As we approach Veterans Day, I encourage you to take a few minutes to reflect on what the term “service” means to you.

Military service is a part of the fabric of our country. Throughout our history, men and women have bravely put on their uniforms to protect the values and liberties our nation was built on. Out of uniform, the service continues. As a veteran, your commitment to service and our country is often displayed in countless ways.

In the military, we are taught to take the lessons that we have learned and the experiences that we have gained to honor our commitment to service by strengthening our communities.

I still fondly remember growing up in Wilton, about an hour east of La Crosse. Many Saturdays, I traveled with my mother to the nearby Tomah VA Medical Center. There, we sang songs for veterans of previous conflicts. It was a smaller task in the grand scheme of things, but it provided lasting memories for both myself and the veteran residents at the facility. The experience was part of what led me to serve my country in the U.S. Navy. That same commitment to service has continued to motivate me as an advocate for Wisconsin veterans and their families as Secretary of the Wisconsin Department of Veterans Affairs.

Whether it’s volunteering a few hours a day at one of our veterans homes, making monetary or non-monetary donations to support a particular cause, taking up a service project in your community, or giving a ride to a veteran to an appointment, there are no shortage of ways we can honor our commitment to service. And it doesn’t only apply to veterans, either.

If everyone in our country took a brief moment to “pay it forward” through service to others, we will certainly keep alive a spirit of unity and compassion in our country.

“Service” is the theme for this year’s Veterans Day. As we gather throughout our nation on November 11th to honor the men and women who have bravely worn the uniform, remember to honor the commitment to service of your neighbors and yourself as well.

Yours in Service,

Mary M. Kolar
WDVA Secretary-designee
A Note From Natalie

A THANKFUL HEART

Union Grove, we are blessed!
Each day your loved one is cared for by dedicated employees.
I would like to highlight a few daily tasks completed by our team.

- Activities Therapists and Volunteers work daily promoting positive activities that are fun and rewarding.
- Admissions & Marketing provides tours, admission information and welcomes our veterans and families being admitted to our home.
- Veterans Claims Assistant can assist you in submitting your claim for VA benefits and help you identify the best evidence needed to get your claim approved.
- Computer (IT) Specialists outfit our organization with computers, printers and many other automated devices.
- Custodial & Housekeepers are constantly on the move ensuring rooms and common areas are maintained with clean linen being returned promptly.
- Dietary ensures our veterans and spouses are provided with healthy and tasteful meals.
- Facilities & Ground Services are ensuring members are comfortable, grass cut, lights on, snow shoveled and the constant upkeep of our life safety requirements for state and federal compliance.
- Finance safeguards accounts and assist with all financial needs.
- Human Resources processes new employees into our organization and ensure we are paid on time.
- Medical Records & Administrative Team are quiet consummate professionals who maintain and track our day to day operations.
- Minimum Data Staff Nurses (MDS) work hard accessing and ensuring the facility remains in compliance they track, trend, and provide the complete detailed picture of our clinical operation. The MDS drives the care planning for our Members.
A Note From Natalie (cont’d)

- Nursing provides situation, background, assessment and recommendations to the primary care providers. Our certified nursing assistants are professionals that provide the most direct interactions with our members; they are truly valued and appreciated.
- Physical, Occupational and Speech Therapist assist veterans and spouses with meeting their individual goals and objectives.
- QAPI & Nurse Educators are constantly working to train, retrain on educational compliance.
- Schedulers certify we have staff on the floor to care for our members.
- Social Workers advise members and families seeking services and discharges.
- Transporters ensure veterans arrive and return from appointments on time.

Families, we need your help!

We are not able to take workers off the floor in direct cares for another member to go and serve as an escort for a medical appointment with a member.

We are requiring your assistance and support in going on appointments or hiring someone to escort your loved one.

We are seeking your immediate attention; we are moving towards 100% family involvement for all medical appointments no later than 1 December 2019.

To Team UG, simply thank you. I am so blessed to serve with each of you.

Happy Thanksgiving to Everyone!

