OTTAWA CO. RIVERVIEW HEALTHCARE CAMPUS

November/December 2021

Riverview Breeze

November:

11	Veteran's Day (Administrative Offices will be closed) 2PM-**Veteran's Celebration**
25	Thanksgiving (Administrative Offices will be closed)
26	Administrative Offices closed for holiday

December:

24	Christmas Eve (Administrative Offices Closed)
25	Christmas

Thanksgiving and Christmas at Riverview

Due to our COVID precautions, holidays will look a little different here at Riverview as we will not be able to serve our large family meals we have become known for. However the menu consisting of: turkey, mashed potatoes w/gravy, stuffing, green bean casserole, sweet potato casserole, pumpkin pie with whipped topping will still be just as tasty.

A large majority of our residents HAVE received their booster shots so if a resident chooses to go out with his/her family they have an extra layer of defense against COVID! It is important to note that vaccines are to prevent serious illness, hospitalization, or death, not infection! So it is important to still do the best for everyone at the gathering to be masked or distanced and continue to use good hand hygiene and surface sanitation.

If Riverview is in outbreak testing, meaning a staff member or a resident has tested positive within the last 14 days, our guidelines will not permit us to allow the resident to go on an outing outside of the facility. We are trying our best to all stay safe and healthy so this does not occur.

Anytime an Unvaccinated resident leaves the facility, a 14 day quarantine is required. This would mean all services (nursing, meals, activities and therapies) would be delivered in the resident's room for 14 days.

If you are bringing food in for your resident, and plan to eat with them, we suggest you call ahead to reserve a space! The resident MUST be fully vaccinated as well as all in attendance. If there is a visitor who is not vaccinated or unable to show proof, we will not be permitted to give you a private area to eat.

We know this may sound harsh, but remember just 1 positive case will close down our facility for all our residents, so decisions of each resident and their visitors can have extreme consequence for our residents.

By making good healthy decisions we are permitted to find ways so EVERYONE can safely enjoy the holidays!

Veteran's Day

With the assistance of Heartland/Promedica Hospice, Riverview will be honoring our Veteran's on Thursday, November 11 at 2pm!

To keep everyone safe we will distance all resident and any visitors who are interested in joining the celebration will be required to show proof of vaccination and wear a surgical mask the entire celebration.

The event will have a guest speaker and feature patriotic music!

Current COVID-19 Update

While case numbers are declining in the community, some senior care facilities continue to be hit hard by COVID cases in vaccinated residents! We are hoping that our booster will offer additional protection for our residents, but please continue to stay diligent with your use of Personal Protective Equipment and sanitation of hands/equipment and surfaces! Also please remember to wear your surgical masks appropriately covering your nose and mouth!

PPE Use:

According to the CDC, Ottawa County is still in the RED, meaning Eye Protection is required for All staff or contractors who are in resident areas or have potential contact with a resident. Visitors DO NOT need to wear eye protection, but MUST wear a surgical mask.

All fully vaccinated staff and residents must wear surgical mask.

Testing:

We continue to test unvaccinated staff twice per week. Due to a positive staff member, we are currently conducting outbreak testing with 21 residents on Station 1 due to exposure to a positive staff member. If we are able to go 14 days with out another positive we will no longer need to test these residents.

Booster Shots:

Riverview Administered the Pfizer Booster Shot on Thursday, October 15 with approximately 85% of our residents receiving it! As the Moderna and J&J booster have been approved we will be reaching out to residents who are now eligible and were not at the time of the administration of our Pfizer booster.

Anyone who received the J&J Vaccine is encouraged to get a second shot if you are 2 months out from receiving this vaccine.

You are also permitted to "Mix and Match", meaning your booster does not have to be the same brand you initially received! If you received Moderna or Pfizer, you do have to complete the 2 shot series, it is only for the "Booster" you can receive another brand of vaccine.

We have some changes being made in our Infection Preventionist position if you have any other COVID related questions, please see our Director of Nursing, Lisa Dobbelare, RN.

The #ViewCrew have done an amazing job keeping our residents safe and our entire community is so proud of their hard work!! KEEP UP THE FIGHT #VIEWCREW

COVID Precautions on the Hartford

With the information above, how do our Assisted Living and Independent Living residents fit in our COVID precautions?

