



# Life Matters



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## A message from the president

# A Challenging Patient

Some years ago, the Journal of the American Medical Association published an article by Dr. Paul Ruskin on the Stages of Aging. In it, Dr. Ruskin described a case study he had presented to his students when teaching a class in medical school. He described the patient under his care like this:

“The patient neither speaks nor comprehends the spoken word. Sometimes she babbles incoherently for hours on end. She is disoriented about person, place and time. She does, however, respond to her name. I have worked with her for the past six months, but she still shows complete disregard for her physical appearance and makes no effort to assist her own care. She must be fed, bathed and clothed by others.

“Because she has no teeth, her food must be pureed. Her shirt is usually soiled from almost incessant drooling. She does not walk. Her sleep pattern is erratic. Often, she wakes in the middle of the night, and her screaming awakens others. Most of the time, she is friendly and happy, but several times a day she gets quite agitated without apparent cause. Then she wails until someone comes to comfort her.”

After presenting the class with this challenging case, Dr. Ruskin then asked his students if any of them would like to volunteer to take care of this person. No one volunteered.

Then Dr. Ruskin said, “I’m surprised that none of you offered to help because actually she is my favorite patient. I get immense pleasure from taking care of her ... and I am learning so much from

her. She has taught me a depth of gratitude I never knew before. She has taught me the spirit of unwavering trust. And she has taught me the power of unconditional love.”

Then Dr. Ruskin said, “Let me show you her picture.”

He pulled out the picture and passed it around. It was the photo of his 6-month-old baby daughter.

I like that story for several reasons. For one thing, it shows us the importance of perspective. And it demonstrates to us how essential it is to have all the facts before we make a decision.

That case study also reveals why we do what we do in Life Care ...

- **For love.** The challenges presented to us by those we serve require unconditional love producing a deep, inner satisfaction at an ability to meet their needs.
- **For faith** in our co-workers, who make up a highly functioning team, to provide the highest form of service, trusting God come what may.
- **For gratitude** for the unique gifts our Lord has given us and for the mission of helping others that He has called us to do.

As Dr. Ruskin learned, love, faith and gratitude are powerful qualities – for our personal and professional lives.

Sincerely,



Beecher Hunter



### OUR COVER MODELS:

Debbie Biehl, executive director, and Megan Foland, recreation director, at Garden Terrace at Overland Park, Kansas

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P.O. Box 3480  
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**Forrest L. Preston**  
Founder and Chairman

**Beecher Hunter**  
President

**Rob Pauza**  
Director of Graphic Services  
and Art Director

**Leigh Atherton**  
Director of Public Relations  
and Editor

**Dara Carroll**  
Senior Publications Specialist  
and Associate Editor

**Jonathan Golden**  
Graphic Designer

All correspondence should be  
addressed to the Associate Editor.

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## Bottley and Gilliland receive Danette Henry Servant Leader Award

On Dec. 13, 2018, two associates were presented with Life Care's Danette Henry Servant Leader Award: Legal Counsel John Bottley and IT Support Analyst Alma Gilliland.



The annual award recognizes associates at the corporate office in Cleveland who offer outstanding customer service to Life Care's more than 200 facilities nationwide. Originally known as the Corporate Support Award, it was renamed in honor of Danette Henry, Life Care's former director of payroll, who passed away in early 2008. Henry was a two-time winner of the award. This year's recipients were recognized during the company's Corporate Christmas Party.

"John and Alma show a passion for the work that they were called to do," said Beecher

Hunter, Life Care president. "The Danette Henry Servant Leader recognizes individuals who go above and beyond to offer support to associates in the field and to co-workers at the corporate headquarters, and support is what John and Alma are all about – with both their professional skills and the heart they display for our mission."

Bottley has been with Life Care for five years. In his nomination for the award, he was praised for his accessibility, patience, kindness and grasp of healthcare law and policies.

"John is literally 'Johnny on the spot' when it comes to his coordination of legal services for us in the field," wrote Todd Fletcher, vice president of Western Operations for Life Care. "He takes our calls and responds quickly, day or night, and he is always knowledgeable on the topic at hand."

"I am beyond honored to even be considered for such a respected award," said Bottley, "let alone to receive it. I am grateful to have the opportunity to support the tens of thousands of associates who work tirelessly, day and night, to care for people in communities across the United States. I believe it is vital that Life Care associates are able to go to work each day and provide the best care possible for their residents

while knowing that they have a strong legal support behind them."

Gilliland was also recognized for her patience and kindness with associates in the field, as well as her stellar support of business office associates around the country.

"There are so many wonderful things about Alma that I am not sure where to start," wrote Georgiann Field, business office manager at Life Care Center of Evergreen, Colorado. "No matter what the issue with my computer software or just with me, she comes through like a shining angel every time. She has gone out of her way to help me on so many occasions, and if we need help past her time to go home, she will stay until everything is resolved."

