CEO MESSAGE
November 2026

Welcome Home & Attend the Festival!

Hello HH Team,

I want to take a moment to shout out the great work our HH Team Members have done with coordinating and supporting SIX new people moving into a HH home this year! We could not do this without you!

THANK YOU to everyone who has worked diligently to WELCOME and support the new people in moving in to Hiawatha Homes. We welcomed two individuals to the Butters Home and one new person to the Butler Home, Harvestview Home, Pinewood Home, and Stone Bridge Home.

Get Involved in our 2026 Festival of Trees, A Celebration of Giving









It's time to celebrate! I am excited for Festival of Trees, especially Friday Night Dance Party and look forward to boogieing the night away with all of you.

As a reminder, you can get involved with Festival of Trees, like:

- Volunteering (Talk with Matt Lambert to get signed up)
- Visit Open Viewing with our individuals
- Attend Friday Night Dance Party
- Come to Festival After Dark

WE APPRECIATE YOU!!!

Cindy L. Ostrowski

Cindy Ostrowski, CEO

Remembering Abe

To the team members and nurses who spent countless hours providing care and support to our individuals at Abe's House, we thank you.

To the nurses that advocated to bring him home and the team at Abe's House that made sure everyone was supported, it means a lot to know he was home during his final days.

In Loving Memory: Jonathan "Abe" Jones
Forever in our hearts "Superman"

Funeral services will be held at 11 am on Friday, November 6 at Ranfranz and Vine Funeral Homes. Visitation will take place one hour prior to Abe's service.

I also want to thank the team for stepping in and taking care of our individuals and staff while I spent time with my mom. She will be truly missed but I find comfort in knowing that Hiawatha Homes was in good hands while I was spending those days with family.

THANK YOU!!!







Employee Assistance Program (EAP)

Support services available at no extra cost

I am deeply saddened to learn of the passing of Abe. It is clear how much joy, warmth, and personality he brought to those around him. Many of you have shared wonderful stories with me in my short time here and have been able to speak to the remarkable impact he had on our Hiawatha family.



My heartfelt condolences go out to Abe's family, friends, and the many members of the Hiawatha family who supported and cared for him throughout the years. Losing someone who has been such a significant part of our community is never easy, and I know many of you are grieving.

Please remember to take care of yourselves and one another during this difficult time. If needed, I encourage you to utilize the Employee Assistance Program (EAP) resources (see additional pages). These services are available to provide confidential support, counseling, and additional resources for you and your family members.

Thank you for the compassion, dedication, and care you have shown Abe throughout his life. His memory will undoubtedly continue to live in the hearts of everyone who knew him.



My deepest condolences to everyone,

Lance Koenig
HR Manager, Hiawatha Homes
lkoenig@hiawathahomes.org
507-226-0718

Employee Assistance Program

TELUS Health One

Life doesn't always go as planned. And while you can't always avoid the twists and turns, you can get help to keep moving forward.

We can help you and your family, those living at home, get professional support and guidance to make life a little easier. Our Employee Assistance Program (EAP) is available to you as a free benefit provided to all Hiawatha Homes team members. This program provides you with easy-to-use services to help with the everyday challenges of life — at no additional cost to you.



Professional support and guidance for everyday life

Help is always at your fingertips.

Our mobile app makes it easy for you to access and personalize educational content important to you.

Search "TELUS Health" on iTunes App Store or Google Play.

Log in with:
Username: **metlifeeap**
Password: **eap**

Expert advice for work, life, and your well-being

The program's experienced counselors provided through TELUS Health — one of the nation's premier providers of Employee Assistance Program services — can talk to you about anything going on in your life, including:

- **Family: Caring for an elderly family member, returning to work, marital struggles**
- **Work:** Job relocation, building relationships with co-workers and managers, navigating through reorganization
- **Money:** Budgeting, financial guidance, retirement planning, buying or selling a home, tax issues
- **Legal Services:** Issues relating to civil, personal and family law, financial matters, real estate and estate planning
- **Identity Theft Recovery:** ID theft prevention tips and help from a financial counselor if you are victimized
- **Health:** Coping with anxiety or depression, getting the proper amount of sleep, how to kick a bad habit like smoking
- **Everyday Life:** Moving and adjusting to a new community, grieving over the loss of a loved one, military family matters, training a new pet, after having a baby

Convenient and confidential help when you want it, how you want it

Your program includes up to 5 phone or video consultations with licensed counselors for you and your eligible household members per year. You can call **1-888-319-7819** to speak with a counselor or schedule an appointment, 24 hours a day, 7 days a week, 365 days a year.

When you call, just select "Employee Assistance Program" when prompted. You'll be connected to a counselor.

If you're simply looking for information, the program offers easy to use educational tools and resources online and through a mobile app. There is a chat feature so you can talk with a consultant to guide you to the information you are looking for or help you schedule an appointment with a counselor.