Thanks for all the support and kindness,

Natalie J. Rolling-Edlebeck

Commandant
VA Voices Choir Concert

Upcoming Events

November 11th - Veterans Day Program at 11:00am
December 6th - Pearl Harbor Remembrance at 10:00am
December 14th - Annual Family Christmas Party

We want to thank all the volunteers who make these outings possible. If you are interested in volunteer opportunities, please contact the Activity and Volunteer Director, Terri Presser at 262-878-6725 or email at Teresa.Presser@dva.wisconsin.gov
Welcome Aboard!!

**Eugene Ambrose**

Army-Korean War  
**Birthplace:** Kenosha, WI  
**Occupation:** Retired Dentist

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**Thomas Andersen**

Navy-WWII  
**Birthplace:** Racine, WI  
**Occupation:** Retired Mgr. Consumers Co-Op

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**William Enwright**

Army-Vietnam War  
**Birthplace:** Clinton, IA  
**Occupation:** Retired Mgmt. Railroad
Welcome Aboard!!

Darrell Fell

Army-Korean War

Birthplace: Burlington, WI

Occupation: Retired Food Store Manager

Bruce Girga

Army-Vietnam War

Birthplace: Milwaukee, WI

Occupation: Retired Housekeeper

Keith Hall

Navy-Vietnam War

Birthplace: Unavailable at this time

Occupation: Retired from Sales

Please welcome our new Members and Volunteers to the Veterans Home. Feel free to stop by and introduce yourself, we are so happy to have them here.
Welcome Aboard!!

Glenn Hickson

Army-Vietnam War

Birthplace: Cottonport, LA

Occupation: Retired Marketing Systems Coordinator

Please welcome our new Members and Volunteers to the Veterans Home. Feel free to stop by and introduce yourself, we are so happy to have them here.

Brad Irelan

Marine-Vietnam War

Birthplace: San Diego, CA

Occupation: Retired Painter/Mechanic

Raymond Johnson

Army-Berlin Crisis

Birthplace: Fertile, MN

Occupation: Retired Machinist
Welcome Aboard!!

Willie McLain
Marine-WWII
Birthplace: Enterprise, MS
Occupation: Retired Custodian Supervisor

Please welcome our new Members and Volunteers to the Veterans Home. Feel free to stop by and introduce yourself, we are so happy to have them here.

Jack Martini
Army-Korean War
Birthplace: Racine, WI
Occupation: Retired from Sales

Larry Muhlenbeck
Air Force-Korean War
Birthplace: Kenosha, WI
Occupation: Retired Shipping Clerk
Welcome Aboard!!

Robert Patyk
Army-Vietnam War
Birthplace: Edgar, WI
Occupation: Retired US Postal Worker

Please welcome our new Members and Volunteers to the Veterans Home. Feel free to stop by and introduce yourself, we are so happy to have them here.

Albert Pedersen
Navy-Korean War
Birthplace: Chicago, IL
Occupation: Retired Welder

Claude Wells
Navy-Vietnam War
Birthplace: Waukesha, WI
Occupation: Retired Chef
You are invited to attend a Grief Support Seminar on Tuesday, November 26th, at either 10:00am in the Maurer Hall Chapel OR at 6:30pm at Cross Lutheran Church, 126 Chapel Terrace, Burlington.

Topic of Presentation: The Definition of Grief.

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Happy Birthday!!!

- November 13th - Herbert Green-2nd
- November 13th - Richard Brand-1st
- November 14th - George Timm-3rd
- November 14th - Randall Evans-2nd
- November 15th - James Jennings-1st
- November 15th - James Sarchet-2nd
- November 17th - Frank Hornak-1st
- November 18th - Eugene Vogel-2nd
- November 20th - Paul Nickell-3rd
- November 21st - Willard Nagle-2nd
- November 21st - John Gustin-2nd

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Recreational Therapy or Therapeutic Recreation (TR) is a systematic process that utilizes recreation (leisure) and other activities as interventions to address the assessed needs of individuals with illnesses and/or disabling conditions, as a means to psychological and physical health, recovery and well-being.

