

HACIENDA NEWS

Quarterly Community Newsletter Distributed by Hacienda HealthCare®



MY "LIFE LESSONS" INCLUDE 18 YEARS WITH HACIENDA HEALTHCARE – Without a Big Mistake

I joined the Hacienda Executive Board about a year after Bill Timmons joined the agency. He and I have discussed our great, unheard-of track record since then many times. When I saw the title for his fall of 2008 "CEO Update," *Nineteen Years of Making a Difference Without Making a Mistake*, I was sure he got the title from me.

We've often discussed the fact that of the myriad of decisions made every year by the Executive Board, some, maybe two or three per year, are much more important than others. I suspect that staff members who have had to attend board meetings have been surprised by the passion with which many topics have been discussed and the wide variation in opinions on those

topics. It's surprising we've come up with so many good answers from the process.

For me, the classic one was our 3-hour debate 15 years ago on establishing Los Niños Hospital. Many intelligent opinions with interesting perspectives were discussed that night. Since I was the president of the Board that year, I got to send the issue around the table from my right for one last comment prior to the vote. At the time, while I favored the idea, the outcome was unknown to me. Around the table came protests and tears; and after the vote, a few board member resignations. About 80 percent of the way around the table, Ruth Pearson, our 78-year-old patroness, stated,

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Danny's Mission Fulfilled

Danny was born on August 21, 1974. The trauma of his birth left him severely disabled. From day one doctors, nurses and therapists cared for him 24 hours a day, 7 days a week. No one could have known that this totally helpless child would help others. It just wasn't in the cards ... or was it?

Danny's father, unable to provide the extensive, round-the-clock medical and therapeutic care he needed at home, found him a

"home" away from home when he was 3½ years old. Danny's new home was called Hacienda de Los Angeles, which in Spanish means "Home of the Angels."

When Danny's father made the decision to have Danny cared for at Hacienda, it was the most difficult decision he ever had to make. He didn't know it at the time, but the decision to help Danny would eventually help hundreds of other severely disabled children. You may be asking, how did this happen?

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*In special lives,
we make a difference.*

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MY “LIFE LESSONS”... • continued from page one

“Gentlemen, nothing in life comes without risk. I will vote in the affirmative.” It was then I knew Los Niños Hospital would be born. It eventually became our greatest success to date because Bill and the staff brainstormed 15 initiatives, of which our Synagis clinics and Ventilator Program were two.

So here is a “Life Lesson” for boards and managers, and the reason why we haven't had any major mistakes in 18 years. “Managers aren't ‘stars.’ We are at best ‘moons’ because we shine in the reflected light of our so-called subordinates.”

In 18 years I've been impressed by how many good principles from my international design and manufacturing business apply to Hacienda HealthCare®, as well. So here is another “Life Lesson” I constantly share with my electronics managers — that a good manager has to do two basic things:

1. Convince people that he or she has their best interest at heart. Except for the “what have you done for me lately” factor, this step is easy; because people want to believe it.

2. Show fairness – not just to individuals but also to everyone. This means you constantly explain your decisions and accept criticism. In fact, you as a manager report to your team, not them to you.

So bottom line and respectfully, thank you Hacienda HealthCare employees for helping the Executive Board make no Big mistakes.

GARY ORMAN

Executive Board Member

Danny's Mission Fulfilled

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Following is the story of how Danny helped other children like himself.

Danny had lived at Hacienda for awhile when the organization, as a result of numerous factors, began having financial problems. In a short period of time, the scarcity of money put Hacienda's existence in jeopardy. It was at this time that Danny's father asked me how he could help save Hacienda ... how he could help ensure that Danny would not have to leave his “home.”

