OTTAWA COUNTY RIVERVIEW HEALTHCARE CAMPUS

May/June 2021

Riverview Breeze

National Skilled Nursing Care Week 2021

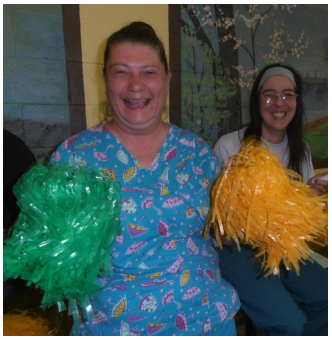
Dates to Remember:

May:

2-8	Nurses' Week
9-15	National Skilled Nursing Care Week
14 10am	Veteran's Celebration
31	Memorial Day (Administrative Offices will be closed)

June:

13-19	Nursing Assistant Week



"Established by the American Health Care Association (AHCA) in 1967, National Skilled Nursing Care Week ® (NSNCW) recognizes the essential role of skilled nursing care centers in caring for America's frail, elderly, and disabled. The week starts each year on Mother's Day and is celebrated through the following Saturday.

NSNCW is a time to recognize resident, their special relations with staff, and the family members that make up your unique and wonderful communities.

The theme for National Skilled Nursing Week 2021 is "Together Through the Seasons" NSNCW will take place May 9-15, 2021, and the theme will honor the collaborative commitment of skilled nursing care facilities and their staff in providing compassionate care to their residents during this unprecedented time.

Over the past year, despite the challenges of the pandemic, skilled care centers and their staff have shown an incredible and steadfast commitment to providing quality care and ensuring the safety of their residents.

NSNCW 2021 will focus on this collective effort and the amazing strength and dedication of those who work tirelessly every day to care for the protect the frail, elderly, and disabled adults in long term care. With each new season comes new beginnings, new strategies, and new information. Together we will get through this and together we will begin to heal." -American Health Care Association (AHCA)

Here at Riverview we will kick off our celebration with our Mother's Day Tradition of our made to order Omelet Breakfast! The Griddle will be warmed up and ready to make our night staff omelets made to order before heading home for the morning. Day Staff may put their orders in anytime between 6am and 9am. Residents will be able to order during their regular breakfast meal time of 7am until 9am. Omelets will be made in the resident dining rooms.

We will also be celebrating SPRING! Wear your brightest colors or floral prints to welcome warmer weather!! (Yes #ViewCrew, wear jeans if it adds to the theme!!!) We are asking our staff (and residents if they would like) to wear a picture of their mothers/grandmothers/kids or other important females with their name badge to honor these special women in our lives.

We will be celebrating Fall on Monday as well! Wear an outfit that celebrates your favorite fall activity; a Halloween Costume, your favorite Fall Sport Team, a warm cozy sweater (which could get warm in our building), etc.)

Tuesday, May 11, you get Ice Cream...and you get Ice Cream...and you get Ice Cream...EVERYONE's GETTING ICE CREAM!!! Dress in your favorite (appropriate) summer gear once again to support your favorite summer activities (vacationing, summer sport teams, summer outfit).

NSNCW 2021

Wednesday, May 19 PIZZA FOR ALL!!! In coordination with Oak Harbor's Pisanello's Pizza, we will celebrate Riverview! Everyone is asked to wear your favorite Riverview attire. We will be celebrating Riverview's 150 years of service to Ottawa County and the surrounding area with Birthday Cake served with our pizza!

Thursday, May 20 will be CHRISTMAS!! Wear your favorite Christmas Outfit (Ugly or Pretty you decide)! Let's get festive and enjoy Hot Cocoa and Cookies!!!

Friday, May 21 we will honor our country and our Veteran's! Wear your Red, White and Blue and join us along with Heartland/Promedica Hospice at 10am in celebrating our residents who served in the Armed Forces! Special Patriotic Jell-O Parfaits will be available to all residents and staff!

While this is still scaled back from our "normal" crazy activities of this special week, we have worked really hard and stayed focused on the job at hand over the last few years between the renovation project and COVID-19. Let's celebrate US the #ViewCrew and the residents we serve!

Sun. May 9-Celebrate Spring

Mon. May 10-Celebrate Fall

Tues. May 11-Celebrate Summer

Wed. May 12-Happy 150th Birthday Riverview

Thurs. May 13-Celebrate Winter

Fri. May 14-Celebreate America!

2021 Careers in Aging Week!

Did you see any familiar faces on our "Ottawa Co. Riverview Healthcare Campus" Facebook page during the week of April 18-23? We videoed Facebook live with 31 of our #ViewCrew members highlighting their Riverview Stories! These #ViewCrew members answered what lead to them their current job, how they ended up at Riverview, what their daily tasks at Riverview are, why they like doing their job in the Nursing Home Setting and what keeps them at Riverview! Each person did an excellent job and it is fun to hear what they did before Riverview and why they continue to stay at Riverview!

These videos are all on our FB page, we encourage you to check them out and share to your personal page to highlight the great work done by our #ViewCrew daily! THEY truly are what makes us different and 5 Star!!

