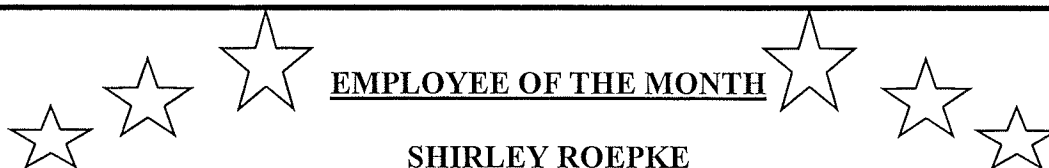


◆ THE INSIDER ◆

January 30, 2009



Shirly Roepke has been chosen as Dove's Employee of the Month for January. Shirley lives in Eau Claire and is originally from Dassel, Minnesota near Hutchinson. She and her husband transferred here about 12 years ago. She has been a part of the Dove family for nearly nine years. She has a son, daughter, son-in-law and a 10 month old grandson named Oscar. In her spare time she likes to read, sew, work out, and spend time with her family and friends. During summer months she enjoys walking and gardening. Shirley says she enjoys working at Dove because she likes to make a difference in the residents' day. She is proud of the team work that goes on here and enjoys the challenge of the job. Her coworkers enjoy working with her because of the extra effort she always shows and her positive attitude. Her residents appreciate all the little extras she takes time for during their care. Shirley is excited to be recognized by her peers and would like to thank all those who took time to vote for her and be recognized in this way. Congratulations to Shirley on being voted Employee of the Month. We're glad to have you on our team!



DOVE HEALTHCARE/ORCHARD HILLS SAFETY INCENTIVE PROGRAM

We are happy to announce the new Safety Incentive Program to all employees. This program was developed by the Safety Committee as an interactive way for staff to learn about safety and earn prizes for their participation. The goals of the Safety Incentive Program are as follows:

- Build a culture of safety by focusing on safety as a continuous, learning process.
- Improve resident safety by providing education to employees about safe transfer techniques, and body mechanics.
- Improve employee safety by striving to reach the zero lost time injury goal for 2009.
- Encourage and reward participation in emergency drills.

The program will consist of a variety of activities, such as:

Safety Q&A Small Group Training: Members of the Safety Committee will ask safety questions during small group meetings and/or during fire drills. Employees will earn a Dove Dollar certificate for participating.

Situation Room: Quarterly, we will have a Situation Room set up for one week with safety hazards and employees can earn prizes or Dove Dollars for identifying all the safety hazards.

Insider Trivia: There will be trivia questions in the Insider that you can answer to earn Dove Dollars.

Safety Week Activities: During safety week in June, we will plan some activities that you can take part in and earn prizes.

Safety Goal Drawings: Each quarter, we will post a goal for that quarter. If we achieve that goal, all employees will have their name put into a drawing for various safety related prizes.

Safety Videos: Each month, there will be a safety video set up in the classroom on third floor. To earn Dove Dollars, all you have to do is watch the video and take the short post test.

Notes from Bobby's Desk

DID YOU KNOW?

- Healthcare workers experience two million exposures per year due to needle stick injuries (global data): 40% of Hepatitis B 40% of Hepatitis C 4.4% of HIV
- The average cost of treating an employee with a needle stick injury is \$3000, while serious illness like Hepatitis C or HIV can be \$1,000,000.
- In 2006, there were an estimated 19,000 new Hepatitis C virus infections in the United States. An estimated 3.2 million persons in the United States have chronic Hepatitis C virus infection.
- The Hepatitis C virus can survive outside the body at room temperature, on environmental surfaces, for at least 16 hours but no longer than 4 days.
- Wearing gloves, avoiding recapping needles, using our sharps containers and correctly utilizing the safety devices on our syringes, medication pens and lancets could have helped prevent the majority of the blood borne pathogen exposures we have seen in this facility.
- Making use of goggles and gowns are useful in preventing exposures to blood and body fluids.

BECAUSE ONE CASE IS TOO MANY...

- C-difficile is what is called a Gram positive anaerobic, spore forming bacillus. Which means it has a hard shell that can not be penetrated with alcohol based hand rubs.
- C-difficile is the most common cause of infections, diarrhea in hospitalized patients in the industrialized world.
- C-difficile causes an average of \$3600 in excess costs per case and an average of 3.6 extra hospital days.
- C-difficile can survive on surfaces such as door knobs and hospital beds for 70 days and up to a year in its most persistent form.

IT'S STILL NOT TOO LATE...

