



# The Oakleaf

## May 2026

### Your Voice Matters – Grievance Process Reminder

At Oakview, we are committed to ensuring that every resident and family member feels heard, respected, and supported. You have the right to voice concerns or file a grievance at any time—without fear of discrimination or reprisal. Whether your concern is big or small, your voice matters, and we are here to listen.

Grievances or complaints may be shared in person or in writing, and you may choose to remain anonymous. We strongly encourage prompt reporting of any concerns, especially in situations involving suspected abuse, neglect, exploitation, or misappropriation.

### How to File a Grievance

Grievance Report forms are easy to access. You can request one from any staff member, pick one up at the Nurses Station, or find forms in the **NEW** wall-mounted Grievance Form Holder located near the Information Postings across from the Nurses Station.

### Grievance Contact

Joann Keffer, RN, Director of Nursing, serves as our Facility Grievance Official.  
Phone: 231-845-5185 ext. 225  
Email: [JKeffer@oakviewmcf.com](mailto:JKeffer@oakviewmcf.com)

### Additional Resources

If you prefer, you may also contact outside agencies for assistance:

- **State Survey Agency** – 1-800-882-6006 | [bchs-complaints@michigan.gov](mailto:bchs-complaints@michigan.gov) | [michigan.gov/lara](http://michigan.gov/lara)
- **Ombudsman** – 1-866-485-9393 | [mltcop.org](http://mltcop.org)
- **Quality Improvement Organization** – 1-855-650-0005 | [superiorhealthqa.org](http://superiorhealthqa.org)
- **Adult Protective Services** – 1-855-444-3911 | [michigan.gov/mdhhs/adult-child-serv/abuse-neglect](http://michigan.gov/mdhhs/adult-child-serv/abuse-neglect)

### What to Expect

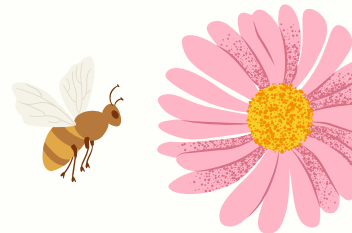
We take every concern seriously and work quickly to address issues:

- Within 24 hours for allegations involving abuse, neglect, or misappropriation
- Within 5 days for concerns involving actual harm
- Within 15 days for all other concerns

If you provide your name, you will receive a written response as soon as possible, and no later than 30 days after your grievance is received.

Your feedback helps us improve the care and services we provide every day. Thank you for being an important part of our community.

Jannice Lamm  
Oakview Administrator

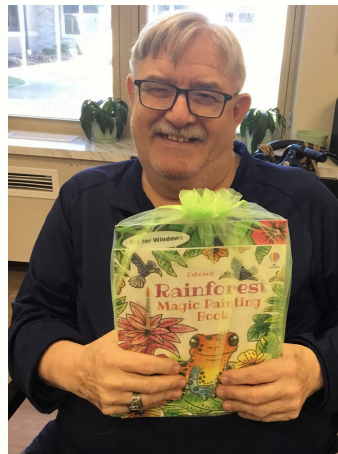




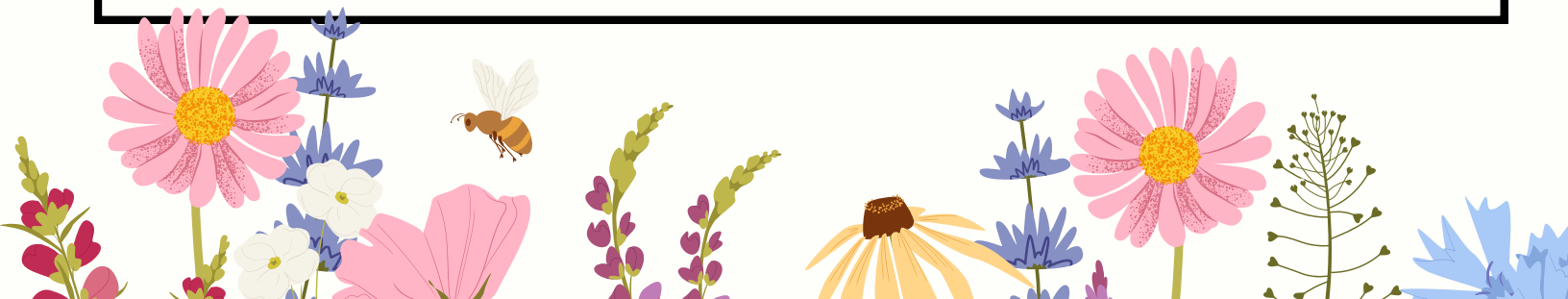
This lovely light house drawing was created by Bethany Hannah Blankinship, the niece of Oakview resident, Sam Baldino. (pictures above) Bethany is also the granddaughter of the late Linda Blankinship, a local artist and dear friend of Oakview. Linda painted the whimsical picture displayed on the right, as well as one of her pieces displayed in the hallway near the bird aviary room. Bethany and her grandmother, Linda, both share wonderful artistic talent in which we are grateful to celebrate at Oakview.