Here are our Current Openings!

LPN –Day Float, Part Time & Full Time Day Float

6pm-6:30am Station 1 or Assisted Living

Part Time 2pm-10:30pm

STNA-Day and Night Full Time and Part Time Openings for 12 hours shifts

Activity Assistants-STNA or Non-STNAs may apply the shift is 8am-8pm

Full Time Food Service Worker-12 hour shifts

Those interested in becoming a State Tested Nursing Assistant-Riverview will pay for your classes and testing, while paying the employee to attend their class and clinical!

Our Human Resources Team is updating our openings weekly on our website, www.riverviewhealthcare.com Please check under the "Our Team" tabs and "Careers"!

Safe Food Handling

Attached with this newsletter you will find Riverview's Safe Food Handling Practices! Food and drink can be dropped off for residents by family and friends, although not permitted to be consumed during a visitation at this time. Food brought in will be appropriately labeled and stored until the resident is able to consume the food in our dining rooms or their resident room.

If you have any questions about these practices please contact Jane Wolf, our Diet Tech/Food and Nutrition Director. jwolf@co.ottawa.oh.us or 419-898-2851 ext. 4029

Resident Birthday

May	
9	Anita Miller
11	Betty Bigelow
25	Rebecca Jensen
June	
1	John Bodie
5	Nancy Weidner
6	Doris Wendt
25	Billy Seymour

Employee Anniversaries

May:

Robin Pfeiffer, Human Resources (22 Years of Service)

Pam Hatfield, Business Office (20 Years of Service)

Will Clymer, Dir. Of Environmental Services (17 Years of Service)

Bill Klotz, Maintenance (17 Years of Service)

Devin Santiago, LPN (9 Years of Service)

Breanna Van Ness, RN, BSN (8 Years of Service)

Jennifer Parkinson, RN, BSN, Wound Certified (7 Years of Service)

Patti Rizzo, RN (4 Years of Service)

Sandi Glauser, Reception (3 Years of Service)

Samantha Sondergeld, Food Service (3 Years of Service)

Liz Decker, STNA (2 Years of Service)

Amy Gluth, LPN (1 Year of Service)

Kim Spencer, Food Service (1 Year of Service)

June:

Kelly Schwan, STNA/Activities (12 Years of Service)

Alysha Kitzler, Food Service (5 Years of Service)

Shari Avery, STNA (2 Years of Service)

Post COVID-19 Operations at Riverview

As the entire country recovers from the COVID-19 world pandemic, Riverview is no exception. On April 26 & 28 Riverview held department meetings to inform our staff of our recovery plan to better align our finances, staffing and census. Residents were informed on April 28 in a detailed 4 page letter and resident representatives were mailed a letter on this same day.

This involves the temporary closure of Station 2 and a plan for it's reopening as well as the reopening of our DayBreak Program.

We have received great questions/ concerns and thoughts on this plan, and felt it best to share with everyone.

Why?

To align our finances and staffing.

Our **finances** have suffered due to the lack of Rehab admissions with hospitals focusing on COVID and canceling other elective surgeries and procedures. Also we are spending over $100,000 on PPE to keep our staff and residents safe. We are simply trying to be proactive in getting our finances in line.

Our **Staffing**, as we have all seen every business is seeking help.

Post COVID-19 Operations at Riverview

Healthcare has suffered in this as well, especially the fear people have of contracting or coming in contact with the virus. By temporarily closing Station 2, we are able to cut our staff openings in half. This allows us to continue the staffing ratios we normally would work with, while also cutting overtime cost, contracted agency cost and staff burnout.

Why Station 2?

Station 2 and Station 1 both service and were designed to care for Traditional Long Term Care Residents. Station 1 sits off the front lobby, where Station 2 is an area that we can have minimal light and temperature control due to no need to cross through this station when it is closed.

Station 3, 4 and 5 were all designed to serve the specific populations they are serving.

Station 2 was not as heavily remodeled as Stations 3, 4 and 5 to serve those specialty populations in our major renovation.

Why can't Rehab Residents be moved to Assisted Living temporarily?

Our Assisted Living is not certified for Medicare and Medicaid. For this reason we can not perform skilled services on this unit as it does not follow the same building code or nursing home regulations and cannot be certified to provide nursing home services.

How long will Station 2 be Closed?

This will depend mostly on filling ALL open station positions. We are focusing on what we need with Station 2 closed. Once we have filled these positions, we will continue to hire in preparation to reopen Station2, but we do see this lasting several months.

Do I (or my loved one) have to move?

We will be notifying residents and representatives around May 6 if they will be moving. Looking to make the moves around June 6.

Why did you spend all that money on those extra units and now you are closing Station 2?

The Renovation Bond and any other large facility project is paid through our Riverview Levy. No operating funds are used to pay for the renovation.

A Marketing Survey was completed and gave the report that 60 Assisted Living units were needed in the Oak Harbor Area (based on our population and our competitors' information). Riverview's decision to build 20 units was based on this report, community feedback and calls of inquiry to the facility.

