

# The informer

A newsletter for team members of Hillcrest Health Services

August 2019

## LAST CHANCE: Register with the Admin Assistant at Your Service Line Today!



## SARPY WALK TO END ALZHEIMER'S

### Sunday, August 25

Registration, 8 a.m. | Ceremony, 9 a.m.  
Walk, 9:30 a.m.

Prairie Queen Recreation Area  
132nd & Highway 370, Papillion

Sign up with the administrative assistant at your service line.

Participants should wear the Hillcrest blue "Enhancing Lives" T-shirts. Let your service line admin assistant know if you need one (youth XS-L, adult S-4XL). We'll take a group photo around 8:45 a.m. before the ceremony begins.

Officially register with the Hillcrest team here: [tinyurl.com/teamhillcrest](https://tinyurl.com/teamhillcrest)

### Hillcrest Connection

Our Leadership Team  
Latest Hillcrest News

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### From the Desk of Sharyl Ronan

Dear Team Members,



August is here, and it is hard to believe fall is just a month away with all of the hot weather we have been having. I love the fall! It has always signaled that we are getting ready for the harvest, and that is a great thing for the Midwest. I am sure the cooler weather is right around the corner.

With fall arriving, that means that Nebraska is gearing up to play football! August is when our Husker Football starts for the season! On August 31st the Huskers will play South Alabama. Many of you know they are in the West Division of the Big Ten Conference in the National Collegiate Athletic Association. Many of you are already preparing for a fun season of Husker Football! This is the year when Scott Frost has the opportunity to turn things around for Huskers.

I remember as a young girl in South Dakota watching Tom Osborne (who coached the Huskers from 1973-1997). He led the team during that period to 255 wins and only 49 losses. He was the all-time leader in games coached (307) for Nebraska. I always loved watching the Huskers play football! Maybe because it seemed like they were always winning! I believe the Huskers' time has come again.

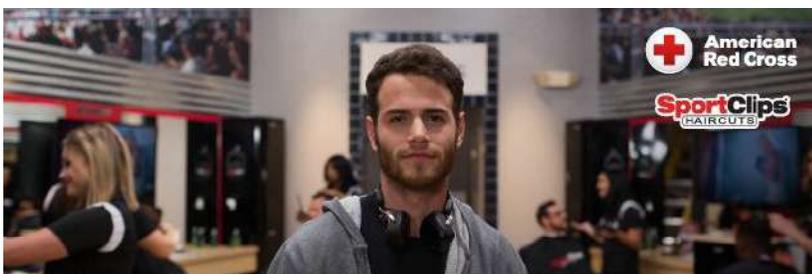
There is a sign in my office that simply states, 'Some People Want it to Happen, Some People Wish it Would Happen, Others Make it Happen!' This is true with life and football.

Our team has been very busy this month so far in several wonderful events such as participating in the Arrows to Aerospace Parade, the ALS Walk, the Millard Days Parade (tomorrow) and the Alzheimer's Walk (this Sunday). Serving the community is another way in which Hillcrest Health Services stands out as a caring place to work!

Do you know someone who would like to start a career at Hillcrest? Send them our way! We reward our team members who refer a friend for employment! We want to help them grow their career! Have them fill out an application and list you as the person who referred them. See your supervisor or the Team Member Development (TMD) team for more information!

Hillcrest is only able to deliver on our mission and goals because of our team members! You are the ones who make a difference and impact

## Saving Lives Never Looked So Good!



Donate blood or platelets from Sept. 1-30 and receive a coupon by email for a free haircut at participating Sport Clips Haircuts locations. Look good and feel good!

## Blood Drive

Hillcrest Mable Rose

Wednesday, September 25, 8 a.m.-2 p.m.

The need is constant. The gratification is instant. Join the Hillcrest team in giving blood.

Schedule an appointment to give blood at the Hillcrest Mable Rose Blood Drive, and take advantage of a free haircut! Those who donate blood during the month of

September will receive a coupon via email for a haircut at participating Sport Clips locations. Tell your family! Tell your friends!

