

The SUNSHINE LINE

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April-June, 2010

A newsletter from the Non-profit Sunshine Terrace Foundation, Inc.



C.E.O.'s Corner

There is nothing more important than "customer service." A few years ago I had to attend a meeting in Las Vegas, Nevada. It was a hot July day and the airport was crowded. After retrieving my baggage and following the signs to the rental car location, I was struck with a wave of heat that nearly knocked me over. As I entered the rental office I was greeted with unusually warm and friendly service. I was asked if I wanted a cold bottle of water and a cookie. I was then given immediate assistance and was allowed to choose from a selection of ten cars varying in size and model. When I drove away I felt like I had been treated like a dignitary and was very impressed.

Upon my return, I was pleasantly surprised to receive the same royal treatment from totally different people. I was so impressed I asked, "Why are you guys so darn helpful?" To my surprise they responded, "Our company expectation is to exceed customer expectation."

Impressed with their service, when I returned home I found that the company had a book written specifically about them and their employee training techniques. The book is called "Exceeding Customer Expectations" by Kirk Kazanjian.

Our goal as a foundation is to develop that same sense of customer service through "Culture Change." We want each of our clients to feel that they are getting service above and beyond anything they could ever imagine. When our clients walk away from The Sunshine Terrace Campus, we want them feeling like a dignitary with a positive memory of true "service from the heart."

We are so proud of each of our employees and grateful for the sacrifices they make on a daily basis to serve our community. We just celebrated three of our long time employees who have been with our Foundation for over 25 years. We are blessed with a professional and qualified staff at every level in our organization.

We have many staff members who are "quiet unsung heroes" working so diligently day after day and week after week with very few moments of appreciation. It is these "unsung heroes" that have helped Sunshine Terrace soar to great heights. Some of you have been there helping our clients in the most difficult and darkest times of their lives. Others are hidden as support cast in areas that seldom get recognized for being heroes. Our campus could not function without the support of dietary, housekeeping, laundry, and maintenance. All are vital entities in keeping people alive and well.

Our goal will always be to "EXCEED CUSTOMER EXPECTATIONS." Daily, we need to look deep into our souls and ask, "How I can make a difference in someone's life?" The fact is, every day someone is making a difference in our lives.

Steven D. Tracy, CEO

Sunshine Terrace Foundation

P.S. Our newsletter is now available on line at our new web site! Speaking of which, we have spent a lot of time making our web site more valuable. Let me know what you think. It is at www.sunshineterrace.com.

P.P.S. I want you, our friends, to be among the first to see our new logo. It was created for us by Doc Christensen, a prominent local artist. The continuing use of a sun reminds us of our past; the four bars represent our four key health services; and, of course, the mountain motif reminds us how lucky we are to call Cache Valley home.



Foundation News

Foundation Reaching Out

In late February, the Sunshine Terrace held a Health Fair at Pioneer Valley Lodge in North Logan. Sunshine Terrace, along with Cache Specialty Hospital, several local doctors and other health care providers spent two hours offering free blood pressure checks and help and advice on many health care issues.



Dave Benson, our out-patient physical therapist was in strong demand as many residents of Pioneer Valley Lodge waited to ask questions. Holly Adams of the Wellness Center let guests know about our exercise program for those 50 and older and the coming aquatic therapy pool.

Cody Callaway said taking health care professionals from Sunshine Terrace out into the community furthers our mission of providing health information to the citizens of Cache Valley.

The Singing Troubadours of Wing 6

Chris Petry and Mark Hamblin serve the residents of Wing #6 in their roles as licensed practical nurse and certified nursing assistant. Chris has been at Sunshine Terrace for nearly three years and Mark for over twenty.

Late in the afternoon at least once a week they change roles by breaking out two guitars, putting on their troubadour hats, and singing their way through a number of the wings.

While they sing the occasional "Red River Valley," word is that they really sing a mean "Wild Thing." Apparently the more recent music comes from Mark's years in a hard rock band.

