Riverview Breeze

Ottawa County Riverview Healthcare Campus July/August 2022

July:

4 Independence Day (Administrative Offices will be closed in observation of this holiday)

August:

COVID-19 Update

Just an update where we stand with COVID at this time.

Testing:

Any staff member who is not considered "Up to Date" with their COVID Vaccine is required to test twice per week.

Are you considered Out of Date?

- Anyone who is 5 months from their Pfizer Primary Series, 6 Months from their Moderna Primary series, or 2 Months from the 1 shot J&J.
- Anyone over the age of 50 who is 4 months from their last booster shot of Moderna or Pfizer or 2 months from their J&J vaccine.

Staff is also encouraged to test if they become symptomatic.

Residents do not have test at this time, unless they are exposed to a positive person, regardless of Personal Protective Equipment (PPE) use.

If you do update your vaccination status by getting a COVID-19 vaccine, you must continue to test until 14 days following your last dose or booster for the vaccine to be considered effective.

Vaccine:

If you are interested in receiving your primary vaccine dose or a booster dose, please reach out to our Director of Nursing, Lisa Dobbelare, RN ldobbelare@co.ottawa.oh.us Ext. 4024. Or contact our Ottawa County Health Department 419-734-6800 or the local pharmacies.

Anytime you make changes to your vaccination status, please give a copy of your card to our Administrator, Kendra German. Vaccine rates must be reported weekly to the CDC for all staff, residents, contractors and volunteers.

PPE:

Due to Ottawa County having a HIGH community transmission rate, all staff are required to be in eye protection throughout the facility, unless with just staff members in a break area or private office.

Surgical masks are required for all residents, staff, contractors, volunteers throughout the entire building. Staff may remove when actively eating in break areas (but still must be distanced). Residents do not need masks in their rooms, but do need masks when traveling through the hallways.

N95 masks are required for any staff member who has not completed their primary dose of a COVID vaccine.

Visitation:

Visitation is ALWAYS permitted. The person must screen. The only way the facility can stop visitation is if a visitor is within 10 days of a positive COVID test or is symptomatic and the nursing supervisor feels it best they wait to visit.

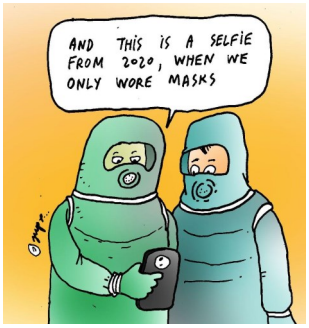
Any resident with a roommate, must see their visitors in the front lobby, unless the roommates are a couple who would be receiving the same visitors.

Residents in private rooms may receive their visitors in their room IF the visitor has a minimum of their primary series of a COVID vaccine. Unvaccinated visitors are not permitted on our nursing units unless a Compassionate Care situation exists and is documented at the front desk.

New Admissions & Leaves over 24 Hours:

Any new admission or current resident who has left the building for over 24 hours, and is NOT considered to be up to date on their COVID 19 vaccine, will be isolated to their room for 7 to 10 days depending on our Ottawa County Transmission Rate.

If the county is high or substantial, the resident will be tested on day 10 and if negative released from isolation. If the county is low we will isolate for 7 days, testing on day 7 and releasing the isolation with a negative test.



Appel Open Golf Scramble

This is our only fundraiser for our Levy (we can't use ANY Riverview funds for campaigning) and it will be held at Oak Harbor Golf Club on Saturday, August 13 with a siren start at 8am!

We will need volunteers, golfers, door prizes and hole sponsors! YOU DON'T NEED TO KNOW HOW TO GOLF to join us and help out! We have a lot of fun for a good cause!

If you have any questions or are interested in participating in anyway, please see Kendra German!

The ABC's of LTC (Long Term Care)

"That's not what I meant by 'IV'."

So many different initials and credentials....what does it all mean!!

