

# *New Horizons*

## *Monthly Update*

*January 2010*



**NEW RESIDENT:** Margaret “Peggy” Calabresi, Suite 370, joins us from her home in Medford. Peggy is happy to join longtime friend and resident Phyllis Caristo here at New Horizons and to stay close to her son Stephen. Among her many interests, Peggy especially enjoys reading, crocheting, and cooking. A warm welcome to Peggy in her new home.

**STAFF WINTER PARTY:** New Horizons’ annual staff winter party is on Saturday, January 16. To allow kitchen and dining room staffs the opportunity to participate in this evening event, we will serve the “dinner” menu at lunch time for that day, and the evening meal be Gourmet-to-Go parcels, with extra-special goodies for our residents.



**WELLNESS EVENTS FOR JANUARY:** Tuesday, January 26, 10 AM in Terrace Lounge. Miranda Heibel, program manager for Family Caregiver Support Minuteman Senior Services, presents “What’s Up Doc.” This program will provide useful tools for patients and caretakers to become partners in dealing with healthcare issues. You will learn what to do before, during, and after a doctor’s visit.

**DRESS FOR DINNER:** For this year’s theme, “A Night Out in Boston,” plan on a most festive, elegant evening, **Wednesday, January 27**, in Rumford Dining Room. Residents will dine at their normal seating times, with hors d’oeuvres served in the third and fourth floor living rooms 45 minutes prior to each seating. Invitations have been delivered to your door. While all residents are encouraged to don dressier apparel for this special evening, doing so is completely optional.

**BLACK HISTORY MONTH:** Historian Carter G. Woodson designated the second week in February as Black History Week in 1926. Initially the second week of February was set aside for this celebration to coincide with the birthdays of black abolitionist/editor Frederick Douglass (born February 14) and Abraham Lincoln (born February 12), both of whom greatly influenced the black American population. The former week-long observance, which officially became *Black History Month* in 1976, provides an opportunity to recognize the significant contributions those with black heritage have made, and continue to make, in such areas as education, medicine, art, culture, sports, public services, economic development, politics and human rights.



**SINCERE APPRECIATION:** The entire staff of New Horizons extends a sincere thank you to residents and families for their kind and generous contributions to the 2009 Staff Holiday Fund. We also extend a special thank you to all residents who joined us at the annual breakfast to distribute checks to staff.

**DINING ROOM SERVICE:** Our dining rooms and waitstaff do their best to provide the most enjoyable dining experience for our residents and guests. As such, we must request your assistance in ensuring you arrive at your appointed seating *on time*. Failure to do so impacts our ability to provide efficient service to other residents. Late arrivals may not be seated in the dining room, but will have the option of a *Gourmet-to-Go* parcel to take back to their suite. Thank you for your ongoing cooperation.

**DINING ROOM ETIQUETTE:** Please refrain from asking dining room staff for items that may not be taken from dining rooms. When asked to break policy, staff are put in the awkward position of denying a Resident's request for service to the very people that they are trying so hard to please every day. This also puts staff members at risk for disciplinary action by breaking company policy and procedures. While residents may always request and take a single piece of fresh fruit after a meal or a Gourmet-to-Go parcel (requested in advance), no beverages, condiments, tea bags, napkins, cookies, crackers, etc. may be taken from the dining room. This list includes foods and condiments that have been served and remain unconsumed at the end of meals. Thank you for your cooperation with this important matter.

**RESIDENT INFORMATION UPDATES:** Whenever an ambulance arrives for a resident, New Horizons typically gives a Resident Information Sheet to emergency personnel. This form includes pertinent information about the resident, including emergency contact data, doctor's name, hospital of choice, etc. Although these sheets are maintained strictly as a *courtesy* to residents, we encourage all residents and family members to please notify New Horizons of any changes as they occur. To protect residents' privacy, the Resident Information Sheet does not contain any identifying data for medical insurance and/or Medicare membership.



**SERVICE CALLS:** New Horizons is able to maintain its very attractive rates, in part, by managing its operations efficiently. Your ongoing cooperation in requesting maintenance service directly to the Front Desk or **Dorothy Ambrefe**, community services coordinator, allows maintenance and other staff to perform their roles most effectively. Accordingly, please do not ask maintenance or other personnel to perform services not already assigned to them by supervisors. It is critical to efficient operations that requests for services be appropriately recorded and assigned by supervisors. We appreciate your ongoing cooperation with this important matter.

**SEASONAL SAFETY:** Please exercise caution when driving, walking, and in general when you are out and about in wintry conditions. In particular, make sure your car is completely clear of ice and snow before driving off (including headlights and taillights). Wear non-skid footwear, walk slowly, and be alert to potentially hazardous conditions around you.



**NEW HORIZONS HOUSE DOG MAXX:** We very much regret to inform the community that we are actively seeking a new home for Maxx. As many likely already know, Maxx's health has recently declined to a point that staff are unable to meet his ongoing needs. Of particular note, Maxx is unable to consistently use the outdoors as his bathroom, despite extensive efforts. Further, Maxx has additional health care needs that increasingly require around the clock care and ever increasing attentiveness. Since Maxx has become an important part of our lives, we are hoping to find a caretaker that can bring him to New Horizons for regular visits. If a resident family or friend is interested and able to provide Maxx with a comfortable home and the care he requires, please inquire at the Front Desk.



***Call the SMARTLINE 781-932-1181 for daily menu and activities!***