

MISSION IN

Focus

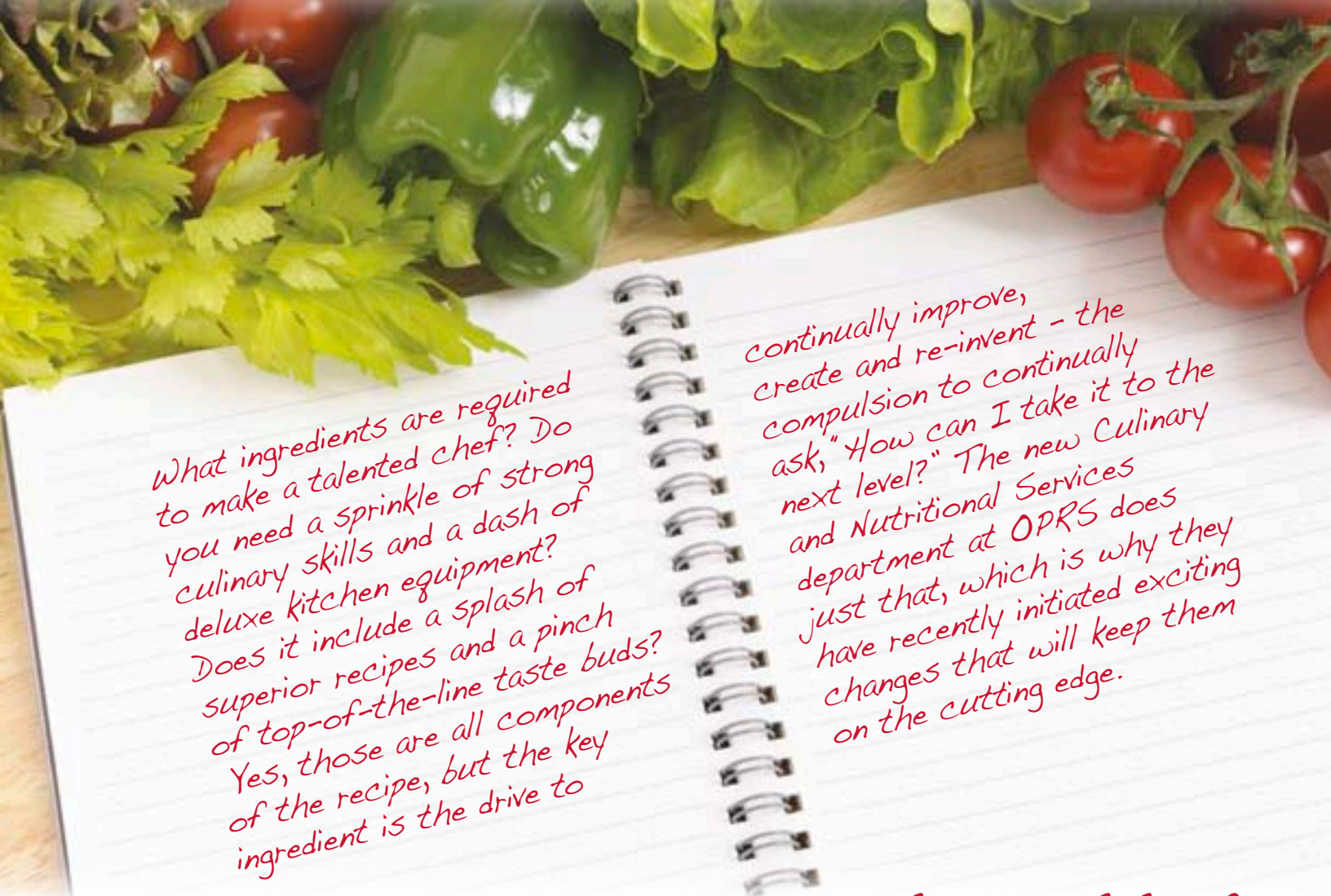
Setting
the Table for
*Culinary
Advancement*



**OHIO PRESBYTERIAN
RETIREMENT SERVICES**

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What ingredients are required to make a talented chef? Do you need a sprinkle of strong culinary skills and a dash of deluxe kitchen equipment? Does it include a splash of superior recipes and a pinch of top-of-the-line taste buds? Yes, those are all components of the recipe, but the key ingredient is the drive to

continually improve, create and re-invent - the compulsion to continually ask, "How can I take it to the next level?" The new Culinary and Nutritional Services department at OPRS does just that, which is why they have recently initiated exciting changes that will keep them on the cutting edge.

Setting the Table for

Spearheaded by OPRS Corporate Director of Culinary and Nutritional Services **John Andrews** (pictured below), the transition from the Dining Services department to the Culinary and Nutritional Services department began as a simple name change. However, John, who himself is a culinary school graduate, holds a bachelor's degree in Hotel and Restaurant Management and an MBA, took on the challenge to make it something more. "I look at it as a never-ending project. I'm always searching for ways we can take our already great service and move it up another notch," he said.

One way John and his team are raising the bar is through the implementation of the OPRS Culinary Skills Builder Academy. Facilitated by our professionally-trained

chefs, this program consists of more than two dozen cooking methods and training courses. The culinary staff will complete each course using the instructional DVDs and hands-on training, giving them a higher level of competency that allows them to continue cooking delicious meals for residents. Other changes include creating uniform standards for all dining staff, moving away from rigid meal times toward "anytime" dining, as well as offering more eclectic food choices that satisfy a broader range of tastes and give residents a greater set of options.

This exhilarating transformation is more than just a change of name – it's a transition that will allow OPRS to continue providing high quality, well-prepared and nutritious meals to current residents as well as the next generation of older adults. ■



Ushering In a New Wave of Culinary Excellence



Director of Culinary and Nutritional Services **Michael McDonald**, and Assistant Director **Ryan Wagner**, are excited about the many culinary changes coming to Breckenridge Village.

Both Mike and Ryan are extremely talented. Ryan, a graduate of the Pennsylvania Culinary Arts Institute with a degree in Culinary Arts,

has extensive background in executive club restaurants and the resort industry. Mike graduated from the New England Culinary Institute with a degree in Culinary Arts and also has a Master's in Business and a Bachelor's in Journalism.

"We are entering into an exciting new phase of retirement living. As baby boomers retire, dining needs must change to not only meet their expectations, but to exceed those expectations. At OPRS, we are one of the leaders of this change. We will not be following someone else or standing idle in the background," Mike said.

Grace Woods at Breckenridge Village is a perfect example of the changing face of retirement dining. Ryan will become the director of culinary and nutritional services for this new brownstone community less than a mile from campus. "I am really looking forward to May of next year when Grace Woods opens. I can't wait," he said. Ryan envisions a restaurant-style dining room for the evening meals, where residents will be greeted by a host or hostess and be handed a menu providing a wide variety of choices, which will include daily or weekly specials. Food will be prepared restaurant style and cooked-to-order requests will be honored.

