

## Letter from the Administrator

As 2018 closes and 2019 begins, it is important to reflect on a few of our accomplishments and also look ahead what's to come.

### 2018 ACCOMPLISHMENTS:

***VILLAGER: Removed delayed egress function of the household entrance doors of Atrium Level 1 to allow the same freedom of movement throughout the building for all villagers residing at Brewster Village.***

This project though led by an Atrium Level 1 action team, was a success for the entire Brewster Village team. Without the ongoing awareness and person-directed approaches carried through by all in addition to input and feedback, this would not have been a success.

The impact has been tremendously positive! Thank you to the Atrium 1 villagers, team, and families for diligently working together to accomplish this unprecedented step in person-first philosophy.

***TEAM: Through a train-the-trainer platform, all Brewster Village team members participated in PersonF1rst training - specialized training related to villager rights and supporting overall wellness of the villagers utilizing concepts that create relationships and honor each individual person.***

This project was led by the PersonF1rst team and has paved the way for further refinement of our vision – “Brewster Village will excel at being a community where individuals receive care that emphasizes independence and freedom of choice so that they continue to lead productive and fulfilling lives”.

Have you attended a community circle lately? Community circles support the values taught in the PersonF1rst training and are an important component to building relationships and getting to know each person – villagers, families, and team members alike.

***COMMUNITY: New outreach initiatives were completed through social media that resulted in nearly a 30% increase in Facebook followers and a new Brewster Village YouTube page.*** Connection to our community is an important guiding principle of ours (“...collaborate with families, guardians, and other community resources to address the social and medical needs of each individual”). Social media has become a mainstream avenue to get information and be connected. Therefore, it is important for us to be present in social media from a business perspective. This project has been led by Maggie Rasmussen, our Administrative Coordinator, with many contributors.

Don't forget to check out and “like” our Brewster Village Facebook page!

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***INNOVATION: A new partnership with Outagamie County Master Gardeners was developed and led to the formation of a new sensory garden.***

This project was coordinated by the Atrium Level 1 household coordinators and teams. Replicating what was done in an adjacent household with a newly sanctioned Master Gardener site, the sensory garden that appeals to all five senses is sure to provide life enrichment to villagers for years to come.

The garden will be ready for visitors this spring, and all villagers and guests are welcome to enjoy the space.

As for 2019, we will continue to build upon our PersonFirst training and philosophy as well as implementing our new nurse call system at the end of January, and work on the following three Brewster Village community objectives.

**2019 OBJECTIVES:**

VILLAGER: Provide for additional pet therapy opportunities for villagers.

TEAM: Maintain team vacancy rates at or below 10% of total FTE.

COMMUNITY/INNOVATION: Explore strategic and financial opportunities for Brewster Village to best meet the needs of the community.

Stay tuned for more information, and remember, your input and feedback are vital to the success of any Brewster Village objective. Please don't hesitate to reach out a team member with any ideas you may have. Thank you for embracing our vision and mission!

Cheers to a great 2019!  
Morgan Hinkley, Administrator

**Brewster Village Named Best of the Valley Finalist**



Brewster Village was named a finalist for Best Senior Living Facility in the 2018 Post Crescent Best of the Valley Awards. Thank you to all who voted!

## Retirements

Two of our highly valued team members will be retiring this year after a combined **over 73 years** of service! We will miss them greatly and wish them the best of luck in their new journey!

**Jeff McCabe, Support Services Director** - *It is with mixed emotions that I write this announcement regarding my retirement. I am excited about the next road in my journey but sad to leave the road I have been on for the past 40 years. Along the way, I have met many wonderful people who are working hard to enhance the lives of the elderly and disabled, a noble cause. I feel comfortable taking the new road because I know the people that I leave behind are very capable of continuing to move the work started here at Brewster Village forward! It has been my honor to serve the people who live and work at Brewster Village.*