Influenza has not made an appearance in our part of the United States, but is picking up speed in those states around us. Michigan and Illinois are both seeing a lot of local activity according to the surveillance data. You can still gain protection by mid month February when we begin to see cases of Influenza. See Bobby Scanlon, one of the DONs or the case managers on 2nd floor if you are wanting your vaccination. Your residents and your families will appreciate your commitment to good health.

DIETARY NEWS

Pat Rankins, our RD on 2nd floor, has decided to semi-retire. It was her wish not to tell everyone so she could walk out the door without a lot of emotional good-byes. Pat made sure that we had a replacement for her, and so Pat and Amy recruited Lauri Rometti. Lauri will be the RD on 2nd floor and be working on Tuesday the same as Pat did. Lauri has a working background of nursing homes as well as working at Sacred Heart Hospital. Some of you may remember her as the RD that gave some presentations for our WINS program. We welcome Lauri and wish Pat a lifetime of good golf games and wonderful days of fishing. Sounds great doesn't it!!!!!!!

The food committee met on Friday 1/23/09 and went over the menus for the Spring/Summer cycle. These menus will run the middle of March to the middle of July. There were 10 residents in attendance representing both Dove and Orchard Hills. I appreciate their input, and even though they voted to leave liver on the menus I follow their requests as much as the regulations allow. Of course they would have pie everyday and no fruit if regulations allowed it.

My staff would like to thank Kendall, Jim, and Tommy for the bonus this year. We know it is tough economic times so we appreciate the "extra fun money".

Uniform Policy Memo:

Starting February 1st there are a few changes that have been made to the uniform policy. The company price of our name tags has increased, therefore, if you lose your name tag the price for a replacement will be \$8.75. In addition to this, if you lose your gait belt the replacement cost will be \$10.00.

to All of the wonderful Dove
Staff,

Thank you for taking such
wonderful care of our mom
during her time at Dove. It
didn't take her long to call
the Dove "home". She was a
very special part of our lives
and will be deeply missed by
all who knew her. Your
thoughtfulness in sending
flowers was very much
appreciated. God Bless!

Joan's children,
Casey, Lami, Kelly & Jodi

Thank you for
your flowers
for Harley.

The family
thanks you also
for the good
care you all
gave Harley
while he was
there.

Kevin Hogston

To thank you
for your kindness
and sympathy
at a time when it was
deeply appreciated.

During a time
like this
we realize how much
our friends and relatives
really mean
to us
Your expression
of sympathy will always
be remembered

Gracie daughters
& families

ANCHORAGE

Alaska

Aerial view of Anchorage on the shores of Cook Inlet

Photo © Ken Graham/Accent Alaska

ACE-1848

ANCHORAGE ALASKA
© ARCTIC CIRCLE ENTERPRISES

Hello Everyone!
 I hope you guys all
 had a safe & happy
 New Year. I miss working
 with all of you - I'm
 enjoying my time here
 in Alaska. It's such a
 Beautiful State. I can see
 the mountains from where
 I live. Thanks for giving me
 the opportunity to work w/
 the mail of you!

Post Card

Dale Schultz
 1405 Trux Blvd
 Eau Claire, WI
 54703

8+14 23748 21000

Greetings!

To all the great staff I worked with
 these past 6 months: Thank you! I
 really appreciated your patience in
 training me and your good attitudes &
 hard work when we worked together -
 especially on that short-staffed Christmas
 pm shift. I enjoyed getting to know you
 and wish you the best in school, work,
 and with your families.
 Best wishes for 2009!

☺ Bna

The family of
 LaVerne Whitman
 acknowledges with
 grateful appreciation
 your kind expression
 of sympathy

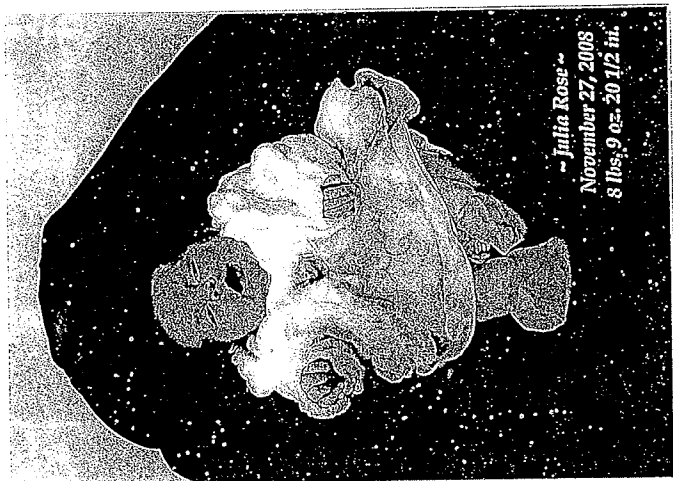
We thank you...

