OTTAWA CO. RIVERVIEW HEALTHCARE CAMPUS

September/October 2021

# Riverview Breeze

## 2021 Resident Picnic a HUGE SUCCESS!!

Although we were not yet able to invite families, we were still excited to host our 2021 Resident Picnic with the Riverview Fair Theme!

Residents began the event by either visiting the farm animals brought in by the Kitzler Families, heading to the Plinko Board or the Dunk Tank, to get their favorite #ViewCrew member wet!

Lisa Woods, of our Food and Nutrition Department, designed food trucks for each menu item! Residents and staff enjoyed Hamburgers, Corn Dogs, Hand Cut Fries (thanks Maintenance guys!), Fried Cheese Curds, Ice Cream Floats and Funnel Cakes!

It was great to gather together again for this great event and have a wonderful day of good food, laughs and fun! Thank you to all our #ViewCrew Members who helped in anyway whether it was preparing or serving food, getting residents ready or the activities! Your effort is always appreciated and shows in the faces of our residents!

**Dates to Remember:**

September:

| | |
|---|---|
| 6 | Labor Day (Administrative Offices will be closed) |
| 12-18 | Environmental Services Week |
| 19-25 | Rehab Week |

October:

| | |
|---|---|
| 11 | Columbus Day (Administrative Offices will be OPEN!) |
| 29 | Staff & Resident Costume Party 2pm |

## Our Gift Shop is OPEN!!!

We are still working on the best times for the Gift Shop to be open. Beginning Sept. 2nd we will change the hours to 9am until 11 am every day but Wednesdays. On Wednesdays, we will take a cart around to the stations from 10 am sharp until all stations have been visited.

We are planning to have a Gift Shop contest September 2nd- 19th. Each time a resident or employee visits the gift shop (does not include the cart) they will receive 1 ticket to enter. If they spend $5 or more, they will receive another ticket to enter. The drawing will be on the 20th with 3 winners of a Gift Certificate and lottery tickets. We are hoping to encourage the residents and staff to visit the Gift Shop more often. Good luck to those entering!

~The Auxiliary at Riverview

# COVID-19 Update

We continue to watch the situation with COVID-19 both in our federal, state and local areas. At this time, the CDC and CMS (Centers for Medicare/Medicaid Services) has not changed any of our current guidelines. Riverview has made the decision to tighten somethings up a bit and is continuing to have discussions with families about how best to protect their loved one, while still promoting quality life and great visits!

**Where we are NOW…**

Staff Vaccination Mandate:

We are awaiting information from CMS, who has been tasked with the rollout of this mandate. Their belief is that they will not have these guidelines released until the end of September.

In order to comply with the Equal Employment Opportunities Commission (the EEOC), there will HAVE to be medical and religious exemptions as part of these guidelines.

We will continue to update our staff as more information becomes available!

Vaccination Booster:

It has been suggested that every American, regardless of age or medical condition, receive an additional dose of the COVID-19 vaccine as a booster, 8 months following their last dose of the vaccine.

For those staff members and residents who received their vaccines with Riverview, our 8 months would be September 16! We are waiting for more information from our pharmacy Omnicare/ CVS, who administered our vaccines to see how this 3rd dose will be administered.

The federal government continues to give the date of September 20 for availability, we are unsure if we will be able to receive our doses prior to this date.

Vaccine Availability:

At this time, Riverview has 97.2% of our current Residents and 78.6% of our current staff fully vaccinated.

For staff or residents who have not been vaccinated, but are interested, please contact our Infection Preventionist, Jen Parkinson, RN, BSN, she can help you set up an appointment for the vaccine!

PPE:

Mask are still required on the entire campus, including when walking to and from your vehicle in the parking lot. Those staff who are fully vaccinated may wear surgical mask at this time. For unvaccinated staff, you must wear N95 when in resident areas or when in the presences of a resident.

At this time Ottawa County is at 9.7% in the county COVID testing positivity, meaning we are a level "Yellow" for CMS purposes. This means that staff is required to be in eye protection when in the presence of residents or in resident areas.

Residents should be in (at a minimum cloth masks) when outside of their rooms. During visitation, both the resident and their visitor(s) should be in surgical masks, provided by the facility.

Testing:

Testing continues to be twice a week for unvaccinated staff members and contractors. Testing is provided at 6:15am and 3pm on Mondays and Thursdays. **Due to the lower number of those needing testing, testing will only be held for 30 minutes, ending at 6:45am and 3:30pm.**

The week of September 6, testing will be offered on Tuesday, September 7 and Friday, September 10 to avoid the holiday.