"It is very humbling to receive this award," said Gilliland, who has been with Life Care for 12 years. "I don't feel like I do anything special to help the people in our buildings. To receive this award from my peers is a special honor, and I am grateful that they value my work enough to have nominated me for it. I love the people I work with. I love helping people learn new things that will allow them to do their jobs more efficiently."

## Life Care Center of Scottsdale dietary manager wins statewide award

The Arizona Health Care Association recently presented its Leadership Professional Award to Valerie Grosso, dietary services manager at Life Care Center of Scottsdale, Arizona.



The award was presented at the organization's annual banquet, held in Scottsdale.

Grosso has been a Life Care associate since 2015 and was nominated for making a difference in the lives of patients, associates and even vendors.

"Working with patients to make lifestyle changes due to a new diagnosis or decline in condition is something familiar to most of us, but Valerie went beyond her calling when she realized the knowledge she was extending to our patients would make a difference to our associates," said Victoria Furst, executive director. "By empowering those who care for patients, we can offer more empathetic insight through our own firsthand experience."

Grosso began by teaching her dietary team tips for making smarter food choices, choices that would help associates increase their energy and metabolic efficiency. Soon, associates in departments throughout the building were

wanting to know more about how they could eat in a way that would help them feel better and more energetic.

"Val was kind enough to extend her personal cell phone number in case they needed extra help to stay on the path of wellness," Furst shared. "She drafted two-week menus as a guide to managing newfound wellness and created an 'eat this, not that' food pyramid to further empower everyone."

The learning and tools improved life at the facility all the way around.

"The clinical team, therapy associates, business office, housekeeping, patients, families, hospital case managers and home health providers – we were all on board and found increased energy, lost pounds, improved focus and sound sleep," said Furst. "Moreover, we gained a profound understanding of what we ask our patients to undergo when they are faced with dietary changes."



## Life Care welcomes back Murray as chief operating officer

Life Care Centers of America recently appointed Cathy Murray as its chief operating officer, overseeing operations at the company's more than 200 skilled nursing and rehabilitation facilities in 28 states. It's a role she is familiar with.



"Cathy Murray joined Life Care in 1994 as a regional vice president and quickly proved the effectiveness of her leadership," said Forrest Preston, Life Care's chairman and founder. "She rose through the ranks to become chief operating officer in 2000 and led the company through some of its most successful years. After some time away to pursue her doctoral degree and to support her son and daughter in their educational advancement, she is back with us – and that bodes well for the residents and families we serve and for the company at large. We welcome her back home with her professional family."

Murray brings with her more than 30 years of experience in long-term care, including time as a researcher and instructor, as well as holding positions at the facility, regional, division and corporate levels. She is a licensed nursing home administrator and registered nurse with a doctorate in education from the University of Tennessee and a master's

degree in business administration from the University of Missouri.

Born and raised in Missouri, Murray's most recent professional pursuits have included teaching in a university setting and conducting research related to senior services, including being part of one of the largest CMS grants ever awarded to the University of Missouri.

Murray and her husband, David, are parents to a daughter and son: Aimee Murray-Smith, who holds a doctorate in physical therapy from the University of Missouri, and Bryson, who is currently pursuing a double-major in economics and finance from the same university and plans to attend law school after graduation.

"It is a blessing to be back at Life Care Centers of America," said Murray. "Caring for seniors is my passion and has been my lifelong pursuit."

## Cherry Hill Manor associate named Long-term Care Nurse of the Year

Mariangelin Perez, a registered nurse at Cherry Hill Manor in Johnston, Rhode Island, recently won the Long-term Care Nurse of the Year award given by the American Nurses Association of Rhode Island in conjunction with RI Monthly Magazine.



Perez was nominated by her peers and selected from a pool of nominees by a panel of judges from the ANA-RI.

Perez's love for nursing developed long before she began her career in nursing.

"I grew up around family members that were in the healthcare field, so that piqued my interest," said Perez. "In high school, I joined the healthcare Magnet program and shadowed staff nurses, and that's when I knew for sure that I wanted to be a nurse, too. I worked as a certified nursing assistant for a few years while going to nursing school, graduated, and have been doing this ever since. I love it!"

Perez began her nursing career at Cherry Hill Manor in 2015, working in the post-acute unit, and then transferred to the long-term care unit due to her strong passion for senior care. She is passionate about the "family-like" dynamic nursing has to offer and loves making the personal connections.

"I seem to be drawn more toward the elderly," said Perez. "I have a strong connection with them and their families. We're not just passing out meds – we're there for them emotionally and spiritually as well. My favorite thing about my job is caring for the patients and putting a smile on their faces even when they're having a tough time. It's just a very rewarding feeling to know that I can make even a small difference in their lives."

Upon hearing that she won the award, Perez was surprised and excited that she was chosen as the recipient.

"I am very thankful for those who acknowledge my hard work and dedication to this amazing career," Perez added. "I am humbled and very honored all at the same time."