Didn't the facility receive COVID stimulus funds and where have those funds gone?

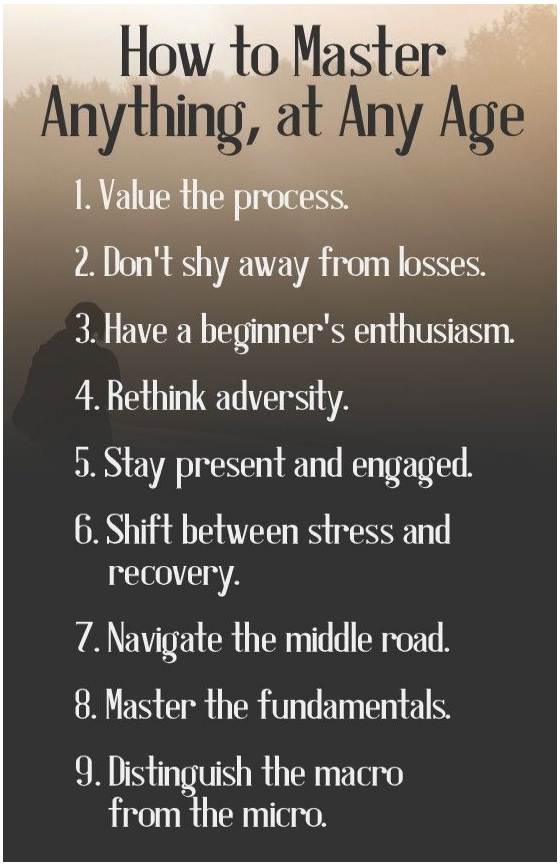
Yes, the facility did receive funds. These funds came with strict guidelines on how they could be spent. This did not permit the facility to use these funds for staff wages or bonuses. Our CFO, Brian Coil has documented spreadsheets and reports to the Federal Government how the money was spent. If the government deems the money was not spent within the permitted guidelines, the government will ask for the funds back!

As an employee, will I loose my schedule slot?

No, we are working with staff on Station 2 to chose an open position on Stations 1, 3, 4 or 5. When Station 2 reopens, Station 2 staff members will move back into their Station 2 Slots, unless they decide differently.

We are very sympathetic to the emotions that this closure causes our residents and staff of Station 2. Please remember this TEMPORARY! We are trying to do our best and be proactive in these difficult times with the resources that we do have, so that we can better align our situation and do not have to resort to a more difficult option.

We thank those staff members, residents and families who have shared their questions and concerns and encourage all others to do the same!



COVID-19 Update

As of the writing of this article, our COVID-19 precautions and status stays the same. We are currently testing fully vaccinated staff (Those who are 14 days past their last dose of a COVID-19 vaccine) on Mondays. Those staff that are not fully vaccinated are tested on both Mondays and Thursdays. At this time, our residents are not required to be tested, as we have no positive staff test. In the CMS color system, Ottawa County is currently "Yellow" with a positivity rate around 7%. If this numbers increases to above 10% and we go "Red" we will need to test all staff twice per week. (Please note, this is a different color system than the state of Ohio is currently using.)

PPE continues to be Eye Protection for all staff/contractors who are working directly with a resident, in a resident care area, or have potential of having resident contact. Eye Protection will remain until the County is back in the "Green" for the State of Ohio Public Emergency System.

Surgical mask are to be worn by all vaccinated staff in the facility. Non Vaccinated staff are required to wear N95 masks when working directly with a resident, in a resident area or have potential for resident contact.

All staff members, regardless of vaccination status, must wear full PPE when entering the room of Quarantined Residents.

If the facility does have a positive employee, new guidance says the ENTIRE FACILITY must be quarantined with full PPE regardless of what areas or residents may have been exposed!

Residents should continue to wear face covering when out of their rooms or in the presence of staff members in their room. Surgical Masks should be worn during visits by both the residents and their visitor(s). These masks are provided by the facility at the time of the visit.

The Centers for Disease Control and Prevention (CDC) has released new guidelines suggesting that fully vaccinated residents can participate in activities and dining without masks or social distancing, as long as no unvaccinated residents or staff members are present.

This same guidance also allows staff that are fully vaccinated to not distance or wear face coverings when in meetings or breakrooms. And, requires no testing for fully vaccinated staff.

HOWEVER, we are waiting for the Ohio Department of Health and the Ohio Department of Aging to reverse their current orders before Riverview will be able to permit any of this from happening.

The vaccine is still available to staff members and residents who have changed their mind about the getting vaccinated or were unable to get vaccinated when it was offered. Please complete the COVID-19 vaccination form and return to Infection Preventionist, Jennifer Parkinson, RN, BSN. If you have received the vaccine from another provider, please also complete this form so we are aware and can exclude from additional PPE use and additional testing.

While this new guidance proves that the vaccine is effective, we are still watching and learning more about the variants that continue to pop up. Please continue the FIGHT #ViewCrew. It is essential and life saving that you continue to use your PPE, disinfect surfaces and equipment, social distance and use good hand hygiene to protect yourselves and our residents.

