Riverview Breeze

Ottawa County Riverview Healthcare Campus March/April 2022

March

Social Work Month

7-11	Long Term Care Administrator Week
14-18	Human Resources in Healthcare Week
21-25	Health Information Professionals Week

April

3-9	Volunteer Week
4	Auxiliary at Riverview Meeting 9:30am
24-30	Administrative Professional's Week

CONGRATS to the Award Winning Kitchen #ViewCrew

Front Row: Cooks Margie Zunk, Lisa Woods & Sarah Wagner Backrow: Food & Nutrition Director, Jane Wolf & Manager, Megan Knecht

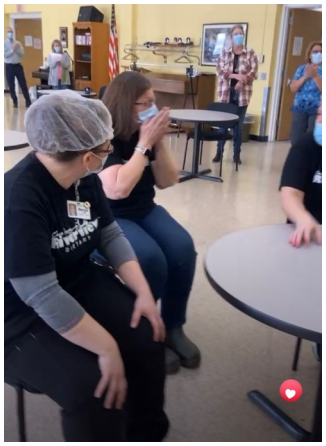
CONGRATS to the Ottawa County Riverview Healthcare Campus #ViewCrew Cooks who were recently awarded 1st place in the OHCA Mystery Box Culinary Competition sponsored by: Ohio Healthcare Association (OHCA), Gordon Food Services and Sandridge.

The team of 3 consisted of cooks: Sarah Wagner (20 Years of Service), Lisa Woods (23 Years of Service) and Margie Zunk (18 Years of Service), who put their culinary skills to the test in a friendly competition with 25 other facilities in the state of Ohio. The competition wanted to put the teams' culinary professional's skills and creativity to the test! And Riverview's Cooks rose to the challenge!

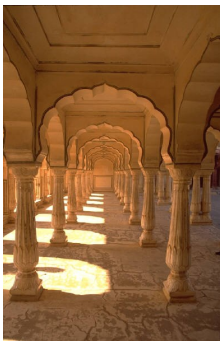
A mystery box of ingredients was delivered to our facility. Our #ViewCrew Cooks took the different ingredients and found creative dishes to serve using 14 of the 15 ingredients sent! After sharing the meal with our residents the team presented their dishes virtually to the competition's judges!

The menu consisted of:

Baked salmon with sauté spinach and butternut squash puree
Wheat pita with chicken and kale country crunch mix with pine berry dressing
Sweet potato quinoa



The cooks react to the announcement



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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.

Kitchen #ViewCrew (Continued)

cakes and yogurt dipping sauce Cranberry orange layered Jell-O salad. During the Facebook live announcement of the winners, the Judges asked the #ViewCrew Cooks about their Cranberry Orange Layered Jell-O Salad. Lisa Woods, Cook, replied "We wanted to do a different salad this year instead of a typical tossed salad; so we decided to go with a Jell-O Salad because our residents like Jell-O Salads a lot!"

Riverview Food and Nutrition Director, Jane Wolf, DTR, stated, "I am impressed by these ladies for the enthusiasm and work they put in everyday and especially this contest. They were creative and worked together bouncing ideas off one another and created dishes to really be proud of. The heart they have for what they do really shows through what they create every day. When they can go up against other senior living facilities that have chefs with formal training it is quite an accomplishment, and I am so proud and they should be too!"

Thank you to our cooks as well as the Food and Nutrition Director, Jane Wolf, DTR and Food and Nutrition Manager, Megan Knecht for their presentation, technical support and encouragement!

In honor of winning this competition our Food and Nutrition Department will be receiving a $250 Amazon Gift Card, Gordon Food Services and Sandridge "Swag", ingredients for a celebratory dinner, Butch Box Steaks, and a free admission to the Ohio Healthcare Association Annual Conference!

Are you interested in joining Riverview's Award Winning Food and Nutrition Department? We offer a consistent and predictable schedule that allows you to balance work and family life; no late nights, every other weekend off and a great benefits package! Contact Riverview's Human Resources for more information or to apply. Web: www.riverviewhealthcare.com, Email: rpfeiffer@co.ottawa.oh.us Phone: 419-898-2851 ext. 4015.

Resident Birthday

March:

1 Annette Holcomb
3 Alberto Solis
16 Robert Harris
17 Robert Rich

April:

12 Stacy Hughes
22 James Rofkar
23 Gaillard Risch
26 Barb Hebner

Employee Anniversaries

March:

Carla Scott, LPN MDS Assistant, (26 Years of Service)
Cindy Sandwisch, Food Service (14 Years of Service)
Cara Densic, RN Case Manager, (12 Years of Service)
Deb Wozniak, Environmental Services(11 Years of Service)
Hannah Follman, STNA (3 Years of Service)
Kimberly Jess, LPN(2 Years of Service)

April:

Kim Post, STNA (18 Years of Service)
Joann Markin, STNA (17 Years of Service)
Brenda Lochotzki, Receptionist (16 Years of Service)
Tina McVicker, Env. Services (14 Years of Service)
Barb Garcia, STNA (10 Years of Service)
Chelsea Rollheiser, STNA (5 Years of Service)
Jane Vandersall, LPN (4 Years of Service)

New Entrance Procedure Coming!