Most retirement communities are designed for bulk cooking, with only a few offering made-to-order preparation. At Grace Woods, that design will be reversed allowing the kitchen to focus on made-to-order cooking. This approach offers a higher quality of food preparation and the staff will be able to customize meals with regard to residents' allergies and taste preferences. At the same time, it will also reduce costs by eliminating overproduction. The goal is progressive, not presumptuous, and comfortable, not complacent. Also, the landscaping at Grace Woods will provide a fantastic location for outdoor festivities like grilling events and cookouts. ■

Culinary Advancement



A Savory Salute

Chef **Debbie Johnson** recently began rolling out a new culinary program at Cape May. The fourth Monday of every month, residents and members of the Wilmington community come together for the Veteran's Breakfast at Cape May. Open to veterans of all ages, up to 50 people gather for some wholesome food, and the chance to chat and swap stories with fellow comrades. This event is not only special to the veterans who attend, but also to Debbie who has family members who have served and are still serving in the military. "It's a great way



to honor everyone who gives of themselves to serve our country," she said. Here's to saluting Debbie's great work! ■

Going Gourmet!

Residents' taste buds twirled and their mouths watered as exquisitely prepared delicacies were served during a special dining event that recently took place at Llanfair Retirement Community. Planned and executed by Chef **Nancy Schmale** and the Culinary and Nutritional Services team, "Gourmet Night" was a huge success! Residents feasted on succulent swordfish and luscious lamb chops, while enjoying good conversation and camaraderie throughout the evening. Everyone left with a clean plate, a full stomach and a smile on their face! ■





Boiling with Excitement

Exciting times are here for Swan Creek Executive Chef **Patrick Young** and his culinary team. Patrick graduated from the Pennsylvania Institute of Culinary Arts in Pittsburgh, has experience working in the restaurant and country club industries, and has been cooking at Swan Creek for the past two years. He is currently looking forward to big changes this coming fall. One change involves the redesign of the kitchen in order to prepare food that is cooked to order. Residents will be able to come anytime during the newly extended dining hours and order their food specifically to meet their tastes and needs.

Jumping from two options to fifteen, residents will have more choices on the method with which their food is prepared, as well as a wider selection of items to pick from. The menu will also be changed every two weeks, rather than every three months.

These changes are tentatively set to start November 1, 2009, and will begin with independent residents. In the future, these new services will be extended to the health care dining room, with the assisted living dining room following shortly after.

Other excitement involving Patrick and his team stems from recently pairing up with the Owens Community College Culinary School. Twelve students worked with Patrick and were allowed to do their practical exam at Swan Creek. "They planned, cooked and served an outstanding brunch for the residents," Patrick explained. "It was a real hit," he added. Three of these students are now employed at Swan Creek!

As Chef Patrick continues to enliven Swan Creek with an electric enthusiasm through culinary excellence, everyone is eager to see what other excitement is in store for the future. ■



Spicing It Up

Residents look forward with eager anticipation as soon as they hear Chef **Michael Caulfield** is planning one of his special dining delights. Throughout his 23-year career at Dorothy Love Retirement Community, Mike has planned and hosted some absolutely delectable dining events. With theme-based menus and decorations to match, some of his past events have included hog roasts, Chinese buffets, tailgate parties, Hawaiian luaus and Italian feasts complete with spaghetti, meatballs and cheesy Parmesan breadsticks.



Mike says he gets the inspiration for these events from a multitude of different places. "I get ideas from various food shows I watch or chef shows I attend, even from clicking around the Internet. I always have my eyes open for new things to try," he said. When asked what would be his ideal event to plan, should funds be unlimited, Mike answered, "I'd love to have a really fancy New Year's Eve ball where everyone could dress up. There would be music, dancing, ice sculptures and a champagne toast at midnight."

Chef Mike certainly knows how to add a little spice to the Dorothy Love Community! ■



High Standards = High Praise

Lake Vista is overjoyed to have acquired Chef **Scott Danchise**. A little over a year ago, Scott was promoted from his previous position at Park Vista, Lake Vista's sister community, and has been delighting Lake Vista with his exemplary cuisine ever since. Scott strives to never let a meal come out of the kitchen that doesn't meet his high standards. Ask just about anyone on the Lake Vista campus and they'll be quick to sing Chef Scott's praises high and loud! ■

Talent & Teamwork

What do you get when you add a strong leader plus devotion and talent? You get Chef **Mark Bittler** and his wonderful culinary staff! Since Mark became Park Vista's executive chef, he's done a fantastic job of building a strong and gifted culinary team. Together, they operate out of one kitchen and provide meals for all the health care center, assisted living and apartment residents, in addition to catering the numerous special events Park Vista hosts. Kudos goes to Chef Mark and his dedicated staff. Keep up the great work! ■



An Extravaganza of Culinary Proportions

The impact Executive Chef of Culinary Services **Joel Hemmelgarn** has made on the quality of Mount Pleasant's cuisine and special dining events is almost as exquisite as the food that leaves his kitchen.



Cooking since he was 13, Joel has always had a love for the culinary world. He graduated from Sinclair Community College with degrees in hospitality management and culinary arts, going on to complete five additional years of formal training at NCR Country Club. Joel joined the Mount Pleasant family two years ago and has been wowing residents with his culinary delights ever since.

Joel is always coming up with entertaining dining events, some of which include summer picnic days, jazz on the green, and a monthly wine and cheese night that coincides with an ethnic-themed dinner. However, the one event that is highly anticipated and talked about all year is the Spring Extravaganza. This event, which took place on May 14, was attended by more than 130 residents. With part of the proceeds benefiting the Mount Pleasant Community Fund, residents' tickets bought them an evening complete with a Celtic-themed five-course meal, live musical entertainment, fun and fellowship. "I love this event just as much as the residents do," Joel said. "Watching the faces of the residents light up gives me a sense of pure satisfaction and joy."