Any contractor coming to the facility who will be in the presence of our residents or staff **MUST** show proof of full vaccination or proof of a negative COVID-19 test done within 3 days of their visit to our building.

Visitation:

Nothing has changed with visitation guideline wise, Riverview is encouraging masking during visit regardless of resident and visitor vaccination status.

Residents in private rooms are still permitted to have FULLY VACCINATED visitors in their private room. Fully vaccinated resident in semiprivate may utilize a private visiting place, as designated by the facility. (Allowing visitors in semi-private rooms would require the roommate to be asked to leave the room for the other roommate to have visitors. We do not feel comfortable asking this of our residents.)

Unvaccinated residents must visit in the Town Square and be masks and distanced, regardless of the visitor's vaccination status.

We have received many questions about dining with vaccinated resident. At this time, while we will not be enforcing, we are strongly discouraging this! If a snack is shared we are sug-

# COVID Update...continued

gesting the visit take place outdoors and distanced. If the visit in in doors, it must be in a private area and everyone must distance as much as possible! The safest option is **NOT** to take masks off during the visits.

We are also **HIGHLY** encouraging, residents not take outings at this time. If a resident does leave the facility they **MUST** wear a surgical mask, as well as anyone accompanying them or in their presence while they are out. We also recommend distancing and good hand hygiene!

Outbreak Changes:

IF we were to have a positive COVID case of a resident or staff member we would be required to begin our Outbreak procedures.

These procedures would require ALL STAFF and contractors to be tested for COVID twice weekly. Residents would be tested every 3-7 days.

Visitation would be put on hold until we were able to confirm if and how many positive cases existed in our residents. Those units that were not effect would be allowed to have visitation, after the 1st round of testing showed no positive cases on that unit.

ALL staff across the facility would be required to use quarantine procedures, meaning FULL PPE with all residents!

We thank our #ViewCrew, contractors, residents and visitors for all their help in assisting with our fight against COVID! While those that are fully vaccinated are contracting the Delta variant, they have mild to no symptoms but are contagious, so it is important we take very measure possible to stay COVID free, and allow our facility and visitation to be open to our residents!!

Fight on #ViewCrew!

# Independent Living

Ottawa County Riverview Healthcare Campus is proud to announce the addition of Independent Living to our campus!

Independent Living will be offered on our Hartford on the River, along with our Assisted Living service! For one low monthly price, Riverview will offer Studio units for $1350 per month and 1 Bedroom units for $1750 per month! The monthly rate includes rent, all utilities (including Wifi, cable and telephone service) as well as 3 meals in our Hartford Dining Room.

The monthly fee does not include any nursing services, however, each unit does include an emergency nurse call that can be utilized if an emergency does occur. There will be a small additional fee, for each time this call light is activated.

With Independent Living offered along side of our Assisted Living, when a resident decides they are in need of more help, they can be switched to our Assisted Living services, without moving! A true opportunity to age in place!

For more information or a tour of our Hartford on the River please contact our RN, Case Manager, Cara Densic cdensic@co.ottawa.oh.us 419-898-2851 ext. 4041

## Resident Birthdays

**September:**

**10** Rosalia Hakin
**20** Ron Payne
**30** Larry Boldman

**October**

**4** Barbara Hake
**6** Leisa Partin
**10** Al Morse
**21** Terry Wamsley
**25** Jane Fehr

## Appel Open Golf Scramble

Saturday, August 14 the Friends of Riverview Levy Committee were blessed with a beautiful day to hold our annual Appel Open Golf Scramble at the Oak Harbor Golf Club.

10 Golf Teams and 41 Golfers enjoyed a day of golf, fun and great food! 1st Place went to Genoa Bank who took home 4 Jet Express Passes and a $50 Gift Card to Frosty's donated by Oak Harbor Veterinarian Hospital. 2nd Place went to the Ottawa County Health Department Team, who won a 4 person round of Golf at the Oak Harbor Golf Club donated by Chuck and Barb Benes of the Oak Harbor Golf Club!