The way you enter Riverview will soon be changing. We hope these changes will increase our security, as well as makes our screening process a little easier!

CMS and CDC continue to enforce the screening of all staff, contractors, volunteers and guests (Yes this is unique to our Nursing Home setting and NOT required in other healthcare settings.) CMS has allowed facilities to begin using an approved screening machine.

Coming soon, Riverview will be relying on the Accushield Automated Screening machine for those entering the facility. This system will ask if the person screening in has any signs or symptoms of COVID-19, has a pending test, has tested positive within the last 10 days, If the person answers yes to any of the screening questions, it will alert the supervisor phone immediately for further assessment as well as send an email to Director of Nursing, Lisa Dobbelare, RN's email to alert her and make sure we appropriately followed up on the situation.

Visitors will wear a printed name badge which will indicate they appropriately screened in and passed the screening. Any volunteer, contractor or guest that is NOT wearing this sticker will be asked to go through the screening process.

Staff will be receiving training on this system and receptionist will be available 8am until 6:30pm daily to assist contractors, volunteers and visitors.

Riverview has been working on a door access project for many months now. This project will soon lead to us taking away the use of our entrance codes and use of access ID cards will be issued to each employee. This card will also be your Employee ID.

All of this will lead to new locked door times of 7pm until 8am. (A change from the current 7pm6am) Staff will be able to use their access cards to get in and out of the building. Contractors, volunteers and visitors will need to contact the Supervisor Phone to be permitted in the facility . 419-707-3863

We will continue to keep you updated on new events on both of these new items coming our way!

January Shining Moments

Will Clymer, Director of Environmental Services; Megan Knecht, Manager of Food & Nutrition; Jane Wolf, DTR; Becky Rahm, STNA and Kirsten Gray, STNA-they all helped with the moves to the COVID unit. -*From Meleny Bonnell, LSW*

Jane Wolf, DTR-"Wrangled the troops" together while I was discussing staffing with Sheila and then was my "Dropper" for COVID testing on Station 3 & 4.-*From Meleny Bonnell, LSW*

Kirsten Gray, STNA-for offering to help me while I tested residents on Station 1 for COVID. It really helped a lot. -*From Meleny Bonnell, LSW*

Nancy Ibos, LPN-for doing family calls right away and handling family questions like a champ.-*From Meleny Bonnell, LSW*

Meleny Bonnell, LSW-for handling testing on her own and then moving the positive residents. I appreciate your motivation to get things rolling. -*From Kendra German, LNHA*

Chelsea Kitzler, Food Service-for doing the inventory so that Megan could get the food order in!-*Jane Wolf, DTR*

Megan Knecht, Manager of Food & Nutrition-for doing the food order at home so I didn't have to come in on a day off. -*From Jane Wolf, DTR*

Kristen Berry & Kim Spencer, Food Service-for getting the meal tickets ready for the weekend.-*From Jane Wolf, DTR*

Becky Lenke, APRN, FNP-C-for moving a resident's favorite clock to her isolation room. She went back and forth multiple times with the resident to make sure the resident was ok with the placement.-*From Kendra German, LNHA*

Carla Scott, LPN, MDS Assistant- a shining moment for her random acts of kindness. Some are small gifts (with an uplifting scripture that warms your heart and makes you pause and appreciate) and others are deeds and acts of service that help and brighten the days of others.-*From Lisa Barrett, ADC*

Jodi Mittower, LPN-for disinfecting Station 2 for Julie the housekeeper. And getting her through a difficult day!-*From Will Clymer, Director of Environmental Services*

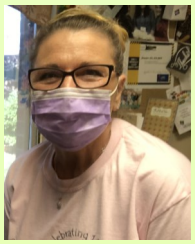
Jodi Mittower, LPN, Kirsten Gray, STNA, Julie Szczepanski, Housekeeper- for tiding up the rooms that the COVID residents would be returning to so they had a nice place to come back to!-*From Meleny Bonnell, LSW*

