



# Dove Messenger

Dove Healthcare  
South & West  
Eau Claire, Wisconsin

*A Quarterly Newsletter for the  
Friends & Family of Dove Healthcare*

Volume 4, Issue 1  
March 2012

## Mission Statement

*As an innovative healthcare provider and community partner, we provide compassionate care and service to meet the needs of those who depend on us. We commit to excellence through adherence to high standards, disciplined leadership and mutual respect for all.*

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## Save the Date

### Friday Facts...Best Care Chats,

### Brain Health: Tips & Tools to Keep You Sharp

Series starts April 13 at  
Dove Healthcare-South  
Call (715) 839-4735 to register.  
See enclosed flyer for details!

### Powerful Tools for Family Caregivers

Starts May 9 at Dove Healthcare-West  
Call (715) 839-4735 to register.  
See enclosed flyer for details!

### 13th Annual Water Street Mile

Saturday, July 14, 2012  
9:00 AM, Call the L.E. Phillips  
Senior Center for more  
information, (715) 839-4909

## Dove Healthcare-West: Under Construction

Dove Healthcare - West has been on the cusp of change since 1997 when Tommy Davidson purchased the facility from Eau Claire County. Through past and present leadership, we have continually strived to stay on the cutting edge of providing high quality care, and by doing so we have become the provider of choice in the Chippewa Valley.

“Culture change” is an initiative many long-term care providers have been taking steps towards over the past decade, with a large emphasis on creating a more home-like environment for the residents. Planning for such change, though, takes a significant amount of time; not only do financial resources need to be secured, but any adjustments made to the environment must meet the needs and expectations of the residents. Therefore, years ago Dove Healthcare - West began strategically planning for this avenue of culture change. We are so fortunate that the planning occurred early on, because the state of the economy and cuts to our industry’s funding have made it difficult at times to stay the course. That being said, we have worked hard and finally, it is with great excitement I share with you what is currently underway on second floor, the home of 98 residents.



*Kendall Rosemeyer, NHA  
Administrator*

We are in the process of ripping down the old wallpaper, ceiling tiles and handrails and replacing everything with a fresh new look! In addition to remodeling the hallways, we are also removing the nurse’s station, a notorious institutional marker of long-term care facilities. In about eight to ten weeks, a new aquarium, fireplace, furniture and beverage center will be just a few of the new features our residents will be enjoying in place of the nurse’s station.

With construction in full swing, it is very rewarding to see our employees reenergized; but to see our residents’ excitement too is “priceless”. At the end of each day, the construction crew is welcomed by a line of residents wondering what they worked on and what changes took place. Stay tuned for more updates regarding the project and an invitation to a “house warming” party this summer!





# Employee of the Month

Dove Healthcare - West



**Katlein Tafel, CNA**  
October

Kat joined Dove Healthcare-West in November 2010. Nurse Case Manager Karl Nordin said, "Kat gets to know her residents well and caters to each individual's special needs. Kat has been identified as a leader among our CNA's and is an excellent resource for the new CNA's."

Kat shared with us, "My experience at Dove Healthcare - West has really changed my life and I am proud of the work I do. I feel that every resident has something special to offer."

Joe joined our team in June 2010. One of the residents had this to say about Joe, "What wouldn't he do for staff and residents? We are always in good hands when he's on our hallway." Nurse Case Manager Julie Schwennsen commented, "Joe is being recognized due to his hard work, dedication, compassion, and overall performance. He is known to work many halls, different shifts, and is frequently picking up extra hours to help out."



**Joe Pankratz, CNA**  
November

Joe said, "I love working with my co-workers and the residents at Dove Healthcare-West. Hearing their stories and getting to know the residents is such a big part of why I love my job."



**Jodi Miller, CNA**  
December

Jodi came to Dove Healthcare-West in June 2003. Her RN supervisor Jo Colby said, "Jodi is dependable and always willing to go the extra mile for the residents and her co-workers. She is a wonderful advocate for

our residents. Residents and families have told me they trust Jodi to do what is best for them and many residents and family members have told me they 'love that girl!'"

Jodi said, "My co-workers and the residents are my second family. I love everybody here. It is great to be recognized for my efforts!"

## No One Dies Alone Program Begins at Dove Healthcare-West

It has been a very busy year and a half in the making and we are happy to announce that the *No One Dies Alone* program at Dove Healthcare-West officially started on Monday, March 5th. We are so thankful for all of the talented, kind employees across all departments that were instrumental in bringing this needed program to fruition.

The *No One Dies Alone* program offers a compassionate, caring presence of Volunteer Companions for residents that would otherwise not have loved ones present in their final moments of life. Whether it is a willingness to hold a hand, fluff a pillow, or just be present, Volunteer Companions perform a variety of comfort care measures. To date, 24 Volunteer Companions have completed orientation and training.

