

## Happy Birthday!

Best wishes to our staff celebrating birthdays this month.

### Residents

Apr. 18th Lois H.  
Apr. 18th Susan O.

### Staff

Apr. 1st Susan W.  
Apr. 3rd Julie W.  
Apr. 10th Josephine N.  
Apr. 11th Elizabeth M.  
Apr. 17th April W.  
Apr. 19th Alexandra C.  
Apr. 28th Sydney P.  
Apr. 30th Kristin B.

## LETTER FROM THE ADMINISTRATOR

Families and Friends,

Last month I had the privilege of traveling to Madison to meet with Senator Steve Nass and Representative Tyler August, Walworth County's representatives. On this trip, I learned some staggering numbers and was able to share all of this information along with the day to day operations of East Troy Manor.

One of the things East Troy Manor prides itself in is quality care—we want to make sure every member of our community feels loved and respected, that they are always treated with dignity and kindness. Often our biggest challenge is getting enough caregivers in the door, we've tried countless things with limited success, both the Senator and Representative committed to voting on a bill that will make becoming a Certified Nursing Assistant a more streamline process to be in compliance with federal regulations. Hopefully these two extra votes will make an impact on the bill going through and allow us to hire more caregivers.

We also had the opportunity to talk about the impacts Medicaid has on Walworth county and our building, Wisconsin has one of the lowest Medicaid reimbursements in the country. East Troy Manor building is projected to lose -\$587,757 in a 12-month period because of low reimbursement from the state.

Walworth county is projected to lose -\$13,396,989, and that State of Wisconsin is projected to lose -\$306,948,034. Those numbers are staggering to me, worse yet, in January and February on this year 11 nursing facilities in the state have closed their doors and hundreds of residents had to be relocated out of their homes into different communities. It breaks my heart to think about those families that were torn a part because of how unsustainable our system is. But how can buildings possibly stay open operating at such a catastrophic loss year after year?

Senator Nass and Representative August listened to our daily struggles, while there is no magic pill and nothing will be fixed overnight, everyone has a power to make a difference. Please feel free to reach out to them to share your families experience and how East Troy Manor serves your loved one, but can only continue do so with reimbursements that cover the cost to provide care, their email addresses are [Sen.Nass@legis.wisconsin.gov](mailto:Sen.Nass@legis.wisconsin.gov) and [Rep.August@legis.wisconsin.gov](mailto:Rep.August@legis.wisconsin.gov). If you would like to talk more about the obstacles we face, stop by and see me anytime. If you're able to make a donation to East Troy Manor, we always appreciate it, learn more on our website [www.easttroymanor.org](http://www.easttroymanor.org).

Continued on pg. 3



3271 North Street, East Troy, WI 53120  
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Emily Karls, NHA, Administrator

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As a non-profit 501c3 community, we thank you for supporting our mission of service to seniors through tax-deductible donations of cash or useful items. Please call our office.



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WE ACCEPT CREDIT CARDS

## Easter is coming!

If you are planning to take your loved one out for the day, please touch base with our nursing staff. Families are also welcome to join us for our Easter meal. Lunch is served at 12:00 pm. There is a cost of \$5 per guest and there is a limit of six guests per resident. Please RSVP to Tammi in dietary or Kristin in activities by Thursday, April 18th.



## Thank you to our Volunteers!



**Tammie S.** is a longtime volunteer at the manor. Tammie helps pass newspapers and mail. She also helps the activity staff with groups and assisting the residents to getting where they want to go. Tammie is always willing to help and always has a smile on her face and a friendly word!

**Richard** is another volunteer at The East Troy Manor. Richard meets with residents to offer a friendly visit and helps with bible studies. Richard also offers a helping hand on outings and special events. Richard is very special to the staff and residents of the Manor.

**East Troy Bible Church** has many different volunteers here at the Manor. They hold a monthly service on the first and third Sunday mornings, which they have been doing for over 30 years! They also help with other outreach, such as our Adopt a Grandparent program, yard work, hymn signs and more!

**St. Peter's Church of East Troy** is a huge part of the East Troy Manor! They hold Catholic Mass and prayer for the residents. They also do Communion Services twice a week. They are always willing to assist and be a part of big events.