**Karen, Health Information Coordinator** - *After 33 ½ years serving as Health Information Coordinator/HIPAA Officer and Heron Pointe Household Coordinator, it's time to wish everyone a very fond farewell as I retire from Brewster Village. I have seen many changes since my first day on the job at the Outagamie County Health Center, especially moving toward computerization of records and the move to our beautiful Brewster Village. I've had the opportunity to work alongside so many amazing co-workers and have been blessed to get to know so many wonderful villagers and their loved ones. I will carry a small piece of all of you in my heart as I leave Brewster Village and I wish all of you the best.*



### Flu Season Reminder

It is that time of the year again! We encourage all family and visitors that are feeling ill with such symptoms as: **nasal congestion, fever, cough, body aches, headaches, fatigue** to not visit until they are feeling better. Our villagers love the visits; however, they do not want the flu. If you are visiting and coughing, please wear a mask. The masks are available at the front desk for your convenience.

### Beauty Salon Price Increase

Looking **GOOD** is an important part of feeling **GOOD**! Our dedicated beauticians do an excellent job of providing quality services to help the Villagers to look their best. The beauty salon prices at Brewster Village have not increased since 2009, and we need to take into consideration the cost increases in products and adequately compensating the beauticians/barber. We have reviewed our current prices and considered the previous mentioned factors, and as of March 1, 2019, we will be increasing the beauty salon prices to the following:

<u>Service</u>	<u>Price</u>	<u>Service</u>	<u>Price</u>
Color Rinse	\$3.00	Haircut	\$13.00
Beard/Mustache trim	\$5.00	Shampoo/Set	\$15.00
Shampoo	\$5.00	Color	\$35.00
Set/Style	\$10.00	Perm	\$40.00

If you have any questions or concerns with a beauty shop appointment, you can contact Patti Howard at 920-832-5445 or email at [patricia.howard@outagamie.org](mailto:patricia.howard@outagamie.org).

### Insurance Changes

If you changed your insurance plan or how you receive your Medicare coverage, please report the change to the Business Office. Many Medicare Advantage plans and insurance companies will only pay for your care if you use an in plan provider. Please ensure Brewster Village is in your plan's network. You may have also received a new red, white, and blue Medicare card with your new Medicare Beneficiary Identifier number. Please provide Brewster Village with copies of your new Medicare card in addition to any new insurance cards you have received. For help with network coverage questions and to report your changes to Brewster Village, please call the Business Office at (920)832-5405.

### Lost and Found

Please stop by the Business Office if you think you may have lost an item while at Brewster Village.



## Brewster Village Voting Spring Election

Tuesday, March 12<sup>th</sup> from 11:00-11:50 a.m. in the Community Center

Wednesday, March 13<sup>th</sup> from 2:00-2:30 p.m. in the Community Center

## Parking Reminder

If you park in a handicapped stall, **please make sure to display your handicapped tag** as this space is reserved for those who are certified as handicapped. Also, **parking is not allowed in the hash marked handicapped spots in the parking lot in front of the entrance.** There is additional handicapped parking in the back parking lot.

## Questions/Concerns – Let Us Know

Brewster Village strives to offer an environment to live where villagers' choices are honored and respected and quality care and services are provided. It takes a team of health care professionals as well as family, visitors, and volunteers to provide the things our villagers need to continue to live an enriched life. As a valued member of the team, please bring any suggestions, questions, or concerns you may have immediately to the villager's Wellness Team. Please be aware that if you have questions, concerns, or complaints about conduct you witnessed toward a villager, you should report them to the Social Worker, Neighborhood Coordinator, or Complaints Investigator (Jeff McCabe, 920-225-1999) immediately. Examples may include threatening behavior or tone of voice, misappropriation of villager's belongings, exploitation of finances, and physical mistreatment of villagers. We need to act as soon as possible to assure the villagers are safe and then to investigate the situation. You may also contact the Ombudsman at 1-800-815-0015. Additional information regarding Villager Rights, complaint reporting instructions, and local assisting agencies can be found in the Villager Resource Guides in the living rooms, as well as posted in the Town Center. Thank you for assisting in keeping the villagers safe!

## Connect with Us!

Visit our website at [www.brewstervillage.org](http://www.brewstervillage.org)! You can also catch up with us on Facebook - [www.facebook.com/brewstervillage](http://www.facebook.com/brewstervillage)!