# Picture Perfect

Life Care's 2018 Christmas Card Collection



## CENTRAL DIVISION

A resident at **Parkview Care Center** in Evansville, Indiana, since July 2017, **Lois Collins** (84) loves to be around others and is known for her sweet personality and love of the Lord. She is often found playing the piano for other residents, and she will pray with others any time there is a need for a kind word or comfort.



## EASTERN DIVISION

At age 41, **Jessica Lawhorn** is the youngest resident at **Life Care Center of Jefferson City**, Tennessee. In addition to art (especially painting and crafting), she enjoys a wide variety of music, games, outings with her parents and socializing with others. She knows everyone at the building, associate and resident alike, and can often be seen sticking her head into rooms to say hello. She always has a smile on her face and brings much joy to the facility.



## GULF STATES REGION

For **Leon Novikoff** (87), a resident at **Garden Terrace Alzheimer's Center of Excellence** in Fort Worth, Texas, the love of art started in childhood. He enjoyed playing with wood and different tools and won a scholarship in high school for his designs. He owned a furniture manufacturing business for 43 years and was very involved in designing each piece. Eventually, the business became so successful he had to start delegating some of his responsibilities. Even though he may not remember everything, his love for art is fixed in his memory.



## MOUNTAIN STATES DIVISION

**Nancy Garner** (75) brought her love of art with her to **Life Care Center of Evergreen**, Colorado. She paints independently and with the facility's Watercolor Expressions and Art Therapy groups. She favors wildlife but excels at all subjects. Even more impressive is that she had to teach herself to paint with her non-dominant hand over the last few years. She is known at the facility as kind, considerate and personable, often stopping to visit with other residents on her way to activities. She also won the Christmas card contest in 2015.

From colorful Christmas trees to a watchful angel, Life Care's 2018 Christmas card collection showcased the creative talent of eight residents from facilities around the country.

Each year, Life Care's residents are encouraged to paint, draw or create in some other medium a Christmas-themed picture. These are entered into a contest, and the winning piece from each division is featured on a Christmas card along with a picture and short bio of the artist. The cards are packaged and used throughout the holidays by Life Care associates at the corporate offices and facilities in the field.

Here are the winning entries from the 2018 contest.



#### **NORTHEAST DIVISION**

*Lisa Elliott* (39), a resident at **Evergreen House Health Center** in East Providence, Rhode Island, is naturally artistic and enjoys spending time knitting, coloring, painting and making wall art for other residents. She is very helpful to all residents and associates.



#### **NORTHWEST DIVISION**

*Pauline McKeel* (94) is a former accountant with four children; her family remains active in her life today. She has been a resident at **Life Care Center of Kirkland**, Washington, since November 2016, and she doesn't let her stroke keep her from making beautiful art – she focuses on what she can do rather than what she can't do. She created this year's Christmas card using only one hand, using a paint brush for the sky, a sponge to paint the tree and colored markers to decorate the tree.



#### **SOUTHEAST DIVISION**

*Deborah Heinz* (67) was a short-term rehab patient at **Life Care Center of Port St. Lucie**, Florida, during this year's Christmas card contest. A Christian, she has always loved angels and has been drawing them since she was 17 years old.



#### **SOUTHWEST DIVISION**

As a college student, *Barbara London* (70) worked in a program developing solar-powered vehicles. She went on to work with developmentally disabled adults in a group home, then as a job coach. She has three children and enjoys painting, making jewelry, carving wood and reading. She was a short-term patient at **Lake Forest Nursing Center** in Lake Forest, California, during this year's Christmas card contest. 🌿

# A Walk to Remember:

2018 Alzheimer's Recap

By Ryan Faricelli



The 2018 Walk to End Alzheimer's fundraising season has come to an end, and Life Care Centers of America is proud to have been a National Team for the Alzheimer's Association. Working together, all of our facilities and our corporate office raised a total of \$156,565 this year! With 128 facility teams registering under the National Team umbrella, Life Care surpassed its goal by more than \$56,000.

"The Alzheimer's Association thanks Life Care Centers of America for their participation as a National Team in the 2018 Walk to End Alzheimer's," said Donna McCullough, chief development officer of the Alzheimer's Association. "We are grateful to Life Care facilities across the country for their dedication and commitment to our cause. Their generous support brings us one step closer to our vision of a world without Alzheimer's disease."

As a National Team, Life Care is able to strategically coordinate with the Alzheimer's Association for fundraising efforts and provide greater support for facility teams. The National Team program allows Life Care to track the

fundraising totals from all of our facilities and to organize friendly competition amongst facility teams.

The winning facility for 2018 was Garden Terrace at Overland Park, Kansas, raising \$20,199. The team captain was the facility's recreation director, Megan Foland, with support from Executive Director Debbie Biehl.

Garden Terrace was awarded the Life Care National Team trophy to proudly display throughout 2019 in their building. In addition, Biehl and Foland received a trip to Life Care's corporate headquarters in Cleveland, Tennessee, for a day of fun sightseeing, a behind-the-scenes-tour of the Tennessee Aquarium and to be recognized during Life Care's corporate Christmas party.