ADC-Activity Director Certified

AHCA-American Health Care Association

ADLs-Activities of Daily Living

AL-Assisted Living

APRN, FNP-C-Advanced Practice Registered Nurse, Specializing as a Family Nurse Practitioner, Certified by the American Academy of Nurse Practitioners

APS-Adult Protective Services

BID-Twice per day

BM-Bowel Movement

BP-Blood Pressure

CFO-Chief Financial Officer

CHF-Congestive Heart Failure

COPD-Chronic Obstructive Pulmonary Disease

COTA-Certified Occupational Therapist Assistant

CMS-Centers for Medicare & Medicaid Services

DON-Director of Nursing

DME-Durable Medical Equipment

DNR-Do Not Resuscitate

DPOA-Durable Power of Attorney

DTR-Dietary Technician Registered

Dx-Diagnosis

FSW-Food Service Worker

HIPAA-Health Insurance Portability and Accountability Act

HR-Human Resources

IL-Independent Living

JFS-Job and Family Services

LNHA-Licensed Nursing Home Administrator

LPN-Licensed Practical Nurse

LSW-Licensed Social Worker

MDS-Minimum Data Set

NH-Nursing Home

NPO-Nothing by Mouth

ODH-Ohio Department of Health

OHCA-Ohio Health Care Association

OTR/L-Occupational Therapist who is registered or licensed

PCP-Primary Care Physician

PICC-Peripherally Inserted Central Catheter

PNA-Personal Needs Account

POA-Power of Attorney

PRN-"pro re nata" Not scheduled-As Needed

PT-Physical Therapist

PTA-Physical Therapy Assistant

PTAC-Packaged Terminal Air Conditioner

QD-Every Day

RD-Registered Dietician

RHIT-Registered Health Information Technician

RN-Registered Nurse

SLP-Speech Language Pathology or Pathologist

SNF-Skilled Nursing Facility

SSA-Social Security Administration

STNA-State Tested Nursing Assistant

VA-U.S. Department of Veterans Affairs

These are only a few. If anytime you are unsure what some one is saying, due to using an acronym you don't know, PLEASE ask! Sometimes we all get too comfortable and forget not everyone knows our "LTC" Language!

Resident Birthday

July:

11 Beverly Lehrman

August:

8 Kaye Cox
14 Ken Wasserman
18 Janice Minier
19 Lisa Krehmke
25 Joyce Huston

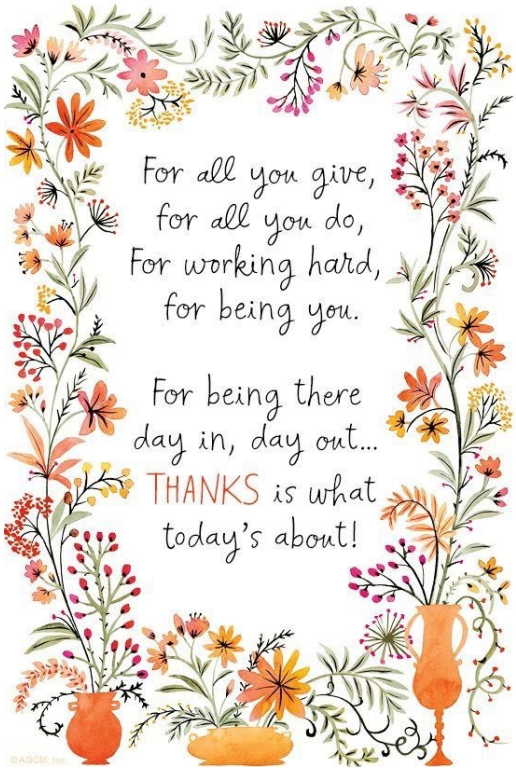
Employee Anniversaries

July:

Cathy Smarkel, Environmental Services
24 Years of Service
Ben Eldred, LPN
15 Years of Service
Danielle Monhollen, STNA
5 Years of Service
Megan Finn, RN
3 Years of Service