If you think women in their 70s, 80s and 90s don't like

this kind of music, you would be wrong. Several are known to join in on "Wild Thing."

Tournament Bracket Challenge

This year, the Sunshine Terrace Foundation started an NCAA Tournament Bracket Challenge. Our employee winner this year is Dayna Brown. Dayna works in our Home Health department. We had nearly 100 entrants from the Sunshine Terrace staff. Dayna was the only person to pick the Duke Blue Devils to win it all and it paid off! Congratulations to Dayna.

We also had a Tournament Challenge for all those in the medical community of Cache Valley. This year's winner was Chancey Buttars. Chancey is a CNA with Cache Valley Specialty Hospital. Congratulations to Chancey.



Both of our winners this year won I-Pod Shuffles. Other prizes this year include 18 holes of golf at Logan River Golf Course, Texas Roadhouse gift certificates, Pounders Hawaiian Island Grill gift cards, and Einstein Brothers bagels and sandwiches. A special thanks to our sponsors this year.

Along with the I-Pod Shuffles our grand prize winners had their names put on the Championship Trophy. The Sunshine Terrace will do the Bracket Challenge yearly now and put the name of next year's winners on the trophy.

Barbara Crawford, 2008 UHCA Volunteer of the Year

Barbara Crawford passed away on March 17 of this year. With her passing, the Sunshine Terrace Foundation lost one of its most dedicated volunteers. Barbara received the UHCA Volunteer of the Year in 2008. What follows is Vivian Brindley's nomination of Barbara for the award. Vivian is Volunteer Coordinator at Sunshine Terrace.

"Barbara is truly a dedicated volunteer for the foundation these past 16 years.

"The Sunshine Terrace volunteer program was organized



April 1, 1980. Since 2003, over 365,000 hours of volunteerism have been given within our three centers of services we offer.

"Since August, 1991, and over 6,000 hours later, Barbara continues, weekly, in our Rehabilitation Center, Recreation Therapy, bingo, the wheelchair dances and Sunday Community Ministry services. In addition over the years she has done the extras assisting with volunteering for Special Lunches, County Fair, Pumpkin Walk, Canyon Picnics and our Terrace Grove Assisted Living activities.

"She began her service after retiring from her career as the secretary to the Superintendent of Logan City Schools.

"Barbara doesn't mince words about her reasons for deciding to volunteer. 'When I quit working, I didn't think it was very fun to sit at home,' she said in May, 2005, when she, along with four other long time volunteers at Sunshine Terrace received the Governor's Silver Bowl Award for volunteerism as 'The Magnificent 80's.' The five together had a combined 85 years of volunteer service to the Sunshine Terrace Foundation and three of them were 84 years old. They all are shining examples of what service is about.

"We all know volunteering is a gift of self and is a privileged lesson. The tireless efforts and endless hours of volunteering continues to enrich the live of our residents. They bring the community into the lives of the foundation residents and continued success for the volunteer program.

"It takes a really bad winter storm to keep Barbara home. She is a role model for other volunteers. Importantly, when she happens to miss, which is rarely, the residents miss her and are concerned."

Donations

The Sunshine Terrace Foundation has always enjoyed the strong support of the community, including financial support that helps in our role of caring for the fragile citizens in the valley. We want to thank those listed below who have helped with a donation during the first quarter of 2010.

PLATINUM \$ 1000 OR MORE

Vernon N. Buehler
Spencer & Melanie Raymond

Alan & Helen Warnick

GOLD \$ 500 to \$ 999

Eastman & Ann Hatch

Norman Savoie

Merrill & Betty Daines

Craig Larson

Gossner Foods

Stan & Joyce Albrecht

Jack & Sara A. Keller

Avoiding Skin Damage This Spring

We all know that the effects of too much sun include premature skin aging. Here are some things you can do this Spring and Summer to avoid damage to the skin.

