



Our Lady of Fatima Villa

The Gazette

September 2013

Assisted Living, Short-Term Rehabilitation

Skilled Nursing and Respite Care



I am very proud to report that for the second consecutive year, Our Lady of Fatima Villa has maintained a Five-Star Rating (out of five stars) from The Centers for Medicaid and Medicare Service. This speaks volumes about our staff and the level of care given to our residents. Our Lady of Fatima Villa is among a small percentage of all certified nursing homes to receive CMS's highest rating.



To help those deciding on senior care, the Centers for Medicare and Medicaid Services (CMS) created the Five-Star Quality Rating System. This system gives families an excellent vehicle to compare options. Health inspection surveys take into careful consideration administration, environment, kitchen/food services, resident rights and quality of life.

To celebrate both our five star rating and being named by US News and World Report as one of *"The Outstanding Nursing Homes in the US"*, you will soon notice our staff wearing buttons that say "I'm proud to be one reason". They are certainly a major part of the reason that we have been so honored.

You will also see a survey coming to you and your families. This is a requirement that we are asked to complete every three years. These surveys are yet another way for us to get feedback from residents and families. We value this feedback and thank you in advance for taking the time to complete the questionnaires.

Our goal is to continue to provide the high quality of care we are known for.

Thank you all in advance for your continued support and input.

Also – congratulations to Sister Alice for spotting the on-purpose-errors in the last Gazette. We invite you all to try your luck finding the 5 on-purpose errors in this issue! Sister Alice won a gift certificate to her favorite restaurant – you could win too!

Here's to a joyous Fall Season!

Bella Mahoney

President and CEO, Our Lady of Fatima Villa

Can You Spot the Errors??

We thought we would have a little fun with our readers! There are five more errors (on-purpose and besides these below) in this Gazette.

The photo below has 3 goofs as an example.

Let Roslan at the front desk know which ones you've found and your name will be entered in a drawing — you may win a prize! It's all in good fun.

Sister Alice won a gift certificate to her favorite restaurant last month!



Ed — we selected your photo with your daughter Chick as our example because we know you are a good sport!

There are five more on-purpose goofs. See if you can find them and turn your finds into Roslan!

You may win a prize!

In This Issue



- ◆ **Another Five-Star Rating!**
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- ◆ **And more!!!**

Richard Tugwell and his daughter Patrice at our Black and White Dinner

Our Lady of Fatima Villa Receives 5-Star Rating in CMS Rating System for Second Consecutive Year

Our Lady of Fatima Villa has received a 5-star rating (out of five stars) for the second year in a row from the Centers for Medicaid and Medicare Services (CMS) in its rating system of nursing homes nationwide. Our Lady of Fatima Villa is among a small percentage of all certified nursing homes to receive the CMS's highest rating.

“We are very proud of this designation, one which I believe is indicative of our quality as a nursing home,” said Bella Mahoney, President and CEO of Our Lady of Fatima Villa. “We are particularly proud to have received this prestigious rating for the second consecutive year.”

“Options for available nursing and rehabilitation care can be overwhelming. To aid families struggling with such a decision, the Centers for Medicare and Medicaid Services (CMS) created the Five-Star Quality Rating System. This system gives families an excellent vehicle for them to compare nursing homes in making important decisions,” Mahoney added.

“Nothing, however, can replace a visit to a nursing and rehabilitation center to assess the environment, culture and available services. We invite potential residents and their families to visit us to have a look around, talk to our staff and residents, and see for themselves why we have been awarded this distinction,” she concluded.

About the Rating:

CMS first launched its Nursing Home Compare website in 1998 to help consumers choose a nursing home, as part of its initiative to improve nursing home quality of care. The 1- to 5-star rating system was added in December 2008 to increase the usefulness of the website to the public and provide a more user-friendly way for consumers to compare nursing homes within a state or community.

A 5-star rating means that a facility ranks “much above average,” a 3-star ranking indicates “about average,” and a 1-star rating is “much below average.” The quality of care rating is derived from three data sources: health inspections, staffing, and quality measures.

Health inspection surveys provide a comprehensive assessment of the nursing home including its administration, environment, kitchen/food services, and resident rights and quality of life. It uses the three most recent standard health inspections in addition to looking at all complaint health inspections conducted in the last three years.

Quality measures depict the care provided in the nursing home. This includes 10 quality measures that come from resident assessment data collected by the nursing home. In determining the levels of staffing, CMS collects data at nursing homes at the time of their standard health inspection for registered nurses, licensed practical nurses, and certified nurse aides.