August:

Brian Coil, CFO
21 Years of Service
Becky Rahm, STNA
15 Years of Service
Diana Nordlund, LPN
10 Years of Service
Kirsten Gray, STNA
2 Years of Service
Megan Forsythe, RN
2 Years of Service



May Shining Moments

Tiffany Hagan, STNA-working with a very difficult situation in a professional manner and making sure the residents' needs were all met in the middle of the difficulties. *–From Carla Scott, LPN, MDS Assistant*

Cathy Smarkel & Deb Wozniak of Environmental Services-made adjustments in their personal schedules so their coworker could be off for her son's graduation.*-From Will Clymer, Environmental Services Director*

Kristen Bickel, Beautician-helped to move our residents to the isolation unit. Jumped right in. *–From Meleny Bonnell, LSW*

Bill Klotz, Maintenance, Jodi Mittower, LPN, Becky Rahm, STNA, Dawn Gladieux, STNA and Kirsten Gray, STNA-for making moves quickly to accommodate resident room changes. *–From Meleny Bonnell, LSW*

Kyle Ranzenberger, Custodian-there was a ripped open trash bag next to the dumpster and he cleaned it all up and took care of it. *–From Will Clymer, Director of Environmental Services*

Nancy Ibos, LPN, Olivia Torres, STNA, Tiffany Kline, STNA-Really did a great job and had their residents all ready for breakfast for the Food & Nutrition Staff. *–From Jane Wolf, DTR, Director of Food & Nutrition*

Dawn Gladieux, STNA-for staying over to help cover the isolation unit! It was greatly appreciated!*-From Carla Scott, LPN, MDS Assistant*

Liz Decker, STNA-offered to stay over her scheduled time to help with a busy day so there wouldn't be just one aid on the floor. *–From Ben Eldred, LPN*

Meleny Bonnell, LSW, Social Services-We had little things to overcome with insurance and we made it through while she was covering for Cara (Case Manger)!*-From Brian Coil, CFO*

Lisa Dobbelare, RN, Director of Nursing-for getting through a rough shift change!*-From Kendra German, LNHA, Administrator*

Administrative Team-just getting through tough times without complaints and taking each day at a time. *–From Brian Coil, CFO*

Lisa Dobbelare, RN, Director of Nursing-for doing something special each day for Nurses week for her staff.*-From Kendra German, LNHA, Administrator*

Hartford on The River Residents-for being so kind and helping my daughter while she was here volunteering. *–From Will Clymer, Environmental Services Director*

Dawn Gladiuex, STNA-makes a list and works on getting everything cleaned and sanitized on the isolation unit! Really doing a good job. *–From Lisa Dobbelare, RN, Director of Nursing & Cara Densic, RN, Case Manager*

Becky Lenke, APRN, FNP-C MDS Coordinator/Infection Preventionist - Staying over to help the night shift longer than she was scheduled to help the night staff.-*Kendra German, LNHA, Administrator*

Emily Macko, RN, Night Shift Supervisor-for connecting 2 residents who hadn't seen each other in years! They were so happy to see each other. She takes her time, and instead of just working quickly through treatment and medications she takes care of the whole person.-*Becky Lenke, APRN, FNP-C, MDS Coordinator/ Infection Preventionist*

Alisha Fouke, RN, Day Shift Supervisor-worked a 16 hour shift so I didn't have to come in on a Saturday night. –*From Becky Lenke, APRN, FNP-C, MDS Coordinator/Infection Preventionist*

Cottage Cove Staff-they had a visitor trying to get in their door without screening. They continued to tell the visitor he needed to go to the front and screen, saving the facility from a huge liability issue. –*From Meleny Bonnell, LSW, Social Services*