Sign up here: [tinyurl.com/HMRBlood](http://tinyurl.com/HMRBlood)

Questions? Contact Lisa Summers at [lsummers@hillcresthealth.com](mailto:lsummers@hillcresthealth.com)

Save the dates for the 2020 HMR Blood Drives: January 8 & May 13.

lives every day. Thanks for all you do!

Make a difference every day!

Sharyl Ronan, CEO

## CMO Corner



There are many definitions of stress, but one of the simplest to understand is "a state of emotional or physical strain or tension resulting from adverse or very difficult circumstances." Stress is a normal part of life, and a little bit of stress can actually help us stay focused, energized and able to meet the challenges at home and work. While stress is normal, excessive stress can impact your physical and emotional health, interfere with your work performance and negatively affect your relationships and home life. Some of the signs of excessive stress include:

- Feeling anxious or depressed
- Loss of interest
- Problems sleeping
- Fatigue
- Trouble concentrating
- Muscle tension and headaches
- Social withdrawal
- Using drugs or alcohol to cope

Though we all have stress at home and work, it is important for us to find ways to deal with stress before it becomes a bigger issue. Below are some tips to assist with relieving stress:

- Get plenty of sleep - maintain a regular schedule
- Eat healthy - small, frequent healthy meals help prevent swings in your blood sugar
- Exercise - regular exercise, even walking
- Count to 10 and take a deep breath when difficult situations occur
- Flip your negative thinking - be positive
- Turn to co-workers for support - create friendships at work
- Lean on friends and family for support - develop your social network
- Create a balanced schedule - find time for you to recharge
- Talk to your supervisor - help them understand your stresses and work on solutions
- Consider keeping a journal - identify your stressors and develop a plan to deal with them

Hopefully you can use a couple of these techniques when stressed or help your fellow team member or friend when needed. To quote Dr. Loretta Scott: "We can't help everyone, but everyone can help someone."

Thank you for all of the work that you do to support each other and our aging adults!

Dr. Tony Hatcher, CMO

### Upcoming Events

#### Millard Days Parade

**Saturday, August 24, 11 a.m.**  
Millard Ave. (132nd to P St.)

HML team members are participating in this weekend's parade. HML is entry #27. Enter off of 120th and Anne St, from Q St. and Oaks Lane, or 144th and Old L St. After, the team will enjoy pizza and beverages at Varsity Sports Cafe (14529 F St). Questions? Ask Juli - [jgrimm@hillcresthealth.com](mailto:jgrimm@hillcresthealth.com)

#### Sarpy County Walk to End Alzheimer's

**Sunday, August 25**  
**Prairie Queen Recreation Area**  
**132nd & Hwy 370, Papillion**  
**8 a.m. Registration, 9 a.m. Ceremony,**  
**9:30 a.m. Walk**

Sign up with the administrative assistant at your service line by TODAY.

Participants should wear the Hillcrest blue "Enhancing Lives" T-shirts. Let your service

# SPLIT THE POT RAFFLE

Benefiting the Alzheimer's Association

\$1 One Ticket
\$5 Six Tickets

\$20

Thirty Tickets

Tickets can be purchased from the HHS Home Office front desk through Friday, August 30th.

The drawing and announcement of the cash prize winner will be on Tuesday, September 3rd.

Questions? Call Laura: (402) 933-4649

## Vote for Hillcrest in Sarpy People's Choice Awards

6TH ANNUAL

OVER 20,000 VOTES SUBMITTED IN 2018

# SARPY COUNTY PEOPLE'S CHOICE Awards

SUBURBAN NEWSPAPERS • OMAHA.COM

2019

The sixth-annual Sarpy County People's Choice Awards Contest has kicked off! Voting is open through September 11th at [omaha.com/sarpyawards](http://omaha.com/sarpyawards).