1. Stay out of the sun during the peak hours of between 10:00 a.m. and 2:00 p.m.
2. Wear a hat, especially if you violate rule #1 and are out in the sun at the worst times. Make sure that you wear a hat with a wide brim that shields your entire face (including your chin!) from the sun.
3. Wear clothes that give you protection from the sun. Most clothes have a SPF rating of 6 to 15. This rating can fall below 5 if your clothes get wet. You can find clothing with a SPF rating of over 30. If you are out in the sun a lot, consider clothes specifically designed to shield you from the sun.
4. We know. It spoils the fun. But if you want the best protection, always wear long sleeve shirts and long pants while in the sun.
5. Wear a sunscreen. Wear a sunscreen. Wear a sunscreen. And make sure you wear plenty of it. Some studies show people put on as little as 20% of what is needed for full protection. And make sure you apply it 15 to 30 minutes before you go out in the sun and again 15 to 30 minutes after you are out in the sun.
6. Want to save money on wrinkle creams as you get older? Read and follow the rules above.

SILVER \$ 100 to \$ 499

Brent & Allyson Sandberg

Rodney & Patrice Pack

Gaurth & Joyce Thompson

Lewiston State Bank

Clare & Cathy Leishman

Joanne Burnett

Dennis Watkins

Lynn & Irma Janes

Frederick Knowlton

Donald & Janet Fiesinger

John & Linda Keith

Grayson & Janet Osborne

L. Brent Stucki

Frederick & Candy Berthrong

Robert E. Lee

Michael & Christine Huie

OTHER DONATIONS

During the first quarter, many others gave donation up to \$99. We appreciate all of the donations we received.

Rehabilitation Center News

Look Who Walked Out On Us!

Paul Jay Nielson, the manager at the Flying J at Macey's, was taking some measurements when a car hit him from behind

and dragged him 50 feet!

Paul had a fractured pelvis on one side and a crushed pelvis on the other side along with a broken collar bone, four broken ribs and a punctured lung.

Paul spent seven weeks in short-term rehabilitation with us getting daily physical therapy.

Recently Paul walked out on his own two feet to go home. We couldn't have been happier.

Paul mentioned as he left that he couldn't have recovered as fast "without help here at Sunshine Terrace." He added that, "Even the food is good."

We would like to take all the credit, but we know that Paul's indomitable spirit was a big help in his recovery. Paul claimed to be at about 50% physically of where he was before the accident, but will be coming back to Sunshine Terrace for more therapy until he is as close to 100% as possible.



Wellness Center News

Aquatic Therapy Now A Reality

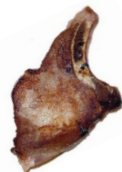
After months of planning and over a half year of construction, the new aquatic therapy pool at the Sunshine Terrace's Wellness Center is now available to the general population. Those who use the pool will typically need a doctor's order to participate in aquatic therapy.



Resident's Favorite Recipe: Pork Chops with Gravy

Ingredients:

1 tablespoon butter
4 boneless pork chops
seasoned pepper to taste
seasoned salt to taste
3 tablespoons all-purpose flour
3 tablespoons sour cream
1/4 cup milk
1 tablespoon all-purpose flour
1 teaspoon lemon juice
1 tablespoon honey



Directions

Melt the butter in a large skillet over medium heat.

Season the pork chops with seasoned salt and seasoned pepper, then dredge in 3 tablespoons of flour. Shake off any excess flour, and place the chops in the skillet.

Cook for a few minutes on each side, until browned.

In a small bowl, stir together the sour cream, milk, 1 tablespoon of flour, lemon juice, and honey. Season with a tiny bit of seasoning salt if desired. Pour the sauce over the chops, and simmer for 10 to 15 minutes, until pork is cooked through.



We know you will be impressed with the benefits of aquatic therapy. After surgery on a knee or hip, aquatic therapy can start as much as three weeks earlier than land based exercise.

The warmth of the 94 degree water along with pulsating jets can sooth sore and stiff muscles.

Aquatic therapy can help those who are suffering from chronic pain and those whose mobility has been limited due to illness.