Mary Diefenthaler, HR Assistant & Meleny Bonnell, LSW, Social Services-with Activities being out of the facility, they passed out the mail and got the resident's Walmart list together for "Walmart Wednesday". –*From Robin Pfeiffer, HR Coordinator & Cara Densic, RN, Case Manager*

Kyle Ranzenberger, Custodian-Switching his weekends to help with our schedule. –*From Will Clymer, Environmental Services Coordinator*

Randy Hines, Custodian-For picking up all weekends to help the schedule.-*From Will Clymer, Environmental Services Coordinator*

Kelly Pena, Food Service-a resident was very concerned about some flowers sitting in the sun and Kelly moved them to make the resident feel better and so the resident didn't hurt herself moving them. –*From Jane Wolf, DTR, Food & Nutrition Department*

Lisa Dobbelare, RN, Director of Nursing-for providing great gifts for Nurses week. The silk pillowcases, treats and we love the T-shirts! You really out did yourself this year!-*Cara Densic, RN, Case Manager & Jodi Mittower, LPN*

Dawn Gladieux, STNA-She stayed over and worked multiple 16 hour shifts in 1 week! Thank you Dawn, it is so appreciated!!-*From Alisha Fouke, RN, Day Supervisor*

Brian Coil, CFO-Thank you for taking the time to come down to Station 4 and help hook up our laptop to our new printer!-*From Alisha Fouke, RN, Day Supervisor*

Lisa Dobbelare, RN, Director of Nursing-Thank you for all of the awesome Nurses' week gifts!-*From Alisha Fouke, RN, Day Supervisor*

Nelson Duty, Maintenance-he came to just clean my PTAC unit, but realized it wasn't working right and he fixed it while he had it pulled out as well!-*From Meleny Bonnell, LSW, Social Service*

Becky Lenke, APRN, FNP-C, MDS Coordinator/Infection Preventionist- for being able to come back "home" to her #ViewCrew and just increasing our level of services and care by having a Nurse Practitioner in the building. *–Kendra German, LNHA, Administrator & Brian Coil, CFO*

Becky Lenke, APRN, FNP-C, MDS Coordinator/Infection Preventionist- for setting up a new agency person with the screening machine!*-Amy Duty, RHIT, Medical Records Specialist*

Melanie Reinhart, RN, Day Supervisor-for helping me get the new agency person in the system. She knew what she was doing and really helped me!*-From Becky Lenke, APRN, FNP-C, MDS Coordinator/Infection Preventionist*

Will Clymer, Environmental Services Director-for listening to my concerns and doing what he could to make things better!*-From Amy Duty, RHIT, Medical Records Specialist*

Bill Schomaker, RN-he switched his slot to help even out the schedule!*-From Lisa Dobbelare, RN, Director of Nursing*

Hannah Follman, STNA-She completed a project to assist a resident and it is really helping!*-From Carla Scott, LPN, MDS Assistant*

Jennie Frazier, Speech Therapy & Lizzie Reffitt, COTA/Rehab Director- wanting to start a new program for Dementia Care residents. I appreciate their ideas and motivation to start something new. *–From Carla Scott, LPN, MDS Assistant*

Alisha Fouke, RN, Day Supervisor- a shining moment for getting me detailed information on the fax issues they had this weekend. It might have been something going on that we are facing today, but she has given me this kind of detailed information in the past for other issues that were going on. *-From Will Clymer, Environmental Services Director*

Bill Klotz, Maintenance-talked to Bill while he was fixing some things in the room. She said that he was really kind, and it was a pleasure speaking with him. *-From a Resident's Family Member*

Cara Densic, RN, Case Manager-As usual went all out to help me again!*-From a Former Patient*

#ViewCrew-was amazing, made me feel like family*-From a Former Patient*

Meleny Bonnell, LSW, Social Services-for her idea of finding the hidden camel on "Hump Day"! Such a fun activity!*-From Kendra German, LNHA, Administrator*

