

The informer

A newsletter for team members of Hillcrest Health Services

December 2020

COVID-19 Vaccine Message From Our CMO

This has been a very challenging year with the COVID-19 pandemic, but I am pleased to share some good news. The U.S. Food and Drug Administration (FDA) has found a COVID-19 vaccine to be safe and effective, and our facilities will be administering the vaccine to residents/elders and team members starting in early January. This is very encouraging news!



While we do not yet know the actual dates for when service lines will be vaccinating team members, we are moving forward with our plans to be as ready as possible to administer the vaccine as soon as it becomes available. We do know that our service lines will receive the Moderna vaccine with the exception of HCE Grand Lodge AL/MS and Hillcrest Shadow Lake, which will both receive the Biontech-Pfizer vaccine.

Each team member is required to furnish a signed consent form at the time of vaccination in order for the pharmacy to administer the vaccine. Team members under 18 will be required to have a parent/guardian sign for consent, and they will receive the Pfizer vaccine, which is approved for ages 16 and up.

Please note, **there will be no costs to anyone who gets the vaccine** as it will be covered 100% by Medicare, private insurance or other means if necessary.

We fully expect team members will participate in getting this vaccine so we can do our best to protect those entrusted to our care. Elderly people have much higher risk for getting very sick, being hospitalized or dying from COVID-19. The vaccine has been shown to provide a great deal of protection against serious illness due to COVID-19. The more people that get vaccinated, the better we can protect our community against potential outbreaks and save lives. Team members who do not get vaccinated for whatever reason must complete a declination form and may be subject to extended PPE use and frequent on-going testing until the end of the pandemic.

I have heard many questions about the vaccine. Check the intranet, as we're posting helpful links to resources, including FAQs and the FDA-approved Fact Sheets. You may also visit www.cdc.gov/coronavirus/2019-ncov/vaccines to learn more about the vaccine. If you have further questions, you can reach out to me.

These vaccines have gone through testing and clinical trials to ensure they meet the highest safety standards. They do NOT contain any fragments of the virus itself – they contain lab-created proteins that mimic the virus in order to kickstart your body's immune response and begin the formation of antibodies that prevent the recipient from getting sick from the virus. The vaccine is also safe to get if you already had COVID-19.

Potential side effects are listed on the fact sheet. You will find that these side effects are similar to the potential side effects of the flu shot, but they occur more frequently. The vaccine requires two doses. Residents and team members will need to get both doses to ensure the best results. The second dose will be given approximately 21 to 28 days after the first dose.

Hillcrest Connection

Our Leadership Team
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From the Desk of Sharyl Ronan



Dear Team Members,

I hope this message finds you and your loved ones well and safe!

December is finally here...2020 was a tough year for all of us. I have never been so happy to see a year end! As an organization, we have been hit hard in every service line. Our team members have worked hard, followed new guidelines and have had to battle COVID-19 head on.

Thank you for your courage, commitment and compassion as you historically stepped into the front lines during the COVID-19 global health crisis. Crisis goes hand in hand with opportunity. You have helped to deliver hope, healing and recovery to those entrusted to our care while ensuring that family members stayed connected with their loved ones! I am so proud of our teams! The opportunity we have now is to celebrate the success we have experienced this year and build upon it.

Please read Dr. Hatcher's communication regarding the hope we have in the next stage of fighting this horrific disease. It is so critical to our residents, patients, clients, guests and elders that each of you get the vaccine. Here is our opportunity to punch this disease in the face, enhance quality of life for those we serve and take back our "normal" lives.

While we have not lost a team member to COVID-19, we have had team members get very sick, lose work time, be forced to separate from family and experience

There is a light at the end of the tunnel! We are hopeful that the vaccine will be a lifesaving turning point in the fight against COVID-19. Thank you for your support.

Dr. Anthony Hatcher, Chief Medical Officer

Hillcrest Donates 3,000+ lbs of Food to Local Pantries

Thank you to everyone who supported our efforts to collect food and other items for local food pantries. This was a great way to give back to the communities we serve, especially during such a challenging year.