Aquatic therapy can be a great help with those who suffer from arthritis. Because there are likely over 1,500 residents in Cache Valley with arthritis, this illness will be a primary focus of our pool. Because of our relationship with the Arthritis Foundation, part of the use of pool will be for research to improve the treatment of the over 100 types of this disease.

If you think you might be a candidate for aquatic therapy, please consult with your doctor. Our therapists are available to work with you and your doctor.

Terrace Grove News

Terrace Grove Holds Olympics Of its Own

Not to be outdone by Canada, Terrace Grove held its own Olympics during the last week in February.

LuAnn Tripp was honored to be the Olympic Torch Bearer throughout the entire week. She started the Opening Ceremonies by driving her Jazzy up, down and around the halls of



Terrace Grove and then finished up cruising into the main dining room at lunch to the "Olympic Theme."

Two teams competed, "Team Logan" and "Team Cache Valley," during the week. Residents competed on the same

team for all events.

Events included a basketball dunk, spelling bee, bowling championship, gold fish races. There were even two Olympic events in music.

Intergenerational groups visited during the week and the chil-

dren left with their own gold medals and fresh, warm cookies.

All in all, at the closing ceremony on Friday afternoon, organizers gave out 50 Gold Medals to residents along with special cupcakes with a solid chocolate gold medal for a decoration.

It was a fun week filled with competition and laughter!

Bistro Opens in Terrace Grove Lower Level

Residents of Terrace Grove who want to eat in more intimate surroundings have the option of dining in the new Bistro in the lower level. The Bistro can serve



about 20 people at a time and it serves the same great food as our residents receive in the main floor dining area.

The room has been painted a dark purple and the ceiling remains white. Because this is a walkout basement, there is plenty of natural light, and a stained glass window has been added to one door.

The chairs in the Bistro were donated to us through Gifts In Kind International but are from Penny's. Several of the wall décor items (notice the wine bottles?) are from a donation from the local Bed, Bath and Beyond.

Coffee

How much caffeine in a cup?
90-150 mg

How much coffee in coffee cake?
None

How many calories in a cup of coffee?
None (If you drink it plain!)

What is the most expensive coffee?
Kopi Luwak at \$119.95 a Pound

Our Wish List

While we can and do have residents of all ages, most of our residents are in their 70s, 80s and 90s.

As part of our goal to give residents a richer environment at Sunshine Terrace, we are interested in receiving donated furniture and knick-knacks from the 20s, 30s and 40s—when these residents were young. We are also interested in framed photographs from the same decades.

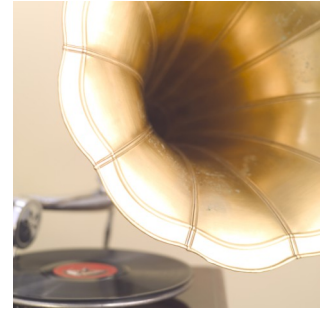
Our intent is to place these in the dining rooms where they will be easily seen by residents and remind them of their youth.

We hope that a room of antiques will be fun for residents to see. As we age and get into advanced years, we often turn inward and do not interact with our environment as much. You can easily see this in residents with serious dementia who no longer interact with their environment nor other people at all.

Studies show that a rich environment can help bring

some of these people out of their shells and start them interacting more.

If you have any antiques you would be willing to donate to this project, please call Cindy Jones at 435-754-0244.



We have a location at the Rehabilitation Center entrance for a “wall of water.” Many of you have probably seen these walls usually of granite or cement where water cascades from top to bottom and then is returned to the top. We need a donor who could make a \$5,000 to fund this project. In return, we would place a plaque showing the wall of water has been donated in memory of whomever you wish.

We are also looking for financial help purchasing a replica (but working) jukebox for the enjoyment of residents at Terrace Grove. The jukebox takes modern CDs, but we will use it for 40’s, 50’s and 60’s music. If you want to know more, please call CEO Steve Tracy at 435-754-0218.

RETURN SERVICE REQUESTED