Riverview is unique in featuring various levels of senior living and it is important to remember these 3 levels all have different guidelines and protocols. We try to keep things consistent across the board, but realize there are also different levels of need and assistance in each.

Daily COVID symptoms are done daily for our Assisted Living Residents with their morning care. This screen put the Assisted Living resident in compliance with our Nursing Home Side so they are able to go throughout the entire facility (beauty shop, chapel, activities, gift shop) without being screened again.

Independent Living residents DO NOT get a daily COVID symptom check on the Hartford. If an Independent Living resident leaves the Hartford (beauty shop, chapel, activities, gift shop), the resident must go directly to our Front Desk to complete a COVID symptom screening. This screening will meet the requirements of our Nursing Home side, that requires all residents, staff and visitors to be screened prior to entering our facility.

Visitors:

We would like ALL visitors to the Hartford (whether visiting someone in Assisted Living or Independent Living) to stop at our main entrance and complete our COVID Symptom screening. This symptom check will also meet our requirements to allow to visit other areas of our facility (gift shop, chapel, lounges, the Hartford Dining Room). If a visitor does not start their visit at the front desk but leaves the Hartford, it is ABSOLUTLEY Necessary to be screened at the front desk prior to going anywhere else in our facility.

For the protection of all Riverview Campus residents, guests and staff all are required to wear surgical masks when not in a private unit or room! Thank you for keeping our Campus Safe!

Resident Birthdays

November

3	Merle Baldwin
17	Francis Winke
	Diane Dearsman
24	Tony Lochotzki
30	Karen Densic

December

14	Robert Below
17	James Royster
18	Nan Dersch
19	Richard Duty
	Phil Fehr
20	Paul Barkhau
21	Sharon Thornton
25	Dolores Payne
27	Phyllis Jones
30	Blair Miller
31	Mary Fink

This listing does not include the names of residents who have chosen to be "no media".

Riverview Anniversaries

November

Lisa Woods, Cook (23 Years)
Sarah Wagner, Cook (20 Years)
Kendra German, LNHA (16 Years)
Robin Phillips, LPN (12 Years)
Chelsea Kitzler, Food Service (10 Years)
Sheila Hudson, Administration (9 Years)
Katie Behrens, STNA (6 Years)
Kylie Evans, RN (5 Years)
DJ Evans, LPN (5 Years)
Leanna Beaver, STNA (2 Years)
Tes Smarkel, Food Service (2 Years)

December

Jodi Mittower, LPN (23 Years)
Judy Ranzenberger, Food Service (17 Years)
Nelson Duty, Maintenance (7 Years)
Anne Ashton, LPN (7 Years)
Daniel Freebern, STNA (1 Year)
Christina Lopez, LPN (1 Year)

THANK YOU AUXILIARY!

Halloween was filled with lots of surprises. The Auxiliary at Riverview provided Halloween Gift bags with sweet treats, snacks, and a holiday decorated cookie to all residents. Employee were given bowls of treats in their stations with thanks to all for their hard work!

September Shining Moments

#ViewCrew-I am just THRILLED with the care my sister has received with your facility for 3 years! Thank you to you all!-From Resident's Brother

Ben Eldred, LPN-for making resident doctors' appointments for our residents. Often takes a lot of time but he worked really hard to get things taken care of for his residents. *–From Amy Duty*

Mandy Spencer, Env. Service-was taking a lunch and we needed clean up on Station 2. She delayed her lunch until everything was ok and cleaned up. *–From Will Clymer*

Brian Coil, CFO-taking care of the bird feeders for the resident and staff enjoyment!-*From Kendra German*

Brian Coil, CFO-for helping me with my computer problem-*From Lisa Barrett*

Amy Duty, RHIT- Awesome lady! She was so very kind to me in getting copies and trying to get some issues resolved. She went beyond her expected role! *-From a resident's daughter*

Kim Geldien, Customer Service Representative-Oh my gosh!!! Kim is awesome!! She always greets all of my family by name, knows exactly what's going on with my father, and is very helpful. She has been so understanding and has helped me personally by being a calm voice.*-From a resident's daughter*