On its website, CMS states that the public should view the ratings system as “a starting point—not an ending point.” It encourages consumers to review all data in the process of gathering information about a nursing home, which includes visiting the facility and asking questions of its administrators and staff before making any decisions.

Mary, Sign of Our Transfiguration



Mary

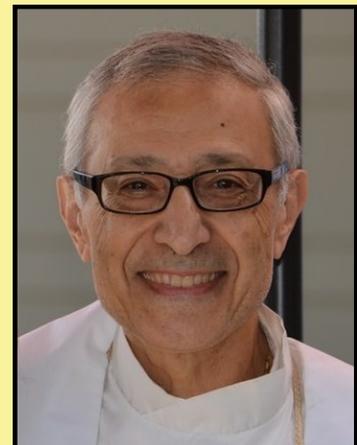
***Fr. Adel Ghali in our
Pastoral Care
Department can be
reached at
408.741.2967.***

Mary's "yes" is rooted in the mystery of her freedom thanks to the privilege of her Immaculate Conception. She was preserved from sin because she was to be the Mother of the Redeemer, Jesus Christ, the Son of God. Since she was totally with God, this woman is very close to us and helps us as a mother and a sister. Turning our gaze to her, she guides us to her Son who is The Way, The Truth and the Life. Thus, our Faith in Him, gives meaning and purpose to our life.

At the end of Mary's life, she was assumed into heaven. Her Assumption, points out to us the final destination of our earthly pilgrimage. Besides, she reminds us that our whole being-spirit, soul and body is destined for fullness of life; and that those who live and die in love of God and neighbor will be transfigured in the image of the Glorious Body of the Risen Christ.

May you be praised for ever, O Virgin Mary ! Pray the Lord for us.

***Fr. Adel Ghali
Chaplain***



Why We Send Satisfaction Surveys to You and Your Families

Coming soon to you and your families is a questionnaire. We appreciate you taking the time to complete this form.

Every three years Our Lady of Fatima Villa conducts Family and Resident Satisfaction Survey. We do this because we care about the feedback from both our residents and their families.

We are proud to have maintained our Five-Star rating by the Centers for Medicaid and Medicare Services (CMS) in its rating system of nursing homes nationwide for the second consecutive year. We are among a small percentage of certified nursing homes to receive the CMS's highest rating. We have also been recognized by US News and World Report as "One of the Top Nursing Homes in the Country."

One of the many reasons for these honors is that we listen to our residents and their families. We want to know what is working and what might be improved within State and Federal parameters.

Please take a few moments to complete the questionnaire when you receive it. The results will be compiled by an independent third party. Responses will be held in confidence. No individual survey will be seen by staff or other residents.

In addition to the numerical ratings, we encourage your comments. We value your input and opinions.

The completed forms can be returned to the Business Office on our Ground Floor, a nursing station, or mailed in the self-addressed envelopes to:

**Sharmaine Nunes
c/o Our Lady of Fatima Villa
20400 Saratoga-Los Gatos Road
Saratoga, CA 9570**

We appreciate your time. The information gathered will help us to continue to make Our Lady of Fatima Villa a great place to call home.

**Sincerely,
Bella Mahoney**

Congratulations Jose and Sergio on your promotions!

It's wonderful when qualified employees exceed at their jobs to such an extent that they are promoted. We have two such employees — Jose and Sergio!

**Jose Duenas
Director of Dining Services**

The Food Service Director is responsible for the preparation and serving of all meals. Everyone who has tasted or experienced Jose's gourmet meals knows he is a master!

Jose, we sincerely congratulate you! And we are reminded of a phrase by Elsa Schiaparelli, "A good cook is like a sorceress who dispenses happiness." Thanks for making so many people happy!



**Sergio Contreras
Manager of Environmental Services**

Sergio began his career here at Our Lady of Fatima Villa as a supervisor in Housekeeping. After two year of exemplary service, Sergio was promoted to Manager of Environmental Services. That means that Sergio is in charge of all duties relating to Laundry and Housekeeping. Sergio is a proud father of three daughters: Ashley 20, Francia 15, and Cynthia 14.

Sergio says, "I am proud of the work my staff and I do. We are always happy to help in any way we can. We take great pride in keeping Our Lady Of Fatima clean and tidy.