Kendra German, LNHA-for getting drinks for Happy Hour and delivering to Station 1. -*From Lisa Barrett, ADC*
#ViewCrew-for continuing to show up and doing a great job in difficult times!-*From Lisa Dobbelare, RN, Director of Nursing*
Becky Lenke APRN, FNP-C, Meleny Bonnell LSW, Jane Wolf DTR, Carla Scott LPN MDS Assistant, Lisa Barrett ADC-for all the MDS work they are doing! It really helps to get claims billed on time, in return helping cash flow. -*From Brian Coil, CFO*
Brenda Lochotzki, Receptionist-for sweeping the entry way and TownSquare with all the salt being brought in. -*From Kendra German, LNHA*
Becky Lenke, APNR, FPN-C, for sweeping the Auxiliary Hallway because someone had brought in mud!-*From Will Clymer, Director of Environmental & Lisa Dobbelare, RN, DON*
Liv Greener, COTA-jumped into action last night when she got a call from a coworker needing supplies at their house due to her family being sick. Great example of compassionate teamwork!-*From Beth Rex, Rehab Director*
Meleny Bonnell, LSW-Addressing my therapy needs/questions quickly while filing in for the Case Manager earlier this week.-From Beth Rex, Rehab Director
Marie McDonald, STNA-arranged her care schedule for the day to accommodate the resident's wishes for her day. -*From Lisa Barrett, ADC*
Bernadette Scott Environmental Services Assistant, Robin Pfeiffer HR Coordinator and Amy Duty, RHIT -for covering the front desk due to a call off. -*From Kendra German, LNHA*
Liv Greener, COTA & Jen Jensen, PTA-for working very hard with a resident and continuing to stay dedicated through ups and downs for the residents to reach their goals and head back home!-*From Beth Rex, Therapy Director*
Tina McVicker & Deb Wozniak, Nelson Duty, Environmental Services-for helping with clean up of an overflowing mop sink. -*From Will Clymer, Director of Environmental Services*
Ben Eldred, LPN-for handling a difficult conversation with a family in a professional manner. -*From Meleny Bonnell, LSW*
Deb Wozniak, Environmental Services-A shining moment for the kindness she showed us and our residents on Wednesday. While she patiently waited for us to finish our morning care, she delivered trays and assisted the other residents. This was appreciated by me and the residents. Thanks Deb for a caring heart!-*From Carla Scott, LPN, MDS Assistant & Lisa Dobbelare, RN, DON*

Meleny Bonnell, LSW-Did a wonderful job with a difficult conversation with a family!-*From Brian Coil, CFO*
Meleny Bonnell, LSW-took time to help a resident organize her things and get rid of some things she didn't need anymore.-*From Carla Scott, LPN, MDS Coordinator*
Amy Duty, RHIT-getting paper from central supply in the basement. We were all out in the copy room, she brought up 2 cases. -*From Will Clymer, Director of Environmental Services*
Becky Rahm, STNA-for getting everything done on a busy morning with many call offs and people late due to the weather. -*From Carla Scott, LPN, MDS Assistants*
Kirsten Gray STNA, Dawn Gladieux STNA and Hannah Follman STNA-all assisted with Happy Hour! I was by myself and it was greatly appreciated!-*From Lisa Barrett, ADC*
Becky Rahm, STNA & Suzanne Barth, LPN-for covering Activities over the weekend!-*From Lisa Barrett, ADC*
Lisa Smith, STNA- a shining star for switching her schedule around to help cover another day. I really appreciate it.-*From Sheila Hudson, Nursing Administrative Assistant*
Diana Nordlund, LPN-handling 2 admissions that arrived at the same time. She handled herself professionally and caring! She did good!-*From Lisa Dobbelare, RN, DON*
Brenda Lochotzki, Reception-taking care of the TownSquare Floor with people bringing in salt from the sidewalks and parking lot. A never ending job but she kept it up!!-*From Cara Densic, RN, Case Manager*
Emily Macko, RN, Night Supervisor-for using her great assessment skills and catching something during the patient's admission assessment that could have easily been missed and instead we will be aware and able to treat!-*From Carla Scott, LPN, MDS Assistant*
Jen Jensen, PTA- deserves a Shining moment for tackling reorganizing the therapy closets, quite a task. -*Beth Rex, Rehab Director*
Shannon Terry, LPN-did an excellent job with a busy day and a difficult situation! Did a great job with her nursing care and her customer service on top of it! And agreed to come back the next day for her on call day!-*From Meleny Bonnell, LSW & Lisa Dobbelare, RN, DON*
Jen Jensen PTA, Liv Greener COTA, and Shelly Miller OT-A BIG shout out for cleaning out and re-organizing the Wheelchair closet! It was long overdue and greatly appreciated!! -*From Beth Rex, Rehab Director*

Lisa Dobbelare, RN, DON and Becky Lenke, APRN, FNP-C-Having a difficult conversation with a family member and staying professional throughout the conversation. -*From Meleny Bonnell, LSW*
Therapy Team-thank you for allowing me to do my outpatient therapy with you! It has been WONDERFUL and I wish I had come to you earlier!!-*From an Outpatient*
Daniel Freebern, STNA- he knew I liked my shower at a certain time of the day and came in to make sure that I got my shower at that time!-*From a resident*
Lisa Dobbelare, RN, DON-for calling in the "on Call" person to help me! We had 20 people for BINGO and happy hour! So it was greatly appreciated!-*From Lisa Barrett, ADC*
Ben Eldred, LPN-for coming in on his "on call" so I had assistance with the activities! Greatly Appreciated!-*From Lisa Barrett, ADC*
Tina McVicker, Environmental Services-for helping with weekend coverage. -*From Will Clymer, Director of Environmental Services*
Mary Diefenthaler, HR Assistant-for taking payroll for my department. -*From Will Clymer, Director of Environmental Services*
Bill Schomaker, RN-is a great help in the morning getting residents up for the day prior to day shift coming in!-*From Lisa Dobbelare, RN, Director of Nursing*
Deb Wozniak, Environmental Services-Helping to pass trays on Station 4 this morning for breakfast. -*From Jane Wolf, DTR*