"When you work with [Alzheimer's patients] every day, you want to see a cure," said Biehl. "You want to find a cure so their loved ones won't have to see this in their own future. It's in our hearts and in our love for the residents we serve every day."

Congratulations to Life Care Center of Farmington, New Mexico, who placed second by raising \$11,486, and The

Highlands in Fitchburg, Massachusetts, who placed third, raising \$6,250.

The division that raised the most money for the Walk to End Alzheimer's in 2018 was Mountain States, with its facilities raising a total of \$49,448 for the cause.

"I am incredibly proud of the Mountain States facilities that participated in the Life Care National Team," said Derek Schmidt, Mountain States Division vice president. "The Alzheimer's Association is a valuable resource for our caregivers, residents and residents' family members. Furthering their efforts to find a cure for this terrible disease furthers our efforts to provide the best care possible for our residents."

All Life Care facilities are encouraged to join Life Care's National Team for 2019. Facilities may register by visiting [alz.org/lcca](http://alz.org/lcca), or contact the Public Relations department at the corporate office for more information.



# Winning Memories



Debbie Biehl, the executive director at Garden Terrace at Overland Park, Kansas, understands that a successful Walk to End Alzheimer's team is greater than just one person. She leads her award-winning team by providing the support and encouragement needed for everyone to help.

"Executive directors are very busy," explains Biehl. "But fundraising isn't really all that hard once you get people involved. People want to help. We're in a business where we serve people every day, all day. Ask staff to help, and they're there for you. The great thing about being an executive director is that you get to see the team approach really come out in these fundraising efforts. My job is to be there to support Megan in all these different types of events. We want to do different things to get all of the staff involved."

Biehl is referring to Megan Foland, Garden Terrace's recreation director and the team captain for their Walk to End Alzheimer's team.

"One person can't do this by herself," Foland says. "Each person has their own strengths and ideas. Find one person who is passionate about the cause and give that person the power to come up with fundraising ideas. We all have the common goal of wanting to end Alzheimer's and wanting to support our residents and their family members. We just really want to make a difference."

Foland begins each year by organizing a committee in her facility to help plan their Alzheimer's Association fundraising

activities. They plan events to take place throughout the year, beginning their fundraising efforts in the spring. Events range in size from small events in their building to large events out in their community, like their annual carnival.

"The carnival is an intergenerational event where we invite community members to come," shares Foland. "Our family members are always trying to find ways to become involved with our staff, and the carnival is a great way for them to do that. We also do the carnival because it's so important for the next generation to realize that nursing homes aren't a scary place to be. We want them to feel comfortable coming in to visit their grandma or visiting their neighbor who may not be the same as when they were living in the community. We want them to see it's a fun place for them to come to!"

Garden Terrace also hosts jeans days, 50/50 raffles, chili cook-offs and sports team jersey days. They reach out to members of the community who are already active in their building, such as volunteers, church members, entertainers, vendors and other contacts that they already have. Some of their residents raise money using social media. Mentioning the fundraisers in newsletters and communications with residents' families, sharing the rising total and sending "Thank You" notes to larger donors encourages people to help even more.

"I think the most rewarding part about leading the team for our facility is seeing

all the different departments coming together," says Foland.

Surprisingly, the facility's successful fundraising campaign does not include a large attendance at their local Walk to End Alzheimer's.

"The Kansas City Walk is a very large Walk that can be over-stimulating, and it can logistically be hard to get [residents] there," explains Foland. "So, a few years ago, we started doing a resident Walk to End Alzheimer's. We go to a local park that has a walking trail. Family members come join us as well, and our residents are so excited to be a part of it. The Alzheimer's Association supports it by supplying T-shirts and Memory Flowers."

Biehl and Foland both agree that having local chapter support from the Alzheimer's Association is vital for any facility.

"The relationship we have with our local chapter is amazing," says Foland. "They come to our events. They offer services and support to our residents and families, and they are very supportive of our facility. I think it's very important that facilities are involved with their local chapter because they offer so many resources."

"You can always contact your local Alzheimer's Association chapter to get information about your local Walk," added Biehl. "Alzheimer's is everywhere. You have to get involved in some way. It's important for every facility to be involved in some way." 🌱

# BL MING

## Where They're Planted

By Kailey Holbrook



### **Brenda Quick • 30 YEARS**

*Corporate • Director of Reimbursement*

#### **Q: What motivates you?**

*A: In news stories and articles, I often see references to the elderly as “our most vulnerable citizens.” Although my job is not directly resident-related, I know the work I do helps to keep Medicare and Medicaid revenue coming in, and that means Life Care can keep meeting the needs of those vulnerable people and their families.*

