

# The informer

*A newsletter for team members of Hillcrest Health Services*

July 2020

## Enhancing Lives, One Costume at a Time



HMR team members take a socially-distanced group photo after entertaining residents with a costume parade through the halls of Hillcrest Mable Rose.

While we can't host large group events right now for residents at our Hillcrest communities, we can get creative with how we bring smiles to our aging adults' faces!

"I committed to dressing up every day in June in an attempt to bring a smile to my residents," Lisa Summers, HMR Director of Resident Services, said. So she did just that -- each day in June, she put on a new, creative costume and gave out treats to go along with the day's theme. From a bee to a bear to a backpacker, Lisa surprised residents daily with her fun attire.

On June 30th, Lisa put on her final costume, dressing as a Hillcrest baseball player, and rallied the HMR team together to wear her previous costumes and parade through the halls, passing out goodies to residents at their apartment doors. It was a fun and safe activity for all and an incredible way to live out our mission of enhancing lives!

## Hillcrest Connection

Our Leadership Team  
Latest Hillcrest News

### Inside This Issue

From the Desk of Sharyl Ronan  
HMR Costume Parade  
Team Member Satisfaction Survey Raffles  
Best of Omaha  
HCC Hiring Event  
401k Review Meetings  
HSL Hiring Event  
Hillcrest Briefs  
Upcoming Events  
Team Member Discounts  
Star Awards  
Enhancing Lives - Exceptional Customer Care

## From the Desk of Sharyl Ronan

Dear Team Members,



July is when we especially get to think about the importance of the Fourth of July and the independence of the United States of America. Many of our service lines participated in Fourth of July barbecues and tried to make the best out of a COVID-19 Fourth of July!

I know last year, you may remember that I featured a story about one of our veterans. It was a great honor to meet and discuss his amazing military career! Chief Master Sargent James McCoy served in the USAF 31 years! He and his lovely wife both reside at Hillcrest Country Estates Grand Lodge and were one of the first three couples to move in back in May of 2015. They have eight children. For those of you who don't know, the Chief Master Sargent was the highest ranking enlisted person in the USAF. There is only one at a time to have this honor! He was the sixth in the history of the USAF to have this title! Today the Chief Master Sargent serving in the USAF is number 19. Chief Master Sargent McCoy served at Offutt Air Force Base twice and was the senior enlisted advisor for the Commander in Chief of the Strategic Air Command Russell E. Dougherty. He then served at the Pentagon.

He told me about the time when he enlisted in the Air Force, being from Eastern Iowa, and soon found himself serving at Clark Air Force base in the Philippines at the time General MacArthur was the Supreme Commander for the Allied Powers of the Southwest Pacific Area. I had such a great time visiting with he and his



## TEAM MEMBER SATISFACTION SURVEY RAFFLES

To thank team members for their participation in the Team Member Satisfaction Survey, we're raffling off prizes!

- The first raffle will be held at each service line for a \$200 cash prize.
- After that, TMD will collect all entries from each service line (through July 31, the survey completion deadline) and place the entries into a system-wide bucket for various prizes.
- TMD will hold a weekly raffle on Zoom during the month of August, giving away around 12 prizes each week.

**Don't delay! Get your satisfaction survey completed so you're eligible for all of these great prizes!**



Through Aug. 20th, Vote for Hillcrest in Best of Omaha™

wife and learning about his service and his wonderful family. Enhancing the lives of our customers is our mission, and this was truly an honor for me!

We have many other residents who have given of their time and talents for our great country! I wish I could highlight them all! It certainly makes me think of what Americans have had to do during the span of this great country. They have had to be strong, they have had to fight for what they believe in, they have had to be survivors, they have had to support one another, and they were **resilient!** We serve the "greatest generation" in our service lines. They knew what it meant to make it through a difficult situation. I truly believe, as we maneuver through COVID-19 challenges, Hillcrest will too! Our team members have demonstrated that they have these same qualities. Stay strong! Take care of yourself and be safe.

When I think about the fact that we are in the midst of a worldwide pandemic, and the challenges that is bringing into our lives, I think about what it means to stand up, like our residents have done many years before us, and be an American.

I certainly also want to thank all of our hard-working team members who are veterans or supported a spouse or loved one who has served. Thanks for all of your sacrifices for our country! We are proud to have you on the team.

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 lives every day. Thanks for all you do!

Make a difference every day!

Sharyl Ronan, CEO

### Upcoming Events

#### Caregiver Hiring Event

July 24, 8 a.m.-4 p.m.

Hillcrest Home & Community Services  
1820 Hillcrest Dr., Bellevue

Hillcrest Caring Companions is hosting open interviews for those interested in caring for seniors and others in need. Tell your friends and family to stop by for a guaranteed interview!

