

The informer

A newsletter for team members of Hillcrest Health Services

March 2019

Hillcrest team comes together to support individuals affected by flooding



Mike Rehfeldt, Nichole Gilbert and Dana Penning, all Hillcrest Hospice team members, smile with the donation before dropping it off to the Bellevue Christian Center on March 21.

Many team members, family members and friends have been deeply affected by the recent flooding in our area. Our hearts go out to them! In response to this, as a greater Hillcrest team we are collecting food items to serve those displaced by flooding. Through March 27, please bring in water and non-perishable items, especially peanut butter, cereal, pudding cups, pork & beans, granola bars and fruit cups, for donation to the pantry. All donations will go to the Bellevue Food Pantry, who is coordinating efforts with other pantries as well.

Collection boxes are available in each service line. The community at large is also welcome to donate, and we are promoting this information through our website and social media. If you have questions, please contact Liz Stratman, Director of Communications, at (402) 682-4125 or lstratman@hillcresthealth.com.

After hearing about a need for incontinence products for those affected by the flooding, Hillcrest Hospice Care quickly gathered supplies. Yesterday morning, Hillcrest Hospice team members delivered 35 packages of adult incontinence briefs of assorted sizes, boxes of chucks/disposable bed pads and wipes as well as reusable grocery bags to the flood distribution center at Bellevue Christian Center.

Thank you for your willingness to help our local communities as they strive to recover from this devastating flooding.

Hillcrest Connection

Our Leadership Team

Latest Hillcrest News

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From the Desk of Sharyl Ronan

Dear Team Members,



It is hard to believe we have crested the first quarter and have welcomed the first day of spring. After the winter we have had this year, I believe we all welcome the reprieve.

With the recent blizzard and flooding, I think of our Hillcrest culture and the team that we employ that are ready and able to support and assist our customers in a time of need. When they have a traumatic life-changing event or cannot manage on their own any longer to deal with the weather, make meals or other activities of daily living...we strive to be there to meet that need.

The flooding was an especially unique challenge for those affected. Our hearts go out to those who were affected or have family members who were affected by the flooding. As a team of service-minded individuals, we are sponsoring a food drive for the Bellevue NE Food Bank, who has been hit hard by the flooding-related needs. Others have donated to the Red Cross, who provided aide to all those affected. A resident recently moved into one of our communities and did so just in time before their home was fully flooded! Many of our Home & Community Services team members were affected and/or had clients affected. Even through this crisis, our service lines were ready and prepared to meet the needs. "To enhance the lives of aging adults" is our mission, and I am very glad to say our team members are ready to deliver on it! That is mission driven!

Many of our facility-based services also had festive Irish celebrations this month. Celebrating and having fun is one of our core values.

I want to thank our teams for their dedication and service!

Hillcrest is only able to deliver on our strategic initiatives 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

CMO Corner

Spring is here, and with this comes the return of spring allergies for many individuals. It is estimated that more than 20 percent of the population suffers from seasonal allergic rhinitis (hay fever).





Hillcrest Health Services FLOOD RELIEF FOOD DRIVE

to support the Bellevue NE Food Pantry

March 20-27 — All Hillcrest Locations

For specific donation drop-off hours & locations,
visit hillcresthealth.com/floodrelief

Most Needed Items:

- Peanut Butter
- Pork & Beans
- Cereal
- Granola Bars
- Pudding Cups
- Fruit Cups

Other non-perishable food items will also be accepted. All donations will be given directly to the Bellevue NE Food Pantry to support individuals affected by flooding.



More information:
hillcresthealth.com/floodrelief

(402) 682-4800

Hillcrest team member's daughter, former Hillcrest volunteer, continues to impact local community



Madi DeMeo smiles with her parents Lori and Brian DeMeo after receiving a \$10,000 check to donate to the Bellevue Food Pantry and Alzheimer's Association.