Riverview is only 1 of less than 1% of Nursing Homes in the Country who did not have a resident case of COVID-19 and 1 of only 20% who did not have a resident death due to the virus! GO #ViewCrew

March Shining Moments

Leah Sarty-a little after 6 am Leah said there was an icy spot near the flag pole and she nearly fell. Leah took salt out and covered the area to keep people safe. –*From Kim Geldien*
Pam Hatfield-went and purchased a phone cord for a resident to help him get settled in to a new room.–*From Brian Coil*
Deb Wozniak & Mandy Spencer-for doing a deep cleaning of our DayBreak Area. –*From Amy Duty*
Mary Diefenthaler & Meleny Bonnell-For stocking the Doctor's Office for COVID testing. –*From Amy Duty*
Sheila Hudson and Jen Parkinson-a shining moment for helping me staple and pass out the Medication Records and Treatment Records to the stations while electronic medical records was down. Each of them were busy but took the time to stop what they were doing to get them out. It was much appreciated!!-*From Amy Duty*
#ViewCrew– we appreciate the dedication and hard work of the staff and administration in their efforts to keep our residents safe during the COVID-19 World Pandemic. –*From The Auxiliary at Riverview*
Brenda Lochotzki-Because we haven't been able to personally be in the building to support our residents, the Auxiliary has been giving out gift bags for each Holiday. Staff member Brenda Lochotzki has assisted in this project with purchasing of the holiday items and packing them into bags on site. Brenda and other Riverview Staff Members have brought smiles and joy to our residents when delivering the bags. Hats off to everyone who has helped keep our residents safe and happy!-*From the Auxiliary at Riverview*
Cara Densic-didn't have the appropriate preadmission testing completed prior to a resident admitting. She stopped the admission and saved the facility and the resident from an negative outcome. THANK YOU!!!!!-*From Kendra German*
Alisha Fouke-for following the appropriate assessments in our policies and procedures for a tricky situation! She did everything EXACTLY right!!-*From Lisa Dobbelare*
Meleny Bonnell & Carla Scott-having a difficult discussion with a family and being compassionate and understanding –*From Bre Van Ness*
Cara Densic-negotiating with an insurance company about a high medication so that we were able to admit the resident without being held responsible for the high cost of the medication. –*From Lisa Dobbelare*
Candi Cousino-Thank You to Candi for letting me use her Digital Thermometer at the Front Desk until she needed It back. Our Peeps are all so caring for each other! -*From Brenda Lochotzki*
Meleny Bonnell-for coming in Saturday and Sunday night to conduct activities for the residents!-*From Lisa Barrett*
Brian Coil for professionally working through a financial concern with a resident's family member. –*From Kim Geldien*
Kaley Ivy-for efficiently transporting residents to the dentist with very little notice.-*From Kim Geldien*

Kaley Ivy-Did a great job of handling the Dentist who was late and did not keep the schedule up.-*From Meleny Bonnell*

Marie McDonald, Rhiannon Neff & Candi Cousino-for handling Station 3 without Kaley so she could keep transporting residents to the Dentist. –*From Meleny Bonnell*

Sheila Hudson-for coming up with staffing miracles and finding someone to transport to the Podiatrist. Helps me focus on Social Work, Admissions and Discharges-*From Meleny Bonnell*

#ViewCrew-just wanted to thank you for taking such great care of my mother and my father and thank you for everything that everyone has done out there :) -*From the daughter of former residents*

Mel Bonnell, Brian Coil and Amy Duty-for helping out with our staffing. Mel came in all weekend to fill activity spots so the residents could have activities. Amy has been helping on assisted living a lot, so we could utilize the nurse on the Nursing Home Side. Brian volunteered to come in this weekend to do an activity, so we can use the STNA on the floor. –*From Sheila Hudson*

Becky Rahm-for volunteering all weekend to stay until 10p. –*From Sheila Hudson*

Danielle Monhollen- for changing her slot so we aren't always staff challenged on one weekend. I also would like to add, she has really been a lot of help lately, with picking up extra shifts. -*From Sheila Hudson*

Lisa Barret came in on Sunday 8a-4p to cover her department. –*From Sheila Hudson*

Jodi Mittower and Candi Cousino-for staying over because of a call off, so the admin nurses could get some sleep before working all night. –*From Sheila Hudson*

Jodi Mittower also offering to do primary care. –*From Sheila Hudson*

Bre VanNess-for offering to work the night shift on Saturday and Sunday because we were down a nurse. –*From Sheila Hudson*

Lisa Dobbelare and Kendra German- need a star too. I know oftentimes, they feel like the weight of this building is on their back. They need to know: all the hard work that they invest into Riverview, doesn't go unnoticed. I am thankful for them and think they are doing a great job! -*From Sheila Hudson*

Lisa Dobbelare- Not too many D.O.Ns would work the floor as a Nurse or STNA like Lisa does when we are staff challenged. And often times, overnight!!-*From Sheila Hudson*