We thank our Gold Sponsor; Peter VanRunkel and our Silver Sponsors: Apple Nutrition, Body Works Fitness Studio & Gym, Coppeler Heating and Air Conditioning, ECS Billing, Jim & Molly Sass, Jodi & Dave Regal, Lenke Farms, Mark & Julie Stahl, Mark & Tammy Coppeler, The Family of Jamey Metroff, Northwood Vending , The Auxiliary at Riverview, Trident Care and our Hot Dog Sponsor, Lucky Lee's Pest Control! Thank you to our Door Prize Donors; Amy & Nelson Duty, Beth & Tom Rex, Body Works Fitness Studio & Gym, Brittany Wittman, Rodan + Fields Independent Consultant, Don & Toni Douglas, The Jet Express, Jolly Roger's, Kelly Schwan Mary Kay Independent Representative, Kendra & Chad German, Luxuries by Lu, Mel's Blingy Buys, Miller Boatline, Robin Pfeiffer, Oak Harbor Chamber of Commerce, Oak Harbor Golf Club, Oak Harbor Veterinarian Hospital, Ottawa County Riverview Healthcare Campus, Ottawa County Senior Resources, Pam Hatfield, Pfeiffer Farms, Riverfront Nutrition, Slater's Food & Spirits Turtle Creek Creative Co. US Bank. And THANKS to our #ViewCrew for volunteering your Saturday!

## Riverview Anniversaries

**September:**

**Lisa Barrett, Activities Dir. Certified** (39 Years of Service)

**Mary Diefenthaler, Human Resources Assistant** (18 Years)

**Tracey Schiller, Env. Services** (15 Year of Service)

**Rhiannon Neff, STNA** (11 Years of Service)

**Alisha Fouke, RN** (6 Years of Service)

**Brandy Kitzler, Food & Nutrition** (3 Years of Service)

**Gigi Day, Env. Services** (2 Years of Service)

**October:**

**Meleny Bonnell, Licensed Social Worker** (15 Years)

**Jessica Brinkman, Env. Services Assistant** (14 Years)

**Nancy Ibos, LPN** (9 Years of Service)

**Amanda Spencer, Env. Services** (8 Years of Service)

**Tiffany Hagan, STNA** (7 Years of Service)

**Marie McDonald, STNA** (6 Years of Service)

**Ken Traver, Env. Services** (5 Years of Service)

**Michelle Born, STNA** (3 Years of Service)

**Julie Szczepanski, Env. Services** (2 Years of Service)

**Shannon Terry, LPN** (2 Years of Service)

**Kelly Pena, Food & Nutrition** (1 Year of Service)

# National Awareness Rehabilitation Celebration Week
# September 19-25, 2021

Celebrate the powers of rehabilitation and share the message that through rehab there is hope, achievement and success while Riverview thanks our Therapists, Assistants and Restorative Staff during this special week! Through the National Rehabilitation Awareness Celebration week, Riverview focuses' attention on capabilities rather than disability: and increases awareness of the tremendous power and impact of rehabilitation.

Each year Riverview's therapy provider, Concept Rehab, helps 70% of our admissions return back into the community. After completing a successful therapy session, Riverview's staff helps our long term residents maintain the strength and abilities they gained in therapy through our Restorative Programs coordinated by Jennifer Parkinson, RN, BSN, WCC.

# July Shining Moment

**Lisa Dobbelare, RN-**for setting up the "tickler" file for resident labs. —*From Megan Finn*

**Lisa Woods, Cook-**noticed I didn't come to get the "soup of the day" on a day she knew I would like it. She saved me a cup for the following day! And it was EXCELLENT!-*From Lisa Barrett*

**Amy Duty, RHIT-**for taking our "On Call" days for Saturday and Sunday!-*From Lisa Barrett & Sheila Hudson*

**Ottawa County EMA-**for allowing to come and get overflow of PPE!-*From Will Clymer*

**Meleny Bonnell, LSW-**Could see that a daughter of a resident was struggling in a Care Conference and she immediately took over and worked the entire Care Conference through the emotions of what was being said.-*From Cara Densic*

**Carla Scott, LPN-**volunteering to help out her coworkers with their on calls. She has worked at least 1 day, (some weeks more) to help whoever the nurse admin on call is that week, for at least the last 4 weeks. We think she is amazing and want her to have the recognition.-*From Lisa Dobbelare & Sheila Hudson*

**Amy Duty, RHIT-**for covering Assisted Living for the holiday weekend and all the other weekends, to free up a nurse or an aide. She also checks in with us almost every week to see how staffing is and volunteers to help in A/L. You're awesome and we appreciate all you do ! -*From Lisa Dobbelare & Sheila Hudson*

**Becky Rahm STNA, Rhiannon Neff STNA, Tiffany Hagan STNA and Chelsea Rollheiser STNA-**Thank you for changing your schedules to help out with the open shifts on the schedule!-*From Lisa Dobbelare & Sheila Hudson*

**Anne Ashton, LPN & Megan Finn, RN-**for finding a resident's CPAP needed an additional part so he could get his oxygen better! They spent lots of time finding the piece and then Anne went to Magruder to pick it up!-*From a resident's daughter*

**Brenda Lochotzki, Receptionist & Lisa Barrett, Activities Director Certified-**for organizing and distributing ice cream from the Auxiliary for all residents and staff. —*From Robin Pfeiffer*

**Gigi Day, Environmental Services-**Lots of compliments from Senior Resources about the great job she doing in their area!-*From Senior Resources*

**Deb Wozniak, Environmental Services-**traded days she had appointments instead of taking time off to accommodate her schedule and her personal appointments.