Log on to: one.telushealth.com **Username:** metlifeeap **Password:** eap

MetLife

Navigating life together

Answers to Important Questions

Are Employee Assistance Program services confidential?
Yes. Any personal information provided to TELUS Health stays completely confidential. *

How do I get help?
Getting professional help is just a phone call away. Simply call 1-888-319-7819 to speak with a counselor or to schedule a phone or video conference appointment. These services are available 24 hours a day, 7 days a week.

When is the right time to call?
That's up to you. Counselors are here whenever you need them —whether you simply need to talk or want guidance on something you are going through.

Does the program have any limitations?
While we offer a broad range of services, we may not cover all services you may need. Your Employee Assistance Program does not provide:

- Inpatient or outpatient treatment for any medically treated illness
- Prescription drugs
- Treatment or services for intellectual disability or autism
- Counseling services beyond the number of sessions covered or requiring longer term intervention
- Services by counselors who are not TELUS Health providers
- Counseling required by law or a court, or paid for by Workers' Compensation

Does the program offer Cognitive Behavioral Therapy (CBT)?
Many TELUS Health EAP providers are trained in this type of counseling and the foundation of TELUS Health' CareNow digital programs, available through the programs website and mobile app, are built upon Cognitive Behavioral Therapy (CBT) techniques. CareNow provides instant access to a range of self-service programs developed by world leading experts, focused on behavior change in the areas of anxiety, stress, depression, and more.

When you need support, we're here to help...



Phone
1-888-319-7819



Web
one.telushealth.com
Username: metlifeeap
Password: eap



Mobile App
Username: metlifeeap
Password: eap

*MetLife and TELUS Health abide by federal and state regulations regarding duty to warn of harm to self or others. In these instances, the consultants may have a duty to intervene and report a situation to the appropriate authority.

Some restrictions may apply to all of the above-mentioned services. Please contact your employer or MetLife for details. EAP services provided through an agreement with TELUS Health. TELUS Health is not a subsidiary or affiliate of MetLife. Information disclosed directly to TELUS Health is not disclosed to MetLife, and therefore is not subject to MetLife's privacy policy.

Like most group benefit programs, benefit programs offered by MetLife contain certain exclusions, exceptions, waiting periods, reductions, limitations, and terms for keeping them in force. Ask your MetLife group representative for costs and complete details

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MetLife

HIAWATHA HEROES

November 2026



Brandon Silker

DSP at Valkyrie

I am nominating Brandon Silker because he consistently goes above and beyond his role as DSP. Brandon is our "mister fixer"-the person everyone can count on when something needs to attention, repair, or quick problem solving. When he's asked to support the other house, he jumps in immediately never complains, and always brings a positive, team focused attitude. Brandon shows up every day with a smile, a great outlook, and willingness to help wherever he's needed. His reliability, flexibility, and upbeat presence makes him an invaluable part of the team at Valkyrie House.

November Anniversaries

Chad Skaran - 22 years
Nadifo Mohamed - 8 years
Edward Stites - 6 years
Hibo Abdullahi - 6 years
Abdullahi Abdullahi - 5 years
Michelle Schultz - 4 years
Antoineisha Beck - 3 years

Yassin Shoble - 3 years
Curtis Mitchell - 2 years
Josephine Lentz - 2 years
Mason Anderson - 2 years
Angeleigh Chinn - 1 year
Sari Johnson - 1 year

New Team Members

Welcome to Hiawatha Homes!

