MARCH/APRIL 2020

RIVERVIEW BREEZE

OTTAWA CO. RIVERVIEW HEALTHCARE CAMPUS

The Hartford on the Riverview & Cottage Cove

Sunday, February 23 Riverview was buzzing with compliments and visitors as the community finally got to see the finished product of years of planning, design and construction! Hundreds of visitors flooded the facility amazed at all the recent changes and so complimentary of our staff's kindness and friendliness (something we are noted for every day, not just during this special event)!

Guest strolled through the entire facility, took part in free Balance Testing in our Rehab Clinic, visited Senior Resources Offices and the Oak Harbor Harbor Lights Senior Center, and enjoyed delicious appetizers made by our Food and Nutrition Department!

So what's next...for the Hartford, 4 new residents will be moving in March 1st and 2nd! These 4 residents will occupy 3 units, giving us a slow start, but time to ensure we have worked out all the bumps. With this being a new concept to our building, it will help us to work through different situations to ensure the best for our residents and staff working on this unit!

As for Cottage Cove, we are still continuing to gather the final cost of the project (due to change orders) to turn that cost into the Ohio Department of Health to close out our Certificate of Need. ODH will then need to come in and approve this area for occupancy. Sadly, we do not see rehab opening for another 2 to 3 months.

A huge thank you to all our staff for their tremendous help preparing the facility for the Open House and then assisting those visiting during the open house. This county is proud of you and so are we! Our staff is what sets us apart from other facilities!

Carla Scott, LPN opens the door to the Lighthouse Memory Care Unit for Marty and Merle Ahrens of Port Clinton at the Open House.

Dates to Remember:

March:

Social Work Month

9-13 LTC Administrator Week

16-20 Healthcare Human Resources Week

20 Resident Monthly Birthday Party 2pm

23-27 Health Information Professionals Week

April:

County Government Month

4 **Auxiliary Road Show** at River view 10am-2pm

Relay for Life Craft Show Oak Harbor VFW 9am-3pm

5-11 Volunteer Week

6 Auxiliary Meeting 9:30am

17 Resident Birthday Party 2pm

19-25 Administrative Professional's Week

Excellent Survey!

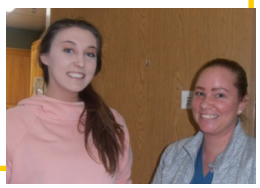
A Huge CONGRATULATIONS and Thank you to our staff for a wonderful Standard Survey, conducted by the Ohio Department of Health January 21-23, 2020.

With up to 7 Surveyors in our facility at one time, the facility received just 1 citation for an error found in 1 resident's medical record. The error was immediately corrected and other charts to audited for compliance! The error fell under the citation of F578 "Request/Refuse/ Discontinue Treatment: Formulate Advanced Directives"

Our Plan of Correction was approved and must be completed by March 12, 2020 to be placed back into full compliance. This involves audits completed by our Director of Nursing, MDS Coordinator and Medical Records Specialist, as well as in servicing to all nurses by the Director of Nursing.

The facility received NO Citation for Emergency Preparedness and only 4 citation for Life Safety which have all been corrected!

Thank you again, we appreciate our staff's attention to all regulations daily as a regular part of their job task.



January Shining Moments

- **Bre Van Ness–** for assisting our Medical Director with his rounds. *–From Amy Duty*
- **Jane Vandersall**-when I was slammed on 3R making phone calls, and talking to doctors, she passed my dinner time meds and checked my blood sugars… I couldn't have made it without her help! *-From Paige Smith*
- **Marie McDonald**-having the patience spending extra time listening and trying to meet the needs of a rehab patient. *–From Paige Smith*
- **Meleny Bonnell**-for making rounds from station to station everyday and brining happiness and positive energy with her that spreads!*-From Paige Smith*
- **Alisha Fouke**-taking the time to investigate a strong odor on a patient, going as far as scrubbing the wheelchair and removing the seat cushion cover to find the culprit, all so the resident didn't have an odor. As funny as this sounds, it was awesome to see someone care so much instead of ignoring the smell and letting them wheel around like that. *–From Paige Smith*
- **Station 1 Staff**-Keeping the station clean, neat and organized!*-From Will Clymer*
- **Anne Ashton**-did well moving a resident off the unit, who then needed to be sent out, and taking care of 2 admissions to her unit. *–Bre Van Ness*
- **Megan Finn**-after the second shift in a week of no lunch, I was late getting off work and she willingly tied up my loose ends and sent some faxes so I could go home. I was much appreciative of this!*-From Paige Smith*
- **Kendra German**-taking the time to sit down with me one on one to make my meeting requirement because I missed the original due to classes outside of work and the makeup I was late from working the floor. I know you're busy and I appreciate the time you took to run through HIPAA for me to meet the annual requirement. *–From Paige Smith*
- **John Pratt and Keith Kirby**-for continuing to contact Point Click Care to fix why it is so slow for our staff!*-From Kendra German*
- **Jane Wolf**-made chef salads for the group doing the walk through for the punch list. *From Will Clymer*
- **Station 2 & Station 3 & Station 3R**-All got admissions at the same time and handled it very well.*-Meleny Bonnell*
- **Administrative Staff**-Jumping in to help Meleny while Cara was out and referrals were coming in fast!*-From Meleny Bonnell*
- **Ben Eldred**-Being proactive to recruit new STNAs to Station 2*-From Lisa Dobbelare*