Carla Scott, LPN, MDS Assistant-she helped me transport residents to the Multipurpose Room for activities all on her own.*-From Lisa Barrett, ADC, Activities Director*

Ottawa County Engineering Office-for cleaning up the riverbank. The Residents have been loving the new view and taking time to enjoy it. *–From Will Clymer, Environmental Services Director*

Will Clymer, Environmental Services Director-For helping me to find an air mattress and helping us to work the bed scale on Station 4 for a resident. *–From Cara Densic, RN, Case Manager*

Randy Hines, Custodian-for staying on board with us!-*From Will Clymer, Environmental Service Director*

#ViewCrew-there was a holiday weekend and so many open shifts, but staff pulled together and everything got covered and I never had to come in as the Administrative Nurse on Call. *–From Becky Lenke,*

Mary Diefenthaler, HR Assistant/Payroll-for always balancing multiple hats in and out of the building and getting everything done so well, *-From Robin Pfeiffer, HR Coordinator*

Bill Schomaker, RN & Joann Markin, STNA-So helpful when I was working their unit. They were always one step ahead of me!-*From Carla Scott, LPN, MDS Assistant*

Jane Wolf, DTR, Food & Nutrition Director-for calling the County IT on my behalf! Really appreciated it!-*Lisa Barrett, ADC, Activities Director*

Becky Lenke, APRN, FNP-C MDS Coordinator/Infection Preventionist- for staying to help with a new complex admission and making sure we got her comfortable before leaving for the night. *–From Kendra German, LNHA, Administrator*

Diana Nordlund, LPN-Thank you for switching your shift to do a 12 hour over night. It was a busy night and would have been easy to get overwhelmed but she did a great job and continued to stay professional and get everything done. *–From Becky Lenke, APRN, FNP-C MDS Coordinator/Infection Preventionist*

Has a member of our #ViewCrew 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, LNHA, Administrator kgerman@co.ottawa.oh.us

June Shining Moments

Lisa Barrett, ADC, Activities Director-for taking my shift to help with breakfast on the Hartford. *Amy Duty, RHIT, Medical Records Specialist*

Cara Densic, RN, Case Manager-With us at our max census she is on hold with bringing Admissions in, and she has been stopping in to ask if there is anything she can help with. –*From Becky Lenke, APRN, FNP-C, Infection Preventionist/MDS Coordinator & Lisa Dobbelare, RN, Director of Nursing.*

Meleny Bonnell, LSW Social Services - For taking time to speak with me and address my concerns and help guide us in our decision making on Hospice services for our Uncle. She truly is a blessing to this facility and I know she deals with many aspects that are difficult but she always is able to put on her Social Worker cape and remain her professional self with families and it is truly appreciated.-*From a Resident's Family*

Becky Lenke, APRN, FNP-C Infection Preventionist, MDS Coordinator - For immediately assessing our Uncle to help us decide the next steps to better his quality of life. She had no hesitation to drop what she was doing and go down and assess him and write orders for medications to help keep him as comfortable as possible. We truly thank her for that and everything she does for this facility. It has been said before but we are very fortunate and grateful to have her back.-*From a Resident's Family*

Will Clymer, Environmental Services Director - He was emailed and asked to get a different bed for Uncle and it wasn't very long after a bed was brought to Uncle's room. It was very much appreciated.–*From a Resident's Family*

Danielle Monhollen, STNA - For assisting me in getting Uncle in his new bed. Also she went out and cut a couple roses off the bush in the courtyard and put them in a vase for Uncle. She said he always sits at the courtyard door and looks out at them and she wanted to bring them to him since he has not been able to go down there lately. This was a truly appreciated gesture. –*From a Resident's Family*

Marie McDonald, STNA and Jane Vandersall, LPN - For listening to my concerns and immediately addressing them. I am not always the most pleasant person when I feel things are not done in a certain manner and they both listened and gave me positive responses to my concerns. We truly appreciated the staff here that continue to go above and beyond for the needs of the residents.–*From a Resident's Family*

