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#### Return Service Requested

**Immacolata Manor**  
 2135 Manor Way  
 Liberty, MO 64068  
 www.immacolatamanor.org

#### VOLUNTEER NEEDS

Giving back to the community can be a financial contribution or a gift of your time. Below are volunteer match opportunities for:

##### IMMACOLATA MANOR

Data Entry • Web Site Maintenance  
 Sewing/Quilting Instructor

##### MANOR THRIFT SHOP

eBay/Amazon Sales Lead • Inventory/Box Movers  
 Cashiers • Accepting/Sorting/Pricing Volunteers  
 and Team Leaders  
 Sparkle Team Volunteers & Team Leaders

To volunteer or learn more about any of these significant opportunities, call 816-781-4332 ext. 226 or email [info@imanor.org](mailto:info@imanor.org).

#### Our Mission

**The Manor** is a not-for-profit agency providing habilitative services for persons with a developmental disability. Immacolata Manor focuses on the values and principles of community membership, self-determination, human rights, and basic needs, so that the persons will be supported and empowered to achieve their highest potential and to live their lives with dignity and respect.

# IM

## newsletter

FALL 2008  
 Volume II, Issue 2

#### Manor Happenings & Future Highlights

##### December 7

– Manor Thrift Shop  
 Brunch

– Rotolo Christmas Party  
 2 p.m. • P.V. Civic Center

##### December 11

IM Staff Party  
 9:30 a.m.

##### December 13

Leo Sebus Carolers  
 7 p.m. • Broadacres

##### December 14

Friends of IM Auxiliary  
 Christmas Party  
 Noon • Broadacres

##### December 20

Kristen's Kids Club  
 Christmas Party  
 1-4 p.m. • Broadacres

#### Please take note:

*Manor Administrative  
 Offices will be closed in  
 observation of the following  
 holidays: Thanksgiving Day,  
 Christmas Day, and  
 New Year's Day.*

**Mark your  
 calendars now  
 for the 2009  
 Janey's Over the  
 Next Hill Ride  
 scheduled for  
 Sunday, June 28!**

### The Blessing of Giving

In anticipation of the holiday season, the Immacolata Manor campus is charged with excitement, hope and expectation. The excitement is building as we anticipate return visits from family, friends and community partners to celebrate Christmas. Hope is fostered through the preparations that come with decorating, baking, and shopping for holiday social events. And expectations rise as we come together through celebrations of the season, year-after-year, as a close-knit community.

To each of us, this Season of Giving means many things; but to the Board of Directors, family members and campus staff who care for the Ladies on a daily basis, giving has a different meaning. . .

- Giving allows life with dignity in as independent an environment as individual capabilities would merit.
- Giving enables participation in establishing one's own goals and making one's own decisions.
- Giving fulfills the right to experience an environment and lifestyle providing exposure to a variety of surroundings.
- Giving provides sufficient activity and attention to encourage integrity of self, personal identity and purpose in life.
- Giving builds a future that expects personal involvement with daily life activities and other members of our community.
- Giving affords access to services available to our peers within the community.

Most importantly, the gifts we desire to continue to give our residents focuses on the values and principles of community membership, self-determination, human rights and basic needs, so that they will be supported and empowered to achieve their highest potential and to live their lives with dignity and respect.

Your support, through the Blessing of Giving, is needed today to ensure that our programs continue to provide personalized support to people with developmental disabilities. We are abundantly grateful for those who have helped in the past, and ask that you consider giving a gift again this year. Whether your situation allows only for modest monthly gifts, or a sizeable onetime contribution, all gifts are valued and appreciated.

The supports and services provided by Immacolata Manor cost over \$125 per day per resident. Through the Blessing of Giving, would you consider fostering the women of Immacolata Manor by providing for one day of support? If you can do more, would you consider adopting one of these wonderful women by providing one day of fees per month?

If you have never given to the Manor, we hope that you will consider making a donation. Your contribution will help us to ensure that each person served by Immacolata Manor will continue to receive the individualized, special support needed to develop to their fullest potential.

On behalf of our 27 residents, and 18 community integration participants, who are counting on the continuation of Immacolata Manor and the services and experiences provided them through the Blessing of Giving, we thank you and wish you and yours a blessed and joyous holiday season.

