

THE MONARCH MINUTE

A Quarterly Publication by



MONARCH
HEALTHCARE MANAGEMENT



Wow. Wow. 5 years. It has been the most incredible journey, and the best one I could've ever dreamed of! 5 years ago, William, Norm, Josh and I sat down to take on 4 Nursing Homes and 3 Assisted Livings, with a dream to grow. 40 homes was never something any of us fathomed! When we came to Mankato on July 1st and started working with some amazing individuals

(see page 2), we immediately saw the potential that Monarch had. Working with all of you over the past 5 years is what has brought us here today. Celebrating! We have fought through many challenges and continue to prosper with our Monarch smiles. We wouldn't be here today without each and every one of you. I would like to take this opportunity to say THANK YOU! I know it is not every day I am able to express my thanks, but I wanted to share it with you today. You are all my heroes. Thank you for always being there for me and helping grow this amazing company to what it is today. I look forward to a proper in person celebration as soon as we are able!

Enjoy your summer!
Marc Halpert, COO

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Upcoming Events

- JULY 1 *Happy Anniversary Monarch!*
- JULY 5-11 *National Therapeutic Recreation Week*
- SEPT 7-11 *National Payroll Week*
- SEPT 13-19 *National Healthcare Environmental Services Week & National Assisted Living Week*

Monarch Healthcare Management's First Employees!

Nick Alexander	Jessica Gunderson	Tracy Mosher	William Stern
Nancy Anderson	Cynthia Haas	Rogelyn Navarro-Gallup	Colleen Tacheny
Scott Andrus	Marc Halpert	Ann Neer	Kathy Tanley
Jolene Baker	Barbara Hamer	Alex Nelson-Micek	Amber Tenold
Anita Beckman	Jane Hanegraaf	Harriet Novy	Hannah Teply
Eric Benton	Wendy Heldberg	Dayla O'Brien	Kim Thissen
Karen Bergland	Kristen Hermanson	Amanda Olson	Melissa Tikalsky
Trisha Bertek	Amanda Honetschlager	Tina Olson	Susan Tikalsky
Janice Bisek	Kim Hunt	Josiah Owino	Karla Torres-Marquez
Melissa Blakstad	Laura Hutchens	Alyse Pahl	Nancy Trautman
Robin Bocock	Norm Jaffa	Pamela Goettl	Claudia Trembl
Pat Boyle	Sheila Jahnke	Ashley Patterson	Roxanne Tuma
Heather Brekke	Sheila Janovsky	Laura Perales	Roni Urban
Katie Busch	Patricia Jarvis	Sara Peterson	Courtney Utzka
Norm Carlberg	Melissa Jaspersen	Emma Priem	Tammy Van Rooyen
Maria Carrera	Kim Jaster	Bonnie Prom	Laura Viskocil
Laurie Carrol	Angela Jordan	Rose Pumper	Ashley Volk
Josie Ceplecha	Megan Kilian	Deborah Raines	Breanna Walsh
Donna Church	Audra Klingelhut	Peggy Richards	Lisa Weber
Patti Cole	Sherry Kotek	Julianna Rieck	Michelle Weiers
Mary Cowing	David Krebs	Susana Rivera	Wanda Westberg
Cheryl Crippen	Dawn Kroyer	Austin Roach	Jamie Wheelock
Laura Cummings	Mary Kuch	Darlene Roberts	Shelby Wiederhoeft
Jane Cutler	Deanna Kuhl	Dianne Roberts	Renee Wilmes
Ariel Daufenbach	Diane Lambrecht	Elizabeth Rodriguez	Tiffany Wilmes
Kari Degregio	Paula Lannon	Tammy Roos	Deborah Worm
Susan Denn	Sarah Lazar	Leeann Ruehling	Andrea Zellner
Diane Dokken	Tamara Labrun	Wanda Sargent	Lori Zieske
Jim Dye	Josh Legum	Deanna Scheele	Jennifer Zipse
Kathy Dye	Connie Lentz	Lyndee Scheele	
Cathleen Emanuelson	Linda Sue Lewis	Erin Schultz	
Sue Endersbe	Julie Dvorak	Ashley Schultze	
Lisa Evans	Becky Linde	Marie Schutter	
Jessica Farley	Martha Lony	Carleen Sevcik	
Sandy Finch	Kim Lorenz	Melissa Sherman	
Barbara Fleming	Gary Lucas	Sally Shermock	
Jane Forstner	Jean Mader	Breanna Schult	
Rilee Froehling	Jessica Madsen	Catherine Simek	
Jody Gabrik	Amber Majeski	Nicole Sinn	
Michael Gabrik	Michelle Matters	Barbara Smith	
Laurie Gens	Sarah McVenes	Eliza Smith	
Leesa Gilman	Natalie Meger	Stephanie Spencer	
Ernestina Gomez	Michelle Meidl	Victoria Stark	
Deb Gravelle	Tiffany Melcher	Phyllis Starrett	
Lori Gullickson	Lisa Menden	Barb Stepka	

