



RINGING IN THE NEW YEAR ON A HIGH NOTE!

Mitty and the Followers joined MCH to close out 2024 and ring in the new year during a packed celebration in the Auditorium with residents and staff, which included dancing, live music, and fun for all!

Opportunities Await in New Hospice Unit at MCH

New opportunities are coming to MCH with the opening of an expanded hospice and palliative care unit this summer. Current employees interested in joining this special unit will be encouraged to apply in the spring, with informational sessions also in the works. Previous experience in a hospice-like setting is preferred. If you're ready to grow and be part of a dedicated team, stay tuned for more details on upcoming openings this spring!



FROM THE EXECUTIVE DIRECTOR

Home to Health Care Heroes

It is a tremendous honor to share that two of our very own employees, Ashley Hosenfeld and Jacob Letourneau, have been named "Health Care Heroes" by the Rochester Business Journal.



Ashley, a Certified Nursing Assistant, joined us through the Nurse Aide Training Program. She quickly distinguished herself after graduating from the program by becoming a mentor and helping to develop staff training programs. She was recognized in the Health Care Staff category.

Jacob, our Senior Director of Food and Nutrition, was honored in the Management category for his commitment to providing quality meals with a diverse team of approximately 60 people. He was also recognized for embracing resident feedback, fostering workplace innovations, and leading our Leadership Academy.

We are grateful for their service, along with the dedication of our entire staff, volunteers, and community partners. All of you make MCH a special and treasured place to live and work.

Alyssa Tallo



Ashley Hosenfeld



Jake LeTourneau



PASSIONATE PROFESSIONALS

MCH celebrates its incredible Recreation Department for National Activity Professionals Week (Jan. 19-25). Thank you for all you do to enrich the lives of our residents with inviting personalities, compassionate service, and engaging programs such as the holiday events pictured above.

Longevity Awards Celebrate Employees

In December, MCH celebrated 55 dedicated employees during its annual Longevity Awards ceremony. These employees have collectively accumulated 775 years of service, showcasing their commitment, hard work, and the lasting memories built at MCH.

The longest serving employees, Stephanie Rosselli and Estelle McCullough, were each recognized with 35-year service awards during the celebration, which was developed to honor employees marking significant work milestones. A special thanks also goes to Karen Windsor, the food service department, and the rest of the MCH team for pulling together such a fun and rewarding event!





Stunning Makeover for Faith 6

A substantial renovation of the sixth floor of the Faith Building has transformed the area into a modern space for the Nurse Aide Training Program and its popular Fireside Lounge, completing new instructional, office, and entertainment spaces at MCH.

The six-week training program for Certified Nursing Assistants now has multiple classrooms, storage, and office space on the sixth floor. Meanwhile, the approximately 2,100-square-foot Fireside Lounge has been reimagined with natural finishes, Earth tones, and updated amenities.

Originally dedicated in 2000 to Dr. T. Franklin Williams, the lounge now boasts a more open feel due to a new ceiling design that brings in more natural light, accentuating the stunning views of the Rochester area and the Erie Canal.

The updated space includes a new kitchen, modern appliances, updated countertops and cabinets, and is ideal for hosting family and staff as well as a space to demonstrate cooking techniques.

The lounge area features a 65-inch TV and a remote-controlled electric fireplace, perfect for setting the mood for any occasion. New lighting, flooring, furniture, and improvements to fire



control systems were also installed.

Rob Cammilleri, Director of Facilities and Grounds, expressed excitement about the space, predicting it will become one of the building's most popular spots for resident and family parties, small gatherings, and staff events.

AARP Lauds MCH for Pedestrian Safety

MCH served as the backdrop for a new initiative by AARP New York to highlight ideal conditions for pedestrian safety and assist the community in reporting trouble areas, especially for the elderly, and those using wheelchairs or canes, to local leaders.

The organization held a press conference in November with the Monroe County Office for the Aging, Reconnect Rochester, and local media on the MCH campus. AARP was joined by MCH residents and staff to cross East Henrietta Road and spotlight areas serving as models for pedestrian safety.

The event was part of a statewide kickoff that encouraged residents in various communities to observe and document conditions that promote pedestrian safety.