Ben Eldred, LPN-Wow is Ben a fantastic nurse!!! Countless times, he has helped me or my sister help us understand our father's illness. He is so patient with us. He has a special way with Dad that we appreciate. I can't say enough about him.*-From a resident's daughter*

Jane Vandersall, LPN-I appreciate Jane's effort in communicating with me about my father. Just today, she was so patient with me in explaining what certain medical device is and how it may impact dad. She doesn't make me feel stupid because I'm not knowledgeable about medical or nursing worlds.*-From a resident's daughter*

Megan Knecht, Food & Nutrition Manager- She was sent with my dad to his appointment to the Trauma Surgeon at UT. That was the appointment from hell. The office building had had a fire just before she and dad arrived that morning and the office was a bit out of sorts. She was so nice and caring towards my dad but also me and my sister. Her cheerfulness and kindness were a blessing that day. *-From a resident's daughter*

Lisa Dobbelare RN, Meleny Bonnell LSW, Cara Densic RN, Megan Finn RN, Carla Scott LPN, and Jen Parkinson, RN/BSN- for helping me thin charts. It is not a pleasant thing to do but they all pitch in and get it knocked out and I couldn't do it without them. *–From Amy Duty*

Ben Eldred, LPN-In speaking with resident's daughter about her dad yesterday she gave him a huge compliment on how kind and patient he was in scheduling her dad an appointment that fit her schedule. She said he took a lot of time to make calls and made sure to reach out to her and that meant a lot to her. *–From Amy Duty*

Gigi Day, Environmental Services - I asked for certain boxes and currently we didn't have any. She went over and above to make sure that I got some and is continuing to find me more.*-From Amy Duty*

September Shining Moments

Chelsea Kitzler, Food & Nutrition - I was busy at the front desk and asked Chelsea as she walked by if she could take a resident back for me. She immediately jumped in and took him back to his station, while starting a conversation with him. I love my Peeps!!! *-Brenda Lochotzki*

Lisa Woods & Sarah Wagner, Cooks-pushing their food carts up the outside ramp to get their day started - way to go girls!!-*From Mandy Spencer*

Cara Densic, RN-for coming in at midnight to assist night shift with some difficult situations. *–From Lisa Dobbelare*

Lisa Barrett, ADC-had the weekend activities all set up and ready for others to take care of activities for the weekend. Made it very easy to step in and do!-*From Meleny Bonnell*

Pam Hatfield, Business Office-helping with Happy Hour on Friday!-*From Lisa Barrett*

Barb Garcia, STNA-for her dedication to our facility.-*From Kendra German*

Kelly Schwan, STNA/Activities-forgot to pick up sugar free candy for a resident and also had something for another resident's crafts she was donating so the resident didn't need to buy new. She brought the items in for both residents on her day off, right away in the morning so they had them!-*From Lisa Barrett*

GiGi Day, Env. Services-for decorating the office of an employee on her last day of work with us, as well as having everyone sign a card for her. *–From Lisa Barrett*

Hailey DeLahamaide, STNA-very encouraged by her, and her nurses are very complimentary of her care!-*Brian Coil*

#ViewCrew-everyone looking for ways to help the budget and get some contracts in line with our census! Every little bit helps!-*From Brian Coil*

#ViewCrew-the picnic was wonderful some of the residents did not want to come back in. Thank you to everyone who helped, you are all stars!-*From GiGi Day*

Amy Duty, RHIT-The idea of bringing the animals was brilliant. *–From GiGi Day*

Food & Nutrition Department-went above and beyond for the annual resident picnic. The food, decorations and the cut outs in front of the food stops were delightful! It was like having real food trucks! Great idea!-*From GiGi Day*

Will Clymer-Thank you for making the Plinko Board for the Annual Resident Picnic! It was fun to see how much our total was!-*From GiGi Day*

Brian Coil, CFO and Kendra German, LNHA-The Dunk Tank was so fun for the residents, who got splashed a little. Their faces of joy was the best part. Thank you fellow dunkers. It was more fun than expected. Ha-ha! Brian was a natural, Kendra was our mermaid. I was scared someone would dunk me before I got ready! But I loved it all. I would do it again.-*From GiGi Day*

