

# The informer

*A newsletter for team members of* Hillcrest Health Services

November 2019

## 4th Annual Holiday Food Drive



The HML therapy team shows off the 140 items they collected for the 2018 Hillcrest Holiday Food Drive.

Did you know that one in nine people struggle with hunger? According to Feeding America, more than 220,000 people in Nebraska struggle with hunger - and more than 82,000 of them are children.

One of the ways Hillcrest gives back to the communities we serve is by donating food to area food pantries during the holiday season. Last year, the Hillcrest team collected around 3,000 pounds of food and other items for local pantries. This year, we're hoping to boost that number to 3,500 pounds, so we need your help!

From Monday, December 2 through Friday, December 13, there will be boxes out at every Hillcrest service line location. Please refer to the list below of most-needed items, and donate what you are able to support our efforts. Tell your family! Tell your friends! Any and all donations are greatly appreciated. Thank you for your support!

## Hillcrest Connection

Our Leadership Team  
Latest Hillcrest News

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Enhancing Lives - Exceptional Customer Care

## From the Desk of Sharyl Ronan

Dear Team Members,



Thanksgiving Day is a national holiday in the United States, and Thanksgiving 2019 occurs on Thursday, November 28. I hope you all have the opportunity to spend some quality time with your families and get to enjoy a day of good food, relaxation and thanks. Sometimes, I reflect on how this holiday and tradition got started.

Well, according to the History Channel, in 1621, the Plymouth colonists and Wampanoag Indians shared an autumn harvest feast that is today understood to be one of the first Thanksgiving celebrations in the colonies. For more than two centuries, Thanksgiving was celebrated by individual colonies and states. It wasn't until 1863, in the midst of the Civil War, that President Abraham Lincoln proclaimed a national Thanksgiving Day to be held each November.

It is interesting that during a very difficult time and horrific war, President Lincoln chose this as a time to pause and focus on thanksgiving and blessings. Many families lost everything to the war, and there was separation of families that were against each other depending on if they were for the North or the South. There was clearly a lot of stress and strife! Yet, being reflective and taking an opportunity to realize how grateful we are just for one day made such a difference during a very stressful time that it became our national holiday.

It is an important lesson that no matter what we are faced with in work or life...we have true

## Hillcrest Holiday Food Drive

Between December 2 and December 13, we will be collecting donations of food and other goods to support local food pantries in the communities we serve.

### Most Needed Food Items Include:

Boxed Cereal & Oatmeal Packets  
 Bottled Water, Gatorade or Vitamin Water  
 Water Flavor Packets  
 Pull-top Canned Foods  
 Canned Ravioli or Spaghetti & Meatballs  
 Canned Beans, Veggies & Soup  
 Sloppy Joe Mix  
 Boxed Potato/Pasta/Stuffing Sides  
 Mac & Cheese  
 Pasta Sauce  
 Baking Mixes  
 Peanut Butter & Jelly  
 Syrup

### Most Needed Non-food Items Include:

Toilet Paper  
 Paper Towels  
 Tissues

**Food collection boxes will be available at each service line location.**



**Hillcrest recognized in *Omaha Magazine's Best of Omaha*™**

blessings to be thankful for!

For me, I am thankful for this wonderful family of Hillcrest team members and for your commitment to serving seniors. Whether it is by providing world-class therapy as a member of our therapy teams, making wonderful and nutritious food for our customers, providing outstanding clinical care at all levels and in all environments - home health, hospice, skilled nursing, assisted living, memory support - a support role in our Home Office or by being a Caring Companion for our customers who may just need regular visits or friendship...you make a difference every day for Hillcrest!

For those of you that will have to work on Thanksgiving, I applaud you! Your commitment and that of your fellow team members who are supporting our mission to "enhance the lives of aging adults" is never more important than when our customers are most vulnerable, and oftentimes that is during holidays. You are true heroes that will make a difference!

Not everyone works directly with our customers in our mission to "enhance the lives of aging adults." We have many team members who work behind the scenes to support the mission of the organization. Every team member makes a big impact no matter what your role. It takes many team members to provide the best for our customers.