*A.M. McGuire*  
**Anna Margaret McGuire**  
 Board President

*Dale R. Herrick*  
**Dale R. Herrick**  
 Executive Director

## Broadacres Renovation Project Funding

A major initiative set forth by the Immacolata Manor Board of Directors in 2007 was the renovation of the Broadacres building to address structural issues, deferred maintenance, and energy considerations. Since that time we have painted, laid new carpet and purchased new exercise equipment. However, there are still key components to this project that remain unfunded.

The recommendations and cost estimates of this proposal were developed by Dennis Tuck, Architect, who inspected Broadacres and reviewed the original building plans. Mr. Tuck has expertise in accessibility and the special needs of persons with disabilities. He designed the five fully accessible group homes at IM and was recommended by William Dunn, Sr., former IM board member.

Broadacres was originally built in 1984 to meet the recreational and social needs of the residents of Immacolata Manor. Used primarily to house recreational, educational and life skills programs for persons with disabilities, it has served the women of Immacolata Manor and others for more than 20 years on a daily basis. This facility allows other similar mission-minded programs to share in combined events such as Special Olympics, training, and social activities. Family members and volunteer groups count on this facility to come together to support the women. It has also been used to accommodate the needs of the broader community for civic and social functions.

The My Day program, a community integration curriculum focusing on a full range of life skills, is operated out of the 5,616 square foot building. Women from IM and the surrounding community participate in the programming five days a week from 9 a.m. to 3 p.m. The principal funders of the My Day program are the Developmental Disabilities Resources Board (Clay County) and the Missouri Division of Developmental Disabilities (State of Missouri). These agencies supported the day program last year with \$385,485 dollars for 27,324 program units of services for personnel, transportation and other program expenses. Their support has been sustained based on the delivery of consistent quality service. Service quality and consistency depend, in part, on a safe and efficiently operated physical facility. The building maintenance issues confronted by Immacolata Manor are not eligible for this funding. However, as noted in the section addressing other income sources (*see side bar*), an exception has been made with respect to funds for carpeting. The renovations projected will prepare Immacolata Manor for continuing and enhancing its role as a service provider.

The primary goal of this project is to ensure the multifaceted use of Broadacres. Implicit in this goal is the desire to renovate the building and make it more cost efficient in terms of energy and maintenance. A secondary goal is to increase the number of people being served in the Broadacres building. Though the current services provided by My Day recently received a much overdue state funding increase for current and future services to program participants, it is also expected that the number of people being served will increase as a result of the rate increase. However, we must first improve the state of our facilities where these services are provided. Only after renovations are made can we move forward with plans

to expand programs offered to serve more individuals. There is currently a waiting list in the service area of individuals in need of quality community integration services.

Completion of the proposed project will allow Immacolata Manor to continue, enhance, and expand services to its residents, program participants and the community as a whole. Demand for use of the building has grown steadily and services to the community continue. Important, life-changing work goes on daily and the building continues to be a resource and meeting place to the surrounding community. When completed, the project will ensure the continuation and growth of services to people with disabilities, their families and the general public.

PROJECT COMPONENT	COST
<b>ROOF:</b>	
<b>Replace Roof</b> <i>Curry Family Foundation awarded \$10,000</i>	\$ 30,000
<b>ENERGY FEATURES:</b>	
<b>Install vinyl siding, columns, fascias &amp; soffits</b> <i>Sunderland Foundation awarded \$25,000</i>	\$ 25,000
<b>Install low-e, double insulated vinyl windows</b> <i>Royal's Charities Request Pending</i>	\$ 5,000
<b>Drop Ceiling &amp; HVAC System</b> <i>William T. Kemper Foundation awarded \$5,000</i>	\$ 50,000
<b>RESTROOM &amp; OFFICE:</b>	
<b>Install ADA Restroom &amp; Office</b> <i>Future Request</i>	\$ 67,500
<b>ENTRANCE IMPROVEMENTS:</b>	
<b>Install Canopy &amp; ADA Doors</b> <i>Future Request</i>	\$ 25,000
<b>SUB-TOTAL for PROPOSED COMPONENTS</b>	<b>\$202,500</b>
<b>COMPLETED PROJECT COMPONENTS</b>	
<b>Carpeting</b> <i>Developmental Disabilities Resources Board</i>	\$ 12,000
<b>Carpeting</b> <i>Janey's Ride Special Event Fund</i>	\$ 5,000
<b>Exercise Equipment</b> <i>Immacolata Manor General Fund (\$1,250 from Soroptimists International of KC)</i>	\$ 3,000
<b>Interior Painting</b> <i>Immacolata Manor General Fund</i>	\$ 6,000
<b>SUB-TOTAL (funds invested to date)</b>	<b>\$ 26,000</b>
<b>TOTAL RENOVATIONS COST</b>	<b>\$228,500</b>

