

Letter from Tim Neuman - Administrator

On October 1st, we celebrated the twenty-year anniversary of moving into Brewster Village. Looking back in time to October 1st, 2001, all villagers moved from the Outagamie County Health Center to Brewster Village – yes, in one single day. Amazingly, there are still over thirty team members and several villagers with us who were here during their move, and while I am not among that group, I find their stories and recollections to be fascinating.

The Outagamie County Health Center and Brewster Village has always been known for providing quality care to the population we have the privilege of serving, but what we hear that sets us apart is the relationships established between the villagers, team members, and volunteers, and the person-directed focus which emphasizes a social model of care.

During new team member orientation and other opportunities to showcase Brewster Village, we highlight the differences in the two environments; things like access to the outdoors, private spaces versus large areas, contrasts from “activities” to life enrichment opportunities, but most of all, the strong emphasis on villagers continuing to live their lives in a meaningful way in a setting that is truly home – an effect of deinstitutionalization. This actually has little to do with environment.

We are very fortunate to be able to be able to make all of this possible to those entrusted to our care, but it is not without the eagerness and willingness of our team members whose mission-minded focus makes this possible every day. Additionally, to the Outagamie County board members whose foresight back in the 1990’s allowed for the physical environment to match, and whose support continues to make this possible today.

2021 has left us to face new and difficult challenges which morphed from the COVID-19 pandemic, which at this point, is still not entirely behind us. Despite these challenges, we were able to realize several accomplishments throughout the year:

- Regained a “5 Star” rating as identified by the Centers for Medicare and Medicaid Services
- Named as *Newsweek’s* #2 Nursing Home in the State of Wisconsin based on overall quality, COVID response
- Attained re-hospitalization rates significantly lower than expected
- Reduced villager fall instances while maintaining and promoting independence
- Reduced medication errors and eliminated transcription errors
- Welcomed Mollie, a Golden Retriever therapy dog in training
- Demonstrated resiliency in several facets in regard to the pandemic, such as hosting vaccination clinics on site, providing for a phased approach and re-entry to community events, as well as agility surrounding challenging regulations which conflict with person directed living initiatives.

Next year’s goals surround growth in the realm of team member engagement, recruiting and retention as well as focus on additional quality measures to promote villager wellness. All identified goals are designed to be Villager-centric. Full credit is due to team members who truly live these principles every day.

Wishing you a wonderful close to 2021, and a prosperous 2022.

Tim Neumann

Social Worker Intern Introduction

I am an advanced practice health care social work graduate student attending the University of Wisconsin Oshkosh and will be working with Jen Kruse and the rest of the social work team here at Brewster Village. When I am not studying, I love to spend time with my husband, family members and friends. I enjoys traveling around Wisconsin, reading, bike riding, and taking my dog Jett on long walks and to local dog parks.

