

Administrative Intern Introduction

Hello All,

My name is Jonathan Dressler, and I am a student from UW-Eau Claire completing my Healthcare Administration internship at this wonderful community. I am originally from Chippewa Falls, WI, and I enjoy spending time outdoors with my family. I began my journey with Brewster on June 1st of this year, and while things may certainly look different these days, I have been blessed with countless new relationships and experiences in my short time here already. I was drawn to Brewster Village after hearing about the person-directed culture, and I have not been disappointed. The villagers and team members have made navigating this difficult year so rewarding. The first part of my year has been spent rotating through each department at Brewster, and I have met some incredible people - both villagers and team members alike. My goal this year is to learn the skills and knowledge required to lead a long-term care organization, and I could not have asked for a better place to do it.

While I wanted this note to serve as an introduction of sorts, I also wanted to take a moment to formally thank the families of our villagers, the team members here, and the Fox Valley community as a whole. Being new to the area in such an uncertain time could've been a challenging experience, but I am pleased to say it has been the opposite.

I would love to connect with those in the community who are interested about the role I will be playing here this year. You can reach me at 920-225-1946 or by email at Jonathan.Dressler@outagamie.org.



Social Connectedness Continues to Shine

Life Enrichment opportunities continue to be promoted and have not been halted by the COVID-19 pandemic, but yes, things have changed. Typically, we would be ending a summer full of ball games, concerts in the park, fairs, ice cream stops, Sunday drives, sightseeing, zoo trips, fishing, and more. Our team has faced many obstacles as it relates to planning Life Enrichment, but they continue to bring their creative minds to work each day to figure out how to provide social connectedness for all. During this pandemic, it has been extremely important to assure that villagers remain connected to their loved ones; thus, phone calls, window visits, FaceTime, Zoom, etc. continue to be promoted on a daily basis to assure villagers have the opportunity to connect with those they love. If you want to connect through a phone call, FaceTime, Zoom, or a window visit, reach out to the neighborhood in which your family member resides. Unfortunately, outdoor visits are temporarily suspended due to positive COVID-19 test results and prevalence in the community. We will share any updates with you regarding visitation as they become available.

Family connections remain key; however, many other life enrichment opportunities are being offered to help engage villagers and lift spirits during this time. Rickshaw rides, which promote feeling the “wind in their hair,” has brought smiles to many faces. Opportunities are consistently offered to soak up vitamin D in our courtyards, while socializing with drinks and appetizers. Gardening has been a highlight this summer with villagers assisting in planting pots, starting an herb garden, watering, and lending their “green thumbs” to keep everything thriving. As most have heard, COVID-19 has led to increased cooking/baking within our homes, and the same applies at Brewster Village. Villagers have provided some of their favorite recipes through memory and have helped create some amazing summer dishes. Spiritual engagement continues to be offered through online services, bible readings, small prayer groups, and spiritual music of their choice. Themed events have been celebrated, such as Christmas in July and a Hawaiian Luau. The fondness of simpler events has returned during COVID-19, and thus, we see people seeking out puzzles, word searches, card games, reading, or just reminiscing about life events. Individual engagement has been enhanced as well to assure those that remain in their rooms have opportunities to keep active. We have promoted “mobile enrichment opportunities” that can be brought to individuals’ rooms, such as music, audio tapes, books, games, iPads, aromatherapy, crafts, letter writing items, and much more. Finally, we have spent time just laughing, promoting humor, and spreading joy, as you may have seen in a dance video Atrium 1 created. So as I stated in the beginning, yes, things have changed, but many wonderful things are occurring each day at Brewster Village. You can see the bonds growing between villagers as they watch over each other and provide that needed emotional support, and you can see the love, compassion, care, and social connectedness this amazing team provides to everyone that lives here.

Holidays at Brewster Village

We regret to share that our annual trick-or-treating event and holiday parties are canceled this year. This, however, does not mean we are not doing all we can to ensure the holidays are special for the villagers. We are actively working on alternate ideas, with the villagers' input of course. If you have any ideas or traditions you think your loved one would enjoy, please contact their neighborhood. Watch our Facebook page for updates!

Gift Giving Season



If you are looking for a good idea for your loved one, remember that a deposit into their resident trust account is an option. Some people enjoy using their accounts for the beauty shop, café, any community outings, or ordering from their favorite restaurants. Call 920-832-5445 to make a deposit or if you have any questions.



Special Events Donations

Brewster Village is always striving to bring new opportunities, entertainment, and community engagement to our villagers. In order to fund these opportunities, we rely on a Special Events account that is completely devised of donations from family members and the community. These generous donations help fund entertainment, community events, entrance fees, and more. Please consider donating to our Special Events Program in order for us to continue to extend these opportunities to our villagers. If you have any questions about making a donation, please contact Lisa Pingel at 920-832-5409.

Important Insurance Information

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

Flu Season

Yes, even with COVID-19 present, we are entering our influenza season as well. Consents have been mailed to the POA/guardian/villager for consent to administer the flu vaccine. If you have not already, please get the consent back to us as soon as possible so that we can be sure to administer the flu vaccine as soon as we can. We have begun immunizing villagers and team members. Please reach out with any questions to Cathy Knifke, RN, DON. **Please stay safe and healthy!**



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AHEAD



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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!