Chef Joel has done wonders these past two years, leaving residents excited about the culinary future at Mount Pleasant. ■

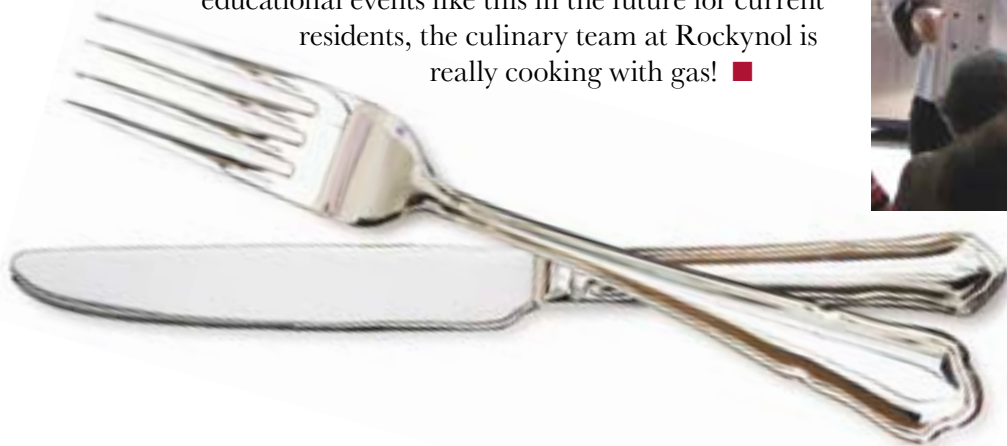
Cooking with Gas



Rockynol Chefs **Brian Lippiatt**, **Brian West** and **Hugh Morris** have embraced the OPRS culinary transition with blazing enthusiasm. All three chefs have a shared goal to take their service expectations to even greater heights. They plan to reach this target through a number of steps, some of which include a larger focus on the food's presentation, an increased concentration on the quality of the food and a new guest check system that allows servers to be more attentive to the residents and their needs. "These changes have enabled our team to serve fresher meals, have better control in the kitchen and have given residents a better overall experience in the dining room," Hugh said.

However, Rockynol's efforts don't stop there! Hugh has also introduced continuous dining for the independent living residents. This new feature has freed up residents – letting them enjoy meals whenever they want and giving them a greater opportunity to mingle with friends.

Rockynol knows how important education is as well. Brian Lippiatt is not only putting a training program together for his service staff, he, along with Brian West, are educating residents too. In June, nearly 50 prospective residents attended an educational grilling event held at Rockynol, where they explained the difference between charcoal and gas grilling, safety tips, and how to choose the best meat, vegetables, rubs and marinades. With plans to do more educational events like this in the future for current residents, the culinary team at Rockynol is really cooking with gas! ■



Campus News

Breckenridge Village: This past June, 22 lucky Breckenridge Village veterans took part in “Honor Flight Cleveland,” where they embarked on a historic trip from Cleveland to Washington, D.C. Made possible through donations, the Honor Flight program enabled the veterans to see the World War II Memorial, Marine Corps War Memorial – Iwo Jima Statue, the Korean Monument and Arlington National Cemetery.



Five staff members from Breckenridge Village, including **Rev. Don Grauer**, **Mike McDonald**, **T.J. Roby**, **Becky Sutton** and **Georgette Lawson**, accompanied the group on the Honor Flight. The trip was especially significant for **Donna Harmon**, who accompanied the group as a guardian. Harmon’s son, Joshua, was killed in Iraq in 2007. He is buried in Mentor Cemetery and also shares a marker in Arlington National Cemetery, along with the other 13 soldiers who were killed in a tragic helicopter crash in Multaka, Iraq.

Breckenridge Village received the 2009 Independent Living Award from the Western Reserve Area Agency on Aging (WRAAA). The award acknowledges both individuals and organizations that through research, advocacy and service demonstrate an exceptional commitment to ensuring that older adults have an

opportunity to maintain their well-being, independence and dignity. Breckenridge Village Executive Director **David Schell** accepted the Independent Living Award on behalf of Breckenridge in the category of long-term care. Congratulations!

Cape May Retirement Village:

This summer, six women were presented with the Lamplighter Award.



Pictured left to right, **Grace Nichols**, **Ruby Ostermeier**, **Jan Grim**, **Bonnie Cyrus**, **Marge Carey** and **Kay McMillan** were honored after being nominated by fellow Cape May residents. The award recognizes those who have made significant contributions by “lighting the way for others,” just as the lamplighter of long ago did when he made his way through the village lighting the gas lamps to give light on the otherwise dark streets. Congratulations to these extraordinary women!

Dorothy Love Retirement Community:

During Senior Citizen’s Day at the Shelby County Fair, nearly 700 senior citizens enjoyed



fun-filled activities and an afternoon of beautiful weather. One popular event was a chair volleyball game made up of two teams – one from Dorothy Love

Retirement Community and one from the Senior Center of Sidney-Shelby County. Two matches were played and a free sack lunch was provided by sponsors: Kroger, Senior Independence, Dorothy Love, The Pavilion and the Senior Center. Although the Senior Center team won both games, all participants had fun!

Lake Vista of Cortland: A program called CarFit is being offered to residents and the broader community. CarFit is a quick and comprehensive driving safety check, spearheaded by Lake Vista’s occupational therapist

Gina Bosworth, and sponsored by the American Occupational Therapy Association, Inc., AAA and AARP.

Professionally-trained staff guide drivers through a question and answer session, then complete a 12-point CarFit checklist. The whole process takes about 20 minutes, and participants leave with recommended car adjustments and adaptations, a list of local resources and greater peace of mind. Congratulations to Lake Vista for putting safety first!



Llanfair Retirement Community:

Neighbor **Tracy L. Wilson** loves living close to Llanfair. One rainy morning as she walked past the Campus Center, Tracy came upon a colorful scene and perfect photo opportunity. It was at this time that



around the state

Tracy snapped an award-winning photograph titled, "Llanfair Umbrella Festival." She received the Best of Region honor through the Kroger Snap Your Neighborhood photo competition in association with Learning Through Art, Inc. Each year, the award goes to only 30 of approximately 900 entries. Tracy feels like a winner for her photography, but also as a Llanfair neighbor. "I love looking out my window and seeing the Llanfair campus. Many residents of Llanfair are my friends, and some, my family," she said.

Steven Hicks came to Llanfair as a student needing to achieve volunteer service hours. Now, long after his



scholastic requirements have been met, he is still seen at Llanfair, as he was recently hired in the Culinary and Nutritional Services department.

For Valentine's Day this year, Steven came with red paper and his origami skills – a visual way to share his heart. He presented each resident of Llanfair's skilled care unit with a heart, 72 hearts in all. Once Steven's heart was unleashed, Llanfair realized they needed him just as much as he needed them!

Mount Pleasant Retirement Village: On June 25, couples were invited to renew their wedding vows in the Mary H. Kittredge Chapel. Activities Director **Lori Shutrump** hosted the event and **Rev. Karen Fleming**, Mount Pleasant chaplain,



Howard and Shirley Hollingshead, Emerson and Mabel Murtlow, William and Dorothy Parnell, William and Lois Philips, Joseph and Rosella Ruschman, Robert and Clara Sterrett, and Gilbert and Priscilla Wagoner.

Music was provided by a string duo and the reading was from Corinthians 13:4-13. Immediately following the ceremony, fellow Mount Pleasant residents greeted the couples and joined them in a reception with wedding cake and punch. The Mount Pleasant crafters donated the decorations and Delhi Garden Center provided the flower baskets.

