



# THE NVH OBSERVER

N O R F O L K V E T E R A N S H O M E

## BUSINESS NAME

### From The Desk of Jerry Eisenhauer, NVH Administrator

**GOVERNOR:  
PETE RICKETTS**

**NEBRASKA  
DEPT. OF VETERANS'  
AFFAIRS DIRECTOR:  
JOHN HILGERT**

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STATE OF NEBRASKA VISION:  
GROW NEBRASKA

STATE OF NEBRASKA — MISSION:  
CREATE OPPORTUNITY THROUGH MORE  
EFFECTIVE, MORE  
EFFICIENT,  
AND CUSTOMER FOCUSED  
STATE GOVERNMENT

Greetings,

Although it does not seem possible that it has been a year since our last federal inspection, we are preparing once again for the arrival of the USDVA survey team. The staff have been working hard to dot the I's and cross the T's, and we look forward to the survey team affirming what we already know; our staffs provide excellent care to our members! Of course, we need to be ready for inspection every day of the year and the survey process is just one more avenue to keep us moving toward member centered care. The survey process can be a stressful one for staff and I certainly appreciate all the extra efforts put forth to help make our inspection successful.

I had the good fortune of attending the National Association of State Veterans Homes Winter conference in Alexandria, Virginia, February 10-13. The opening session of the conference featured Mark Parkinson, President & CEO of the American Healthcare Association who addressed the group with a presentation on Quality Measures and how AHCA Awards Program is driving better care outcomes to the members we serve.

Robert Wilkie, Secretary of Veterans Affairs provided an update on current initiatives being worked on at the federal level and progress towards their achievement. These include first and foremost increased customer service amongst all shareholders and cross pollination of ideas. Secondly, implementation of an Electronic Health Record to track all aspects of veteran's needs is getting closer to reality. Thirdly, full implementation of the Mission Act. This act will ensure that Viet Nam soldiers will finally be supported at home. Wilkie emphasized that home care as well as our State Veterans' Homes are the future for needed care of these veterans. Wilkie emphasized that payment to local doctors and hospitals is a must. Many State Veterans Homes are already seeing an influx of Viet Nam era vets.

There were also presentations on Life Safety Code Review and sessions with the National State Veterans Home Program Manager for Quality & Oversight; as well as a State Veterans Home Construction Grant Program Update.

The conference was also a wonderful opportunity to share ideas with other homes across the nation and affirm that we are very lucky to have four top notch facilities to care for veterans in Nebraska.

Sincerely,

Jerry Eisenhauer  
Administrator

# HOME HAPPENINGS



## FROM THE HEART WINTER WONDERLAND BALL

Members and their spouses were invited to enjoy a delicious prime rib dinner on Friday February 7th, 2020. Following their meal Dixie Wiedeman entertained in the D/E dining room.

The “**From the Heart**” party is an every other year event paid for by fundraisers that teammates organize over the year. Thanks to the creativity of our talented teammates the pod dining rooms and Activities room were transformed into a beautiful wonderland.

It is truly a pleasure to see the smiles on the faces of our Members and help make memories with them and their families. The title of the event says it all...”**From the Heart**”.



**SALUTE OUR NEW MEMBERS**  
NORFOLK VETERANS HOME WELCOMES YOU



**Dean K.**

U.S. Air Force Veteran



**Donald F.**

U.S. Air Force Veteran

**James G.**

U.S. Navy Veteran

**Michael W.**

U.S. Air Force Veteran



**Lawrence B.**

U.S. Army Veteran



**Charles S.**

U.S. Army Veteran

**IN REMEMBRANCE**

*In Remembrance of Those  
Members Who Have Passed.*

No person was ever honored for what they received. Honor has been the reward for what they gave. ~Calvin Coolidge

