

Happy November!

I hope you are all having a wonderful fall and are getting excited for the holiday season to begin! Vital Link has a number of outings planned for November. Please keep in mind that all outings are subject to the winter weather. You may take a look at the life enrichment calendar for more information. For those of you who have a trust account set up with us, we will be taking \$3.25 out per person for one game of bowling and an additional \$10.00 out per day for our New Buffet lunch outing. The rest of the outings will be free of charge this month. If you do NOT want your loved one to attend an outing, you will need to let myself or another staff member know and we can plan accordingly.

We will also be spending time with our volunteers throughout the month of November! We have Josh and his kids coming, Pastor John Quam, and Isabelle! Isabelle had a great experience with Vital Link in October and asked to come back every Tuesday afternoon in November. Thank you to those of you who volunteer your time to enrich the lives of the Vital Link clients! You are all greatly appreciated.

Outside of Life Enrichment, I'd like to take this time to talk about three important topics to the Vital Link Program.

- 1) Household Income Statements (HIS) –If you received a HIS packet in October, please return the HIS form to a Vital Link staff member.
- 2) A friendly reminder that the Vital Link program opens at 9:00am and closes at 3:00pm unless additional hours are scheduled with the Vital Link Director in advance. Vital Link staff aim to get back by 9:00am every morning, however client safety is our top priority and we strive for this daily. This may hinder our arrival times. For example, we may run in to road construction, get stopped by the train, or may need to tend to a client need during route. At times, unexpected events occur on route and the staff do their best to stay punctual during these unexpected events. Vital Link staff leave at 3:00pm in order to get clients back to their loved ones on time every day.
- 3) Vital Link staff were recently trained on new bus driving safety requirements. This increased safety check takes time out of our day each time we drive a bus for route or when going on an outing. I appreciate everyone's patience as staff learn their new tasks when driving a bus.

A few Vital Link updates and friendly reminders for the future:

- I will be out of the office on November 2nd, 5th, 14th, and 15th –
 - **Please call the main Vital Link number on these dates at 507-664-8869.** This will ensure your message is relayed to a Vital Link staff member. I will return all calls and emails when I return to the office.
- Attached is a copy of our Blizzard Policy.
 - Safety is a top priority at Vital Link: We ask that your driveways are clear of ice and snow during the winter months. This can help prevent accidents on icy surfaces for clients and staff.
- Vital Link will be closed on Thursday, November 22nd in honor of the Thanksgiving Holiday – Vital Link will be back open on Friday, November 23rd 2018
- Vital Link will be closed on Monday, December 24th and Tuesday, December 25th in honor of the Christmas Holiday – Vital Link will be back open on Wednesday, December 26th 2018
- Bi-annual care conferences will be held in December – If you have a date in mind please let me know and we can get it on the calendar. I will be contacting everyone to set up a time for these come mid-November.

From our Vital Link family to yours, we hope you all have a wonderful Thanksgiving! Please feel free to call with any questions.

Alyssa (Woo) Bandel