Mount Pleasant resident and pilot **David T. Morgan** (pictured below), is building an aircraft in his one-car garage. After retiring from B.D. Morgan & Company in September, he began building a RV-12 single-



engine airplane with the help of his wife, Rose. The kit aircraft is a 100 horsepower, two-seat, all metal, side-by-side airplane that meets the certification standards of the Light Support Aircraft category. He isn't sure when he will finish his plane, which is estimated to take an average builder 600 to 900 hours to complete. David has been a licensed pilot since age 17 and flies between 75 to

officialiated the ceremony. Ten couples celebrated their love and renewed their vows. They were: **Ken and Ann Donaldson, Marlyn and Helen Hackney, John and Margaret Henry** (pictured left),

125 hours per year, though those numbers may rise once his plane is complete and takes to the skies!

Park Vista Retirement

Community: Much to the excitement of residents and staff, boxer **Kelly "The Ghost" Pavlic** visited Park Vista's therapy department at the request of **Delores Ray** during her stay at the Rehab Center. Born and raised in Youngstown, Kelly holds the WBC and unified WBO middleweight champion titles. Kelly not only visited Delores, but also posed for photographs and signed autographs for residents and staff.



Improving the quality of life for residents

has always been top priority for Park Vista staff member **Denise Creator**. A year ago, Denise recognized the increased need for support for those with vision impairments, so she began researching ways she could help make life better for them. Today, Park Vista offers a monthly Low Vision Support Group that is open to the public. The program was featured on a Healthy Living segment of WFMJ TV, the area's NBC affiliate. Also, the local Lions Club has purchased a low vision magnifier for Park Vista residents. The group explores issues of daily living and offers support, resources and education, as well as tips that make life easier for people who live with impaired vision. "It's the little things that make a huge difference," said Denise.

Continued on next page.

Rockynol: The National Association of Realtors knows a great

guy and hard worker when they see one. Rockynol resident **Chet Lowry** was honored recently as a Realtor Emeritus for his 43 years of service to the industry from 1966 to 2009 (and still going!) When Chet isn't appraising real estate as an employee

of Howard Hanna, where he still has an office, he can be found tending to the gardens at Rockynol or taking care of his wife, Hazel, who lives in Rockynol's special care unit. Chet also enjoys golfing, playing bridge and is anticipating a trip to Germany next May with his church. When asked when he plans to retire, Chet replied with a resounding, "Never!"



Swan Creek Retirement Village:

In early June, the EPIC Race Team 4 joined Swan Creek residents and staff in creating a community art project and having some intergenerational fun and fellowship. EPIC, which stands for Engaging

People, Inspiring Change, is an organization of young professionals who share the goal of attracting and retaining diverse young

talent, as well as developing future business and community leaders. Swan Creek Marketing Director **Sarah Laughlin**, an EPIC member, noted that the Swan Creek visit was part of the EPIC race, which is fashioned after the CBS reality show "The Amazing Race."



The Vineyard on Catawba: In August, residents of The Vineyard on Catawba were treated to a sumptuous feast courtesy of Port Clinton restaurateur **John Bennett**, owner of the Second Street Diner. Residents gathered at Vineyard's Community Center where John presented a special complimentary dinner of prime rib, shrimp, scallops, wild rice, baked potatoes, asparagus, caramelized carrots and assorted desserts.

Over the past year, the Second Street Diner has offered reasonably priced dinners to Vineyard residents on Mondays, Wednesdays and Fridays at the Community Center. This special event was put on by John as a first anniversary celebration and thank you for residents' patronage.



Westminster-Thurber Community:

Columbus Mayor **Mike Coleman** recently paid a visit to Westminster-Thurber residents. During the visit, Executive Director **Steve LeMoine** and Mayor Coleman took time to discuss issues of concern to older adults in the Columbus community.



Westminster-Thurber Community, an Eden Registered Home, is receiving national recognition following the case study of its culture change process, "Case Studies in Person-Directed Care: Westminster-Thurber – A Case for Implementation." The

results of this study can be found at www.pioneernetwork.net/Providers/CaseStudies/WT/.

Case studies are designed to extract common features



that promote successful implementation and sustainability. Westminster-Thurber has been receiving countless inquiries since the case study was released, and based on the findings they expect to be featured nationally within the culture change movement. Westminster-Thurber is also planning to present its journey and findings to members of the Ohio Legislature.

Dressed to the nines, Westminster-Thurber residents donned fancy fur coats, glitzy gowns, bowties and pearls at a recent culinary event. "Ritz on the Roof" was a night full of gourmet food and fun that was originally planned to take place on the rooftop of Thurber Towers, but was moved to the Victorian dining room thanks to a summer thunderstorm. However, the weather didn't dampen the residents' moods, as they enjoyed the musical delights of a jazz singer and culinary delicacies, which included sausage-stuffed mushroom caps, roasted beef tenderloin, herb-roasted potatoes, white chocolate bread pudding and other assorted fancy desserts. An evening of exquisite food and mingling with good friends – everyone had a toe-tapping, top hat tipping good time!



Senior Independence News

Central Ohio Region: The Senior Independence Adult Day Center won first place in the cooperative art division of the AOPHA

around the state

Central Region Resident Forum Art Show. Aptly named “Friendship Quilt,” the colorful piece consisted of cut-outs of the clients’ hands sewn into a heart formation symbolizing their friendship for one another. The quilt will be displayed at AOPHA’s Annual Conference. Congratulations to all!



Greater Cleveland Region:

According to Senior Independence Executive Director **Lois Calderwood**, a 12-month advance-care planning project has put northeast Ohio older adults in a better position to make critical end-of-life decisions. A survey conducted by Senior Independence in the Greater Cleveland Region, who piloted the project, shows that participants reported a greater awareness of the importance of advance-care planning, increased comfort levels in having the crucial family conversations and a wider recognition of end-of-life options. The project was made possible by grants from The Cleveland Foundation, which totaled more than \$97,000.

Miami Valley Region: A new initiative is enhancing the lives of Dayton area seniors by increasing their fun, fitness, health and support. Senior Independence is pleased to introduce Well Informed Seniors Do Overcome More – WISDOM – a program that provides older adults with access to health care, health



education, fitness and socialization throughout the greater Dayton area. A gift from the Reynolds & Reynolds Associate Foundation is supporting this program.

Welcome to **John Perkins**, the new executive director of Senior Independence in the Miami Valley Region. John has served as the chief operating officer for the Ohio Health Group, the executive director of Evercare of Ohio and the chief operating officer for Health Design Plus. In addition, he served on the community services committee of the OPRS Board of Directors.

Southwest Region: In June, the Franklin Chamber of Commerce named Senior Independence’s Franklin Adult Day Center “Business of the Year.” The center was honored for its service to the community’s older adults and the families who are caring for them.