**Donald Gilsdorf**  
U.S. Army Veteran

**Everett Schuetz**  
U.S. Army Veteran

**Lyle Ernst**  
U.S. Army Veteran



# NEW TEAMMATES



Laura Sanchez  
LPN



Elaina Dietz  
Staff Care Tech II



Brittany Brown  
Staff Care Tech II



Lillie Cluff  
Staff Care Tech II



Sara Sudbeck  
Nurse Supervisor

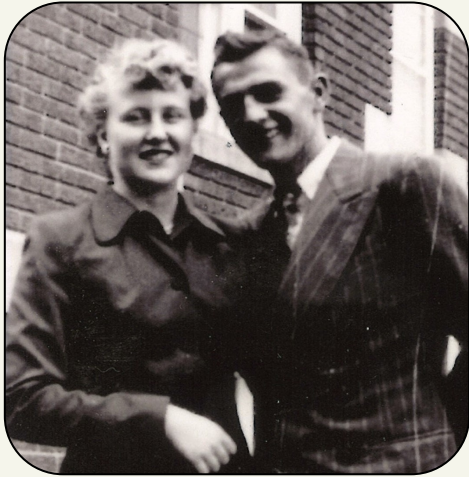
**NATIONAL VOLUNTEER WEEK 2020**  
**APRIL 19-25**

**IT'S TIME TO APPLAUD  
THIS COUNTRY'S VOLUNTEERS**

Norfolk Veterans' Home would like to thank the many individual and volunteer groups that take the time to spend with our veterans. We appreciate you!

**Volunteer Recognition Program  
will be held on April 23.**

## GETTING TO KNOW YOU



Joyce and Vincent on their wedding day.

**Member(s) Name: Vincent and Joyce Lewis**

**Tell me about yourself and your family:** Vincent and Joyce both grew up in South Dakota about 20 miles from each other. Joyce in Redfield and Vincent in Doland. Vincent would come to Redfield to play basketball and football and met Joyce through a friend. After graduation in May of 1949 Vincent joined the Navy. Not long after he wrote Joyce a letter asking her if she was interested in being married. They were married on August 26, 1950 while Vincent was home on a 6 week leave. Following his leave, Joyce traveled back to Florida with Vincent where they lived for four years. Vincent did office work during his service years. He was discharged in March of 1953 when the Wasp he was aboard was brought in for repair. Vincent and Joyce moved to Iowa where Vincent was employed for Alcoa an aluminum supplier company as a Machinist for four years. Wanting to try something new Vincent found employment in Norfolk Nebraska at Sherwood Medical until his retirement. Joyce worked as an Nursing Assistant at Faith Regional Health Services for some time. Joyce said they lived in Arkansas a short time before

returning to Norfolk and moving into the Norfolk Veterans' Home.

Vincent and Joyce have 5 children 4 boys and a girl and many grand children and great grand children. Whom they are all very proud of.

**What is your favorite activity or thing to do at the Norfolk Veterans Home?** Play Bingo and go on outings especially the casino trips. Joyce said before moving to NVH both Vincent and her took many gambling trips and even won a jackpot consisting of 26k!

**What was your favorite hobby or pastime?** Vincent enjoyed hunting and fishing. Joyce crocheted blankets and made quits. Joyce recalled one of Vincent's fishing trips when he came home without his glasses and upper dentures, apparently he had accidentally fell into the lake.

**Favorite Food?** They both enjoy a good steak.

**Favorite Season?** Vincent enjoys spring and supper for fishing and Joyce enjoys the summer.

**What is your favorite sport/sports team?** Both of them enjoy bowling and Vincent LOVES Nebraska football.

**What was your first car?** Together their first car was a Ford Coupe.

**What do you enjoy most about living at the Norfolk Veterans Home?** Not having to cook. The meals are very good.

### MEMBERS, FAMILY AND FRIENDS

**Want to find out what's happening at the Norfolk Veterans' Home?**

Go to the State Veterans' homes website at <https://veterans.nebraska.gov/homes>  
Here you will have access to the activity calendar and a multitude of other information regarding the State Veterans' Homes.

## NATIONAL SOCIAL WORK MONTH

March is **National Social Work Recognition** Month. The Norfolk Veterans Home employs qualified social workers: Vicki Ambroz, and RoseAnn Ross.

Social work is a profession for persons who have a strong desire to assist people to cope with various forms of life changes. Roles of a social worker include:

- Participation in various work teams within the facility
- Visiting with members and their families, offering information, education and support
- Participating in a variety of assessments for members
- Providing interventions to assist the member and family adjust to changes in medical and mental health, residence, or family structure.

