and our dining services to that area. Over the past several months we have had many independent residents stay due to sickness in the Healthcare Center. We try hard to continue to improve our service and how it is perceived by residents. We have many challenges. We have concluded that all independent residents need to be surveyed following their stay in the Pavilion. This will enable us to get a true picture of our service and how we can improve. We will contact those residents who have spent time in the Pavilion over the past few months to get this very important feedback. I will post our results.

Quite a few produce items have been adversely affected by the freeze a couple of weeks ago. We will continue to see many of those items rise in cost and be of poor quality. We have been forced to remove them from our menu. Now we have a new concern, lamb and veal is due to increase in price \$4.00 to \$5.00 a pound due to earthquakes in New Zealand and weather in Australia. Both of these items are

expensive to begin with and both are popular. I hate to bring bad news but residents should be made aware.

We had our second fine dining event this past week and it was as successful as the first. It was enjoyed immensely. We experienced one problem: several residents made reservations and failed to show. We purchase food based on reservations. The meals are expensive to prepare. In the future, we must ask residents to give a minimum of two days advance notice if unable to attend, otherwise, residents will be charged for the meal.

I hope your next meal is a great,

Ted

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Editor: Patty Gentry,
Resident Services

Thought For The Week

"I can't do it" never yet accomplished anything; "I will try" has performed wonders.

~George P. Burnham

Inside This Issue

At DeWitt's End	1
Ask The Editor	1
Short-term Counseling	2
Friendship Life Enrichment	2
Resident Directories	3
Nonverbal Communication	4
Dining Spice	4

THE VILLAGER

THE UNITED METHODIST RETIREMENT HOMES, INC.

AT DEWITT'S END

At long last, our pool is reconditioned and back in service. The greatest change is with the new pool liner. In addition, the pool company did a renovation of the pool edging, and rewired the pool with energy efficient LED lighting.

One of the most significant changes is with our new lift. No longer are residents required to ride a water-powered chair that lifts one well up into the air before being lowered into the pool. Our new lift can be used either seated or standing, and is an incredible improvement on the old system.

I feel obligated to restate a few safety rules about the pool.

1. NO ONE is allowed to use the pool alone. Swimmers must have a "buddy" in the pool area to ensure safety. The "buddy" need not be in the water.
2. Unless accompanied by a resident, guests are not allowed in the pool. The resident need not be in the water.
3. NO diving or jumping into the pool at any time.
4. Remind guests, especially children, there is no running in the pool area.
5. The floatation devices in the pool are safety devices, and not intended as toys.

Guests who violate any of these rules will lose pool privileges.

These five points do not capture all of the rules established for our pool, but they cover some of the more important elements. Please check the pool rules before

using the pool.

James Sanes deserves high appreciation for the excellent work that has been done in this area, and the timely restoration of pool use. Thanks to our residents for patience during this time.

Howard

ASK THE EDITOR

Beginning with our next edition of the Villager we will offer a column titled, *Ask the Editor*. Residents may submit questions they have pertaining to any policy, practice or procedure at Croasdaile and we will answer all questions, with input from the appropriate department.

For example:

We were asked this week, "What is the Croasdaile policy pertaining to family members using the Fitness Room and Pool?"

The Pool and Fitness Room are available for family use as long as the hosting resident is present. You do not have to be in the water with your guest, but you must be in the pool area. The same applies to the Fitness Room and equipment, Paint and Pottery Room & Game Room.

If you have questions for this column. Drop them off at the front reception desk in an envelope marked: Attention Patty Gentry. Questions may be asked anonymously.

Patty Gentry, Resident Services Director

SHORT-TERM COUNSELING

Let's Talk About It: Benefits of Short-term Counseling

When situations arise in our life that cause a change in emotions, we wonder "Why would I want to talk with someone outside of family and friends about it?" Whether it is adjusting to a move, grieving the loss of a loved one, or feelings of sadness, short-term counseling can be beneficial. The ability to talk to a professional, who is also objective, can help to gain new perspectives on a situation of concern. A counselor can introduce ways to cope with your feelings, ultimately helping you find what works for you. A third benefit is being able to express your emotions, rather than keeping them inside or expressing them in ways that are not comfortable for you or for others.