Madison DeMeo, "Madi," daughter of **Lori DeMeo**, Accounting Specialist for Hillcrest Health Services, has had a servant heart from the start. She began as a volunteer at Hillcrest Health & Rehab in 2012, when she was just 7 years old. She went on to volunteer at Hillcrest Mable Rose in 2015 and was named Volunteer of the Year for her efforts. And in 2016, Madi won a Presidential Volunteer Service Award for her volunteer work at HMR.

Madi began collecting donations for Bellevue Food Pantry in 2013. She decided to sell her Halloween candy and use that money to purchase food for the pantry. Since, she has supported the Bellevue Food Pantry, growing her overall contributions to organizations each year. Last year, Madi began giving to the Alzheimer's Association as well.

Most recently, Madi was awarded \$10,000 for her fundraising efforts by U.S. Cellular's Future of Good program. Just 16 students under 16 from around the country received this honor.

Here are her approximate monetary donations per year:

- 2013: \$100
- 2014: \$300
- 2015: \$500
- 2016: \$1000+
- 2017: \$1425
- 2018: \$2321 (\$1,321 to Bellevue Food Pantry, \$1,000 to Alzheimer's Association)

Allergic rhinitis is caused by a nasal reaction to small airborne particles called allergens. In some individuals, these allergens also cause reactions in the lungs (asthma) and eyes (allergic conjunctivitis). In the spring time the main allergens are pollen from trees and grasses, while in the late summer and fall the main allergen is weeds. Some people suffer year-round allergies that can come from house dust mites, cockroaches, molds and animal dander. Allergic rhinitis can begin at any age, although most people develop symptoms in childhood or early adulthood. The symptoms are often most severe in children and in individuals in their 30s and 40s.

Common signs and symptoms include watery, itchy eyes, watery, nasal discharge, blocked nasal passages, sneezing, nasal itching, post-nasal drip and a loss of taste. You can also develop a sore throat, popping of the ears, itching of the throat or ears and daytime fatigue. One of the first steps in treating any allergic condition is to avoid or minimize exposure to the allergen causes your symptoms. When avoidance is inadequate to control symptoms there are various over-the-counter medications you can try.

- Nasal steroids are available over the counter and have been shown to be more effective than oral antihistamines. Many are available in a generic form and need to be used daily for a few days before you may notice improvement in your symptoms. To be effective you need to use daily during your allergy season.
- Oral antihistamines relieve the itching, sneezing and runny nose, but they do not relieve congestion. They can be used in combination with nasal steroids, and many are over the counter and come in generic non-sedating formulations (fexofenadine, loratadine, cetirizine).

If no improvement with over the counter medications your physician may prescribe other medications to control your symptoms or include nasal antihistamines or prescription eye drops. In some individuals, allergy testing is necessary to identify the exact allergen, and as a last resort, allergy shots (immunotherapy) to control their symptoms.

Good luck this spring, and let's go out and enjoy the warmer weather and shed some of our winter weight!

Dr. Tony Hatcher, CMO

Upcoming Events

[ALS Walk & Rally for Hope](#)

**Sunday, March 31, 12 p.m.
Baxter Arena
2425 S. 67th St., Omaha**

This is an annual walk to benefit Nebraskans and Western Iowans who have ALS. Contact Cindy Mason if you'd like to get involved - cmason@hillcresthealth.com

[Papillion Days Parade](#)

**Saturday, June 15, 2 p.m.
Downtown Papillion
Washington St. from 6th to Halleck**

Save the date! This year's theme is "Wagons to Wings" More details to come.

[Team Member Family Event](#)

**Friday, August 2
Werner Park
12356 Ballpark Way, Papillion**

Save the date! Team members and their immediate family members are invited to our annual summer event! More details to come.

[Bellevue Arrows to Aerospace Parade](#)

**Saturday, August 17, 10 a.m.
Olde Towne Bellevue**

Save the date! More details to come.