This year we were able to support the Bellevue Food Pantry, Tri-City Food Pantry, Gretna Neighbors and F Street Community Center with more than 3,000 pounds of food and other items.



Pictured above are some of the donations from our Bellevue, Papillion and Omaha communities.



financial strain. We have had team members who have had to bury loved ones this year due to COVID-19. It is so important that you don't forget your mask etiquette (make sure it covers your nose and mouth at all times), and even with a mask on, stay six feet, socially distanced away from others. Think of six feet as the equivalent of two shopping carts or the length of a cow.

We have shown as an organization we can adapt and overcome! This is why I fully expect you will take the vaccine. We can find the strength to leave everything in 2020 behind and look into the future with confidence, enthusiasm and a healthy dose of optimism. We will overcome this if we all do our part, and our company and community will be stronger for what we have gone through!

Wishing You Happy Holidays!

Make a difference every day!
Sharyl Ronan, CEO

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 or access the form on the right sidebar of the Intranet under the Team Member Handbook.

Follow us on social media!



Hillcrest Health Services
Hillcrest Careers
Hillcrest Firethorn
Hillcrest Millard
Innovate Physical Therapy

Hillcrest Firethorn team members show off the 481 pounds of food they donated to the F Street Community Center in Lincoln. Thanks to an award and the generosity of a local Hy-Vee, the team was able to purchase more than \$300 worth of food. Pictured are members of the HFT FUN Committee. Top photo from left: Katie Greisen, Doug Neville, Katie Hammer. Bottom photo from left: Joni Frey, Destiny Morton, Ed Chesley, Shirley Smith.



Hillcrest Health Services



Hillcrest Health Services
Innovate Rehab & Wellness



Hillcrest Briefs

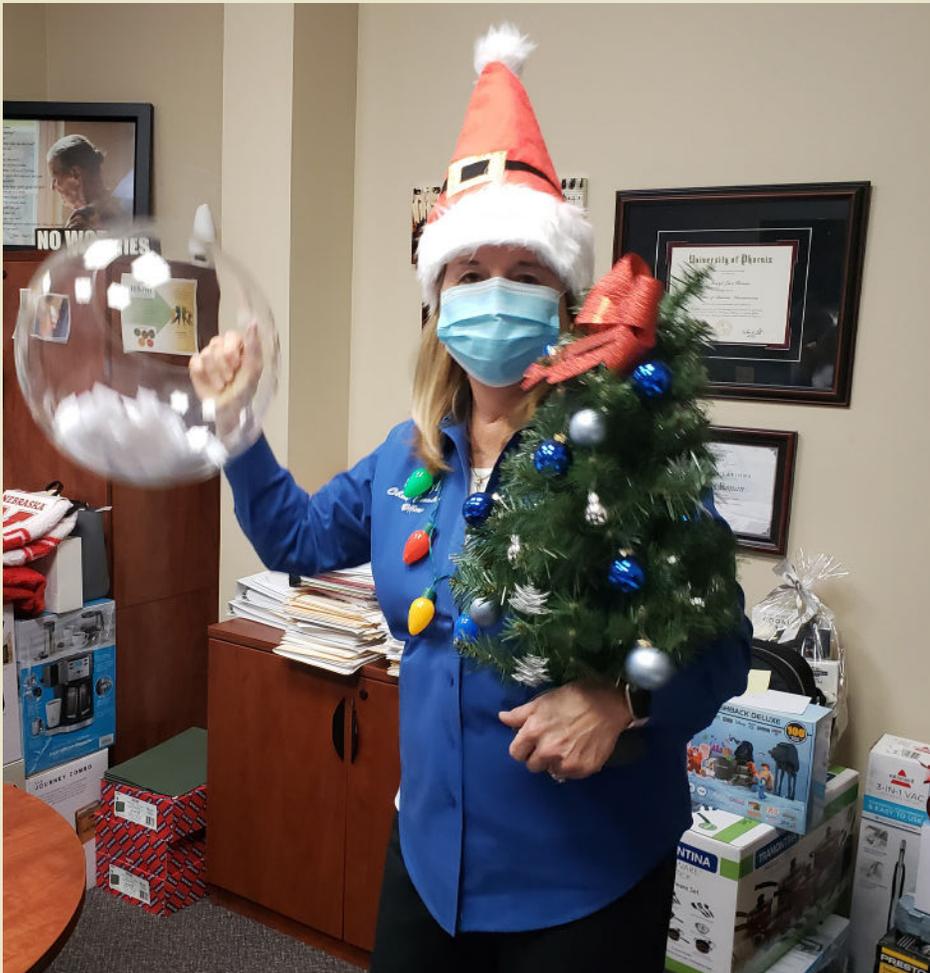
Hillcrest Health Services Thanksgiving Raffle Winners