I'm not sure who came up with the idea of a video of Hacienda, but it was a wonderful idea. A local television station donated the camera and the cameraman, and a 20-minute video of the Hacienda facility and its residents was produced. One of the featured residents was Danny, sometimes with

a caregiver and sometimes with his father. We used this video to raise tens of thousands of dollars; and within a year, Hacienda's financial difficulties were largely resolved. However, as a private, nonprofit organization, Hacienda was always in need of donations from individuals in the community, as well as grants from foundations. Over the years, other videos of Hacienda and its residents were produced and Danny was always featured. Those videos resulted in Hacienda receiving hundreds of thousands of dollars in cash and in-kind contributions. This money was used for many things, such as much-needed medical equipment, handicap accessible vehicles or furniture for the residents' bedrooms.

From the time that Danny and his father began their crusade to save

Hacienda until Danny's death on October 28, 2008, several hundred infants, children and young adults have called Hacienda “home.” Had it not been for Danny, Hacienda would not have been there for them.

So you see, Danny was born for a reason ... to help other severely disabled children. Hacienda de Los Angeles is now called Hacienda HealthCare. Hacienda HealthCare will continue to meet the needs of children like Danny for many years to come.

Mission accomplished Danny. You were (and are) truly an angel watching over Hacienda. In special lives, you made a difference.

WILLIAM J. TIMMONS

Chief Executive Officer

LOS NIÑOS HOME MEDICAL SERVICES

Our goal at Los Niños Home Medical Services is to enable ventilator-dependent individuals to function in society at their optimal level or capabilities and potential.

Each client is looked upon as an individual, and we provide the equipment with that in mind. You will find no stronger proponent and patient advocate than anyone on our team.

There is now a new advocate in the disability law arena, one that can relate better than most to the hardships, frustrations and challenges that may be faced on any given day. His name is Mark Willits. Mark is a ventilator-dependent quadriplegic and has been a client of Los Niños Home Medical Services for years.

We first met Mark while he was attending Arizona State University. Upon graduation from ASU, his adventures led him to UCLA Law

School. He returned to the Valley each summer to intern at the Maricopa County Attorney's office. I recently spoke with Mark via telephone and he informed me that not only had he graduated from law school but has also passed the California Bar Exam. Now, Mark is busy working with a law firm in the Los Angeles area specializing in disability law. I would challenge anyone to tell Mark that he can't accomplish whatever he sets his mind on to do. He has already achieved many of his personal goals! If memory serves me correctly, he has skied in Colorado, traveled throughout Europe, and also recently "tied the knot"!

Mark is just one example of a ventilator-dependent individual making a difference in this world without limits.

There are no limits for any of our clients.

Another of our clients retired a few years ago from Arizona State University as the Dean of Disabled Students and now is enjoying her retirement in Tubac, Arizona. Not only is she a past president of the Muscular Dystrophy Association, she has also presented her experiences and written numerous articles on many topics that speak to the relationship between a ventilator-dependent person and healthcare professionals.

It is so rewarding to hear all of these great personal stories and goals achieved by many of our clients! A few of our clients are currently attending college, some are working outside the home, and many more are Special Olympic champions! In our eyes, our clients are **all** champions.

JOHN WIDDER

Director of Home Medical Services

DTA NOTES

Just the other day, I was reading the morning newspaper and came across an article entitled "Good Cheer Flows a Long Way" (see *The Arizona Republic*, Dec 5, 2008). Basically, it stated something I believe everyone already knows – happiness is contagious. At first I thought, does it really take a study that takes 20 years and 4,700 people to conclude something that seems so obvious? I realize that scientific research involves analytical procedures, data collection, statistical analysis and scientific conclusions and findings to be useful. We know how our own attitude affects the way we conduct our own lives and what a tremendous boost a positive attitude will give us in any endeavor we may partake. This study made conclusions that may seem obvious but are well stated. "Happiness is like a stampede," said Nicolas Christakis, a professor in Harvard University's Sociology Department and coauthor of the study. He continued, "Whether you're happy depends not just on your own actions, behavior and thoughts, but on those of people you don't even know."