## My Day

It has been almost a year since I transferred from the Residential program at Immacolata Manor to My Day. Julie Turley, My Day Supervisor, and the My Day staff welcomed me with open arms. Through this community integration program, I have the blessing of working with each of the women in a different but special way as the curriculum is tailored to each woman's unique and individual approach.

I want to give you a glimpse into the day-to-day activities at My Day. Upon arriving, the women exercise by either riding a stationary bike or walking the treadmill. When finished, they participate in different sensory activities such as threading beads, sorting items by color, completing puzzles and writing their name. We do many volunteer activities such as delivering Meals on Wheels, stuffing bulletins for St. James, labeling the Pathways newsletter, filling bird feeders at Martha Lafite and sorting food for Harvesters. We also help the Immacolata Manor Thrift Shop by relieving the volunteers for lunch, cutting rags as a special project to make money, and pricing clothes. We take part in several leisure activities like fishing, picnics, dancing, bowling, and swimming; and field trips to Santa-Cali-Gon Days, the Missouri State Fair, a horse show, the circus, and dinner theatre. With the women helping, we cook once a week, and each birthday is celebrated in a special, individual way.

*(Article provided by Georgeanne Salmon, Direct-Care Staff Veteran of 21 years)*

## Volunteer Appreciation

During the week, many residents from the Manor and the Northland participate in recreational and life skills activities at My Day, which are designed to meet the needs of each participant. Trained staff works with each individual to develop specific interests and facilitate integration into the surrounding community through volunteer work and a variety of other activities. A favorite volunteer site is the Martha Lafite Thompson Nature Sanctuary in Liberty.

Each week My Day staff and participants travel to the Nature Sanctuary to do a variety of activities, including filling the bird feeders, bird baths, and hummingbird feeders, sweeping the sidewalk, picking-up trash along the trails and vacuuming the floors. In total, My Day volunteered 645 hours at the Nature Sanctuary during 2008. Because of their generous support, My Day participants and staff were recognized by the Nature Sanctuary on October 3 during their annual volunteer recognition event. After being treated to a fried chicken dinner and receiving certificates of recognition, all agreed it was a very joyous evening. My Day participants thanked the staff over and over for a wonderful night. And to top it off, Liz took home the table centerpiece for her October birthday.

In attendance, representing Immacolata Manor was: **Mary Jo, Rosie, Liz, Sarah Jane, Tia** and **Beth**. They were accompanied by IM staff members: **Diana Bosch, Connie Harrison** and **Christina Winters**.

### IMMACOLATA MANOR DONORS

*Received from July 1, 2008 through October 31, 2008.*

#### In Memory of

**Genevieve Thompson**, Nellie Alieksaites

**Peggy Ann Richardson**, G.B. Richardson, Louis Vitale, Shirley Shaw

**Margie McDaris**  
Charles & Faye Kirkendoll

**Mike O'Roark**  
P.A. Smith & Jeanne Crane-Smith

**Dorothy Dumortier**, Mrs. E.H. Rawson

#### In Honor of

**Bill Karl**  
Shirley Shaw

**Joe & Eileen Barry's 50th Wedding Anniversary**

Kenneth & Leisha Barry  
Melvin & Virginia Beckemeyer

**Patricia Thompson**  
Nellie Alieksaites

#### General

Debbie Bruckmeier • Patricia Kenney  
Robert & Mary Malley • Thomas McGee, Jr.

Elizabeth Norris • Mary Phillips  
Mary Ann Lawhon • Peter & Jill Brake

Pauline Morlock • Robert Haake  
Knights of Columbus #6794 • Betsy Phelan

Louis & Mary Drees • Sandra Correu  
Valley Prescription Services, Inc.