This reporter can attest to that — he won't tell you, but I will! Sergio worked from 7pm –2am last week polishing the floors of St. Dominic! We wish him great success in his new role!

Our Wonderful Staff

Our Staff is one reason why we have received such high marks and recognition of the high quality of care given to all residents at Our Lady of Fatima Villa.

You may notice in the upcoming months that our staff will be wearing buttons acknowledging to all that they are one reason for our success.

We thank all of you — our residents and their families for your support!

I'm proud to be one reason:



OUR LADY OF
FATIMA VILLA

Our Lady of Fatima Villa is a Safe Place Be Aware of Some Scams Against Elders

Santa Clara Valley District Attorney's Office wants to protect us all against fraud and has a team of prosecutors, investigators and paralegals dedicated to financial crimes against elderly adults.

If you suspect any type of abuse, report it immediately to Administration.

There are many types of crimes and perpetrators. Most cases involve someone known to the victim such as a child, grandchild, sibling, friend, or bookkeeper. Typical crimes include forged checks, unauthorized use of credit cards and good credit, embezzlement (e.g. using the victim's money to pay expenses of the perpetrator without their knowledge and/or consent), and theft by false pretenses (e.g. obtaining a victim's signature on legal documents without the victim truly understanding the consequences of the subject transaction).

It is especially painful when vulnerable individuals who are victimized by the people they trust. Victims may be unaware they are being defrauded or unwilling to turn in a person on whom they depend.

Some wise suggestions — Never leave valuables lying around. Never give your PIN number to someone. Do not sign blank checks. Keep family members involved.

Many scams are perpetrated by strangers. These crimes are underreported because the victims are often too embarrassed to tell anyone. Here are some common scams:

Request for Advanced Fees, Wiring Money and Lottery Scams:

Someone wants you to send money promising you will get an enormous amount of money later. It could be someone asking to move money out of a depressed or corrupt country; or it could be from someone claiming to be a governmental representative affirming you won a foreign lottery (stating before you can collect your huge winnings you must first pay taxes or fees even though lotteries cannot require upfront payments); or it could be someone hiring you to deposit large amounts of checks into your bank account. Although the check may initially clear, after you wire proceeds to the scammer the check ultimately bounces and you remain liable for it. You will be asked to either mail a check (usually to an unwitting party also caught up in the scam who deposits your check and later wires the money to the scammer) or to wire money to a business or address. The given address may appear to be legitimate, but this is not where the scammer collects the money. The wiring company will issue you a control or receipt number for the wire. Ultimately the scammer calls you back asking for the control number. With this number, the scammer can pick up the proceeds anywhere in the world, using fake identification making the crime untraceable. **NEVER SEND THEM MONEY – LOTTERIES CANNOT CHARGE UPFRONT FEES. NEVER AGREE TO DEPOSIT OR SEND BACK MONEY.**

Investment and Loan Scams:

"Affinity" scams occur when a "trusted friend" or investment consultant promises a low-risk, high return interest (10-50%) on your money. The money manager may "guarantee" 100% of your return. Any such guarantee is a red flag. "Investments" can be anything: real estate, personal loan, foreign currency, oil wells, gold mines, etc. When the investment goes bad, your only remedy may be a costly civil lawsuit resulting in a judgment lien against someone with no assets.

Our Lady of Fatima Villa Staff Wants You to Be Aware so You Can Avoid Problems!

Ponzi Scheme:

This fraud involves the payment of purported returns to existing investors from funds contributed by new investors. Ponzi scheme organizers often solicit new investors by promising to invest new funds in opportunities claimed to generate high returns with little or no risk. In many Ponzi schemes, the scammer focus on attracting new money to make promised payments to earlier-stage investors and to use for personal expenses, instead of engaging in any legitimate investment activity.

Pyramid Scheme:

In the classic “pyramid” scheme, participants attempt to make money solely by recruiting new participants into the program. The scheme promises sky-high returns in a short period of time for nothing other than handing over your money and getting others to do the same. **NEVER INVEST MORE THAN YOU CAN AFFORD TO LOSE.** Always conduct a due diligence and background check on the investment **AND** the advisor. **IF IT SEEMS TOO GOOD TO BE TRUE, THEN IT PROBABLY IS.**

Distressed Phone Caller / E-mailer:

This scam is from someone pretending to be a family member or friend. Usually the scammer calls the victim late at night stating he/she is in jail or stuck in another country. You are asked to wire money immediately and not tell anyone. **CONTACT THE FRIEND AND FAMILY MEMBERS AND CHECK OUT THE STORY.**