Brenda Lochotzki Reception, Robin Pfeiffer HR, Jane Wolf DTR-helping with Friday activities and I really appreciated it!-*From Lisa Barrett*

September Shining Moments

Nelson Duty, Maintenance- Ordered paint and picked it up on his own time on Saturday instead of leaving during work hours and then on Monday instead of making a run during work hours to the hardware he stopped on his way home to pick up sand paper so that he could continue to do his task. He said it would help get the job done faster. (I know because I was with him:)-*From Amy Duty*
Jodi Mittower, LPN- Thank you to Jodi for always willing to jump in with a smile and do COVID testing in the mornings when needed . I love my Peeps!!! -*From Brenda Lochotzki*
GiGi Day, Environmental Services-for always being cheerful and decorating areas for resident and staff. –*From Brian Coil*
Lisa Dobbelare, RN-for taking a very ill employee home who couldn't drive herself!-*From Jane Wolf*
Judy Ranzenberger, Sarah Wagner, Margie Zunk, Chelsea Kitzler and Kelly Pena, Food and Nutrition-switched positions and filled in for open task from call offs! Really helped Megan and I. –*From Jane Wolf*
Luanne Jurgens - Thank you for your donation of beautiful fall crafts for the facility. A special Thank you for the fun Halloween Haunted House for the front desk. It brightens the staff and visitors day after scaring the p#@p out of them. Lol I love my Peeps!!! -*From Brenda Lochotzki*
Brenda Lochotzki, Reception & Kendra German, Administration-for helping transport Friday to activities-*From Lisa Barrett*
Brenda Lochotzki, Reception-for helping to transport to Saturday Activities.-*From Lisa Barrett*
Patti Rizzo, RN-for helping with activities on Saturday!! She was "extra" and a little angel because she knew I was struggling trying to get it all done!-*From Lisa Barrett*
GiGi Day, Env. Services-Adapting well to changes I've made to custodian and helping to lift old PTACs into the scrap container. –From Will Clymer
Brenda Kern, Environmental Services-for problem solving for their department!-*From Will Clymer*
Becky Rahm, STNA-switching her shift to help on night shift!-*From Lisa Dobbelare*
Anne Ashton, LPN-for going with a resident to an appointment in Toledo so the resident didn't have to go alone!-*From Amy Duty*
#ViewCrew Nurses-for coming in on their Work Availability Days. Without them we couldn't do this! Going above and beyond pitching in without being asked!-*From Lisa Dobbelare*
Harvest Glen Staff and Nelson Duty-for helping to get residents quickly moved to alleviate a concern. –*From Meleny Bonnell*
Michelle Born, STNA-Thank you so much for coming in on your day off and helping me on St. 3. Your hard work never goes unnoticed. Very much appreciated!! -*From Leanna Beaver*
Lisa Dobbelare, RN- Thank you for coming in on night shift, and helping in a pinch on St. 3! Your aides are very thankful for a GREAT DON (Director of Nursing)!! -From Leanna Beaver
Emily Macko, RN- Just want to remind you, that you are a great nurse, and I'm very thankful for all your help and making nights fun environment to work in!! -*From Leanna Beaver*