January Shining Moments

- A member of our family, is a current resident. He is progressing in his rehab, which is complicated due to his dementia. We wanted you to be aware of our heartfelt appreciation for the quality of care he is receiving from all your staff. So many of them go out of their way to treat him with respect, patience, and appropriate, gentle humor. We appreciate the tender care all your staff extends to him (and to his spouse). Because excellence and pride begin with leadership, we'd like to extend our thanks to you as well! Ottawa county is blessed to have you, this facility, and staff. Job well done! -*Email from a family member*
- **Carla Scott**-For helping Bre out-*From Bre Van Ness*
- **Amanda Lorentz & Kaitlyn Fourman–** for cleaning up the bus after a challenging activities outing. –*From Lisa Barrett*
- **Jennie Frasier-** my bother is a resident and your speech therapist (Jennie Frasier) has done 'wonders' helping my brother after his recent illness that severely impacted his memory. He cherishes a "Photo Memory Book" that Jennie has put together which has helped to enhance his memory. Please allow me (and all who have seen his progression since the illness first robbed him of his memory) to express our heartfelt gratitude to Jennie and 'all' the staff at Riverview Healthcare. You guys truly are 'Angels' to many who need all the understanding, help, & love possible. –*Email from Resident Family Member*
- **Dakota Epling**-helping with the resident memorial with bulbs and refreshments -*From Meleny Bonnell*
- **Sarah Wagner**-Comforting a coworker who was very upset. –*From Jane Wolf*
- **Brian Coil**-Going above and beyond to ensure the facility was appropriately reimbursement-*From Meleny Bonnell*
- **Meleny Bonnell & Mary Diefenthaler**-assisting a coworker who slipped in the hallway. *From Bre Van Ness*
- **Senior Resources' Drivers & Packers**-They make a friendly atmosphere in Will's Hallway-*From Will Clymer*
- **Hannah Storey and Tiffany Hagan** - Tiffany played some ball games with the residents and Hannah put on some music, is singing with the residents, and is doing a full range of motion (ROM) game with them. They are so enjoying this ROM game she's doing!!!!!-*From Bre Van Ness*
- **Brandi Johnson, Patty Rizzo, Chelsea Till**-They cleaned all the wheelchairs on Station 3 and 3R in one night!-*From DJ Evans*

January Shining Moments

- **Ken Traver**-Searched the entire facility for an unused cart for Lisa to move Christmas Trees to the basement.-*From Lisa Barrett*
- **Carla Scott**-Came in at 4:30am for a Quality Assurance Project. –*From Lisa Dobbelare*
- **Anne Ashton**-Came in to assist for a few hours with Admissions-*From Lisa Dobbelare*
- **Hannah Follman**-Stopped a surveyor going into a resident's room who had infection control precautions and offered her a mask to wear. –*From Carla Scott*
- **Hannah Storey**-Was told by a State Surveyor she did a really good job answering his questions. –*From Lisa Dobbelare*
- **Sarah Joseph, Sam Miller and Margie Zunk**-Told they did a good job by a state surveyor.
- **Dietary**-State surveyor walked in kitchen and found staff working and enjoying music that was playing. The surveyor told the staff she liked that they enjoyed their jobs and had fun and that we had a great atmosphere here, much different from other places!-*From Jane Wolf*
- **VIEW CREW**-Excellent Standard Survey!!!!!!! -*From Kendra German*
- **Bill Klotz**-A supplier had sent the wrong cart for dietary and Bill helped Jane repackage the cart to send it back. He had to dissemble it after assembling it. –*From Jane Wolf*
- **Deb Wozniak, Tina McVicker and Gigi Day**-did a very thorough job cleaning our area this a.m.- we thanked them and wanted you to know as well. –*From Beth Rex*

Have you witnessed someone at Riverview go above and beyond to make things easier for those around them. Please let us know so we can recognize these special people. "Shining Moments" can be sent to Administrator, Kendra German, kgerman@co.ottawa.oh.us or given to the information desk who will pass along to her mailbox!