Fortune Telling / Psychic Scams:

Here, a fortune teller does a reading, sees the victim is distressed and tells the victim it is because of a curse-which only more money and elaborate rituals can cure. The cost to cleanse the soul and ward off evil spirits keeps going up. The scammer will ask the victim to give them cash to be “blessed,” may ask them to purchase gift cards for them, and when the victim runs out of money, the scammer will ask the victim to procure additional credit through credit cards and tap into equity in the victim’s home. The scammer “promises” the return of the money once the “work” is done (and it never is). **IF YOU VISIT SOMEONE CLAIMING TO BE A FORTUNE TELLER, NEVER PAY MORE THAN THE ORIGINAL NOMINAL FEE (USUALLY \$20.00).**

Sweetheart Swindle:

In this scenario, a younger person meets a vulnerable adult and befriends. The scammer may tell the victim he/she needs a loan to take care of some family emergency. The scammer assures the victim he/she is coming into money soon, even though this is a lie. Once the victim runs out of money, the sweetheart scammer vanishes. In other cases the scammer may promise to take care of the victim. In return, they ask the victim for more money or title to their house.

Identity Theft:

A thief somehow steals your personal information: social security number, bank account number, debit/credit card numbers, secret PIN, and/or date of birth. The thief uses the information to charge items to your accounts and/or set up accounts in your name. The scammer can accomplish this over the telephone or internet. The scammer can also transfer money out of your accounts. Strangers are not the only identity thieves. Caregivers and family members are known to compromise accounts without permission. **NEVER LEAVE PERSONAL IDENTIFYING INFORMATION LYING AROUND. SHRED DOCUMENTS, USE A LOCKING MAILBOX, MAIL BILLS FROM THE POST OFFICE, AND NEVER CARRY YOUR SOCIAL SECURITY CARD WITH YOU. NEVER GIVE YOUR PIN CODE TO ANYONE. MONITOR YOUR FREE CREDIT REPORTS AND YOUR BANK ACCOUNTS FOR UNKNOWN AND FRAUDULENT ACTIVITY.**

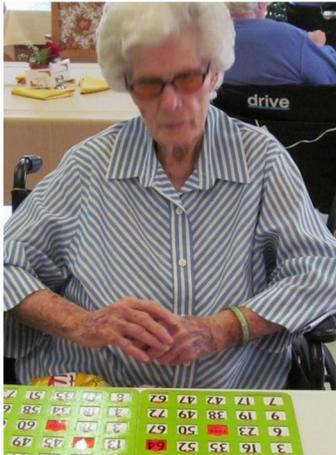


Fourth of July at Our Lady of Fatima Villa





Everyone Loves Bingo Night





***What our residents
and their families have
to say about
Our Lady of Fatima Villa***

From Adrian Stanga -- Saratoga Citizen of the Year, Founder of Celebrate Saratoga, Teacher, Educator, Saratoga Businessman, former Our Lady of Fatima Villa Board Member, and Rehabilitation Resident:

"The loving care that I received at Our Lady of Fatima Villa far exceeded that of three other rehabilitation facilities that cared for my needs over the past years. Fatima Villa's occupational and physical therapists were superb. Chef Jose and the dietician customized my meals. The nurses and other members of the staff were always there when I needed them."

-- August 2013

"Dear Nursing Staff:

On behalf of our mother, we would like to offer our warmest thanks for all your hard work in helping our mother through her ordeal. Your tender care, patience and attentiveness helped her in regaining her mobility and self-confidence. We are deeply grateful. We can't thank you enough for being so nice."

Paul, John and Elizabeth Shen -- August 2013

***Our ad that appeared in the Saratoga News,
Image Magazine and Los Gatos Weekly***

Our Lady of Fatima Villa continues to maintain a 5-star rating for the 2nd year in a row, as issued by State and Federal Surveyors.



and

Our Lady of Fatima Villa was named by *U.S. News and World Report* as one of the “Top Nursing Homes in the US”.



Those awards speak volumes about the quality of care we give. Let us care for you or your loved ones, whatever your needs. Please call to arrange a tour.



We Care.