September Shining Moments

Robin Phillips, LPN-Thank you so much for all your help on St.3. *–From Leanna Beaver*
Diana Nordlund, LPN-Thank you for coming in and helping on St.4, just want to remind you that you are an awesome nurse!!-*From Leanna Beaver*
Devin Santiago, LPN- Always willing to help everybody, very energetic, and sweet to the residents. Thank you Devin.-*From Leanna Beaver*
Ben Eldred, LPN-Thank you for all your hard work on St.3 as an aide. Great work!!-*From Leanna Beaver*
Anne Ashton, LPN-Thank you for all your hard work on St.3 as an aide! Very much appreciated!-*From Leanna Beaver*
#ViewCrew-What a great crew we have here at Riverview! Their hard work does not go unnoticed!-*From Leanna Beaver*
Michelle Born, STNA-got word the facility was in need of help and came in in her "street clothes" to help and ended up staying all night long! This has given her multiple days in a row, but I so appreciate her dedication and compassion to make sure our residents are taken care of. THANK YOU MICHELLE!-*From Lisa Dobbelare*
Tom Rex, Senior Resources-Helping an Assisted Living resident with a broken down car!-*From Will Clymer*
Leanna Beaver, STNA- For coming in for extra hours and working hard no matter what station you're on! Great Job!-*From Diana Nordlund*
Alisha Fouke, RN- I have learned so much from you as a nurse! You're kind and compassionate towards residents and staff. You always pitch in and help answer call lights no matter how busy you are! I appreciate all the hard work you put in here at the View! Thanks! -*From Diana Nordlund*
Megan Forsythe, RN- You are a great nurse! You always help and have a great attitude towards residents and staff. You help out and answer call lights. I have learned a lot from you as a nurse! I appreciate everything you do! -*From Diana Nordlund*
Chelsea Rollheiser, STNA- You are a great nurse aide! You're always a multi-tasker and perform great at your job. You're great with the residents and staff and your always in a fantastic mood!! Great job! -*From Diana Nordlund*
Lisa Smith, STNA- You're a great nurse aide! You're always nice to all residents and staff and are a great person to be around! I enjoy working alongside you! Thanks for everything you do!-*From Diana Nordlund*
Sharon Johnson, RN- SJ you are all around awesome at everything you do! You're a great nurse and I have learned so much from you throughout my 9 years at Riverview. You work hard every time you are here and one of the nicest people I know! Thanks! -*From Diana Nordlund*

September Shining Moments

Diana Nordlund, LPN - Thank you for all the primary care you have been doing! The residents and staff appreciate you!! *-From Alisha Fouke*

Carla Scott, LPN- Thank you so much for helping out whenever possible with Assisted Living! You are awesome! *-From Alisha Fouke*

Emily Macko, RN - Thank you for all the help you give to the day shift nurses on St 4 as far as getting morning vitals, cleaning, restocking and ordering house stock meds!!! -From Alisha Fouke

#ViewCrew Administration-thank you for jumping in to help cover all our guidelines and notifications after having a staff member test positive. I could never get all this done all alone, nor could just a few us, having a team really helps with time and efficiency! THANK YOU!!*-From Kendra German*

Amy Duty, RHIT-for being flexible and coming up to cover the front desk early. Seems like a little thing, but really means a lot!*-From Brian Coil*

Becky Rahm, STNA & Hannah Follman, STNA-for helping to bring a resident down for a visit.*–From Brian Coil*

Michelle Born, STNA- Thanks for all the continued help on Station 1. You are awesome!*-From Amy Gluth*

Diana Nordlund, LPN- Thanks for your help on Station 1. It was much appreciated! Keep up your kindness. *-From Amy Gluth*

Michelle Born, STNA- a shining star for picking up so many shifts these past couple of months. I just want her to know that I appreciate the effort she has put into helping during these staffing challenges.*-From Sheila Hudson*

Nancy Ibos, LPN- for "doing whatever she has to do" on her weekends to work, and never complaining about it. She has even filled in as acting supervisor and also works her on-call shifts.*-From Sheila Hudson*

Becky Rahm, STNA-for working night shift instead of her regular day shift and for volunteering to come in early if needed.*-From Sheila Hudson*

Katie Behrens, STNA- for changing her regular scheduled shift to work her volunteer shift because we had a need that night. *–From Sheila Hudson*

Ben Eldred, LPN- for working extra shifts to help out with staffing coverage and for accepting his on-calls, to do primary care.*-From Sheila Hudson*

Amy Duty, RHIT-for splitting the coverage of the front desk with me on Mondays and Thursdays, so I can have some time in my office to work and double checking the schedules. Thank you Amy!*-From Sheila Hudson*

Mary Diefenthaler, Human Resources- She is wearing so many different "hats" right now, helping out in every possible way she can. I don't think everyone realizes all of the job duties she has. Thank you Mary!*-From Sheila Hudson*

