Riverview Breeze

January/February 2022

Ottawa County Riverview Healthcare Campus

Riverview COVID-19 Update

This is an ever evolving situation. We ask all staff, residents and representatives take the time to read this update. This update is current as of Tuesday, January 6 at 2pm.

As COVID-19 surges in our communities we have found the same to be true here at Riverview. At this time we are currently experiencing an outbreak that involves 16 of our residents. All residents are from our Station 1 and are isolating on our COVID-19 unit on Station 2. All residents seem to be faring well at this time with mild to no symptoms. The residents are being closely monitored by our Medical Director, Nurse Practitioner and Nursing Staff

This is the current situation on each of our units.

Station 1: (Harvest Glen/ Traditional Long Term Care)

- Currently has 13 residents.
- While all are negative, they are considered to have a HIGH EXPOSURE to COVID-19.
- We are isolating these residents to their rooms as best as possible. If they do come out of their rooms, we are keeping them on their unit, distanced and masked as best as we can.
- Staff/Contractors going to this unit are required to use FULL PPE, (N95, Eye Protection, Gloves and gowns).
- At this time, this unit will remain on isolation until 1/17/2022 at 8am.

Station 2: (COVID Isolation Unit)

- Currently has 16 residents. This census will fluctuate as our positive cases resolve and return to Station 1; as well as if the facility has any more positive cases.
- These patients are all in isolation on this unit.
- Full PPE is required on this unit (N95/Eye Protection/ Gloves and Gowns)
- We discourage anyone entering this unit, unless they are the assigned staff member to this unit.
- If someone does need to enter this unit, we ask that you make it your last stop at Riverview for the day/shift, and leave the campus immediately following your exit of this unit.
- At this time, this unit will close sometime between 1/13-1/18 dependent on the severity of the symptoms being experienced by these residents.
- Visitation is still permitted on this unit but highly discouraged (Per CMS)

Station 3: (The Lighthouse Unit/Memory Care)

- Currently serving 22 residents
- These residents continue to test negative for COVID 19.
- Their last exposure on this unit was by a staff member who worked on 12/29, they will continue to be

Dates to Remember:

January:

1 **Happy 2022**

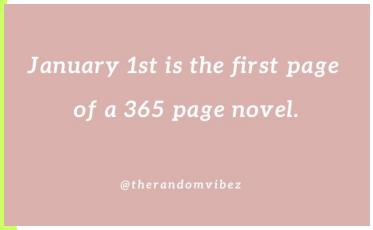
17 Martin Luther King Jr. Day (Administrative Offices will be closed in observance)

23-29 Activities Professional's Week

February:

6-12 Pride in Food Services Week

21 President's Day (Administrative Offices will be closed in observance)



Riverview COVID-19 (Continued)

tested and quarantined to their unit until 1/13/2022 at 6pm
All Staff and Contractors to this unit should wear an N95 and Eye Protection

Station 4: (Cottage Cove/Short Term Rehab Unit)

Currently has 8 Residents
These residents continue to test negative for COVID-19
Their last exposure on the unit was by a staff member who worked on 12/30, they will continue to be tested until 1/14/2022.
Residents of this unit are staying on their unit for all services, except Rehab, where strict COVID-19 precautions are followed by our Therapy Department.
All Staff and Contractors to this unit should wear an N95 and Eye Protection

Station 5: (Hartford on the Riverview Senior Living)

3 Assisted Living Residents and 6 Independent Living Residents
These residents have had no COVID-19 exposure by any staff members or positive residents.
Residents are permitted to come off the unit but must screen in at our front desk and wear a surgical mask.
All Staff and Contractors to this unit should wear an N95 and Eye Protection to protect these residents.

"Some people who are infected may not have symptoms, which is why everyone should take everyday preventive actions."-CDC

Personal Protective Equipment (PPE):

While our stations have some different protocols regarding PPE, the facility also follows the CDC's suggestions based on the community positivity levels in Ottawa County. As of January 4, 2022, Ottawa County has a positivity rating of over 20%, meaning there is wide community spread of COVID-19. This requires our facility to have all staff/contractors and volunteers in resident areas or with the possibility of exposing a resident to wear eye protection along with a facial covering (surgical or N95).

At this time, staff/contractors and volunteers on all units are required to wear an N95 mask. If a staff member has been deemed medically unable to wear an N95, please consult with your supervisor on your next step, we do have some different options available for your protection. If a contractor or volunteer is unable to wear an N95 or refuses to wear an N95 we will not permit them on our units. While the N95 requirement could be removed 14 days after the unit has had exposure to a positive, we may continue this beyond that date as the new variant is spreading so easily.

All residents when not in their rooms or in the presence of staff/contractors/volunteers or visitors in their rooms MUST wear a surgical masks that cover their nose and mouth. Please see the visitation section for visitor PPE requirements.

Visitation:

Per changes from the Centers for Medicare/Medicaid Services (CMS, our regulatory agency) there are NO restrictions on visitation at this time, unless we have a "significant" outbreak in the facility. The facility has put some precautions in place; we feel, if followed, visits can be done with little to no risk to the residents or the visitor.

No one will be permitted on our nursing home units unless they are able and/or willing to show proof of full vaccination. This is regardless of the resident's vaccination status they are visiting.
Unless visiting the COVID unit, any visitors unable to show proof of vaccination will be given a private area in Riverview's TownSquare.
Masks and distancing are required during ALL visits at this time due to the high community spread in Ottawa County.
We highly discourage any child who is unable to properly wear a mask from visiting at this time. While we will not turn the child away, the child will NOT be permitted on our nursing units and the visit will take place in TownSquare.
Visitors are permitted to wear an N95 that the facility can provide you for additional protection.

