



# EAGLE CREST COMMUNITIES

*Caring Since 1946*

SPRING EDITION 2022



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## OUR MISSION

Rooted in Christian Faith  
Caring for Each Other  
Serving the Community

## OUR CORE VALUES

Teamwork  
Respect  
Integrity  
Commitment  
Love

## BOARD OF DIRECTORS

Joe Zoellner - *Chair*  
Pete Hansen - *Vice Chair*  
John Robinson - *Treasurer*  
Sean O'Flaherty - *Secretary*  
Mike Flanagan - *Director*  
Sara Havens GHS - *Director*  
Leah Mudler - *Director*  
Angela Strangman - *Director*  
Todd Garves - *CFO*  
Todd Wilson - *CEO*

## OUR COMMUNITIES

Eagle Crest South  
608.791.2700

Eagle Crest North  
608.779.1700

Riverside  
608.406.3900

The Willows  
608.406.3980

Cass Street  
608.796.1091

The Heights  
608.526.2635

Hearten House I  
608.784.4511

Hearten House II  
608.784.4522

Hearten House III  
608.526.6796

Heights Town Homes  
608.791.2709

# Connections

Throughout 2021 we continued to transition back to a more normal time. However, coming out of the pandemic brought new challenges with high inflation and staffing shortages the likes we have never seen before. As bad as 2020 was, 2021 was the climax to the worst two years in the history of long term care. Due to the stress, many caregivers left healthcare and they never came back. The average age for caregivers retiring dropped 4 years to a historic low of age 61.



With the need for more healthcare workers now and the need continuing to increase over the next 40 years, we are committed to attracting and retaining the caring staff needed at all of our facilities.

Over the last two years, we have increased caregiver wages 20%. We have added new benefits like our tuition incentive program where up to \$4000 per year can help pay for student tuition costs. We now pay the full cost for an employee to take the Certified Nursing Assistant training course and we also pay them a wage for the hours they are in class.

With all we have done, it's still not enough to make-up for the shortage of available employees. That is why we are starting a new program to recruit people who are retired, want extra income or have never worked outside the home, but want to help serve the community.

The only way we can solve the caregiver shortage is to call to action those who are able to work and want to do their part to help care for others.

The program we are developing is designed to hire Recreation Support Aides to help with many tasks like resident activities, assisting during meal times and other basic tasks that will free up our trained caregivers to focus on resident care.

The uniqueness of this position is, it's based on having no scheduled hours, you only pick-up shifts that are open and when you want to work. With our new scheduling software, we will post all available open hours and you can pick and choose when you want to work and we will pay up to \$16 per hour.

This is a great way for retirees, those who are not working, or those who want to supplement their income, to work without the hassle of having a regular schedule.

I encourage everyone to talk to their friends and invite them to join the team at Eagle Crest Communities and help serve our community.

If you see a caregiver please thank them for their service, they are a very valuable commodity.

Wishing you a wonderful Spring!

~ Todd D. Wilson, *Chief Executive Officer*

# 2022 Milestone Event

We celebrated our staff and retirees for their years of service with our Drive Thru Milestone Event. This celebration is a "thank you" to the staff for their hard work and dedication and recognizes their milestone anniversaries. We are proud of the staff we have at Eagle Crest Communities, are thankful for their commitment to our residents and families, and we appreciate their dedication to our organization.

*Thank you to all  
of our employees, for  
everything you do -  
each and every day!*

## 5 YEARS

### Eagle Crest South

- Ashley Dreckmann, *Registered Nurse*
- Patricia Edmunds, *Resident Care Assistant*
- Krystal Grosskopf, *Resident Care Assistant*
- Shelly Hampe, *Cook*
- Hannah Johnson, *Resident Care Assistant*
- Rhonda Stenberg, *Resident Care Associate*

### Hearten House

- Arika Jones, *Rotation Resident Care Assistant*

### Riverside Transitional Care

- Nancy Johnson, *Housekeeping Specialist*
- Jennifer Kuchinski, *Medical Records Coordinator and Nursing & Social Services Administrative Assistant/Computer Systems Administrator*
- Ann Larson, *Registered Nurse*
- Cody Wagner, *Cook*

### The Willows

- LuAnn Rose, *Life Enrichment Coordinator*

## 10 YEARS

### Eagle Crest Communities

- Terri Magness, *Foot Care Nurse*

### Heights Assisted Living

- LeAnne Debauche, *Resident Care Associate*

### Riverside Transitional Care

- Jacklynn Grimm, *Licensed Practical Nurse*
- Jerry Snider, *Maintenance Assistant*

