



Strengthening Our Community

Committed to Our Neighbors and Friends



In-Home Care | Independent Living | Assisted Living

Giving Back to the Community

Thank You for Continuing to Share Our Vision and Support Our Mission

While so much continues to change, our need to invest in the future of Valley VNA has not. Valley VNA has remained steadfast in our commitment to our neighbors and friends. We make intentional decisions to serve and invest in the people and organizations within our community.

- Years ago, we were asked to assist the Neenah-Menasha Meals on Wheels program by staffing the administrative functions of the senior meal delivery program, from answering client phone calls, coordinating billing, to scheduling volunteers. In 2019 we played a role in delivering more than 5400 meals to 71 senior clients.
- When our early adult day care programming transitioned to providing senior apartments and assisted living, we turned to Neenah's own Morton Pharmacy (now Morton LTC), to safely dispense and deliver residents' medications. Morton is one of Wisconsin's first innovators of unit-dosing for long-term care providers, and they made more than 600 secure deliveries to our facility in 2019, the nineteenth year of our trusted partnership.
- We stepped up two years ago to help provide no-cost respite care for at-home caregivers in Neenah and Oshkosh, including sending trained caregiving staff to each two-hour group session. In 2019, we served 20 individual couples and families at 48 Memory Care Respite Partner events.
- We welcomed 34 UW-Oshkosh student nurses, both first-year clinical students and accelerated RN students, to be mentored by Valley VNA nurses and caregivers in 2019. This partnership helps ensure the future availability of well-trained nurses with a heart for long term care.

Every day we see the gifts we are given. You entrust us with the care of your most beloved and vulnerable people. Our residents inspire us with their strength and fascinating life stories. It is our honor to cultivate a culture of giving back to the community that sustains us. We hope that you continue to share our vision and support our mission.



Sincerely,

Theresa Pichelmeyer
President & CEO



Frank Kearny
Board Chair

Board of Directors

Dianne Bergstrom	Joe McGrane
Jeff Buchta	Steve Morton
Denise Burkett	Fritz Merizon
Tim Galloway	Paula McNeil
Frank Kearny	Paul Verbeten
<i>Board Chair</i>	Theresa Pichelmeyer
	<i>President & CEO</i>

Life Partners

At Valley VNA, we are partners to people who need us to help them live their best lives, safely and happily. At the same time, we are fully vested volunteers, business partners, and teachers in the communities we serve. Here are just a handful of the ways we invest in this precious partnership—to live our best lives, together as community.

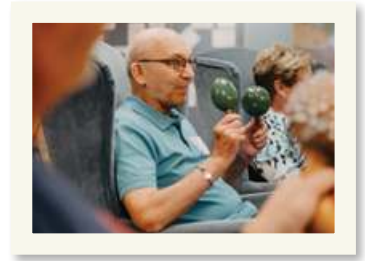
Meals on Wheels

Valley VNA staffs the administrative functions of Neenah Menasha **Meals on Wheels**, from answering client phone calls, coordinating billing, to scheduling volunteers. In 2019 we played a role in delivering more than 5400 meals to 71 senior clients.



Memory Care Respite Partners

Caregiving staff serve at twice-monthly **Memory Care Respite Partners** sessions in Neenah and Oshkosh. In 2019, we served 20 individual couples and families at 48 events.



Morton LTC Delivery

Morton LTC of Neenah is one of Wisconsin's first innovators of unit-dosing for long-term care providers. They made more than 600 secure deliveries to our facility in 2019, the nineteenth year of our trusted local partnership.



Nursing Students

We welcomed 34 UW-Oshkosh **student nurses**, both first-year clinical students and accelerated RN students, to be mentored by Valley VNA nurses and caregivers in 2019.



Flipping the Switch: Love Light Angels

The 26th Annual Love Light Angels Dedication and Tree Lighting Ceremony was held on December 12, 2019, to honor our family members and friends who have passed on and those who continue to touch our lives in a special way. In past years, the Love Light event relied entirely on the postal service to invite supporters to dedicate an ornament and make a financial contribution in support of Valley VNA. This past year was our first foray into online operations where we also integrated social media into this annual fundraising event.



Love Light Angels

We can honestly say it paid to “switch” to online Love Lights, as our tree was decorated with more than 200 ornaments in honor of the people we hold most dear. We are grateful to everyone who donated generously in support of our work.

Meet Julie Roh, Valley VNA Volunteer Coordinator

Welcoming community and family members



Julie Roh

Valley VNA Volunteer Coordinator

Julie Roh joined the staff at Valley VNA last spring as our volunteer coordinator to help welcome community and family members more fully into our dynamic senior living community. After all, Valley VNA was founded right here in Neenah in 1908 by people who stepped up to provide care and

assistance to their friends and neighbors. A revitalized and intentional volunteer program certainly fits with our organizational culture.