To help, AARP created a toolkit allowing pedestrians to assess and rate sidewalks, roads, crossing signals, and overall walkability of areas. For example, the toolkit asks participants whether a curb has a ramp, if a sidewalk is wide enough for two people (5 feet), and if crossing signals are functional, among several other things.

The audit concluded in December, with AARP planning to share its findings with elected officials this winter. Those interested in learning more can visit <https://states.aarp.org/new-york/ny-walks>.

MCH Gives Back to the Community!

Each year, the Rehabilitation Department comes together to support a family in need during the holiday season. This initiative has become a cherished tradition, allowing our team to spread joy and make a positive impact on those facing difficult circumstances.

This year, the department went above and beyond in their efforts, exceeding their goal of raising \$1,000 in gift donations to help provide a meaningful holiday for a local family. The success of the campaign is a wonderful reminder of all the different ways staff comes together to make a positive difference at MCH and in the community.





New Center Simulates Success

Security is called to a room where a resident with dementia is disoriented, her daughter is frustrated and their TV is causing disruptions for a nearby neighbor.

In this case, the resident isn't actual human. It's a mannequin controlled by a Lead Clinical Instructor outside of a room at MCH's new Simulation Center, where staff are trained to respond to a variety of situations in one of the most life-like and unique training sessions of any skilled nursing facility across the state.

Hundreds of in-person training sessions have already been conducted for both clinical and non-clinical staff since the center opened roughly six months ago, after MCH received a \$878,000 grant from the New York State Increasing Training Capacity program.

The grant helped MCH build a semi-private room with two mannequins that can be manipulated from a nearby viewing area to

verbally respond to the actions of the staff, forcing nurses and staff to respond quickly to changing real-life situations.

Another area in the center provides an space for an instructor to review and discuss performance with staff.

Training sessions in the center have focused on ways to reduce the spread of illness by taking clinical staff through topics as Enhanced Barrier Protections, Infectious Control and C. diff.

Scenarios involving nonclinical staff are in development for rehabilitation, social work and security. Training sessions, which can occur at any time MCH is open, typically last about 15 minutes with another 15 minutes for review.

While the goal of the center is to prepare staff in the most realistic setting with the most advanced information, trainings are designed to be hands-on and interactive, and may replace some current trainings.

Café Now Open for Dinner

MCH is excited to announce, in partnership with Morrison Healthcare, the launch of expanded hours to include dinner service at the cafeteria, designed to make your evenings easier and more enjoyable.

Featuring an affordable and delicious menu, the cafeteria is now open from 4:30–6:30 p.m. weekdays to provide residents, families, visitors, and staff with a wide range of grab-and-go meals, made-to-order sandwiches and salads, inviting entrées, and more.

Whether you're staying late or looking for a quick and satisfying meal, the new dinner hours ensure that you have access to quality food when you want it the most.

In addition to dinner hours, hungry patrons can enjoy a delicious meal and the convenience of an onsite café from 8-10 a.m. and 11:30 a.m. - 2 p.m., Monday through Friday.



Chris McConnell



Brian Ribbeck

New Unit Administrators Strengthen Care

MCH is excited to welcome two Unit Administrators with a wealth of experience and leadership to assist in coordinating services across resident units and strengthening overall care.

Brian Ribbeck and Chris McConnell joined MCH in the fall and have quickly become invaluable resources for their teams across six separate units. By building team chemistry and reinforcing collaboration, they have taken on tasks that allow their teams to focus on patient care.

"Our nursing and nursing aide staff work tremendously hard, day and night, completing their clinical tasks, and I hope to support that team by offloading non-clinical duties so that the focus can, and always will, remain on the resident," said McConnell, who holds Doctorate Degrees in Physical Therapy and Education. He was most recently the Director of Residency Education at the University of Rochester Orthopedics

Ribbeck holds a degree in Hotel and Restaurant Management and a Master's in Business Administration. He was previously the District Director of Operations at Applegreen, overseeing an area along the New York State Thruway from Victor to Angola, south of Buffalo.

"You will see us out and about," he said. "We embrace good communication. We are looking to continuously raise the bar by listening and taking a collaborative approach with the staff to overcome challenges. We are a team."