#### **Q: Why do you like Life Care?**

*A: My first experiences in a nursing home were in an old, dark, rambling converted house – with a view of the local cemetery from the dining room window! When I first saw pictures of Life Care facilities, my response was, “That’s a nursing home?” I’ve always appreciated Mr. [Forrest] Preston’s vision of beautiful, homelike buildings as the setting for care.*



### **Pam Blue • 28 YEARS**

*Central Division • Life Care Center of Elkhorn, Nebraska • Receptionist*

#### **Q: What motivates you?**

*They have wonderful stories to share. We need to listen more to our elderly population. They are a wealth of information.*

#### **Q: What does commitment look like to you?**

*Life Care Center of Elkhorn is three minutes from my front door. I have walked to work for 29 years. Rain, shine, snow – I walk to work. Everyone knows I will be at work no matter what the weather is like.*



### **Stephen Valledor • 21 YEARS**

*Mountain States Division • Life Care Center of Hilo, Hawaii • Food Service Manager*

#### **Q: What motivates you?**

*A: Our residents are our “Ohana” (family). When I can put a smile on their face (or their family members or my colleagues), it gives me a sense of accomplishment. I get great satisfaction from being in a role where I can make a small difference in someone’s life.*

#### **Q: Why do you like Life Care?**

*A: I like that I have room to grow in the company and succeed. I started here as a dietary aide. I took the cook position and then became a cook supervisor. Another door opened, and I became the facility’s food service manager. My accomplishments with Life Care are something I always share with my colleagues (especially new employees), to encourage them.*



### **Tammy Bates • 24 YEARS**

*Eastern Division • Life Care Center of Blount County in Louisville, Tennessee • Human Resources Director*

#### **Q: Why do you like Life Care?**

*The thing that has always meant a lot to me about Life Care is that it’s mission and values are grounded in the Christian belief.*

#### **Q: What’s one of your favorite memories?**

*A: I had never been in a nursing home prior to applying for a receptionist position in 1993. I was young and actually a little scared. As I was completing my application, a gentleman came up to me, grabbed my hand and kept saying “Cookie, Cookie. What’s your name?” I told him*

*my name several times and apologized that I didn’t have any cookies. He seemed frustrated. During my interview with the executive director, she mentioned that she saw one of their residents – Cookie – talking to me. I felt terrible; I didn’t realize that he was trying to tell me his name was Cookie! I was offered the job a week later but turned it down because I felt so bad about the incident. About six months later, the job still hadn’t been filled. I called back and was offered it. Now, here we are almost 25 years later!*



### **Mercy Guieb • 25 YEARS**

*Northwest Division • Life Care Center of Kirkland, Washington • Staffing Coordinator*

#### **What is your favorite part of your job?**

*I like to interact with people and provide assistance. The best reward is seeing a resident’s improvement in their recovery journey.*

#### **Q: Why do you like Life Care?**

*A: I love our team. We are like a family.*

In today's workplace, it is rare to find individuals who have stayed with a company for more than five or 10 years. Associate longevity is quite an accomplishment, but Life Care has a rare resource: 1,335 associates who have been with the company for more than 20 years. These individuals have decided to plant roots, grow and evolve with Life Care and the ever-changing healthcare industry.

Life Care Center of Hilo, Hawaii, for instance, has 74 employees who will celebrate 20-year

anniversaries at the facility in 2019. Five of those employees have been with the facility for at least 40 years. Rivergate Terrace in Riverview, Michigan, has 38 employees who will celebrate 20-year anniversaries this year, and Parkview Nursing and Rehabilitation Center in Paducah, Kentucky, has 20 associates who have worked at the facility for 20+ years.

Life Care's longstanding associates represent every position, every department, every region and every division of the company around the

nation. Most of them credit their longevity to Life Care's culture: a family atmosphere with great values, a deep commitment to support and grow associates and a core mission to go above and beyond to serve its residents.

These long-term associates prove that if you're passionate about the work you do every day, you can truly make a difference in the lives of those around you. Their commitment is inspiring, and their experience and knowledge are invaluable. They are the heart of Life Care. 🌱



**Lisette Charlton • 21 YEARS**

*Southeast Division • Life Care Center of Citrus County in Lecanto, Florida • Business Office Manager*

**Q: What is your favorite part of your job?**

*A: Sharing the knowledge that I have gained over the years with other employees. I was given a great opportunity when I started at Life Care, even though I did not have a lot of experience. I started out as the receptionist. If it were not for my office manager giving me the opportunity to learn new tasks within the business office, I would not be where I am today. I feel it is something that I can pass along to my fellow associates: maybe sharing knowledge that I have gained over the years is something that will give another associate the opportunity to grow, just as I have.*

**Q: What motivates you?**

*A: I know that my position at the facility does not have as great of an impact as a nurse, CNA or therapist does, but just being able to help residents any way that I can is a good feeling. Not all residents have family members that are able to visit regularly, so knowing that a simple hello and a smile can brighten their day is motivating enough. Sometimes the littlest things to us can mean so much to them.*