Resident Birthdays:

March:

9 Elizabeth Brandt

The Resident March Birthday Party will be Friday, March 20 at 2pm in the Riverview Multipurpose Room and will be hosted by the Auxiliary at Riverview and the Eastern Stars.

April:

6 Dolores Adkins
12 Stacy Hughes
21 Leonard Kazmierczak
23 Gaillard Risch
24 Irene Avery
26 Barb Hebner

The Resident April Birthday Party will be Friday, April 17 at 2pm in the Riverview Multipurpose Room and will be hosted by the Auxiliary at Riverview and the Oak Harbor Lions Club.

Staff Anniversaries:

March:

Cindy Sandwisch, Food Service (12 Years of Service)
Hannah Follman, STNA (1 Year of Service)
Carla Scott, LPN, MDS Assistant (24 Years of Service)
Kathy Lerch, Food Service (2 Years of Service)
Annette Olalde, Food Service (1 Year of Service)
Brenda Kern, Laundry (26 Years of Service)
Deb Wozniak, Env. Services (9 Years of Service)
Cara Densic, RN, Case Manager (10 Years of Service)

April:

Chelsea Rollheiser, STNA (3 Years of Service)
Joann Markin, STNA (15 Years of Service)
Barb Garcia, STNA (8 Years of Service)
Kim Post, STNA (16 Years of Service)
Pat Winters, Env. Services Assistant (2 Years of Service)
Jane Vandersall, LPN (2 Years of Service)
Tina McVicker, Env. Services (12 Years of Service)
Brenda Lochotzki, Receptionist (14 Years of Service)

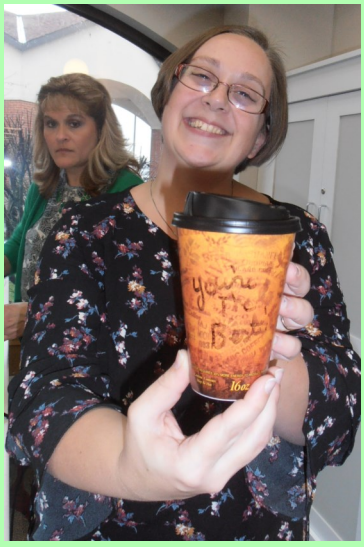
From the Centers for Disease Control and Prevention:

Take everyday preventive actions to stop the spread of germs.

- Try to avoid close contact with sick people.
- While sick, limit contact with others as much as possible to keep from infecting them.
- If you are sick with flu-like illness, CDC recommends that you stay home for at least 24 hours after your fever is gone except to get medical care or for other necessities. (Your fever should be gone for 24 hours without the use of a fever-reducing medicine.)
- Cover your nose and mouth with a tissue when you cough or sneeze. After using a tissue, throw it in the trash and wash your hands.
- **Wash your hands** often with soap and water. If soap and water are not available, use an alcohol-based hand rub.
- Avoid touching your eyes, nose and mouth. Germs spread this way.
- Clean and disinfect surfaces and objects that may be contaminated with germs like flu.

www.cdc.gov/flu/prevent/prevention.htm

March is Social Work Month!



Social workers play a vital role in improving the quality of nursing home residents' lives. Nursing home social workers advocate for residents and watch for signs of stress and depression. They connect residents and families with resources in and outside the nursing home and facilitate transitions such as hospice, a hospital stay or a return to independence. They guide families, residents and care providers through difficult conversations or conflicts.

At Riverview our Licensed Social Worker, Meleny Bonnell, stays busy with working with long term residents on their quality of life and satisfaction with their stay at Riverview. She also works with our short term Rehab Patients to make sure they are satisfied and have all their needs met for their return home. Meleny is celebrating 13 years of service to Riverview and our residents!

Make sure to stop in and say THANK YOU to Meleny during the month of March as Riverview celebrates "Social Work Month"!

Thank you!

Long Term Care Administrator Week
March 9-13, 2020

March 9-13, 2020 is National Long Term Care Administrator's Week. During this week, staff, residents, families, and volunteers have the opportunity to say "thank you" and honor the administrators who lead our nation's long term care-communities.

