

The informer

A newsletter for team members of Hillcrest Health Services

May 2019

Jolene Roberts named to *McKnight's Hall of Honor*



Jolene Roberts, Hillcrest's President and Founder, right, accepts an award naming her to the Hall of Honor at the *McKnight's Women of Distinction Awards Program* in Chicago. (Photo credit: Social Snacks)

Innovation. Development. Leadership. Compassion. Hillcrest's President and Founder **Jolene Roberts** is truly a visionary and influencer in senior health care.

On May 16, senior living leaders were recognized at the inaugural *McKnight's Women of Distinction Awards Program* in Chicago. Jolene was among 19 individuals inducted into the Hall of Honor (out of nearly 350 nominations!).

McKnight's Long-Term Care News and *McKnight's Senior Living* collaborated to create the "Women of Distinction," recognizing individuals who have made a lasting contribution to the field (Hall of Honor) or who are early in a promising career (Rising Stars). An independent panel of judges selected the winners, who were announced in March.

"The caliber of talent among nominees blew us all away," said *McKnight's* Vice President and Editorial Director John O'Connor. "It was humbling to see so many detailed and personalized nominations for hundreds of women in the field. We are excited to be the industry leader in acknowledging the contributions this group has made, and many are only getting started."

In 1988, Jolene Roberts, a 28-year-old social worker who "wanted to take care of old people," purchased a nursing home from a retiring owner. With her incredible drive and endearing personality, she grew that facility (now Hillcrest Health & Rehab) to be one of the largest in Nebraska and one of the first to provide post-acute rehab in the mid 90s. Jolene had a vision to provide a full continuum of care

Hillcrest Connection

Our Leadership Team
Latest Hillcrest News

Inside This Issue

From the Desk of Sharyl Ronan
Women of Distinction Honor
The Roberts Academy Moves to Silver Ridge
Quarterly Wellness Article
Senior Health & Fitness Day
Papillion Days Parade
Team Member Family Event
Hillcrest Briefs
Upcoming Events
Team Member Discounts
Star Awards
Sarpy County 2020 Census
Hillcrest University
Direct Deposit Notice
Enhancing Lives - Exceptional Customer Care

From the Desk of Sharyl Ronan

Dear Team Members,



May has arrived; however, it feels some days it still wants to be winter! I enjoy the cool weather as I know July is coming, and the steamy, hot weather is not too far off. I am still thankful though that the snow is behind us!

May is a month to honor all veterans, especially the ones lost to battle and those who didn't make it home. I am proud to have the home office of our organization in a military community. Nebraska in general has many veterans and current members of the U.S. Armed Forces. I am so proud of our teams in each of our service lines because we have raised the bar as an organization by making a difference for our customers!

I was intrigued to learn from an *Omaha World-Herald* article earlier this year that in February we lost one of three Pearl Harbor survivors who live in Nebraska. Being the age of 97 at his time of passing demonstrates that there aren't very many brave service men and women from that era left to give a first-hand account of that horrific day at Pearl Harbor. I know throughout the years we have cared for several Pearl Harbor survivors and many veterans from many different wars.

Mr. Winslow was on board destroyer USS Helm early Dec. 7, 1941. They managed to get away

for aging adults, which she personally brought to fruition by opening Sarpy County's first assisted living residence (then Mable Rose Estates, named after her grandmothers Mable and Rose) and Sarpy's first adult day services program.

From there, Jolene led the development of the county's first Continuing Care Retirement Community with Nebraska's first cottage model nursing home, independent living, assisted living, memory support and freestanding villa homes all on the 44-acre Hillcrest Country Estates campus.

More than a decade ago, Jolene launched Hillcrest Home Care (now serving 11 counties in Nebraska and Iowa) and a few years later, Hillcrest Hospice Care (Omaha's largest hospice agency). She led the initial growth of Hillcrest Caring Companions that now provides more than 5,000 hours of private duty services each month, and she developed Hillcrest Physical Therapy, a freestanding outpatient rehab center. Jolene also recently led the organization's growth into Millard, Lincoln and Gretna.

The Hillcrest Health Services you know today features seven thriving campuses, a large therapy agency and robust home and community services with 1,500+ team members serving more than 1,400 seniors each day. And to think...it all started with a woman with a vision who acquired a small nursing home.

Congratulations, Jolene, on being named to the Hall of Honor! Thank you for your dedication to senior health care and enhancing the lives of aging adults!