Julie holds a bachelor's degree in business with an emphasis in human resources. Julie and her husband Shane have raised their two children in Neenah: Natalie (21) will be a senior year at Marquette University majoring in biomedical science; and Jackson (19) is a sophomore business major at UW-Milwaukee. In fact, Natalie has worked part-time at Valley VNA as a certified nursing assistant (CNA) for the past three summers. Julie said, "Our doors open in; we want people to come and share their lives with us. At the same time, our doors open out; our people have so much wisdom and joy to share with our community. I am really eager to help make these meaningful connections." To learn more or to volunteer, please contact Julie Roh, Valley VNA Volunteer Coordinator, at 920.624-6087 or julieroh@valleyvna.org

Did You Know?

- Volunteer Program now has more than 200 volunteers who regularly provide various services to residents and clients as bingo callers, musicians, arts and crafts leaders, faith and religion companions, gardeners, and rickshaw pilots.



- Our volunteer Cycling Without Age rickshaw pilots pedaled for a combined 212 hours during 194 rides in 2019.



- Neenah-Menasha Meals on Wheels volunteer delivery drivers contributed 1,305 volunteer hours as they completed five routes per day over the course of 261 days in 2019.

Fall Fundraiser—Corks and Forks

The Fall fundraising event was held on October 12, 2019, at the University of Wisconsin Oshkosh-Fox Cities in Menasha. Dubbed **“Corks and Forks,”** the wine and food tasting event featured visits with friends, the excellent emcee skills of Betsy Rozelle, and a succinct, informative, and emotional keynote address by Dr. Susan McFadden. The Neenah High School Jazz Ensemble, led by Mr. David Dunning, provided live music as guests perused the Aylward Art Gallery within the campus’s beautiful Communication Arts Center. More than 100 people attended this special event to raise money for Valley VNA’s Life Enrichment Program for residents, clients, and families, including our much-loved Lyrics & Laughter music appreciation program, Cycling Without Age bike rickshaws, and the soothing Namaste program for residents in the final stages of Alzheimer’s and dementia.



Brushing Up In 2019

Valley VNA continued our partnership with **HyLife Oral Health Alliance** in 2019, an innovative visiting oral care service specifically developed for seniors who live in long-term care communities. Based in Edgerton, Wisconsin, the staff at HyLife Oral is comprised of dementia-trained dental hygienists who have special skills in working with seniors who would otherwise be very anxious having their teeth cleaned. The goal is to prevent oral disease for our residents so they can continue to eat comfortably and avoid painful dental problems that may require a stressful emergency dental procedure. Poor oral hygiene has also been proven to contribute to worsening chronic diseases like diabetes, COPD, and pneumonia.

Did You Know?

- Hylife Oral visits Valley VNA twice a year to provide on-site dental hygiene appointments to residents who request their services, including intra-oral imaging that is sent to a dentist for review.
- Valley VNA initiated the dental cleaning partnership with HyLife Oral in response to requests from residents, families and caregivers.
- Families pay out of pocket for these dental hygiene services as an investment in residents’ overall health. If families want more regular oral care, including detailed brushing and flossing, these services are also offered by Hylife Oral Health Alliance.
- Residents report they truly appreciate fresher breath, better overall health, and that just-cleaned feeling.

Living History

Our best recommendations come from the people who live and work at Valley VNA. We have a remarkable number of both long-term employees and residents who choose to stay with us—and they have such varied backgrounds and experiences! We never forget that the heart and soul of Valley VNA is its people. Here are the stories of just a few of our people, each of whom make this a very special place to make a life, and a living.

Ed, 94, served in the Navy from 1943-1946 and even worked in a military aircraft plant on Long Island. A graduate of Menasha High School, he returned to the Fox Valley, and 13 years ago he moved to Valley VNA, first to an independent apartment. As his needs changed, he's been very happy to be able to stay at VNA. Ed especially enjoys spending time playing cards and bingo with his friends. "I love everything about this place."



Lorraine, 101, has a lifetime of wonderful experiences, even having worked in the circus for two days in the same tent as a movie star! She taught herself how to use a computer while working for Miles Kimball in Oshkosh, and later worked as a secretary in the Neenah Schools. One day, she taught a sixth grade class to do the Charleston. "At Valley VNA, I love to mingle with people from different age groups. I love hearing their stories, and they usually love hearing mine."



Cheryl is a 17-year employee of Valley VNA. She started as a resident assistant, then a team leader, shift manager, and supervisor. In 2015, she was named education and training coordinator within the human resources department. Cheryl leads an extensive orientation program for new hires that helps them gain comfort and confidence in their team setting and clearly sets expectations for quality. "Valley VNA prioritizes person-centered care for everyone; our staff focuses on our residents, and the company is here for staff. I love that my job is to help others be successful."