Resident of the Month  
for May is  
Joan Vandervest

**Congrats!**



Thank you Heather Wheeler for your generous donation.  
This is the second time Heather has donated packets of books  
from her small business.  
The residents are loving the options of coloring, painting, games,  
and puzzle in these packets.





## Avoid the Clutter!

Please be mindful of all personal items & decorations that you bring in for your loved one.

Rooms must be neat and tidy.  
Please remove any unnecessary items.  
Thank you!

## Special Days in May

5th: Cinco de Mayo

10<sup>th</sup>: Mother's Day

11th-15<sup>th</sup> NNHW

25<sup>th</sup>: Memorial Day



A gift for Mom this Mother's Day?

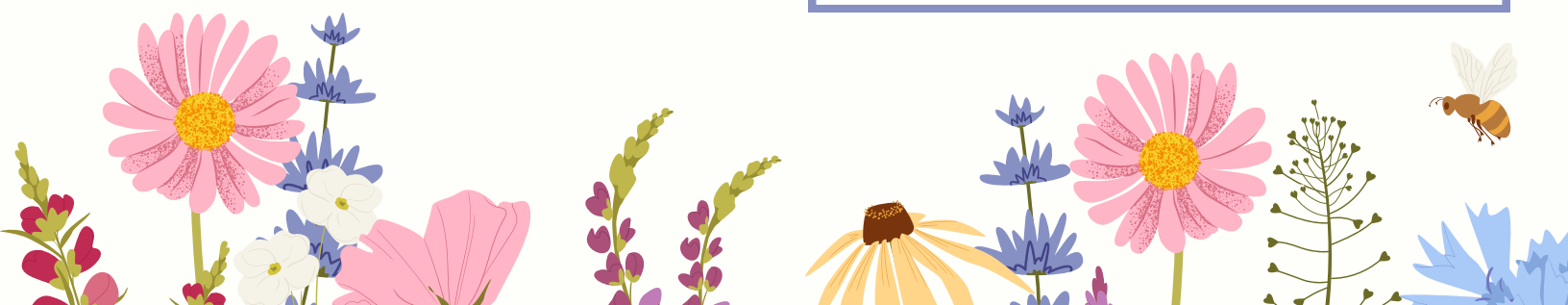
BeLight Massage Therapy  
at Oakview MCF


Gift Certificates available at  
[belight.massagetherapy.com](http://belight.massagetherapy.com)

To schedule a session  
Call or Text Jane  
(269) 953-0793

## Resident Appointments

This is a reminder to notify Oakview of any resident appointments. It is necessary for us to be notified in advance so the bus and staff members are scheduled as needed. Please contact a ward secretary at extension #235 with any new appointments or to verify previously scheduled appointments are on our calendar. We are happy to do the scheduling for any appointment, especially if the Oakview bus is needed for transport. Thank you for your help!





The National Moment of Remembrance, established by Congress, asks Americans—wherever they are at 3 p.m. (local time) on Memorial Day—to pause for one minute in an act of national unity. The idea for the "Moment" was born when children were asked what Memorial Day means. They responded, "That's the day the pool opens." To make Americans more aware of the importance and values of Memorial Day, the White House Commission on Remembrance was established by Congress in 2000. The major initiative of the Commission is the National Moment of Remembrance.

The 3 p.m. time was chosen because it is the time when most Americans are enjoying their freedoms on the national holiday. The Moment does not replace traditional Memorial Day events; rather it is an act of national unity in which all Americans, alone or with family and friends, honor those who died for our freedom. In this shared remembrance, Americans can connect with each other



# HAPPY BIRTHDAY

## Residents


Pauline Wolfe	20th
Sharon Ames	22nd
Mindi Tillotson	25th
Linda McIntosh	30th

## Staff

Cherie Hernandez	2nd
Emily Williams	5th
Nicole Stowe	19th
Angeleah Arnold	19th
Amy Moorlag	23rd
Andrew Higley	26th
Jamie Martin	28th
Susan Smith	29th
Susan Razminas	29th

Every month, we will include one of the Resident Rights or Responsibilities as written in Oakview's "Residents Rights and Responsibilities" policy. We want our residents and their families to know these important Resident Rights and Responsibilities. If you should have any questions about any of these, please don't hesitate to ask.

### G. Information and Communication.



(8) The resident has the right to send and receive mail, and to receive letters, packages, and other materials delivered to the facility for the residents through a means other than postal service, including the right to:

- (i) Privacy of such communications consistent with this section; and
- (ii) Access to stationery postage, and writing implements at the resident's own expense.

## Mother's Day Flowers

If you would like to send flowers to the facility for Mother's Day please arrange to have them dropped off at the facility Nurses Station