**Q: Why do you like Life Care?**

*A: We have a great support system starting at the facility level all the way up to the corporate office. I always feel that we receive proper training on any new changes. It is nice to know that if there are any questions, there is always assistance in obtaining the answers needed. I feel that with all the support offered, the corporation as a whole wants you to be successful.*



**Bettie McGee • 28 YEARS**

*Gulf States Region • Life Care Center of Plano, Texas Central Supply Director*

**Q: What motivates you?**

*A: Knowing that I make a difference in each and every one of the residents' stays here. They are always happy to see me enter the room with new supplies and equipment that will make their stay here feel as close to home as possible.*

**Q: Why do you like Life Care?**

*A: This facility is very family-oriented. Everyone is warm and caring, and Life Care has shown me over the years that they really care about their employees.*



**Jan Garneau • 23 YEARS**

*Northeast Division • Life Care Center of Wilbraham, Massachusetts • Admissions Director*

**Q: What is your favorite part of your job?**

*A: Every day is different. I enjoy meeting new families and potential patients. I strive to make the process informative and to make them feel comfortable. I'm motivated to make a difficult situation (placing a loved one or being admitted to a facility) less stressful.*

**Q: What motivates you?**

*A: I only met one of my grandparents, and even though I lost him when I was young, I remember the things he taught me and how much you can learn about life from our seniors. I feel I can learn something new every day from their wisdom.*



**Maria DeJesus • 28 YEARS**

*Southwest Division Division Rehab Director*

**Q: What was your very first day like?**

*A: My boss (at the time) and I were invited to look at what would be the future site of Life Care Center of South Las Vegas – out in the middle of the desert, amongst the cacti and tumble weeds. We were asked to provide feedback on the rehab gym and give recommendations for handicap accessibility of the patient rooms. Even then, Life Care was a leader and innovator in the field.*

**Q: What motivates you?**

*A: Being able to help our residents achieve their goals, be the best they can be functionally and enable them to return home.*

**Q: Why do you like Life Care?**

*A: LCCA has always placed our patients as No. 1, as well as being supportive of our [associates'] personal and professional growth.*

# CULTIVATING Kindness

## World Kindness Day 2018

*By Jenna Mathis*

Life Care centers across the nation participated in the company-wide World Kindness Day campaign to collect water for local charities on Nov. 13, 2018.

The Wellness Committee decided to do a nationwide company fundraiser for World Kindness Day, and they believed that donating water to those in need would be the best way to spread kindness to others.

“Our intent was to do something that would unite all of our facilities and associates company-wide by participating in an ‘event’ that would be on the same day,” said Kelley Falcon, vice president of Human Resources and Wellness Committee chairperson. “We researched and discovered World Kindness Day was set in November, which gave us enough time to plan and prepare. We liked the idea behind ‘being kind’ and ‘giving back,’ and given the type of work we do, it made perfect sense.”

Facilities were encouraged to collect water for donation to local charities of their choosing.

According to Falcon, once the request to collect water was presented, facilities did not hesitate to undertake the endeavor with excitement.

Life Care Center of Orange Park, Florida, had the distinction of collecting more water than any other Life Care facility: a total of 418,149 ounces. The facility chose to donate their water collections to three organizations: the Red Cross, their local food bank and the American Cancer Society.

“With the Florida Panhandle in the throes of Hurricane Michael, the Red Cross was requesting assistance, and our hearts went out to all the healthcare providers and first responders,” said Donny Crews, executive director at the facility. “Our second donation was to the American Cancer Society, as our Life Care Center of Orange Park had a very large team participating in the Making Strides 5K event. The third portion of our collection went to our local food bank, which serves hundreds of area needy.”



The top-collecting division was the Eastern Division, with its facilities donating a total of 1,362,031 ounces of water to local charities for World Kindness Day.

“Our facilities really showed out,” said Falcon. “We are so appreciative of the World Kindness Day Ambassadors (those individuals in each of our facilities who were chosen to lead the charge at their facilities) and all of the associates who participated, in addition to leadership who proved to be so supportive of the idea.”

The total amount of water collected by Life Care associates across the nation came out to 4,142,310 ounces, also known as 517,789 cups, 258,894 pints, 129,447 quarts or 32,362 gallons.

“I’m very appreciative of the Wellness Committee members for their creativity and energy, as well as all of our associates for how they always step up to the plate to support worthy causes,” said Falcon.

The Wellness Committee is eager to begin the planning process for World Kindness Day 2019. 🌱



# CENTURY PARK SPOTLIGHT

## *The Most Wonderful Time of the Year*

### 2018 CHRISTMAS CARD CONTEST WINNERS

For the first time this year, Century Park residents had the opportunity to participate in a company-wide Christmas card contest. Residents were invited to submit Christmas-themed artwork that they had painted, drawn or created using other mediums, and Century Park leadership selected several winners to be featured on Christmas cards, along with the artwork and short bios of the artists. The set of cards was then made available to all Century Park communities to send to vendors, family members and friends.