## PHOTO HIGHLIGHTS



*The residents show their love and gratitude!*



*Using building blocks to encourage grasp and small motor skills*

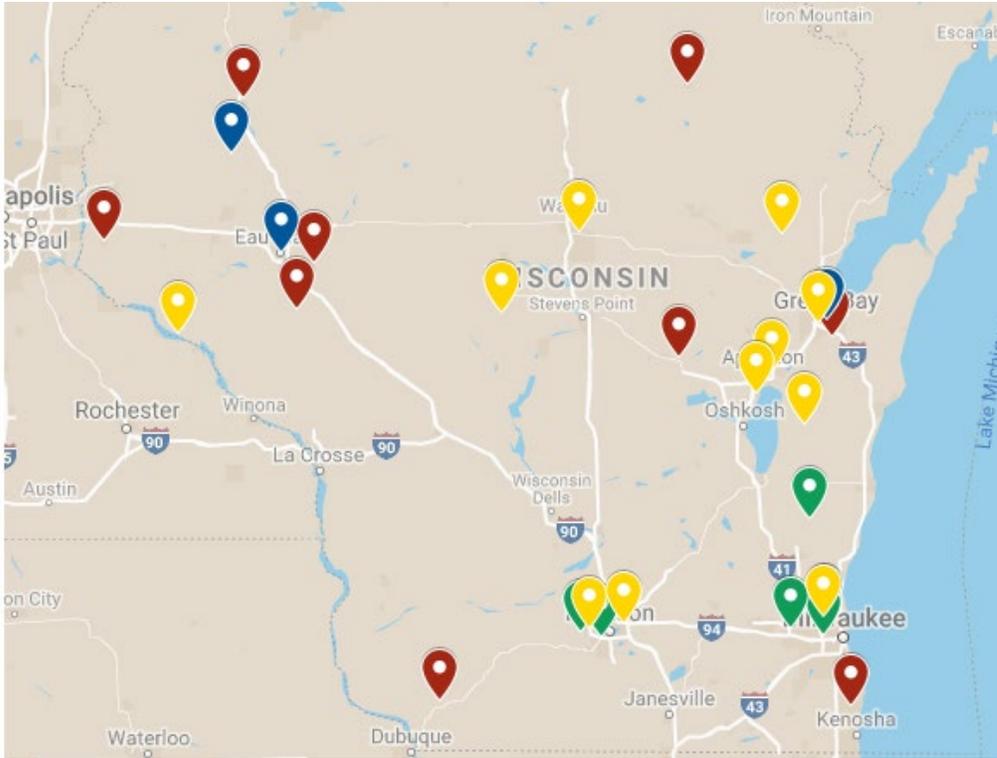


*The residents enjoyed our birthday party for our therapy dog.*



# LETTER FROM THE ADMINISTRATOR CONTINUED

## 30 Wisconsin Skilled nursing facilities (SNF) have closed since 2016



### SNF Closures 2019

- 📍 Atrium of Appleton
- 📍 Attic Angel Place Health Center
- 📍 Atrium of Weston
- 📍 The Bay at Maple Ridge
- 📍 Pepin Manor
- 📍 Bethel Center
- 📍 Woodlands of Gillett
- 📍 Atrium of Chilton
- 📍 Atrium of Neenah
- 📍 Wellspring of Milwaukee
- 📍 Karmenta Care Center