Be sure to vote for Hillcrest in these categories:

## MEDICAL:

- Assisted Living Community
- Home Health Provider
- Hospice Care
- Long Term Care Facility
- Occupational Therapy
- Physical Therapy
- Skilled Nursing Facility
- Speech Therapy

## SERVICES:

- Employer Over 50 Employees
- Retirement Community
- Senior Care Services

Thanks for your support!



## Hillcrest Briefs

Hillcrest Health Services  
Team Member Family Event

More than 1,500 team members and guests attended the annual Team Member Family Event at Werner Park on August 2. Team members and their families enjoyed the Family Fun Zone, games and activities on the field, face painting and temporary tattoos, a dunk tank, raffle prizes for the kids, food, drinks and more.

After several drawings for children's prizes throughout the night, **Tami Ferry, HHC**, **Crystal Dow, HMR**, **Mikaela Hanson, HRS**, **Nancy Lewis, HCC**, **Angela Goergen, HGL**, and **Tyffaney Reichert, HHR**, were the lucky ones who left with bikes and mini cars for their children in the final drawing for the bigger prizes.

Thank you to everyone who joined in on the fun! We hope you had a great time!



Team members and their families enjoy fun games and activities on the field. [View more photos from the event on the Intranet.](#)

## Walk to Defeat ALS

Hillcrest team members participated in the annual Walk to Defeat ALS on Saturday, August 17. **Cassy Lawrence, HHS**, led the team as they served coffee and water to walk participants. Through the event, the ALS Association Mid-America Chapter was able to raise more than \$200,000 for helping find a cure and support for those with ALS. Thank you to the Hillcrest team who served the community at this event!



Lauren Wright, HHC, Cassy Lawrence, HHS, and Paul Gardner, HRS, smile at the Walk to Defeat ALS.

line admin assistant know if you (or any family members walking with you) need one. Shirt sizes include: youth XS-L, adult S-4XL.

Please arrive by 8:30 a.m. on Sunday. We will take a group photo at 8:45 a.m.

Officially register as a walk participant on the Hillcrest team here: [tinyurl.com/teamhillcrest](http://tinyurl.com/teamhillcrest)

## Council Bluffs Walk to End Alzheimer's

**Saturday, September 7**  
**Tom Hanafan Rivers Edge Pak**  
**4250 Rivers Edge Parkway, Council Bluffs**  
**9 a.m. Registration, 10 a.m. Ceremony,**  
**10:30 a.m. Walk**

Cassy Lawrence is leading the team in this walk. Join the Council Bluffs Walk team here: [tinyurl.com/CBteamhillcrest](http://tinyurl.com/CBteamhillcrest) or reach out to Cassy with questions - [clawrence@hillcresthealth.com](mailto:clawrence@hillcresthealth.com)

## Blood Drive

**Wednesday, September 25, 8 a.m.-2 p.m.**  
**Hillcrest Mable Rose**  
**4609 Hilltop St., Bellevue**

Schedule an appointment to give blood at the Hillcrest Mable Rose Blood Drive, and take advantage of a free haircut! Those who donate blood during the month of September will receive a coupon via email for a haircut at participating Sport Clips locations.

Sign up here: [tinyurl.com/HMRBlood](http://tinyurl.com/HMRBlood)

Questions? Contact Lisa Summers at [lsommers@hillcresthealth.com](mailto:lsommers@hillcresthealth.com)

Team Member Discounts  
Page Now on the Intranet!

To make it easier to see the different discounts you have access to as a Hillcrest team member, we've created a page on the Intranet that outlines all of the discounts. On the main Intranet page, click on the yellow smiley \$\$ button.

Nominate a Team Member  
for a Star Award!

As part of The Hillcrest Way, team members and customers can now nominate team members for Star Awards when they go above and beyond to serve our customers. All nominations are reviewed and approved by the team member's service line administrator. To nominate someone for a Star Award, visit [hillcresthealth.com/star](http://hillcresthealth.com/star) or access the form on the right sidebar of the Intranet under the Team Member Handbook.