- 2019 (so far): Won \$10,000 (\$5,000 to Bellevue Food Pantry, \$5,000 to Alzheimer's Association)

"I do this fundraiser every year because it makes me happy to know that so many people are being fed," Madi DeMeo, 13, an eighth-grader at Mission Middle School, said. "I love donating to the food pantry every year, and I plan to keep doing it each year."

Lori DeMeo is one proud mom.

"Her dad and I are so very proud of her for all her efforts and her caring heart," she said. "She has shown us the passion to love and care about others in a way that we never did before. We are also so thankful for the community that walks with her through this journey, year after year."



Madi smiles with a police officer on March 16. In response to the recent flooding, she delivered donuts to officers at many of the road closure locations.

Madi's current fundraising effort for the Bellevue Food Pantry is to purchase toilet paper. Visit her Facebook page to learn how you can help support her efforts and follow her inspiring journey: facebook.com/foodpantrydonations.

Save the Date

ANNUAL TEAM MEMBER FAMILY EVENT

Friday, August 2, 6-10 p.m., Werner Park

Games, food, refreshments & more! Formal invite to follow.



Hillcrest
HEALTH SERVICES

Hillcrest Briefs



Hillcrest Country Estates Grand Lodge Pancakes for Parkinson's

A big thank-you to all that participated in the Pancakes for Parkinson's event. We raised more than \$1,100 for a very good cause!



Walk to Defeat ALS

Saturday, August 17
Werner Park
12356 Ballpark Way, Papillion
9 a.m. Registration, 10:30 a.m. Walk

Save the date! More details to come.

Millard Days Parade

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

Save the date! The Hillcrest Millard team and any others interested will be participating in this annual parade. More details to come.

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

Save the date! Hillcrest is the presenting sponsor of this annual walk. More details to come.

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.

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 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 to be added to the list or make sure your email is updated with Team Member Development. Thank you!

Sarah Russell, HGL Marketing Counselor, sells raffle tickets at the Pancakes for Parkinson's event. Nearly 200 people attended the annual fundraiser for Parkinson's Nebraska.

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Hillcrest Health & Rehab Start of the Year Recap

Seems like it's been a good start to the new year. January brought us 21 new team members! We have a saying here at HHR, "many hands make little work." It's great to see a team come together that believes in this philosophy. Partner that with our mission to enhance the lives of our aging adults, and we are going to see great things happen in 2019. Thanks to all for your patience and hard work with the extremely cold weather, which took a real toll on our pipes. You are an amazing crew!

We did manage to have a little fun over the past couple months as well. We were so pleased with the attendance for the Stakeholders Dinner and truly appreciative of those of you that could not attend this year because you were here providing excellent care! We had a recognition event for our Environmental Services Team In January with a slideshow of pictures and "get to know me info." What better way to add to the day than to have a Chili/Soup Cook-off Contest! Congrats to **Tressa Hudson**, by the way, for the big win! This was an all-day event and a lot of fun.

We also had a festive Valentine's Day, and 11 teams participated in creating the best Valentine's box ever! Of course, the decision was made by our residents/guests who voted on the big winner at our Valentine's Day Party. Congrats to the Recreation Team - hope you enjoyed the pizza! Kudos to the many team members who participated...what a group! Thanks to all of you for all that you do every day!



HHR team members show off their Valentine's Day boxes.



What's more fitting for the "Day of Love" than "Be Mine" teddy bears?

Thanks to all of you who helped with the Career Fair that took place on the 20th and 21st of February. We brought in some new folks from that!

Another big thanks to all of the NT/MTs who shared pics and snippets for the February recognition event. Hope you enjoyed the potato bar. Please know how much you are valued!

Guess that's it for now. Stay tuned... more hard work to come, but we have some fun events planned along the way. HHR is going to rock this year!

Team Member Recognition

HHR is heating up...guess that's where the snow went! We've had lots of activities going on that absolutely support our mission and our team members!

