



Felician Village

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FOR IMMEDIATE RELEASE

Felician Village names June winner of Service Excellence Star Award

MANITOWOC, Wis. (July 19, 2018) – Felician Village announces Terri Resch, RN at Next Step, was chosen for the Service Excellence Star Award for the month of June.

Terri received two nominations: “Terri was always joyful. I was aware of how she helps the other staff too. When we first arrived - she was very conscious of connecting with me to help monitor my pain levels.”

“On her day off she came in to say a special good-bye to a patient of hers who very much valued her as a nurse and caregiver. In a very nervous move for him, she made it a little nicer and easier by her kindness, reassurance, smiles and hugs.”

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, Felician Village Director of Nursing and Terri Resch, Service Excellence 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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