



Felician Village

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FOR IMMEDIATE RELEASE

Felician Village names December winner of Service Excellence Star Award

MANITOWOC, Wis. (January 11, 2018) - Felician Village announces Theresa Hecker, CNA, was chosen for the Service Excellence Star Award for the month of December.

Theresa's nomination: "A resident at Next Step complimented Theresa on the care she received. The resident stated, 'I have always received wonderful care from Theresa and I'm so glad she takes such good care of me while I'm here.'"

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) *Kristin Korff, Next Step Nurse Manager, Theresa Hecker, CNA, Service Excellence Award Winner and Frank Soltys, FV President & CEO.*

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

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

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