### SNF Closures 2018

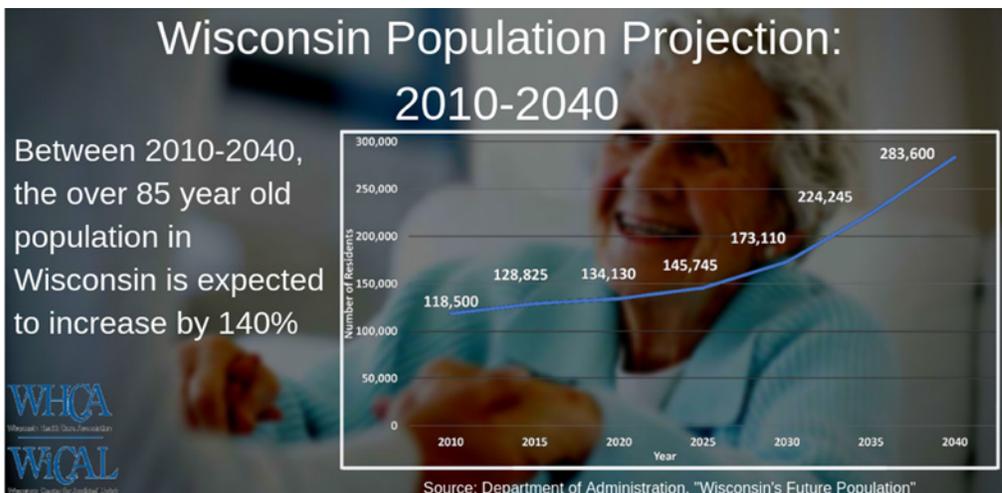
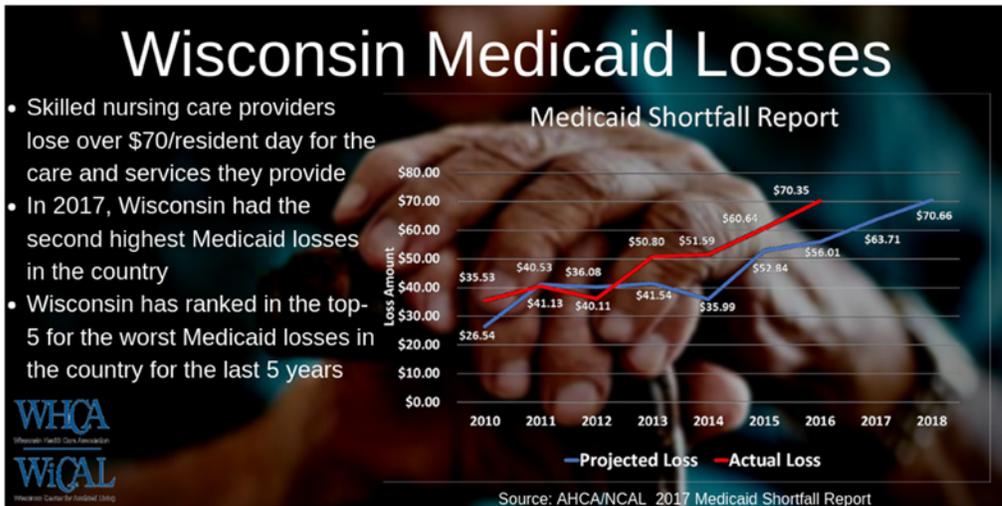
- 📍 Birchwood Healthcare & Rehab
- 📍 Syverson Rehab and Health
- 📍 Dallas Care & Rehab
- 📍 Villa at River Parkway
- 📍 Santa Maria Nursing Home

### SNF Closures 2017

- 📍 Strum Area Health & Rehab
- 📍 Gray's Nursing Home
- 📍 Becker Shoop Center
- 📍 Crandon Nursing Home
- 📍 Ledge View Nursing Center
- 📍 Lakeview Manor
- 📍 Fall Creek Valley Care Center
- 📍 The Lutheran Home Skilled Care Center
- 📍 Heritage Manor

### SNF Closures 2016

- 📍 Milwaukee County Rehab Center
- 📍 Beechwood Rest Home
- 📍 River Hills West Healthcare
- 📍 Rest Haven Healthcare Center
- 📍 Magnolia Hill Nursing Home



# April is Stress Awareness Month

Everyone needs successful stress management techniques. Try any of these easy-to-learn and easy-to-implement tips:

- 1. Copy good stress managers.** Have you noticed there are some people who always appear calm in stressful situations? Ask them how they keep calm and work on implementing those methods.
- 2. Stress is contagious.** Protect yourself from stress by recognizing stress in others and limiting your contact with them.
- 3. Use deep breathing.** You can trick your body into relaxing by using deep breathing. Breathe in slowly for a count of 7 then breathe out for a count of 11.

**4. Stop stress thought-trains.** It is possible to tangle yourself up in a stress knot all by yourself. "If this happens, then that might happen and then we're all up the creek!" Most of these things never happen, so why waste all that energy worrying needlessly? Give stress thought-trains the red light and stop them in their tracks.

**5. Know your stress hot spots and trigger points.** Make your own list of stress trigger points or hot spots. Knowing what causes you stress is powerful information, as you can take action to make it less stressful.

**6. Eat, drink, sleep and be merry!** Lack of sleep, poor diet and no exercise wreaks havoc on our body and mind.

## We Invest in Our CNAs



Recently our CNA Task Force Leads, Miranda and Amber, attended a meeting in Madison. Team leads from multiple facilities came together to share experiences and receive training to guide and support staff CNAs through improved communication and team work. The purpose of our corporate-wide task force is to give CNAs a group voice, focus on their importance to our residents and our homes, and to discuss and find solutions for day-to-day issues in their jobs.

## East Troy Manor Staff

**Emily Karls, NHA**  
Administrator

**Bridget Carlson**  
Director of Nursing

**Tammy Gentele**  
Business Office Manager:  
Accounts Receivable

**Tammi Williams**  
Human Resource and  
Accounts Payable

**Vinalee Vann**  
Social Services Director

**Mark Schmidt**  
Maintenance Director

**Tamie Klein**  
Dietary Supervisor

**Kristin Beilfuss**  
Activities Director

**Heather Roskres**  
Medical Records and  
Nursing Scheduler

**Darcy Price, LPN**  
MDS Coordinator

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Therapy



Located at East Troy Manor