## 15 YEARS

### Cass Street Assisted Living

- Michele Kvanli, *Resident Care Associate*

### Eagle Crest North

- Kristine Fry, *Program Coordinator*

### Riverside Transitional Care

- Deborah Guzman-Stoeffler, *Dietary Aide*
- Marie Puent, *Charge Registered Nurse*
- John Vandenberg-Daves, *Charge Registered Nurse*

## 20 YEARS

### Eagle Crest North

- Cheryl Cornwell, *Licensed Practical Nurse*

### Riverside Transitional Care

- Diana Boggs, *Certified Nursing Assistant*
- Hailey Martin, *Health Unit Coordinator 1*
- Michael Lindahl, *Director of Building & Grounds*



## 25 YEARS

### Riverside Transitional Care

- Wendy Martin, *Charge Registered Nurse*

## 35 YEARS

### Eagle Crest North

- Julie Jorgenson, *Cook*

## 40 YEARS

### Riverside Transitional Care

- Lori Penkalski, *Transportation Coordinator*

## 45 YEARS

### Eagle Crest North

- Nancy Wannemuehler, *Cook*

## RETIRED

### Cass Street Assisted Living

- Kathleen Banasik, *Receptionist/Administrative Assistant - 11 Years*

### Eagle Crest Communities

- Debra Stanhope, *Payroll Specialist - 12 Years*

### Eagle Crest North

- Cheryl Burnett, *Resident Care Assistant - 6 Years*

### Eagle Crest South

- Marlene Benson, *Receptionist - 13 Years*

### Riverside Transitional Care

- Susan Troester, *Scheduling Coordinator - 21 Years*





EAGLE CREST  
COMMUNITIES

*Caring Since 1946*

## Why We Want You to Join Us as the *Premier* Senior Care Provider in Western Wisconsin

**Now hiring caring and compassionate staff! If you are looking to grow professionally, work as part of an incredible team, and advance in your career, apply now!**

Work alongside people who make our organization what it is today - inspiring, innovative, and inviting. We're honored to provide you stability with the career change you've been looking for, as well as one on one experience while you pursue educational goals. We have ten different communities that offer opportunities in nursing, culinary, environmental services, and more - let us find the right fit for you today!

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**THANK YOU FOR SUPPORTING US.  
WE LOOK FORWARD TO WORKING WITH YOU.**

[www.eaglecrestlife.org/careers](http://www.eaglecrestlife.org/careers)

### **We want to invest in you!**

Competitive wages, with annual reviews, ensure you feel rewarded for the work you are doing. Our Tuition Investment Program allows you to reach your education goals, while alleviating some of that financial burden. We also sponsor an Employee Assistance Program (EAP) through Gundersen Health Systems that offers free counseling and resources.

“As a member of Eagle Crest Communities you'll earn more than just a paycheck. A career with us is a challenging yet rewarding experience that will make a positive impact on the lives of our residents.”

FOLLOW US  
ON SOCIAL!



### FOR THE STAFF



#### **Employee Referral Program**

Get paid when you refer your friends/family to come work with us!



#### **Tuition Investment Program**

Earn extra money towards your tuition!



#### **Work-Life Balance**

Flexible schedule allows more time for family, friends & pets!



# We Want You to Grow With Us!

Whether you are looking for a full-time, part-time or casual call position, Eagle Crest Communities is ready to meet you and help you grow in your career!

We believe in further education and training with our staff. We want to provide the tools you need to be successful and confident in your job.

Need help paying for school? We have our Tuition Investment Program to help you with just that! School isn't for you? Let us pay for your next CNA class and get started working right away! Need a flexible schedule? We've got you covered!

Are you ready to grow with Eagle Crest Communities? Please contact HR, at 608.406.3886 or [hr@eaglecrestlife.org](mailto:hr@eaglecrestlife.org) or apply online today!

[www.eaglecrestlife.org/careers](http://www.eaglecrestlife.org/careers)



*Creating fun crafts with the recreation therapy team at Riverside Transitional Care!*



Work-Life Balance



Education Scholarships



Advancement Opportunities



*Marissa Janke with two Eagle Crest North residents on a community outing!*

## Employee Spotlight

### Marissa Janke

Marissa was once an intern at Riverside and then returned almost 8 years later as Eagle Crest North's Campus Administrator!

**Q:** What is it about Eagle Crest that made you want to come back and work with us?

**A:** This company cares so much about its residents and staff. We strive to serve the community with memory care, assisted living, skilled nursing and I love being part of that continuum of care.