#ViewCrew Administrative Staff-I think often time people do not realize the sacrifices our Admin team make. They should be recognized and they are appreciated! -*From Sheila Hudson*

The Entire #ViewCrew-This staff shines even brighter when we are faced with tough challenges and I am glad to be part of this team. –*From Sheila Hudson*

#ViewCrew-Thanks for all you do! -*From a resident's son*

Anne Ashton-Volunteering to help with primary care-*From Amy Duty*

The Lighthouse Unit-staff took two room changes in stride and did an excellent job getting everyone settled in!-*From Meleny Bonnell*

Jane Wolf-for taking my 6:15am testing time because I wasn't feeling well the night before. Helped me to feel better so I was ready for work the next day. –*From Kendra German*

Cara Densic & Meleny Bonnell-took care of a situation over and above what is normally asked of them! Handled a difficult conversation with grace and professionalism. –*From Beth Rex*

Gigi Day-for her door decorations for Easter. –*From Brian Coil*

Gigi Day & Amy Duty-for helping to get the new Assisted Living resident welcomed to the facility, introducing her to the other residents and showing her where everything is. *–From Brian Coil*

Kaitlyn Mason-came in Saturday to help the new Assisted Living resident move her things in. And Sunday she was called in again for the lift stations, and was very patient with Will while going over the situation on the phone.*-From Will Clymer*

Todd from Ottawa County Sanitary Engineering– was working on our lift station until 1am to get our pumps working again! Made many trips from Riverview to Danbury to empty the truck!*-From Will Clymer*

Cathy Smarkel - I walked down to Memory care to talk to the aide and Cathy was putting a puzzle together with 2 of the residents after her work was complete. It was very sweet of her to help out. At 2pm, I only had a nurse and one aide on the station after pulling one of the aides to rehab. Thank you Cathy! *-From Sheila Hudson*

Rehab Team-for their Shamrock Shout Outs!! A lot of fun and meant a lot to a lot of people! *-From Kendra German*

Brenda Lochotzki-for having music on and being cheery!!! Helps set the mood for the entire facility!*-From Mary Diefenthaler*

Deb Wozniak-She encouraged a resident to drink his fluids by offering to play cards with him! Greatly appreciated!!*-From Will Clymer*

Sandi Glauser-offered to help Lisa bring people down for the activity. *–From Lisa Barrett*

Sharon Johnson-For assisting me with our Assisted Living residents, while she was on Memory Care on opposite sides of the building, and keeping a positive attitude. *–From Amy Duty*

Kim Geldien-for Assisting with getting questions answered for the vaccinations. *-From Jen Parkinson*

#ViewCrew Administrative Team-for jumping into action after having some COVID regulation questions. All ended up ok, but we were ready for the worst and very quickly!!!*-From Kendra German*

Jodi Mittower-for working with a physicians assistant on other non-medication interventions versus putting the resident on a new medication. *–From Meleny Bonnell*

Shelly Miller, Lisa Dobbelare and Lisa Smith-encouraging a resident with her new wheelchair! The resident was struggling and all 3 of these ladies were positive and kept her motivated!!! *-From Kendra German*

Mercedes Buck- She arranged a infectious disease Doctor visit to be done via televisit instead of having the resident be transported by stretcher. *-From Cara Densic*

Ken Traver-Helped with broken enchiladas sauce jars. He helped to wash off the non broken jars so they could still be used. –From Jane Wolf

Tina McVicker-noticed boxes that were left outside by a delivery man and took the time to bring them inside before leaving for the day. *–From Jane Wolf*

Megan Knecht, Margie Zunk and Kim Spencer-scrubbed the cooler floor to get it clean!*-From Jane Wolf*

Devin Santiago-for always going above and beyond and also helping out with chores knowing we are staffed challenged, it makes a big difference in the night. *–From Rae Duty*

Carla Scott-for staying Friday night March 26th 6-10 and having to come back on Saturday March 27th and staying all night. *–From Rae Duty*

Amy Duty-for coming in at 2pm and ended up volunteering again due to staffing issues. She was here till 10pm on assisted living and offered to stay till 6am on March 27th. –*From Rae Duty*
#ViewCrew-It might not show as much but I know that everyone tries to help out all the shifts as much as possible. I really appreciate it coming from one of the night shift aides. Keep up everything we are doing!–*From Rae Duty*
Kim Post-*got Brian all set up for his morning activity!!-From Brian Coil*
Jolene St. Clair-made "the best" fried bologna sandwich for a resident with special instructions. –*From Megan Finn*
Hartford Staff-They spoil my [family member] terribly. He loves them all. They understand him and have been PERFECT!-*From Hartford on the River Assisted Living Family Member*
#ViewCrew-Need to be commended for all you've done to keep COVID out.-*From Hartford on the River Assisted Living Family Member*

Has a member of the #ViewCrew gone above and beyond for you or your loved one? Please let us know so we can recognize them! Sharing your "Shining Moment" with Kendra German, Administrator, at kgerman@co.ottawa.oh.us All privacy laws will be honored and resident and family identification will be concealed.