We want to let you know we received the beautiful memorial volume you
 sent us. Your thoughtfulness and kindness is very much appreciated.

The memorial volume you sent me
 in memory of my husband Robert was
 so beautiful! Your caring will
 always be appreciated. Thank you

God Bless You
 Maurita Hansen

SIGNATURE



Thank you all for the plant!
 It is beautiful. Once again I
 want to tell you what a great
 job you all do. It is a pleasure
 to work with you! I will be
 returning to work in about a
 month. Hope everything is going
 smooth in my absence. Thanks again
 Jennifer I.

(Orchard Hills)

To Jenny, Darlene & all staff. Dear Jenny:
 Thank you for making
 it possible for my family
 to attend your supper. Just a line to thank
 you for the very nice dinner
 you arranged with Linda
 for all residents, and their
 families.
 Was sorry to hear that
 Grandma Jo was not feel-
 ing good so could not come.
 I enjoyed it very much!
 as I'm sure most all
 residents that attended
 did.
 you see she has Parkinson's
 Disease and some days are
 not that great for her.
 You have a great staff
 helping you! Wishing you
 health and good days in the
 New Year, I remain your
 friend & Resident. Lloyd

Thanks Jenny, and have
 a good day!

Are You Exposed?

The following list of chemicals are dangerous for your health and the health of your family — and they may be closer than you think. (Those with an * are known to cause cancer.)

- Acetone (paint stripper)
- Naphthylamine*
- Methanol (rocket fuel)
- Pyrene*
- Dimethylnitrosamine Naphthalene (mothballs)
- Cadmium* (used in car batteries)
- Carbon Monoxide (poisonous gas in car exhausts)
- Vinyl Chloride*
- Hydrogen Cyanide (poison used in gas chambers)
- Ammonia
- Arsenic (white ant poison)
- Butane (lighter fuel)
- Toluene (industrial solvent)
- Toluidine*
- Urethane*
- DDT (insecticide)

This is a partial list of the chemicals (up to 4,000!) you are inhaling if you smoke cigarettes or are exposed to cigarette smoke. It makes sense, given this information, that a person would develop a "smoker's cough" as lungs

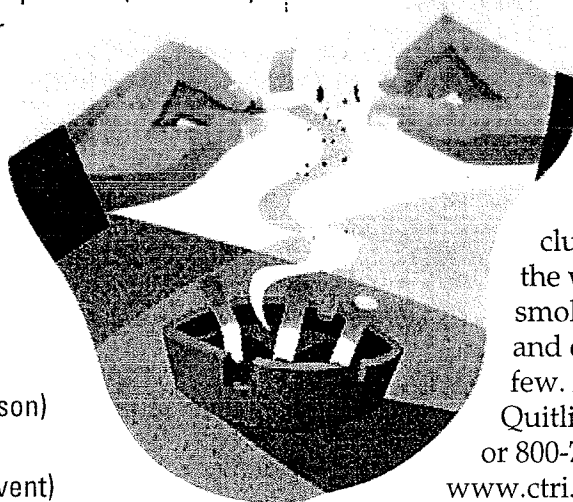
are damaged. Many other health problems are caused by or made worse by smoking, the most well known being heart disease and cancer.

The benefits of quitting begin immediately. Within one week, nicotine and carbon monoxide are out of your system and lung functioning improves. Your senses of taste and smell improve; blood flow improves; and your hair, fingers, teeth and clothes look and smell much better.

You do not have to quit alone. Help in quitting includes medications to offset the withdrawal symptoms, smoking cessation programs and online support, to name a few. Another is the Wisconsin Quitline at 800-QUIT-NOW or 800-784-8669 or online at www.ctri.wisc.edu/quitline2. This

program offers free medications, live coaching and web forums. If you need a more personal, local resource, the attached flier provides another option.

Do yourself and your loved ones a favor — quit smoking. You can do it. If you need to talk to someone about quitting smoking or any other concern, call your Employee Assistance Program.



