Riverview Review

Volume 1, Issue 1 OCTOBER 2025

Dates to Remember In October

06—Riverview Auxiliary Mtg @ 10am

06-10—Customer Service Week

07—Riverview Safety Team @ 1pm

12-13—Oak Harbor Apple Festival

12-18—National Case Management Week

13—Columbus Day (Except Nursing/Administration)

16—Nurses Mtg @ 6:30am or 6:30pm

19—Trunk or Treat, 2pm—4pm

21—Monthly Quality Assurance Mtg @ 12:30pm

31—Halloween Party

Upcoming Dates to Remember In November

04—Riverview Safety Team @ 1:00pm

04—Housekeeping/Laundry/ Maintenance Mtg @ 11:00am

06—Quarterly All-Staff Mtg @ 2:30pm & 4:30pm

07—Veteran's Day Celebration

07—Quarterly All Staff Mtg @ 6:15am & 1:00pm

11—Veteran's Day (Admin Offices will be Closed)

18—Monthly Quality Assurance Mtg @ 12:30pm

18—Dietary Mtg @ 2:00pm or 6:30pm

20—Dietary Mtg @ 2:00pm or 6:30pm

20—Quarterly Quality Assurance Mtg @ 1:30pm

21—Staff OSU vs. Michigan Potluck @ 10:30am—1:30pm—9:00pm—11:00pm

27—Thanksgiving (Admin Offices will be Closed)

Where is Fall?

While the calendar changed last week from Summer to Fall, the weather has not gotten the message, It has felt like mid-summer than early Autumn. Before too long, it will be cold and there will be white flakes falling from the sky. I was at a local big-box store over the weekend, and their entire Christmas Department is set for the Holidays, and the calendar has not flipped yet to October!

I want to thank all the staff who helped with the Fall Fun Party last week for Residents, families and staff. It was a great event sponsored by the Riverview Auxiliary and the entertainer, John Pickle, was fantastic! His music was outstanding, and his engagement with residents was even better. It was a great event and I would like to, again, thank the Riverview Auxiliary for their generous sponsorship of this event.

I have lost track of the number of Oak Harbor Apple Festival Parades I have walked in over the years representing Riverview. We will, again, have the opportunity on October 11 to proudly represent Riverview in this year's Parade. If you have the opportunity, come out and walk with us!

Have you had the opportunity to meet "Gladys"? Gladys is Riverview's entry into the Scare Crow Contest sponsored by the Oak Harbor Chamber of Commerce. You will find "Gladys" sitting in front of Howard Hanna in downtown Oak Harbor. Also, if you will, please go onto the Chamber's web site and vote for "Gladys" as your favorite Scare Crow! Contest winners will be announced in a couple of weeks.

We will be hosting our Trunk Or Treat at Riverview on October 19th from 2:00—4:00 in the parking lot. I look forward to seeing you, and your kids, at this fun event.

Your Partner in Caring,

Michael

National Case Management Week—October 12—18,2025

National Case Management Week is celebrated annually during the second full week of October to honor the vital work of case managers in healthcare, recognizing their contributions to patient care, improved outcomes, and health equity.

Cara's primary duties include overseeing and coordinating the admissions process as well as working with the insurance companies on recertification. Cara has been Riverview's Case Manager for the last 13 years. Make sure you show your appreciation to Cara during the week of October 12—18, 2025. Thank you Cara!

National Residents Rights Month

Originating as Residents' Rights Week in 1981, Residents' Rights Month has been expanded to raise awareness of residents' essential rights.

National Residents' Rights Month is celebrated every October to promote the rights and dignity of people living in nursing homes, assisted living facilities, and other long-term care settings. This month focuses on ensuring residents are treated with respect, can make decisions about their own care, and have their voices heard. Residents' Rights Month provides an opportunity to raise awareness about the importance of quality care, support ombudsman services, and encourage community involvement in advocating for residents.

Residents have the right to self-determination and to use their voice to make their own choices. This year's theme, *Stand with Me* highlights the importance of solidarity and support for residents who stand up and advocate for their rights, as well as the value of encouraging the community to join residents in sharing their voices.

October Declared National Long-Term Care Residents' Rights Month

Reminder: October 19, 2025 @ 2pm—4pm

Customer Service Week—October 6—10, 2025

Customer Service Week is an international celebration of the importance of customer service and of the people who serve and support customers on a daily basis.

Customer Service Week started in 1987.

A high point in the week's long history came in 1992 when the U.S. Congress proclaimed Customer Service Week a nationally recognized event, which is celebrated annually during the first full week in October. This year, Customer Service Week is October 6—10, 2025.

For 38 years, CSWeek.com has been the official sponsor of Customer Service Week and has provided how-to-information, celebration materials imprinted with the Customer Service Week logo, and inspiration from thousands of service and support professionals who share their celebration stories, plans, and ideas.

Over the years, thousands of companies across the United States and around the globe have celebrated Customer Service Week. They represent leading financial, healthcare, insurance, manufacturing, retailing, hospitality, communications, nonprofits, and educational organizations, as well as government agencies, and others.

Last year, they represented all 50 U.S. states and over 60 countries.

October Department Meetings

7th—Riverview Safety Team @ 1pm

16th—Nurses @ 6:30am or 6:30pm

November Department Meetings

4th—Housekeeping/Laundry/Maint. @ 11am

4th—Riverview Safety Team @ 1pm

6th—All Staff Mtg @ 2:30pm or 4:30pm

7th—All Staff Mtg @ 6:15am or 1pm

18th—Dietary Mtg @ 2pm or 6:30pm

20th—Dietary Mtg @ 2pm or 6:30pm

2025 All Staff Meetings:

Thursdays

2:30pm & 4:30pm

Fridays

6:15am & 1pm

November 6 & 7

RIVERVIEW HEALTHCARE CAMPUS

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Be sure to come and browse our Adorable little GIFT SHOP!

Open Every Day from 11am - 2pm

Cash or Check Only

**Gift Cards Available*

RIVERVIEW HEALTHCARE CAMPUS has serviced Ottawa County for 153 years as a County Owned Skilled Nursing Facility. We are also very proud that in 2020 we added Assisted Living to our list of services. In 2022 we were able to add Independent Living. Thanks for continuing the Tradition!

Our Core Values:

" We deliver to our residents a level of service that anticipates and exceeds their needs. We measure and evaluate the effectiveness of the services we provide from the viewpoint of those whom we serve. We require high standards of performance, professionalism and teamwork from our employees."

October Employee Celebrations

Birthdays

05—Nelson Duty
07—Brooke Hensley
18—Jennifer Ollom
19—Chad McClain
20—Rhonda Humbarger
22—Tiana Fleming
22—Chelsea Rollheiser
29—Brian Coil

SEPTEMBER New Hires

Eden Pierson—STNA
Regina Hinant—STNA
Morgan Clark—H/L/C
Cheyenne Palmer—FSW

Anniversaries

Meleny Bonnell—19 years
Nancy Ibos—13 years
Tiffany Hagan—11 years
Julie Szczepanski—6 years
Shannon Terry—6 years
Kelly Pena—5 years
William Schomaker—4 years
Michele Carrisales—2 years
Joshua Collins –2 years
Miranda Cane—1 year
Karla Ruphuy-Arce—1 year
Devine Wolfe—1 year
Morgan Taylor—1 year
Libby Cloud—1 year