



News from the Nest

February 2020

Save the Date!

April 1, 2020

Cardinal turns 25 this year!

Join us at the Cardinal office for our anniversary open house.

JP's Corner - Delight Specialists

Direct Service Professional (DSP) is a term that has been around a long time. It describes the front-line employees who work in nursing homes, assisted living facilities and group homes of various types, including those at Cardinal of Minnesota. A decade ago, it became universally adopted by state and national, long-term care organizations. At Cardinal, we have given the acronym DSP a unique twist. Our front-line employees are ubiquitously known as **Delight Specialists** (DSp).



Delight Specialists are the foundation, the core, or our workforce. In fact, at Cardinal you are either a DSp or you do work that supports them. Every day, in everything we do, we strive to delight our clients and all other stakeholders. It is one of the Ten Keys to Cardinal's Culture – depicted in the piano key graphic shown below. It was designed by one of our DSp!

Our culture is comprised of these ten keys and they are all vital to our success. If I had to choose only one that I would want to define our culture, it would be Delight. At many of our meetings we share stories of delight. A great example is the article directly below. My friend, Dennis, is obviously delighted!! Just one example of what our DSp do every day.

Denny Delighted

By: Jessi Norby, Lead DSp



Dennis had an awesome opportunity to visit the Caledonia Haulers in Caledonia, MN. Anyone that knows Denny knows that he is a BIG fan of the iconic blue semis. He was given a tour of their office and was gifted Caledonia Haulers merchandise including pens, notepads, can cozies, magnets, a new hat and many other items. Dennis took a tour of the garage and got to sit in one of the fleet's newest semis. He asked about where the trucks deliver and how many are in the fleet. Dennis left the Caledonia Haulers office with a huge smile and memories to last a lifetime!

March is Brain Injury Awareness Month



The brain is an amazing 3 lb. organ that controls everything we do, say, think and feel. It controls the very functioning that keeps us alive. It allows us to process information coming from our environment and helps us to respond appropriately.

Brain Injury (BI) is a leading cause of death and disability in the United States. At least 2.8 million people sustain a brain injury each year. In Minnesota alone, more than 8,000 cases of hospital treated Traumatic Brain Injury are reported annually. 100,000 Minnesotans live with a disability as a result of brain injury.

Common causes of BI include motor vehicle crashes, falls, sports injuries, assault, stroke, tumors, infections, and lack of oxygen. Each BI is unique to the individual. Recovery is unpredictable. The damage may cause temporary or permanent damage to one or more of the following functional areas: cognitive, physical, behavioral and emotional.

Interested in learning more about brain injuries? This is something I am passionate about. I spent ten years of my career working with individuals with brain injuries. I achieved a National Certification as a Brain Injury Specialist and worked with individuals to become as independent as possible.

I am hosting an informational class in March at the Cardinal office. The class will focus on the BI recovery process including strategies to help individuals compensate for the damage they are dealing with.

Friday, March 13, 1:00 pm-3:00 pm

Monday, March 16, 9:00 am-11:00 am

Please email me if you would like to attend: loren@cardinalofminnesota.com

Loren Rahn, RN CBIS

Source: <https://www.braininjurymn.org/>

Hawthorn - Red Wing

By: Erin Peterson, Residential Supervisor

Michelle started receiving services from Cardinal at the end of 2018 and moved into Hawthorn in January 2019.



She has her own, completely remodeled,

garden-level suite - complete with a kitchenette, bedroom, laundry room, living room, sensory room, and fenced in yard.

Since joining the Cardinal family, Michelle has had huge successes such as joining the Red Wing YMCA where she loves to swim and relax in the hot tub. Michelle recently began using an adaptive communication device. Staff have learned a lot about Michelle through the use of this device, especially her sense of humor! Michelle recently celebrated a ten pound weight loss despite the amount of cake eaten at her birthday party! With support from her dedicated staff, Michelle continues to have fun while achieving her goals.



Jessica Heaser, Administrator

Hello, my name is Jessica Heaser. I have worked for Cardinal for almost 14 years. I started as a float and



was trained at multiple houses. When an RS position opened, I jumped at the opportunity. I was an RS at two homes and then moved into the PD position. I was in that role for nine years and loved it. I have recently been promoted to an Administrator. While I am still getting used to my new role, I am learning a lot. It has been exciting!

I have an eight year old daughter who keeps me pretty busy. She is such a big part of my life and we enjoy doing a lot of different things together. She loves to come with me to the Cardinal office and has made so many friends here. When we have a free weekend we are usually heading to Iowa to spend time with family.

I have many cherished memories with the clients I work with. I am so grateful for all that they have taught me. They are gracious and welcoming when I come into their home and work with them on various skills. They are so accepting of me for who I am. I could not imagine a more rewarding job.

Christmas Party 2019





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