Social workers remain an integral part of the interdisciplinary team, often working directly with the doctors, nurses, and other medical professionals to ensure quality care is provided. Social workers serve as member advocates, seeking the best possible solutions to concerns that arise. Social workers have advanced educational preparation and practice experience to assist members and their families. Social workers have the right education, experience and dedication to help people help themselves whenever and wherever they need it.

**A big thank you to our  
Social Workers—for all you do!**

## OMBUDSMAN INFORMATION

Ombudsmen are dedicated to enhancing the lives of long term care residents by:

- ◆ Advocating for resident rights and quality care
- ◆ Educating consumers and providers
- ◆ Assisting with complaint resolution
- ◆ Provide information to the public

NVH Ombudsman: Rita Sparr  
NVH Ombudsman Advocate: Richard Pfeiffer  
Rita and Richard can be reached at: 402-370-3454

## EASTER RESERVATIONS



If you are interested in reserving Easter dinner and/or rooms. Please contact Deb Becker at 370-3110 by March 28th. As a reminder we only allow 4 guests reservations. Room reservations are limited. We will do our best to accommodate requests to the best of our ability.

## REMEMBER OUR FALLEN EXHIBIT



### Remember our Fallen Exhibit:

Bill and Evonne Williams assisted with putting this display together after 9/11. The display featuring service men and women from right here in Nebraska travels around the state so we do not forget those Veterans who have lost their lives for our freedom. NVH is honored to be able to share it again with those who did not have the opportunity to see it several years ago when it was displayed in our facility. It will be displayed in the Rec. room April 1-10 and is open to the public.

## HEROES WALL-TRIBUTE TILES



Purchase a tribute tile to be placed on the Heroes Wall in the Flag Plaza located at the front of the Norfolk Veterans Home.

Three 3 1/2 x 4 3x4 designs are available:

\$250

- ◆ Tile would be customized with name and dates of service
- ◆ Tribute website includes: Unlimited photos, videos and songs  
Life biography, light candles, leave tributes in honor of your loved one



\$150

- ◆ Tile would be customized with name and dates of service
- ◆ Photo included on the tile



\$100

- ◆ Customized tile includes name and dates of service

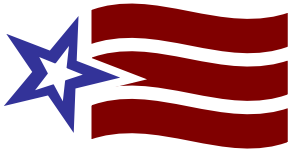


Order forms are available from the front desk of the Veterans Home, in the lectern box by the memory plaza walls, on the website <http://www.supportheroespark.org/veterans-memory-plaza>

Or call Nancy for assistance  
 ndzaruba@outlook.com \* nzaruba@kdsi.net  
 contact@supportheroespark.org  
 402-379-4654 landline  
 402-649-3939 cell and text



**NEBRASKA DEPARTMENT OF VETERANS' AFFAIRS**  
EOE/AA/ADA  
Norfolk Veterans Home  
600 E. Benjamin Ave.  
Norfolk, NE 68701  
Phone: (402) 370-3330



Norfolk Veterans Home

## **Bits & Pieces**

CENSUS  
155

Special Occasion Room Reservations:  
Call Activities @ (402) 370-3330

Join a member for a meal! Only \$2.50  
24 Hour Notice Please

The Large Employee Break Room is no longer available for gatherings or events. There are several other rooms for use including the Recreation Room and conference rooms.

Norfolk Veterans' Home Observer is published monthly for the members, families, staff and other interested parties.

**THE NORFOLK VETERANS HOME IS A STATE-OPERATED FACILITY  
PROVIDING LONG TERM CARE FOR ELIGIBLE  
NEBRASKA VETERANS.**

**FOR MORE INFORMATION REGARDING  
ADMISSION, PLEASE CONTACT YOUR  
LOCAL COUNTY SERVICE OFFICER OR  
GENNY BLACKBURN @ (402) 370-3109  
OR  
COLLEEN BENSON @ (402) 370-3469**



Interested in Volunteer Opportunities at NVH?

Contact Sheila at (402) 370-3102

Email: [Sheila.brown@nebraska.gov](mailto:Sheila.brown@nebraska.gov)