SPECIAL COMMUNICATION JUNE 2020

RIVER BREEZE

OTTAWA CO. RIVERVIEW HEALTHCARE CAMPUS

Continuing to Fight COVID-19

Riverview has no confirmed, suspected or probable cases of COVID-19 on our campus….and that is because of ***the great work of our Staff the #ViewCrew!!!!*** We thank them for all they are doing to continue to fight to keep this virus away from our residents and out of our campus!

As you may have heard Ohio has designated 14 National Guard Medical Units, with 10 members per team to test all of the Developmental Centers and Nursing Homes in the state of Ohio.

The focus will 1st be on those who have had positive cases (approximately 350) and then move to the other facilities.

We have heard that these units are in the Developmental Centers this week, and will start in Nursing Homes the week of June 8.

Ohio has 978 Nursing Homes, we believe, if we remain COVID-19 free, that we will not be tested for weeks if not months. The test will be mandated by the state for all staff members and residents will only be tested if they have been exposed to a confirmed case.

At this time all of our precautions are still in place. While the Federal Government has laid guidelines to "reopen" nursing homes, our state has not giving any suggestions or timelines when that may occur.

- Staff continue to wear surgical/ medical masks around our residents. The residents also wear cloth masks when in the presence of other residents or with a staff member or outside of their room.
- Our Gift Shop, Day-Break and Beauty Shop all remained closed under orders by the Governor of Ohio and the Ohio Department of Health.
- Visitation is only permitted when death is considered eminent. Strong restrictions are still in place and decided upon on a case by case visit.
- No visitation includes indoor and outdoor visits. Window visits are welcomed, but the window must remain closed.
- Resident and Staff are screened daily for respiratory signs/symptoms and fever. Staff has been asked to please be mindful of the health of those they live with as well.
- If a resident leaves our campus for any reason, they are quarantined to their room for 14 days following their return to us. New Admissions are also quarantined to their room for 14 days, starting on the day of Admission
- Residents and Staff should remain on their unit as much as possible, so if an "outbreak" did occur, we would be better able to contain it.
- Group activities continue to be prohibited per the Federal Government. Our staff is doing one-on-one visit, door way activities and MUSIC in the halls, to keep moods lightened during this time!
- Socially distanced meals or room service.
- We are only admitting from hospitals at this time, and strongly recom-

Special Resident/ Family Newsletter to keep you updated!

- **Normally the Riverview Breeze Newsletter is only distributed on a bimonthly basis. We know during these uncertain times and with the continued restriction on visitation it is important we stay connected with you!**

Continuing the Fight

"When you're surrounded by people who share a passionate commitment around a common purpose, anything is possible."
~Howard Schultz

mending a negative COVID-19 test prior to admission consideration.

- Frequent Hand Hygiene encouraged by residents and staff
- Frequent sanitation of high touch areas
- Social Distancing staff and residents as much as possible, this includes clocking in and out and break times as well! (We have opened our large multipurpose activity room to staff to use for breaks, as an alternate to our small break room.)
- Frequent staff communication through email and small group.
- Frequent in-services on donning and doffing Personal Protective Equipment (PPE).

If Riverview was to have a confirmed case, resident or employee, we would inform our residents, resident representatives and staff by 5pm the day following the confirmed case. We would not be able to give names, HIPAA Laws would still be strictly enforced, there would be contact tracing done in corporation with the Ottawa County Health Department, and those who were exposed would be given further guidance.

Our "COVID-19 Emergency Management Plan" has been emailed to all staff, is located at incident command, is on our Employee Services drive, and available open written request by the public.

If you have any questions or concerns about COVID-19 or the way Riverview is handling this virus, precautions or Personal Protective Equipment (PPE), we ask you to please contact:

Infection Preventionist

Jen Litz, RN, BSN

jlitz@co.ottawa.oh.us

Ext. 4039

Director of Nursing

Lisa Dobbelare, RN

ldobbelare@co.ottawa.oh.us

Ext. 4024

Administrator

Kendra German, LNHA

kgerman@co.ottawa.oh.us

Ext. 4020

Our #ViewCrew will continue to keep up the fight, and we will continue to keep our residents and resident representatives informed through the mail or phone calls.

Visitation Opened for AL Only

During the Governor's Press Release on Thursday, May 28, he announced the allowing for visitation to Assisted Living and Developmental Care Centers only on Monday, June 8.

Sadly, some news outlets grouped Nursing Homes into this, but they were not included at this time.