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



February Shining Moments

Kirsten Gray, STNA-who was so patient with a resident who needed help last night. The other residents were upset by this and she calmed down the upset resident and all of the other residents surrounding the resident.-*From Kim Geldien, Customer Services Representative*

Ben Eldred, LPN-for working with a family on a difficult situation and getting a good outcome for the resident. -*From Meleny Bonnell, LSW*

Julie Szczepanski, Environmental Services- helped a visitor to her car this afternoon due to the icy sidewalks. Julie not only walked with her to keep her steady, but also helped her into her car. Now that's customer service!!-*From Mary Diefenthaler, HR Assistant*

Margie Zunk, Cook/STNA-text me today because the lunch is fish and I hadn't signed up and she knows I like it! So now I'm on the list for fish at lunch!-*From Lisa Barrett, ADC*

Mary Diefenthaler, HR Assistant-for helping an employee with some scheduling concerns and helped save the employment of this employee.-*From Will Clymer, Environmental Services Director*

Deb Wozniak, Environmental Services-for being kind and patient while training a new employee. -*Carla Scott, LPN, MDS*

Liv Greener, COTA-There was concern a resident did not get the appropriate therapy minutes. She took it upon herself to look into this and was able to see the minutes were delivered as expected!!-*From Cara Densic, RN, Case Manger*

February Shining Moments

Meleny Bonnell, LSW & Becky Rahm, STNA-for helping outside of their regular shift! It was a huge help, more than they know!!-*From Becky Lenke, APRN, FNP-C and Lisa Dobbelare, RN, Director of Nursing*

Leanna Beaver, STNA-for being very aware of changes in the residents. Thank you so much for being on top of this!-*From Lisa Dobbelare, RN, Director of Nursing*

Meleny Bonnell, LSW-a shining star for volunteering to come back at 6p-10p on the night of the "snow storm" and also two more nights this weekend, to help with hospitality duties. Thank you Mel-*From Sheila Hudson, Nursing Administrative Assistant*

Sheila Hudson, Nursing Administrative Assistant and Mary Diefenthaler, HR Assistant-Thank you for coming down and cleaning nails and shaving our men! *-From Ben Eldred, LPN*

Cathy Smarkel, Environmental Services-Thank you for helping out with meals and transporting residents! *-From Ben Eldred, LPN*

Bernadette Scott, Hospitality-Thank you for helping as a hospitality aide! *-From Ben Eldred, LPN*

Kendra German, LNHA-Thank you for filling our ice! *-From Ben Eldred, LPN*

Ben Eldred, LPN-A Shining star to you for staying over so Becky (The Administrative Nurse on Call) doesn't have to come back until 10pm!!! Thank you Ben we really do appreciate you !! *-From Lisa Dobbelare, RN, Director of Nursing*

Leanna Beaver, STNA-I overheard the day shift so happy how many residents she got ready for the day! It made them so happy and started their day off on the right foot! THANK YOU!-From Kendra German, LNHA

Ottawa County Snowplow Drivers-for doing an phenomenal job even during the worst of the winds, keeping the roads clear! They did a good job!-*Cara Densic, RN, Case Manager*

February Shining Moments

Erika Thompson, STNA-did so much yesterday and has learned the residents so well! She gives great care and stayed over on a Level 3 and just kept pushing through on a busy day.-*From Cara Densic, RN, Case Manager*

Jodi Mittower, LPN-for working through a busy day, staying over to help the night shift and starting her day early the next day to get things going!-*From Carla Scott, LPN, MDS Coordinator*

Will Clymer, Director of Environmental Services-he never says "no" to any staff member who needs a ride. Even driving to Northwood to pick up one of our nurses. He also brought in his personal snow blower to keep the sidewalks open!-*From Kendra German, LNHA*

Anne Ashton, LPN- for volunteering to come in at the last minute, to cover a call off, so the admin nurse on call could get some rest. -*From Sheila Hudson, Nursing Administrative Assistant*

Danielle Monhollen, STNA- for pulling the weight on her station during the snowstorm, when everyone was filling in for call offs. She rocked it out. -*From Sheila Hudson, Nursing Administrative Assistant*

Kimberly Jess, LPN-for changing her schedule to work a night shift after 2 nurses called off. -*From Sheila Hudson, Nursing Administrative Assistant*

Hannah Follman, STNA and Becky Rahm, STNA-for switching their schedules to work an entire weekend (and a Monday) on night shift to help out. -*From Sheila Hudson, Nursing Administrative Assistant*

Will Clymer, **Director of Environmental Services**- The "Snow Storm Champion" - For getting up at 4:00 am to pick up employees for work and taking them home safely. And also, for helping with snow removal for the walkways and entrances. I am greatly appreciative, since I was here by myself. -*From Bill Klotz, Maintenance*

Beth Rex, Rehab Director- amazing work on care conference. She handled the situation beautifully. Got family to a point where they could tell dad what he needed to hear -*From Meleny Bonnell, LSW*