## Sarpy County 2020 Census

Census Day is April 1, 2020, and the self-response period begins March 23, 2020. The goal of the 2020 Census is to count everyone once, only once and in the right place. The decennial count is required by the U.S. Constitution, and it's important because the results are used:

- To determine the number of representatives each state gets in Congress and to redraw district boundaries.
- To plan for resident needs such as new roads, schools and emergency

**Bellevue Arrows to Aerospace Parade**

Team members from several Hillcrest service lines participated in the annual Bellevue Parade on Saturday, August 17, walking, waving and passing out candy and fans. Some Hillcrest Mable Rose residents enjoyed a bus ride through the parade as well. After, team members socialized and had pizza and drinks at Lansky's. Thanks to those who participated for representing Hillcrest!



We had a great turnout for the parade. See more photos on our Hillcrest Facebook page.

**Hillcrest Caring Companions "One Word"**

As part of the 2020 budget planning process, each Caring Companions team member came up with one word to focus on through the year that connected them to personal and professional goals. This team building exercise is a simple yet power way to connect to service line goals and keep our mission, vision and values front and center.



The Hillcrest Caring Companions office team shows their "One Word."



These words connect to the personal and professional goals of the HCC office team.

**Hillcrest Firethorn Floral Arrangements**

Every Monday, HFT team members **Jamie Weatherly** and **Deb Crouse** make their trek to the local Super Saver store, which graciously donates beautiful flowers for the Hillcrest Firethorn guests to arrange for all to enjoy at the facility. This flower arranging activity is well attended and promotes such wonderful interaction among the guests!

services.

- For businesses, for example, to determine where to open places to shop.

In 2020, for the first time, participants will not only be able to respond by mail but also online and by phone.

Complete Count Committees (CCC) have been formed to develop and implement a 2020 census campaign. To learn about the Sarpy County CCC email [Dallas.rcc.partnership@2020census.gov](mailto:Dallas.rcc.partnership@2020census.gov)

**Hillcrest University Makes it Easy to Continue Your Education**

As you know we have a new vendor providing our online learning system. Since the link to access Hillcrest University has changed and is now longer than before, we created a simpler URL for all team members to access it.

Now you can simply enter [www.hillcrestuniversity.com](http://www.hillcrestuniversity.com) into your browser at work or at home to open the site. Then log in with your Hillcrest University credentials.

If you have any questions or issues, please contact the Help Desk at (402) 682-6580.

**Are You Receiving Your Direct Deposit Advice?**

Pay stubs are distributed electronically for those with direct deposit.

If you are not receiving yours via your personal email address, please make sure to update your email address with Team Member Development. If you need a change of address form, contact them at (402) 682-4189.

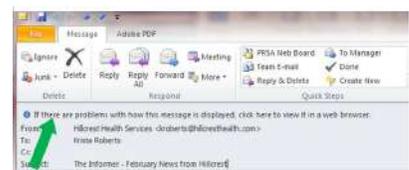
The emails are password protected and only accessible with the last 4 digits of the team member's social security number.

**Are You On the List?**

**The Informer is now only being distributed via email. Do you know of a team member who isn't receiving the newsletter? Or, has your email address changed? If so, please send the name, service line and email address to [estratman@hillcresthealth.com](mailto:estratman@hillcresthealth.com) to be added to the list or make sure your email is updated with Team Member Development. Thank you!**

Hillcrest Health Services  
1902 Harlan Drive  
Bellevue, Nebraska 68005  
[info@hillcresthealth.com](mailto:info@hillcresthealth.com)

**Trouble Viewing Photos in This Newsletter?**



If you are unable to view the photos in this newsletter, there is a message at the top of your email--look for the "i" in a blue circle with the message stating "If there are problems with how this message is displayed, click here to view it in a web browser."

Click on that message, and it will open the newsletter in your web browser, displaying the photos.



Team Member Deb Crouse smiles with guest JoAnn after creating beautiful floral arrangements.

 Like us on Facebook

Like us on Facebook to keep up with service line news & to learn more about enhancing the lives of aging adults!

Follow us on 

Follow us on Twitter for health care information you can use!