Learn more about the Women of Distinction Awards Program here:
mcknightseniorliving.com/tag/women-of-distinction

Gretna soon to be home to nation's only Montessori secondary school (grades 7-12) in a health care setting



Montessori students smile with Alice Roberts, co-founder and lead instructor at The Roberts Academy, Haley Kizer, business manager at The Roberts Academy, Dr. Anna Fisher, Director of Quality & Education at Hillcrest Health Services, and Laura Mayer, Dementia Care Specialist at Hillcrest Health Services.

The Roberts Academy, Nebraska's only secondary Montessori school (grades 7-12), will re-open for the Fall 2019 school year in an environment unlike any other Montessori school in the nation.

After reaching a lease agreement with Hillcrest Health Services, the school will move from their midtown Omaha space to the campus of Silver Ridge Assisted Living in Gretna. This will be the first Montessori secondary school (grades 7-12) in the country based in a health care setting.

"We are excited to welcome The Roberts Academy to Silver Ridge," said **Sarah Stoakes**, Silver Ridge Administrator. "We are closing our Little Ridges child care on May 24 to make room for The Roberts Academy, which will bring older students to our campus who can more effectively interact with our residents and enhance their lives."

from the bombers to open sea zig-zagging to confuse the Japanese bombers. They are responsible for taking down at least one Japanese bomber and a Naval submarine at the mouth of the bay of Pearl Harbor. Mr. Winslow stayed in the Navy for the rest of World War II and was discharged in 1946. He retired to Blue Springs in 2001 after his wife died to be closer to his family in Nebraska. He died on Feb. 21 at a care facility in Beatrice. His death leaves just two known Pearl Harbor survivors in Nebraska, according to the state's Sons and Daughters of Pearl Harbor Survivors. They are Ed Guthrie, 100, of Omaha, and Melvin Kennedy, 95, of Grand Island.

I want to acknowledge the veterans in our communities and the fallen, who never made it home to the country they died to protect. In light of Memorial Day, and every day, go out of your way to thank a veteran! Memorial Day can be a tough day for some, so let's show our respect to all.

I would be remiss if I didn't also thank our hardworking team members who are veterans or who 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.

As always, we are staying busy at Hillcrest! Enhancing the lives of aging adults is our mission and what we strive for each day. Living our values is how we plan to do it, and that creates the rich culture we strive for!

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!

Mark your calendars for our annual team member summer event at Werner Park! This is a fun-packed evening from 6-10 p.m. when Hillcrest rents the entire park and we enjoy fun events and friendly competitions, giant hamster balls, a BBQ dinner and the Fun Zone for the little ones. This is an event for you and your immediate family members to all enjoy as a thank you for all you do!

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

Papillion Days Parade

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

For this parade, we're highlighting our Papillion service lines - HCE (Cottages & Grand Lodge) and HSL, though team members from any service line are welcome to participate on behalf of the greater Hillcrest team. Tell your

Eight years ago, Hillcrest entered into a partnership with The Roberts Academy to host students at Hillcrest Mable Rose's assisted living campus, and their collaboration has been essential to the consistent use of purpose-driven activities to engage with residents. Students then moved on to working with residents at Hillcrest Country Estates Grand Lodge during the last two school years.

The school will start moving into Silver Ridge this June and begin classes this fall in its new space. Despite the long-standing collaboration and the new lease agreement with Hillcrest, The Roberts Academy remains an independent, not-for-profit entity and has no financial ties to the health system.

Read more here: hillcresthealth.com/montessori

Fitness & Stress



Healthy eating and exercise are two ways you can help manage stress.

Stress is an inevitable part of life. Seven out of 10 adults say they experience stress daily. It is impossible to eliminate, but you can learn to manage stress through some of the following well-known coping techniques:

- Exercise
- Connecting with family and friends
- Sleeping
- Listening to music
- Healthy eating

Scientists have found that regular participation in exercise has been shown to decrease overall levels of tension, elevate and stabilize mood, improve sleep and improve self-esteem. As little as 20 minutes a day can make a difference in how you feel!

As an Employer of Choice, team member health and wellness is vital to a healthy workplace. Hillcrest will reimburse full-time team members up to \$100 of the annual cost for an individual fitness center membership. In order to receive this reimbursement a Fitness Center Membership form must be completed and submitted to Team Member Development (TMD) no later than July 1, 2019. The Fitness Center Membership form is located on the [Hillcrest intranet under Team Member Development](#). Reimbursement will be issued one time per year on the second paycheck in July.