Administrators are key players in the care team and are entrusted with the responsibility of managing the care of our loved ones. They touch the lives of residents and families , and, most importantly, ensure that their staff provides the highest level of quality care to a vulnerable population.

To become an administrator takes commitment and dedication. They undertake a rigorous internship, followed by state and national board exams. Upon becoming an administrator, they must continue life-long learning to provide the best care possible in every situation. They are masters of multi-tasking, taking into account every aspect of a person's life, not just heir medical needs, while building a sense of home and community.

"Each day our members work hard to ensure the best quality of life to those entrusted to their care. In an increasingly challenging environment, they are committed to their patients, residents, families, and co-workers," said Bill McGinley, CNHA, CALA, CAS, HSE, FACHCA, President & CEO of ACHCA. "The staff of ACHCA is honored and privileged to know them and to support their professional development through the College."

The American College of Health Care Administrators commends, salutes, and thanks the administrator in nursing homes, assisted living residences, and all post acute and aging service settings-we know they are committed to providing excellent quality of care and quality of life for those entrusted to their care. Congratulations on a job very well done!

Press Release from the American College of Health Care Administrators.

Ottawa County Riverview Healthcare Campus' Licensed Nursing Home Administrator is Kendra German, who has 14 years of service to Riverview!

Healthcare HR Week Salutes the Important Work of Healthcare Human Resources Professionals

From March 16-20, 2020, celebrate the people who take care of the caregivers by recognizing Healthcare HR Week.

These regularly observed festivities began in 2012 and are promoted by the American Society for Healthcare Human Resources Administration (ASHHRA). The week calls attention to the hard work and dedication of HR Professionals, whose jobs often go above and beyond the usual human resources duties. This time honors healthcare human resources professionals who work in hospitals, health systems, clinics, long-term care and hospice facilities, and any other healthcare organization, ASHHRA says.

Today's healthcare landscape is more complex than ever in terms of providing care. That has an effect on those who work in it, as well as its HR Professionals, who daily must navigate a thicket of issues, including:

- Compensation and benefits
- Employee relations
- Talent Management
- Employee Wellness
- Government Regulations
- Changing reimbursement rules
- Evolving medical-record keeping and other new technology

Ottawa Co. HR Director, Michelle Ish with Robin and Mary.

All this and more means that every day brings unique challenges and requires a willingness to explore creative solutions in order to ensure that those who are providing patient care are getting all the support and services they need in order to do their jobs well, not to mention maintaining their own mental, physical, and emotional health.

Originally published March 11, 2019 by HealthStream www.healthsream.com

Thank you Robin Pfeiffer, Human Resources Coordinator (19 Years of Service) and Mary Diefenthaler, Human Resources Assistant (16 Years of Service) for your dedication to our #ViewCrew and our facility!

Thank you!

Health Information Professional's Week

Originally posted at www.AHIMA.org

The American Health Information Management Association (AHIMA) invites all health information professionals to join the celebration and be recognized during Health Information Professionals (HIP) Week. Formerly knows as Health Information & Technology Week, HIP Week will run from March 23 through March 27.

Managing health information is vital as new technology, funding, and policies continue to evolve. Because of the numerous complexities within the current healthcare landscape (for example, meaningful use, ICD-10, regional extension centers, privacy and security, health information exchange, and quality measures) the training and skill-sets of health information professionals are required for the efficient organization and management of health information. It is because of these professionals that the healthcare industry will continue to grow and advance in patient care and safety.

Health Information Professionals Week is a showcase for the thousands of health information management (HIM) professionals who perform their duties masterfully throughout the year. The American Health Information Management Association (AHIMA) is honored to provide support, representation, and training to HIM professionals for these valuable contributions to the healthcare industry.

Riverview thanks our Medical Records Specialist, Amy Duty, RHIT for her 29 years of dedication to Riverview, her coworkers, residents and their families! THANK YOU AMY!

