

# Connections

A monthly newsletter for the employees of Holland Home

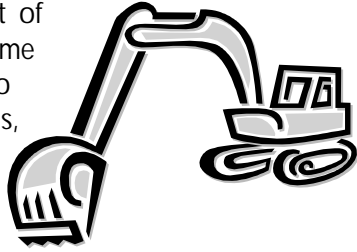
## Our mission

In fulfilling God's calling to serve others, we will:

- Serve with love and compassion.
- Commit to excellence.
- Follow Christ's teachings and example in all we do.

## Let the construction begin!

With the commencement of the new year, Holland Home is breaking ground on two new construction projects, the building of a four-story addition onto the Raybrook building and the construction of the final two wings of Breton Terrace. These projects will allow Holland Home to continue to meet the increasing demand for independent living spaces as well as nursing and Alzheimer's care.



At Raybrook, the current semi-private rooms are too small to allow adequate space for a quality living environment. During the construction, the existing semi-private rooms will be turned into private ones, and the addition will add a blend of 34 private rooms and 8 semi-private rooms to the 3<sup>rd</sup> and 4<sup>th</sup> Floor Skilled Nursing Centers. The second floor of the addition will be an extension of the Peter C. and Pat Cook Alzheimer's Care Center. All three of these floors will feature spacious dining/activity rooms, new lounges, and nurse stations, creating two separate "neighborhoods" for our residents.

At Breton Terrace, our independent apartment homes have sold at record sales rates. Because of the sales success, both of the final two wings of the Terrace will be built at the same time, with a projected finish date in summer of 2005. Even though construction crews have just broken ground this month, already 21 of the 87 apartments are reserved. What an exciting year of growth this will be for Holland Home!

## Prayer Requests

Our deep sympathy is expressed to Maryellen VanDyken, CENA at Raybrook, in the unexpected death of her husband. Please also keep Janice Curtiss, LPN at Fulton Manor, and her family in your prayers. Janice's grandmother passed away at the end of December. We pray that you may feel the Lord's comfort and the support of your coworkers during this difficult time.

We ask that you continue to keep Beth Anne Brown, scheduler at Fulton Manor, along with her family in your prayers. Beth Ann has started a series of chemotherapy for treatment of a cancerous tumor in her lung.

## Evaluating the recent survey

After receiving your responses to our recent employee satisfaction survey, we have entered the results into the computer and are beginning to analyze them. The responses will be reviewed by Holland Home's administrative staff in early February. Each executive director/administrator will be responsible to review the information with their supervisory staff and develop a plan to improve areas of concern. We value our employees' opinions and appreciate your involvement in this survey.

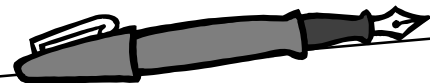
## Preparing for success

The Human Resources Steering Committee is looking to improve our orientation process for new employees and employees that transfer into new positions. The membership of the Orientation IOP Team has been identified and will begin the process of developing a new and improved orientation program. This will include reviewing and revising corporate orientation, facility orientation, and job specific orientation. The goal is to provide a new employee with a comprehensive orientation that helps to prepare them for success in their job.

## Kudos . . .

. . . to the snow removal teams at each of our campuses. We thank you for your dedication as you work outside in the cold temperatures and early morning hours making our walks safe for staff and residents. Your effort is greatly appreciated by all!

## In the mail



Thank you so much . . .

God knew the best way to express His love to me and He did it through YOU!


Thanks to all of the Home Care staff for your prayers and support during my surgery and recovery. The pain is now gone, and week by week I feel stronger and have more energy.

Your gifts of PTO were a true blessing as my husband, Terry, has been working temporary, part-time jobs only three days a week. So we used the PTO gifts to pay for our family benefits. Our family has been truly blessed this holiday season!