February Shining Moments

Jen Jensen, PTA & Liv Greener, COTA-I especially enjoyed going to rehab with these ladies.-*From a former patient*
Alisha Fouke, RN-was excellent.-*From a former patient*
Diana Nordlund, LPN-was especially nice. -*From a former patient*
Cathy Smarkel, Environmental Services*-did a very nice job orienting a new employee!-From Meleny Bonnell, LSW*
Olivia Torres, STNA-really held the station together and did all the reweights on the station!-*From Jane Wolf, DTR*
Anne Ashton, LPN-for staying extra hours overnight so that I didn't need to come in until 2am and could get some sleep after working all day. I appreciate it!-*From Cara Densic, RN, Case Manager*
Anne Ashton, LPN- a shining star for coming in at the last minute, to cover for a nurse who had to leave during the shift. -*From Sheila Hudson, Nursing Administrative Assistant*
Judy Ranzenberger, Food Service-was serving and delivering the trays to the residents on the Lighthouse Unit. -*From Jane Wolf, DTR*
Becky Rahm, STNA & Hannah Follman, STNA-these ladies have offered to switch from days to nights when it helps better balance out our staffing! Dedication like this is what is getting us through these challenging times! Thank you ladies!-*From Kendra German, LNHA*
#ViewCrew-for keeping on keeping on! It is challenging everywhere, but so many of our employees keep us going and going above and beyond what is required of them or even seen! As people get down during these tough times everywhere, so many more step up with a "can do" "get it done" "not on my shift" attitude and it's so wonderful to see how many of our #ViewCrew really care! THANK YOU!-*From Kendra German, LNHA*
Pam Ostheimer, Reception-no matter what else she has going on in her life, she is so dedicated and makes her shift here at Riverview! Thank you, we appreciate you!-*From Kendra German, LNHA*

February Shining Moments

Becky Rahm, STNA-for getting me a reweight on a resident immediately!-*From Jane Wolf, DTR*

Food & Nutrition-for the EXCELLENT Soups for our Staff on "Souper" Bowl event!-*From Kendra German, LNHA*

Food & Nutrition-For all their hard work on the "Souper" Bowl meal for staff! Wonderful soup, portioning out the dessert! They didn't get to enjoy it like we did due to all the hard work they put into it for all of us to enjoy!-*Lisa Barrett, ADC & Becky Lenke, APRN, FNP-C*

Riverview Auxiliary-for their Valentines Treats for our staff this morning! We appreciate being thought of!-*From Amy Duty, RHIT*

Carla Scott, LPN, MDS Assistant-for assisting Station 4 with an admission. Handling it very well and help the staff tremendously!-*From Meleny Bonnell, LSW*

Meleny Bonnell, LSW-"Rocked it Out" had a super busy day and did multiple things and was very flexible in getting everything done. -From Becky Lenke, RNP

Tiffany Hagan, STNA and Danielle Monhollen, **STNA**- for switching their shift from days to nights on Monday -*From Sheila Hudson, Nursing Administrative Assistant*

Deb Wozniak a shining star. The nurse had to leave for an appointment, which left me on the floor by herself; so Deb helped her by getting me what I needed (Stand Lift) and with other duties. Thank you Deb! -*From Becky Rahm, STNA*

Sarah Wagner, Lisa Woods and Margie Zunk Cooks-For being State Champions!! Wining the OHCA Mystery Box Culinary Competition! Thank you for your dedication and hard work for this building! I am so glad you were recognized….well deserved!!!!-*From Kendra German, LNHA*

Bill Klotz, Maintenance—for taking my on call because he told me I've been helping out a lot!-*From Will Clymer, Director of Environmental Services*

Mary Diefenthaler, Human Resources Assistant-taking extra time to help a new staff member through their training to make sure it was all understood. -*From Robin Pfeiffer, HR Coordinator*

Riverview Celebrates Social Work Month in March

Social workers play a vital role in improving the quality of nursing home residents' lives. Nursing home social workers advocate for residents and watch for signs of stress and depression. They connect residents and families with resources in and outside the nursing home and facilitate transitions such as Hospice, a hospital stay or a return to independence. They guide families, residents and care providers through difficult conversations or conflicts. This all increased over the past 2 years during the COVID-19 Pandemic as Meleny's job became even more crucial as residents were unable to see their loved one in person!

At Riverview our Licensed Social Worker, Meleny Bonnell, stays busy with working with long term residents on their quality of life and satisfaction with their stay at Riverview. She also works with our short term Rehab Patients to make sure they are satisfied and have all their needs met for their return home. Meleny is celebrating 15 years of service to Riverview and our residents!

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

Meleny and her Mother, Janice Marotta, also have been a big help at Riverview helping to decorate multiple different areas of

National Long Term Care Administrator's Week

ACHCA Celebrates Long-Term Care Administrator's Week Washington, DC – March 7 -11, 2022 is National Long Term-Care Administrator's Week. During this week, staff, residents, families, and volunteers have the opportunity to say "thank you" and honor the administrators who lead our nation's long-term care communities. This year LTC Administrator's Week continues to have added significance due to the COVID-19 pandemic. Our nation's Long Term Care leaders have led the way in the battle with this virus. The physical and emotional toll has placed undue strain on the profession. They have been thrust into an unwanted spotlight and often vilified in the media. Subject to a conflicting and changing regulatory environment, without adequate staffing and with ever changing directives from local, state, and national agencies, these leaders have been on the job throughout it all.