WE'VE BEEN NAMED A TOP WORKPLACE!



Thanks to the participation & feedback our employees provided during the Energage survey in March, Monarch Healthcare Management has been named as a Top Workplace in Minnesota!

A collage of four photographs on the left side of a dark background. The top-left photo shows a woman in a green face mask holding a sign that says "I AM AN ESSENTIAL HEALTHCARE WORKER" and "We stay at work for you. Thank you for staying home for us." with the Monarch logo and "#MONARCHSTRONG". The top-right photo shows a smiling man in blue scrubs. The bottom-left photo shows a group of five people, including a woman in a wheelchair, smiling. The bottom-right photo shows three people in blue scrubs standing together. To the right of the photos is a large "THANK YOU" in orange serif font. Below it is the text "TO OUR WONDERFUL STAFF, WHO ARE HELPING PEOPLE LIVE FULFILLING LIVES". Underneath is the Monarch logo, which consists of two interlocking orange loops. Below the logo is the text "MONARCH HEALTHCARE MANAGEMENT" and "WWW.MONARCHMN.COM". At the bottom of the graphic is the text "Join our team today and come see why Monarch truly is Where Care and Customer Service Come Together!"

Monarch Healthcare Management Mission & Values

Monarch's mission is to change the way short-term rehabilitation and long-term healthcare is delivered. Through our commitment to Innovative Care and 5-star Customer Service, we strive to put our residents, tenants, and families first. Monarch has established 5 core values. We believe all of our services should be guided and directed by the following beliefs and pledge to carry out these ideals across all areas of service.

- Excellence
- Individual Needs
- Dignity & Respect
- Teamwork
- Hospitality

As part of our staff survey process, you told us you'd like more visibility of our values. Over the next five newsletters, we will be highlighting one of our values. You will also notice our Mission and Values being put on display at your facility very soon!

This issue we have chosen to start with Excellence. Thank you all for the Excellence you display every day.



EXCELLENCE

For our customers: We strive to not only meet, but exceed the expectations of the people we serve. Our services focus not only on the individual's physical needs, but their spiritual, environmental, social, and emotional needs as well.

For our staff: Total wellness is our goal for all individuals, from clients to employees and those in our surrounding communities. We promote an environment of excellence for all our employees.

Butterfly Bistro Presents

THE GREAT SUMMER MENU CONTEST ROUND 1 WINNERS

Best Dessert

PEANUT BUTTER LUSH- WV PINES



Best Grill

PORK CHOPS & SLAW- DELANO



Belongs in a Magazine

SAUSAGE SAUTEE- WV SHORES



Best in B-fast

QUICHE & FRUIT- ROSEVILLE



Self Care Connection

From the Wellness Committee

Throughout the last few months, tensions have reached a peak. Coronavirus, financial worries, the killing of George Floyd and community unrest, our own experiences or past trauma — all take a toll.

You might be experiencing anxiety, sadness, trouble sleeping or eating, headaches and stomach aches, or difficulty concentrating. These are all signals to take some time to care for yourself. This does not mean that you need to add something more, though; it can be as much about “letting go.”

5 things you can do right now

Seek out nature. Walk, bike, sit on a bench. Gardening is a proven mood booster. If you can't get outside, open your windows for some fresh air, tend indoor plants, or gaze out a window.

Connect with others, whether by phone, video call, or other ways. Connection can bring a sense of comfort and stability.