Luther Midelfort

Mayo Health System



Save Money • Live Longer
Be Healthier

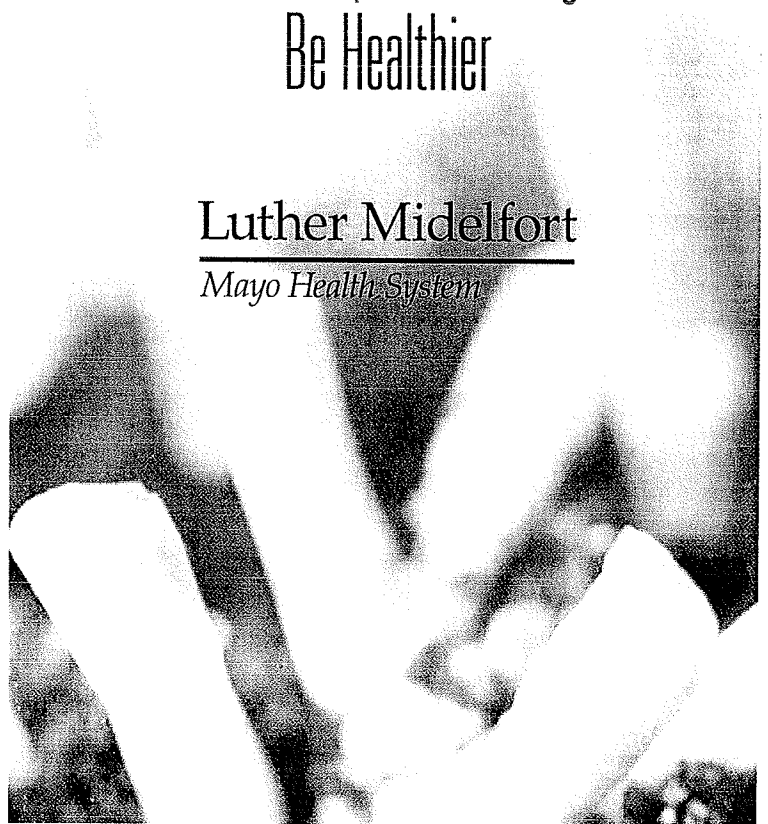
Pulmonology
715-838-6252

In partnership with Mayo Clinic, Luther Midelfort offers a full range of quality medical services, including cardiac and orthopedic surgery, cancer and trauma care programs. Through a network of community-based healthcare providers in west-central Wisconsin, Luther Midelfort provides access to experts close to home.

www.luthermidelfort.org

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Luther Midelfort
Mayo Health System

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- If you smoke two packs of cigarettes a day, you are spending more than \$4,000 a year.



- On average, those who smoke cigarettes die 13-14 years earlier than nonsmokers.

- Tobacco affects your body in many ways:

Heart — major cause of heart attacks

Cancer — major cause of mouth, throat and lung cancer

Stomach — greater chance of peptic ulcer

Eyes — increased chance of cataracts

Skin — elevated risk of psoriasis, wrinkles and yellow fingers

Brain — tobacco is more addictive than heroin and alters brain function

We know it's hard to quit smoking.

We know tobacco use seems like an important part of your life. However, quitting smoking is one way you can improve your health (and the health of those around you).



We want to help! Tobacco Free is a class that focuses on YOU! Our instructors will provide the support you need to succeed with this important step in your life. This eight-week class meets at convenient times and locations and will prepare you to quit using tobacco.

Class objectives:

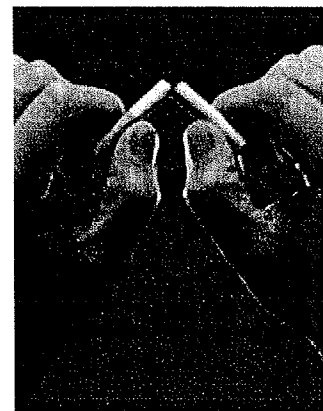
In this class you will learn how to:

- Get ready to quit smoking
- Develop skills to quit using tobacco
- Develop a support system to stay tobacco free

Cost:

- \$150 including nicotine replacements
- \$100 without nicotine replacements

(Check with your insurance company to see if these costs are covered.)



Class Information:

Each class meets weekly for one hour for a total of eight weeks.

Call 715-838-6252 for class information.

New classes begin frequently and are held at various Luther Midelfort locations (Eau Claire, Chippewa Falls, Barron, Bloomer and Osseo). You can also visit www.luthermidelfort.org for the most up-to-date information.

Other Helpful Resources:

American Lung Association "Freedom From Smoking Program" online at www.lungusa.org (no cost)

Wisconsin Tobacco Quit Line – four phone counseling sessions (no cost) 800-QUITNOW (784-8669)