The research studied social networks and how friends and relatives may affect happiness. One of its conclusions was an estimate that each happy friend you have may boost your chances of being happy by 9 percent. The reason I mention this research is because it reflects what we already know here at DTA. Over the years, we have always tried to staff DTA with positive, caring, happy, competent people. And we think we have done a very good job of that. We are always pleased at the sound of laughter within DTA. The DTA staff is always trying to get our clients to smile. Our clients have come to think of the staff not only as caregivers and teachers, but also as friends, and we see clients reaching out to us in the same way every day. It is important that we maintain a positive attitude, even in these tough economic times. Everybody is worried about paying mortgages, credit, rising prices or job stability, but we still control our attitudes. Regardless of the circumstances that surround us, we still control our attitudes. And now, because of scientific research, we know

that being happy does not just affect ourselves but our family, friends and associates.

There are so many reasons why I love working at Hacienda HealthCare®. The love and happiness I feel and receive from the clients and the staff are two of the biggest reasons. Being able to impact the lives of so many special individuals in positive ways makes this one of the best jobs I have ever had.

I am very thankful for the job and associations I have with the staff and clients at Hacienda HealthCare.

MICHAEL BANAYAT
Lead Staff DTA





UCP volunteers stop to gather for a quick picture before finishing for the day. Everything is done with a smile here at the Thrift & Boutique.

WE LOVE OUR VOLUNTEERS!

TWO NONPROFIT ORGANIZATIONS PARTNER TO MAKE A DIFFERENCE

Beginning this past summer, our Children’s Angel Foundation Thrift & Boutique and United Cerebral Palsy (UCP) of Central Arizona partnered to help each other and the community at large. The Thrift & Boutique is always looking for great volunteers to help maintain the store and process donations. The more donations we process, the more items we will sell; and the cleaner the store is, the more

attractive our items will look to our new and loyal costumers. UCP’s Day Treatment and Training Program for Adults was looking for opportunities to help give back to the community while teaching their clients with cerebral palsy new skills. We were brought together by the common need to help improve our community and joined in an ongoing partnership that has become a weekly one at the Thrift & Boutique. Together we have made a strong alliance of dedicated individuals helping each other to reach our goals. Every Wednesday morning, UCP staff brings a wonderful group of their clients to our Thrift & Boutique who join our staff to help instruct and guide DTA clients on the project at hand. From stocking shelves to hanging clothes, all of the volunteers work hard

to complete the task they are assigned. Our ongoing relationship with UCP has been a wonderful addition to the store, and we look forward to every Wednesday when our friends join us. The difference they make is visible to all who shop here, and the confidence they feel in themselves after they leave is in the smiles of each volunteer who joins us. We are grateful to have their support! Thank you to everyone in the UCP/DTA Program, In special lives, YOU make a difference!! If you would like to join volunteers like UCP and help make a difference by volunteering today, contact Tara-Ann Buettner at 602.243.4231, x126.

TARA-ANN BUETTNER
Volunteer Coordinator

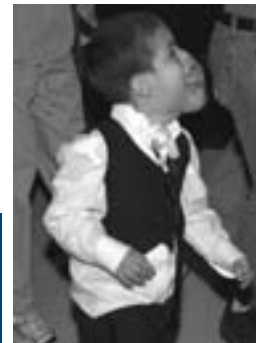
Casablanca

Hacienda’s 5th Annual Prom

In November, Hacienda proudly presented its 5th Annual Hacienda Prom with the help of our dedicated Prom Committee and countless volunteer efforts. The idea of having our own prom at Hacienda was presented to us over five years ago by one of our wonderful Hacienda residents, Jibri. Since then, Jibri has led our staff committee and volunteers to make the prom a reality. This year, Jibri suggested we have a very formal and classic prom theme from the movie “Casablanca.” Dinner was an elegant affair with enchanting piano melodies and a sparkling cider fountain. The background included dancing silhouettes and the movie, “Casablanca,” playing with subtitles. Outside, a cluster of small café-style tables was nestled under a sea of lights. The dreamy and romantic atmosphere made the event amazing. Hacienda residents joined guests outside and danced with staff, family and volunteers. The crowning of the prom court announced the end to the evening, but the staff talked and laughed with the residents all the way back to their rooms.

