

Letter from the Administrator

Dear Villagers, Team Members, Families and Friends,

As we begin a new year, it is important to reflect and acknowledge our accomplishments, as well as look forward to new beginnings. Some of the accomplishments we are most proud of from last year include:

- Regaining a '5 star' rating as identified by CMS.
- Welcomed "Mollie" (golden retriever therapy dog in training) to our team for enhanced opportunities for villager interaction & satisfaction.
- Attained re-hospitalization rates significantly lower than expected levels through new initiatives.
- Reduced villager fall occurrences through several interventional efforts.
- Implemented new, creative operational strategies to minimize the impact of the workforce shortage.
- Completed several building upgrades and enhancements, including roof, windows, flooring, and other remodeling work.
- Demonstrated resiliency in several facets pertaining to the pandemic, such as hosting vaccination clinics on site, providing for a phased approach to reopening and re-entry into community events, as well as agility surrounding numerous changing regulation which conflict with person-directed living initiatives.

As far as looking forward to 2022 we have the following in mind as we together, emerge from the serious impacts of the pandemic:

- Combat the workforce shortages by creatively sharing the word of our fantastic employment opportunities for a variety of nursing life enrichment, dining, and other roles to maintain vacancy rates below the state / national averages.
- Rebuild the Volunteer Program to pre-pandemic levels.
- Utilize the Artifacts of Culture Change to determine strategic initiatives to enhance person directed living concepts.
- Re-implement Person First training for all team members to enhance relationship building and communication between staff and villagers.

Thank you for being a partner with us in providing quality, person-centered care to those who reside here for services. I do not want to miss the opportunity to recognize that accomplishments are met by concerted efforts by our entire team. I am ceaselessly proud of our team members each and every day. It is for their efforts that Brewster Village continues to see the impact of quality in terms of satisfaction and outcomes. Our team members practice ingenuity and creativity in addressing challenges presented by the pandemic and workforce crisis, all the while participating in initiatives to grow and enhance the care provided to the villagers.

Sincerely,

Tim Neuman, LNHA
Administrator

Retirements

Three of our highly valued team members will be retiring this month after a combined **over 85 years** of service! We will miss them greatly and wish them the best of luck in their new journey!



Lauri Sippel – Life Enrichment Coordinator is retiring Feb 22 after 43 years of service. Lauri started as a Nursing Assistant over the years worked her way into the Life Enrichment Coordinator position. Some of her favorite experiences at Brewster Village include art expression groups, giving rickshaw rides, various excursions and celebrations with the Villagers, and reminiscing with them. In retirement Lauri looks forward to spending time with her grandchildren, working on craft projects, spending time up north at their cabin, and volunteering here! “I wish everyone; teammates and villagers at Brewster Village nothing but the best! My life has been so enriched by knowing and working with you! Take care, and remember....It’s not the destination, it’s the journey!”



Merrie Castellion – CNA on Atrium 1 retired February 8th after 24 years of service. Merrie is well know for her many quotes and wished to share a few of her favorites to remember her by:
“Just because there is snow on the roof that doesn't mean the fire is out.”
"That sounds like a personal problem."
"Hotter than a hen on a hot rock."



Blanche Westphal – CNA on Atrium 1 retired February 8th after 18 years of service. Blanche shared one of her favorite memories with us before leaving: "Years ago I worked on Heritage 1. I was caring for a woman with dementia who was agitated and wanted to go home. Knowing she loved nature and the out doors, I took her outside in her wheel chair. We walked in a circle around the courtyard. Up in the trees were some small birds she and I were both admiring. I walked up to the tree and extended my finger to where a little bird was perched. To my surprise it hopped onto my finger so I could show it to the villager up close. We admired the bird as it flew away. Her day and mine was better after that experience."

COVID Reminder for Visitors

At this time, visits will continue to occur within a villager's room or designated visitation room, if needed, to promote social distancing. Visits are not to take place in the café, sunrooms, living rooms, etc. Masks are required by all visitors. Visitors are still screened and are asked to attest to their health prior to visiting. 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 to become ill. Please help to keep our villagers healthy.

Message from Mark

Hello Brewster Village Families. My name is Mark Cochrane and I am the new Recruitment and Retention Specialist at Brewster Village. I wanted to pass along my contact information to you. I love referrals! If you happen to know of anyone that may be interested in an opportunity here please ask them to contact me directly. I enjoy telling our story and sharing the many wonderful things happening here.

We are continually committed to hiring and retaining the best team members to provide amazing care and support for our Villagers.

Happy New Year!

Mark Cochrane
Recruitment and Retention Specialist
Phone: 920-832-5421
E: Mark.Cochrane@outagamie.org

Do you or someone you know want to be paid to become a Certified Nursing Assistant?

Brewster Village will be hosting multiple classes in 2022 in a partnership with Fox Valley Technical College. The student will be hired as a regular employee, and will be paid for the time it takes to complete the program and gain certification, and will be welcomed to work as part of our fantastic team. Watch our Facebook page, as well as the Outagamie County careers web page for more information and to apply.

Villager Voting

ELECTION DATE: APRIL 5, 2022

Voting days & times:

Tuesday March 15, 2022 1pm – 2:15 pm in the Community Center

Wednesday March 16, 2022 2:15pm – 3pm in the Community Center

Help for the Homeless Hygiene Drive

We will be collecting NEW hygiene and cleaning items for local crisis agencies through The Family Radio's annual "Help for the Homeless" hygiene drive, Feb. 13 – March 6. Please place your donations in the Help for the Homeless collection box located in the front lobby by March 6. Most urgently needed items are laundry soap, kitchen size trash bags (shelters go thru LOTS of these), shampoo, cleaning supplies, diapers, toilet tissue, and feminine care.

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!