Residents and families are informed about the program during a comfort / critical care plan meeting. If a *No One Dies Alone* written or verbal consent is in place, a vigil will be activated for the resident upon the identification of specific nursing signals and protocols. Volunteer Companions will then be scheduled in four hour, consecutive shifts for the duration of the vigil.

**Nathan Oldenkamp, Chaplain-Spiritual Care Director, is the coordinator of the program and supervisor of the Volunteer Companions. If you have any questions, please contact him at 715-720-2282 or [NoOneDiesAlone@dovehealthcare.com](mailto:NoOneDiesAlone@dovehealthcare.com).**



**Nathan Oldenkamp, MDiv**  
Chaplain-Spiritual Care Director

## Volunteer Spotlight Dove Healthcare-West

Cheryl Hoepner started volunteering at Dove Healthcare-West a year ago after being invited by a friend to provide a testimonial during Friday morning Bible study. Cheryl said, "I felt the positive energy at Dove Healthcare-West and was impressed with what I saw, including the cleanliness of the facility and friendliness of the staff. It was obvious the residents were receiving good care and keeping busy with activities."

Cheryl has been involved with volunteering since childhood. Both of her parents worked as CNAs and she assisted them when they volunteered with games and church services. Cheryl was raised Baptist and feels "God guided me to serve him by ministering to the residents at Dove Healthcare-West." During her weekly visits, Cheryl reads scripture, devotions, and the daily paper to residents with impaired vision. Residents say they appreciate her friendly visits and words of comfort. When asked what keeps her coming back to Dove Healthcare-West Cheryl said, "I feel volunteering benefits the residents and I also feel personal satisfaction fulfilling God's wishes."

Cheryl also volunteers with her church and the jail ministry. She writes spiritual poetry and has had her works published in a Veteran's magazine and the local paper.



**Cheryl Hoepner**  
Volunteer



# Activities in Action at Dove Healthcare-West

## A Mardi Gras Celebration

Accompanied by his wife Kathleen, it was hard to miss the grand entrance of Conrad Johns playing "Oh When the Saints" on his trumpet at the Mardi Gras celebration in February! Dressed in festive costumes, they provided amazing Ragtime entertainment for the residents. Everyone was impressed with the speed of Kathleen's fingers on the piano and Conrad's accompaniment on the trumpet and commentary between songs. Conrad started a band in Eau Claire in 1962 and then Kathleen joined the group in 1980, singing and playing the keyboard. Three years later, Conrad and Kathleen married and have been entertaining together ever since.

*Picture: Conrad and Kathleen Johns with friends Gene and Wallace Wheeler*



## Introducing King Dale & Queen Kathern

Dove Healthcare-West resident Kathern Johnson and her husband Dale were treated like royalty after being crowned Queen and King at the Valentine's Day Party. Kathern and Dale have been married for 36 years and have three children.

*Picture: 2012 Valentine's Day Queen & King, Kathern and Dale Johnson*



## An Afternoon of Pampering

Representatives Dawn Schultz and Janet Bauer with Arbonne, a Swiss based health and wellness company, brought in various products recently to treat residents to a relaxing foot spa. Several residents sat back and relished in having their feet soaked in bath salts, then scrubbed with sea salts to exfoliate, and finally a nice, cooling application of foot cream. Thank you Dawn and Janet for your generous donation!

*Picture: Residents Alice Lang and Joan Smith enjoy a massage given by Recreation Assistant Mary Jo Daniels*



## Come on Down!

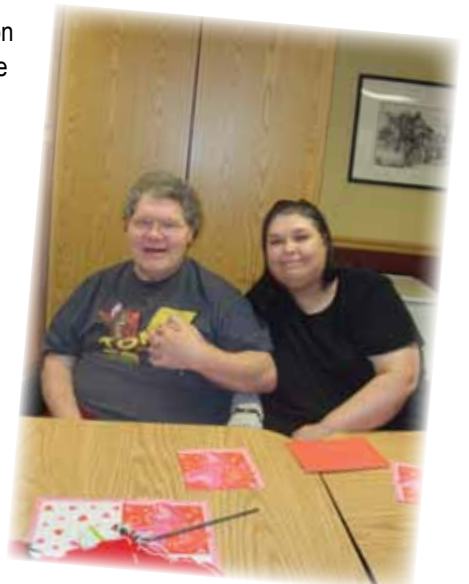
Recreation Assistant Mary Jo Daniels had a great time entertaining residents with her creative version of the ever famous and fun game show, "The Price is Right".