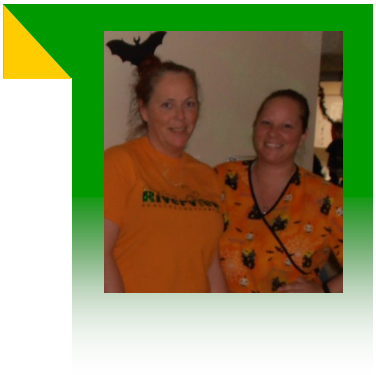
April Shining Moments

Jodi Mittower, Mel Reinhart, Alisha Fouke, Suzanne Barth, Kim Jess, Shannon Terry and Megan Forsythe-for assisting their aides by doing primary care. *-From Sheila Hudson*
Mel Reinhart-for picking up as much as she can to help out on rehab. – *From Sheila Hudson*
Toni Seiple-for moving station to station to cover on the Long term care side. –From Sheila Hudson
Hannah Follman, Becky Rahm, Marie McDonald, Leanna Beaver, Chelsea Rollheiser, Danielle Monhollen, Shari Avery, Leah Sarty– each one of these ladies has been picking up, staying over or moving their schedules around to make sure our residents are taken care of. –Sheila Hudson
Amy Duty-for assisting on assisted living-From Sheila Hudson
Brian Coil, Kendra German, Lisa Barrett, Jane Wolf, Meleny Bonnell and Lisa Dobbelare-For all helping with staffing where they are able! *-From Sheila Hudson*
Sarah Wagner, Judy Ranzenberger, Chelsea Kitzler & Gail Majewski-Helped to take care of a bit of a "flood" in the kitchen. – *From Jane Wolf*
Jane Vandersall-She heard an notification on the alert panel from another unit and went to that unit to investigate. – *From Meleny Bonnell*
Michelle Ulrich-for her quick response to a concern on her unit! Handled very promptly! *-From Meleny Bonnell*
Denise DeTray-for making the courtyards prettier. – *From Brian Coil*
Candi Cousino-I worked with her this weekend and she is amazing! I just love her. She knows her residents and loves each of them like they are her family! It is just amazing to watch. She sings as she delivers medication to them, and dances and tells them how wonderful they are during her down time! It's like is she not even working, she is having so much fun with the residents! *-From Shannon Terry*
Denise DeTray-filling the bird feeders outside of resident rooms . *-Brian Coil*
Alisha Fouke– Very caring and took her time with a difficult situation. –Bre Van Ness
Suzanne Barth- For volunteering to stay over 4 extra hours on top of her regularly scheduled 40 hours/5 days a week to help me out on station 4. I really appreciated it! *-From Alisha Fouke*
Mercedes Buck - For helping out with a COVID test at 6 pm and doing staffing for me while busy on station 4. – *From Alisha Fouke*
Marie McDonald - Today it is just her and I on station 3 and I really appreciate her just going with the flow of things and remaining her smiley, pleasant self. It makes a rough situation much better! *-From Alisha Fouke*
Jodi Mittower-assisted a resident at a family funeral. – *From Carla Scott*
Kristen Bickel, Hannah Follman, Olivia Torres, Becky Rahm-did the resident's hair, nails and make up for the family funeral. *-From Carla Scott*
Brenda Lochotzki-for helping with testing, as I overslept! *-From Amy Duty*

April Shining Moments

Amy Duty & Cara Densic-Went through a new admission's paperwork, finding some significant important information to help the resident's treatment and care overall!-*From Carla Scott*
Ken Traver-helping to clean up a water problem that went from the kitchen to the dining room. –*From Deb Hepp*
Brenda Lochotzki-a shining star for taking the 2pm activity on Sunday. –*From Sheila Hudson*
Jodi Mittower-Gave up her vacation day on a Sunday because she knew we were down a nurse on that day! -*From Lisa Dobbelare*
Becky Rahm-took her time assisting with feeding a resident and use all appropriate infection control measures. –*From Jane Wolf*
Lisa Dobbelare, Cara Densic, Carla Scott, Meleny Bonnell, Bre Van Ness, Megan Finn and Jen Parkinson-for helping me thin charts. I couldn't do it without them! -*From Amy Duty*
Candi Cousino-helping Carla and Cara with getting the routine done on her station while they were assisting with care. –*Carla Scott*
Lisa Dobbelare, Cara Densic, Carla Scott, Amy Duty, Robin Pfeiffer, Mary Diefenthaler, Lisa Barrett, Meleny Bonnell, Kendra German, Jen Parkinson, Brenda Lochotzki-for assisting with staffing on Saturday and Sunday! It was greatly appreciated by all our staff! -*From Lisa Dobbelare*
#ViewCrew-Anything I ever need everyone is always so willing to stop and help me! -*From Kristen Bickel*
Hannah Follman- she took the time to gather pictures for a memorial blanket for a resident who recently lost her husband and then ordered it after getting the OK from the business office. -*From Bre Van Ness*
Amy Duty-helping with letter head and postage and then organized the cupboards in our Mail Room!-*From Lisa Barrett*
Pisanello's Pizza in Oak Harbor-willing to open up to serve pizza to our staff and residents on a Monday when they are normally closed! Ethan, the owner said that is why he purchased the business to serve the community! -*From Jane Wolf*
Bill Klotz & Nelson Duty-for getting the chapel ready to hold services again! —*From Lisa Barrett*
Cara Densic & Meleny Bonnell-for decorating Jess Brinkman's office for her birthday! -*From Will Clymer*
Katie Behrens-assisted with resident checks on Memory Care, even though she was assigned another station! -*From Lisa Dobbelare*
Bill Klotz & Robin Pfeiffer-Did activities and staff and resident commented on how much they enjoyed it!! -*From Will Clymer*
Brenda Lochotzki-Separated files for testing! Really helped me out! -*From Jen Parkinson*
Will Clymer-very helpful with my computer and takes his time! I'm not very good at it so I really appreciate it! -*From Jen Parkinson*