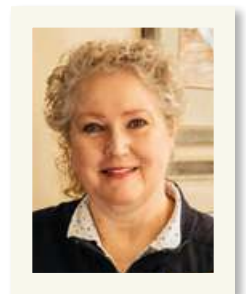
Carol and her husband ran a laundry and dry cleaning business in Illinois before moving to Neenah to live with their daughter's family. After her husband passed away, the house got very quiet during the day when everyone left for their work and activities. Moving to Valley VNA two years ago was a great way to make new friends and be active. "Now I am busy and have so many chances to socialize and exercise."



Raiza has worked at Valley VNA in caregiving for seven years, the most recent five years as a team leader. She loves her relationships with her residents and their families and the way VNA makes it a priority to enrich their lives. "We do so much more than keep our residents clean, fed, and rested. We constantly help them explore new activities and interests. Waking up to come to work doesn't feel like a chore. It's absolutely a happy place to work."



Marian is a 14-year employee at Valley VNA. As the administrative assistant who answers calls and greets visitors at the front desk, she is often the go-to person for residents and families as they acclimate to Valley VNA as their new home. "My job is to help families get their questions answered so they know they are being heard; and if they drop something off, it will be safely delivered. Building trust is meaningful work."

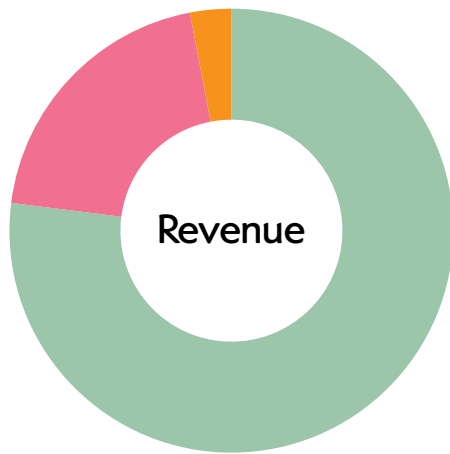


Corrie started as a housekeeper and cook at Valley VNA in 1999 and then received training to be a resident assistant within assisted living. She eventually worked as the shift manager for five years before transferring to the job of in-home care manager in 2007 where she schedules and administratively supports the in-home caregiving team. "My coworkers and I work really well together. We are constantly meeting new clients in the community, all with different goals. VNA has given me all the skills and support I need to do this job. For more than 20 years, I've loved coming to work!"

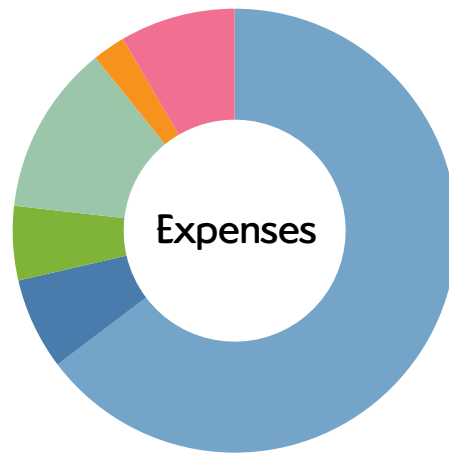


The Year In Review

Financial Highlights



- 77% Assisted Living/Apartments
- 20% In-Home Care Services
- 3% Program Contributions



- 66% Salaries, Wages, and Benefits
- 7% Fixed Expenses
- 5% Maintenance and Operating Expenses
- 12% Residential/Client Care Expenses
- 2% Utilities
- 8% Administrative and Other

Change in Net Assets



Grants and Contributions
\$221,987

Services Provided



Meals on Wheels
71 Clients
5,432 Meals



Foot Care
5,200 Appointments
679 Clients



New Clients
108



Blood Pressure Clinics and Health Chats
150 at **11** Different Locations
78 Options and Solutions Visits

By the Numbers



Apartments Occupancy
45 Residents Served
95.1% Occupied



Assisted Living Occupancy
95.4 Residents Served
90% Occupied



In-Home Care Clients
278 Clients
54,782 Hours

Valley VNA Senior Care gratefully acknowledges our wonderful donors who have supported us during 2019. Again this year to save natural resources and reduce printing costs, please look for our 2019 Donor Listing on our website, www.valleyvna.org. Go to "About Valley VNA" tab and click on "Annual Reports & Newsletters." To request a printed copy, please call (920) 727-5555.

Our Mission

Providing quality choices for senior living.

Vision

The provider of choice for in-home care,
independent living, and assisted living.
A resource for seniors and their families in our communities.
The employer of choice for senior care in the Fox Valley.



In-Home Care | Independent Living | Assisted Living

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