## Let Me Call You Sweetheart

Fifteen couples shared fond memories and stories with each other while enjoying strawberry cream pie during the annual Sweetheart Date at Dove Healthcare-West. Prizes were awarded for "the most children and grandchildren" (Jo Ann and Bob Hanchar, 24 children and grandchildren); "longest marriage" (Jean and Wally Wheeler, 59 years); and best "how we met" story (Rita and Jim Wilson went to a card club and ended up playing piano duets together instead!). All of the ladies took home a red feather rose to remind them of this special date with their sweetheart!

*Picture: Sweethearts Ray Colburn and Donna Dettmer*





# Volunteer Spotlight

## Dove Healthcare-South

Bette Bauer has been a volunteer at Dove Healthcare-South since July 2011. She shared with us, "I volunteer at Dove Healthcare-South because I want to help others and do something constructive with my free time." Bette comes in twice a week to help with a variety of activities, including the card game Farkle, manicures, one-on-one visits, and crafts. She is very talented with crafts and has brought many new projects to the residents. Bette goes above and beyond and is willing to help out other departments in the facility too. We are so pleased to have her as a volunteer. Thank you Bette!



Bette Bauer  
Volunteer

# Activities in Action at Dove Healthcare-South

## Fun with Farkle

Every week there are a variety of games played at Dove Healthcare-South. Farkle, a dice rolling, risk-taking game, has become one of the most popular. Farkle seems to have a way of bringing out the gambler in all the residents... At least once a week, a few hoots and hollers can be heard coming from the Recreation Room!

*Picture: Residents Olive Larson, Joyce Erickson, (Bette Bauer-Volunteer), Ann Gregory, Kathryn Robbins, (Angie Blazel, Recreation Lead), and Judy Vick enjoying a game of Farkle*



## Busy with Crafts

We enjoyed making a variety of crafts during the holiday season. Residents had the opportunity to make homemade cards, ornaments, and even snow globes! The popular theme seemed to be snowmen, including chocolate bars, pins and various trinkets. Many residents delighted in giving their homemade crafts as presents to grandkids and great-grandkids; a few commented it beat waiting in lines at the stores!

*Picture: Resident Millie Kurz and Recreation Director Alicia Mizer displaying a variety of holiday crafts*

## Springtime Fun:

The Recreation Department is looking forward to the warmer days ahead. Residents will be invited to outdoor games, visits, and walks around the facility. Several outings are planned, including Altoona Family Restaurant, the Farmer's Market, and local parks. We are still expanding the volunteer program at Dove Healthcare-South. Please contact Alicia Mizer, Recreation Director, to learn more about all of the opportunities.

# Upcoming Springtime Events

## National Volunteer Week, April 15 – 21

We are so thankful for the numerous volunteers at Dove Healthcare – South and West that enrich the lives of our residents. Whether you provide individual visits, assist with activities, help on outings, transport residents, or sponsor special events, "Thank you for taking a Little time to make a Big difference!"

## National Nursing Home Week, May 13 – 19: "Celebrating the Journey"

The Recreation Department at Dove Healthcare-West has outdone themselves once again with several unique events planned this week! Carolyn Shane will present her Raggedy Ann collection at the Mother Daughter Tea. Several musical performances have been scheduled, including a piano recital by Lynn Able's students; the Forever Young Choir; Ryan Herman; and "Norway Sings" by the Sandy Starks Duo. Volunteers rehearsed in the art of making lefse or other Norwegian foods are encouraged to contact Kris Metcalf, Recreation Director, to assist at the May 17 Norway presentation. Special events at Dove Healthcare-South will be announced at a later date.



# 2011 Employee of the Year at Dove Healthcare-West

Jodi Miller is a native of Prairie Farm and joined our team at Dove Healthcare- West in 2003. Jodi has become an essential team player among our nursing staff. Nurse Case Manager Karl Nordin said, "Jody really knows how to make work fun. I believe she is one of the people who invented the slogan, 'Love the Dove'. Jody is an advocate for the residents, as well as their cheerleader in efforts of therapy or restorative." Nutritional Services Director Linda Schmitt added, "Jodi is my go to person when I feel a resident needs extra attention." Director of Nursing Joey Pettis responded, "Jodi has been through so much with our company and we appreciate her attitude and work ethic. She is so deserving of this award. Thank you for your contributions Jodi!"



Jodi Miller, CNA

Jodi shared this about her experience at Dove Healthcare-West, "The thing I love most about my job is working with people everyday. I am so happy when I go to group and do exercises. I feel rewarded when I see residents thriving in their lives or touching the lives of the families. Thank you for this honor. My co-workers and the residents are my second family. I love everybody here and it is great to be recognized for my efforts."