Visitors MUST be honest on their screening, the facility does have the right to turn away any visitor who has been exposed to COVID or is experiencing any signs or symptoms of COVID-19.

Visitors are permitted on our COVID isolation unit but HIGHLY discouraged! If you do choose to visit a resident on the COVID-19 isolation unit.

- The visitor will screen in at the front desk.
- Education will be given on the risk to visiting this unit.
- The staff on the COVID unit will be notified a visitor is coming to the unit.
- The visitor will use the courtyard to access the COVID unit. (The door to the isolation unit will be on your right if you are entering after leaving the courtyard)
- Staff will provide visitors an N95, eye protection, gown and gloves when they enter the unit.
- Visitor should remove all Personal Protective Equipment prior to leaving the unit.
- Visitors should leave unit and go directly to their vehicle without stopping anywhere else in the facility.

We are able to offer face to face virtual visits on any of our units. Please contact the resident's charge nurse to set these visits up.

If a visitor is not feeling well or has any reason to believe they may be carrying the virus, we ask that you please not visit at that time.

Resident Outings:

Our residents are still free to come and go as they wish with family or friends. At this time if a resident does leave our facility we do ask that resident wear a mask and distance from others while they are out. We ask that those around them do the same.

With the high level of spread in our community, we are requiring that any resident, who leaves our campus, to quarantine to their room for 5 days, on the 6th day we will test the resident. If the test on the 6th day is negative the residents can carry on with their routine outside of their room, if the resident is positive they will move to our COVID-19 isolation unit.

This protocol will not be required for residents who have had COVID within 90 days of leaving the facility.

Testing:

Testing will continue to be done on all nursing home residents, every 2 days until we go 4 consecutive days from the last positive, at that time we move to 5 days unless a resident becomes symptomatic. At this time, due to the last date of exposure, all residents on Station 1, 3 and 4 will be tested on Wednesday, January 5.

Unvaccinated employees are required to test every 3 to 4 days. ANY staff member who is experiencing symptoms will also be tested prior to their shift.

At this time we are unable to test visitors due to testing availability. We ask if you have any symptoms or reasons to believe you may be carrying the COVID-19 virus that you do not visit. We recommend a virtual visit with your loved one.

Vaccination:

Currently Riverview has 96.8% of our current resident population vaccinated and 91.7% of our residents have received the booster. 86% of Riverview staff is vaccinated and 39.5% of our staff has received their booster. We continue to stress the importance of the vaccine and the booster as we have seen it diminishes symptoms. Any resident or staff member interested in receiving their vaccination or booster should contact our Director of Nursing, Lisa Dobbelare.

At this time Riverview staff does not fall under any of the current vaccine mandates required by the federal government. The Mandate for the Centers of Medicare and Medicaid Services (CMS) has been placed in an injunction for the state of Ohio. While some nursing homes and healthcare providers fall under the OSHA mandate, because Riverview is county owned and operated, we also do not fall under OSHA regulations. Riverview is instead regulated by PERRP, which ensures public employee safety in Ohio. At this time PERRP is NOT requiring a vaccine mandate. It is important to note, that the OSHA vaccine mandate requires all unvaccinated staff members to test weekly and wear a mask. Riverview is already required to have unvaccinated staff test twice per week and all staff members are required to wear mask at all times when on the campus. Even though we do not fall under the OSHA mandation, our current state and federal guidance is more stringent than the OSHA mandate.

Activities:

"Researchers estimate that people who get infected with the coronavirus can spread it to others 2 to 3 days before symptoms start and are most contagious 1 to 2 days before they feel sick." WebMD

Riverview COVID-19 (Continued)

We are not holding large group activities in our Multipurpose room at this time. Activities are being held on each unit while encouraging masking, distancing and satiation. This will continue until Monday, January 17, pending no further positive cases.

Dining Services:

Stations 1 (High COVID Exposure) & Station 2 (COVID Isolation) are being served tray service to their rooms.

Station 3, The Lighthouse Memory Care Unit, are being served in their dining room but distanced from one another.

Stations 4, Cottage Cove Short Term Rehab, most of these residents are dining in their rooms. For those who choose to use our dining room they are being distanced from others.

Station 5, Hartford on the River Senior Living, these residents are being served in their dining room and distancing from the other residents.

Therapy Services:

Station 1 therapy services are being provided in the resident's rooms.

Station 2 therapy services are being provided on the unit, and our therapist treating on this unit, are visiting these residents at the end of their work day and then leaving facility immediately following the treatment.

Station 3 therapy services are being treated on their unit when possible. If the Rehab Clinic is needed to meet the resident's needs or goals, they are being brought to the gym with masking (if patient is able), distancing and heavy hand, and surface and equipment sanitation.

Station 4 therapy services are occurring in the Rehab Clinic with masking (if patient is able), distancing and heavy hand, and surface and equipment sanitation.

Return to Work Criteria:

As predicted nationwide, the spread of COVID has the potential to wear down an already thinning healthcare industry. The CDC has now released guidance that is being followed by Riverview as well as other healthcare providers to keep our entire healthcare industry moving.

Riverview is currently operating under "Contingency" status per the CDC Return to Work Guidelines. These guidelines allow staff who has tested positive to return on Day 6 following their symptom onset or (if asymptomatic) the 6th day following a positive test; and/or the individual has not had a fever within the last 24 hours (without use of medication) or has body aches. The returning staff member should wear an N95 upon their return from day 6 through day 10. And of course, follow all other PPE guidance and recommendations for the area they are working in.

While Riverview has a positive COVID unit, we are permitted to have current staff members who are positive work on our COVID-19 unit with our positive residents, if they have not had a fever within the last 24 hours (without the use of medication). All the necessary PPE is required, as it would be for all staff members working this unit: N95, Eye Protection, gowns and gloves.

