



NORMANNA *News*

Issue Date: November 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.

November

Highlight of the Month

- November 8 – Birthday Party & Family Feud
- November 9 – Door Decorating
- November 10 – Pub Social
- November 11 – Remembrance Day Ceremony
- November 14 – Normanna Orientation 2:30
- November 15 – Movie Night
- November 17- Painting Party
- November 19 – Decoration Committee
- November 21 – Celebration of Life
- November 22- Auxiliary Social
- November 23- Norwegian Theme Day
- November 24 – Japanese Theme Day
- November 25 – Croatian Theme Day
- November 26- Chinese Theme Day
- November 27 – Indian Theme Day

Halloween Night

Halloween night was an exciting one for the residents of Normanna as they invited the children from the neighborhood to include Normanna on their trick or treat route. Over 100 children came to Normanna much to the delight of the residents in the front lobby who handed out the terrific treats!

This is to be an annual tradition at Normanna

Birthday of the Month

- November 18 – Anna A
- November 5 – Graziell
- November 5- Chee Yee
- November 29- Su-Hen
- November 18 – Jean M
- November 13- Johann
- November 11- Karen T



Normanna Open the door for Trick or Treat!



SAFETY



NORMANNA QUALITY IMPROVEMENTS

20 DAYS TO GO



- *New carpeting in the common areas and Touch up painting throughout the*
- **Normanna General Orientation Revision**

The staff at Normanna participated in an Employee Engagement Satisfaction Survey which enables the organization to gauge the staffs work life experience at Normanna. While the overall feedback from staff was positive an area which was identified as needing improvement was the general orientation. The Leadership Team heard this and developed a new and improved Normanna Orientation whereby new employees would attend a three-hour presentation with more detailed information on Policies, Procedures, Person Centred Care, Emergency Preparedness, an extensive tour of the facility and Meeting and Greeting of Management Staff. The first orientation took place on Wednesday October 24th and was well received. These orientations will take place on the third Wednesday of the month from 9-12. There will be a presentation for residents and families for their input

Date: Wed. Nov. 14th Time: 2:30pm
 Location: Auditorium
 Refreshments will be served

Family

CORNER

*Resident and Family Council Meeting
 Tuesday, November 13, 2018, 3:30 PM
 Ostheim Dining Room*

Auxiliary Annual Christmas Bazaar



Date: December 1, 2018
 Time: 10:30-2:30

Bake Sale, White Elephant and Silent Auction

QUOTES OF THE MONTH

As we express our gratitude, we must never forget that the highest appreciation is not to utter words, but to live by them.

J.F. K