Help people in your life or community who may be vulnerable or stressed. Helping others increases your sense of purpose and gives you a sense of control in your life.

Manage your stress. Whether it's exercise, sleep, eating healthy, or meditating, keep to a daily routine as much as possible. Do things that bring you joy and laughter. It's okay to celebrate successes and have moments of joy even after trauma. Control how much news and social media you watch. Check out stress-relief apps such as Calm, HeadSpace, or Stop Think Breathe.

Go easy on each other. Spending a lot of time cooped up can bring out the worst in anyone. Remember to give yourself and others grace as we all make our way through this together.

Strong feelings that last longer than a few weeks or that make it hard to get through every day may be a symptom of depression or an anxiety disorder. Seek professional mental health help.

Resources

Find Your Happy Place: Tips to Reduce COVID-19 Anxiety:

www.health.state.mn.us/communities/ep/behavioral/anxiety.pdf

Tips for Survivors of a Disaster or Traumatic Event:

store.samhsa.gov/product/Tips-for-Survivors-of-a-Disaster-or-Traumatic-Event-What-to-Expect-in-Your-Personal-Family-Work-and-Financial-Life/SA13-4775

National Suicide Prevention Lifeline 1-800-273-8255

National Alliance on Mental Illness (NAMI) Minnesota: namimn.org/

Hennepin County Mental Health Center video or phone appointments. 612-596-9438

NorthPoint Health & Wellness Center: www.northpointhealth.org/behavioral-health

Hennepin County Cope for mental health concerns: Adults: 612-596-1223. Children 17 and

under: 612-348-2233. www.hennepin.us/residents/emergencies/mental-health-emergencies



Our new benefit plan year starts today, July 1!

*We had our most successful open enrollment yet! Thank you to everyone for participating and taking the time to learn about your benefit options!

*Employees should be receiving cards in the mail directly from the insurance providers soon. Please be watching for those!

*If you did not make changes to your enrollments and do not receive new cards, that's okay! You can continue to use your current cards.

We have a **BRAND NEW** benefits platform! We are excited to reach the final stages in launching our new benefits platform, **BSwift**!

*View your enrollments now!

Employees can view their enrollments by accessing BSwift via Smartlinx Go, either from the app or in your browser with the following URL: <https://go.smartlinx6.com/login>. Once logged in, click the umbrella icon on the left side of the navigation menu to be redirected to BSwift.

Employees can also access BSwift directly by entering the following URL in your browser: <https://monarch.bswift.com>

*Stay tuned for new additions and abilities to our BSwift platform!

We are finalizing our 2020 Benefit Guides and will have them available on the Power DMS soon. Your facility HR director will be notified when they are available to view.

Benefit Plan Highlight:

Did you know employees enrolled in the Proactive Health Management Plan receive telemedicine access 24/7/365 at no charge? Skip the wait at the urgent care or doctor's office and talk to a board-certified doctor from anywhere. Telemedicine doctors can diagnose, make recommendations, and often prescribe medication right over the phone.

STAFF SPOTLIGHT

**Renee Wilmes, Accounts Receivable
Director**

Monarch Corporate Office

Although Monarch Healthcare Management has only existed for 5 years, Renee began working in the Accounts Receivable Department over 29 years ago with the Thro Company, which Monarch eventually purchased. Due to Renee's longevity with the company, she has overseen many changes. Renee's department has grown from just 4 employees to over 20 in the past 5 years and Renee has been instrumental in a variety of tasks required each time a new facility joins the Monarch family. Renee's employees say she leads by example, demonstrates a high level of integrity and continually strives to do her best.

Chief Financial Officer, William Stern had this to say about Renee. "In the 5 years since Monarch has been in operations, Renee has exemplified what a team leader should be. Always going above and beyond for the company, always eager to help with any issue and recruiting and managing a very strong AR department. Monarch is fortunate to have such a quality AR director." Thank you, Renee for your impassioned leadership and commitment to quality!
#YOUaretheReason



Socially Distant Summer Contest!

We know our summer activities will look a little different this year, so we want to see how you are celebrating in *Socially Distant style!*

Send us your pictures at [facebook@monarchmn.com](https://www.facebook.com/monarchmn.com) & be eligible to win a Monarch Beach Bag!