Now, with the vaccines capabilities of mitigating the severity of the virus, these leaders are able take a breath. The nation owes our Long-Term Care administrators a debt of gratitude. Let us take some time to show our appreciation to these leaders.

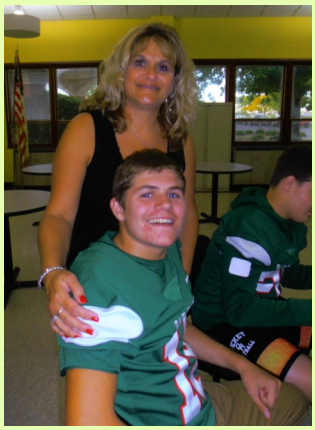
Administrators are key players in the care team and are entrusted with the responsibility of managing the care of our loved ones. They touch the lives of residents and families, and, most importantly, ensure that their staff provides the highest level of quality care to a vulnerable population.

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

"Each day our members give their all to assure their communities are equipped to provide high quality care and services to the elders in their care. They embody servant leadership by putting the needs of their patients, residents, families, and co-workers ahead of their own." said Bob Lane, CNHA, FACHCA, President & CEO of ACHCA. "The staff of ACHCA is honored and privileged to know them and to support their professional development through the College."

The American College of Health Care Administrators commends, salutes, and thanks the administrators in nursing homes, assisted living residences, and all post-acute and aging service settings – we know they are committed to providing excellent quality of care and quality of life for those entrusted to their care. Congratulations on a job very well done! The American College of Health Care Administrators (ACHCA) is the sponsor of Long-Term Care Administrator's Week.

Thank you to Riverview's Administrator of 16 Years, Kendra German, LNHA (Licensed Nursing Home Administrator)!

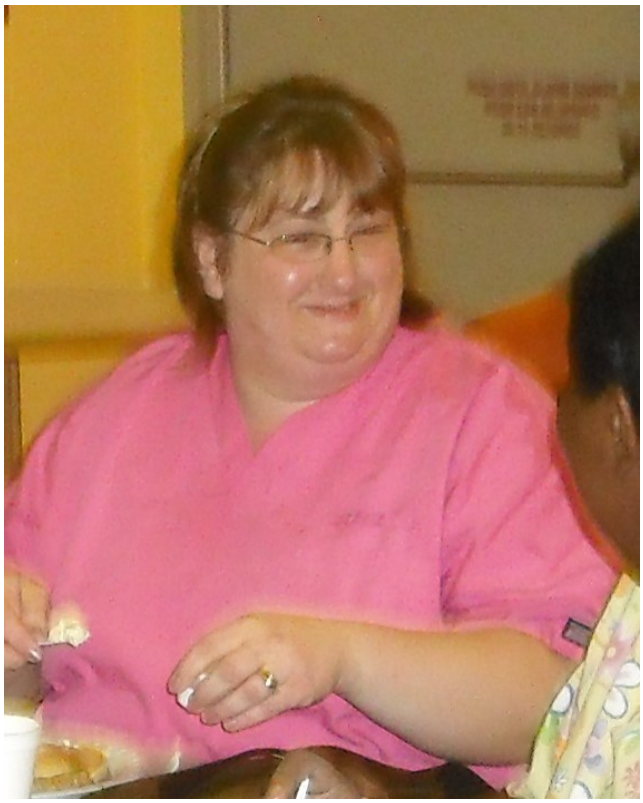


Riverview Celebrates Human

Human Resource is responsible for carrying out several task . Human Resources coordinates important functions such as hiring and recruiting and training. Robin Pfeiffer and Mary Diefenthaler, Human Resources Department possess a wide range of skills and carry out their work in a professional manner. In some situations, Robin and Mary even supervise and render guidance to the clerical staff, student trainees, and volunteers.

At Ottawa County Riverview Healthcare Campus, we are proud of the hard work our Human Resources Coordinator, Robin Pfeiffer, and Human Resources Assistant, Mary Diefenthaler, give our facility each day! Working for a government organization adds an additional set of employment laws that Robin and Mary must use in their daily decision making. Robin and Mary take time to work with employees on benefits and some personal issues. Robin and Mary also take time to assist residents throughout our facility, whether it be taking them to another part of the building or accompanying them on an activity outing.

Riverview Celebrates
Health Information Professionals Week
March 20-25, 2022

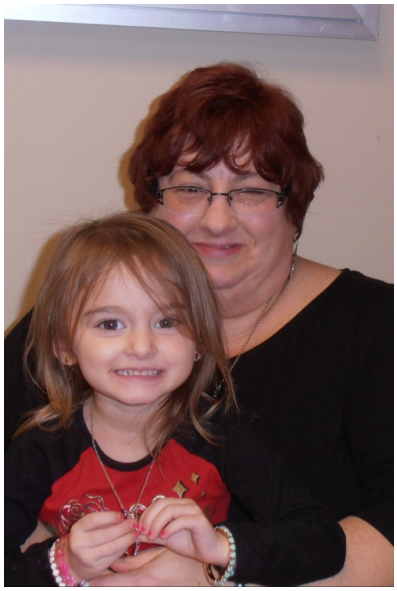


Medical Records and Health Information Technicians organize and manage health information data by ensuring its quality, accuracy, accessibility, and security in both paper and electronic system. They use various classification systems to code and categorize patient information for reimbursement purposes, for databases and registries, and to maintain patients' medical and treatment histories.