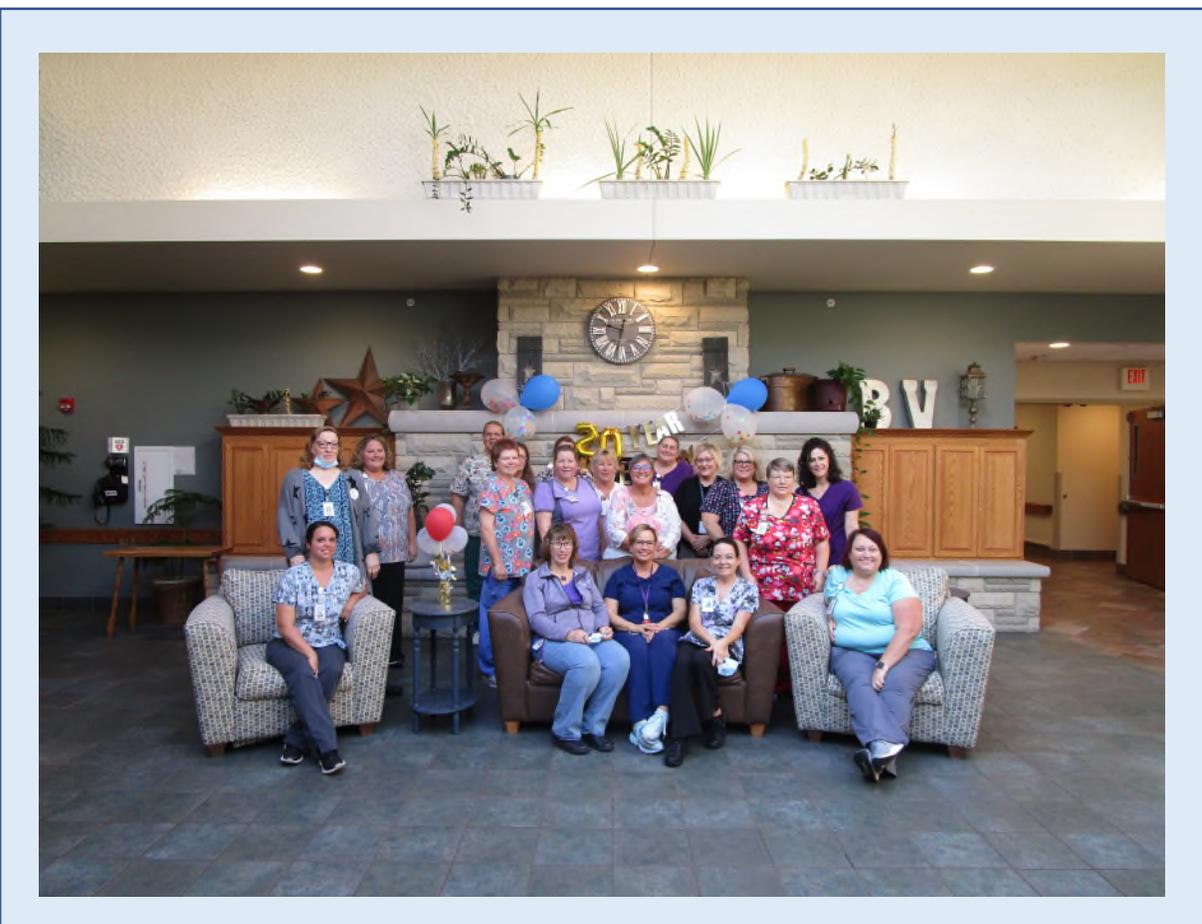
Sierra Heidemann



THE Village voice

LIFE AT BREWSTER VILLAGE

20th Anniversary



Halloween 2021



Holiday Parties and Guest Meals

As the holiday season is upon us we want to take an opportunity to fill everyone in regarding what we are doing to celebrate the holidays here at Brewster Village. We continue to follow CDC and Public Health's guidelines regarding visitation, social distancing, mask use and COVID Testing. With these protective guidelines in place the holidays this year will still be exciting and celebrated, but we will continue to follow our visitation guidelines. Unfortunately, due to the current guidelines, we will not be selling guest meal tickets again this holiday season.

To kick off the holiday season, Brewster Village will be participating in the Appleton Christmas Parade on November 23rd with the theme of Super Heroes. Stop by the parade or watch them on television to cheer them on as they enjoy this wonderful event.

Thanksgiving will be celebrated with a traditional Thanksgiving meal, parade, football, table decorations and laughter. Families are able to visit villagers according to our current protocol, however families will need to continue to visit villagers within their room versus using any common spaces.

Christmas this year will be celebrated with all the decorated trees, musical entertainment, caroling, holiday round robin, gifts and a neighborhood party for villagers and team members. As with Thanksgiving, families are able to visit villagers according to our current protocol, however families will need to continue to visit villagers within their room versus using any common spaces.

Each year we try to get to know the villagers holiday traditions and honor them as we can. So please share any holiday traditions with the Life Enrichment Specialists on the households so they can try to make this happen.

From all of us at Brewster Village we wish you and your families a wonderful holiday season.

Visitation Reminders

A friendly reminder that indoor visitation must take place within a villager's room. Visitors should be walking directly to the villager's room in whom they are visiting. Visitors should not walk around different halls/hang out in the café/sit in the sunrooms/etc. Please note that visitors are limited to 2 per villager, unless prior discussion with the team has taken place for special circumstances. Thank you for your cooperation with following CDC guidelines for long-term care facilities.

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.

Connect with Us!

Visit our website at www.brewstervillage.org! You can also catch up with us on Facebook - www.facebook.com/brewstervillage!



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.

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!