

In-Touch

Newsletter



In-Home Care | Independent Living | Assisted Living

January - February 2025

Becky Reichelt
President & CEO

Wishing you a happy new year filled with moments of joy, comfort, and connections!

As mentioned in the previous In-Touch edition, I am driven by operational excellence, a caring workplace culture for our team, and a person-directed life environment for those we serve. Over these first few months in my role, I have had the opportunity to experience and witness the foundation of each of these areas throughout our organization.

With this strong foundation and history, 2025 will be our year of renewing, enhancing, and expanding these areas through education, action team creations, and shared leadership opportunities. Our first priority is to rally around a purpose statement that provides our team with a common cause and our core reason for being. Ultimately, this statement guides our team in achieving our operational outcomes and successes. Research shows that purpose-driven teams demonstrate higher levels of innovation, employee retention, and customer satisfaction.

I am pleased to share our newly created purpose statement:

We inspire purposeful, pleasurable, and peaceful living!

As we roll out this purpose statement, one of our first projects will be the creation of Purpose Statement Stations located in six strategic locations: Main Entrance, Alexandrite Apartments, Sapphire Villa, Coral Court, Emerald Court, and the In-Home Care/Administrative Office area. Each station will include Purpose Statement signage, recognition cards, and a display frame. We encourage you, visitors, family members, those we serve, volunteers, employees, etc., to write a message on a card describing how one of our team members lived the purpose and display the card on the frame. The cards will be displayed for a month and then will be forwarded to the team member recognized. Watch for the stations to be in place by January 6th!

Spotlight on Resident Rights

Spotlight on Resident Rights #11

We respect and support our residents in exercising their rights. The Department of Health Services has established a list of resident rights for Community Based Residential Facilities (CBRF) in the state of Wisconsin. Over the course of several newsletters, Valley VNA will highlight some of these rights.

Right to Physical and emotional privacy in treatment, living arrangements, and caring for personal needs, including but not limited to privacy for visits by spouse, health care privacy, and confidentiality of health and personal records.

Honoring someone's privacy also helps treat them with dignity and respect. While staff work to honor private visits with family, we do encourage our staff to check in and complete safety checks during that time as well. Privacy goes beyond completing cares behind a closed door, it is also in how we handle information and records.

Volunteer Opportunities

Do you know someone who is looking for volunteer opportunities? We are seeking volunteers for evenings and weekends to engage with persons living with dementia. No experience? No problem! We provide all the training you need to make a meaningful impact. To learn more or to become a volunteer contact our Volunteer Coordinator, Kristi Armstrong kristia@valleyvna.org.



Exciting news! The Winnebago County Veterans Office is hosting a Q&A with a benefits Officer at Valley VNA the 2nd Wednesday of **even** months at 3:00 pm. We hope you can join us on February 12. This event is open to the public as well as residents and their families.