With the added regulatory environment in Long Term Care, our Medical Records Specialist, Amy Duty, RHIT, is busy keeping up to ensure that all timelines and necessary paperwork are fully completed and available in the chart.

Amy has 31 Years of Service at Riverview! Amy was a State Tested Nursing Assistant (STNA) for over 20 years to begin her career at Riverview! Amy then returned to school to receive her degree in Medical Records and Healthcare Technologies. Amy's knowledge of how things work on the floor has only made her even more valuable in her position! She has also picked up shifts when able, to assist our nursing staff, often returning to her starting shift of Nights!

We celebrate Amy and the amazing job she does during the week of March 20-25, 2022. Thank you Amy for all your hard work and dedication to Riverview!



Ottawa County Riverview Healthcare Campus Celebrates National Volunteer Week April 3-9, 2012

Thank you Auxiliary at Riverview Healthcare Campus! These are just a few of the treats the Auxiliary has given our residents and staff during the COVID-19 health Emergency

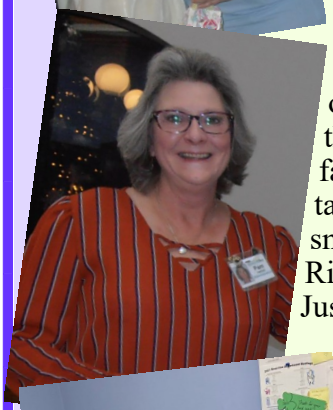
Ottawa County Riverview Healthcare Campus is very fortunate to have a caring group of 300 hundred plus individuals that make up the Auxiliary at Riverview! This group stays busy running Riverview's Gift Shop, purchasing Christmas, Fathers Day and Mother's Day gifts for our residents, as well as making goodie bags for our residents and staff to celebrate other holidays! In the past the Auxiliary has given tens of thousands for dietary equipment, therapy equipment and the Gazebo (just to name a few)!

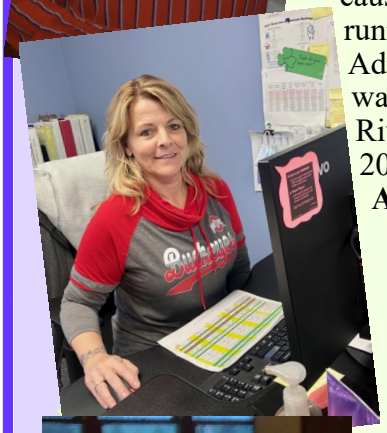
During the COVID world pandemic we were not able to allow our Auxiliary members in the facility, however this didn't stop them from keeping our residents and #ViewCrew on their minds! They continued to keep spirits high with gifts and goodies throughout the pandemic! The Auxiliary is open to anyone interested, membership is just $5per year or $50 for a lifetime membership. This is a great way to get involved in our building for the good of our residents!

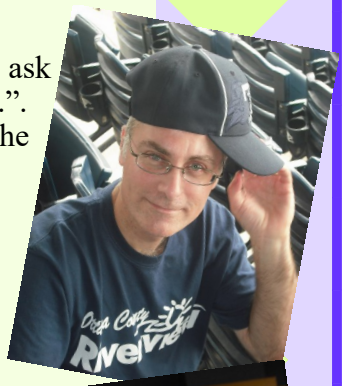
Please make sure you thank our Riverview Auxiliary during the week of April 3-9, 2022 as Riverview celebrates National Volunteer Week!

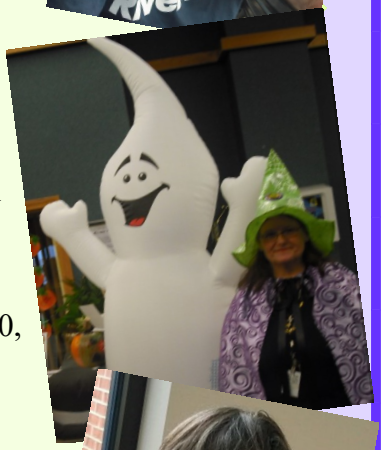
Administrative Professionals Week

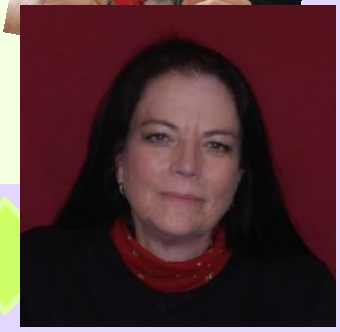
April 24-30, 2022











"As soon as you sit down to a cup of coffee, your boss will ask you to do something which will last until the coffee is cold.". This indeed is the life of an Administrative Professional! The team of Administrative Professionals is responsible for managing the accounts of our residents, invoice to be paid by Riverview and invoice coming into Riverview. Daily they keep a close eye on the budget, coordinate and carry out facility events, help guide visitor and phone calls throughout our building and help residents and their families navigate through our admission process. They take care of multiple tasks so that Riverview runs smoothly. These tasks all play a big role in the success of Riverview.