September Shining Moments

#ViewCrew-I feel all of our staff deserve a shining star. Everyone has been helping anyway they can to make sure our residents are taken care of! Thank you all!-*From Sheila Hudson*
Rhiannon Neff, STNA-was able to talk to and convince a resident to take a shower who was very hesitant. The resident even came out very happy and telling her friends how good the shower was. -*From Ben Eldred*
Bill Klotz Maintenance, Robin Pfeiffer Human Resources, Carla Scott LPN and Kendra German, LNHA-For filling in for weekend activities! -*From Lisa Barrett*
Jane Wolf, Food & Nutrition Director & Megan Knecht, Food & Nutrition Manager-for coming up with multiple solutions to help with staffing challenges! They are always quick on coming up with answers instead of dwelling on the problem!-*From Kendra German*
Jodi Mittower LPN, Kirsten Gray STNA, Dawn Gladiuex, STNA, Kim DeHann, STNA & Becky Rahm, STNA-moved and got a resident situated quickly to assist getting a resident ready for Compassionate Care Visits from her family. *–From Meleny Bonnell*
Brenda Kern, Env. Services-assisting a resident to an appointment due to transportation issues. *–From Will Clymer*
Lisa Dobbelare, RN-making time for me to discuss our agency staffing and their billing!-*From Brian Coil*
Amy Duty, RHIT-for spending some extra time to cover the front desk!-*From Brian Coil*
Suzanne Barth, LPN - I couldn't ask for a better partner to work on the rehab unit with! Always goes above and beyond and some days I couldn't finish all I need to without her help. I'm also so appreciative of all the primary care she does! -*From Alisha Fouke*

Did a #ViewCrew member go above & beyond for you? Please let us know so we can recognize them! Send your "Shining Moment" to Riverview Administrator, Kendra German kgerman@co.ottawa.oh.us

Accounting Week
November 7-13, 2021

HISTORY OF INTERNATIONAL ACCOUNTING DAY

The history of accounting as an established practice dates back several millennia. Records and documents originating from the Mesopotamian region traced back as far as 5,000 B.C. reveal the employment of accounting systems in the service of tracking the exchange of goods between temples. Further evidence of the prevalence of accounting would appear from discoveries in ancient Egypt and Babylonia, but the most comprehensive findings would first originate from materials belonging to the period of the Roman empire. Information notated across innumerable archives during this era show detailed quantifications kept across areas, spanning public revenues, private expenditures, the distribution of commodities, and more.

The field of accounting has undeniably developed significantly since its introduction in pre-modern times. It would experience especially robust advancements throughout the Middle Ages and the Renaissance period; International Accounting Day is celebrated on the anniversary of the publication of a critical work in the 15th century by an Italian mathematician.

The discipline would go on to see a sharp rise in necessity and demand in the fields of business and finance starting in the mid-19th century. The Industrial Revolution would prove to increase the number and size of companies across the world to an unprecedented degree, and it became imperative for corporations to maintain strong accounting departments to have a part in all aspects of business' operations. Today, there is an indisputably great number of people working in the profession all over the world – the Bureau of Labor reported in 2018 that there were nearly 1.5 million accountants and auditors working in the United States alone! From: *https://nationaltoday.com/international-accounting-day/*

During the Week of November 8-12, Riverview is celebrating our Business Office Accountants! Both CFO, Brian Coil and Staff Accountant, Pam Hatfield, have 20 years of service to Riverview! You will often find both Brian and Pam doing much more than accounting in their offices! Whether helping families with finance questions or helping our residents enjoy a special activity, we are blessed with all the dedication both Brian and Pam give beyond their office/ accounting work! THANK YOU!

October Shining Moments

Carla Scott, LPN-she has continued to assist on Assisted Living and I greatly appreciate it! The residents just love her and will come looking for her when they are in need of something!-*From Lisa Dobbelare, RN Director of Nursing*

Mary Diefenthaler, HR-for being patient with my ins and outs for payroll. I know she has a lot going and I and appreciate her kindness in helping me!-*From Will Clymer, Director of Environmental Services*

Shannon Terry, LPN- a shining star for calling on her day off to see if we needed any help (which we did). She came in and worked 8 hours to help on station 1. It was very thoughtful of her ! -*From Sheila Hudson, Nursing Administrative Assistant*

Diana Nordlund, LPN-for calling the resident's and their family's about getting a booster shot. It was a big help!-*From Sheila Hudson, Nursing Administrative Assistant*