A number of team members participated in our St. Patrick's Day scavenger hunt, which included candy prizes for locating the person and answering the questions regarding Hillcrest's policies and procedures. Education can be fun! :) Shout-out to **Pam Tyson**, who helped us celebrate as we also celebrated her retirement.

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.

[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!



What a SWEET month it's been!

Congrats to **Linda Claver, Laura Petit and Maria Hernandez** for being perfect attendance award winners in February. Still to come - Transitions Team recognition, tacos and slideshow on March 29.

I'd like to give a shout-out to all of the dedicated team members at HHR who strive to make a difference every day! Thank you all!

Hillcrest Hospice Care Volunteer of the Year - NHPCA

Congratulations to **Ralph Smith**, who was named Hillcrest Hospice Volunteer of the Year at the Nebraska Hospice & Palliative Care Conference.



Hospice team members smile with Ralph at the recognition ceremony where he received an Outstanding Hospice Volunteer award.

Enhancing Lives Through Exceptional Customer Care

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

Pam Tyson, Nurse Tech/Med Tech Hillcrest Health & Rehab

Pam Tyson has been a dedicated caregiver and supportive of all here at HHR. She's retiring after 15 years of service. Pam recently helped us celebrate our St. Patrick's Day shenanigans, and we recognized her with a big St. Patrick's Day/retirement cake.

-Tammy Weston, Administrator



Teresa Dornbusch, Administrative Assistant Hillcrest Home Care

Teresa is the face of Home & Community Services, always greeting visitors, callers and team members with a warm smile and positive attitude. She is the queen of multi-tasking and is often juggling several projects while providing excellent customer service to all she comes in contact with. Teresa is quick with a joke and keeps us (mostly) in line. Most importantly, she keeps the front desk



candy bowls full!

In all seriousness, one of her primary roles is answering all phone calls to our service line, and she often assists callers who are in crisis and needing to talk to their Hospice or Home Care clinical team. Teresa is kind, compassionate and cares deeply about our customers and our team members. We are thankful for her awesomeness!

-Lauren Wright, Administrator

**Courtney Brom, Hospice Assistant
Hillcrest Hospice Care**

Courtney received a call from a family late one day citing increased care needs for their mom. Courtney rearranged her schedule for the following morning and started her visit at 7 a.m. Courtney assisted with bathing, dressing, breakfast and helped their mom get downstairs to the living room where she could spend a normal day with her family. The family said Courtney was their "rock" and "could not ask for a better aide." Courtney makes a difference in individuals' lives every day.



-Mike Rehfeldt, Administrator

**Violet Oxford, Club Leader
The Club at Hillcrest Mable Rose**



Violet Oxford, Hillcrest Mable Rose Club Leader, is our artistic arts and crafts specialist. Every month she has Window Art with Violet in The Club where she paints scenery on the windows that relates to the month's holiday. Her ability to paint and draw free handed and teach others has allowed our members to create some beautiful masterpieces. Violet recently made the jewelry display for Mable Rose's gift shop. Violet has worked for Hillcrest for about five years in June and has been a Club Leader for three years. She is a valued and adored team member by her coworkers, families and Club members.

-Darin Nelson, Administrator

**Ashlee Woolery, Club Leader
The Club at Hillcrest Mable Rose**

Ashlee has worked for Hillcrest in many positions since May 2015. She is currently a Club Leader at The Club. She enjoys interacting with the Club members and has a passion for the aging adults. Her hobbies include reading, listening to music and eating. Ashlee is a team member who is adored by her coworkers, Club members and families.

-Darin Nelson, Administrator



**Amy Sherman, Nurse Tech
Hillcrest Millard**

Amy has been complimented by many guests and families for her attentiveness and amazing care. Amy is always willing to pitch in to help and mentor her team members. She is great at getting the guests involved in recreation and encourages them to stay active. Amy is a joy to work with and has a winning attitude.

-Brandi Petrik, Administrator