The Chamber commended the Franklin Adult Day Center for its strong commitment to the Franklin community. In a written commendation, State Rep. **Shannon Jones** (House District 67) and Ohio House Speaker **Armond Budish** also applauded Senior Independence. The commendation states: “Over the years, the Senior Independence Adult Day Center has enhanced the quality of life within the surrounding area, and it is truly deserving of high praises.”



Franklin Adult Day Center Coordinator **Cheryl Anglin, R.N** (left) and Activity Director **Carlene Silcox**.

Each year, the Anderson Senior Center honors volunteers who go the “extra mile” with its annual Triumph Award. Meals on Wheels driver **Rick Dale** received the award for his easy-going spirit, donation of countless hours and his love of people.



Others honored included **David Feck, Clara Barker** and **Sandy Harris**, (pictured left to right). ■

A Passionate Community Leader, Educator & Advocate

On June 24, OPRS board member **Edna D. Pincham** passed away.

Edna was a trailblazer as the first African American woman to run for mayor of Youngstown. She was passionate about health and educational needs, and served on many boards within her community. Edna received numerous honors and awards from local, state and national entities, one of which included being inducted into the Ohio Women’s Hall of Fame. She will be greatly missed. ■



FOCUS

on Employee Giving



**OHIO PRESBYTERIAN
RETIREMENT SERVICES
FOUNDATION**

Helping to Improve the Lives of Older Adults

Our employees include OPRS in their charitable giving for the same reasons they choose to work here: a belief in the mission, a commitment to service and a desire to improve the lives of older adults. These factors are precisely the motivation for one particular employee: **Connie Lewis** (pictured above), Senior Independence billing coordinator at the OPRS corporate office.

“I feel it’s important to help other people who are in need,” says Connie, who began her payroll deduction when she was hired in 1989. “When I began working at OPRS in the finance department, it was easy to see the charitable needs of our retirement communities. Now, working for Senior Independence, I also see that home health is an important part of senior living. I used our home health services for my husband for some time. I found it to be helpful, and it kept him at home longer than he would have been otherwise.”

“I know that a lot of older adults need extra help,” she says. “It’s important for me to do what I can.” ■

RECOGNIZING EMPLOYEE DONORS

We’ve always believed that OPRS has the most caring employees in Ohio. But what’s even more heartwarming are the employees who, in addition to caring for residents every day, choose to go above and beyond by making charitable gifts!

To recognize these generous employees, the OPRS Foundation gives them special ID badge holders that read, “I’m a donor!”

If you notice an employee wearing one of these green badge reels, be sure to take a moment to thank them for going above and beyond the requirements of their job, helping to make OPRS a better place. ■



Raising the *steaks*

People often come up with creative ways of giving of themselves to help others. When Park Vista employee **Chris McCune** (pictured below) received a letter from the OPRS Foundation giving employees the opportunity to support fundraising efforts for a new aquatic therapy pool, she knew it would benefit the residents at Park Vista and wanted to help make it happen. The desire was there, but how could she contribute? What did she have to give?



Chris is a nursing assistant in the Eden Memory Care Center at Park Vista. Her husband, Jim, works on the Kibler Farm in Lordstown where he raises cows. Together, they came up with the idea of contributing a cow. But what would Park Vista do with a cow? With a little more creative thinking, they came up with an idea: One side of beef could be raffled off for cash for the therapy pool and the other side sold to cover processing fees!

The drawing for the “Raising the Steaks” raffle will take place at Park Vista’s Apple Butter Festival on September 26th. ■



saying *thanks* to employees

The pages of this newsletter are overflowing with examples of employee kindness and extraordinary acts. Now, there’s an inspiring way for families, residents and clients to express their gratitude to the employees who bring so much to their lives.

Saying Thanks is a new program of the OPRS Foundation created exclusively to honor employees. A charitable donation is a thoughtful way to recognize the people that provide the outstanding care and compassion you or your loved one receives.

This program is also uniquely personal. Each giving brochure asks the donor to tell us who they are honoring with their gift and why they are grateful. These comments will be shared with the employee honored, as well as the management and human resources department of the location – weaving a tapestry of gratitude and appreciation that can be felt throughout the entire community.

You can find **Saying Thanks** giving brochures in the skilled nursing centers and in the OPRS Foundation literature racks throughout our communities. ■



saying
thanks

Show Your
Appreciation
For A Llanfair
Employee



Volunteer Leader Receives STATE AWARD

Congratulations to **Judy McCormick** (pictured below) on being named Board Member of Distinction by OPRS' state association, AOPHA, the Advocate of Not-for-Profit Services for Older Ohioans! Judy was chosen for this honor because of her skilled, ethical leadership and

tireless dedication to OPRS and the OPRS Foundation. She received the award during AOPHA's annual conference on August 26th.

"Judy's dedication to OPRS has been incredible; her passion and compassion are quite extraordinary," said OPRS President and CEO **Dave Kaasa**. "She has this enormous capacity for seeing the big picture in business, development, operations and fundraising, and then asking just the right questions – a quality of hers that has served us so well over the years."

Judy's tireless service to OPRS spans several years and three major facets of the organization. Her association with OPRS began when she became a member of the former OPRS Development Committee in 1987. She served on this committee for four years. Judy rejoined in 1994, after it had become the OPRS Development Corporation Board of Directors. After the Development Corporation was dissolved, Judy accepted the invitation to join the OPRS Foundation Board. After serving six years on the Foundation Board, she moved on to serve on the OPRS Board of Directors. Judy completed her term at the end of June 2009.

As an OPRS Foundation Board member, Judy served as honorary co-chair for the OPRS Foundation's \$55 million capital campaign. This led her to travel the state with OPRS Foundation President **Tom Hofmann** and fellow co-chair **Sue Mooney**, making herself available whenever and wherever she was needed as part of this philanthropic team.

"Judy is a remarkably perceptive leader and I feel fortunate to have had the privilege of her insight, expertise and enthusiasm – to say she has been a valuable asset to OPRS and the Foundation for all these years is just an understatement," Hofmann said. ■





Donor Centered, Mission Driven.

Are the charitable organizations you support caring for you (and your donation) in return? That's a valid question, especially during today's economy. If you don't know the answer, the Donor Bill of Rights can help.

If you receive correspondence from the OPRS Foundation, you may have noticed a statement at the bottom of our letterhead: Donor Centered, Mission Driven. This is the core of our belief and our philosophy of operation. Of course, the OPRS Foundation's purpose is to raise charitable support for those served by OPRS. However, we do so by supporting the donor's needs and wishes, not our own. This philosophy is articulated in our Fundraising Policy as well, making this value clear to all who work or volunteer for the OPRS Foundation.

Therefore, the OPRS Foundation endorses the Donor Bill of Rights, a national document created by the American Association of Fund Raising Counsel (AAFRC), the Association for Healthcare Philanthropy (AHP), the Association of Fundraising Professionals (AFP), and the Council for Advancement and Support of Education (CASE).