View our videos on 

Watch our videos on YouTube to learn more about our complete continuum of care and continue your education!



How pretty are these arrangements HFT guests created?



In addition to flower arranging, guests have also been busy planting flowers outside of the building.



HFT guests enjoy the outdoors with team member Deb Crouse.

### Hillcrest Hospice Care Bereavement Services

Did you know that Hillcrest Hospice Care offers bereavement support to patients, families, Hillcrest team members and community members? The Bereavement Coordinator provides visits to patients who may need extra support. Families struggling with an unexpected diagnosis and/or anticipatory grief receive calls and/or visits. Each family member receives a sympathy card signed by the IDT team members following the death. The family then receives a phone call or letter offering condolences and explaining bereavement services. The Bereavement Coordinator follows through with phone calls, visits and grief/loss mailings according to each person's wishes.

Memorial trees are ordered from the Arbor Day Foundation for those who have passed, and families receive notification. Families receive one-year anniversary of loss cards and are invited to the annual Memorial Service. Families and community members can attend grief support groups that take place at the Education Center in the Hospice office, Grand Lodge and Cottages administration building. Families can borrow books dealing with grief and loss from the lending library. Donations and memorials are tracked with donors, and family members are thanked and notified. Names of patients for whom we have received donations are engraved on a plaque. Bereavement services are offered for 13 months following the death.

### Hillcrest Millard VolunTEEN 2019

Hillcrest Millard's summer VolunTEEN program brought us a great group of volunteers. We had an awesome summer of fun. They learned some new skills, taught our guests some different activities and made friendships that will last a lifetime. We ended the summer with a pizza party and a reflection on what they enjoyed and learned through volunteering. Several of the volunteers will be coming back throughout the school year to continue to volunteer.



VolunTEENs Haleigh, Sophia, Madison and Brooke enjoy the end-of-summer party. Not pictured: Skylar, Avery, Rishi, Riha and Rami.

### Hillcrest Rehab Services Creighton Residents & Fellows

Please meet our new HRS Creighton Residents and Fellows! This rotation we have two PT Residents and two OT Fellows. **Ben Jones, PT**, and **Dijah Lane, OT**, are starting out at HHR doing inpatient care. **Emily Chop, OT**, and **Lydia Moore, PT**, are beginning in Home Care, and then the pairs will swap in February 2020. Welcome to Hillcrest!



### Silver Ridge Gretna Days Parade & Hot Dog Feed

The "SILVERheroes" took **FIRST PLACE** in the superhero-themed Gretna Days Parade float contest. Shout-out to the Silver Ridge parade committee and team members who spent countless hours working on the incredible float!

The Silver Ridge team, along with many other Hillcrest team members, also put on a successful hot dog feed, serving 1,000+ Gretna community members after the parade. Thank you to everyone who helped with this effort! It was a great introduction of Hillcrest to the Gretna community.



Team members smile with individuals from The Roberts Academy, who walked with the Silver Ridge team in the parade on Saturday, July 27, in front of the float.



More than 1,000 Gretna-area residents visited the Silver Ridge campus on July 27 for the annual hot dog feed. See more photos from the event on the Silver Ridge Facebook page.

## Enhancing Lives Through Exceptional Customer Care

*Each month, we spotlight team members who exemplify our mission of enhancing the lives of aging adults.*

### Taylor Hennig, Administrative Assistant Hillcrest Health & Rehab

Taylor Hennig was named July Team Member of the Month for HHR. She is always willing to go above and beyond to help other team members or our residents/guests. She leads the Booster Club, organizes facility onboarding, and she has a great "can do" attitude. Taylor sees each day as a new opportunity to make someone's day

better. She helps with new, aspiring Nurse Techs for the Nurse Tech Development Program and went through the program herself to have a better understanding to help potential new team members. She is an essential part of the HHR team. Congratulations, Taylor!

*-Tammy Weston, Administrator*



Hillcrest Health Services | 1902 Harlan Drive | Bellevue | NE | 68005