Living our mission to "enhance the lives of aging adults" is an honor. I can assure you, although it may be tough at times, it will be a job in which you will feel the rewards of service! You will make an impact, and it is helping others. Whatever the reasons, I am thankful each day for you and the support and care that you put into your work.

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. From my family to yours, thank you for all you do!

Make a difference every day!

Sharyl Ronan, CEO

### Upcoming Events

**The Club Black Friday Weekend Special  
 Saturday, November 30 or Sunday,  
 December 1, 9 a.m.-4 p.m.  
 The Club at Hillcrest Mable Rose  
 4609 Hilltop St., Bellevue**

Here's your loved one's chance to try The Club Adult Day Services free of charge (new members only, 55+)! Start your holiday shopping knowing your aging loved one is enjoying fun activities. RSVP to Angie by Nov. 27th: (402) 682-6804. No drop-ins allowed.

**Hillcrest Holiday Food Drive  
 Monday, December 2 - Friday, December 13  
 All Hillcrest Service Line Locations**

Bring in donations to support the local food pantries. Donation boxes will be available at all Hillcrest service line locations. The goal is to



Hillcrest Caring Companions recently took First Place in the In-Home Non-Medical Care category in the Best of Omaha™ 2020. The HCC team is proud of this accomplishment, as they took the top spot from a large competitor who has taken first for several years!

Hillcrest was named second in the Short-Term Rehabilitation Facility category.

Way to go, Hillcrest Caring Companions team and teams at our post-acute rehab centers!

## SAVE THE DATE!

collect at least 3,500 pounds of food and other items.

### "The Dimensions of Dementia" Educational Series

Thursday, December 19, Thursday, January 23 & Thursday, February 27, 5:30-6:30 p.m.  
Hillcrest Country Estates Grand Lodge Grand Hall  
6021 Grand Lodge Ave, Papillion

The Alzheimer's Association defines "dementia" as a decline in mental ability severe enough to interfere with daily life. What does this really mean for your aging loved one and how might things change after a diagnosis? Join Dr. Anna Fisher, a nationally-renowned dementia expert, in learning about dementia, best practices for communication and non-pharmacological approaches to care. Refreshments will be provided. RSVP to Sarah: (402) 885-7007.

### Diabetes Support Group (Lincoln)

First Thursday in Jan., Feb. & March, 4 p.m.  
Hillcrest Firethorn  
8601 Firethorn Lane, Lincoln

When a loved one has been diagnosed with diabetes, it can be overwhelming. Our partners at Bryan Health will share new tips and tools to help proactively manage diabetes.

### January 9 - "Get Moving in 2020"

February 6 - "Cooking for Your Heart"

March 5 - "How to Snack & Stay on Track"

Questions? Call Ashley Larson with Bryan Health: (402) 481-6316

### Hillcrest Annual Stakeholders Dinner "Aiming for the Stars"

Thursday, January 30, 5-8 p.m.  
Embassy Suites La Vista  
12520 Westport Pkwy, La Vista

Save the date for this exclusive Hillcrest team member event. You will not want to miss this! Formal invite to follow.

## 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!



*Save the Date!*

# 2020 Annual Stakeholders Dinner

*Exclusively for Hillcrest team members*

*"Aiming for the Stars"*

**Thursday, January 30, 5-8 p.m.**  
**Embassy Suites La Vista**

Formal invite to follow.



**Hillcrest**  
 HEALTH SERVICES  
*Enhancing Lives*



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 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.

# The Dimensions of Dementia

Presented by  
**Dr. Anna Fisher, CDP, CMDCP**  
Director of Education & Quality  
Hillcrest Health Services



Dr. Anna Fisher is a Certified Dementia Practitioner and Certified Montessori Dementia Care Professional. In addition to her role at Hillcrest Health Services, Dr. Fisher is an adjunct professor at Bellevue University and a board member of the Bellevue Public Schools Foundation. She serves on several committees and is a Silver Quality Award Senior Examiner for the American Health Care Association/ National Center for Assisted Living.



## Understanding Dementia

**Tuesday, November 19**

Join us for an overview of the types of dementia and how they affect the brain, as well as the symptoms experienced by an individual with dementia.

**RSVP by Friday, November 15**



## Non-pharmacological Approaches in Dementia Care

**Thursday, December 19**

Dr. Fisher will provide the audience with an understanding of non-pharmacological approaches to care and how to focus on utilizing person-centered methods.