Please contact TMD with any questions.

administrator if you'd like to participate, and we'll get you a blue "I'm Enhancing Lives" shirt to wear. Sign up by June 10. Exact line-up location details to come soon.

Team Member Family Event

**Friday, August 2, 6-10 p.m.
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.

Dunk Tank Fundraiser

**Friday, August 9, 10 a.m.-1 p.m.
Hillcrest Health & Rehab**

Support the Alzheimer's Association and Hillcrest's fundraising efforts for the Sarpy Walk to End Alzheimer's. 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.

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

Join us for

Senior Health & Fitness Day

Wednesday, May 29
10 a.m. - 12 p.m.

Hillcrest Physical Therapy
1804 Hillcrest Drive, Bellevue

Enjoy an open house with complimentary snacks, health screenings, presentations, giveaways and more!

Bring your friends!
This event is FREE and open to the public.

For more information or to RSVP, call (402) 682-4210. RSVPs appreciated but not required.

20th ANNUAL NATIONAL SENIOR HEALTH & FITNESS DAY
"Live and Thrive with Exercise!"

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 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 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

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.



Saturday, June 15, 2 p.m. PAPILLION DAYS PARADE

“Wagons to Wings”

Metamorphosis of Our Community

We need your support!

Represent Hillcrest in the
Papillion Days Parade!



Sign up with your service line administrator before June 10th to participate. Team members will wear the Hillcrest blue “I’m Enhancing Lives” shirts, so let your administrator know your shirt size if you don’t have one.

Spread the word & get others to participate! Family can join, too! Just let your administrator know their shirt sizes!

Line up by 1:30 p.m. on June 15th in your “I’m Enhancing Lives” shirt. Exact line-up location details to come.

Join us after at Jersey’s for pizza & beverages!

At this year’s parade, we’re highlighting:

- Hillcrest Country Estates Cottages & Grand Lodge
- Hillcrest Shadow Lake

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!

Hillcrest Health Services
1902 Harlan Drive
Bellevue, Nebraska 68005
info@hillcresthealth.com

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.



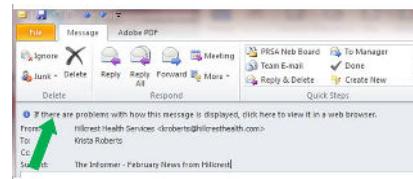
Hillcrest
HEALTH SERVICES

Hillcrest Briefs

**Hillcrest Country Estates Grand Lodge
New Traditions**

HGL has established two new traditions! We had a very successful first-annual Cinco de Mayo party for all of our Grand Lodge residents and families. We had close to 400

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

people touring and enjoying margaritas and Mexican food at stations throughout the building. A huge thank you to

Jessica Fredrickson,

Sarah Russell and the leadership team for planning and executing a great new tradition for the Grand Lodge. A good time had by all!

We also had our first-annual prom show in our Memory Support household put on by the Bellevue East Thunderettes. The girls dressed up in their prom dresses and walked the cat walk. The residents really enjoyed it. The families enjoyed getting their pictures taken with their loved one in the photo booth. A big thanks to our Recreation Leader **Beth Karstens** and **Joan Dorwart** and **Amy Dishion** from the volunteer team for their hard work. Another success!

Hillcrest Health & Rehab HHR Happenings

Another great month at HHR! We celebrated our administrative professionals and occupational therapists in April with a cheese and chocolate fondue bar. The chocolate fondue was such a big hit that it will be part of our May celebration where we will be recognizing our nurses and speech therapists.

We saw a lot of generosity in our team members in early May as we raised more than \$200 for the Alzheimer Association.



Taylor Hennig and Mary Johnson help run the bake sale.

There were many Hillcrest Heroes that were recognized at our May all team. It's a wonderful thing to see the different departments working together as one to serve our mission! Stay tuned - many great things to come from HHR!

Hillcrest Mable Rose Blood Drive

At last week's blood drive at Hillcrest Mable Rose, we registered 25 donors, collected 18 pints of blood and recruited four first-time donors. Thank you to those who supported our efforts to make sure hospital patients have the lifesaving blood they need!

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!



Tina Hern, Recreation Director, Ashley Parker, Tina's daughter, and Rudy White smile after giving blood.

The Club at Hillcrest Mable Rose Club Members Enjoy Fun Outings

Along with the many activities to participate in, access to amenities at Mable Rose such as the hair salon, fitness room and more, Club members especially enjoy outings to area attractions and establishments.