During the month of November we gave away turkey dinners - one per day - to team members. Here are the winners from Nov. 22-30:

- Suzanne Neal**, HSL Nursing
- Theresa Lokey**, HMR AL Personal Care Assistant
- Rachel Bruns**, HML Physical Therapist
- Skylar Field**, HFT Nurse Tech
- Kay Chalek**, HGL Housekeeper
- Amanda Webb**, HHR Nurse
- Teresa Tegeder**, HHS Revenue Cycle
- Joan Dorwart**, HOS Volunteer Coordinator
- Madison McCoy**, HCE Elder Assistant CNA

12 Days of Christmas Raffles

During the month of December we're giving away \$5,000 in raffle prizes to team members. Tomorrow is the systemwide raffle drawing, so be sure to join the Zoom meeting at 12:30 p.m. Winners have been announced daily via Dayforce.



CEO Sharyl Ronan shakes the fish bowl of names for a service line raffle drawing.

Hillcrest Caring Companions Client Gifts

For the holidays, the Hillcrest Caring Companions team is delivering cozy blankets to those they serve in the Omaha and Council Bluffs area.



Gina Schochenmaier prepares to make special deliveries to nearly 60 clients this year.

Hillcrest Health & Rehab Soup & Chili Cook-off

On December 15th, Hillcrest Health & Rehab held a Holiday Soup and Chili Cook-off and Potluck. Even Santa made an appearance to help judge the contest!



HHR team members (AND SANTA!) serve food during the potluck. Top photo from left: Tammy Weston, Kyle Lancial. Bottom left: Kelli Gregerson. Bottom right: Jennifer Anderson.

Hillcrest Millard Christmas Caroling

The Hillcrest Millard team, lead by **Chaplain Jerry Quandt**, went Christmas caroling through the hallways with our ugly sweaters to brighten the day for our guests and bring a little Christmas cheer.



The HML team shows off their awesome holiday sweaters.

Cookie Exchange

Hillcrest Millard had their first cookie exchange with guests, team members and volunteers. We baked all day and made so many delicious Christmas goodies to share. We ended up with 500 cookies to share and exchange. We can't wait to sample all of the delicious goodies!



The cookie exchange was a success – 500 cookies made!

Hillcrest Shadow Lake Team Lunch

Edna Allbery's family bought lunch from Greenbelly and Eileen's Colossal Cookies for HSL team members. Her daughters share a birthday and took time out of their day on their birthdays to deliver them to our front door for our team members!



From left: Brenda Taylor, Gail Allbery, Cara Gunter, Shelby Archer, Kevin Sauberzweig and Harmony Widman. Not pictured who also helped make this happen: Brian Jensen, Brian and Sandi Allbery (and family) and Bob Taylor (and family).

Turkey Hunting

For Thanksgiving week we went "Turkey Hunting!"



Ethan Wahi warms up by shooting the cup pyramid down before going for the turkeys.

Pie Donation

St. Paul's United Methodist Church (Papillion) donated 50 pies to our HSL team members for Thanksgiving!



Amanda Thurman chooses her pie.

Enhancing Lives Through Exceptional Customer Care

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

Jessica Hinds, Dietitian Hillcrest Millard

Jessica is a dedicated and compassionate Millard team member. Jessica has worked for Hillcrest for eight years and continues to bring her knowledge and skills to the table. She is huge asset to the team. She jumps in to help wherever she can, fills in as second in command in Culinary and is well respected. Jessica continues to live the Hillcrest mission every day. Millard is very fortunate to have her on the team!



-David Deemer, Administrator