

## Volunteers...

We lost a volunteer and friend. Don Koehler passed this past May. Don was instrumental in escorting, as well as seeing that fishing poles and bait were provided for residents' fishing excursions every year. He also helped escort residents to Timber Rattler baseball games. Don made monthly trips to Zittau's Union Star Cheese Factory to pick up fresh cheese curds as they were being bagged up, delivering this treat to residents. He also provided fresh corn on the cob for residents during the growing season.

*Yes, we lost a volunteer...a dear friend who is profoundly missed walking the hallways of Park View each day.*

It's time for us to update our Park View volunteer listing. When you have a moment, *could you leave a message:*

- Tim Laurin's phone at 920-237-6931 or send an email: [tlaurin@co.winnebago.wi.us](mailto:tlaurin@co.winnebago.wi.us), *or*
- Kathy Glander's phone at 920-237-6901 or send an email: [kglander@co.winnebago.wi.us](mailto:kglander@co.winnebago.wi.us)

as to your willingness to continue as a volunteer here at Park View? If we don't hear back in the next month or so, we'll place your name on an inactive listing. In addition, if there has been an address change or phone number change since last year, let us know that, too.

We miss all of you around here, *but it may not be too much longer* when we can see each other once again!

**LOOKING FOR VOLUNTEERS** who like to work outdoors! We are looking for a few green thumbs who would help us in maintaining the new Dr. & Mrs. William Weber Memorial Gathering Area, and possibly other surrounding areas of the facility. Please contact: Kathy Glander, 920-237-6901 or Carrie Baxter-Crist, 920-237-6930. Thanks!

### AN ADDED MESSAGE TO ALL PARK VIEW VOLUNTEERS:

Please remember—while others work their way towards being *different*, you, our volunteers, have strived towards making a *difference*. Your passion and energy are unparalleled, and we have always respected your spirit of volunteerism immensely. Thank you for being so selfless, and for so many in whose lives you have made a tangible difference over the years.

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**CORRECTION:** In the Spring 2021 issue cover story regarding church services cautiously returning to Park View, it was reported, "...Thursday Catholic Mass Services will return..." then it continues, "Christian Worship Services will return, as well." The word "Other" should have been placed in front of "Christian Worship Services." Our apologies for the typo!

**Anyone who stops learning is old, whether at 20 or 80. Anyone who keeps learning stays young. The greatest thing in life is to keep your mind young.**  
- Henry Ford

Since its founding in 1875, Park View Health Center has provided over a century of quality health care to residents of Winnebago County.

Located just north of Oshkosh, Park View is serenely nestled near stately trees and beautifully landscaped, park-like grounds.

As the needs of the community change, so too do the services offered at Park View as we continue to meet and surpass those needs and expectations.

Our excellence comes from each staff member's personal commitment to serve our residents in a compassionate, supportive and professional manner.



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# Park View Health Center Newsletter

## Annual Satisfaction Survey Results—Summary

Park View Health Center sent out the Annual Nursing Home Satisfaction Survey to residents or resident representatives in April. The purpose of the survey is to:

- Measure satisfaction in relation to Park View's facility, services, and staff.
- Identify trends for the purpose of improvements.

Of the 120 surveys sent out, 69 or 58% were returned.



### Of the responses:

- 100% stated "yes" staff welcome and accommodate visitors, when able.
- 96% responded they are "always" or "usually" satisfied with resident info timeliness and receipt.
- 98% responded that "always" or "usually" staff handle challenging situations in an appropriate manner.
- 97% answered they were "always" or "usually" satisfied with activities and leisure opportunities.
- 93% stated they were "always" or "usually" satisfied with the dining experience.
- 100% responded they "always" or "usually" are satisfied with access to personal funds and information.
- 100% of those who answered stated they are "always" or "usually" pleased with the care.
- 100% stated they would recommend Park View to someone needing care.

### Areas of focus:

- Improving participation in resident decisions with daily choices/preferences.
- Continued improvement in satisfaction with the dining experience.
- More regularity in receiving drinks and snacks between meals.

## A glimpse into... BREAKFAST ON THE NEIGHBORHOOD

Park View Health Center has been easing into the goal of prepping and serving residents' meals in neighborhood dining areas after years of planning for a more homelike dining experience. This plan was thwarted last year and into this year due to the COVID-19 pandemic. There were long delays in getting each neighborhood set up with proper ventilation, as a result. Contractors could not be allowed into the facility to remove cabinetry and install the commercial-grade range hoods until a few months ago.

The ventilation systems are now in place, and this new and improved meal time is gradually being introduced one neighborhood at a time, starting with breakfast. By going about the process in this way, tweaking can be done before moving along to the next neighborhood.