This year’s prom was another huge success! A very special thank-you goes to the wonderful volunteers who went above

Below: Jibri enjoys the Prom with three of our NCL volunteers.



Left: Bryson learns some new moves.

Below: Bill and his wife, Alma, join Jibri for a picture before dinner.



and beyond in helping to prepare for this wonderful event. Albert Perez, Jamie Iacovelli, Holly Hill, Josh Lougee and the Erickson family helped to make this year happen; and we are forever grateful for your support.

TARA-ANN BUETTNER
Volunteer Coordinator

New Healing Garden at Los Niños Hospital

Los Niños Hospital (LNH) now has a new Healing Garden!

For those of you who remember, the space in back of the building between the covered parking areas was previously an empty lot, which was not used for anything other than the occasional visitor from the hotel next door walking his dog. Thanks to a generous donation from the Fort McDowell Yavapai Nation, this unappealing space has blossomed into a beautiful Healing Garden, complete with playground equipment, picnic tables and a water feature.

Healing gardens are an increasingly popular amenity at hospitals, and Los Niños Hospital dedicated this special space in early October, which has become a pediatric outdoor play area for patients and families. “Research shows that patients need to get out of



Above: Keitha Reed; Pam McLeod; Mu Say; her caregiver, Betsy Sevino; Barry Goldstin; and Dr. Pattea cutting the ceremonial ribbon.

Left: Dr. Clinton Pattea, President of Fort McDowell Yavapai Nation, giving a traditional blessing.

hospital administrators, management and staff; members of the Executive Board; donors; community partners; and former patients and their families.

Dr. Robert Miller, Chief Operating Officer of Hacienda HealthCare®, and Barry Goldstin, President of our Executive Board, both spoke and expressed thanks to everyone involved in making the Garden a reality. In addition to a monetary donation from the Fort McDowell Yavapai Nation, donations were also received from Xeriscapes Unlimited (that actually designed and built the Garden), United Phoenix Fire Fighters Association, V & P Nurseries,



Ironman Pool Fence, Create A Curb, Southwest Green Solutions, Tree Amigos and CG Development.

Dr. Clinton Pattea, President of Fort McDowell Yavapai Nation, gave the Healing Garden a traditional blessing in both his native language and in English. The four corners of the garden were blessed with an eagle feather, which symbolizes harmony, inner strength

and healing energy in the Native American culture. He proceeded to invite everyone to join him in a few moments of personal prayer or silence, each according to his or her own beliefs.

Finally, a four-year-old former Los Niños patient, Mu Say; her caregiver, Betsy Sevino; Los Niños Hospital LPN, Pam McLeod; Director of LNH, Keitha Reed; President Goldstin; and Dr. Pattea were invited to cut the ceremonial ribbon. Afterward, all of the guests were invited inside for refreshments and tours of the hospital.

The Healing Garden dedication was lovely, but the true blessing has been the continued and frequent use of our Garden by patients and their families. The staff at Los Niños Hospital is very proud of the new addition and would like to express their appreciation to everyone involved.

ANDREA RIVERA, RN
Los Niños Hospital

EARLY INTERVENTION PROGRAM NEWS

16 FUN THINGS TO DO WITH BLOCKS

In Early Intervention at Hacienda HealthCare®, one of the roles of the Developmental Specialist is to help caregivers think creatively and resourcefully about ways to teach age-appropriate skills to their infants and toddlers. Ideally, this is accomplished using materials and resources that are low-cost or already in the home, which is why the 1¼-inch wooden blocks with the colored numbers and letters on each side are some of my favorite learning tools. Following are 16 simple, developmentally appropriate activities and uses for this timeless toy:

- 1. Taste them.** I have included this activity first because it is most likely what an infant between 3 to 5 months of age will do when introduced to a block. This behavior is normal and begins to prepare them for feeding skills down the road.
- 2. Transfer them between hands.** Around 5 to 7 months an infant is learning to move the block from one hand to the other. While learning this skill you may notice that he will briefly have both hands on the block at the same time.
- 3. Bang them on a surface.** Between 5 to 7 months your child may enjoy banging the block on a table or other hard surface. Rest assured that children at this stage are merely fascinated with the sound of the banging and not secretly trying to give you a headache!
- 4. Slide them on surface.** Around 6 to 11 months your baby may be able to slide

the block along a surface like a highchair tray or table. Show him how!