Will Clymer, Dir Env. Services-for covering the front desk while I attended a meeting. –*From Sheila Hudson, Nursing Administrative Assistant*

DJ Evans, LPN-a shining star for changing his shift to help us out on short notice. He has been helping out a lot and I appreciate it!-*From Sheila Hudson, Nursing Administrative Assistant*

The entire #ViewCrew "Nurse staff "-a shining star, for helping so much with primary care! I am so thankful for your help and I am sure the STNAs appreciate you as well! -*From Sheila Hudson, Nursing Administrative Assistant*

#ViewCrew, Jane Vandersall, LPN & Ben Eldred, LPN-Family would like to thank the staff at Riverview Healthcare for the great care the last eight months especially the nurses Jane and Ben.-*The obituary of a Riverview Resident.*

Brenda Lochotzki, Reception-we would like to thank Brenda for our appreciation banner! During Environmental Services Week. We missed you while you were gone. –*From Environmental Services*

Mandy Spencer, Env. Services-for deep cleaning our office!-*From Lisa Barrett, ADC*

Will Clymer & Mandy Spencer, Environmental Services-for coordinating a swap out of a TV and setting up the new one -I appreciate it so much!! Thanks for your quick help first thing in the day!-*A Resident's Daughter*

Jennie Frazier, Speech Therapist-Jennie impressed me with the care and interest she gave to my husband with the book she created for him acknowledging many of his favorite interests. We never met, but I am grateful for her care and interest in getting to know him. It meant a lot to his family. –*From a Former Resident's Wife*

Brian Coil, CFO-bringing in donuts for his team members! A sweet way to start the day!-*From Kendra German, LNHA*

Brian Coil, CFO-for bringing in a "treat" to try and brighten our day. So thoughtful, he said he even took out all the calories! Thank you Brian!-*From GiGi Day, Environmental Services*

Lisa Dobbelare, RN, DON-for adding coffee to the donuts for more sweetness! A nice mix for the day!-*From Brian Coil, CFO*

Bill Klotz, Nelson Duty & Tina McVicker, Environmental Services-for jumping in to help clean up Station 5 after some flooding yesterday. Everyone jumped in as a team to take care of the problem. –*From GiGi Day, Environmental Service*

Kirsten Gray STNA, Hannah Follman STNA, Rhiannon Neff STNA, Becky Rahm, STNA, Suzanne Barth LPN, Danielle Monhollen STNA, Genoveva Beaver STNA, Tiffany Hagan STNA and Carla Scott LPN-For helping me transport residents to the Doctor's Office in Town Square. They "Rocked it Out"!-*From Meleny Bonnell, LSW*

Lisa Woods, Cook-for her dedication to making the Riverview All Star Relay Team so successful in raising money for the American Cancer Society! And making it fun and feeding us well while doing it! THANK YOU LISA!!-*From Kendra German, LNHA*

DJ Evans, LPN-when a call off came in in the afternoon for the night shift, he came down to Lisa's office and offered to stay until 2am so she could come in a little later and not have to work a full shift to cover it! Thank you DJ for being such a hard worker!-*From Kendra German, LNHA*

Will Clymer, Director of Environmental Services-for keeping an eye on our flags and replacing them when they are starting to show wear! Our taller poles cause more wear and tear than usual and he keeps a great eye on them!-*From Kendra German, LNHA*

Megan Forsythe, RN-for picking up the rest of the of the call off shift so Lisa didn't have to come in AT ALL!! THANK YOU!!!-*From Kendra German, LNHA*

The Lighthouse Unit, Receptionist and Lisa Barrett, ADC-you have such a gift for caring for others and your kindness, time, and energy are appreciated so much. Thank you for all you do.-*a Resident's Family*

#ViewCrew cooks-are the best kept secret around-*From a Current Resident*

#ViewCrew-you are all exceptional! My Dad is better now than he was before this.-*From a Former Resident's Daughter, expressed with tears in her eyes*

Megan Knecht, Food & Nutrition Manager-The Health Department hasn't been here in months and of course show up for their inspection while Director, Jane is on vacation. Megan did fabulous though and came away with NO CITATIONS!!!-*From Kendra German, LNHA*

