

PLAZA *S* HEALTHCARE



Plaza Periodical
December 2022



A Message from the CEO

You may have noticed new signs on some doors that say “Enhanced Barrier Precautions” and staff wearing gowns and gloves more often.

We are doing this based on new recommendations from the Centers for Disease Control and Prevention to protect our residents and staff from germs that can cause serious infections and are hard to treat. You may have heard these germs called multidrug-resistant organisms or MDROs in the news. Many people have these germs in their body, especially in places where the skin is broken, such as wounds or insertion sites of medical devices like feeding tubes.

Most of the time people never know they are carrying these germs but under certain conditions, they can enter the body and cause serious infections. Fortunately, there are many things we can do to keep these germs from spreading, but we need your help!

Two important practices are:

- 1. Cleaning our hands.** Alcohol-based hand sanitizer can kill these germs and keep us from spreading them with our hands. This is why we remind you and your visitors to frequently clean your hands.
- 2. Using gowns and gloves.** Since we can't wash our clothes between caring for residents, gowns and gloves help keep these germs from getting on our clothes and spreading to others when we are having close contact with residents. This is why you might see us wearing a gown and gloves when we are performing transfers or other activities involving a lot of contact with a resident. Just because we are wearing a gown and gloves doesn't mean that a resident is carrying one of these germs. We also wear them to protect residents who might be more vulnerable to developing a serious infection if exposed to these germs. We will also wear them if we expect a care activity to be messy, like if we are changing a dressing on a wound.

To support these practices, you will see more alcohol-based hand sanitizer dispensers, gown dispensers and laundry bins in resident rooms so we can change gowns and gloves between residents. You will also see more signs to help remind staff when they should be wearing gowns and gloves.

We are always happy to answer any questions you might have about actions we are taking to protect our residents and staff and appreciate your support.

From our family of Plaza Healthcare employees to yours, I wish you a safe, joyous, and hopefully germ free Holiday Season.



A Message from Social Services - What do I do if...?

How do I stay in touch with my loved one if I am out of state or unable to visit?

The Social Services department has established multiple ways to help our residents stay connected with their loved ones. Social Services has specific iPads reserved just for video calls. Social Services utilizes different platforms such as Facetime, Google Duo, and Skype to help coordinate a video call. If you want to coordinate or get on a weekly schedule to see your loved one through a video call please contact the Social Services Department.

Cards and letters are always requested by the resident. Sending cards and letters to your loved ones is another way to show them that you are thinking of them.

In some occasions the social worker has helped set up social media to help facilitate that connection between you and your loved one.

Coordinating Phone calls is still an option to be able to talk to your loved ones.

Whichever works best for you and your loved one, please let us know and we will assist in making the arrangements.

What do I do if I lose something?

Please notify your assigned Social Worker Immediately. The Social Services Department will assist with tracking down your lost item to the best of our abilities. If the item is not found your social worker can assist you in getting the lost/broken item replaced through our Make it Right Program.

What do I do if I don't have any clothes to wear?

Social Services keeps a fully stocked donation closet with clothing and shoes for those in need of them. Plaza Healthcare has always promoted dignity and encouraged our residents to wear their own clothing. People have a strong sense of what style of clothing suits their personality and personal preferences, so denying them the ability to choose is harmful to their dignity.

Do you provide assistance with the Medical/Financial Power of Attorney and does it have a cost?

Financial/MPOA can be created without legal assistance and is free of charge. Since in most states, the document must be notarized, Plaza Healthcare has a certified notary in house that can assist with this process. If you are in need of this service please contact the Social Services department.

To contact Social Services, please call 480-874-5349

Mental Fitness for the Holidays

The Holiday season can be a joyous time for most but can also be a time of stress or sadness. Stress especially, can really build up this time of year, and veteran organizations want to remind you to look out for our service men and women during this vulnerable time.

Resources for Veterans and Supporters

Veterans Crisis Line:

A free, anonymous, confidential resource available to Veterans in crisis, as well as concerned family members and friends. Call [1-800-273-8255](tel:1-800-273-8255) and Press 1, text to 838255, or chat at VeteransCrisisLine.net/Chat.

VA Resource Locator:

This tool can help Veterans find local mental health and suicide prevention resources, including their local suicide prevention coordinator.

VA S.A.V.E. Training:

Training designed to teach anyone who interacts with Veterans how to recognize warning signs of crisis and what to do to help a Veteran who may be at risk.

Make the Connection:

VA's premier mental health literacy and anti-stigma website highlights Veterans' real, inspiring stories of recovery and connects Veterans and their family members and friends with local resources.

VA Mental Health:

VA's repository of mental health resources, information, and data materials.

Resources for Family Members and Friends:

Encourage caregivers and loved ones to explore VA's resources for family members and friends to learn more about different kinds of mental health challenges, how they are treated and how loved ones can help while learning tools to keep strong themselves.

Employees of the Month

October 2022



Jack Lee is a Plaza Star in the Dietary Department. Jack has worked for Plaza for almost two years and is a vital member of an exceptional team.

November 2022



Teresa has been a member of Plaza's team for 28 years. Her loyalty and go-getter attitude makes her an exceptional asset. Congrats on being chosen and on the new grandchild on the way.



On behalf of all the Plaza staff, and our Management Team pictured above, we wish you joy and happiness during this Holiday Season.