**Joe Riojas, Ottawa County Maintenance-**hooked up the portable Air Conditioner for Senior Resources. Checked in to make sure everyone was satisfied with his work.-*From Will Clymer*

**Jackie Lacumsky, Cook-**made a plate during her break for a resident on our Memory Care Unit-From Will Clymer

**Julie Szczpanski, Environmental Services-**I Continue to get many compliments on how well she is doing on Station 1-*From Will Clymer*

**Tracey Schiller, Environmental Services**- Tracey personally brought a resident to the MPR to make sure she got an ice cream Sundae for the 4th of July. Tracey loves and respects her residents. —*From Brenda Lochotzki*

**Anne Ashton, LPN-**for switching her day shift to an night shift as we had too many nurses on days and not enough on nights! THANK YOU!-*Megan Finn & Mary Diefenthaler*

**Hannah Follman, STNA-**Came in just to help a new STNA who had never done showers on her own to make sure the residents and the employee felt comfortable.-From Mary Diefenthaler and Megan Finn

**Olivia Torres, STNA and Emily Lutman, STNA-**Helping to clean up a resident and his families' vehicle after he got very sick following an appointment with them!-*From Meleny Bonnell*

**Will Clymer, Environmental Services Director-f**or going along with my "Crazy" idea to make a Plinko Board!-*From Lisa Barrett*

**Robin Pfeiffer, Human Resources Coordinator** She was at the courthouse for Human Resource business, but she didn't hesitate to fit whatever PPE in the expedition that day.-*From Will Clymer*

**Jodi Mittower, LPN**- Jodi always comes and gets the meds at the front door. Everyone is so busy and doesn't have time to do it, but Jodi knows she is my last chance and always comes up for me. Thank you Jodi. I Love my Peeps!! -*From Brenda Lochotzki*

**Pam Ostheimer, Reception-**a visitor commented, she came in for a visit having to stay in the lobby over the last weekend. Said Pam was "super nice and presented as very caring". *From a Resident's Daughter*

**Cathy Smarkel & Jessica Brinkman, Environmental Services, Jolene St. Clair, Food & Nutrition**- Thank you for jumping in on a report of a bad smell and making sure it was taken care of. Great teamwork.-*From Brenda Lochotzki*

**Jess Brinkman, Environmental Services Assistant**-for keeping me in the loop and handling everything while I was off on Thursday and Friday. —*From Will Clymer*

# July Shining Moment

**Amy Duty, RHIT-**Our Aetna billing was switched to a different program. After having much difficulty trying to enter the first claim, I asked Amy if she could help me? She did not just came right down to assist me, she contacted the billing company and fixed all the issues I was having entering the claim and taught me how to do it properly. Thank you Amy.-*From Kim Sedlak*

**Suzanne Barth, LPN-**holding the Rehab together and staying over 2 days to help things run smoothly!-*From Lisa Dobbelare*

**Jodi Mittower, LPN**– came in at 2am to cover station 1 then staying over to pass meds on Rehab. She wasn't needed for her on-call but she still came in to help out.-*From Sheila Hudson*

**Suzanne Barth, LPN**-We had one nurse call off on Monday and she stayed over (3 hours past her shift) to help out. On Tuesday, there were two more nurses that called off and she stayed the full shift since Lisa had worked the night shift before!-*From Sheila Hudson*

**Emily Macko, RN**- for staying over both of those days to help Suzanne out with the med pass/assessments. You ladies are great and we appreciate your hard work and dedication to your residents and co-workers. Thank you for all the help!-*From Sheila Hudson*

**Mary Diefenthaler, HR Assistant**-for doing staffing and schedule postings while I was on Vacation. She even put the schedule in the daily sheets and Nova time for me! Thank you for doing all the extras to help me Mary! I really appreciate you!-*From Sheila Hudson*