Will Clymer, Director of Environmental Services-for immediately bringing up a whole tote of supplies we needed on station 4 and for trying to find an alternative way to weigh a new admission. Thank you! *-From Alisha Fouke, RN, Day Supervisor*

Chelsea Rollheiser, STNA- for having many residents up to help out the dayshift. We had several call offs on an already challenged shift and she made sure to do extra. –*From Sheila Hudson, Nursing Administrative Assistant*

Melanie Reinhart, RN, Day Supervisor- for coming in at the last minute to work after two nurses called off sick and we were struggling.*-From Sheila Hudson, Nursing Administrative Assistant*

Kendra German, LNHA, Administrator- a shining star for always keeping faith in her staff and in this building. I can't speak for everyone, but I know I have struggled with the staffing crisis and how we will get through this. She seems to help us rise above it. Also, thank you for the ice cream certificate at Easter! *-From Sheila Hudson, Nursing Administrative Assistant*

Amy Duty, RHIT, Medical Record Specialist-a shining star for working weekends doing primary care and for helping with meals. She also double checks my schedule for errors if I ask. She is always someone to count on.*-From Sheila Hudson, Nursing Administrative Assistant*

Megan Forsythe, RN, Night Supervisor- a shining star for checking to see if help is needed so the administrative nurse on call doesn't have to come in after working all day. *-From Sheila Hudson, Nursing Administrative Assistant*

Bill Schomaker, RN- a shining star for coming in on his only day off to cover for staff shortages, I am sure it was a long week of 12 hour days.–*From Sheila Hudson, Nursing Administrative Assistant*

Emily Macko, RN, Night Supervisor- deserves a shining star for always staying over to make sure everything is completed before the day shift takes over. *-From Sheila Hudson, Nursing Administrative Assistant*

Robin Pfeiffer, Human Resources Coordinator- a shining star for thinking of others and always trying to make someone's day. She always seems to know when someone needs a pick me up.*-From Sheila Hudson, Nursing Administrative Assistant*

Mary Diefenthaler, Human Resources Assistant/Payroll- a shining star for filling in for me whenever I need to leave work early or covering for me when I take vacations. With everything else she has to do, she manages to add one more thing!*-From Sheila Hudson, Nursing Administrative Assistant*

Lisa Barrett, ADC, Activities Director-for handling a difficult meeting by herself, as I was in an Care Conference. *–From Meleny Bonnell, LSW, Social Services*

Ryan Hayes, Sheriff's Deputy of Work Program-working hard with his crew and making our yard beautiful!*-Will Clymer, Environmental Services Director*

Kyle Ranzenberger, Custodian- is focused and thorough in his work. He will help anyone that asks. This morning when walking into the building I saw Kyle washing the floors and it smelled so good! I want him to know that we are thankful for his hard work everyday and we are lucky to have him!*-From Mary Diefenthaler, HR Assistant/Payroll*

Deb Wozniak, Environmental Services- for putting the Auxiliary welcome bags for the new residents in the rehab rooms for me. I love my Peeps!! *-From Brenda Lochotzki, Reception/Auxiliary Member*

Kyle Ranzenberger, Custodian- for helping me lift and empty bags of bird seed in the tin cans from the Auxiliary. *–Brenda Lochotzki, Reception/Auxiliary Member*

Will Clymer, Environmental Services Director- for coming back in to move a large delivery in the building.*-From Brenda Lochotzki, Reception*

Lisa Dobbelare, RN, Director of Nursing-for moving in a large delivery of supplies to the basement in the rain so it wasn't ruined.*–From Kendra German, LNHA, Administrator*

Danielle Monhollen, STNA-for staying over to help with the afternoon activity!-*From Lisa Barrett, ADC, Activities Director*

Becky Rahm, STNA-for staying over this morning to do the morning activity with the residents. –*From Lisa Barrett, ADC, Activities Director*

