

Residents and family members very satisfied

Results in for latest round of satisfaction surveys



Illinois measures resident satisfaction with the environment, staff and management services. LSN is nationally recognized for their expertise on issues related to long term care and senior housing with the largest benchmark database for industry comparison.

A recent employee experience survey was also conducted at Southfield Village. Ninety five percent of staff expressed their commitment to practicing CROFT Values in their daily work. CROFT represents Creativity, Respect, Openness, Fairness and Teamwork. Residents and family members scored Southfield Village's overall satisfaction with staff at 100 percent; supporting the commitment to CROFT Values.

Southfield Village's 2011 resident and family satisfaction survey results came in at just over 98% overall satisfaction. Southfield Village measures independent living, assisted living and nursing facility resident satisfaction as well as nursing facility family satisfaction every two years. The feedback helps strategically guide Southfield Village in terms of enhanced quality and services for residents, families and employees.

The 2011 survey developed by Life Services Network (LSN) of

The specific results included 100 percent overall satisfaction for independent living and assisted living residents, 93 percent overall satisfaction for nursing facility residents and 100 percent for family members of nursing facility residents. Approximately 120 people call Southfield Village home.

"I am very pleased with the results of the resident satisfaction surveys. Being trusted to provide care and service to our residents is an honor to all of us at Southfield Village, and we strive to put the residents first," states Amy Calderone, Vice President of Operations and Executive Director at Southfield Village. "The fact that our residents and their families are satisfied with the job that we're doing is very encouraging and tells me that we are on the right track."

If you would like information about living or employment opportunities at Southfield Village, please call us at 574-231-1000.



Meet and Greet with Pete

Interested in learning more about living opportunities at Southfield Village? Be sure to contact Pete Webb at 574-807-8301 to set up a time to get together. Let Pete host you for breakfast or lunch so you can sample some culinary delights while learning more about our community. Bring a non-perishable food item with you and receive a free Southfield Village recyclable tote bag.



2011 Holiday Bazaar and Bake Sale

Come shop the Annual Holiday Bazaar and Bake Sale on **Saturday, October 29, 2011 from 8:30 a.m. until 2:00 p.m.** Many wonderful vendors will be here again this year! If you are interested in being a vendor, contact Rochelle Hurt at 574-807-8316.

Model Home Open 10:00 a.m. - 1:00 p.m. during the Bazaar!

Board Members

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The View from My Desk



It doesn't seem too long ago that I was writing this column about Southfield Village celebrating its 10th anniversary. Here we are, one year later and getting ready to celebrate 11 years of service in the community! In October, the month of Southfield's anniversary, we will once again hold an Employee Recognition Event to honor and thank those employees who have given multiple years of service to the organization.

Anyone who has worked in health care understands that this is not just a job. The residents we serve become a part of our own lives, members of our Southfield family. It is nearly impossible to go home at night and not think about the residents who have touched our lives that day. It is physically and mentally demanding work that our employees do, but it is also tremendously rewarding, which makes it easy to come back to work day after day. We truly thank and appreciate all of our employees.

Amy Calderone

Amy Calderone
Vice President, Operations & Executive Director



Above: Bernadene Adams of South Bend won the Best of Show award at the 2011 Art Is Ageless contest and exhibit for senior artists in St. Joseph County, which was held at Southfield Village in May. Her quilt is titled "Peaches & Cream."



Above: Staff as well as residents use the Fitness Center at Southfield Village. Here Barb Mosby uses the equipment during a break in her day. This photo is also in the new issue of Living magazine, which features the news, services and developments at Southfield Village and the other affiliate communities of Greencroft Communities. A subscription is free; get on the mailing list by sending an e-mail to info@greencroft.org.

Learning Café

Don't miss Southfield Village's lunch-and-learn series, the Learning Café, on the second Tuesday of every month. Lunch is at 11:30 a.m. and the speaker starts at noon.

- Oct. 11 - Liza and Mark, "Nostalgic Sing-Along"
- Nov. 8 - Danny Russel, "A Day with Abe"
- Dec. 13 - Bobby Charles, "Holiday Music"

Lunch requires a reservation and is \$5. There is no charge to hear the speaker. For reservations, please call 574-231-1000.

2011 Bus Trips Sponsored by Southfield Village

Reservation deadlines have passed for our remaining 2011 bus trips. However, we do have information on our first bus trip of 2012.

Wed., March 21, 2012 - Drury Lane, Gypsy, based on memoirs of Gypsy Rose Lee. Reservation and payment due by January 12, 2012. \$72 per person.

If you have any questions or wish to make a reservation, please call Carole at 574-807-8302. Additionally, we welcome destination suggestions for a two-day trip in 2012. Please call Carole with any ideas that you may have.



"I'm putting down roots at Southfield Village."

You should, too.

Meet Joyce. She loves gardening much more than mowing the lawn or shoveling snow. She's looking forward to meeting her housekeeper when she moves to Southfield Village to maximize time spent outdoors tending to her herbs and flowers. And, she is secure in the fact should she ever need assisted living or health care services, they're right on campus.

Learn more — Free community presentations What is a Continuing Care Living Community?

Three offerings. For refreshment planning, please R.S.V.P. for the presentation of your choice at 231-1000.

Thursday, Oct. 13 at 2 p.m.
Thursday, Oct. 20 at 10 a.m.
Tuesday, Oct. 25 at 6 p.m.

Bring a non-perishable food item, and receive a Southfield Village tote bag. Tour our model home immediately following the presentation.

Model home also open Oct. 11 from 1-2 p.m. and Oct. 29 from 10 a.m.-1 p.m.

Southfield Village

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