- 5. Uncover them.** Between 7 to 9 months a child may be able to uncover a block that he saw you hide under a washrag or paper plate.
- 6. Bang them together.** Between 8 to 12 month babies may learn how to bang the blocks together with one block in each hand. Your baby might also enjoy watching you bang the blocks together to the rhythm of a song.
- 7. Unwrap them.** Between 10 to 12 months a child may be able to unwrap a desired toy that he watched you loosely wrap up in a napkin or piece of waxed paper.
- 8. Take them out of a container.** Around 9 to 11 months your child may be able to take the blocks out of a container, either one at a time or by dumping the container upside-down. Do not be surprised if a child displays some hesitation toward reaching into a deep container.
- 9. Put them into a container.** Around 9 to 11 months an infant is learning to purposefully let go of a block to drop it into a container and may be able to put 3 or more blocks into a large bowl.
- 10. Stack them.** As early as 11 to 12 months a baby may be learning how to place one block on another, although the blocks typically fall off when the child lets go. Between 12 to 16 months the child may be able to make a tower with 2 blocks, and between 22 to 24 months the child may be able to make a tower using 6 blocks.
- 11. Squat to pick them up.** Around 20 to 21 months children are becoming strong enough to maintain a squat position long enough to pick up an object from the floor. You may encourage this by positioning the blocks on the floor and asking the child to pick up the blocks and put them into the container you are holding.
- 12. Count them.** Between 25 to 30 months children are beginning to understand the concept of “1.” Place the blocks in a bowl and ask the child to give you just “1” of them. Around 30 to 36 months, the child may be able to give you 2 of the blocks on request. Be sure to praise your child’s efforts.

13. Match them. Between 29 to 33 months children begin learning how to match primary colors (red, yellow and blue), and some may be able to match several more colors. To practice this, tape colored pieces of paper on the blocks and help them find the block with the matching color.

14. Hide them. Between 33 to 36 months children may be able to understand 3 or more prepositions like “on,” “under” or “behind.” Some children are able to enjoy a simple game of “find the block” as you hide it somewhere in a room (like under a pillow) as you guide the child toward it. It is also a great way to practice having the child follow directions, learn new vocabulary words, and take pride in an accomplishment. Be sure to help the child to succeed if he struggles with this activity so that he will not become resistant toward challenging activities.

15. Make a train. Between 23 to 26 months a child may be able to imitate you making a train with the blocks by lining up three in a row and pushing it. Don’t forget to make the “choo-choo” sound to encourage vocal imitation.

16. Make a bridge. As early as 31 months children are able to imitate you making a bridge using three blocks. Place two blocks on the bottom about ½ inch apart, then place the third block on top of them in the middle. Be sure to demonstrate slowly how you made this bridge.

KRIS LANZEL
Director of Early Intervention



WOW! AWARDS!

*In special lives,
we make a difference.*

The WOW! Award recognizes distinct and extraordinary accomplishments with identifiable impacts that are beyond the scope and/or expectation of an employee's job. All employees are eligible and nominations are made by Hacienda HealthCare® visitors or employees who recognize outstanding efforts.

[KAREN URBANSKI, OCCUPATIONAL THERAPIST]

Los Niños Therapy Clinic



Nominator: Lupe Valdez, Rehabilitation Specialist, Los Niños Therapy Clinic

Karen has only been with the company a short time, but she is a good asset to our department. She is always willing to help others and never complains. I think she should be recognized for doing such a great job. You're a star, Karen!