If we tested an employee at Riverview and the employee is not able to work, the employee is given 5 days of time off without a doctor's note to return. If the employee goes into day 6 and are still not well enough to come back to work, we will require you to return with a doctor's note.

If an employee has done a home test or had another provider test them and the test is positive, we will require a doctor's note for the employee to be paid sick time. If the employee tests positive we will ask you to please give us your symptom onset date. Day one will begin the day after your symptoms started. This is to keep our processes consistent with all our staff.

Some observations we have noticed, these are not scientific in any way, just what we have experience with this current outbreak.

The virus is easily spreading and very difficult to track where and when an outbreak has begun.

CDC-

"The Omicron variant likely will spread more easily than the original SARS-CoV-2 virus and how easily Omicron spreads compared to Delta remains unknown. CDC expects that anyone with Omicron infection can spread the virus to others, even if they are vaccinated or don't have symptoms."

Symptoms are occurring in fully vaccinated and boostered individuals, but symptoms in these individuals have remained very mild.

We are finding that many who become symptomatic do not test positive for several day after the onset of their symptoms. We believe best practice at this time is to test every few days while symptoms continue, but a negative test does NOT mean you aren't carrying the virus.

Our health department has informed us when wearing an N95 appropriately it is NEARLY impossible to pass the virus if you are carrying it.

People who have had COVID-19 are getting reinfected and we HAVE seen this on our campus. Knowing you had COVID is no longer an additional safety net at this time. (We have heard people ae being reinfected as early as 3 months from their 1st infection, we have experienced approximately 10 months here on our campus).

We thank all our staff and visitors for your continued support and protection of our residents and #ViewCrew. If you have any further questions please don't hesitate to contact us. Despite all efforts, this strain of the virus seems to spread VERY easily, but we are seeing mild to no symptoms and believe we have the best team at Riverview to fight for the best outcomes for our residents.

COVID-19 Integrated County View

Maps, charts, and data provided by CDC, updates daily by 8 pm ET†

https://covid.cdc.gov/covid-data-tracker/

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Ottawa County, Ohio

State Health Department

7-day Metrics | 7-day Percent Change

Community Transmission	High

Everyone in **Ottawa County, Ohio** should wear a mask in public, indoor settings. Mask requirements might vary from place to place. Make sure you follow local laws, rules, regulations or guidance.

How is community transmission calculated?

	January 6, 2022
Cases	406
Case Rate per 100k	1,001.85
% Positivity	31.18%
Deaths	0
% of population ≥ 5 years of age fully vaccinated	61.8%
New Hospital Admissions	9

Ottawa County, Ohio

State Health Department

7-day Metrics | **7-day Percent Change**

Community Transmission	High

Everyone in **Ottawa County, Ohio** should wear a mask in public, indoor settings. Mask requirements might vary from place to place. Make sure you follow local laws, rules, regulations or guidance.

How is community transmission calculated?

	January 6, 2022
Cases	68.46%
% Positivity	11.89%
Deaths	0%
% of population ≥ 5 years of age fully vaccinated	N/A
New Hospital Admissions	50%

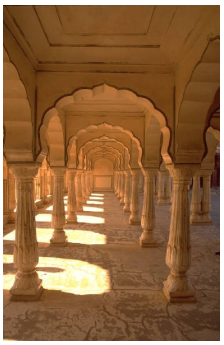
Welcome Bernadette!

Riverview is happy to introduce, Bernadette Scott! Bernadette is Riverview's new Environmental Services Assistant. Bernadette will be assisting Will Clymer, Environmental Services Director, in a variety of different tasks for his department, as well as covering the front desk for breaks of our receptionist. Riverview's Environmental Services department consist of our maintenance department, housekeeping, laundry, and custodial staff. The department is also responsible for the oversight of the facility meeting fire code, purchasing of medical and office supplies and overseeing facility building projects.

Bernadette will be working Monday through Friday from 9am-2pm. Her office is located in the Administrative Hallway in what was the Payroll office.

Bernadette can be reached at Ext.4023 or email at bscott@co.ottawa.oh.us

We Welcome Bernadette to our #ViewCrew family!



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"To catch the reader's attention, place an interesting sentence or quote from the story here."

Caption describing picture or graphic.

Welcome (Back) Becky Lenke, APRN, FNP-C

Ottawa County Riverview Healthcare Campus, in Oak Harbor, Ohio; proudly announces the addition of Becky Lenke, APRN, FNP-C, Nurse Practitioner to our campus! Becky is no stranger to the Riverview Campus; she began her work at Riverview as a teenager in our Food and Nutrition Department in 2004. After becoming a Registered Nurse, in 2012, Becky returned to Riverview as a Night Charge Nurse, quickly moving to Night Supervisor. In May of 2014 Becky became Riverview's Minimum Data Set (MDS) RN Coordinator, overseeing the medical assessments of each resident, which are used by Medicare and Medicaid for reimbursement to the facility.

In December of 2019, Becky became a Family Nurse Practitioner after graduating from the Ohio University in Athens, Ohio. Becky returns to Riverview after gaining diverse clinical experience in an Urgent Care setting.

Becky will assist Riverview's Medical Director; Dr. Sean Callahan, with his resident visits, any changes in condition of residents, as well as continuing her MDS Coordination and being Riverview's Infection Preventionist. "Skilled Nursing Facilities have continued to see more complex medical situations in both our short term and long term residents" stated Riverview Administrator, Kendra German, "Having a Nurse Practitioner on the campus, will only further enhance the skilled medical care Riverview is already known for."

Becky was raised in Graytown, Ohio, graduating from Oak Harbor High School, and currently resides in the Oak Harbor area with her husband Micah and their 5 children (Emily 22, Mya 20, Natalie 9, Addisynn 7 and Barrett 5).