Achol Obang

Alex Cuevas

Falis Noor

Jody Seinola-Dearth

Nyudhi Obang

Rachel Orr

Sarah Fann

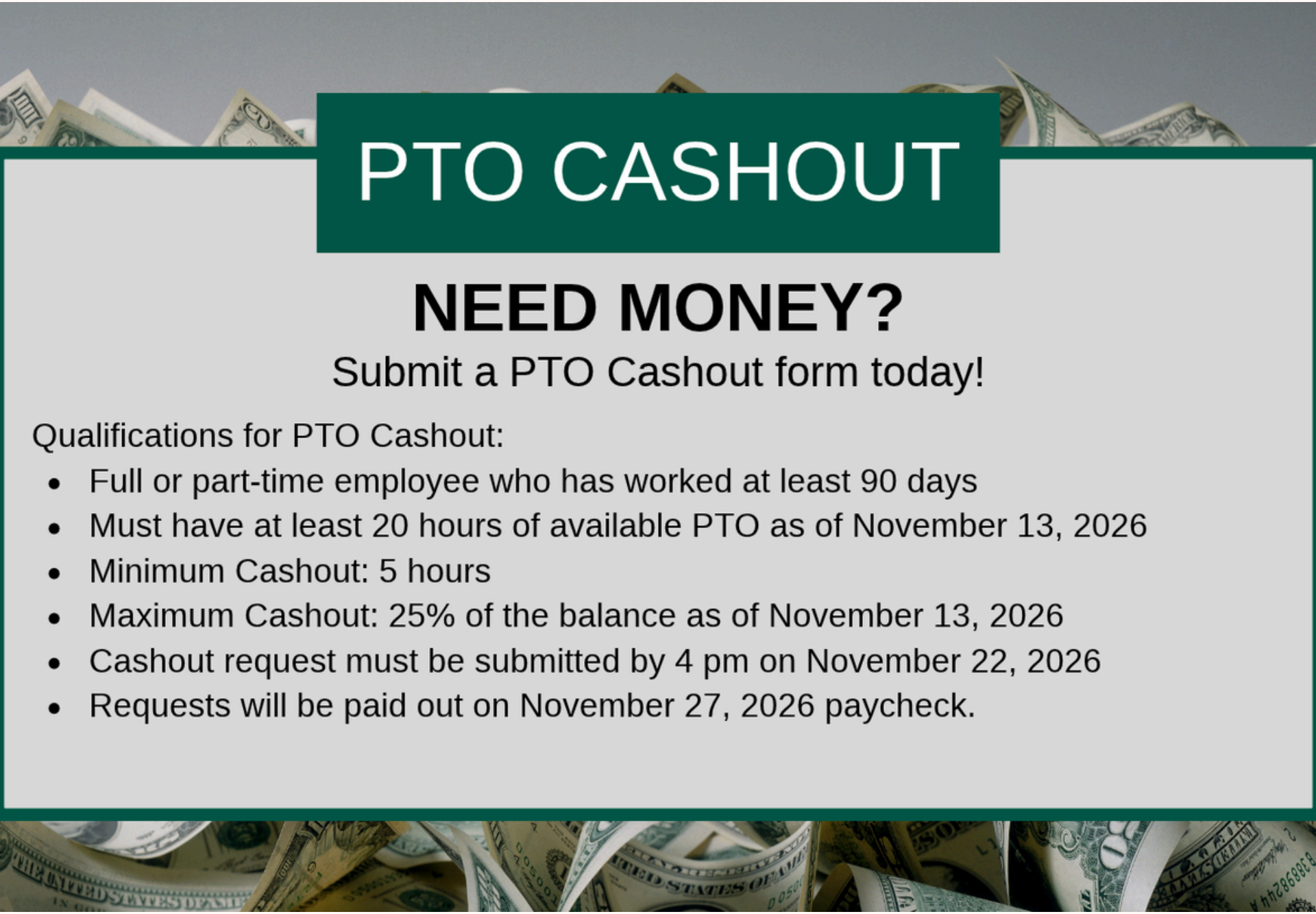


Did you know?



Nominate a Hiawatha Hero by visiting hiawathahomes.org/employee-login

Refer an Employee by visiting hiawathahomes.org/employee-login



PTO CASHOUT

NEED MONEY?

Submit a PTO Cashout form today!

Qualifications for PTO Cashout:

- Full or part-time employee who has worked at least 90 days
- Must have at least 20 hours of available PTO as of November 13, 2026
- Minimum Cashout: 5 hours
- Maximum Cashout: 25% of the balance as of November 13, 2026
- Cashout request must be submitted by 4 pm on November 22, 2026
- Requests will be paid out on November 27, 2026 paycheck.

Food Safety Tips

Safe Defrosting Tips

Food safety is high priority in our homes at Hiawatha, and at your home as well!

Over the next handful of employee newsletters, we'll be breaking down food safety tips that can be used during grocery shopping, food storage, and meal preparation. *Print this out and hang it on your fridge as a helpful reminder!

We've all been there: You have to cook lunch or dinner, but you forgot to defrost the meat. Fear not! Here are four safe defrosting methods from the USDA that will help you get your meal cooking.

Before we get into the safe methods, the USDA says using hot water or leaving a package on the counter to thaw is **not safe**. These methods could lead to **foodborne illness**. As soon as the thaw begins and the food becomes warmer than 40 °F, bacteria can begin to multiple, making the food potentially unsafe to consume.

1. Refrigerator Thawing

- This is a step that requires planning. It may take a full day to thaw. Meats will stay safe in your refrigerator an additional day or two before cooking.

2. Cold Water Thawing

- This method is much faster, but requires your attention to ensure the food stays bacteria free. The meat needs to be sealed in a leak-proof package/bag. Submerb the bag in cold tap water, changing out the water every 30 minutes, until it's thawed. Depending on the amount of pounds, this could take an hour to three hours.

3. Microwave Thawing

- Most microwaves are equipped with specific thawing methods, dependening on the meat type and pounds. Follow the microwave instructions on how long it should be dethawed. Remember: do not thaw any food in the microwave inside a plastic container/bag.

4. Cooking without Thawing

- It is safe to cook foods still frozen. This will take a longer time and the quality of the meat will be signficantly reduced.

For more tips, visit this website:
https://www.fsis.usda.gov/food-safety/safe-food-handling-and-preparation/food-safety-basics/big-thaw-safe-defrosting-methods