April Shining Moments

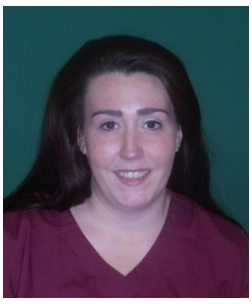


Suzanne Barth and Anne Powell-doing primary care on their own station and then going to other stations to assist as well!!! -*From Shelly Miller*
Hailey Olsen-I appreciate how she does her job, she is always here, and she is always pleasant! She's a Keeper!!! -*From Meleny Bonnell*
Michelle Born and Dawn Halm-for taking down station 2's dirty linen and clean linen cart for me on April 21st. This helped me out a lot! -*From Rae Duty*
Jolene St. Clair-for riding with a resident to an appointment so the resident didn't have to go alone and so that we could keep our nursing staff here on the floor! -*From Lisa Dobbelare*
Jane Wolf-for offering a dietary worker to ride with a resident to an appointment, because she knew she could spare someone to keep nursing staff on the floor. –*From Kendra German*
Denise DeTray-in the courtyards filling the bird feeders! Taking care of nature and enhancing the enjoyment for both residents and staff of our courtyards. –*From Brian Coil*
Robin Pfeiffer & Mary Diefenthaler-working hard to recruit and continue to help in any other way that they can. –*From Brian Coil*
#ViewCrew Admin Team-going above and beyond to assist the direct care and service staff of our facility! -*From Brian Coil*
#ViewCrew administrative team-a shining moment. It truly is a family here and you all have supported me in my MDS journey, helping me when I needed it. I am going to miss all of you dearly. –*From Bre Van Ness*
#ViewCrew participating in the FaceBook Lives-After watching your interviews I think everybody needs a raise!! The true love and dedication of the building, the residents and each other comes through each interview! Great Job! -*A Community FaceBooker*
Brenda Kern- she was trying (and did) very well to make sure she did a good job as the first time she had done the custodial job, she was determined and committed to the job all day. -*From Bre Van Ness*
Nancy Ibos-for giving me a call when one of the residents I spent a lot of time with was declining. She wanted me to know so I could come down and say my goodbyes. It was hard but I so appreciate the time. –*From Meleny Bonnell*
Devin Santiago-he helped save me during my med pass when the night got off to a rocky start!! -*From Patti Rizzo*
Kendra German-for the idea about the "Careers in Aging" Facebook Live. Those were great and Lisa talked to someone who watched Facebook Live we posted!. –*From Lisa Barrett*
Brenda Lochotzki-for coming in quickly to cover family emergency for another receptionist. –*From Robin Pfeiffer*
Brenda Lochotzki-for weeding and tending to the Courtyards! -*Brain Coil*
Robin Pfeiffer-for quickly notifying other receptionist when one left early for a family emergency! -*From Kendra German*

April Shining Moments

Brian Coil & Meleny Bonnell-for covering the front desk for a bit during a time we were looking for coverage! -*From Robin Pfeiffer*
Carla Scott-for setting up the Google Calendar for me and when assessments are due! -*From Megan Finn*
Alisha Fouke-did primary care so another nurse could work as a nurse getting assessments and documentation done. –*From Amy Duty*
Alisha Fouke-for handling 2 new admission, as she finished one she went right on to the other seamlessly and got all the assessments and paperwork finished. –*From Carla Scott*
Cara Densic-for fighting to make sure that a COVID test was done and completed before accepting a new admission, while the hospital was trying to send them without final results! -*From Jen Parkinson*

Have one of our #ViewCrew Members gone above and beyond for you your loved one? Please let us know! Contact our Administrator, Kendra German, kgerman@co.ottawa.oh.us so we can properly recognize these staff members!



"Our job as nurses is to cushion the sorrow and celebrate the joy, everyday, while we are 'just doing our jobs.'"