Becky is happy to back on the Riverview Campus, stating "Working within my own community is something that is very important to me. I went into nursing because I wanted to help people and help make a difference in their lives. Over the last 10 years working in healthcare I have learned that if you want to make a difference in the world, there is no better place to start than within your own community!"

"Riverview is excited for this new opportunity for our campus and to be able to have Becky back to serve in this position", German States.

Ottawa County Riverview Healthcare Campus has been County owned and operated for 150 years. The facility is rated as a Medicare 5 Star Facility by the Centers for Medicare and Medicaid Services. For more information on Riverview's inpatient or outpatient therapy, or the new Hartford on the River Senior Living, please call the facility at 419-898-2851.

Resident Birthdays:

**Residents who have elected a "no Media" or "no Volunteer Listing" status, are not included on this listing.*

January:

20 William Matthews
25 Rheva Wilburn

February:

9 Gwen Apling
13 Thelma Vailliant
Karen Davidge
16 Goldie Dangler

Employee Anniversaries:

January
Amy Duty, RHIT, Medical Records Specialist (31 Years)
Dawn Gladieux, STNA (26 Years)
Jane Wolf, DTR, Food and Nutrition Director (15 Years)
Margie Zunk, FSW/STNA (18 Years)
Krystin Berry, Food Service (8 Years)
Genoveva Beaver, STNA (4 Years)
Deb Hepp, Food Service (1 Year)

February
Lisa Dobbelare RN, Director of Nursing (25 Years)
Kim Geldien, Customer Service Specialist (22 Years)
Megan Knecht, Food and Nutrition Manager (19 Years)
Suzanne Barth, LPN (17 Years)
Lisa Smith, STNA (5 Years)
Jordyn Spangler, RN (2 Years)

Christmas at Riverview

While Christmas still was not what we are use to here at Riverview: the Christmas Parties, Carolers through our Hallways the large family feast prepared by our Food & Nutrition. BUT...we did have beautiful tress with decorations from our Auxiliary at Riverview that were decorated by our dedicated #ViewCrew. Carolers huddled in the cold around windows to bring Christmas Cheer. Our residents enjoyed a classic holiday menu. MOST Importantly our residents were able to be visited by their loved ones, some even got to enjoy a family gathering! Yes we were masked, distanced, but together! A start from where we were in 2020!

We thank everyone who donated gifts or decorations, shared their talents performing holiday songs, or just took time to stop in and visit a friend!

As we learned from Dr. Seuss' Grinch, "Maybe Christmas he thought doesn't come from a store. Maybe Christmas perhaps, means a little more!" No other years has this building shown this to be true than in 2020 & 2021!!

Ugly Christmas Sweaters (Left to Right) Kendra German, Becky Rahm, Lisa Woods, Jolene St. Clair, Chelsea Kitzler, Margie Zunk, Val Meinke

St. John's Lutheran Evangelical Church of Oak Harbor came to Carol around the Perimeter of our facility!

November Shining Moments

Jess Brinkman, Environmental Services Assistant-For getting all my paperwork together before she leaves-From Will Clymer, Director of Environmental Services

Cara Densic, RN Case Manager-Stopping an admission that did not have the proper documentation and saved the facility and resident from an unknown diagnosis! -*From Kendra German, LNHA*

Lee Earhart, Food Services-Twice has donated 2 iPads to Riverview for music and memory and virtual visits! This is awesome and thank you for thinking of us!-*From Carla Scott, LPN Coordinator of our Music & Memory Care Program*

Emily Macko, RN Night Supervisor & Megan Forsythe, RN-for working with the other night staff and getting the facility to a place that did not require the Administrative Nurse on Call to come in! THANK YOU, this helps everyone keep the organization running smoothly!-*From Lisa Dobbelare, RN, Director of Nursing*

Anne Ashton, LPN-for volunteering to come in from 2pm-6pm due to a call off. If she hasn't assisted Lisa Dobbelare, our Director of Nursing would have had to come in and she was pretty busy!-*From Sheila Hudson, Nursing Administrative Assistant*

Diana Nordlund, LPN-for taking Kerry (our new nurse) down to introduce her to Kirsten so she would know who to look for when training next week. -*From Sheila Hudson, Nursing Administrative Assistant*

Kelly Schwan, STNA/Activities - Thank You for coming in on your day off to clean the cages and take care of our birds. You are the best and do such an awesome job.-*From the Riverview Auxiliary*

Will Clymer, Director of Environmental Services- helped Bill and Myself unload and stack a load of new resident beds. We both appreciate it!-*From Nelson Duty, Maintenance*

Carla Scott, LPN, MDS Assistant- a shining moment for helping get Dr. Callahan's charts, putting them back and preparing paperwork/list for his rounds the past 2 weeks. She just jumped right and helped out so that his visits went smoothly.-*From Amy Duty, RHIT*

Robin Pfeiffer, HR Coordinator-one for doing my front desk hours Monday for my impromptu time off next week.-*From Amy Duty, RHIT*

Alisha Fouke, RN- a shining star letting me know I had made a mistake on her schedule. I used the template from last months schedule and forgot to change her comp days back to work days. Thank you Alisha.-From Sheila Hudson, Nursing Administrative Assistant

Megan Forsythe, RN-a shining star for volunteering to pick up an extra on call to help out the admin nurses and also for switching her schedule to help even staffing out this next schedule. We appreciate your flexibility!-*From Sheila Hudson, Nursing Administrative Assistant*

November Shining Moments

Jessica Armentrout, RN- deserves a star also .She changed her schedule to help us balance staffing out as well! Thank you!-*From Sheila Hudson, Nursing Administrative Assistant*