Mary Rulle • Curry Family Foundation  
Harold & Anna Margaret McGuire

Toyota Motor Sales, USA, Inc.  
Gail's Harley Davidson • Paul Atkinson

Isaac Woodland & Shirleen Oliver  
**National Starch & Chemical Foundation, Inc.:** James H. Anderson

**United Way:** Barbara Ann Guinn  
John Joseph Linville • Richard W. Johnson

Mr. & Mrs. Stephen D. Dunn

*Please excuse our error: the last newsletter inaccurately recorded contributions received from The Whitaker Foundation Inc. This gift was a memorial for Mary Dunn. We apologize for the inaccuracy.*

### Please take a few minutes to respond. . .

Your input and suggestions are very important to us. Your answers will be kept confidential and may be returned by mail in the enclosed contribution envelope, or emailed to [taney@imanor.org](mailto:taney@imanor.org). Thanks for your ideas and suggestions.

1) What changes or improvements would you like to see at the Manor? \_\_\_\_\_ Other Comments: \_\_\_\_\_

2) How could we better communicate about Manor needs and events? \_\_\_\_\_

3) Have you ever visited the Manor?  Yes  No

**If your church, organization or group would like to learn more about Immacolata Manor and the services it provides, call 816.781.4332, ext. 226 to schedule a visit from an IM staff member.**

## Empress House Enjoys Chinese Night

On 08/08/08, when the Olympics were opening in China, Empress House held Chinese Night as a cultural learning experience. The residents decorated the house with paper lanterns, fans and dragons. At first they didn't like the chopsticks, but soon learned how to use them and thought it was fun to eat oriental stir-fry that way. After supper they learned about some of the things that China gave the world, such as fireworks, pasta and silk fabric. Residents looked at some China dishes and dolls and had fun with those until it was time to watch the opening ceremonies of the Olympics on TV. Empress House finished their evening with tea and fortune cookies.

*(Article and photos provided by Nancy Mozingo, Empress House Direct-Care Staff.)*

## Thank You!

- Immacolata Manor was grateful to receive a \$3,000 grant from **Soroptimist International of Kansas City** in May, 2008. With this grant, IM Health Care Team was able to purchase high quality binders and customized tabs for Manor medical records from First Healthcare Products. These sturdy binders, made of professional medical grade material, will facilitate a well organized medical history for each resident and in each house a new medical book to include a monthly snapshot of resident health issues. Funds were also applied toward the purchase of an elliptical trainer at My Day. Ellipticals provide a quality, total body, cardiovascular workout with the maximum amount of efficiency. The lack of impact on the joints allows the user to burn roughly the same amount of calories as treadmills with the impression of putting out considerably less effort.
- In August, **Cody Dunfee and his fellow Scouts** built and delivered six storage cabinets for the residents of Empress House and one for Cabana House to meet the requirements of his Eagle Scout project. The cabinets were designed, funded and constructed under Cody's direction and supervision. The women of Empress House are thrilled to have their own cabinets with the much needed storage space. The cabinets turned out great and are very sincerely appreciated! Cody is the son of Victoria and Bill Dunfee.
- Students and Leaders from the Pleasant Valley Baptist Church 11th Grade Home Group spent a beautiful October Saturday morning working in the yard at the Individualized Supported Living Home in Glenaire picking up walnuts, raking and reseeding the yard. Thanks to the following individuals for their time and effort: **Jonathan Hunter, Dannika West, Susan Pigg, Kelsey Clubine, Spencer Clubine, Darla Clubine, and LeRoy Clubine.**

## Fall Festival Highlights

Immacolata Manor participated in Liberty Fall Festival, September 26 & 27, by hosting a booth on the historic downtown square. Through this public relations effort we shared the mission of Immacolata Manor with hundreds of people who had never heard of the Manor, and introduced hundreds more to the thrift store by handing out IM brochures and Thrift Shop Coupons. Several new riders were recruited for Janey's Over the Next Hill Ride by handing out dozens of t-shirts and save the date reminders to motorcycle enthusiasts. Some of the riders we spoke to on Friday came back Saturday wearing their t-shirt. They were excited about the possibility of partnering with IM. A modest \$251 were also raised through the selling of \$17 in Thrift Shop items, and 110 raffle tickets at a donation of \$2 each. We also received \$14 in random donations.