We encourage you to read the Donor Bill of Rights and evaluate the charitable organizations you support against these standards. If you have questions about any of these rights as they relate to OPRS, please give the OPRS Foundation a call at 1-800-686-7800. We are glad to answer your questions. ■

Donor Bill of Rights

Philanthropy is based on voluntary action for the common good. It is a tradition of giving and sharing that is primary to the quality of life. To ensure that philanthropy merits the respect and trust of the general public, and that donors and prospective donors can have full confidence in the nonprofit organizations and causes they are asked to support, we declare that all donors have these rights:

- I. To be informed of the organization's mission, of the way the organization intends to use donated resources and of its capacity to use donations effectively for their intended purposes.
- II. To be informed of the identity of those serving on the organization's governing board, and to expect the board to exercise prudent judgment in its stewardship responsibilities.
- III. To have access to the organization's most recent financial statements.
- IV. To be assured their gifts will be used for the purposes for which they were given.
- V. To receive appropriate acknowledgement and recognition.
- VI. To be assured that information about their donation is handled with respect and with confidentiality to the extent provided by law.
- VII. To expect that all relationships with individuals representing organizations of interest to the donor will be professional in nature.
- VIII. To be informed whether those seeking donations are volunteers, employees of the organization or hired solicitors.
- IX. To have the opportunity for their names to be deleted from mailing lists that an organization may intend to share.
- X. To feel free to ask questions when making a donation and to receive prompt, truthful and forthright answers.

Sarah Grim Receives AOPHA Award



Sarah Grim, corporate director of program services for Senior Independence, has been named the AOPHA Outstanding Developing Executive for 2009. Sarah received the award for her leadership role in Senior Independence's first hospice for older adults and their families in central Ohio.

"Besides being a strong, thoughtful leader, Sarah is an extremely compassionate hospice clinician – a rare combination of caring and pragmatism that makes her so unique and valuable to us," said **Sally Huston**, vice president of clinical services and Sarah's supervisor.

Sarah set the tone for high quality care in the hospice program's inaugural year by establishing a caring resource in central Ohio and building the program from the ground up. Sarah's efforts were so successful that she was asked to lead the statewide effort to begin Senior Independence hospice services throughout Ohio.

Today, Sarah lends her heart and expertise to provide support and resources to clients and families facing end-of-life issues, develop quality assessment tools, and educate hospice staff on goal setting and performance improvement.

Thanks to Sarah's leadership, another new Senior Independence program, "Make it Happen," is greatly impacting the lives of clients and their families. Although the program is in its infancy, the intention of "Make it Happen" is to make a difference in clients' lives by attending to non-medical needs that enhance their quality of life, while also empowering employees to fulfill clients' wishes and provide lasting memories for their families. ■

Congratulations Sarah for a job well done!

MAKE *it* HAPPEN.
MAKE A DIFFERENCE

SENIOR *i*NDPENDENCE.
HOSPICE
OHIO PRESBYTERIAN RETIREMENT SERVICES

Surprise of a Lifetime

For the last five months, Senior Independence Hospice in Southwest Ohio has been providing services to **Leah McKnight** in her home in Middletown. Recently, Leah was given the surprise of a lifetime.

During casual conversation, Leah mentioned that one of her favorite TV actors was **Bill Cosby**. She said she loves his wholesome family TV show. The "Make it Happen" program went into action – Bill Cosby was contacted and arrangements were made for him to call Leah. Bill not only called, but he had a 35-minute conversation that centered more on Leah's well-being than on Cosby's celebrity status.

Leah said Bill was "really nice" and the conversation was "a lot of fun." Later, Leah asked her son, "Did I really talk to Bill Cosby?" "You sure did," her son said, and a big smile spread across her face. ■

Now in Toledo

A unique hospice program that offers comfort and compassion exclusively for older adults and their families dealing with physical and emotional pain near life's end is now available in the greater Toledo area.

"Our commitment is to enhance the quality of care for older adults and their families through an active, caring presence at one of life's most difficult times, giving families more meaningful end-of-life closure with their older loved one," said Senior Independence Executive Director **Ann Heringhaus**.

Senior Independence will offer hospice care in Toledo and the surrounding area, serving clients wherever they call home, including assisted living apartments, clients' homes and family members' homes. ■

Focusing Energies on Growing Trends

Over the next few years, Ohio baby boomers will start retiring in record numbers and Senior Independence is likely to see an increase in demand.

To address this growing concern, Senior Independence of Central Ohio recently presented “There’s No Place Like Home: Successful Aging in Central Ohio,” an event that drew nearly 200 participants.

Visionary **David Baxter**, a 10-year veteran with Age Wave, the nation’s foremost thought-leader on population aging and its business, social and cultural implications, presented at the half-day retreat. David was joined by **Mary Angela Miller**, OSU/Ross Hospitals; **Elizabeth Dennis**, Kelly Allan Associates, LTD; and **Barbara E. Riley**, Director, Ohio Department of Aging.

“It is crucial to plan for the challenges ahead, particularly since aging adults want to remain healthy, active and independent for as long as possible,” said Senior Independence Executive Director **Linda Artis**. “This program allowed us to focus our energies on emerging trends, challenges and opportunities that are being presented by this growing senior population.”

Senior Independence presented **Fran Ryan**, a longtime advocate for older adults, with the first Senior Impact Award. Fran established a senior network that reaches out to funding organizations, service organizations, private sector companies and government to bring various interests together to promote issues that concern older adults.

This event was the first of the Senior Impact Series, which was made possible by National City, now part of PNC, and the Harry C. Moores Foundation. ■



Finding Common Ground

Enhancing quality of life for older adults calls for attentiveness to mental, spiritual and physical well-being. The Arthritis Foundation’s mission and that of Senior Independence in the Akron/Canton Region found common ground in 2005, as the two began a partnership to offer education and exercise opportunities for older adults in Medina, Stark and Summit counties. Recently, the Arthritis Foundation honored Senior Independence with the Partnership Award in Health Promotion. Since then, the Arthritis Foundation has presented “Take Control of Arthritis Pain,” an educational program, at several Senior Independence wellness clinics in the three counties. ■

Accepting the award are **Karla Ruckman** (center) and **Daphne Massaro** (right) pictured with **Mary L. Kudasick** (left), President and CEO, Arthritis Foundation, Northeastern Ohio.

From your OPRS Information Systems team

Technology Trends

Visit Our Online Newsroom

Your Aging Services Resource

With help from Webmaster **Joe Murphy**, OPRS has launched a Newsroom for journalists and other media professionals on its Web site – www.oprs.org.

Features of the Newsroom include:

- Full articles and story ideas for reporters and editors
- Expert contacts for a variety of older adult issues
- News releases and published pieces
- Online media kit, fast facts and logos for download

Identifying OPRS as “Your Aging Services Resource,” promotional business cards will be given to select media professionals by OPRS marketing and public relations staff.