#### 401k Review Meetings

July 28-30, 9 a.m.-4 p.m.

Learn about options available as part of the retirement plan. Appointment required. Call (402) 933-4604.

#### Drive-Thru Hiring Event & Car Wash

August 13, 2-6 p.m.

Hillcrest Shadow Lake

# VOTE FOR US!

[BestofOmaha.com](http://BestofOmaha.com)

## Health & Beauty

- Hospice Care
- Long Term Rehabilitation Facility
- Massage Therapy
- Memory Care Facility
- Physical Therapy Company
- Short Term Rehabilitation Facility

## Services

- Adult Day Center
- Assisted Living Facility
- Employer - More Than 100 Employees
- Independent Living
- In-Home Non-Medical Care
- In-Home Nursing Service
- Retirement Community



## CAREGIVER HIRING EVENT

**Friday, July 24, 8 a.m. – 4 p.m.**

Hillcrest Home & Community Services  
1820 Hillcrest Dr., Bellevue, NE

Hillcrest Caring Companions is hosting open interviews for those interested in caring for seniors and others in need. **Join us for a guaranteed interview, and leave with a special gift!**

- No experience necessary
- Schedules to fit your lifestyle
- Great communication and support
- Two wage increases and PTO in your first year
- Career advancement opportunities

**No RSVP required.\* Call (402) 682-6599 with any questions.**

\*If you have traveled outside of Nebraska in the last two weeks, please call us in advance.



[hillcresthealth.com](http://hillcresthealth.com)

**1507 E. Gold Coast Rd., Papillion**

RNs, LPNs and CNAs are invited to an afternoon of convenient drive-thru style open interviews, plus a free car wash!

## Blood Drive

**October 28, 8 a.m.- 2 p.m.**  
**Hillcrest Mable Rose**  
**4609 Hilltop St., Papillion**

Schedule your appointment for the Hillcrest Mable Rose Blood Drive here:  
<https://rcblood.org/2KNKExl>.

## 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.

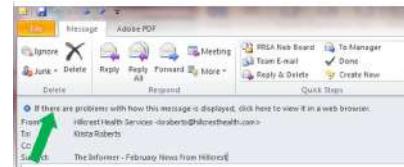
## Are You On the List?

**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 "l" 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.

## Take Control of Your Financial Future

After working hard your whole life, you deserve a comfortable retirement. The sooner you start saving the easier it may be to reach your financial goals.

The Olson Group is pleased to work with the team of **Hillcrest Health Services** to offer a **Telephone Review Meeting** of your account for its team members.

The meetings are designed to help team members at all levels of income to understand options available as part of the Retirement Plan.

Tuesday, July 28, 2020

Wednesday, July 29, 2020

Thursday, July 30, 2020

### ONE-ON-ONE TELEPHONE REVIEW MEETINGS

9:00 a.m. – 4:00 p.m.

Appointments are required. Call Sherry Sneed at 402-933-4604 to reserve your time.

Register your 401k account at [www.oneamerica.com/login](http://www.oneamerica.com/login) or call 1-800-249-6269 to speak with a representative. Please have the following information available at your scheduled call:

- |                                 |   |
|---------------------------------|---|
| 1) Group Plan Number: G92364    | 3) Estimated Account Value on most recent statement |
| 2) Date of Hire: Month and Year | 4) Social Security Number                           |

Discuss with a **Financial Advisor**: Advice Planning, Asset Allocation, Diversification, and Investment options



\*Securities offered through Cambridge Investment Research, Inc., a Broker/Dealer, Member FINRA/SIPC. Advisory Services offered through Investment Advisor Representatives of Cambridge Investment Research Advisors, Inc., a Registered Investment Advisor.

The Olson Group and Cambridge are not affiliated.

## Are You Engaging with Us on Social Media?

Be sure to "like" us on our Facebook pages and "follow" us on our Twitter pages.

[\*\*Hillcrest Health Services Facebook\*\*](#)

[\*\*Hillcrest Health Services Twitter\*\*](#)

[\*\*Hillcrest Careers Facebook\*\*](#)

[\*\*Hillcrest Physical Therapy Facebook\*\*](#)

[\*\*Hillcrest Firethorn Facebook\*\*](#)

[\*\*Hillcrest Silver Ridge Facebook\*\*](#)

 [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 twitter](#)

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

 [View our videos on YouTube](#)

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

# DRIVE-THRU HIRING EVENT & CAR WASH

Drive-thru interviews for RN, LPN &  
CNA positions, plus a free car wash!

**Thursday, August 13**

**2-6 p.m.**

**Hillcrest Shadow Lake  
1507 E. Gold Coast Rd.  
Papillion, NE 68046**

Just pull in the parking lot, and  
we'll come to you! No need to  
leave your vehicle.