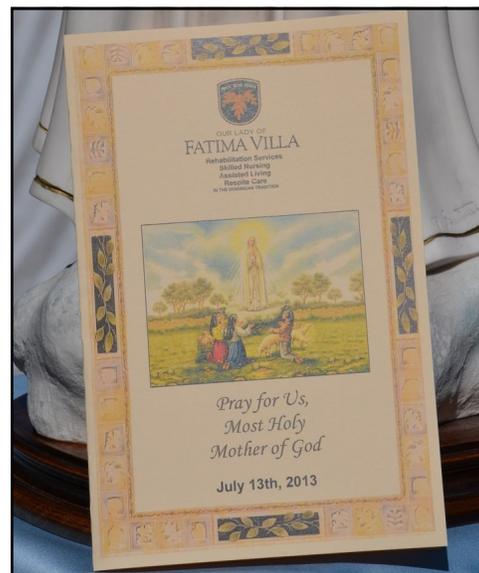
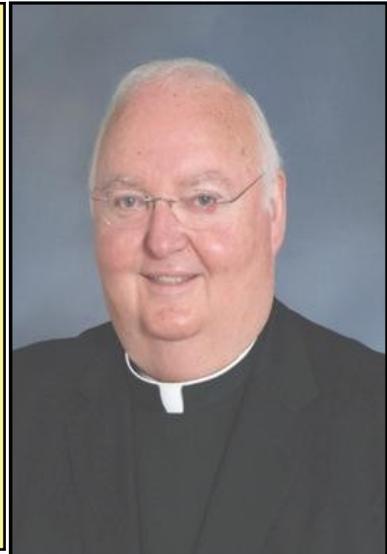
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FATIMA VILLA

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***Our Bishop,
Patrick McGrath's
annual visit to
Our Lady of Fatima Villa
July 13, 2113***

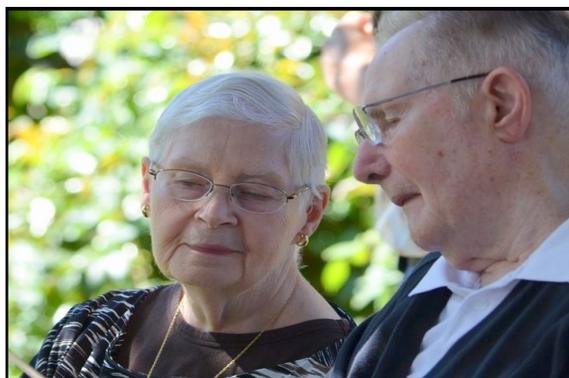




Most Reverend Patrick McGrath, Bishop of the Diocese of San Jose presided at our outdoor mass celebrating our Annual Patroness Feast of Our Lady of Fatima.



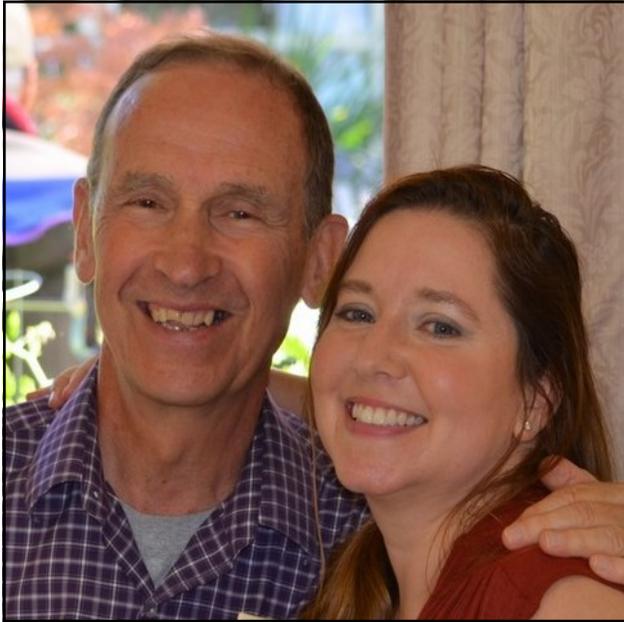
The Bishop's Annual visit to Our Lady of Fatima Villa is a much anticipated event and well-attended by residents, their families, friends and staff. The morning Mass was followed by a gourmet lunch prepared by our culinary department.