Ben Eldred, LPN & Meleny Bonnell, LSW, Social Services, Will Clymer, Environmental Services Director-for continuing to get a special wheelchair for a resident!-*A Family Member*

Becky Rahm, STNA & Hannah Follman, STNA-Stayed over to help out and did extra to help set up the night staff so they were set up and ready to start their shift. –*From Carla Scott, LPN, MDS Assistant*

Brandy Kitzler & Krystin Berry, Food & Nutrition-Very helpful getting meals around for the residents! Really helped the nursing staff out!-*From Carla Scott, LPN, MDS Assistant*

Carla Scott, LPN, MDS Assistant-for staying positive on a difficult day. –*From Will Clymer, Environmental Services Director*

Mike Matthews-He was out on the Riverwalk with a shovel cleaning up the goose feces from the walkway. I thought that was very nice of him. –*From Amy Duty, RHIT, Medical Records Specialist*

#ViewCrew (including our Agency Staff)- a shining moment for the attentive care they have been giving Uncle through this end of life process. It is truly amazing how much they care.-*From A Family Member.*

Jordyn Spangler, RN- was SO helpful with a new admission's first shower. She didn't care that her shoes were soaking wet and helped to make something that should have been traumatic a fun experience for all of us! -*From Lizzie Reffitt, COTA, Therapy Program Manager*

Pam Hatfield, Staff Accountant-is ALWAYS on top of it for therapy needs. We appreciate her timeliness and efficiency!-*Lizzie Reffitt, COTA, Therapy Program Manager*

Cara Densic, RN Case Manager, Amy Duty, RHIT Medical Records Specialist, Mary Diefenthaler, HR Assistant/Payroll, Meleny Bonnell, LSW Social Services-for a team effort to get the Medication Administration and Treatment Administration records out to the stations, during the power outage!-*From Kendra German, LNHA Administrator*

John Pratt, Ottawa County IT-for his assistance with helping us get our medical records printed during the power outage! He stayed on the phone with us the whole time, more due to our lack of computer knowledge and fear, while we got things printed. This made the printout possible without having to travel to the Courthouse to print what we needed! We always appreciate your knowledge, guidance and help! Thank you!-*From Kendra German, LNHA, Administrator*

Olivia Torres, STNA-Stayed 6pm-10pm so that I could go home and get some rest before coming back in to cover a call off after working all day. It was really nice and I really appreciated it. She is always doing nice things for us. –*From Lisa Dobbelare, RN, Director of Nurses*

Pam Hatfield, Staff Accountant-Came in on her day off to get our money situation for our "Walmart Wednesday"-*From Lisa Barrett, ADC Activities Director*

Pam Hatfield, Staff Accountant-Coming in to take care of the money for "Walmart Wednesday" made it easier for me as well. –*From Brian Coil, CFO*

Lisa Barrett, ADC, Activities Director- a shining star for bringing a fan to me when the transformer blew. Even though it was fixed right as she was dropping it off. I really appreciated it.-*From Sheila Hudson, Nursing Administrator Assistant*

Anne Ashton, LPN- for coming in on her day off to cover a call off.-*From Sheila Hudson, Nursing Administrative Assistant*

#ViewCrew-thanked us for taking a complex resident and told us we are doing a great job with that resident's care!-*From an Insurance Case Manager*

Brian Coil, CFO, Pam Hatfield, Staff Accountant, Becky Lenke, APNR, FNP-C Infection Preventionist/MDS Coordinator, Cara Densic, RN Case Manager, Amy Duty, RHIT Medical Records Specialist- complimented our facility on how well we do our processes. Works with large corporations that still do not have the things in place that we, as a stand alone facility, do!-*From a Billing Contractor*

Kim Post, STNA- for volunteering to work 4p-8p to train the new activity person.-*From Sheila Hudson, Nursing Administrative Assistant*

