

Issue Date:  
June 7th, 2024



# WESTMINSTER VILLAGE

## A Message from Colleen Matthews, Executive Director

Greetings to all!

I hope this message finds you all well and ready to enjoy the arrival of summer! As the executive director of Westminster Village, I'm excited to share some updates about our vibrant senior living community and our preparations for the sunny months ahead.

As we transition into the summer season, we're gearing up to make the most of the warmer weather and longer days.

Take one look at our Activities Calendar and I'm sure you'll find it brimming with opportunities for you to soak up the sunshine, explore the great outdoors, and create cherished memories with your loved ones. Whether joining in on a day trip, attending the Father's Day BBQ or learning more about summer safety, we're committed to providing an array of fun and rejuvenating summer experiences.

Additionally, you'll find important information in this issue about our Support Care program here at Westminster Village. Our goal, as always, is the safety and wellbeing of every resident here in our community.

Don't forget about our referral program for residents and team members! Your satisfaction is our greatest reward, and we believe the communities are built through the connections we share.

Here's to the start of a beautiful summer at Westminster Village!

Executive Director  
Westminster Village

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# Supportive Care at Westminster



Supportive Care is a program tailored for our Independent Living residents, aimed at helping you maintain your independence in your own apartment to the fullest extent possible.

When there is a change in a resident's condition, whether temporary or permanent, Supportive Care comes into play. For example, after a hospital stay, Supportive Care services can assist you with daily activities like bathing, dressing, and showers once you return to your apartment.

Supportive Care involves monitoring your condition coordinating services and medical care, and collaborating with your physician on treatment options as necessary. Additionally, Supportive Care offers medication management, reviews medications with residents, helps organize therapy or follow-up appointments, and checks on you for 72-hours post-hospital stay to ensure well-being.

Ensuring your safety is our top priority at Westminster Village and it is our responsibility to guarantee the safety of each residents in their apartment or villa. In the event of a hospitalization, our Care Navigation and Supportive Care services collaborate closely to safeguard your well-being.

This team can assess the following:

- A review of your apartment to identify if there is a need for special equipment such as a walker, bath chair, raised toilet seat.
- If you have limited mobility, will you be able to get around your home safely? Will you be able to get to the bathroom, bathe or need assistance dressing?
- If your condition has changed, do you need therapy, medication assistance or other activities of daily living skills?

Care Navigation and Supportive Care services aim to help you remain safely in your apartment and arrange necessary services for your well-being, enabling you to lead a joyful and healthy life.

If you have any questions, please contact Tammy Gilbert at Extension 5413; or Colleen Matthews at Extension 4602.

# Healthcare Services Group Dining Update

Healthcare Services Group (HCSG) officially began their partnership with Westminster Village on June 3rd.



In the initial week, several team members from HCSG visited Westminster to begin evaluating the programs, policies, and procedures. The Director of Operations, Chef, Registered Dietician, and Clinical support from HCSG have been collaborating with us and have provided positive feedback about our team and Westminster.

- An Executive Chef has been selected and once the start date is confirmed, I will share more details and arrange a meet and greet session!
- Looking ahead, we are excited about upcoming discussions on the introduction of new menus, dining experiences, and more!

We believe these enhancements will significantly elevate the culinary experience for everyone at Westminster. As always, your suggestions and feedback are invaluable to us. Thank you for your ongoing support and enthusiasm.

## Providence Consulting Update

The purpose of the Providence Consulting Quality Assurance Report was to pinpoint potential life safety risks, occupational hazards, and building safety issues.

After conducting a comprehensive full physical plant assessment at Westminster, Providence Consulting recommended corrective actions for areas not meeting the required quality standards to enhance the quality of life for Westminster Village residents and staff.

The assessment identified a range of capital items that myself, and our Director of Plant Operations, identified as priorities, using the following range: Priorities 1 and 2 - to be completed within 12 months; Priorities 3 to 4 - to be completed in two (2) to five (5) years.

Out of the 33 listed items in the report, six (6) are either completed or in progress by the Westminster Plant Operations team. The first item on this list, the domestic hot water tank (a 5,000-gallon original tank), will be replaced in collaboration with Sycamore Engineering. Other Priority 1/2 items include the chillers and roof replacement.

Updates on the report will be shared with the Resident Association during meetings as progress unfolds. For any questions or if you'd like additional information, please reach out to me (Executive Director) at Ext. 4602.



## Resident & Team Referral Program !

Don't forget about our referral program for residents and team members! Your satisfaction is our greatest reward, and we believe the communities are built through the connections we share.

Here's the scoop:

1. Refer a friend, family member or acquaintance to join our community.
2. When they move in, you will receive \$1,000.00!

It's our way of saying THANK YOU for helping our community grow! Spread the word, share the joy, and let's make Westminster even more vibrant together!

For details and/or to submit your referrals, please contact Deana Wilson, Director of Sales and Marketing at Ext. 4611 or Amanda Dailey, Sales, at Ext. 4612.



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