Just one day at Riverview without these professionals can cause a real uproar! They are the real oil for the smooth running. So please help Riverview thank our Administrative Professionals for all they do and the ways they contribute to the success of Ottawa County Riverview Healthcare Campus the week of April 24-30, 2022.

Administrative Professionals Years of Service

KIM GELDIEN	22
BRIAN COIL	20
PAM HATFIELD	20
BRENDA LOCHOTZKI	16
SHEILA HUDSON	9
PAM OSTHEIMER	1
DEB HEPP	1
BERNADETTE SCOTT	4 MONTHS

COVID-19 Update

Well, while the update isn't gone, it is shorter, as numbers continue to decline in our area!

Personal Protective Equipment: Ottawa County has reached a "Moderate" Community Spread level with COVID-19. This means that Riverview staff are NOT required to wear N95 masks or eye protection, unless working with a resident who is on quarantine or isolation precautions.
Unvaccinated staff, are required to wear an N95 Mask. if you are Medically Unable to wear an N95, this should be documented by a Medical Professional, and you are required to wear a surgical mask and full face shield. If you were to have a situation that an N95 or higher was expected of the staff member to wear, we do have other protective options.
Residents and guest are still required to wear surgical masks. Residents may remove their mask while actively eating or drinking in the dining areas in our facility.

Distancing of Residents:
Due to the low transmission our fully vaccinated residents no longer are required to be distanced from one another at this time. Per the CDC and CMS, those residents who are unvaccinated ARE required to remain distanced from others.

Testing:
At this time no residents are being tested, but would be if we had an outbreak or they became symptomatic. Per changes from CDC, our Staff, contractors and volunteers who are not fully vaccinated or "up to date" with their COVID-19 (they do not have a booster and are due for it), are required to test weekly. These tests are being held on Tuesdays and Fridays at 6:15am and 3pm. If you are a staff member who is required to test, please plan to make these testing times or make arrangements with our Infection Preventionist, Becky Lenke, APRN-FNP-C rlenke@co.ottawa.oh.us or ext. 4043. It is very important we are able to show a consistent and correct testing schedule for each staff member. Not being able to do so would cause heavy fines for the facility. Please assist us in assuring we are in compliance with these regulations.
While the facility currently has no positive residents or staff, it is important to note some changes in our CDC guidance.

Quarantine for Changes for Residents who are NOT "Up-To-Date": If Riverview has a positive case of COVID and through Contract Tracing a resident who is not fully vaccinated or has not had their booster when it is due is now required to be placed in quarantine in their room for 14 days.
Any resident leaving the facility for 24 hours or more that is not fully vaccinated or is not up to date with their COVID vaccine will also be required for quarantine to their room. For the Unvaccinated it is a full 14 days. For the resident who is not up to date with their vaccine, they will be required to test upon their return and then quarantine to their room for 7 days. If on Day 7 they test negative, quarantine can be discontinued.

We are encouraged by declining COVID numbers around us, discouraged by increasing guidelines, but hoping everything will balance out properly soon!

Any resident or staff member interested in receiving their Booster Dose, should contact our Director of Nursing, Lisa Dobbelare, RN ldobbelare@co.ottawa.oh.us Ext. 4024

Why do we have to do this?

We are often asked "Why do we have to do this here?", when visitors and contractors come here as they have become accustom to relaxed COVID regulations in other areas!

Ottawa County Riverview Healthcare Campus continues to follow the guidance of the Centers of Disease Control and Preventionist (CDC) and our regulating agency the Centers of Medicare and Medicaid (CMS).

Due to the devastation that hit nursing home campuses early in the pandemic, we continue to have more guidance and regulations required of us to protect our "vulnerable" resident population. As changes are made for the general population the CDC guidelines continue on to state; this guidance is NOT to be used in Nursing Homes.

Nursing Homes follow the CDC guidance, which can be found at www.cdc.gov/coronavirus/2019-ncov/hcp/long-term-care.html

Not following these guidelines have led to citations from the state and federal government along with large fines, which are a huge operational and financial liability to the facility!

The Riverview COVID Team continues to stay up to date on the changing guidelines. While we cannot speak to what other healthcare facilities are doing, we continue to do our best to meet these guidelines and requirements, and we know by doing so we have and continue to save the lives of our residents and staff!

If you have any further questions about Riverview's COVID precautions, please don't hesitate to reach out to our COVID Team:
Infection Preventionist: Becky Lenke, APRN, FNP-C
Director of Nursing, Lisa Dobbelare ,RN
Administrator, Kendra German, LNHA

We thank you for your cooperation in helping us to adhere to these guidelines and regulations to keep Riverview running smoothly and safely for all on our campus!

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www.riverviewhealthcare.com

Did you know… US News & World Reports list Riverview as a "Top Performer" in Short Term Stays!

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."