



Felician Village

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FOR IMMEDIATE RELEASE

Felician Village names March winner of Service Excellence Star Award

MANITOWOC, Wis. (April 13, 2018) - Felician Village announces Jill Schramm, CNA, was chosen for the Service Excellence Star Award for the month of March.

Jill's nomination: "I was doing a tour for a husband whose wife has dementia. They had been married for a long time and as expected, he was feeling some guilt and anxiety about even thinking of moving his wife out of their home for more care. Jill took time out of her daily routine and reassured him about what a resident's day would look like and how the staff cares for our residents. He was very impressed with not only our facility, but also with Jill who answered all his questions about the daily routine. Thank you Jill!"

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): Frank Soltys, President/CEO, Kay Kopenski, VP of Health Services, Jill Schramm, Service Excellence Winner and Lisa Voda, Assisted Living Manager.*

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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