Sam Miller, **Cook**- before she was contingent she always picked up hours as we needed, sometimes working a month straight.-*From Jane Wolf, DTR & Megan Knecht, Food & Nutrition Manager*

Kelly Pena, Food Service- always working as we needed, picking up days or switching her schedule to fill in without complaint. .-*From Jane Wolf, DTR & Megan Knecht, Food & Nutrition Manager*

Alysha Kitzler, **Food Service**- picked up a stock shift for next week while Megan is on vacation so I won't have to worry about putting stock away while Megan is not here. .-*From Jane Wolf, DTR & Megan Knecht, Food & Nutrition Manager*

Lee Earhart, Food Service- Using WD 40 on all the kitchen carts so they don't squeak.-*From Jane Wolf, DTR & Megan Knecht, Food & Nutrition Manager*

Chelsea Kitzler, Food Service- filling in as a prep cook when needed.-*From Jane Wolf, DTR & Megan Knecht, Food & Nutrition Manager*

Kim Spencer, Food Service- filling in as a prep cook when needed.-*From Jane Wolf, DTR & Megan Knecht, Food & Nutrition Manager*

Krystin Berry, **Food Service**- staying on top of what needs attention in the shared kitchen & with the AL/IL residents. Helping keep our residents safe by reminding everyone to wear masks down there.-*From Jane Wolf, DTR & Megan Knecht, Food & Nutrition Manager*

Brandy Kitzler, Food Service- Taking time to talk with a skilled resident who needed some extra attention :) .-*From Jane Wolf, DTR & Megan Knecht, Food & Nutrition Manager*

Tess Smarkel, Food Service- Always being positive even in a negative situation.-*From Jane Wolf, DTR & Megan Knecht, Food & Nutrition Manager*

Deb Hepp, **Food Service**- Even though she hasn't been here in a long time, she comes in and stays in touch with everyone. .-*From Jane Wolf, DTR & Megan Knecht, Food & Nutrition Manager*

Lisa Dobbelare RN Director of Nursing, Carla Scott LPN MDS Assistant, Cara Densic RN Case Manager, Kim Jess LPN, Jessica Martin LPN, Meleny Bonnell, LSW and anyone else who may have helped-a shout out for helping me with an emergency yesterday. I could never have done it without their help. Everyone stepped up and did their part. Awesome teamwork! Great team nursing!! Love our #ViewCrew-*From Ann Ashton, LPN*

Tracey Schiller, Environmental Services-deep cleaned a room without it being requested because she knew we would need it. –*From Meleny Bonnell, LSW*

November Shining Moments

Pam Hatfield, Staff Accountant-for coming in on a planned vacation day to catch up the billing and other business office business due to an unplanned call off in their department. *–From Meleny Bonnell, LSW & Cara Densic, RN Case Manager*

Sheila Hudson, Nursing Administrative Assistant and Robin Pfeiffer, Human Resources Coordinator-a shining moment. Sheila stayed at the front for an extra half an hour, and Robin went up a half an hour early so I didn't have to cover the front desk yesterday. *-From Will Clymer, Director of Environmental Services*

Deb Wozniak and Amanda Spencer of Environmental Services- for taking care of our difficult bathroom situation so quickly! Thought they deserved a shining moment!-*Beth Rex, Rehab Director*

Megan Knecht, Food & Nutrition Manager & Lisa Dobbelare, RN, Director of Nursing-for coming in and assisting with the Veteran's Celebration! I appreciate you coming in to help celebrate our Veteran's on their holiday! Thank you!-*From Kendra German, LNHA Administrator*

Mary Diefenthaler, HR Assistant & Jane Wolf, DTR*-for taking front desk coverage on a Friday afternoon and evening when the receptionist had a family emergency. –From Robin Pfeiffer, HR Coordinator*

Emily Macko, RN Night Supervisor-has really stepped up and offered to help me in anyway she can with Quality Assurance! She has really been a big help!-*From Lisa Dobbelare, RN Director of Nursing*

Diana Nordlund, LPN-she is working until midnight tonight so I don't have to come in at 6pm!-*From Cara Densic, RN Case Manager*

Tina McVicker & Cathy Smarkel, Environmental Services-They unpacked supplies, stocked and tidied up entire clean linen room for the staff on Station 3. We appreciate the support and kindness in your helpful gesture. We will try to keep it looking good.-*Your Station 3 Coworkers*

Amy Duty, RHIT-for helping me with an eye doctor bill!-*From Lisa Barrett, ADC*

Joann Markin, STNA-Came in to assist on her day off-*From Amy Duty, RHIT*

Amy Gluth, LPN-for coming in early to help with staffing. *–From Amy Duty, RHIT*

Marie McDonald STNA, Diana Nordlund LPN, and Amy Gluth LPN- a shining star for volunteering to stay over after a couple of call offs, so the admin nurse on call could get some sleep after working all day and having to come back in for the night shift.-*From Sheila Hudson, Nursing Administrative Assistant*

Lisa Barrett, ADC-helped a resident who needed a new shirt, due to getting her sleeve wet while washing hand.-*From Amy Duty, RHIT*

Emily Macko, RN Night Supervisor-someone donated books and she really wanted to put them away in the library to help out, even while doing her supervisor duties. *–From Kendra German, LNHA*

Brian Coil, CFO-helped us get a great consultant back we used in our billing process!-*From Amy Duty, RHIT*

Jane Wolf, DTR- a shining star for helping Lisa take residents back from activities.-*From Sheila Hudson, Nursing Administrative Assistant*

November Shining Moments

#ViewCrew-I was thrilled with my stay and all the staff were wonderful! People don't want to come to places like this, but I really enjoyed being here!- ***From a Former Resident***

Mary Diefenthaler, HR Assistant-for covering the front desk unexpectedly on a payroll Monday. –*From Brian Coil, CFO*

