

NorBella News! *February 2025*



Resident & Family Satisfaction Survey Results

We recently asked our residents and their families (or other responsible party) for their direct, honest feedback about the quality of care and service we provide. This is pertaining to the customer satisfaction survey you received from our partner, Align, back in November. First, we want to thank everyone who took the time to share their thoughts and feelings with us. We appreciate your input as it will help us identify opportunities for improvement, as well as make note of areas in which you feel we do well.

We received valuable feedback through this survey. We are excited to share that 100% of our family members and 92% of our residents who responded to the survey would willingly recommend us to others!

I'd like to share some highlights from the reports we received from our independent third-party survey company:

- The Top 3 areas strongly rated by our families were our Environment, Quality of Life, and Quality of Service.
- The Top 3 areas strongly rated by our residents were Quality of Life, Environment, and Engagement/Activities.
- Words such as caring, comfortable, friendly, and safe were given to describe their experience with us.
- 95.2% of our resident respondents and 94.8% of our family respondents rated the overall quality of life provided at NorBella Prior Lake as 'excellent' or 'good.'

In addition to these, I am also proud to say many of you had positive comments concerning our community. I would like to share some of these comments with you:

'Amanda makes everyone feel involved.' 'It is quite cheerful, and the staff is kind.' 'Since my mom first moved into this place, I have been very confident that she is well taken care of. The staff members, as well as the residents, are always cheerful and quick to meet me with a smile.' 'Dining at NorBella is great!' 'The activities are excellent in particular the musical programming, the family gatherings, and holiday events, and Pastor Larry on Sundays.'

'Staff care about the residents and are on top of issues.'

In addition to those high marks, we learned about important areas where we can improve.

- We learned that the 'Dining Experience' was ranked lowest amongst both family and resident respondents in relation to the 6 different categories that we analyzed.
- We learned that availability of transportation is a concern for both our family and resident respondents.

In addition to these areas, we also received some comments from both residents and families in other areas we could improve on as well. I would like to share some of these comments with you.

- Activity Related: 'Provide Catholic services as able.' 'Contract with a new visiting dog.' 'Possibly more exercise.'
 - Dining Related: 'Help with diabetic meal choices and ensure diabetics get the food items they need.' 'Keep trying to improve the hospitality experience with variety and quality.' 'Less noodles.' 'Ensure food is delivered on time.'
- 'Offer condiments with applicable meals.'

Staffing Related: 'Staff could smile more.' 'Staff seen on their cell phones.'

Houskeeping Related: 'Need to sweep and mop under the bed.'

By listening to the voices of our customers, we have the critical data we need to identify the areas we will focus on during the upcoming months. I would like to stress that we value your opinion and are grateful for any feedback you'd like to share with us - through our surveys, via email, or in person. We are here and ready to listen! If you have any questions about the satisfaction results, please let me know!

Sincerely,
Abby

- **Resident Council Meeting:**
-Friday, February 21st - 10:30AM

- **Bingo Store:**
-Thursday, February 13th - 11:30AM
-Thursday, February 27th - 11:30AM

- **Church Service & Bible Study w/ Pastor Larry:**
-Sunday, February 2nd - 10AM
-Sunday, February 16th - 10AM

- **Pet Therapy Visit w/ Howie:**
-Tuesday, February 4th - 11AM

- **Pet Therapy Visit w/ Bergen:**
-Wednesday, February 19th - 11AM

- **Pet Therapy Visit w/ Willow:**
-Weekly on Fridays at 10:30AM

- **Meet & Greet w/ Culinary Director, Tod:**
-Thursday, February 6th - 2:30PM

UPCOMING OUTINGS:

Wednesday, February 12th - 9:45AM
*BINGO & Valentine's Treats
w/ Primrose Daycare!*

Monday, February 24th - 2:15PM
Walmart!

***REMINDER:**
St. Michael's will be joining us every Tuesday at 9AM in the dining room for communion.
Thank you!



UPCOMING EVENTS:

Friday, February 14th - 2PM
Valentine's Happy Hour & Music w/ The Barsolo Brothers!

Friday, February 21st - 2PM
February Birthday Celebration & Music w/ Side Tracked Acoustic!