Thank you to the several volunteers who served in the two day booth on the square: Julie Turley, Karen Williams, Reva Reedy, Dee White, My Day Staff and consumers, Bee House staff and residents, Liberty High School National Honors Society seniors Brian Otte and Josh Elliot, Liberty High School Sophomore Rachel Chapin, and other friends and family. On Saturday, Bee House residents handed out t-shirts and asked passers-by to enter our raffle; they did a great job. Special recognition and thanks go to Julie Turley, Carl Caylor, and the volunteers at the Thrift Shop for their help in pulling this event together. Many, many thanks to everyone who helped.

Three Liberty businesses contributed prizes for a fundraising raffle: **Randy Curnow Northland Auto Center** donated a \$100 Gas card, **Northstar Garden Center** donated a Maple Tree, and a Fall Bushel Basket of plants and flowers was donated by **Plant Boutique**. Raffle winners were: Lucy Richards of Liberty, Kim Hancock of Kearney, and Judy Sparks of Liberty, respectively.

## Staff and Program Notes

Welcome to the Manor. . .

- **Director of Development:** We are pleased to announce the addition of **Stacie Bratcher**, of Liberty, Missouri, to the Immacolata Manor Team. In filling the role of Director of Development, Stacie will be responsible for the general areas of fundraising, grant development, marketing, public relations, special events, and volunteer coordination. A graduate of William Jewell College, Stacie brings 15 years of marketing experience to IM.
- **Program Manager:** We welcome **Janell Skinner** as the new Program Manager for Ashland House, Bee House and Deer Run House. As a Qualified Mental Retardation Professional (QMRP), Janell has a Master's Degree in Rehabilitation Counseling from Emporia State University, Emporia, Kansas. Prior to coming to IM, she worked with the Jewish Vocational Service, The Rehabilitation Institute of Kansas City, and the Brain Injury Association of Kansas and Greater Kansas Cit. Janell resides in the Kansas City/Gladstone area. Program Manager, **Cynthia Brown** will continue her responsibilities for program services provided at Cabana House, Empress House and the Individualized Supported Living Home in Glenaire. We are very pleased to have both of these professionals as part of the manor team and look forward to their guidance to our direct care staff while supporting the women and their families.
- **Medical Assistant:** Welcome to **Victoria Baker** who joined the IM Health Care Team in July as a part-time Medical Assistant. Victoria will assist Medical Supervisors, **Samantha Ross** and **Michelle Gibson**, in providing daily, around-the-clock care and companionship to the women at Immacolata Manor through the delivery of medical care based upon health promotion and prevention.
- **Support Specialists:** We are delighted to welcome to IM the following direct-care support staff – **Lora Black, Aneesha Carr, Gina Dorsey, Mary Lamb, Jill Reichert, and Amber Zimmerman**. Due to the nature of supports provided by Immacolata Manor, the work performed by direct-care staff vary according to the needs of the people supported.

### New Policies for IM Residential Homes:

- **Water and Home/Program Temperatures – 04-021** – The State of Missouri has mandated that anyone providing services to people with developmental disabilities must regulate and maintain water temperatures in their facilities no higher than 115 degrees. Each PCP states whether residents can regulate their own water. If they cannot, staff is responsible to stay with that person while they bathe or shower. If temperatures test too high, staff will notify their supervisor.
- **Storage of Potentially Hazardous Substances – 06-008** – Hazardous substances (cleaning/laundry supplies or any other chemical substance) must be stored in a locked cabinet. Each PCP states whether residents can have any contact with these substances and if they could injure themselves with these substances. Since most bleaches are strong oxidizing agents, they can be extremely hazardous. As a result, all bleach and products containing bleach have been replaced with non-ionic stain removers, and low level hospital disinfectants.

*Staff and programming changes are always challenging. We especially want to express our gratitude to our staff and also thank all of our stakeholders for their ongoing support, input and confidence.*

## Leadership Perspectives from the Thrift Shop Board President

I would like to thank all of the volunteers of Immacolata Manor Thrift Shop for all of their hard work and dedication. It has been an honor working as your president of the board. The board looks forward to honoring the volunteers at our annual Christmas Party for all of their hard work. Next January will bring on a new slate of board members and I know they will be working hard for the Thrift Shop and the Manor.