**RSVP by Monday, December 16**



## Understanding Behaviors and Communication

**Thursday, January 23**

Join us for an overview of understanding dementia-related behaviors, best practices for communication and what we can do to help manage these behaviors in a compassionate way.

**RSVP by Monday, January 20**



## Dementia Dialogue – A Roundtable Q&A

**Thursday, February 27**

Dr. Anna Fisher will moderate a group of local experts in research and treatment of dementia disorders.

**RSVP by Monday, February 24**

**LOCATION: Hillcrest Country Estates Grand Lodge, Grand Hall, 6021 Grand Lodge Ave., Papillion**

**TIME: 5:30 p.m.**

**RSVP: (402) 885-7007 or [rsussell@hillcresthealth.com](mailto:rsussell@hillcresthealth.com)**



## 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.

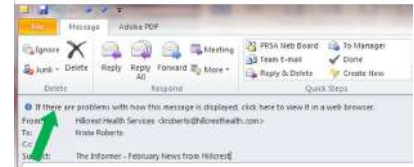
The emails are password protected and only accessible with the last 4 digits of the team member's social security number.

## 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!**

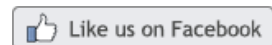
Hillcrest Health Services  
1902 Harlan Drive  
Bellevue, Nebraska 68005  
[info@hillcresthealth.com](mailto:info@hillcresthealth.com)

## 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.



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 for health care information you can use!



## Hillcrest Briefs

**Hillcrest Health Services  
Veterans Day Parade**

Hillcrest team members and residents recently participated in the Veterans Day Parade in Olde Towne Bellevue. Thank you to all who joined, and thank you to all veterans for your service!



From left: Tina Ripple, Reggie Ripple, VP of HCS, Sharyl Ronan, CEO, Zander Ronan, Liz Stratman, HHS Director of Communications.

**Hillcrest Home & Community Services  
Halloween Decorating Contest**

HCS team members enjoyed a Halloween decorating contest last month. The QAPI department was the inaugural winner. Thanks to all of the HCS service lines and departments for participating.



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



QAPI team members play their part in the "Wizard of Oz" scene.

**Hillcrest Country Estates Grand Lodge  
Halloween Party & Veterans Day Program**

We had a great Halloween party at the Grand Lodge with **Anthony Ermitano**, Concierge, winning the costume contest.

Again this year our Veterans Day Program was amazing. We enjoyed pictures of our vets as young men, and the "Pomp and Circumstance" was truly moving. Thanks to all of our veterans for their sacrifice.

We are looking forward to our Thanksgiving buffet. It always has a huge attendance!



STRATCOM Captain Carl Hartsfield speaks at the Veterans Day Program.



Veteran Team Members Andrew Klimpel, Chauffeur, and Ray Davies, Lead Concierge, are pictured at the Veterans Day Program.

#### Hillcrest Rehab Services Tai Chi for Balance Course

Hillcrest team members **Kathy Ramaekers**, OT, GCS, CHT, **Sarah Blomenkamp**, PT, GCS, CEEAA, and **Tracy Risch**, PTA, recently enjoyed a Tai Chi for Balance class. Tracy had the opportunity to do belly dancing moves while the instructor, Suman, did Tai Chi moves.



Participants are pictured at the Tai Chi for Balance class.



Tracy Risch, PTA, belly dances as Instructor Suman does Tai Chi.

## Enhancing Lives Through Exceptional Customer Care

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

### **Anthony Ermitano, Concierge Hillcrest Country Estates Grand Lodge**

Anthony has been working on his Hillcrest Way image. He has really come out of his shell! He won the team member Halloween costume event by dressing up as an Academy Award. It was hysterical. I was asked to watch the front desk while Anthony went out to his car to get his car charger for a resident whose car had a dead battery. He assisted the resident until the car was running so the resident didn't miss their appointment. That is going above and beyond. We want to recognize Anthony's commitment to doing things the Hillcrest Way and creating an awesome customer experience.