**Brenda Lochotzki, Reception & Denise DeTray, Business Office-**Many thanks for the beautiful courtyard. The plants, flowers and cute decorations are lovely. It's a sanctuary. –*From a resident's Daughter*

**Robin Pfeiffer, HR & Carla Scott, LPN-**for assisting in helping get resident's fair food!-*From Lisa Barrett*

**Will Clymer, Director of Environmental Services-**for having an extra calculator, and even my favorite kind, when mine broke!-*From Jane Wolf*

**Concession Stand Ladies at the Fair-**very accommodating and helpful with the food run for the residents! Helped with bagging the residents food and left over funds together so it was organized for residents. –*From Lisa Barrett*

**The French Waffle Lady at the Ottawa Co. Fair-**she gave extra Waffles in case someone was interested but didn't make an order. –*From Lisa Barrett*

**#ViewCrew-**thanks everyone who came to work today and showed up with a smile!-*From Megan Finn*

**Becky Rahm, STNA and Hannah Follman, STNA**-for always meeting the residents' needs in a timely manner and going above and beyond to make sure station 1 runs smoothly. Don't know what I would do without them!-*From Mercedes Buck*

**Danielle Monhollen, STNA**-For switching stations on a hard weekend mid shift. –*From Mercedes Buck*

**Kim DeHaan, STNA**-For coming in and helping out on her weekend off! Much appreciated.-*From Mercedes Buck*

**Amy Duty-, RHIT-**She caught an incorrect Diagnosis code for a resident returning from the hospital, that would have made a significant difference in his care! Thanks for catching this Amy!-*From Megan Finn*

**Beth Rex, Rehab Program Director-**for asking to be a part of our monthly Quality Assurance. While Beth is a contractor and not a Riverview Employee she is a member of the #ViewCrew and having her at this meeting (BY HER CHOICE) only makes our team better in turn giving better to care to residents and helping us to ensure all our t's are crossed and I's are dotted! THANK YOU!-*From Kendra German*

**Robin Pfeiffer, Human Resources-**for staying to test the employees that were coming in for the 6pm shift!-*From Amy Duty*

**Jodi Mittower, LPN-**for literally working around the clock, and feeling bad she can't do more (we are overjoyed with what she does). She flipped her shift from Friday day to Friday night to help! We so appreciate you Jodi!-*From Kendra German*

**Kari Cruthers, RN-**for coming back to Riverview for employment after being at some other facilities. We are happy to have you back...welcome home!-*From Kendra German*

**Anne Ashton, LPN-**I was weak and having trouble eating. Anne pulled a chair up and sat down right beside me, guiding me through bite until my entire plate was empty! She's the best!-*From a Resident*

*Has one of our #ViewCrew Members gone above and beyond for you? Help us recognize the person, send your "Shining Moment" to our Administrator, Kendra German, kgerman@co.ottawa.oh.us*

# August Shining Moments

**Ottawa County Riverview Healthcare Team**-Just a note to congratulate you on not suffering a COVID outbreak! You all should be so very proud of what you have achieved! My thanks and best wishes-*Mike DeWine-Governor of Ohio*

**Mary Diefenthaler HR, Amy Duty RHIT, Carla Scott LPN**-for jumping in to help with the podiatrist. I didn't even ask and they starting "rocking it out" and we got it done! -*From Meleny Bonnell*

**Meleny Bonnell LSW, Amy Duty RHIT & Mandy Spencer, Environmental Services**-pitching in to make sure a resident's TV was working. Still working out the "kinks" but appreciate them trying! -*From a resident's daughter*

**Deb Wozinak, Environmental Services**-ironed on a label very quickly for a resident's personal blanket so it wouldn't get lost. – *From a resident's daughter*

**Megan Finn, RN**-for printing an email about the Public Announcement system being down and taking to each station so they knew the interventions until the PA was fixed!! -*From Will Clymer*

**Jane Wolf, DTR** - Thank you for bringing me my lunch on a VERY BUSY Friday when I couldn't get away to go get it. It was delicious as always!!! Love my Peeps!!! -*From Brenda Lochotzki*

**Hannah Follman, STNA**- for helping her with AM's after a very difficult morning. She also helped her with a difficult situation and she wants to thank her. – *From Becky Rahm*

**Meleny Bonnell, LSW**-for coming in after work and bringing back her lawn mower to mow the courtyard, while the facility's lawn mower was getting worked on. – *From Kendra German*

**Tracey Schiller, Environmental Services**-"spruced up" a room as soon as she was asked and it looked great! -*From Meleny Bonnell*

