
THE MONARCH MINUTE

A Quarterly Publication by



MONARCH

HEALTHCARE MANAGEMENT

THE PEOPLE HAVE SPOKEN!

YOU TALKED, WE LISTENED.

Since the beginning of the year, we have been soliciting employee feedback via various tools and surveys. We truly appreciate all the useful opinions we have gotten from our staff! Your honest and candid responses help us know what we are already doing well and where we have room for growth.

One of the predominant themes we discovered was around communication. This newsletter is a direct response to your desire to know more about our organization and what's happening across the company!

We plan to make this a quarterly communication tool and hope you find it helpful.

-The Monarch Executive Team

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Upcoming Events

- August 5- September 1: Fresh Picked Challenge (ask Culinary Dept. for details)
- August & September: Walk to End Alzheimer's (see flyer for specific dates)
- August-October: The Hungry Games!
- September 8-14: Assisted Living Week
- Fall/Winter: Home for the Holidays Marketing Campaign-more details to come!



As we talked, he shared with me some incredible information. "Do you know what Monarch is known for?" he asked me. I looked at him inquisitively and said, "No, please enlighten me!" He said, "You are helping the elderly have fun again!" I got a kick out of that because that's all we want to do. Help them have fun again! Putting a smile on people's faces, caring for them, being there for them when everyone else turns their backs, that is what makes Monarch so special and the reason our continued growth is needed more now than ever before. Smiling, having fun, and caring for our residents, tenants, and their families, is what separates us from the rest.

I try to personally thank each of you every time I see you, but I don't run into everyone as often as I'd like. So, I will take this time to say, THANK YOU! Thank you for helping make Monarch what it is today. No matter which part of the organization you work in; Skilled Nursing, Short-Term Rehab, Long Term Care, Assisted Living, Independent Living, Memory Care, the Corporate Office. Keep on smiling and spreading the love of what we do with everyone we know! Your hard work truly makes an impact and a difference in the lives of others.

With Gratitude,
Marc

A Message from the COO

A little over 3 weeks ago, I was filling my car up at a local KwikTrip when someone approached me and started asking me questions about Monarch. At first, I was unsure of how he realized that I was associated with Monarch, but I quickly realized I was wearing a name tag. He proceeded to tell me that he works for a different nursing home in the area but has wanted to come over to our site for quite some time, he's just never had the time to do anything about it.

When I first became a RN, I told myself that I was never going to work in a Nursing Home - but here I am! I started with the company as a RN Float where I would float between facilities then after 6 months, I chose to make a home at Hillcrest after I built some great relationships. Hillcrest made me feel like I was welcomed and gave me the support I needed to succeed as a Nurse. I recently was promoted to RN Nurse Manager in May and I could not be happier! I love working with both the residents and employees, especially when there is that family atmosphere." - Whitney Regnier, RN Nurse Manager.

STAFF SPOTLIGHT Whitney Regnier, RN Hillcrest Healthcare Center



FROM THE DESK OF DAN

If you have ever had the chance to meet our VP of Operations, Dan Strittmater, you know that he loves nothing more than fresh ideas and innovation! In the coming months, expect to learn more from Dan about program improvements, new initiatives and fun ideas that set Monarch apart from the rest!



HR News and Notables

Are you going back to school? See if you qualify for up to \$6,000/yr in scholarships!

Monarch's Education Assistance Plan provides the opportunity for employees to apply for assistance with education expenses.

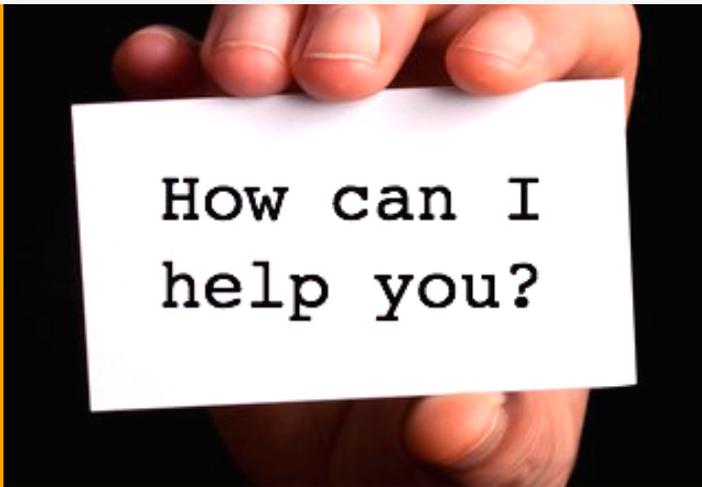
To be eligible, you must meet the minimum requirements:

- Work at least 20 hours per pay period
- Be participating in a course of study expected to lead to career advancement within Monarch Healthcare Management or within the field of long-term care (some examples, RN, LPN, TMA, Social Services, LNHA)

For additional information and an application, please contact your Human Resources Director.

THE "NOBODY PUTS THE ASSISTED LIVING IN A CORNER" CORNER

Although our Assisted Living Communities make up a smaller percentage of our portfolio, our Vice President of Assisted Living Communities, Leesa Gilman, always keeps them at the forefront with her **#NoALleftBehind** motto and continuous drive for innovation & improvement! Be on the lookout for lots of fun activities during **National Assisted Living Week September 8-14th!**



How can I
help you?

Did You Know?

Monarch has an Employee Assistance Program provided by MetLife.

Convenient and confidential help when you want it, how you want it. Our program includes up to 5 phone or video consultations with licensed counselors for you and your eligible household members, per issue, per calendar year. You can call to speak with a counselor or schedule an appointment, 24/7/365.

If you're simply looking for information, the program offers easy to use educational tools and resources, online and through a mobile app. There is a chat feature so you can talk with a consultant to guide you to the information you are looking for or help you schedule an appointment with a counselor.

Log on to metlifeeap.lifeworks.com, username:metlifeeap, password: eap to check it out!

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70% of your serotonin is made in your gut. What's going on in your gut is going to affect your mood – anxiety, depression, and focus.

- Dr. Frank Lipman

Healthy Employees= Happy Residents!
Recently we conducted an Employee Health & Wellness Interest Survey at a few pilot locations. Among the top items most important to employees were:

1. Mental Health
2. Job Satisfaction
3. Physical Well-being

Employees also stated that they would be most likely to work on:

1. Eating healthier
2. Getting more physically active

As well as, many stated they would like more time to be active at work and have healthier food options available.

We couldn't agree more!

Hopefully you signed up for the Fresh Picked Challenge for August & stay tuned for more healthy workplace improvements!



**The 4th Annual Hungry Games have begun!
The Hungry Games is an annual culinary
showdown to highlight the FANTASTIC
food and service of every culinary
department across Monarch!**

**Tributes will come to each facility and judge the
food and customer service they experience while
dining side by side with the residents.**

**This year sites will battle it out in a bracket style
elimination tournament until our victor is
crowned!**