Tuesday, February 25th - 2:30PM
Abby's Going Away Party

- **February 2nd: Susan F.**
- **February 2nd: Tom H.**
- **February 6th: Karyn K.**
- **February 9th: Barb B.**
- **February 11th: Robert K.**
- **February 22nd: Elaine E.**
- **February 25th: Ayelech M.**

TRYathlon Tournament!

Team Name: NORBELLA BOOMERANGS

**Join us for TRYathlon Tournament every
Tuesday & Thursday at 1PM!**

Tuesdays - 1PM - Walking!

Thursdays - 1PM - Arm & Leg Crank!

Fridays - 1PM - Really Big Show! (Weekly Recaps)

****Team Shirts will be passed out this month for those that signed up!****

See you at 1PM to cheer on your fellow 'NorBella Boomerangs'!



- **What did one pig say to another?**
- **Don't go bacon my heart!**

- **Why should you date a goalie?**
- **He's a keeper!**

- **What did the man with the broken leg tell his valentine?**
- **I have a crutch on you!**

Welcome to NorBella!

New HHA's:
Zoey, LaTanya,
Freyjoy, Mulu,
Domenica & Jayme

Note from Abby:

I would like to notify you all that I have decided to put in my resignation from my position as Executive Director at NorBella Prior Lake.

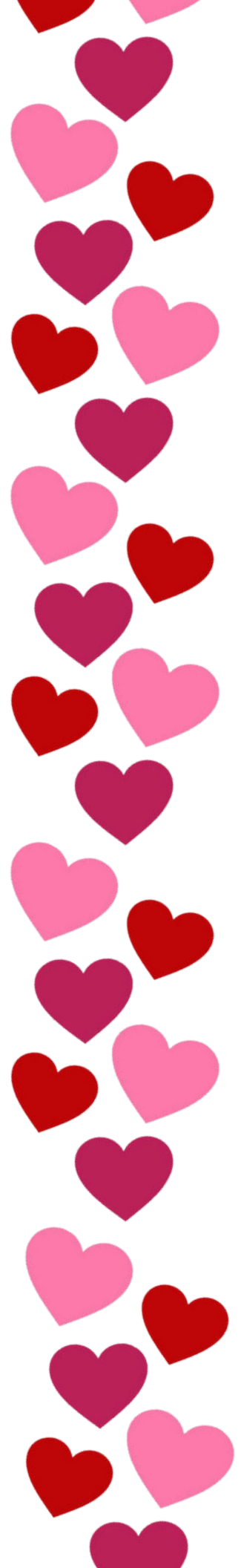
This was not an easy decision to make. NorBella has felt like home in so many ways. I have greatly enjoyed my time spent in this community over the last two and a half years and the relationships I have made.

I have great admiration for all the staff members who serve our residents every day. There is a strong team here and they truly are passionate about what they do and strive to make a difference!

I have learned a lot in this position and grown personally and professionally in many ways. I thank you all for the opportunity to get to know you, your family and your loved ones.

I wholeheartedly believe that Lifespark is a great company! You are all in good hands and I know this community will find an excellent new leader. I have the desire to continue to grow and develop my skills in this profession and will be heading to a much larger community. This is the right decision for my family and I at this point in time. My last day at NorBella will be on February 25th.

Sincerely,
Abby Randall



Valentine's Day

WORD SEARCH

Q O H L O I E N V B L M O J N
G A X A L S C H E A R T S S H
I C H O C O L A T E C K D N G
F N L M K S R L Z I A W S X S
T H O D F W V G O F R C C Z K
S O X J T E R A X V D S A R H
V L S G G E H F L Z E R N T Y
V I O H M T D L M E J C D H B
R D R M H H A O D W N J Y F A
O A C Y U E T W P Y V T D K P
M Y P P G A E E Q W O T I P N
A R O Y C R F R I E N D S N Q
N F O E N T X S X C U P I D E
C Z K I S S X E W K Z J P G J
E O U Z A K A V Y C B S X K T

Sweetheart

Valentine

Chocolate

Romance

Friends

Flowers

Holiday

Hearts

Cupid

Candy

Gifts

Love

Kiss

Date

Card

Hug