[SHAWNTEL FORTINEAUX, RESPIRATORY THERAPIST]

Hacienda HealthCare

Nominator: Eleanor Riggers, Respiratory Therapist, Hacienda HealthCare

I believe Shawntel is deserving of a WOW! Award for completely reorganizing our respiratory supplies closet. This

task was difficult and required a lot of her time and effort to complete. She went well beyond her duties in this task; and by doing so, made it easier for the rest of us to do our work for our clients and that is why I would like to nominate her for this award. Wow, Shawntel!



[JOHN WIDDER, DIRECTOR]

Los Niños Ventilator Program

Nominator: Maria Lopez, Innovative Home Health

John always takes the time to help me whenever I need it. He will stop what he is doing to help me on my Program, which is Enteral and Diapers under Innovative Home Health. He will explain the process step-by-step until I understand the problem that was brought to his attention. Recently I brought him a concern about my Program, which was the prices of the products that I order for my patients. He stopped what he was doing and called our representative at McKesson to add me as a user under a new account that he had just created to get supplies at a lower rate. This will not only help the Program but the company as a whole in saving money, which is what we need right now with the economic crisis. I really appreciate all that you do for me and our company. Thanks, John!



[RONA ADAMS, REGISTERED NURSE]

Los Niños Hospital

Nominator: Erica Snow, Licensed Practical Nurse, Los Niños Hospital

Rona always offers help even if she is busy. She always helps when patients have complications. For example, recently one of our patients was having continuous seizures. Rona offered to sit in Victor's room for monitoring when I was not able to. I appreciate Rona's sincerity in caring for patients and their families. Rona always shows great empathy when caring and providing individualized care for each patient. Rona is always willing to help out her fellow colleagues, whether it is by changing shifts, feeding a baby or changing a diaper. I always feel confident about the care our patients are receiving when Rona is their nurse and when she is the charge nurse for the night. Rona is an outstanding nurse who shows compassion — not only to her patients but also her colleagues. You're awesome, Rona!



SPOOKTACULAR HALLOWEEN

With the help of our dedicated staff, Hacienda held another successful Trunk-or-Treat event in October. We filled a total of 11 parking spaces, each of which was run by a Hacienda employee. Departments that were represented at the event included Accounts Receivable, Human Resources, Payroll, South Mountain Health Supply, Education, Nursing and RTA, Certified Nursing Assistants, Activities and Therapy.

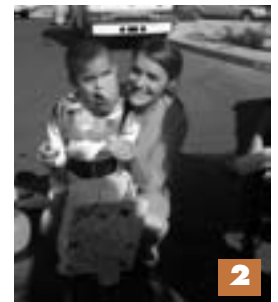
This was the second year that we held a contest to determine who had the best Trunk. All of the contestants were evaluated by nine judges in the following categories: creativity, decorations, treats and costumes. Everyone did such a great job this year, and the judges admitted they had a tough time scoring all of our wonderful participants. After a very close race, the winner of the "Best Trunk of '08" was our Human Resources Department.

Thank you to everyone who participated in the Trunk-or-Treat event this year — it is through events like this that we are able to improve the quality of life for those we serve!

TARA-ANN BUETTNER
Volunteer Coordinator



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2



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1 Students from ASU's Alpha Epsilon Delta help decorate the Hacienda dining room for a frightfully fun Halloween. 2 Bryson waits in line to go trunk or treating. 3 The Human Resources Department and the "Best Trunk of '08." 4 Mothers from NCL help make masks for residents to wear on Halloween.

AFFILIATES

HACIENDA HEALTHCARE®

Hacienda ICF-MR – Residential Care, Respite Care, Transitional Care/Training
Alameda Group Home and Willow Group Home
Brown Medical Group Home and Townley Medical Group Home
Sterling Pediatric Medical Group Home
Hacienda Early Intervention Program
Hacienda Day Treatment Center

Hacienda Skilled Nursing Facility –
Skilled Nursing Facility for Infants, Children, Teens and Young Adults

Los Niños Hospital
Los Niños Synagis Program
Los Niños Therapy Services
Los Niños Home Ventilator Program and Home Enteral Program
Innovative Home Health
Innovative Staffing Services

Children's Angel Foundation

Children's Angel Foundation Thrift & Boutique

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