Ottawa County Riverview Healthcare Campus Celebrates National Nurses Week

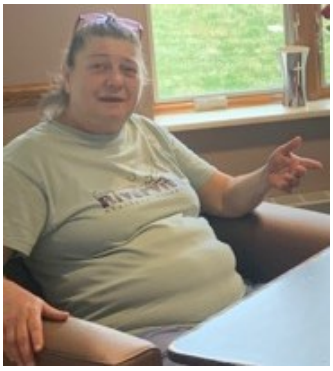
May 2-8, 2021

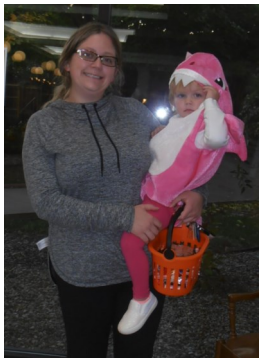
Riverview Healthcare Campus is celebrating National Nurses Week the week of May 2-8. This week allows us to pay special tribute to the 33 special nurses employed by Riverview! Together they celebrate 276 years of service to Riverview. While many Healthcare Facilities struggle to keep good nurses, Riverview has been fortunate to maintain a low turnover rate for nurses by averaging 8 years of service. With Riverview's high percentage of community discharges our nurses have to maintain high-tech nursing skills, as they often see very critical patients being sent from the hospitals. The nursing staff must monitor residents for changes in condition and notify the responsible physician in short, serving as the physician's eyes and ears on a 24 hour basis. Riverview nurses excel in doing this and save many lives a year by being proactive or providing comfort care not only to the resident in their time of need, but also the families!

Thank you nurses, for the great job and hard work you give to your residents each day!

Riverview Nursing Roster **YEARS OF SERVICE**

Carla Scott, LPN	25
Sharon Johnson, RN	24
Melanie Reinhart, RN	24
Lisa Dobbelare, RN	24
Jodi Mittower, LPN	22
Suzanne Barth, LPN	16
Ben Eldred, LPN	13
Kristy Norwalk, RN, BSN	13
Robin Phillips, LPN	11
Cara Densic, RN	11
Devin Santiago, LPN	9
Diana Nordlund, LPN	8
Nancy Ibos, LPN	8
Nicole Yonikus, RN	8
Breanna Van Ness, RN, BSN	8
Anne Ashton, LPN	7
Candi Cousino, LPN	7
Jen Parkinson, RN, BSN	7
Alisha Fouke, RN	5
DJ Evans, LPN	4
Kylie Evans, RN	4
Patti Rizzo, RN	4
Michelle Ulrich, LPN	3
Jane Vandersall, LPN	3
Mercedes Buck, LPN	2
Megan Finn, RN	1
Sharon Terry, LPN	1
Kimberly Jess, LPN	1
Toni Seiple, LPN	1
Amy Gluth, LPN	1
Megan Forsythe, RN	9 Months
Christina Lopez, LPN	5 Months
Emily Macko, RN	WELCOME!!!





Ottawa County Riverview Healthcare Campus Celebrates National Nurse Aide Week

June 13-19, 2021

Now as never before greater attention is directed to the workers who provide hands-on-care and caring to our residents. The question is not just about skills and training but also how to bring more stability, respect, decency, consideration, support and collaboration to the fabric of everyday life for both the resident, their family and the staff.

Over and over again the comments come back about not only the care that our residents receive but the caring attitude they receive while services are being delivered. A former Family Member, told all of Ottawa County during the 2009 Levy Campaign, “You can pay people to work, you can pay them to care, but that was just want I found at Riverview, they care!”

Riverview Nurse Aides set the standard high for caring and are known throughout Ottawa County because of the special touches they give their residents each day. Riverview employs 33 Nurse Aides who hold 199 years of experience at Riverview among them. Please help us celebrate these special Riverview employees during the week of June 13-19.

Riverview STNA Roster	YEARS OF SERVICE
Kim DeHaan	30
Dawn Smith	25
Kim Post	17
Margie Zunk	17
Joann Markin	16
Becky Rahm	13
Kelly Schwan	12
Rhiannon Neff	10
Barb Garcia	9
Tiffany Hagan	6
Marie McDonald	5
Katie Behrens	5
Riley Knorr	4
Lisa Smith	4
Chelsea Rollheiser	4
Danielle Monhollen	3
Genoveva Beaver	3
Michelle Born	2
Hannah Follman	2
Liz Decker	2
Cora Jess	2
Shari Avery	1
Kaley Ivy	1
Leanna Beaver	1
Jordyn Spangler	1
Haley DeLahamaide	11 Months
Kirsten Gray	10 Months
Danielle Quinn	7 Months
Rae Duty	6 Months
Daniel Freebern	6 Months
Leah Sarty	6 Months
Stormy Vallance	5 Months
Olivia Rollins	WELCOME!

OTTAWA COUNTY RIVERVIEW HEALTHCARE CAMPUS

8180 W. State Route 163
Oak Harbor, Ohio 43449
Phone: 419-898-2851
Fax: 419-898-9501
www.riverviewhealthcare.com

Did you know... Riverview is ,once again, rated a 5 Star Facility by Medicare!

Riverview Healthcare Campus has serviced Ottawa County for 150 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."