Look for the Newsroom in the white menu bar at the top of any OPRS Web site page.

For story ideas or features about our services, residents and clients, please contact **Kay Howard**, director of community relations, at 1-800-686-7800 or newsroom@corp.oprs.org. ■



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LEADERSHIP ROLES

Veronica Sterling

In January, Veronica Sterling was named Mount Pleasant's Administrator. Veronica came from Cottingham Retirement Community in Sharonville, OH, and prior to this, the Legacy Court at Evergreen Retirement Community – part of the Wellspring Health Center in northern Cincinnati. She graduated from Bowling Green State University, has been a licensed administrator since 2005 and lives in West Chester with her husband Kyle.



Corporate Splashes

Congratulations to **Carrie McGlaughlin**, **Anne Johnson**, and **Heather Elsner** for achieving their Bachelor's Degrees, and to **Annette Evans** for graduating with her Master's in Business Administration.

Congratulations to **Connie Tostevin** for obtaining her certification as a Legal Nurse Consultant; to **Dr. Jeffrey Milks** for recently obtaining his Board Certification in Hospice and Palliative Medicine; and to **Sarah Grim** for becoming a Licensed Independent Social Worker.

Nancy King recently spoke in Washington, D.C. for long-term care health reform as part of a panel to discuss care models. Nancy has also been elected to serve as a member of



the American Association of Homes and Services for the Aging (AAHSA) House of Delegates. The 200-member House of Delegates is AAHSA's governing body made up of leaders in the long-term care and aging services field.

Campus Splashes

Breckenridge Village – On August 8, 2009, **Jennifer Werber** (pictured below), a dear employee and friend of Breckenridge Village, lost a hard-fought battle with her illness.



An employee since 1994, Jennifer founded and developed the childcare program for the Clapp Children's Center, licensed the school's first

program and later expanded it to include preschool. She was also an active member of Breckenridge's Leadership team. Jennifer and the great joy her heart and spirit spread to Breckenridge will be greatly missed.

Dorothy Love – In January, Human Resources Director **Larry Donahue** (pictured left) was one of nine power lifters to be inducted into the 2008 Hall of Fame Class for The Natural Athlete Strength Association at the awards banquet held



in Oklahoma City. Larry was also named Male Referee of the Year as well as Masters 3 (age 60-69) Power Lifter and Power Sports Lifter of the Year. Larry has competed in weight

lifting and power lifting for the past 46 years in local, state, regional, national and world meets. Larry has announced his retirement for September 2009, and we thank him for his 30 years of service to OPRS.

Lake Vista – Congrats to **Richard Scofield, Christy Oliver, Pat Pumphrey, Laura Mitchner and Loni Thomas** (pictured below), for being recognized at the Premier Customer Service Award presentation.



Also, to **Maurita Hoffman** for her certification as a professional in human resources (PHR designation).

Llanfair – Intercepted letter to employee **Joni Kaser**:

Thank you for caring for my mother over the past several years. Although you and I didn't have much direct contact, I was often forwarded your e-mails for direction, clarification and reassurance. You also were very patient and supportive for my younger sister and this is greatly appreciated.

I will always remember how kind and nurturing the caregivers at Llanfair were to my mother. They provided excellent support and direction for my family, as well as daily comfort and sustenance for my mother. YOU served wonderfully as a liaison and communicator. I hope that all goes well for you in the future and that you continue your role for many years. What you do is hard work and we thank you.

–Sincerely, A Resident's Family Member

While passing one of the assisted living apartments recently, employee **Jessie Leek** heard singing. When passing by again a short time later, she still heard the singing and decided to peek in the partially open door. Jessie saw Housekeeper **Pat Dent** cleaning the resident's apartment and as she was cleaning, she was singing! Jessie noticed the resident was watching her intently. Jessie said, "Hello, I heard the singing so I peeked in." The resident broke into the biggest smile and said, "Oh yes! She always sings to me while she cleans. Aren't I lucky?" She is lucky (and so are we) to have Pat add joy to the day through sharing a song.

Congrats to Executive Director **Sheena Parton** for being selected as a participant for the Leadership Cincinnati USA Program. Sheena was chosen from a very large number of outstanding applicants – we are very proud of her!

Congratulations also go to employee **Rachel Bomkamp** for graduating with a Bachelor's in Fine Arts. Thanks go to **Lynelle Rabkin**, the director of activity programming, who is a balance and fall prevention coach and has been busy teaching classes at Llanfair and in the community.

Kudos to **Marty Weldishofer** (pictured left) for winning the Community Development Corporations Association of Greater Cincinnati Award. The press



Continued on next page

Employee

release stated, “Marty has given countless hours as an executive director, part-time staffer and volunteer to redevelop College Hill by facilitating the Facade Improvement Program. Marty’s efforts have brought new business to the business corridor and greatly enhanced College Hill. His enthusiasm and its redevelopment opportunities reassured many reluctant business and property owners to submit projects.”

Mount Pleasant – Melissa Weins truly lives the OPRS mission statement. In the fall, she was asked to fill in and take responsibility for the vacant activities director position. She replied with an enthusiastic “Yes!” Melissa added new events, such as a Sweetheart’s Luncheon, to bring residents closer together for Valentine’s Day and a Christmas Potluck dinner so folks could share the spirit of the season with friends. She also gathered residents together to help beautify the nature trail and add to the physical well-being of residents. While doing all of this, she still maintained her full-time job responsibilities in the marketing office. Melissa’s grandparents live on campus and her daughter attends the Children’s Village, giving Melissa a personal interest in the mission statement and what it means to residents. Not only did she provide an enhanced quality of life for the residents, but she also helped the financial performance of the organization. Hats off to Melissa! *Pictured below – Melissa, daughter Jessica, grandfather Emerson Murtlow.*



John Suiter has been an employee for 20 years. John is a person who takes the time to help residents and their families. He always has a kind word and a smile, talking with residents not because he has to, but because he loves to. He has received many thank you cards from residents and staff for going that extra mile. One family even asked John to be a pallbearer at their loved one’s funeral because he cared so much for her – of course he accepted.

Thanks to the OPRS tuition assistance program, **Annette Linton, Vicki Pettus, Jenny Kurtz** and **Betty Delver** have all earned their associate degrees. Betty put it best when she said, “OPRS provides the opportunity, the employee has to supply the drive.” These individuals have the passion to balance family, friends and school while still providing the best quality of care to the residents they proudly serve.

Jake Essig was selected for the Olympic Development Soccer Team. He survived five rounds of cuts to be one of the 18 players named to the state team from a field of several hundred players. Jake has that same drive and spirit in everything he does. He’s also the great-grandson of **Ruth Fakes**, a Mount Pleasant resident.

