



Felician Village

1635 S. 21st Street ♥ Manitowoc, Wisconsin 54220-5652
T (920) 684-7171 F (920) 684-0240 ♥ www.felicianvillage.org

FOR IMMEDIATE RELEASE

Felician Village names September winner of Service Excellence Star Award

MANITOWOC, Wis. (October 12, 2017) - Felician Village announces Yer Hang, resident assistant at The Villa, was chosen for the Service Excellence Star Award for the month of September.

Yer's nomination: "I have been thoroughly impressed with Yer's caring and friendly personality, compassion, initiative, problem solving skills, attentiveness and her interest in not only listening to the resident's and family's needs and interests, but also taking action to follow up to address those. She goes well beyond what is normally done and has really made a difference in my relative's life."

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) *Lisa Voda, Assisted Living Manager, Yer Hang, Service Excellence Award Winner, and Kay Kopenski, Vice President of Health Services.*

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

- 30 -

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 more than 130 years. Felician Village is a Catholic organization that welcomes people from all faiths.

Contact

Barb Fricke

Director of Marketing

920-684-7171 ext. 329

bfricke@felicianvillage.org

Kim Christoffel

Marketing Specialist

920-684-7171 ext. 361

kchristoffel@felicianvillage.org