Amy Duty, RHIT-even when she on vacation she continues to check email and gives us the diagnosis code we need for billing appropriately!-*From Cara Densic, RN Case Manager*

Danielle Monhollen, STNA, Genoveva Beaver, STNA, Erin Stephens, STNA-for having positive attitudes all day and totally rocking an incredibly challenging and hectic day :) -*From Ben Eldred, LPN*

Ben Eldred, LPN-maintained calm composure. It makes a difference when leading your team. –*From Lisa Dobbelare, RN, Director of Nursing*

Jodi Mittower, LPN-for jumping in to help test residents. She has been a blessing and always takes challenges with a good attitude and helps!-*From Meleny Bonnell, LSW, Brian Coil, CFO*

Administrative #ViewCrew-for jumping in to assist with a moves and notifications about the COVID-19 positive case.-*From Kendra German, LNHA*

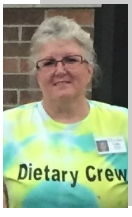
Becky Rahm, STNA-for doing activities over the weekend and handling the church services and last minute hymn request. –*From Lisa Barrett, ADC*

Emily Macko, RN-for bringing in treats and Gatorade for our COVID unit! How thoughtful and quite a treat for our resident on that unit. –*From Lisa Dobbelare, RN, Director of Nursing*

Megan Forsythe, RN-gave any extra time she had all weekend and Monday Morning helping me with the residents on the unit! She didn't have to do this, she had her own work to do but came to help me!-*From Carla Scott, LPN, MDS Assistant*

Robin Phillips, LPN-always helping out on the floor, always adds fall interventions. Really goes above and beyond. Pitches in to help to make sure I don't drown. –*Carla Scott, LPN, MDS Assistant*

Did a #ViewCrew member go above and beyond for you or your loved one? Please let us recognize them by sending your "Shining Moment" to Riverview Administrator, Kendra German kgerman@co.ottawa.oh.us



December Shining Moments

Jane Wolf, DTR & Megan Knecht, Food & Nutrition Manager-Thank you! Thank you! Thank you!! I was going to work the front desk on a very busy Saturday for our family, Jane and Megan heard about it and stepped in and took the coverage so I could tend to my family! I so appreciate this, more than you know!-*From Kendra German, LNHA*

Will Clymer, Director of Environmental Services-Thank you for continuing to help us in times of need! We GREATLY APPRECIATE IT!!—*From your Environmental Services Crew*

Kelly Schwan, STNA/Activities-for passing snacks on Station 1 last Friday and Saturday evening. Thank you so much, you are a great help!-*From Anne Ashton, LPN*

Lisa Dobbelare, RN, Director of Nursing; Sheila Hudson, Nursing Administrative Assistant; Becky Lenke, FNP-C: Genoveva Beaver, STNA and Danielle Monhollen, STNA-for taking time out of their busy workload to help and get me the supplies I needed on Station 2 Monday & Tuesday to take care of our residents. Your kindness does not go unappreciated.-*From Anne Ashton, LPN*

Nelson Duty, Maintenance and Ronnie & Bonnie Schimming, Auxiliary at Riverview-for decorating the main courtyard with Christmas lights for the Residents! It looks so nice!!-*From Carla Scott, LPN, MDS Assistant*

Meleny Bonnell, LSW-for picking up my front desk coverage so I can attend a meeting. -*From Amy Duty, RHIT*

Anne Ashton, LPN-for organizing the Station 2 supplies, shower list and giving showers! She really put a lot of effort into making sure those residents are well taken care of! Even using tools to fix the shower!!-*From Carla Scott, LPN, MDS Assistant*

Christmas Committee-work so hard to give our #ViewCrew a great party, and sadly this year they quickly changed plans due to COVID. All you do is appreciated!-*From Carla Scott, LPN, MDS Assistant*

Megan Forsythe, RN-for covering hours I would have had to come in over night! I greatly appreciate it!-*From Lisa Dobbelare, RN, Director of Nursing*

Alisha Fouke, RN, Day Supervisor-a shining star for handling a difficult staffing situation the other day, on her own. Instead of calling Lisa, she took it upon herself to handle the situation and did a great job. She has really stepped up to the supervisor position and has taken control of the job duties.-*From Sheila Hudson, Nursing Administrative Assistant*

Megan Forsythe, RN-for coming in to cover a shift so the Director of Nursing didn't have to come back in at Midnight, after working all day, to cover a shift on the floor. -*From Sheila Hudson, Nursing Administrative Assistant*
Jessica Martin, LPN-for volunteering to cover 2p-6p the entire weekend to help out, since she was already here both Saturday and Sunday from 6am-2pm. -*From Sheila Hudson, Nursing Administrative Assistant*
Diana Nordlund, LPN-for changing her schedule to work nights to help out.-*From Sheila Hudson, Nursing Administrative Assistant*
Marie McDonald, STNA-for switching to night shift for the weekend to cover open shifts.-*From Sheila Hudson, Nursing Administrative Assistant*
Christmas Committee-fabulous job once again, especially with last minute changes in the plan!-*Kendra German, LNHA*
GiGi Day, Environmental Services-for all her holiday decorations! She just continues adding and I so enjoy it!-*From Robin Pfeiffer, HR Coordinator*
Leanna Beaver, STNA & Kylie Evans, RN-for always gathering supplies and being my "gophers" for any and everything I needed while on the isolation unit!-*From Emily Macko, RN, Night Supervisor*
Alisha Fouke, RN-stayed until 10pm after working her scheduled 12. I don't know how I would have done it without her!-*From Emily Macko, RN, Night Supervisor*
Diana Nordlund, LPN; Dawn Gladiuex, STNA & Kirsten Gray, STNA-for covering hours so I didn't have to work overnight and could just focus on my Case Management!-*From Cara Densic, RN, Case Manager*
Carla Scott, LPN, Amy Duty, RHIT and Becky Lenke, APRN, FNP-C-covering admissions for Cara so that I could attend an appointment with my husband. -*From Cara Densic, RN, Case Manager*
Nelson Duty, Maintenance-for helping a resident with her TV headphones. -*From Amy Duty, RHIT*
Carla Scott, LPN-relieving the nurse on the isolation Unit so they get a break. -*From Becky Lenke, APRN, FNP-C*
Will Clymer Env. Services Director, John Pratt IT and Nelson Duty Maintenance- for assisting with getting the internet back up and working!-*From Robin Pfeiffer, HR Coordinator*
Amy Duty, RHIT-really assisted me to do Meleny's Social Work while she was out. -*From Cara Densic, RN, Case Manager*
Amy Duty, RHIT-The insider while internet was down for phones and Point Click Care. Kept things running well. -*From Kendra German, LNHA*
Alisha Fouke, RN, Day Supervisor-for taking charge and handling all the technical issues over the weekend with the internet, EMARS, and phones. She handled it with ease. -*From Amy Duty, RHIT*