Here are the winning entries for 2018.



**Lynn Evans Mand** (94) has a life full of stories and music. Born and raised in Ohio, Mand earned a sociology degree from Ohio Wesleyan University. She served as a caseworker for the American Red Cross for returning World War II veterans. Not only did Mand serve the veterans, she also played a role in music history. In 1952, she met The Chordettes. The group, famous for hits like "Mr. Sandman" and "Lollipop," heard Mand singing and invited her to go to New York City the next day; the rest is history. Mand was inducted into the Vocal Group Hall of Fame and the Grammy Hall of Fame in the early 2000s. Today, she lives at **The Abbewood** in Elyria, Ohio.



**Delores Sunley** (95) moved to **The Bridge at Hickory Woods** in Antioch, Tennessee, in June 2018. Originally from California, Sunley loves sharing her life experiences with others in the community. Sunley has traveled a lot and enjoys doing artwork. Associates say she has painted beautiful paintings in her room at The Bridge; she enjoys being involved in different activities to keep her mind sharp.



**June Hamm** (88) has been in love with painting and drawing since she was 4 years old. In fact, Hamm's parents would bring her paper and pencils to church because they knew it would occupy her the whole church service. As a young mother, Hamm signed up for adult education art classes, and her passion and talent has blossomed over the years. Hamm's favorite medium is oil painting. When Hamm moved to **The Inn at Garden Plaza** in Colorado Springs, Colorado, she started teaching herself how to paint with watercolors. Hamm's Christmas card painting reminds her of Christmases in Northern Indiana, where she grew up.



**Bette M. Higgins** (95) was born in Cincinnati, but spent most of her life in Chattanooga, Tennessee, with her husband and four daughters. She did not get into art until she was in her 70s. Today, she mainly paints pictures of homes after studying photos of them. Over the years, Higgins has produced more than 250 paintings. She is a resident at **The Bridge at Ooltawah**, Tennessee. One of her recent projects was painting a Christmas card of The Bridge, and she painted it completely from looking at photos.



# Whatever It Takes And Then Some Highlights

## **Heather Moon, certified nursing assistant, Life Care Center of Idaho Falls, Idaho**

When a resident was upset because her mail was mistakenly thrown away, Moon went into the dumpster to retrieve it. She placed bags on her legs, gloves on her hands and actually crawled into the dumpster to find the resident's mail.

## **Tony Swafford, maintenance assistant, Life Care Center of Bruceton-Hollow Rock in Bruceton, Tennessee**

Swafford recently made a disk drop game (similar to Plinko from The Price Is Right) on his own time for residents to enjoy. Swafford built the game himself, and residents at the facility look forward to days when the game is on the activities calendar.

## **Kinsey Lemke, director of rehab services, Alameda Oaks Nursing Center in Corpus Christi, Texas**

Lemke served as the facility's Kindness Ambassador for World Kindness Day. She went above and beyond by collecting not only water but blankets and socks as well for the Good Samaritan Home.

## **Alexander Martinez, occupational therapist, Life Care Center of Hilliard, Florida**

Martinez has shown leadership by taking on the role of training new-hire therapists. He frequently comes in on his scheduled days off when help is needed. He is also always willing to take on extra patients if his fellow associates are not able to.

## **Amelia Paletua, licensed practical nurse, Mi Casa Nursing Center in Mesa, Arizona**

When scheduling changes alarmed her fellow associates, Paletua took time to guide them through the transition. She assured her nurses that they each had an important role to play for their residents. She took time to listen to concerns and organize the new schedule.

## **Christina Sales, physical therapist, Cherry Hill Manor in Johnston, Rhode Island**

Sales speaks fluent Portuguese and noticed a Portuguese-speaking short-term rehab patient was in need of a home evaluation in order to return home. Sales attended the home evaluation on her day off so that she could communicate with the patient and his family.

## **Cathy Meyers, licensed practical nurse, Cănon Lodge Care Center in Cănon City, Colorado**

When a snowstorm came, Meyers went out of her way to shovel pathways for associates and residents. She also made sure to make a path for the kitchen staff so they could easily bring supplies in and out.

## **Carol Treece, licensed practical nurse, Heritage Healthcare in West Lafayette, Indiana**

Treece is frequently called the "mother hen" around the facility. When a resident was going through many challenging personal issues, specifically the death of her husband and son, Treece helped her by listening to the resident and calming her anxieties. The resident felt calm and relaxed for the first time in a long time.