The Riverview COVID-19 Emergency Management Team is working with the Ottawa County Board of Commissioners, Emergency Management Agency and Department of Health to put together protocols for outdoor, socially distanced, scheduled meetings for our Assisted Living Residents and visitors.

We will continue to monitor any information that comes to us about Nursing Home visitation and will develop guidelines and protocol with theses same agencies, and will communicate these with residents, resident representatives and staff when we have clear, information to give.

We're STILL Hiring

As many places open slowly, they have not all brought back their entire workforce, meaning there are people struggling to find a job!

While our hiring process looks a little different we are STILL hiring at this time! We continue to use Geo Fencing with WTOL, Channel 11, digital advertising, indeed.com and our best recruiters YOU!

We currently have openings for RN's/LPN's, STNA, or those wanting to become an STNA, Environmental Services and Food Services.

For more information on open positions please contact our Human Resources Department:

Coordinator

Robin Pfeiffer

rpfeiffer@co.ottawa.oh.us

Ext. 4027

Assistant

Mary Diefenthaler

mdiefenthal-

Father's Day Drive Thru

We did it for Mom, we have to do it for Dad!! While we are unsure from day to day what our precautions will be, we are planning a Father's Day Drive Thru for our men on Father's Day (June 21).

Our Cottage Cove, Hartford and Lighthouse Unit residents will be honored with a drive through at 10am on Father's Day. Those vehicles participating will line up in the drive on the West side of the building (Station 2/3 door). The parade will be led by a Riverview vehicle and will go around the MPR loop, the Hartford Loop and finish at the Rehab Clinic Loop (where Memory Care residents will be watching).

Our Harvest Glen residents (Stations 1 & 2), will be honored with a drive through at 2pm on Father's Day. Those vehicles participating will line up in the same drive on the west side of the building (Station 2/3 door). (This is a change from Mother's Day Parade, all line ups will be on our campus!) The parade will be led again, by a Riverview vehicle and will loop under the main entrance and around MPR, Hartford and Rehab Clinic Loop.

Everyone must stay in their vehicles and keep the drive thru moving.

May Shining Moments

Kaitlyn Mason-our HVAC girl! My PTAC had an awful odor and she not only cleaned it to take care of the odor, but checked in on it twice to make sure I was happy with it. She offered to take it back apart to pull out the filter and hose it off ahead of the yearly schedule.-*From Amy Duty*

Jodi Mittower– Helping to cover open Aide positions-*From Rae Duty*

Rae Duty– Coming in at Midnight on a Saturday night so Cara didn't have to come in-*From Amy Duty/Cara Densic*

Nelson Duty– Being called in two early mornings-*From Will Clymer*

Megan Finn-Being on top of things, and catching potential concern before it got worse, saving the facility and the resident from a rehospitalization.-*From Bre Van Ness*

Devin Santiago-he knew I was working nights and got treatment stuff ready for me and made the cheat sheet. Truly a team player! Really appreciate him!!-*From Anne Ashton*

Gigi Day-She has graciously volunteered to modify her schedule to help out with unfilled spots and medical leaves. She will flip flop her entire schedule. So her weekends, Mondays, and Fridays will be flipped. This will help with the over staffed weekend one week, and the staff challenge of the next week. This will also keep the OT at a minimum to none. -*From Will Clymer*

Jodi Mittower– a Granddaughter emailed to say how much her family appreciated the care Jodi has given their Grandma and how she has treated their family. A family member came in for two "window visits" and Jodi stayed with the resident the entire time during both visits.-*From Kendra German*

Dawn Smith- I saw her curling and setting residents' hair in between meal times. One resident was so excited, she asked me to go get Ben so she could show him her hair! Way to go Dawn for going above and boosting residents' spirits! -*From Mary Diefenthaler/Meleny Bonnell*

Meleny Bonnell– for doing residents' hair while the beautician is out of the building.-*From Beth Rex*

Dawn Smith and Lisa Smith-went above and beyond today! They went around and spent extra time doing hair and nails for station 2. Our ladies were lookin' great! :) -*From Ben Eldred*

Alisha Fouke-helped a resident with a phone during a window visit with her family. She was so kind and patient. Alisha held the phone to the resident's ear and the resident had no problem hearing her family and the family had no problem hearing her. It was perfect and they said they couldn't have had a better visit! The family wished to express their gratitude to Alisha. Everyone left smiling! "God bless you for all you do, and thank you again!"-*An email from a resident's family*