– Julie Turley



## New Residential Menu Program

As most of us know, planning and executing an evening meal for our family can be a daunting task. So, imagine having to plan a full week of meals for 27 residents in six homes, satisfying all of their likes, dislikes, and health concerns, while at the same time keeping the meals nutritious, fresh, exciting and new. That's the exact challenge the residential support staff of Immacolata Manor brought to the Administration Team.

In response to this challenge, Dale Herrick, Executive Director at Immacolata Manor, initiated a Menu Task Force to discuss how to create menus that residents enjoy but still offer heart healthy diets to meet their weight and nutritional needs. The first step in accomplishing this feat was to locate a nutritionist to assist in meeting those goals. The State of Missouri does not require the Manor to use their dietician, but they do need to approve restricted diets. Thus, Dale contacted Cindy Hormel, Director of Food and Nutritional Services for the Liberty Public School District, to consult with the Manor.

To address the concern for variety and flavor, the new menu program consists of four full weeks of meal preparations including breakfast, lunch, dinner and an evening snack. Designed to meet the national dietary recommendations regarding food groups and daily nutrition, much consideration was placed on nutritional values including caloric intake, fat content, cholesterol, sodium, carbohydrates and protein. Residents' favorite meals were also incorporated, and each day's menu includes a list of allowable substitutions to attend to finicky palates.

The key to this program, however, is portion control. To help residents reach and maintain their recommended body weight, the portions have been split into two low fat / cholesterol diet options: 1,800 calories and 1,500 calories. To assist support staff with portion control, measuring cups and high-quality digital food scales have been placed in each residence.

IM houses implemented the new menus in September 2008, with special diet instructions being updated for each house. To address the varying levels of cooking skills among IM staff, a training program is being developed and implemented to increase the success and effectiveness of the program. "The introduction of a new menu program to serve our residents has been very well received," said Herrick. "Our goal is to help the people served maintain their recommended body weight, while still having enjoyable meals, and meeting any other special dietary needs that individuals living at each home might require."

The menu program comes complete with recipes and shopping lists and emphasizes basic components such as fruits, whole grains, and low-fat dairy.



### HOLIDAY GIVING IDEA: Charity Giving Cards

Much like a retail gift card, anyone can purchase a charity giving card online or through the Community Foundation, receive a tax deduction and present the giving card to a friend, relative or coworker for any occasion. The person receiving the giving card goes to [www.donoredge.org](http://www.donoredge.org) to redeem the card on the charity of their choice. With a quick keyword search, anyone can conveniently search through more than 600 nonprofits to find a cause important to them. The charity giving card introduces philanthropy to everyone, with as little as \$25. Giving back to the community has never been so easy! Contact [service@gkccf.org](mailto:service@gkccf.org) with any questions.

### H&R BLOCK

As a new H&R Block client, Immacolata Manor will receive \$25 when you visit a participating office to have your taxes prepared between 01/01/09 and 11/01/09.

Here is how to raise money for Immacolata Manor when you use H&R Block to do your taxes:

1. Go to the Manor Thrift Shop to pick up an official Immacolata Manor referral form, or email [info@imanor.org](mailto:info@imanor.org) for a printable referral form.
2. Go to a participating H&R Block office with the referral form. To make an appointment or locate an office, call **1-800-HRBLOCK** or visit [www.hrblock.com](http://www.hrblock.com).
3. Give the referral form to your tax professional.
4. If you're a new client, Immacolata Manor will receive \$25.
5. Feel good knowing you helped Immacolata Manor raise money and you received exceptional tax preparation service.

## Error Free Med Administration

The residents of Immacolata Manor enjoy full, active lives. They shop, go out to dinner and movies, attend church, and take part in other events and social activities on a regular basis. Some of the residents work in local businesses, while others attend My Day, or other community programs, working on various life skill activities. The individualized atmosphere of support allows each woman to thrive. But, errors in administering medications can have a huge impact on the quality of the women's lives. If not administered correctly, medication can have serious consequences for their well-being.