**Jess Brinkman, Environmental Services**-took care of a dead bird in the courtyard. It had been there for a while and was very "yucky". Thank you Jess you deserve a big THANKS! -*From Meleny Bonnell*

**Lisa Smith, STNA & Suzanne Barth, LPN**-these ladies were very helpful! All others were very nice! God Bless-*A former resident on their discharge survey*

**GiGi Day, Environmental Services**-for decorating our employee and resident areas with positive encouraging props and photos that she puts together or gathers on her own! THANK YOU!! -*From Kendra German*

**Dietary**-they graciously are putting our daily chronicles on the trays of our Rehab people so it would be like they do at "hotels" in the morning with breakfast! -*From Lisa Barrett*

**Barb Garcia, STNA**- for noticing that the ladies on the Memory Care Unit didn't have some good smelling shampoo so she went out and bought some along with some nail polish. It was very thoughtful and kind! Thank you! -*From Chelsea Rollheiser*

**Diana Nordlund, LPN and Megan Forsythe, RN**- for helping me answer call lights and doing PM care! I appreciate you both! Thank you! -*From Chelsea Rollheiser*

# gust Shining Moments!

**Nancy Ibos, LPN**-for stepping out of the box and handling Supervisor duties on a busy Saturday! Did well and handled everything smoothly! -*From Kendra German*
**Meleny Bonnell LSW, Will Clymer Environmental Services, Sheila Hudson Nursing Administrative Assistant, Cara Densic RN, Becky Rahm STNA, Amy Duty RHIT**-For jumping into action to get a resident moved! -*From Lisa Dobbelare*
**Meleny Bonnell, Cara Densic, Jane Wolf, Pam Hatfield, Kim Sedlak, Brian Coil, Will & Hannah Clymer, Cathy Smarkel, Jen Parkinson, Lisa Barrett, Kim Geldien**-For assisting with the Appel Open Golf Scramble, benefiting our Levy Committee! -*From Kendra German*
**Genoveva Beaver, STNA and Liz Decker, STNA** -worked Station 3 during a hectic day with only positive attitudes and great teamwork!!-From Ben Eldred
**Ben Eldred, LPN**-Doing a great job as charge nurse on Station 3 during this same hectic day! -*From Lisa Dobbelare*
**Kendra German, LNHA**-Assisting with BINGO and Happy Hour on Friday! -*From Lisa Barrett*
**Mary Diefenthaler, Human Resources**-a big thank you for covering the front desk last Saturday until noon, big help to us until we find a permanent receptionist. –*Kim Geldien*
**Mary Diefenthaler, HR**-for transporting patients to the podiatrists office today. – *Kim Geldien*
**Tina McVicker, Environmental Services**- for taking a flatbed cart to station 5 to assist a family with moving. -*From Kim Geldien*
**Amy Duty, STNA/RHIT & Lisa Dobbelare, RN**-for coming in to assist a resident with some additional care needs over the weekend! THANK YOU!!! -*From Kendra German*
**Dietary**-for another AMAZING resident picnic! The food trucks and delicious food set the "Fair" Theme the minute your nose caught the scent! -*From Kendra German*
**Brandy Kitzler & Family and Chelsea, Alysha and Robyn Kitzler, All of Our Food & Nutrition**-for hauling their animals here to add to the "Fair' theme of our annual picnic! It is amazing what good animals do in the hearts of people of all ages! -*From Kendra German*
**Lisa Woods, Cook**-For her fabulous designs and creativity of the cardboard food trucks!!! They added so much to our resident picnic! -*From Kendra German*
**Lisa Barrett, ADC & Will Clymer, Environmental Services**-For bringing to life the "Plinko" board!! -*From Kendra German*
**Brian Coil, CFO & GiGi Day, Environmental Services**-for joining me taking turns in the Dunk Tank at the Resident Picnic! The smiles, laughter and fun made it all worth it! -*Kendra German*
**Nelson Duty & Bill Klotz, Maintenance**-for helping with the Hand Cut French Fries, a favorite part of any Resident Picnic at Riverview! -*From Kendra German*
**#ViewCrew**-All members who made the picnic a success! Preparing and serving food, playing games, bringing in animals, or helping our residents take part! YOU ARE APPRECIATED!! -*From Kendra German*