**Q:** What can we tell everyone about you?

**A:** I'm so thrilled to be part of this amazing team! I've loved getting to know our residents and staff and look forward to serving our mission together!

## From Our Resident...

*"I like everything about Eagle Crest (North); what's not to like? I'm safe, secure, entertained, I have all the nursing service I need, all the staff is wonderful, and no one is ever grouchy. All of my needs are met here."*

*~ Marilyn Berger, Eagle Crest North Resident*



# Donations & Support



**Capital Fund**



**Legacy Fund**



**Employee Recognition Fund**



**Tuition Incentive Program**

## Capital Fund

Cam & Carlene Roberts  
Connie Repnik Memorial Fund  
of La Crosse Community  
Foundation

## Employee Appreciation Fund

Mary Lou Biddlestone  
Nancy Howell  
Marie Miller  
Rob & Diane Reinhart  
Cam & Carlene Roberts  
Carlene Sanborn  
Jim & Barbara Schlax  
William & Louise Temte  
Coulee Bank  
*In Honor of Sharon Radcliffe*  
Rita Cox

## Legacy Fund

Arcadia Community Chest, Inc.  
Scott Brunk  
Marie Gray  
Mary Groeschner  
Chuck & Carmen Gustafson  
Bud & Barbara Hammes  
Ron Nowland  
Brian Reynolds  
*In Memory of Sharon Radcliffe*  
Michael & Karen Hauser  
*In Memory of Jean Scarseth*  
Richard & Joanne Boudreau  
Karen Scarseth  
Beverly Scott  
Lincoln High School

## Tuition Fund

Robert & Marilyn Bendiksen  
Mary Lou Biddlestone  
Cam & Carlene Roberts  
*In Memory of Harold Swanson*  
Shirley Christoffersen  
Lila Kline  
Norma Rogge  
Linda Ruhnke  
Paul Strayer Jr.  
The Family of Harold Swanson  
Janet Webster

**PayPal now available.**  
**Please visit us at:**  
**[www.eaglecrestlife.org](http://www.eaglecrestlife.org)**

## Employee Giving Club

Kathleen Banasik  
Donna Brogan  
Andrea Byrne  
Steven Cook  
Cindy Craig  
Hannah Fort  
Todd Garves  
Cathleen Grinde  
Elizabeth Kvistad  
Haley Martin  
Lori Mikshowsky  
Carin Myhre  
Shelly Olson  
Patrick Senzig  
Debra Stanhope  
James Stenulson  
Vickie Stevens  
Todd Wilson

## Eagle Crest Communities Donation Form

Helping Eagle Crest Communities continue to provide quality, compassionate care in the Coulee Region.  
Donations are gratefully received and tax deductible to the extent allowed by law.

Name \_\_\_\_\_

Address \_\_\_\_\_

- ☐ This gift is in honor of \_\_\_\_\_
- ☐ This gift is in memory of \_\_\_\_\_
- ☐ Capital Fund - supports major projects such as Eagle Crest developments.
- ☐ Legacy Fund - supports activities and special events, and enhances amenities & technology for residents.
- ☐ Tuition Incentive Program Fund - supports our recruitment and retention program.
- ☐ Employee Appreciation Fund - promotes employee appreciation.

*Special requests are always welcome!*

**Payable to:**  
Eagle Crest Communities  
**Mail to:**  
Eagle Crest Communities  
PO Box 2468  
La Crosse, WI 54602-2468







## EAGLE CREST COMMUNITIES

*Caring Since 1946*

2575 South 7th Street  
La Crosse, WI 54601

Bethany Lutheran Homes, Inc.



## EAGLE CREST COMMUNITIES

*Caring Since 1946*



## A CONTINUUM OF CARE

### SENIOR LIVING

Eagle Crest South - La Crosse  
The Heights Town Homes - Holmen

### HIGH ACUITY ASSISTED LIVING

Eagle Crest South - La Crosse

### MEMORY CARE

Eagle Crest North - Onalaska  
Eagle Crest South - La Crosse  
Hearten House I - La Crosse  
Hearten House II - La Crosse  
Hearten House III - Holmen  
The Lighthouse - La Crosse

### INDEPENDENT LIVING PLUS

Eagle Crest North - Onalaska  
Eagle Crest South - La Crosse

### TRADITIONAL ASSISTED LIVING

Cass Street - La Crosse  
Eagle Crest North - Onalaska  
Eagle Crest South - La Crosse  
The Heights - Holmen  
The Willows - La Crosse

### TRANSITIONAL CARE

Riverside - La Crosse

608-791-2702 | [eaglecrestlife.org](http://eaglecrestlife.org)