# 2011 Employee of the Year at Dove Healthcare-South

Careful consideration is given when choosing Employee of the Year. The candidate's job performance is closely reviewed. Specifically, an Employee of the Year candidate must be able to work well with our customers; provide great resident centered care; be courteous and approachable; contribute to the company's success; and be a team player. The Employee of the Year is an employee who represents what our customers and employees think of when they hear the words, "Dove Healthcare." Director of Nursing Jan Hayden said, "Shane Engen is that person. He makes our residents feel comfortable and at ease knowing they are receiving the best care. Shane's selflessness is displayed through his constant focus on the residents' needs and not those of his own. He comes to work with a positive attitude and the desire to do his very best every time he walks through our doors. Shane is genuine, kind, compassionate and caring."



Shane Engen, LPN

Shane's comments included, "I'm very humbled and honored to be Employee of the Year for this company that I absolutely have enjoyed working for through the last five and a half years. The staff is absolutely wonderful and they make it very easy to enjoy coming to work. I do my best to do the same for you all and also the people we care for daily. I've seen a lot of faces come and go while I've been with Dove Healthcare. I've known some of you the whole time I've been here and some for only a very short time; many of you have become family to me. I love you all and thank you for all you do."

## Employee of the Month

Dove Healthcare - South



Christyn Gulotta, RN  
October

Christyn joined the team in August 2011. Director of Nursing Jan Hayden said, "Christyn has been an amazing addition to our facility. She always has a smile on her face and a positive attitude. She does an incredible job providing excellent care to our residents. Thank you Christyn for being a part of our team."

Christyn had this to say about why she loves her job, "Watching goals be reached, and surpassed, has been so rewarding and is why I chose this profession. I am encouraged by the team effort and wellness-focused perspective here."

Megan joined the Social Services department in August 2010. Social Services and Admissions Director Kris Modl said, "Megan has been a great asset to Dove Healthcare-South. Being a new social worker in a highly regulated industry, her eagerness to learn has certainly helped her be successful. She is compassionate and a strong advocate for resident rights. Megan is a team player through and through and represents our company well. Congratulations Megan!"



Megan Annis, CSW  
December

Megan said, "I am thankful to have started my social work career here. The employees are proud to be here serving others each day, and those being served are very appreciative of our services. I am very passionate about giving back and proud to be employed at Dove Healthcare- South."



*The Right Choice*

1405 Truax Blvd.  
Eau Claire, WI 54703  
www.dovehealthcare.com

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Dove Healthcare-South & West are affiliated through common ownership with Orchard Hills Assisted Living, Wissota Health and Regional Vent Center, Rutledge Home Assisted Living & Memory Care and Transitions Rehabilitation.

## *We Have "Good News" to Share with You!*

*"I was very fortunate to have a healthcare facility like Dove Healthcare-South waiting for me when I was released from the hospital. The care I was given by Tristen, Natasha and Shane was very professional. You are lucky to have their services. I can't thank you enough for the cordial atmosphere, mental and physical care. Thanks again. Keep up the good work!"*

***Sincerely, Robert Kindschi***

*"My first experience with Dove Healthcare-West was in September after my hip surgery. I had my own room and all persons I came in contact with treated me very well. I needed personal help which was very embarrassing at first, but soon got over it. The folks in therapy were patient and with their help I'm home now. Louis in therapy helped a lot with my walker and getting me ready for home, with suggestions as to what I would need to handle myself safely. David in therapy helped a lot too. The girls were great; nurses, aides, etc. were all great. If I have to go any place again, I would prefer Dove Healthcare-West. Thanks to all for all their help and good care. Love you all!!"*

***Sincerely, Lois Husby***

*"My impression of Dove Healthcare-South is that you are the Best of the Best! All departments. OT and PT are both splendid. I'm so glad that I was sent there. I am continuing out-patient therapy there now and feel very grateful that I can. I have nothing but praise for the staff, from top to bottom and from bottom to top. I received only the finest care: kindness, concern, cheerfulness, and immediate appearance when I pushed the button. So...continue what you're doing!"*

***Sincerely, Eleanor Jones***

*"My leg looked hopeless. It wasn't healing and I was afraid I would lose it due to terrible infections and unbearable pain. If it wasn't for the great care that I received at the hands of the nurses, aides, the therapists, and a physician's second opinion, I would not have kept my leg. The physician did debridement and a skin graft; he gave me hope. Now, my leg is healing and I'm walking again, thanks to good therapy. I want to thank everyone at Dove Healthcare-West for the great care given to me during my stay. Once again, thanks for the great care."*

***Sincerely, Jacqueline Scheldroup***