We are excited to announce that we are now an official Recreational Therapy internship site partnering with UW-Lacrosse. We look forward to working with our first student in the near future under the supervision of our three Recreational Therapists; Jean Petersen, Natalie Knutson and Emma Ketterhagen.

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Welcome to the Team!

Carrie Colano—Inventory Control Coordinator
Nyasia Nesby—C.N.A.
Amonie Everson—C.N.A.
Cassandra Reynoso—C.N.A.

Jessica Schilg - Phrakousonl—C.N.A.
Christopher Schroeder—C.N.A.
Our Wish List

Community Outings (admission tickets, parking etc.)

Gift Cards to NASCO senior living catalog

Monetary funds for activities supplies or special events

Fun size snack bars, bags of individually wrapped chocolate candy, Diet soda, small bags of chips (for prizes)

Walmart gift cards

(for a complete list of items please visit: dva.wi.gov -> Veterans Home -> Union Grove -> Media -> Union Grove Wish List.pdf)

For Veteran’s Benefit questions or concerns, please contact:

Roxane Unverrich
262-878-6729

Veteran's Day word search

AIRFORCE  PRIDE
AMERICAN  RESPECT
ARMY      SALUTE
FLAG      SERVICEMEN
HONOR     SERVICEWOMEN
MARINES   THANKS
NAVY      TROOPS
NOVEMBER VETERANS
In-house Volunteer Opportunities – If you are interested in the following volunteer opportunities, please contact the Activity and Volunteer Director, Terri Presser at 262-878-6725 or email at Teresa.Presser@dva.wisconsin.gov

- Provide a movie night on 2nd & 3rd floor Boland Hall.
- We are in need of a volunteer to assist Members with simple computer tasks on a one-to-one basis.
- Assist activity staff on Member outings.
- Escort Members to Happy Hour on Fridays at 2:00pm.
- Escort Members to bingo on Tuesdays at 2:00pm.
- Switch out seasonal bulletin boards.
- Assist with writing Member’s stories for their Memories in the Making art projects.
- Play Monopoly, poker, or UNO with 2nd floor Members.
- Water and weed plants during gardening season.
- Assist with Open Art projects on Wednesday from 1:00-3:00pm.

<table>
<thead>
<tr>
<th>Building:</th>
<th>Where To:</th>
<th>Date/Time:</th>
<th>Volunteers Needed:</th>
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<tbody>
<tr>
<td>Boland Hall-1st Floor</td>
<td>Walmart</td>
<td>Monday, November 4th</td>
<td>1:00pm</td>
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<tr>
<td>Boland Hall – 2nd Floor</td>
<td>Walmart</td>
<td>Monday, November 11th</td>
<td>1:00pm</td>
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<tr>
<td>Boland Hall-3rd Floor</td>
<td>Walmart</td>
<td>Monday, November 18th</td>
<td>1:00pm</td>
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<td>Gates Hall</td>
<td>Caledonia Luncheon &amp; Bingo</td>
<td>Wednesday, November 13th</td>
<td>10:30am</td>
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<td>Walmart</td>
<td>Monday, November 25th</td>
<td>1:00pm</td>
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<tr>
<td>Fairchild Hall</td>
<td>Walmart</td>
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<td>1:00pm</td>
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<tr>
<td></td>
<td>Walmart</td>
<td>Monday, November 18th</td>
<td>1:00pm</td>
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<td></td>
<td>North Cape Church Lunch Outing</td>
<td>Wednesday, November 20th</td>
<td>10:30am</td>
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<tr>
<td>Veteran’s Day Program</td>
<td>Transport</td>
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One of our major responsibilities at the Wisconsin Department of Veterans Affairs is providing 24-hour skilled nursing care to our nation’s heroes. The WDVA is proud of the three Veterans’ homes we operate – Chippewa Falls, King and Union Grove - serving nearly 1,000 Veterans and their spouses.

The Wisconsin Veterans Homes are among the best in the country, boasting an excellent safety record and the highest quality of care ratings. Our homes are very popular among Wisconsin’s Veterans, evidenced by the occupancy levels and waiting lists associated with each home, and our staff retention rates that exceed those of comparable facilities across the state.

We are here to serve those who have served us all.