Lisa Woods, Cook-We had someone go home sick, she picked up her job and the other person's so I didn't have to come in. Thank you!-*From Jane Wolf, DTR, Director of Food & Nutrition*

Nelson Duty, Maintenance-for helping me get my power to my computer back up. –*Amy Duty, RHIT, Medical Records Specialist*

Kendra German, LNHA-for giving all the employees an individual word of encouragement and support. –*From Lisa Barrett, ADC, Activities Director*

Becky Lenke, APRN, FNP-C, Infection Preventionist/MDS Coordinator—for jumping in and helping with staffing. –*From Robin Pfeiffer, HR Coordinator*

Mary Diefenthaler, HR Assistant/Payroll-for sending us the daily work sheets on her day off so we could do staffing. –*Robin Pfeiffer, HR Coordinator*

#ViewCrew-We would like to say "Thank you" for everything that you all did to help Uncle's stay here go Smoothly! Too many things to list from Administrator, Social Services, Nursing, Staffing, Financial, Environmental Services, Human Resources, Activities, Dietary, MDS, to Reception. We are so very thankful and grateful for all of you!-*From a former resident's family*

Kyle Ranzenberger, Custodial-keeping me updated all the time in the custodial department. He also found ways to cut down on chemical by 50% on the floor machine. -*From Will Clymer, Director of Environmental Services*

#ViewCrew Nursing Staff-We would sincerely like to thank you for all the great care you gave Uncle. He always thought of you as family. He could be stubborn but yet the sweetest, kindest man. We appreciated the care and all the extras each and every one of you provided to make him comfortable at Riverview! Thank you!!-*From a Former Resident's Family*

Kristen Berry, FSW-A resident from memory care decided to take a walk and she stayed with her and took her for her walk until one of the STNAs came to relieve her. –*From Sheila Hudson, Nursing Administrative Assistant*

Pam Hatfield, Staff Accountant-we had a concern about what we had purchased at Walmart for a resident. Pam was able to produce a receipt that showed that we purchased exactly what the resident had asked for. I appreciate her organization and knew that it would show we had bought what the resident ask for. –*From Lisa Barrett, ADC, Activities Director*

Danielle Monhollen, STNA-Krystin usually doesn't work on Station 3 and was having some issues with the toaster. Danielle put on a hairnet and went in the kitchenette to show her how it worked. –*Jane Wolf, DTR, Director of Food & Nutrition*

Danielle Monhollen, STNA and Becky Rahm, STNA- for staying over their normal shift to help with activities.-*Lisa Dobbelare, RN, Director of Nursing*

Mandy Spencer, Environmental Services-went to Will with an idea to help our census, staffing and finances. While it is not something we are able to do, I appreciate her thinking and sharing!-*From Kendra German, LNHA*

Summer Fun

WORD SEARCH

FOR KIDS

Sun	Flip Flops
Grass	Swimsuit
Water	Barbecue
Swimming	Hot
Hot	Camping
Shorts	Sand
Ice Cream	Beach
Sunscreen	Vacation
Sunglasses	Outside
Vacation	Picnic

I I C E C R E A M H N A I E B
A G F B B Q S P N V O J C Y E
T P I C N I C H R R A T L G A
G V A C A T I O N B R W C S C
S A M C A M P I N G K R N U H
O W G O S U N S C R E E N N G
U Z I D H I G I D M V V L G B
T H P M F L I P F L O P S L A
S O W P S I J Z Y S E V V A R
I T O S A U W Q S H O R T S B
D N L U W M I A H P W S X S E
E M S N T X I T T V J A N E C
W S W I M M I N G E P N S S U
Y H H R F Q H G L S R D O Q E
X B V A C A T I O N G R A S S

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www.riverviewhealthcare.com

Did you know...Did you know...Riverview has the highest percentages of resident & employee vaccination and booster participation in all Ottawa County Skilled Nursing Care Facilities!

GO #ViewCrew!

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."