



Plaza
Periodical
December 2023



A Message from the CEO

You may have noticed some construction happening within the walls of Plaza Healthcare. I wanted to give you an update on the projects we are currently working on.

Mimosa Springs

Our Memory Care Community is undergoing a complete renovation.

• **Resident Rooms**

- Every room is being stripped, painted and new flooring is going in
- Every room will be furnished with new beds, mattresses, furniture and visitor seating
- Every room will have new lighting both in the resident room and bathroom

• **Common Areas**

- The existing activity room and kitchen will be completely gutted and a new dining room to accommodate all residents will be created
- Existing dining areas will be renovated to include an activity room, movie theater and a special purpose room

Plaza Healthcare

• **Corridors**

- Handrails throughout the entire building will be replaced

• **Nursing Stations**

- All five nursing stations are being replaced to include new wiring, lighting, and electrical in addition to the new millwork
- Adjacent space next to each station is being reallocated to accommodate the medication, wound, IV, and respiratory carts

• **Emergency Generator**

- Our current generator is being replaced with 2 state of the art generators so the entire building will be able to operate on emergency power
- Once completed, there will be no difference in our operations during a power outage doing away with the need for battery backups, redundant systems, use of “red plugs” etc.

We appreciate your understanding while we make these renovations and while we will do our best not to disrupt the day to day operations, there may be various times throughout these projects that accommodations will need to be made.

I am always available if you have any questions regarding the construction projects.

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



A Message from the Patient Care Coordination Department

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 a Patient Care Coordinator,
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 2023 - Perla Juarez



Perla has been employed at Plaza for just over a year but her positive impact was immediate. As a member of the Wound Team, Perla is an amazing asset to the success not only of nursing but Plaza as a whole. Her personality permeates throughout the building and her coworkers are glad to have her as part of the team. Congratulations on being selected as Employee of the Month.

November 2023 - Matt Abbott



Matt has been a member of Plaza's team for 23 years. As the head of IT, Matt's experience has been a key component in Plaza's success. Matt is an avid soccer fan and enjoys outdoor activities when not at work. Matt is married with two children and two dogs. His passion to help people is evident in both his professional and personal life. Congratulations on being selected as Employee of the Month.



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