Liv Greener, Therapy-Thank you for assisting our new Independent Living resident on the Nu-Step! She enjoys walking and was so excited to see the Nu-Step facing the beautiful view of the River! Liv didn't hesitate to get her on the Nu-Step and get everything set up for her! Thank you Liv!-*From Kendra German, LNHA*

Devin Santiago, LPN-for taking over as an Aide so the on call nurse could go home after 10. Thank you Devin for being a great team player. –*From Lisa Dobbelare, RN Director of Nursing*

Kari Cruthers, RN-We thought that Staffing was good and then had a late call off, and she had to come back in at 6:45 after just leaving the nurses meeting! Thank you Kari for dedication.-*From Kendra German, LNHA*

Hannah Follman, STNA-made a birthday sign for one of her residents who hadn't been feeling well!-*From Kendra German, LNHA*

Kelly Schwan, STNA/Activities-rocked it out with getting the absentee voting system together! She got it all done on Friday and we will deliver to the Board of Elections today!-*From Lisa Barrett, ADC*

DJ Evans, LPN-Was very patient and understanding with one of our memory care gentleman that was having a rough night. DJ listened and calmed him down so that the resident could enjoy his evening.-*From Kim Geldien, Customer Service Representative*

Jordyn Spangler, RN-Has been very good about swabbing other employees for COVID testing whenever we call her. –*From Kim Geldien, Customer Service Representative*

Kylie Evans, RN-Has dropped everything to swab other employees for COVID testing as she as she arrives at work. –*From Kim Geldien, Customer Service Representative*

Tracey Schiller, Environmental Services-for spending her breaks talking to our residents. –*From Kim Geldien, Customer Service Reprehensive*

Jane Vandersall, LPN-For working with a family member on a difficult situation-*From Kim Geldien, Customer Service Representative*

Will Clymer, Environmental Services Director-for stopping what he was doing to help a resident get to Rehab!-*From Megan Finn, RN MDS Coordinator*

Steve Wagner, Ottawa County Water & Sanitation-for helping us with a pump!-*From Will Clymer, Environmental Services Director*

Will Clymer, Dir of Environmental Services; Amy Duty, RHIT, Mary Diefenthaler, Human Resource Assistant; Sheila Hudson, Nursing Administrative Assistant-for working at the front desk and doing a great job-*From Brian Coil, CFO*

Diana Nordlund, LPN-a door alarm was sounding in the basement and she couldn't leave her unit, she called various place to get someone to check and finally got me! I appreciate her efforts to keep her residents safe as well as the rest of the facility.-*From Kendra German, LNHA*

Meleny Bonnell, LSW- Yesterday she came up to the front desk to give me a coffee/bathroom break without me even asking. It was much appreciated!!! -*From Amy Duty, RHIT*

Sheila Hudson, Nursing Administrative Assistant-for tracking down employees who needed to complete some COVID paperwork we needed for reporting and regulations! Thank you for efforts!-*From Kendra German, LNHA*

Robin Pfeiffer, Human Resources Coordinator-for making time for a tour of the new Independent Living, that lead to a new admission from that tour!-*From Kendra German, LNHA*

Brian Coil, CFO & Will Clymer, Director of Environmental Services- For always driving us if there are meetings out of the building. From Robin Pfeiffer

Megan Forsythe, RN-for stepping into the Nursing Supervisor position when she is needed!!-*From Sheila Hudson, Nursing Administrative Assistant*

Carla Scott, LPN, MDS Assistant-for filling in for the rounds with the Medical Director last minute. –*From Robin Pfeiffer, Human Resources Assistant*

Diana Nordlund, LPN-for coming in for the Costume Contest on one of her only days off to show her fabulous costume SHE MADE!! Thank you Diana for keeping the Halloween Spirit alive and well at Riverview!-*From Kendra German*

Has one of our #ViewCrew Members gone above and beyond for you or your loved one? Please let us know! Send your "Shining Moment" to Kendra German, Administrator. kgerman@co.ottawa.oh.us

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

Did you know... Riverview Gift Shop Gift Cards can be purchased at our "Shop on the Square"! A great holiday or special occasion gift idea for our residents!

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."