Kendra German, LNHA-volunteering to come in and work the front desk on Christmas Eve day. Yes I know you said you were coming in to deliver ornaments but I seriously doubt there are any other administrator's that would "volunteer" to come in on a paid holiday and take time away from their family to cover the front desk of their building. *-Amy Duty, RHIT*
#ViewCrew-You are all doing an incredible job and I am proud of you. *-A Resident Representative*
Chelsea Rollheiser, STNA- a shining star. She thought she was on the schedule and came in to work. We had an agency not show up so Chelsea stayed to help out for 4 hours.*-From Sheila Hudson, Nursing Administrative Assistant*
Kirsten Gray, STNA-for being so kind and helping a visitor who was unable to walk to and from the resident's room she was visiting. She was patient and kind the entire interaction as she pushed a transport wheelchair and got the visitor's walker. So often we go above and beyond for our residents and warms my heart when we go above and beyond for our resident's visitors! Thank you Kirsten!*-From Kendra German, LNHA*
Tina McVicker & Deb Wozniak, Environment Service-for assisting with a "special visitor" enjoying the candy on my desk. EEEKKK!*-From Robin Pfeiffer, HR Coordinator*
Margie Zunk, STNA/Cook- volunteered to stay until 6 tonight missing her family Christmas to help us out. *-From Meleny Bonnell, LSW*
Kimberly Jess LPN, Hannah Follman STNA, Erica Thompson STNA and Olivia Torres STNA- for their help and support throughout the entire shift. Much appreciation from their nurse. *-From Megan Finn, RN*
Administration, Kim Geldien Customer Service Representative, Pam Ostheimer Reception and Susan Lucas Reception -who worked for me while I was off for my surgery. *-From Brenda Lochotzki, Reception*
#ViewCrew- for all of your prayers and text to check on me while I was off. THIS is why I love my Peep Family. I am so blessed to have you ALL in my life.*-From Brenda Lochotzki, Receptionist*
Therapy department-for the card, gift cards, prayers and texts while I was off.*-From Brenda Lochotzki, Reception*
Kim Geldien, Customer Service Representative- for the chicken and dumplings soup and card that you dropped off.*-From Brenda Lochotzki, Reception*
Kendra German, LNHA-for coming in on Sunday to help out with Activities. *-From Lisa Barrett, ADC*

Meleny Bonnell, LSW and Cara Densic, RN-for being my "runners" yesterday getting me things I needed from the stations.-*From Amy Duty, RHIT*

#ViewCrew-I would like to thank our staff for pitching in to help with testing the residents, changing rooms for the Isolation Unit and for pitching in to staff the facility by volunteering to work over, change their shift, or work an extra day !-*From Sheila Hudson, Nursing Administrative Assistant*

Olivia Torres, STNA- for working a 16 hour shift, when another aide from another agency didn't show up. I appreciate her so much and feel she will always be a #ViewCrew member!-*From Sheila Hudson, Nursing Administrative Assistant*

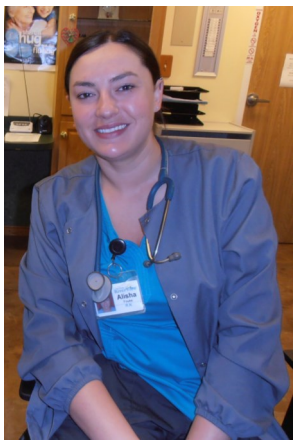
Kendra German, LNHA- for helping me figure out staffing while Lisa is working the night shift all week! Thank you very much! -*From Sheila Hudson, Nursing Administrative Assistant*

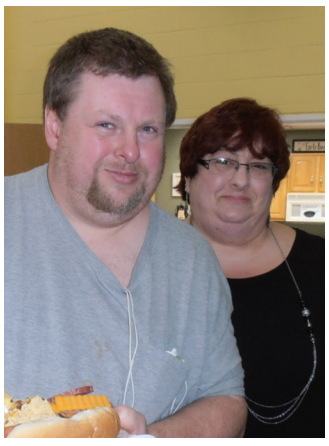
Cara Densic, RN, Case Manager-for having a difficult discussion with a resident and keeping it professional and empathetic.- *From Becky Lenke, CNP*

Meleny Bonnell, LSW-for coming in on her day off to help with COVID testing and the moving of resident rooms.-From Carla Scott, LPN, MDS Assistant

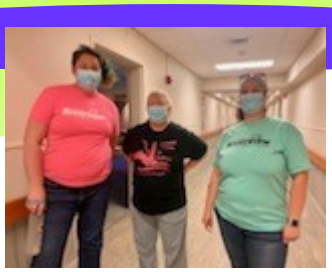
Olivia Torres, STNA-I would like to thank Her again, for stepping up and working our COVID Unit. She really has been a great help to us. -*From Sheila Hudson, Nursing Administrative Assistant*

Did one of our #ViewCrew members go above and beyond for you or your loved one? Please let us know so we can recognize them! All resident identities will be kept confidential!
Send your Shining Moment to our Administrator, Kendra German, kgerman@co.ottawa.oh.us





Riverview Celebrates
Activity Professional's Week
Jan. 23-29, 2022



The Hardest, Fun Job You Will Ever Find

People say we have the fun job and this is very true,
But it also is a hard one, known only by a few.

