

Letter from the Administrator

Dear villagers, team members, families and friends.

Normally, the first newsletter of the year carries a theme of remembrance for the year gone by, and anticipation of the year ahead. Undoubtedly, the prevalence of the coronavirus pandemic shrouds all else when considering the prior year. We've tried to be clear and transparent with you in the numerous COVID communications sent to you over the year, and it is my hope you found this communication sufficient and valuable. While COVID-19 certainly earns the right to be the primary topic when remembering 2020, I want to share with you some other accomplishments which took place in the year now closed.

- At the end of February, the Brewster Village Café expanded its offerings by adding a country store. So, in addition to the already popular refreshments, sundry items, books, games, small gadgets and other offerings became available for purchase. Again, all proceeds benefit the Resident Special Events Fund
- Brewster Village introduced "*Helping Hands*" as an organic way to combat the caregiver workforce crisis. This initiative provides for non-certified team members to assist in the household in other ways. For instance someone who's primary role in dining can assist filling open hours to benefit the household folding laundry, making beds and similar tasks.
- Brewster Village opened and offered paid training for Certified Nursing Assistants through a partnership with Fox Valley Technical College.
- Achieved responsible budget targets despite significant drop in census and increased costs for staffing and other items related to the pandemic
- Completed the remodeling project for one household's spa room, therefore improving the bathing experience for the villagers
- Attained re-hospitalization rates which are significantly lower than expected levels through a focus group with credit given to our partnership with Mosaic Family Health
- Received four infection control focused surveys, all were deficiency free
- We now have a dedicated Infection Preventionist who joined our nursing leadership team (more on this later in the newsletter)

These achievements are just a few examples of the wonderful things which have been achieved during 2020. I can't stress enough my appreciation for the Brewster Village team members who continually show dedication, care and compassion. None of this would be possible without our team.

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Looking ahead to 2021, our prime focus at this point is to continue to weather the pandemic following principles of infection control, as the rate of spread is still of significant concern in our area. We look forward to resuming visitation, in some form, as soon as we can safely do so. Our other objectives for this year include:

- Evaluating staffing strategy to increase the quality indicator as identified by CMS
- Identify solutions for sustainable recruitment & retention levels for Brewster Village
- Reduce avoidable medication errors through a Quality Assurance and Performance Improvement committee
- Provide for a fulfilling experience for villagers while maintaining and managing a responsible budget during continued unpredictable times.

As I have expressed in my communication to you over the past year, I am very thankful for all of the support we have received from the community. The encouragement we've received throughout a difficult year has been astounding.

From all of us at Brewster Village, we wish you a safe and happy 2021.

Sincerely,

Tim Neuman, NHA
Administrator

Life Enrichment through Times of COVID

It has been a long journey navigating through this COVID pandemic, but through it all life enrichment continues to thrive and enhance the lives of those that live here. Life enrichment opportunities may look different than they did a year ago, but due to the resiliency of the villagers and team we have found new and innovative ways to remain socially engaged, have fun, share laughter and build relationships. Opportunities to engage continue at a household level which means villagers are provided many opportunities right on their household to remain as active as they choose. Recently we wrapped up the holiday season stretch which included a lot of events that started in October. Villagers spent time decorating pumpkins, enjoying an indoor fall market, savoring fall aromas through favorite recipes and crafting to decorate their households. Thanksgiving was celebrated with villagers and team members coming together to enjoy a traditional Thanksgiving meal with decorative place settings being made to spruce up the dining room. Family connections continue to be made on a daily basis through facetime, phone calls, window visits and cards. Brewster Village was lit up through Christmas and New Year's thanks to some wonderful community volunteer groups decorating the outdoors so villagers were able to see Christmas light displays. Inside we assured that all the traditions of Christmas were upheld with beautiful trees, Christmas cookies, holiday foods and the sounds of Christmas were heard through the hallways as team members provided some caroling and festive fun. Many community organizations also came together to provide gifts for villagers to open throughout the season and on Christmas morning. A variety of life enrichment opportunities continue to be offered to villagers each day including: book clubs, indoor gardening, movie matinees, art/craft groups, exercising, Packer parties, birthday celebrations, sensory groups, spirituality offerings, reminiscing, social gatherings with themes, mobile manicures, card groups and so much more. The community has remained connected with the villagers through three different pen pal groups we have started. People in the community have become pen pals with some of the households which has provided a great opportunity for villagers to hear from people in the community. Villagers will then send a group letter back regarding life at Brewster Village. As the holiday season has come to a close we remain positive about once again driving through the countryside to see villagers' hometowns, attending ball games, traveling to the zoo, listening to music in the park, taking in a play or going to villagers' favorite restaurants. We remain tuned in to CDC and public health's guidelines for long term care and continue to advocate for villagers to once again have family visits, entertainment groups and connections with the community. Until that time comes, we will continue to build relationships, laugh and enjoy the opportunities we have right inside our home. If you have specific suggestions of things your family member enjoys please share them with the team and remember stay connected through facetime, phone calls and a simple letter to brighten their day.

Lisa Pingel
Life Enrichment Director

Congratulations Amber!

We are pleased to introduce Amber Hankwitz as the Brewster Village Nursing Coordinator – Infection Preventionist! This position returned to the Brewster Village organizational table in 2020. While the pandemic wasn't the only factor driving the need for this position, it certainly emphasized it. Amber was promoted from her previous role as Atrium Second Floor Neighborhood Coordinator. Amber's primary responsibilities include facilitating Brewster Village's infection control program, surveillance, quality assurance, and providing leadership to team members throughout the organization. The work will continue long after the pandemic surge has subsided.



Villager to Villager Donations

Hello Brewster Village Family and Friends.

It has come to our attention that donations are at times being accepted between villagers; either by the villager themselves or by their loved ones. Due to infection control reasons we strongly discourage any transfer of personal belongings (such as recliners, wheelchairs, clothing etc.) between villagers. However, we do understand that at times, financial concerns may warrant the accepting of a donated item. Please be advised that per Brewster Village policy, if a villager and/or their loved one accepts a donated item that belonged to another villager, said villager/family is then responsible for maintenance and/or disposal of the item. Brewster Village is able to dispose of items for you, however there is a fee associated with any disposal, and that fee will be the responsibility of the villager/family. If you have further questions, please reach out to your Social Worker. Thank you for your understanding.

Krissy Jaloszynski, CSW
Support Services Director

Emergency Preparedness: Civil Unrest



The Brewster Village Community Maintenance & Safety quality assurance subcommittee works continuously through our comprehensive emergency preparedness plan. In the past, this committee has facilitated drills surrounding evacuation, unaccounted for villagers, severe weather and other items. They are currently reviewing the *Civil Unrest* plan. The full printed Emergency Preparedness plan is located with the rest of the *Right to Know* information in the Town Center.



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!