Rebecca Keller is a Licensed Clinical Social Worker from Welcare Counseling Services. Rebecca has over fifteen years experience working with older adults in settings such as retirement communities, corporate eldercare, and community service agencies. She is at Croasdaile Village every Monday and can meet with you for individual counseling in your living environment or in a confidential room on campus. Please contact any of the Croasdaile Social Workers if you would like to meet with Rebecca.

Deon Simpson, Director of Social Services

FRIENDSHIP LIFE ENRICHMENT

On Valentines Day, the residents of Friendship House celebrated the annual Valentines Party with family members and friends. It was a great success. Residents, team members and families are asked to vote on a King and Queen for this annual event. This year, we crowned John Valentine and Margaret Wakefield our honorary King and Queen. They were both surprised and happy to receive their crowns. The residents enjoyed our guest entertainment, and all the fun activities throughout the day. If you see Mr. Valentine and Mrs. Wakefield, congratulate them on their coronation.

Liz Judkins, Life Enrichment Associate

AUDIOLOGY CORNER

Most hearing-impaired people recognize being hearing-impaired is draining. They feel tired after being with others, visiting friends or at work. It takes more energy to keep up with the conversations. Energy is used up by just being there and listening! Hearing impaired people have to use more energy to distinguish sounds and filter out background noise from the conversation. It is estimated that the hearing impaired use up to 50% of their energy on communication during the day, whereas those with normal hearing only use around 5%!

Other factors contribute to the use of more energy – is it dark? Can you see the person who is talking? Are many people talking at the same time? Are the acoustics bad? It is not surprising that hard of hearing people run out of energy quicker!

A good tip is to remember to take small breaks throughout the day to "refuel" and remind those around you how draining it can be.

Anita Carroll, Audiologist

- Music Appreciation - Thursday, March 10th, 9:30 a.m. in the lower level resident meeting room. The program will be, "Vivaldi, on his Birthday."
- **Notice:** New **Wellness Calendars** were placed in resident boxes this week. This calendar lists all wellness activities offered to residents for the month of March. Wellness activities will be listed separately from the Life Enrichment Calendar going forward.

Congratulations! Frances Gibson & Chuck Eilber and all the residents and employees who contributed to the NCSSM Food Drive! You did an amazing job.

RESIDENT DIRECTORIES

Resident and Staff Directories are provided to the Croasdaile Village community to increase ease in contact and communication between Croasdaile residents and team members. The Resident Services team along with Administration strive to keep the Resident and Staff Directories up-to-date and well organized for ease in usage and content. These directories are for the use by Croasdaile Village resident's and team members only, and are not intended for distribution to the outside community. Protecting resident privacy and private information is of utmost importance to Croasdaile Village. We make every effort to restrict access to your personal information.

In an effort to make sure all resident's and their information is protected, we ask every member of the com-

munity to keep the provided directories private. Do not distribute them to outside parties: non-profit organizations, churches, friends, relatives, and for-profit support. The staff at Croasdaile Village appreciates the combined effort of employees and residents that protects every resident's privacy and personal information.

Thanks for residents contribution to ensure security in our community.

Courtney Scott, MSW

Pavilion Health Care Social Worker

PLANT OPERATIONS

I want to thank all the residents who use the swimming pool for understanding and patience while we were closed the month of February. Good news as I write this Villager article, on February 28th our pool opened for use. I have attached a before and after pictures of our new lift platform in the pool area. This lift is powered by a rechargeable battery and no longer uses the water supply. I have ordered an extra battery and if the one on the lift runs out we can replace the current one in a few minutes and it will ready for use. This lift has a wired remote control which is not dam-

aged if it falls into the pool. It is waterproof. Residents need to remember when you start to lower or raise the platform and you have to stop it, you must return to the same movement you started. If anyone would like one-on-one instruction on using our new lift we can arrange a personnel demonstration.

Plant Director

James Sanes

Happy Birthday

Adeline Lineberger – 2-25 Anne Carroll - 2-26 Larna Hovis – 2-28 Jule Pollard - 2-28

Ruth Gotwals - 3-01 Frank Daddario - 3-03 Wiley Williams – 3-03

Bill Dunder - 3-05 Harriet Hooper - 3-05 Louis Quin - 3-05

Margaret Richardson - 3-05 Margaret Grissom – 3-06 Edith Lamprey – 3-06

Ida Mae Westfall - 3-07 Charles Kerr - 3-08 Arlene Miller – 3-08

Kathleen Smith – 3-08 Louise Byrum – 3-11 Hazel Kayler – 3-11