The importance of providing this *much improved* dining practice for our residents will be well worth the steady process and the additional staff training it will take to get there.



Food Service Assistants Jessica Ryan and Ashley Harrington were about to serve a fried eggs breakfast when they were asked to strike a pose!



Sharon Liese was about to start eating her cereal and had just finished her fried eggs when she graciously accepted the interruption for her opinion on how the breakfasts are working out. She likes the fried eggs on Mondays, and she loves the scrambled eggs and toast, as well.



Ellen Pothas took the time to share the breakfast changes occurring were a "good move." She especially likes having her oatmeal, which she tops with fruit, such as strawberries and blueberries. She always starts her day with a good breakfast of egg beaters and toast, along with the oatmeal and fruit.

Ellen also mentioned this form of service brings about more socialization, of which is so needed after more than a year of being isolated due to the pandemic.



Sharon noted the improved service for breakfast is "going great—the whole thing!"

## What a blessing!

### Memorial & Honorary Donations Received:

**Mary Bernier & Family**  
**Denise Koch**  
**Karen Malnory**  
**Nancy Mattson**  
**Dennis Moon**  
**Christopher & Melissa Serra**

### In-Kind Gifts Received:

**Sue Bushman**  
**Amy Doty**  
**Heather Ehlke**  
**Laura Henke**  
**Debbie Koehler**  
**Marilyn Krause**  
**Larry Lang/Trinity Episcopal Church**  
**Oshkosh Church Supply**  
**Renee Schnobrich**  
**Morgan Wege**

### Monetary Gifts Received:

**Anonymous**  
**Anonymous**  
**Chris & Dan Cannon Family**  
**William & Dorothy Gerth**  
**Erin & Jason Gillig Family**  
**US Connect**

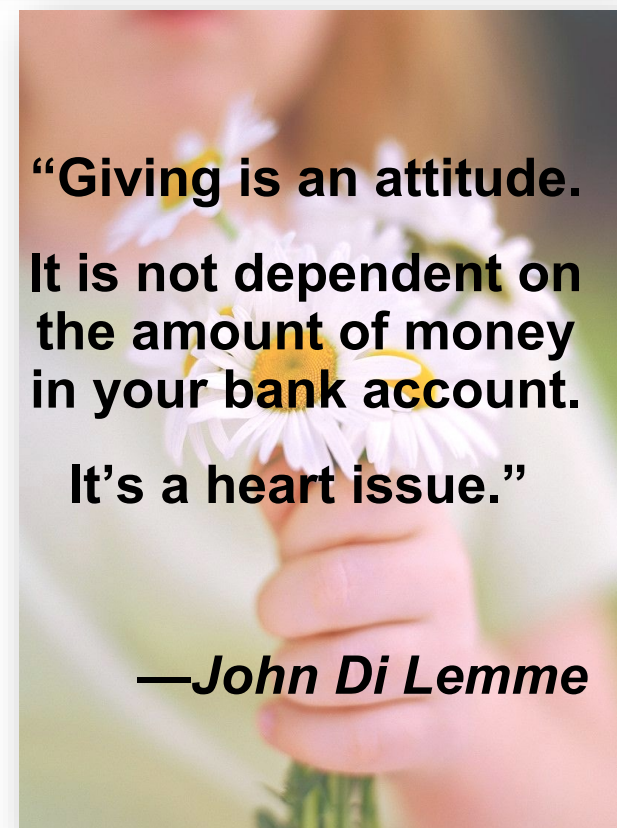
### Dr. & Mrs. William G. Weber Memorial Gathering Area Update

A committee was formed months ago to plan the establishment of the "Dr. & Mrs. William G. Weber Memorial Gathering Area," in memory of Dr. Weber, our Medical Director of 30 years, and his wife, Fran. With the assistance of family representatives, we are moving towards the finish line in the completion of the gathering area, which is located at what was once the "East Garden Sitting Area."

After planning was halted last year due to the pandemic, the area, once part of the old Pavilion courtyard, is being spruced up, furnishings are being repainted, and a beautiful (stationary) grilling area will be installed later this summer—all with the blessing of the Weber Family, who established a memorial fund in their father's name.

The grilling station will be used as part of trio bike outings, or for a scheduled group outdoor party, or for residents and their families to gather. It's important to note that due to regulations, only Park View staff will be allowed to grill at the station for residents and their families. However, the gathering area itself will be open to residents and their loved ones for a serenely relaxing time within its beautiful surroundings.

Dr. and Mrs. Weber would be so proud this beautiful area is being given special enhancements for our residents to gather!



**"Giving is an attitude.  
It is not dependent on  
the amount of money  
in your bank account.  
It's a heart issue."**

**—John Di Lemme**