

Messages from SMP Health - Maryhill

A Newsletter for Maryhill Families

February 2023

Dear Family and Friends,

I hope everyone is staying warm this winter! A lot of time has gone into snow removal and keeping our sidewalks and exits clean. Please continue to be cautious as it is icy in the parking lot. I am extremely proud and grateful for our amazing staff. There have been numerous nights that they have slept overnight at the facility to ensure they can work their shifts the following day. The dedication of our team to care for your loved ones is truly second to none.

We celebrated our activities professional week Jan 23rd to 27th to honor these staff members that improve and enrich resident's lives every day. Keeping the energy up, the residents smiling, and creating a positive environment for all. Our number one goal is to find creative ways to give residents something to look forward to while making the facility feel like home. Please continue to view our Facebook posts on fun different activities we have going on within the building – search for SMP Health – Maryhill. Follow our page to stay up to date with pictures and posts!

Pinnacle – Customer Satisfaction:

Through Maryhill's 59 years of serving the Enderlin community, we place a strong emphasis on ensuring that the individual needs of every resident are met. I am proud to announce that Maryhill is a recipient of Pinnacle Quality Insight's 2023 Customer Experience Award. Maryhill was recognized in 15 categories which displays a continued dedication to providing "Best In Class" senior healthcare services. This award would not be possible without the outstanding employees at Maryhill. You are all phenomenal!

Overall Satisfaction – Nursing Care – Dining Service – Quality of Food – Cleanliness – Individual Needs – Laundry Service – Communication from Facility – Response to Problems – Dignity and Respect – Recommend to Others – Professional Therapy Services – Admission Process – Safety and Security – Overall Customer Experience



Thank You for Your Generous Donations

Thank you for your generous donations to our Tree of Lights fundraiser! Your support is greatly appreciated and allows us to continue to provide a comfortable environment and a quality living experience for our residents. Your contributions helped us raise over \$8,000!

Reminder

Thank you to anyone who filled out a North Dakota Long-Term Care association nomination form on behalf of a caregiver at Maryhill. This is a wonderful opportunity to honor and recognize the special people at Maryhill who care for you or your loved one. They are still accepting applications, but all **Applications must be postmarked by Friday, February 4th, 2022.**

Covid-19/Vaccination/Infection Control Updates

Please remember that masking is required while in the facility hallways and hand hygiene is extremely important. If you are experiencing any COVID-19 symptoms, please stay home to reduce any exposure to the residents. Visiting with loved ones in the main dining room/living room is not allowed at this time. We are trying to protect other residents as much as possible and ask that when you are visiting to stick to a family room or your loved one's room. Thank you for the support in our effort to keep everyone as safe as possible.

Please note when coming into the building, please ensure the handle is pulled down all the way so the door reengages. Remember when leaving the building the door will be activated to alarm if you press on the push bar without pushing in the code first. Each time you leave the building you will need to put the code **EXIT# (3948#)** into the panel on the left-hand side to unlock the door without them alarming. Please know that if you hold the door open for an extended period of time it will alarm. So, put the code into the system and walk through the doors so they can shut again. The code will be posted on the wall in a safe manner, so you don't have to remember it.

Stay healthy and God bless,
Bailyn Walz, CEO/Administrator



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Maryhill