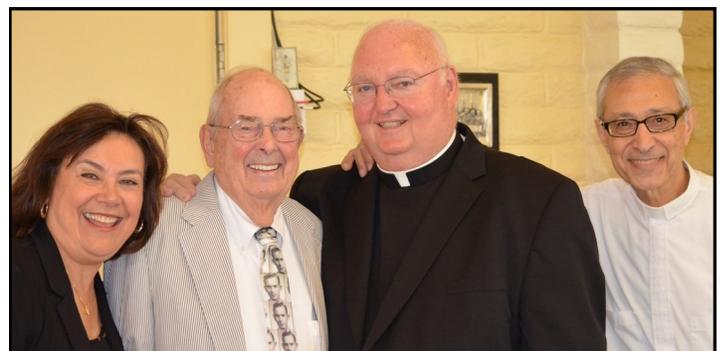
Bishop McGrath's message this year focused on Mary, and her love, compassion and her dedication to family. It was a wonderful and thoughtful message. It was especially meaningful because we believe we are a family here at Our Lady of Fatima Villa and we believe in following Mary's example of giving loving and compassionate care to our extended family of residents.





The Bishop's Visit

***Our staff rolled out the red carpet
for Bishop McGrath and our
families and friends***







Our Annual Black and White Affair

***A delicious dinner with live entertainment by
"Wind in the Strings". Residents and their
families came dressed in —
what else? —
black and white!***



Curb Appeal Recognition Pizza for the Winners!



Our staff takes great pride of their respective areas. Each month they “compete” in what we call a curb appeal event, judged on cleanliness and overall attention to detail. Congratulations once again St. Dominic!



Upcoming Events

PLEASE COME TO OUR SAFE AND FRIENDLY TRICK OR TREAT OPEN HOUSE

THURSDAY, OCTOBER 31ST. 4 TO 6 PM

ALL CHILDREN WITH PARENTS INVITED PRIZES FOR BEST COSTUMES ENTRANCE

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The banner features a "BEST NURSING HOMES USNews 2013" award logo on the left and the "OUR LADY OF FATIMA VILLA" logo on the right. The background is a dark, textured surface with orange and white text.

Tea with Bella — Tuesday, September 24

Bits of News — Let us Hear from you!

We invite you and your family to post bits of news in your newsletter! Please let us know about special celebrations, family news, and outings. We care about our residents, staff and their families and would like to publish any photos and events you'd like to share! Please let Roslan know.



Residents' Monthly Birthdays



We try to make everyone feel special at Our Lady of Fatima Villa,
especially on their birthday.

Birthday celebrants this season include the following
Assisted Living and Skilled Nursing residents.

We wish you the very best during the next year.
We hope you have a great birthday!!

Residents with birthdays in August, September and October are:

August

02 Irving Phillips
18 Marjorie Aleck
27 George Osorio
23 Sr. Alice Armata
29 Sr. Consuelo Barrera

September

01 Josephine Riggs
02 Maria Alvarez
10 Dorothy Gavenas
11 Fortunata Luvara
15 Jewell Lobianco
17 Sr. Mary Ann Stark
20 Shirlane Sheridan
29 Broka Genkina,
Larry Tugwell

October

02 Lilian Schleef
08 Annette O'Hara
Dolores Stout
11 Lois Burris
17 Bob Pinschmidt
Carolyn Little
20 Pauline Snowman
22 Katherine Dietrich
25 Michael Rivera



***Our ad that is appearing in the
Good Samaritan Hospital
Referral Directory and Patient Guide***

You've had great care at
Good Samaritan. Your next step—
Short Term Rehabilitation.

It's your choice where you go.
Choose a proven leader.

- ★ We've been named one of the country's top nursing facilities.
- ★ Our Rehab goal is for each patient to regain the functionality they had before surgery or hospitalization.



We offer: Physical Therapy,
Occupational Therapy,
Speech Therapy.

We have dedicated our St. Rose wing
exclusively for short term rehab use.

It's your choice—just let your
Case Manager know that you would
like to do your Short Term Rehab at
our 5 star rated facility.

Please call Dave Santos to schedule
a tour and talk about why Our Lady
of Fatima Villa is the right choice for
you or your loved ones.



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Strawberry Days at Our Lady Of Fatima Villa Carries on a Long Tradition



The Editor inadvertently goofed last months - and it was- n't one of the 6 errors — and left out this narrative of the Strawberry Days, so we are including it in this issue.



Sincere apologies to the writers!