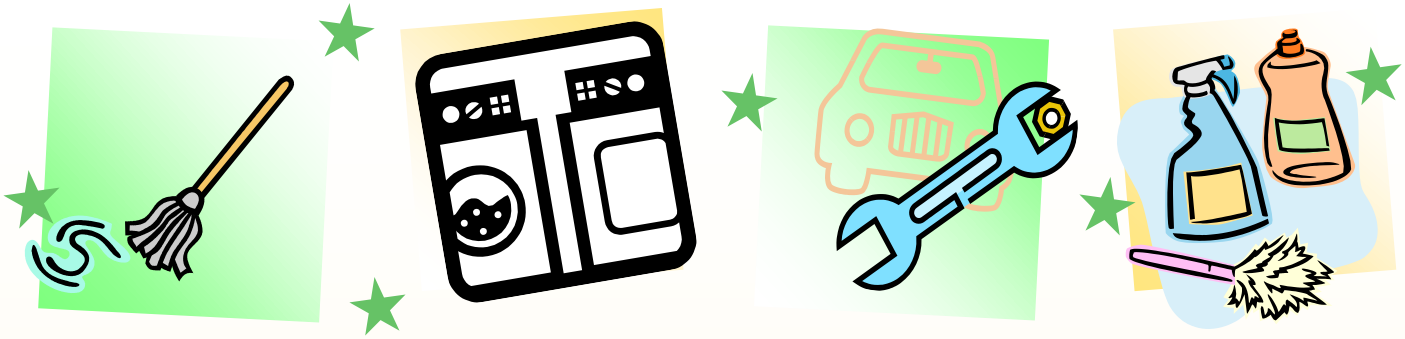
# ugust Shining Moments!

**Ben Eldred**-for helping the schedule and working 5 days of 12 hour shifts in a row! Greatly appreciated! *-From Lisa Dobbelare*
**Carla Scott, LPN**-for covering the front desk phones and screening for visitations! *-From Kendra German*
**Meleny Bonnell, LSW**-worked on getting a resident a new lift chair, her's broke and it is what the resident sleeps in. – *From Cara Densic*
**Meleny Bonnell, LSW**-for coming in in the evening to get information on hospice for family making some decisions *-From Kendra German*
**Mary Diefenthaler, HR**-for helping our Auxiliary take the gift shop cart around to the residents! *-Cara Densic*
**Carla Scott, LPN, Cara Densic, RN and Megan Finn, RN**-for jumping in to assist with open shifts on the floor, when it is not their on-call week. Greatly appreciated!! *-From Lisa Dobbelare*
**Meleny Bonnell, LSW**-for making beautiful bouquets of donated sunflowers! *-From Lisa Barrett*
**To the Anonymous Donor**-who donated beautiful bouquets of sunflowers to our Memory Care Unit. – *From Kendra German*
**Dianna Nordlund, LPN**-I was having some back issues and was suppose to come in, but was unable to walk. I called Dianna and she covered my shift for me last minute! Greatly Appreciated! *-From Lisa Dobbelare*
**Julie Szczepanski, Environmental Services**-She goes about sanitizing the bathroom keys in a bucket! I have always wondered about those, and was glad to see her taking the time to do that! *-From Jane Wolf*
**Dietary**-enjoy getting my "Daily Chronicle" with my food tray! *-From a resident*
**Marie McDonald, STNA & Genevieve Beaver, STNA**-for "Rocking it Out" and taking care of the residents on the Memory Care quickly and compassionately! *-From Meleny Bonnell*
**Activities**-for picking up another pair of pants for a resident who has a family wedding coming up! *-From Meleny Bonnell*
**Megan Knecht, Food & Nutrition Manager**-for accompanying a resident on an appointment, so we could keep our nursing staff at the facility. – *From Kendra German*
**Nurses**-for coming in and assisting with primary care for their on calls! *-From Lisa Dobbelare*
**Lisa Dobbelare, RN**-for keeping herself together during difficult times! *-From Brian Coil*
**Station 1 & 3**-Did a great job of getting their residents to and from the Doctor's Office in TownSquare for appointments. *-Meleny Bonnell*
**Amy Duty, RHIT**-for all she does for me! I really feel like she needs to know how much I appreciate her! *-From Brian Coil*
**Kendra German, LNHA**-for having a plan and being proactive during challenging times! *-From Brian Coil & Cara Densic*
**Megan Knecht, Food & Nutrition Manager**-for accompanying a resident to an appointment and giving support to his family while there! *-From Jane Wolf*