February Shining Moments

- **Tina McVicker-** for being kind and there, for one of her co-workers that is going through a hard time. Tina is encouraging her to stick with it, and she will be there to help for any of her needs. -*From Will Clymer*
- **Jodi Mittower, Ben Eldred, Monica Dunn, Candi Cousino, Paige Smith and Alisha Fouke–** All weekly weights were done and no reweights needed to be taken-*From Jane Wolf*
- **Denise DeTray–** For her lengthy assistance with an employee trying to understand her taxes.-*From Robin Pfeiffer*
- **Environmental Services**-For everyone that put together Rehab Rooms-*From Will Clymer*
- **Bre Van Ness, Becky Lenke, Carla Scott–** Amy has increased audits from insurances that have validated their RUG scores. Perfect MDS Assessments!!-*From Amy Duty*
- **Housekeeping/Custodial on 2/8**-took care of getting the Multipurpose Room cleaned and ready for the Valentine Tea.-*From Lisa Barrett*
- **Ottawa Sanitation–** Spending Day #5 at Riverview working on our pumps outside-*From Will Clymer*
- **Mary Diefenthaler**-helping a family member of a resident with their FMLA-*From Robin Pfeiffer*
- **Carla Scott, Pat Winters, Meleny Bonnell, Jan Marotta (Meleny's Mom), Bruce Winters (Pat's Husband)**-for getting the facility ready for the Open House. –*From Kendra German*
- **Will Clymer**-Sharing homemade muffins he made, with his co-workers. *From Jane Wolf*
- **Monica Dunn**-Helped a frustrated co-worker-*From Bre Van Ness*
- **Deb Wozniak**-Setting up the decorations on the shelves in the Hartford and Cottage Cove.-*From Meleny Bonnell*
- **Megan Finn & Hannah Storey**-A nurse had called off because the battery was dead in her car. Megan went to Port Clinton and brought her in to work and Hannah took home after her shift! We have amazing staff!-*From Mary Diefenthaler*

February Shining Moments

- **Patty Rizzo**-while working on Station 1, Patty was proactive in thinking of ways to help staff and agency properly position a resident when in bed. She suggested pictures and posting them in her room-*From Jen Litz*
- **Brenda Lochotzki**-I gave her the handwashing handouts (for open house) today and she said that she would cut them out for me this weekend, I appreciate her helping me and she said that she had a ribbon that she would bring in too.-*From Jen Litz*
- **Amy Duty**-took time out of her day to help me with getting ready for the open house: helped me to download and edit the handwashing notes to go on the hand sanitizers.-*From Jen Litz*
- **All of the stations**-are doing a great job completing their restorative programs and making sure that all braces and splints are applied properly –*From Jen Litz*
- **Station 2** - made valentines for all of the Resident's (cards and suckers to pass out on Valentines day) -*From Jen Litz*
- **GREAT OPEN HOUSE!!!!!!!!**-*From Kendra German*
- **Lisa Woods**-Brought in her grandkids and did special visits with the residents for Valentine's Day. –*From Carla Scott*
- **Melanie Reinhart**-did a great job getting the facility ready for the Open House -*From Bre Van Ness*
- **GiGi Day, Tina McVicker, Deb Wozniak**-Taking a resident through the new areas during the Open House-*From Meleny Bonnell*
- **Jane Wolf**-For polishing a resident's finger nails.-*From Lisa Barrett*
- **Jodi Mittower**-Working with a new family during their transition to the facility.-*From Cara Densic*
- **Jane Wolf**-Starting a new menu on Memory Care that would be more familiar to that population and working with the Memory Care Staff. –*From Kendra German*

April is County Government Month

County Administrator, Rhonda Slauterbeck with Riverview LPN, Ben

"National County Government Month (NCGM), held each April, is an annual celebration of county government. Since 1991, the National Association of Counties has encouraged counties to actively promote the services and programs they offer. Counties can schedule activities any time during the month. NCGM is an excellent opportunity for your county to highlight effective county programs and raise public awareness and understanding about the various services provided to the community." -**The National Association of Counties www.naco.org**

Ottawa County Riverview Healthcare Campus is proud to be county owned for 149 years! Beginning as the "Ottawa County Infirmary" also known as the "Poor House", our history runs deep but Riverview has always been a leader in the industry often taking steps early in new trends, such as becoming Medicare and Medicaid certified in the sixties, and starting to take "short term rehab" stays from the hospital early on its history.

Riverview is one of 19 county owned facilities (and one of only 11 that are Medicare/Medicaid certified). There was a time when all 88 counties in the state of Ohio were mandated to operate a county home to provide residential nursing care and related services to the indigent citizens of their county. Over time that mandate was repealed and many counties gave over that responsibility to other organizations and closed their county homes.

Riverview employees are proud to be county owned and that pride shows through in the care and services we deliver to our residents and their families daily! Congratulations to the #ViewCrew for continuing the excellence of service carried through our 149 year old traditions!