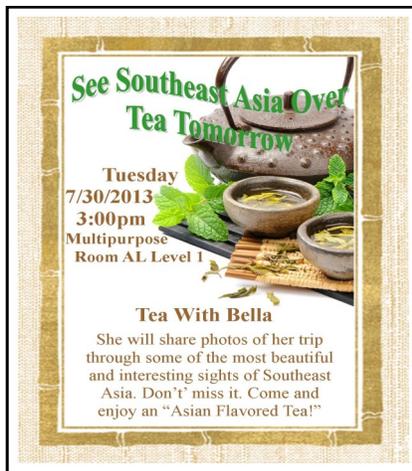
Twenty Sisters of the Holy Names who are Fatima Villa residents and several other Holy Names guests, included all the residents at Fatima Villa in celebrating Strawberry Day on Friday, May 10th with a special Mass and strawberry dessert. Since 1868, when six young Holy Names Sisters left Montreal, Canada, to travel to a new world and mission in California, Holy Names Sisters and their students and/or ministry partners have continued the custom of serving strawberries on this day. This annual celebration recalls the occasion when the Sisters arrived in San Francisco on May 10th, and were graciously met by the Sisters of Mercy and served a delicious dessert of fresh strawberries and cream---a special treat for the Canadian Sisters. A few days later they journeyed across the bay to Oakland where they settled in a convent on the shores of Lake Merritt where they began their ministry of education in California. The Sisters were happy to celebrate with the residents and staff at Fatima Villa carrying on this 145 year tradition.



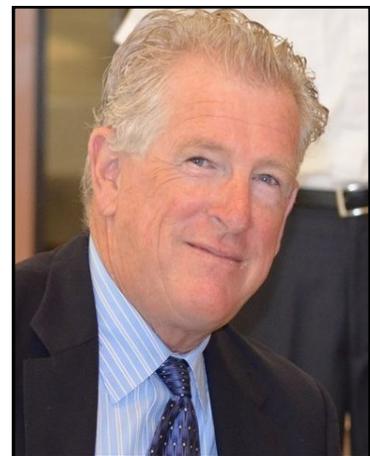


***After Record Number Attend
Rotaplast "Tea With Bella",
Our Lady of Fatima Villa and all
of YOU will sponsor a child.
You will change their life
thanks to
Cleft Lip or Cleft Palate Surgery.
More later on the trip planned
for Spring 2014!***

At the June Tea with Bella, a record number of attendees got a chance to see our CEO as they had never seen her before! Bella and 12 other Saratoga Rotarians dedicated 2 weeks traveling to Guatemala with a medical and volunteer team that performed 116 surgeries on children with cleft lips and cleft palates. Our Lady of Fatima Villa is going to be a sponsor of the next Rotaplast Mission to Guatemala in Spring of 2014. It's not often in life you can be a part of something that has such an impact on so many lives.



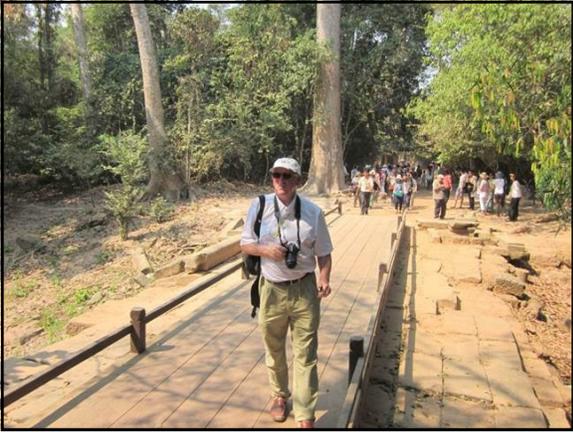
You won't want to miss a look at Italy through the eyes of Bella and Michael at the September 24 "Tea with Bella"! Suona bene a me!



It was a packed house at the June "Tea with Bella" as Michael Mahoney shared photos of a fabulous trip through Southeast Asia. Attendees saw the first part of their trip, beginning in Hong Kong, traveling through Vietnam and Cambodia.

Michael will be back in October, to finish the Asian trip. At the Tuesday September 24 Tea with Bella we'll see some photos from her recent trip to Italy! Non vedo l'ora di quel

Full House at Tea with Bella Gets a Glimpse of Southeast Asia



We're proud that *U.S. News*
has named us as one of the
"Top Nursing Homes in the U.S."
And we're right down the street.



We Care. For you and the ones you love.



OUR LADY OF
FATIMA VILLA

Rehabilitation, Assisted Living, Skilled Nursing and Respite Care.
Short or Long Term.

Call for a no-obligation tour or visit our website for a virtual tour.



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