*-Cindy Klein, Administrator*

### **Jessica Hinds, Clinical Dietitian Hillcrest Millard**

Jessica is always on top of the guests' needs. She has received praise from guests and their families for her attentiveness and professionalism. She steps in when her director is not available and assists as needed. She is a team player and an exceptional team member. She always has smile and a friendly hello for everyone she meets. Hillcrest Millard is lucky to have her as part of the team.



*-Brandi Petrik, Administrator*



**Amber Derickson, Administrative Assistant  
Hillcrest Mable Rose**

Amber serves on the TMAC committee and serves as the "go to" individual for any and all needs throughout Mable Rose. Her positive attitude is infectious, her willingness to step in and help out is admired, and she is adored by all family, residents and team members. Amber has been Mable Rose's Administrative Assistant for six years. She loves the individuals and residents she gets to interact with on a daily basis. She is married and has four children. Her hobbies include camping and reading.

*-Darin Nelson, Administrator*



HCS recently recognized the Quarter 3 Pinnacle Award Winners. From left: Teresa Dornbusch, Courtney Brom, Dan Whelan.

**Teresa Dornbusch, Administrative Assistant  
Hillcrest Home Care**

Our Pinnacle Award Winner has a true heart for service and an eye for detail. She actively looks for ways to help our team be more efficient in our daily processes and more welcoming for customers, both on the phone and in the office. Our winner is warm, friendly and professional. She finds herself in all sorts of crazy situations - from cleaning up after a service animal in Conference Room 1, to scrambling to help an executive team member pick up a serviced car when he was stuck in a meeting, to arranging lunch for an office guest who had to unexpectedly wait here for several hours. Our winner is often dealing with clients when they are stressed or in crisis and calling in to reach their medical team. She is an expert in providing a friendly, reassuring voice and taking the action needed. She cares so, so much. She isn't "Mother Teresa," but she is our "Mama Teresa," keeping us all in line and supporting all facets of the Home Care operation. Congratulations to Teresa Dornbusch!

*-Lauren Wright, Administrator*

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

Courtney is a great example of being able to deliver on the Hillcrest Way. Courtney originally joined Hillcrest as a cook in the Cottages in August 2017. However, with her natural talent, she soon took advantage of Hillcrest's tuition reimbursement and furthered her education by becoming a Certified Nursing Assistant. As Courtney progressed in her health care experience, she came to realize hospice was her passion. Courtney joined Hillcrest Hospice in August 2018 as a Hospice Assistant, serving the hospice patients in their homes, assisted living facilities and nursing homes. As she performed that role with excellence, when the opportunity to deliver the mission from the admissions department arose, Courtney applied for and was hired to become one of the key office team members in delivering our care. Courtney has once again performed her new role with excellent attention to detail, anticipation

of needs and next steps, proactivity and a constant desire to improve quality. Beyond those strengths, Courtney always has a smile and a laugh for her team, something that delivers even further on the Hillcrest Way. Next up for Courtney's goals is to meet the famous Golden Retriever, Kono, in Orlando! Congratulations and thanks go to Courtney!

*-Mike Rehfeldt, Administrator*

**Dan Whelan, Personal Care Assistant  
Hillcrest Caring Companions**

Caring Companions has the unique opportunity to care for seniors in their home and spend several hours a day developing trusted relationships. While helping with ADLs takes a portion of the time, the relationship piece may be the most impactful. This Caring Companion has had an immediate impact with all of the clients he has worked with. He's not a CNA, he doesn't have years of caregiving experience, but what he does have is a heart for serving others. Here's a quote from a family member of a client he serves: "Dan has been such an incredible blessing to ME. The kindness and care he provides my father gives me the peace of mind my dad is being properly cared for while I am at work. He exhibits a positive attitude, maturity and an understanding of the senior population. He always makes sure my dad has an excellent lunch - most often preparing everything from scratch. He engages my father (which is not an easy task) and has found a way to develop trust and a bond with him. One evening as Dan's shift was ending, my father had an accident right as my daughter arrived to have dinner with her grandparents. In true Dan form, he stayed on past his shift to give my father a bath so he would be comfortable and clean for the rest of the evening. Dan is amazing, and we would never want to lose him as my father's caregiver." Congratulations, Dan, for being named the Quarter 3 Pinnacle Award Winner for Hillcrest Caring Companions.

*-Tim Martens, Administrator*



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