# Resident Voices

WHAT IS THE HARDEST THING ABOUT  
WHAT IS THE BEST THING ABOUT

## growing older?

**Hardest:** Not being able to get around like I used to and not remembering things.

**Best:** My social security benefits.

**Mary Cooper**

*Life Care Center of Vista, CA*

**Hardest:** Remembering things like my childhood or people's names or even which direction you're going.

**Best:** The freedom to do whatever you want to do.

**Majel Sedam**

*Life Care Center of Salt Lake City, UT*

**Hardest:** You can't do as much as you used to physically.

**Best:** My dance card is still pretty full.

**Roland Andersen**

*Garden Terrace Alzheimer's Center of Excellence in Fort Worth, TX*

**Hardest:** Having pain on a daily basis.

**Best:** Senior citizens discounts!

**Linda Borowitz**

*Life Care Center of Elyria, OH*

**Hardest:** Having to quit your job and missing all of the people you've worked with and your daily routine.

**Best:** You don't have as many responsibilities.

**Allie Shoults**

*Mitchell Manor in Mitchell, IN*

**Hardest:** The sadness of losing people and animals that you care about is hard. Losing your health is no fun, either. Words of wisdom: DON'T SMOKE!

**Best:** Learning from your mistakes. Making new friends helps ease the pain of losing old ones. And, of course, the discounts!

**Nancy Ward**

*Life Care Center of Westlake, OH*

**Hardest:** Bending over.

**Best:** Having great-grandchildren!

**Rose Picchi**

*Life Care Center of Attleboro, MA*

**Hardest:** You can't go back and do things again.

**Best:** You pick up a lot of friends along the way.

**Nelson Willingham**

*Alameda Oaks Nursing Center in Corpus Christi, TX*

**Hardest:** You can't do things for yourself, and you have to rely on others.

**Best:** We have a better perspective on who we are.

**Marilee Mitchell**

*Life Care Center of Red Bank in Chattanooga, TN*

**Hardest:** Losing the freedom of coming and going.

**Best:** Knowing how loved you are.

**Terri Rizzo**

*The Bridge at Inverrary, FL*

**Hardest:** You can't go back and be young again.

**Best:** Retirement. I did factory work. Now, I can stay home.

**Linda Lamb**

*Life Care Center of Cape Girardeau, MO*

**Hardest:** Losing people you have known for many years.

**Best:** Getting to see the world change in so many ways.

**Donnis Meades**

*Camellia Gardens of Life Care in Thomasville, GA*

**Hardest:** Slowing down with whatever you do.

**Best:** More wisdom and knowledge on how to live and not letting life get to you. You enjoy life more.

**Louise Newman**

*Life Care Center of Citrus County in Lecanto, FL*

**Hardest:** Not accepting growing older.

**Best:** Getting away with things.

**Peggy Sharrow**

*The Bridge at Ocala, FL*

**Hardest:** Living alone; I miss my husband.

**Best:** You become wiser and don't have to worry about your wrinkles anymore.

**Marion Hightower**

*The Bridge at Longmont, CO*

**Hardest:** I have lost my loved ones, including my spouse, who was my best friend. I've also lost my looks. If I had known that I would live to be 84, I would have had work done to my face!

**Best:** Not having expectations. If I cannot do certain things, I have the option to have someone help me. I also consider it great that I have 12 amazing grandchildren. I am very blessed.

**Sylvia Mcintyre**

*Garden Terrace Alzheimer's Center of Excellence in Houston, TX*

**Hardest:** Having short-term memory loss. I can remember years ago, but not things from yesterday.

**Best:** Having great-grandchildren.

**Doris Jackson**

*Garden Plaza at Cleveland, TN*

**Hardest:** Forgetting why I walked into a room.

**Best:** You can say whatever you want, and no one can say anything.

**Joyce White**

*Life Care Center of Athens, TN*

**Hardest:** You have to give up a lot of things, like dancing.

**Best:** You don't have to wake up early to go to work.

**Ruth Barden**

*Life Care Center of Palm Bay, FL*

**Hardest:** You feel more alone.

**Best:** Getting closer to God and becoming more spiritual.

**Mary Schaler**

*Rivergate Terrace in Riverview, MI*

# BL MING

*Where They're Planted*



*Life Care Centers of America enjoys a rare resource:*  
**1,335 associates have been with the company for more than *20 years!***

*Amazingly, 74 of those associates are at one facility: Life Care Center of Hilo, Hawaii.  
Several of them are pictured here and named below, along with their years of service.*

Front row [L to R]: Lani Goodman (22 years), Roselieta Sales (21 years), Ernesto Tadeo (25 years), Erlinda Yumul (22 years), Renee Crivello (20 years), Val Nishi (25 years), Elizabeth Bermudez (24 years), Rachel Kaholoaa (31 years), Marites Bautista-Urbien (21 years), Erlinda Dalere (43 years), Anita Takara (36 years), Allison Andrews-Nelson (29 years)

Back row [L to R]: George Hanselman (25 years), Stephen Valledor (21 years), Rodelio Acido (34 years), Diana Barcena (27 years), Stephanie Santiago (32 years), Priscilla Kamau (28 years), Chris Kanemitsu (40 years), Betty Cagat (28 years), Lori Martines (21 years), Shane Hanselman (22 years), Pat Suganuma (36 years)

*See page 8 for more photos and stories about associate longevity with Life Care.*