Error free medication administration creates a domino effect of improvements in other areas of our consumer's lives. For that reason, after reviewing the number of medication administration errors with the KCRO, the Immacolata Manor Administrative Team set in motion to develop an awareness and incentive program to help staff focus daily on 'error free' efforts.

They began to tackle the problem by evaluating and categorizing errors – such as charting and administration. This helped them determine from where errors were coming. They also looked at why...why is it some staff never make errors? After analyzing their technique, it was found that these employees carried strict guidelines, always double-checking themselves.

These discerning guidelines were summed up and implemented campus wide using the acronym BEST Practice:

- B**e Focused – eliminate distractions.
- E**xamine paper work – review orders.
- S**ystematize – develop strict strategy of order.
- T**hree checks–check your work three times during medication administration.

To understand just how much medicine is administered at the Manor on a regular basis the IM Health Care Team conducted a study and found that there are over 400 doses of medications, both over the counter as-well-as prescription, that are currently administered every single day at the Manor. These medicines must be given to the right person, at the right dose and at the right time, in the right form and via the right route. All of these medicines must be documented on appropriate forms within a limited time frame in order for this process to run smoothly and without errors.

If one further considers all of the additional medications that are given to treat occasional discomforts and those that are administered on a weekly or monthly basis the job of medicine administration grows. A conservative estimate for the number of doses of all medications that are administered Manor wide over the course of a year comes to a staggering 165,000 doses annually.

Since October 2007, the IM staff has worked to significantly improve the medication administration program, reducing medication errors by over 50 percent. The Staff encourages each other to achieve high quality. They take ownership of the burden to get help, to figure out problems, and are often the first to recognize and report chief concerns. This conscientious effort from the staff creates the error free environment at IM.

To staff members who achieve error free med administration IM Executive Director, Dale Herrick, offers support and quarterly incentives in the form of recognition and rewards. Those who accomplish error free BEST Practice each quarter are recognized in front of their peers during regularly scheduled staff meetings, and receive gift cards from local merchants. IM Health Care Team Leader and RN, Susan Stolwyck, admits "Incentive is key...an administration that rewards quality performance is just as important as identifying and retraining staff who make excessive errors."

During the 2008 quarter reporting July through Sept, IM Staff posted only six administration errors and one charting error. Making medicine administration at the Manor 'error free' has been a team effort by an outstanding staff doing outstanding work. "Our staff treats each woman as family; they want what's best for them, and strive to offer that," said Stolwyck. "It's a joy to work with staff who provide such high quality care for our residents."

### IN THE NEWS:

#### Governor Blunt Assigns New Name

Last month, Governor Matt Blunt signed an executive order officially changing the name of the Division of Mental Retardation and Developmental Disabilities to the Division of Developmental Disabilities.

"Advocates have actively called for this change both nationally and in Missouri," Gov. Blunt said. "Missouri was just one of seven states that had not yet removed this term from state agency divisions, departments and committees. And while the change has absolutely no impact on the funding or function of the division it has a significant benefit to the divisions statutory obligation to reduce the stigma of having a developmental disability."

Across the country and for several years, disability-related agencies and organizations have been removing "mental retardation" from agency names. In 2003 President Bush renamed The Presidents Committee on Mental Retardation to the Presidents Committee for People with Intellectual Disabilities.

Private and not for profit organizations have made similar changes, including Special Olympics, which serves more than two million people who have been diagnosed with mental retardation. The Arc of the United States, the oldest and largest parent support and advocacy group for people with developmental disabilities removed the term "retarded" from its name. The American Association of Intellectual and Developmental Disabilities, a 130-year-old association representing developmental disability professionals worldwide, changed their name in response to widespread support among people with disabilities for removing the term "mental retardation" from their name.

Gov. Blunt and officials from the Department of Mental Health point out that using the terms "mental retardation and developmental disabilities" can be redundant. Mental retardation by definition is just one type of developmental disability. Others include cerebral palsy, epilepsy, Down Syndrome, Autism Spectrum Disorder, and brain injury prior to age 22.

Please consider remembering a loved one, or honoring a special birthday or anniversary with a gift to Immacolata Manor. Simply use the enclosed contribution envelope or donate online at the Greater Kansas City Community Foundation.

**Thank you for supporting the women of Immacolata Manor!**