*"As for God, His way is perfect. . ."* Psalm 18:30


Janet DeLong  
Physical Therapist, Home Care

## Employees of the month

**Fulton Campus (January) - Ada Huremovic**, laundry aide. "You are being honored because you truly like your job and strive to do the best at all times. You work well under pressure, and you work with enthusiasm and lots of energy, even in duties that are a bit unpleasant. We appreciate your ideas for making the laundry department more efficient, and we thank you for lending a helping hand wherever it is needed." 

**HomeCare (January) - Cindy Lackowski**, RN, admissions. "You have excellent assessment skills, and you are consistent and thorough in your work. You do a great job in educating clients and their family members, and you are not afraid to take a stand on issues regarding your clients. We are thankful for the excellent care you provide to those we serve!"

**Hospice (December) - Shawn Scott**, scheduler. "You have a caring, kind heart for our patients and bend over backwards to ensure the services of our Home Health Aides and Dr. Lemmen when families are in crisis. Both patients and their families have commented on how helpful you are. We appreciate the way you complete your work with friendliness and efficiency, and by doing so, help us to carry out our mission." 

**Raybrook Campus (January) - Jessica Lucas**, LPN, charge nurse. "You always go the extra mile for staff and residents. Everyone knows how concerned you are for our residents and their family members. You are a team player and a true asset to Holland Home." 

**Congratulations Ada, Cindy, Shawn, and Jessica!**  
**We value you and are glad you are part of Holland Home!**

## Developing new tools for performance appraisals

In 2001, Holland Home worked with a consultant specializing in the development of compensation programs in order to establish a compensation program for Holland Home. Initially, we began to develop this program by identifying all job titles and developing comprehensive job descriptions.

Our next task was to develop a new performance appraisal system that reflects the duties and responsibilities of each job. The Performance Appraisal Committee began this process last fall and has drafted a performance appraisal tool along with guidelines for how a performance appraisal should be conducted by a supervisor.

The committee is in the process of developing appraisal tools for every position in Holland Home. Once the administrative staff has approved this committee's recommendation, we will provide education for all employees on their specific performance appraisal tool and the new process that will be used. Stay tuned for more information!

## Keep your contributions coming!

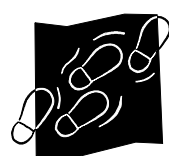
Thank you to everyone who contributed to this edition of *Connections*, our employee newsletter! Keep those contributions coming by reporting on team accomplishments, policy changes, new employees or promotions, births, weddings, graduations, etc.

Submit material to Jodi Deur, in the Breton Terrace office, via courier to Breton Terrace, by e-mail, or by fax (643-2729). The deadline for the February issue is February 11.

## Words to live by

*"Trust in the Lord with all your heart and lean not on your own understanding; in all your ways acknowledge Him and He will make your paths straight."*

*Proverbs 3:5-6*



## On the move

**Jodi Deur**, administrative assistant at Breton Terrace, and **Jessica Huisjen** from Holland Home's marketing department have begun

job sharing the positions of administrative assistant at Breton Terrace and Holland Home marketing and promotions coordinator. May you each be able to use your talents as you promote Holland Home and interact with the Breton Woods residents.

## Celebrating many years of service

One of our longest-serving employees at Holland Home will be retiring soon. Anna Laninga, RN, has worked for Holland Home for 30 years, during which time she has witnessed much growth but the same dedication to service within the Holland Home community. A farewell tea in Anna's honor is scheduled for Thursday, Jan. 29 at 4 p.m. in the 4<sup>th</sup> Floor solarium at Fulton Manor.

## Register interns and volunteers

Remember that all types of volunteers or unpaid positions, including interns, job shadowers, and students/others looking to interview residents or staff need to be directed to the Volunteer Services Department.

Volunteer Services networks with local colleges and high schools to screen, interview, orient, place, and track students. The department helps to make the proper connections between staff, students, and residents, as well as gathering HIPAA signatures with these visitors/students when needed. Please contact your campus volunteer office to notify us of any volunteer or intern who may not be registered with us yet.