Others see the parties, games and special events,
But do they realize we have to count every dollar and cent.

Many times we have to beg, borrow, OH!NO! not steal.
We just have to look around for some really good deals.

Where can we get puzzles, crayons, and other things we need,
Donations and gifts are a blessing in deed.

We always have to be happy and sometimes act like a clown,
But sometimes it's not that easy when you feel sad and down.

You need to go behind the scenes and see the other things we do,
Like all the paperwork, schedules, meetings just to name a few.

We need to be there for our residents but also family members too,
We try to reassure them that Mom or Dad will not be blue.

Our workload is heavy for our department is small,
Yet we seem to make it all happen without a trip or a fall.

Yes it is a fun job and I wouldn't change a thing,
Except when our choir doesn't show up and I have to sing.

Donna Andrew, ADC,CDP
Pleasant View Nursing Center
Mt. Airy, Md.

Riverview Celebrates Activity Professional's Week Jan. 22-28, 2012

Ottawa County Riverview's Activity Department

Under the direction of Director, Lisa Barrett, ADC

Lisa Barrett	September 13, 1982	39 Years of Service
Kim Post, STNA	April 15, 2004	17 Years of Service
Kelly Schwan, STNA	June 12, 2009	12 Years of Service

While the COVID-19 Pandemic has been difficult on all Healthcare Workers, the Riverview Activity Department has continued to make the quickest adjustments to meet last minutes isolation or quarantine guidelines. What would be scheduled in the morning in the Multipurpose Room, could quickly become a doorway activity late into the morning. Our activity department made the quick adjustment to make sure our residents still have their favorite activities and game to enjoy, no matter what the COVID concern of the day may be!

We appreciate our Activity Department year round, but make sure to extend your appreciation to these hard working #ViewCrew Members the week of January 23-29, 2022.

Riverview Celebrates Pride in Food Services Week Feb. 6-12, 2022

As culture change continues to sweep the long term care industry, Food Services is an area most effected! Demand for more menu options at each meal, flexible meal times and snacks available to residents 24 hours a day. All of this while dealing with more complex patients that require a variety of special diets! Ottawa County Riverview's Food & Nutrition Department has been able to deal with these challenges and often ahead of other facilities having to implement the changes.

Our Director of Food & Nutrition, Jane Wolf, is also a registered Diet Technician. Her understanding of the various specialized diets has helped our residents and their families be more informed about what these diets mean for their health and quality of life.

Riverview has expanded their food service to other areas of Ottawa County. Over 500 meals per day are produced in the Riverview kitchen. These meals are used for our residents and the Ottawa County Senior Home Delivered Meals & Senior Centers! The costs for these additional meals is reimbursed by Ottawa County Senior Resources.

We thank Jane and her Dietary Manager, Megan Knecht, as well as the cooks and food service workers who add their extra touch to each meal and meal service that is delivered by Riverview. Make sure you let our Food & Nutrition Department know how much they are appreciated during the week of February 6-12 while Riverview celebrates "Pride in Food Service Week"!

Ottawa county Riverview Food & Nutrition Department

A Total of 179 years of Riverview Experience!

Lisa Woods	Cook	24 Years of Service
Lee Earhart	Food Service	20 Years of Service
Sarah Wagner	Senior Resources Cook	20 Years of Service
Megan Knecht	Manager	19 Years of Service
Margie Zunk	Cook/STNA	18 Years of Service
Judy Ranzenberger	Food Service	17 Years of Service
Jane Wolf, DTR	Director/Diet Tech.	15 Years of Service
Cindy Sandwisch	Food Service	13 Years of Service
Chelsea Kitzler	Food Service	10 Years of Service
Krystin Berry	Cook	8 Years of Service
Alysha Kitzler	Cook	5 Years of Service
Brandy Kitzler	Cook	3 Years of Service
Tess Smarkel	Food Service	2 Years of Service
Jolene St. Clair	Cook	1 Year of Service
Kim Spencer	Food Service	1 Year of Service
Kelly Pena	Food Service	1 Year of Service
Deb Hepp	Food Service	1 Year of Service
Joy Grogan	Cook	4 Months of Service

Riverview's Food & Nutrition Staff continued to change service styles quickly as COVID Guidance and resident status from quarantine to isolation continued to change! The Food & Nutrition also pick up as much additional meal time task they could as the facility was hit by the staffing crisis that hit our entire nation.

The Food & Nutrition Department has continued to serve tasty meals with a smile throughout the challenges of the past 2 years of the COVID World Pandemic! We greatly appreciate all these dedicated #ViewCrew members give to Riverview to keep us all going on with great meals and full stomachs!

8180 W. State Route 163
Oak Harbor, OH 43449
Phone: 419-898-2851
Fax: 419-898-9501

www.riverviewhealthcare.com

Did you know…
Riverview is celebrating 151 years of service to Ottawa County and the surrounding area in 2022!

Riverview Healthcare Campus has serviced Ottawa County for 151 years as a County Run Long Term Care facility.

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."