

Letter from the Administrator

As we recently welcomed in a new year, I would like to pause a moment and reflect on a few of our successes in 2019.

- Provided additional pet therapy opportunities for villagers living here through our partnership with the Fox Valley Humane Society and the Neenah Animal Shelter.
- Our team implemented the new assistance call system, which has led to improvement in response times.
- We've made efforts to combat the caregiver workforce shortfall by investing time and resources into recruitment and retention, which resulted in largely maintaining team member vacancy rates at or below ten percent of total. For comparison purposes, the 2018 collaborative Wisconsin provider survey report indicates a 19% caregiver vacancy rate.
- Our partnership with Mosaic Family Health and their residency program has shown to continue to provide positive wellness outcomes for individuals living here.

This is just a small sampling of some of the notable initiatives which began or continued during the last year. While we have many causes to celebrate, some of the most notable are the positive interactions which occur every day, many times without any recognition. Brewster Village continues to be a leader in person-directed living initiatives. We've had several opportunities to host other long-term care communities to learn about these initiatives, as well as a unique opportunity to share our story and present on person-directed living at a nationwide conference (Pioneer Network). A round of applause is certainly in order for all of our hard working, compassionate team members, and the efforts which clearly have a meaningful impact on the villagers residing here.

2020 certainly brings new opportunities and new challenges. Some larger goals and projects we will face this year include:

- The opening of a corner store adjacent to our café which will offer small gifts and apparel for sale with revenues allocated for the Villager Special Events Fund. The goal date for the grand opening is March 5th.
- Completion of the first spa room remodeling project and update, which is set to be completed the second week of February.
- Building updates, including window replacement in all neighborhoods.
- Identifying opportunities for additional flexibility in team member schedules based on villager needs.

I would also like to add that Morgan Hinkley (Administrator) has taken the opportunity to pursue another career opportunity. During Morgan's time here, she worked tirelessly to ensure that high quality, person-directed care was implemented daily. Because of Morgan's efforts, Brewster Village is a better place to live, as well as work.

At the time of this writing, the groundhog is predicting an early spring. Whether you obtain your forecast from "Phil" the groundhog or "Phil" the meteorologist, I wish you warmth.

Sincerely,
Tim Neuman
Interim Administrator

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.

Lost and Found

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

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 (Krissy Jaloszynski, 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! You can also catch up with us on Facebook - www.facebook.com/brewstervillage!