# August Shining Moments

**Carla Scott, LPN**-for utilizing the Assisted Living Office to do her work to help with staffing and assisting the residents on AL-*From Kendra German*
**Brenda Kern, Laundry**-for rolling with the changes! -*From Carla Scott*
**Brenda Lochotzki, Reception, Jane Wolf, DTR & Meleny Bonnell, LSW**-for assisting bringing residents down to the morning activity on Friday! -*Lisa Barrett*
**Kendra German, LNHA**-for helping with BINGO and Happy Hour on Friday-*From Lisa Barrett*
**#ViewCrew Administration Team**-for being a great group of people, especially during difficult times! You make me enjoy coming into work even on tough days! -*From Kendra German*

*Has a member of our #ViewCrew gone above and beyond for you or your loved one? Please let us know so we can recognize that person! Send your "Shining Moments" to Riverview Administrator, Kendra German kgerman@co.ottawa.oh.us*



# Environmental Services Week

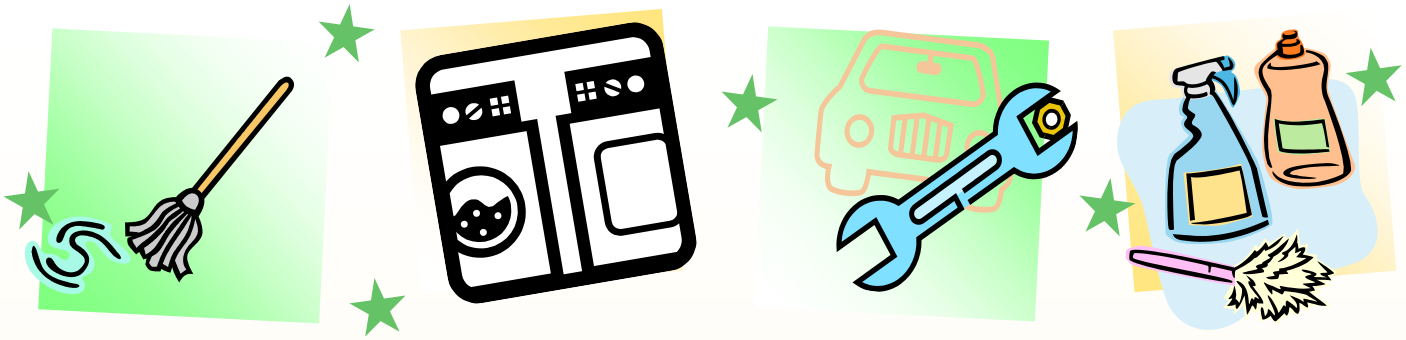
# September 12-18, 2021

Environmental services in long-term care (LTC) is more than just keeping a clean and safe environment. It is also about providing a home to our residents. To older generations we serve, maintaining a clean home was a major importance in their lives.

Riverview's Housekeepers, Maintenance, Custodians and Laundry employees keep the facility and our residents' clothing and linens clean, as well as ensure Riverview's many mechanical systems are running properly. Outside of just cleaning, you will see Riverview's Environmental Service Department; setting up and tearing down for Riverview functions, performing hot water checks, life safety checks, conducting generator testing and inspections, monthly fire extinguisher inspections, preventive maintenance and repair of kitchen and laundry equipment, repair and cleaning of floors, walls and ceilings.

Proper environmental service management is essential to resident quality of life and for infection control. That in turn is vital in reducing hospitalizations, re-hospitalizations and resident illness. The overall cleanliness and sanitization procedures completed by our Environmental Services staff has continued to be a leading reason why Riverview has been able to keep our residents COVID free!

During this week we recognize all the efforts of Riverview's Environmental Services! Thank you for your hard work and dedication to our facility, residents and staff!



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|---|---|---|
| Brenda Kern | Laundry | 27 Years of Service |
| Cathy Smarkel | Housekeeping | 23 Years of Service |
| Will Clymer | Director | 17 Years of Service |
| Bill Klotz | Maintenance | 17 Years of Service |
| Tracey Schiller | Housekeeping | 15 Years of Service |
| Jessica Brinkman | Assistant | 13 Years of Service |
| Tina McVicker | Laundry | 13 Years of Service |
| Deb Wozniak | Housekeeper | 10 Years of Service |
| Amanda Spencer | Housekeeper | 7 Years of Service |
| Nelson Duty | Maintenance | 6 Years of Service |
| Ken Traver | Custodial | 4 Years of Service |
| Gigi Day | Custodial | 2 Years of Service |
| Julie Szczepanski | Housekeeping | 1 Year of Service |
| Hailey Olsen | Housekeeping | 9 Months of Service |

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***Did you know...***

***Riverview is contracted with the Federal Government's Veteran's Affairs, to serve our Veterans!***

Ottawa County Riverview HEALTHCARE • CAMPUS

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."