**(402) 682-6572**

[hillcrestcareers.com](http://hillcrestcareers.com)



**Hillcrest Briefs**

**Hillcrest Health Services  
Telehealth Visit Coverage**

Telehealth is an innovative patient consultation service that lets you connect with a U.S. board certified licensed and credentialed doctor quickly and easily. Full-time team members covered under our Blue Cross and Blue Shield of Nebraska medical plan can access telehealth day or night. The cost per visit is less than the cost of an in-person doctor office visit. You can register through BCBS's telehealth services provider, Amwell. Team members will need to enter their BCBSNE ID number along with the appropriate service key listed below:

Service Key (for all members): BCBSNE

Visit [www.nebraskablue.com/telehealth](http://www.nebraskablue.com/telehealth) to sign up or download the Amwell app on your mobile device. [For a Quick Start Guide, click here.](#)

**COVID Testing Ninja**



Tammy Deemer, HHS Regulatory Specialist, aka the Hillcrest COVID testing ninja, shows some enthusiasm after a day of testing at HCE. Tammy also did most of the team member testing at HML as well.

#### Hillcrest Hospice Care Welcome to the Team!

Hillcrest Hospice Care would like to welcome **Sydney Courcier** to the team as our Volunteer Specialist. Sydney works with community members to recruit, train and coordinate new volunteers while fostering strong relationships with our awesome long-term volunteers. During this unpredictable time Sydney has been striving to use her creative mind for outdoor, socially-distanced volunteer opportunities such as Dog Parades, which have been occurring regularly since May at various service lines. Sydney joins us with a lot of volunteer experience under her belt as well as a solid understanding of the non-profit world. She enjoys anything that involves animals and would be swimming in the ocean every weekend if only she lived closer! Most importantly, Sydney is very excited to learn and grow in her career at Hillcrest.



#### Hillcrest Caring Companions Safe at Home



This Safe at Home Kit is offered at no charge to all new clients to Hillcrest Caring Companions. The kit provides personal protective equipment, a digital thermometer and a resource card to help clients and their families practice proper infection control.

In addition, HCC also has a Safe at Home document to outline the steps Hillcrest Caring Companions has taken to keep team members and clients safe in their home.

#### Hillcrest Rehab Services Team Member Accomplishments

**Elizabeth Smith, HHC PT, and Paul Gardner, HRS Administrator of Community Rehab Services**, received word this month that they passed the geriatric certification exam they took back in March. Beth was eligible for the exam after completing the geriatric residency. Paul was becoming re-certified, as he had initially completed the process in 2010. With Paul continuing to be certified and adding Beth to the list, we have three board certified Geriatric Specialists on the home care team and nine within Hillcrest Rehab Services.



Board specialization is the process by which a physical therapist is recognized for having developed expert practice through professional education and learning opportunities. To be eligible, an individual must have either completed a geriatric residency or three years of practice dedicated to caring for individuals in the area they are seeking specialization. The certification exam is an 8-hour exam covering a great depth of knowledge and skills.

Way to go, Beth and Paul!



## Enhancing Lives Through Exceptional Customer Care

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

**Alex Shea, COTA  
Hillcrest Rehab Services**

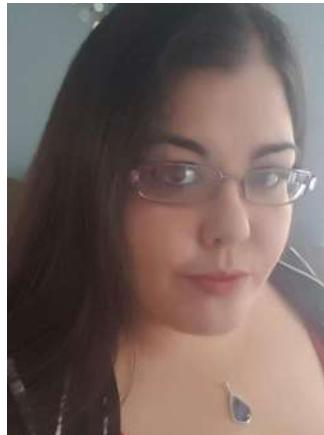
Our June Team Member of the Month was Alex Shea, COTA at Hillcrest Millard. Alex has been wonderful over the past four months helping out where she can, working not only as a COTA in the therapy department but as a nurse tech for nursing. She has done such an amazing job that she has been asked to onboard new nurse techs at Millard. One comment from a guest was that she never feels "rushed" when Alex helps her, meaning that she pays attention to the guest's cognitive, physical and emotional needs. She is helping to elevate the nurse tech standards at Millard by being a role model. She was incredibly kind and compassionate to the guests that were dealing with being COVID positive. Alex has been with Hillcrest for 15 months, and we are so glad she joined our team!



*-Grace Knott, Administrator*

**Jo Downing, LPN  
Hillcrest Health & Rehab**

We are happy to have Jo Downing as our Team Member of the Month! We have had the pleasure of having Jo as a team member here at HHR for the past year. She is a seasoned LPN and a strong leader on the night shift. She helps wherever we need her and contributes beyond excellent patient care. She does an amazing job onboarding our new team members to ensure their success as well. She is an outstanding example of the Hillcrest Way.



*-Tammy Weston, Administrator*