Mandy Spencer, Tina McVicker, Jess Brinkman– Filled , capped, labeled and delivered the hand sanitizer bottles yesterday so we had extra bottles ready to go.-*From Will Clymer*

Amy Duty-Helping Lisa and Jen set up a required reporting tool to file reports with CDC –*From Jen Litz*

Bre Van Ness-Assisting with getting nurses fitted for N95 mask!-*From Jen Litz*
Rae Duty & Brian Rumor-really "Rocked it" out! Got extra people up and dressed nicely for the Mother's Day Drive Thru***.-From Carla Scott***
Jodi Mittower, Diana Nordlund & Ben Eldred– Helping with covering the schedule. *–From Lisa Dobbelare*
Chris Gaeth & Angel Williams-deep cleaned all wheelchairs on Station 2. *–From Lisa Dobbelare*
Jodi Mittower– bought breakfast for the entire facility on Mother's Day-*From Kendra German*
All staff on Mother's Day-helping to make the day special for our residents, especially with no visitation permitted from families-*From Kendra German*
Carla Scott, Lisa Dobbelare, Diana Nordlund, Ben Eldred-deserve a shining moment for picking up shifts this weekend so I didn't have to work 4 night shifts in a row, I really APPRECIATE that!-*From Bre Van Ness*
Rea Duty– for consistently picking up shifts when she knows we are short.-*From Bre Van Ness*
Rae Duty, Chris Gaeth and Angel Williams-have been incredibly helpful to me during my night shifts this past week, I want them to know how much I appreciate all they do. *–From Bre Van Ness*
Hannah Storey– Ask a resident's family about using hair rollers on her. She has never used rollers before and wanted to do the resident's hair. The family was very appreciative that she asked and did their loved one's hair while the beauty shop is closed. *–From Cara Densic*
Amanda Lorentz-Thank you for the extra time you spent with our mom when she was in the Assisted Living.-*Resident Family*
Gigi Day-Donated Birthday Cards and hand sanitizer.-*From Will Clymer*
Kaitlin Mason– Staying over for generator issues.-*From Will Clymer*
Jodi Mittower-picking up a Saturday shift and working several 16 hour shifts to help with staffing.-*From Bre Van Ness*
Jodi Mittower-her compassion for her residents really shined today by arranging for a resident to be able to see her granddaughter get married, and she came in to help on her day off!-*From Bre Van Ness*
The Lighthouse Unit Staff– for being diligent in continuing to look for a resident's hearing aides. They were found today and in working order!!! SO thankful! *-From Meleny Bonnell*
Anne Ashton-has been "flip flopping" her schedule to make sure we are covered. She has also been helping to train our new STNAs on skills. *–From Lisa Dobbelare*
Jordyn Spangler-Reminding residents to stay in their rooms during happy hour and to be wearing mask when in the hallways.-*From Lisa Barrett*
Kim Geldien-for sewing my scrub top. *–From Nikki Yonikus*
GiGi Day-Played UNO with our residents in the memory care unit.-*From Bre Van Ness*

View Crew-I received a phone call from a resident's son. He just called to tell all of us thank you for everything we are doing to keep all the residents safe! He thinks everything we are doing is great and is very supportive and appreciative. I told him the staff has been amazing with all their 1:1 visits, phone calls, face to face with families and really going out of their way to take care of their extra needs at this time especially. It was good to hear this! It lifted my spirits!-*From Jen Litz*

Perrysburg Jr. High STEM Class– Sent letters to our residents through 360 Healthcare. Very entertaining and nice. They really put their time into writing them. –*From Lisa Barrett*

Gigi Day-Dressed in her Naval uniform to help us honor our residents during our Veteran's Celebration.-*From Kendra German*

Meleny Bonnell– walking the perimeter of the building with Heartland Hospice for the Veteran's Celebration and coordinating from the outside of the building. *From Kendra German*

Lisa Barrett, Sheila Hudson, Amanda Lorentz & Pam Hatfield-for walking along to the indoor path to honor our Veterans and assist in anyway they could. *–From Kendra German*

Amy Duty-For being Cara's personal IT assistant! She "saved me"!-*Cara Densic*

Dawn Smith-Did all the ladies hair on Station 2! Really "perked" the ladies up!-*From Lisa Dobbelare*

Christina Conard, Sam Miller & an anonymous Staff member-Making 90 sack lunches that were FILLED for our entire #ViewCrew!-*From Kendra German*