Tammy & Mark Coppeler with Megan Finn, RN, Diana Nordlund, LPN Chelsea Rollheiser and Camilla Croom STNAs

Mark Stahl with DJ Evans, LPN

Don Douglas with Tara Johnson and Chelsea Rollheiser, STNAs

Volunteer Week

April 5-11, 2020

Celebrate Service

National Volunteer Week is an opportunity to celebrate the impact of volunteer service and the power of volunteers to tackle society's greatest challenges, to build stronger communities and be a force that transforms the world. Each year, we shine a light on the people and causes that inspire us to serve, recognizing and thanking volunteers who lend their time, talents and voice to make a difference in their communities.

National Volunteer Week was established in 1974 and has grown exponentially each year, with thousands of volunteer projects and special events scheduled throughout the week. Today, as people strive to lead lives that reflect their values, the expression of civic life has evolved. Either online, at the office or the local food bank: whether with a vote, a voice, or a wallet-doing good comes in many forms, and we recognize and celebrate them all. From Points of Light *www.pointsoflife.org/nvw/*

At Riverview we have multiple different groups and individuals who volunteer sometimes once a year to multiple times throughout the year. Our largest most active group of volunteers is our "Auxiliary at Riverview". These individuals oversee the purchasing and staffing of the "Shop on the Square" and coordinate the monthly birthday party as well as purchase gifts for the residents for Christmas, Mother's Day and Father's Day. The Auxiliary also pays for the Riverview Bird Aviaries and other additional equipment!

We thank our Auxiliary Members for always going above and beyond for our residents!

Administrative Professionals Week
April 19-25, 2020

Administrative Professionals Day: An Opportunity to Say Thank You

Before there was an Administrative Professionals Day, there was a National Secretaries Day, created in 1952. We've come a long way since then, and so has the role and the celebration.

This day of recognition has gone through several makeovers to reflect changing administrative job titles and responsibilities in the modern economy. While its moniker has changed, the purpose of Administrative Professionals Day has remained the same: to celebrate and shed light on administrative professionals' devoted, valued work.

In some offices, Administrative Professionals Week — the last week of April — is devoted to celebrating the office's treasured administrative staff. Considering the amount of work that they do, it's no wonder.

The value of administrative professionals

According to the International Association of Administrative Professionals, one of the original sponsors of Administrative Professionals Day, there are more than 22 million admin professionals in the United States. Their roles are incredibly diverse — and often, these professionals go above and beyond their regular duties.

Administrative professionals provide real benefits to the people they support and the organization at large, and their work should not go unnoticed.

At Riverview we celebrate our Receptionist, Customer Service Specialist, Business Office and Nursing Administrative Assistant! Without these employees things would never run smoothly, from greeting guests, directing phone calls, helping residents with their bills and personal need funds, paying the facility's bills, and ensuring the facility is appropriately staffed daily. We are blessed by those individuals who include these daily task in their work day! THANK YOU!

Kim Geldien	**Customer Service Specialist**	**20 Years of Service**
Pam Hatfield	**Accts Receivable/Personal Needs**	**18 Years of Service**
Brian Coil	**Chief Financial Officer**	**18 Years of Service**
Brenda Lochotzki	**Reception**	**14 Years of Service**
Sheila Hudson	**Nursing Administrative Assistant**	**7 Years of Service**
Dakota Epling	**Reception**	**4 Years of Service**
Sandi Glauser	**Reception**	**1 Year of Service**
Cora Jess	**Reception**	**1 Year of Service**
Denise DeTray	**Payroll/Accts. Payable**	**1 Year of Service**

ANTIQUES • HEIRLOOMS • COLLECTIBLES • TREASURES

bring them to

The Auxiliary
at Riverview Healthcare Campus

ROADSHOW

SATURDAY APRIL 4th 10:00 - 2:00

at RIVERVIEW HEALTHCARE CAMPUS

or just come and enjoy the show!

- **ADMISSION IS FREE**
- **Food Stand available**
- **Appraisals and info presented by I.S.A. Mr. Robert Palicki** (perspective buyer)
- **Appraisal Registration 9:30 to 1:00**
- **Appraisals per person: 1st Item - $5, each additional item - $2**
- **Onsite guns, ammunition, knives, weapons appraisals available upon request.**
  These items not permitted in the building

OTTAWA COUNTY RIVERVIEW HEALTHCARE CAMPUS

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www.riverviewhealthcare.com

Did you know...

Riverview Nursing Home and Hartford Assisted Living is all inclusive pricing...meaning no care levels or hidden cost will appear on our residents' monthly invoices!

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."