Recently, Club members ventured out on the bus to a local neighborhood to find some great bargains at a garage sale.



The ladies take on "garage saleing."

The "Male Room Outings" have been a huge hit with both Mable Rose residents and Club members. This year, they are on the quest to find the best bar and grill. Each month, the men visit a new restaurant, and at the end of the year, they will vote on the best bar and grill.

The Male Room has been dining their way through Sarpy County since 2015! In 2015, the Male Room enrolled in the Academy of Burgers & Suds, finding the best burger in town, and voted Louie M's Burger Lust the winner. In 2016, the men enjoyed Adventures in Mozzarella, finding the best pizza pie, and Club members voted Horsemen's Park the winner! For 2017, the Male Room had a Mystery Meal of the Month with a secret destination each meal day. Though there was no voting, the Male Room sure had fun trying out tasty eats! Last year's theme - Up Periscope! Search for the Best Submarine Sandwich! After feasting their way through the sandwich shops in town, they named Gandolfo's Deli the winner.



Club members tried out Jersey Mike's last year in their hunt for the best sub.

If you have a loved one, friend or anyone 55+ you think could benefit from some interaction with others and tons of fun activities and outings, call The Club, Sarpy's ONLY adult day services program, at (402) 291-9777. The Club is open Monday through Friday from 7 a.m. to 6 p.m.

Hillcrest Millard [Team Member Entertainment](#)

Jason Matousek, Environmental Services Director, has some amazing talent that he shared with our guests, visitors and team members. Jason plays the guitar, sings and writes his own music. Everybody had a great time at happy hour while he provided the entertainment.



Jason Matousek entertains the crowd.

Hillcrest Shadow Lake

Getting Your Wires Crossed is a GOOD THING!



Cara Gunter, Clinical Care Coordinator, and Vanessa Wright, Director of Transitions, temporarily share an office space with 8 others and have embraced "getting their wires crossed."

Leading by example is the best way to help your team become a Level 4 team. Relationship building, teamwork, flexibility and communication are key to the success of every high-functioning team. As part of our renovation, our leadership team was relocated to the Sun Room and have been cohabiting it as a shared office space. We only have two phones for all 10 of us, but we are each lucky enough to have a computer to work on.

Sitting elbow-to-elbow has been a new and exciting experience for us. Our communication has improved even further and our relationships with each other have gone to the next level as all of us make adjustments in the way we do business to meet the needs of everyone in the office. We have a permanent meeting space. We can work as an interdisciplinary team throughout the entire day. Our problem solving and planning has input from a variety of stakeholders. And all of our team members know they can come into the "office" ANY time (and they do!).

As you can see in the picture, we are literally shoulder-to-shoulder EVERY day. We think the "X" made by the phone lines being crossed here is a perfect symbol to mark the spot where all great leadership teams should be heading.

The Show Must Go On

Whether it is insane amounts of snow, rain with flooding, plumbing shutdowns or a facility-wide electrical shutdown that lasts several hours, the show must go on during renovation here at Shadow Lake.

During our recent electrical shutdown, **Tashaunna Arellano** led the culinary team through meal service by donning a head lamp so she could see in the dark kitchen and make sure our residents were served hot food for their meal.

Each and every team member has been so respectful, attentive and flexible during the many changes we have faced during our project. We are so proud of how they make every challenge look so easy with their teamwork and dedication.



Enhancing Lives Through Exceptional Customer Care

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

Rick Musich, Nurse Hillcrest Shadow Lake

There are so many ways to become the Team Member of the Month. Some people catch your eye with their gleaming smile, others touch your heart with their caring ways, and some "wow" you with their over-the-top approach to delighting residents. During a time that stretches all of our limits of flexibility, Richard Musich

has maintained an overpowering sense of calm with our daily renovation goings-on, such as room moves, alternate work assignments, power outages and random people coming through the ceiling. He has kept his sense of humor in his back pocket and has role modeled "adapting and overcoming" with each new challenge. We truly appreciate his positive attitude toward change during this time of renovation.

-Kevin Sauberzweig, Administrator



**Elfije
Bytyci, RN
Nurse
Manager
Hillcrest
Health &
Rehab**

At the May all team meeting, we were pleased to recognize Elfije Bytyci



as our Team Member of the Month! She has been a dedicated RN Nurse Manager here at HHR for more than six years. She is well deserving of this honor as she is an amazing caregiver and a support to all of the overnight shift team members! Congratulations, Elfije!

-Tammy Weston, Administrator



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