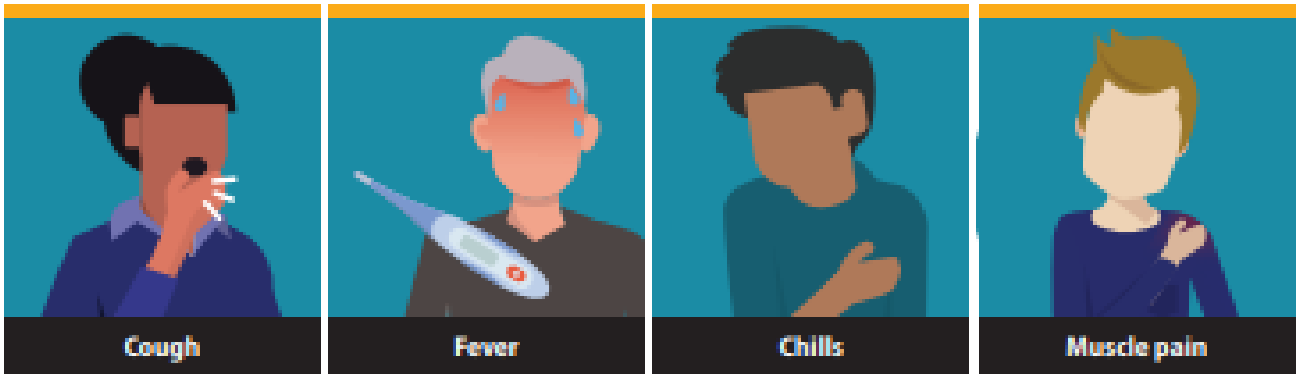
Jen Litz– For speaking to the Oak Harbor Rotary Club about our COVID-19 precautions and took questions from club members about the virus. *–From Kendra German*

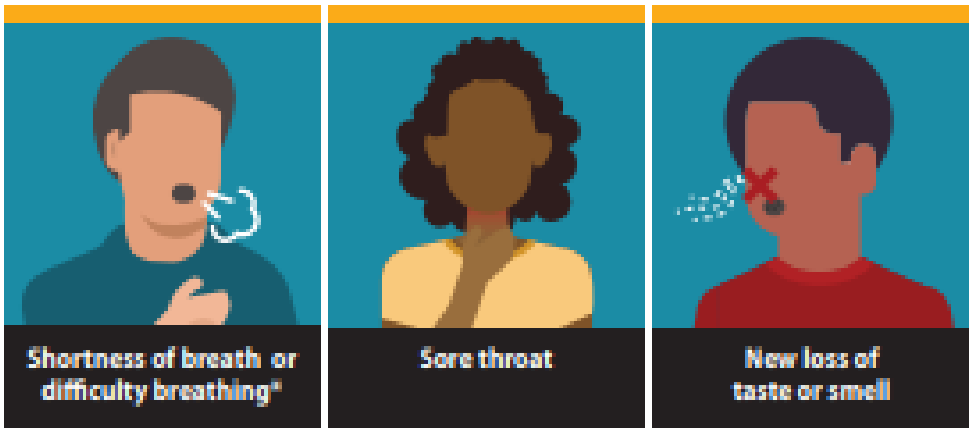
John Pratt-Was right on getting our Wi-Fi fixed when it went out late on a Saturday night of a holiday weekend!-*From Will Clymer*

Do you have a staff member you would like recognized who went above and beyond for you or your loved one? Give them a "Shining Moment" by contacting Riverview Administrator, Kendra German, kgerman@co.ottawa.oh.us Ext. 4020.

Symptoms of Coronavirus (COVID-19)

Know the symptoms of COVID-19, which can include the following:





Symptoms can range from mild to severe illness, and appear 2-14 days after you are exposed to the virus that causes COVID-19.

***Seek medical care immediately if someone has emergency warning signs of COVID-19.**

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion
- Inability to wake or stay awake
- Bluish lips or face

This list is not all possible symptoms. Please call your medical provider for any other symptoms that are severe or concerning to you.

CDC

cdc.gov/coronavirus

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Did you know... Riverview has a Facebook Page "Ottawa Co. Riverview Healthcare Campus! Find our latest news there!

Riverview Healthcare Campus has serviced Ottawa County for 149 years as a County Owned and Operated Long Term Care facility. Thanks for continuing the Tradition!

Our Core Values:

"We deliver to our residents a level of service that anticipates and exceeds their needs. We measure and evaluate the effectiveness of the services we provide from the viewpoint of those whom we serve. We require high standards of performance, professionalism and teamwork from our employees."