The maintenance department employee bragging rights:

- 1) Assistant Director **David Clark** will celebrate 20 years of employment!
- 2) Staff rescued a mother cat and four kittens on campus and found homes for all.
- 3) During a power outage, staff worked around the clock to secure fuel to keep generators operating.
- 4) The staff started a memorial fund after the sudden death of a co-worker, and a tree and flower garden have been planted in his name.

Rockynol – A group of Rockynol nursing assistants attended the 32nd annual Nursing Assistant Convention and Recognition Program. The theme was teamwork, with the motto, “Yes WE can!” The Rockynol team was comprised of **Jane Beckett, Amy Gump, Donielle Hadden-Lothery, Kadshia Moore, Paida Munodawafa, Cassandra Murray,** and **Beverly Rahieem**, along with their cheerleader, **Sandy Shrake**. They called themselves “Team Rock.” Awards included: first prize for their poster; Donielle was honored with first place and the “Sunshine” award, presented annually to a nursing assistant who goes out of her way to help colleagues; Jane and Beverly were honored as members of the “Thirty Year Club” for those nursing assistants with 30 or more years of service; Paida stole the show and took second place with her fabulous reading of the poem “Rock Solid” that she wrote.

Swan Creek – Connie Momsen recently passed the Credentialing Examination for Dietary Managers. Connie began working more than 13 years ago as a dining services worker, and has worked her way up to her current position. We are very proud of Connie and her accomplishment! **Terry Smith** is another accomplished employee in culinary services, recently completing his Associate’s Degree.

Dan Minard, of the maintenance department, does an exceptional job preparing unit turnovers, as well as anticipating the residents’ needs. His director reports that many times he receives a request from a resident, and before he can talk to Dan, he has already completed the task.

Vineyard – Cheryl Bodi (*pictured next column top right*) received an award of achievement from Ohio Capital Corporation for Housing (OCCH) at a recent Partners luncheon held in

News

Columbus, where over 500 government-subsidized properties were represented.

Cheryl was one of two recipients of the award and was recognized for her outstanding work in managing the Concord Apartments over the last four and a half years of her employment.



Westminster-Thurber – The following invitation went out on a snowy day: “Ever wish you were a kid again? Well here is your chance! I’ve gotten the go-ahead to organize a snowball fight on the Neil Ave lawn at noon today. This is not a joke. Come bundled up with your mittens and scarves and have fun clobbering your coworkers...in a nice sort of way of course.” The challenge provided some enjoyment for residents in the dining rooms, as well as some much-needed stress relief for those that joined in.

Pictured from bottom left is Ruth Meek, Michele Engelbach, Jason Olinski, Jamie Hobson. 2nd row from left is Joel Wrobbel, Kristin Cherry, Sabrina Bobrow, Miranda Farrand. Top is Tim Remick.



Employees celebrated “World Elder Abuse Awareness Day” on June 15. Around the community, many purple ribbons, shirts, pants, socks, etc. were worn as visible signs to show support.

Executive Director **Steve LeMoine** has been elected to his first three-year term on the AOPHA Board of Directors. As a board member, he will assist in establishing policy, as well as monitoring the overall performance of the statewide association. Steve also serves on the AOPHA Professional Development Action Council, overseeing the association’s educational offerings and the annual conference.

Senior Independence Splashes

Southwest Region – Congratulations to **Judy Beckett** (pictured right), for receiving the Butler County Healthcare Worker of the Year Award. Judy works tirelessly to obtain affordable programs and services for residents in an effort to support their independence.



We congratulate Judy and thank her for her endless commitment.

Akron Region – **Judi Makan, Anita Bird** and **Michelle Davis** all passed the exam and are now certified as Clinical OASIS Specialists.

Columbus Region – **Bridget Coleman-Smith** received notification that she successfully completed the OASIS Certification Test and can now add COS to her growing list of titles. Good work Bridget!

We wish to officially congratulate **Maria Huber** for becoming a United States citizen. ¡Felicidades!

We also wish to congratulate and thank **Florence Richardson** (pictured right), who has been a homemaker with Senior Independence (through the acquisition of Elder Choices) for 19 years of employment. We wish her a terrific retirement and thank her for being a marvel and an inspiration to us all. ■



★ 2009 AOPHA STARS

Breckenridge

Peggy Dodrill
Christopher Higgins
Betty Powell
Nancy Schulta
Mary Wallingford

Mount Pleasant

Rita Arrowood
Bernice Calhoun
Barbara Cassity
Nikki Hollister
Billy Wolf

Cape May

Brenda Damron
Matt Hagee
Mark Lange
Andrew Steele
Eric Taylor

Rockynol

Sharon Easterling
Rosa Harrison
Beverly Rahieem
Sanysalva Torres

Dorothy Love

Tracy Burress
Blythe Cutler
Kim Frederick
Susie Laber

Swan Creek

Diana Dunbar
Mary Leahy
Jordan Penn
Claudette Randle
Stacy Seymour

Llanfair

Teresa Adams
Vera Golsby
Valerie Liebisch
Jessica Seuberling
Rosie Wake

Westminster-Thurber

Richard Gilliard
Karen Reed



Thanks to all of the employees within the OPRS family – for all of their contributions, the ones not so obvious and the ones gloriously evident.



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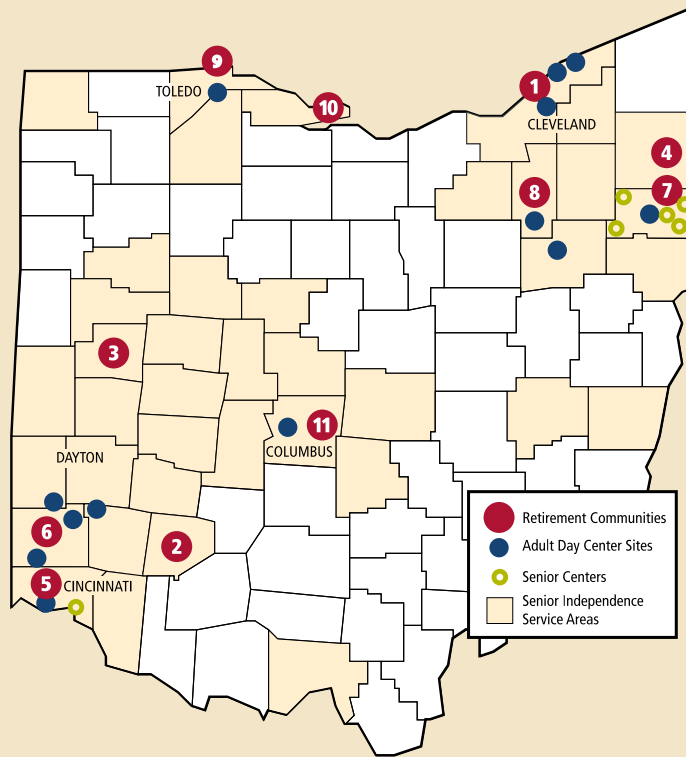
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