



Felician Village

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FOR IMMEDIATE RELEASE

Felician Village names February winner of Service Excellence Star Award

MANITOWOC, Wis. (March 25, 2019) - Felician Village announces Becky Gauthier, Health Unit Coordinator, was chosen for the Service Excellence Star Award for the month of February.

Becky's nomination: "I asked Becky if there was a staff member who could sit with the wife of a just deceased resident & she immediately said 'I'll come.' Becky stayed with the wife in the husband's room to comfort & console her. Becky made a great & wonderful difference to this lady's life just after losing her husband of almost 68 years. Becky remained with her until the hospice nurse arrived. Without Becky, the wife would have been mostly alone as no other family was there. Becky asked about the photographs in the room & the wife was able to recall happy memories which greatly comforted her. Thank you Becky!"

In conjunction with Felician Village's Service Excellence initiative and Resident Firstsm philosophy, selection is based on the employee's conduct as it reflects Felician Village values. Service Excellence is a way of consciously living out the mission and core values of Felician Village and fostering an environment that creates exceptional experiences for all.

Each month co-workers, residents, family members and visitors are encouraged to nominate an employee to be considered for the Service Excellence Star Award. The award subcommittee reviews the completed nomination forms monthly and a winner is selected.

Picture attached: *(left to right): Darcy Wech, Director of Nursing & Becky Gauthier, Service Excellence Award Winner.*

Mission of Felician Village

Felician Village continues the healing ministry of Jesus by providing compassionate care that respects the dignity of each person we serve.

Felician Core Values for Ministry

- Respect for Human Dignity
- Compassion
- Transformation
- Solidarity with the Poor
- Justice and Peace

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About Felician Village

Felician Village, a continuing care campus, has been providing housing and services for seniors through rehabilitation, independent living, assisted living and long-term care for over 130 years. Felician Village is a Catholic organization that welcomes people from all faiths.

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