

Winter 2020, Vol. 17, No.1

A publication of Life Care Centers of America



# Life Matters



# A message from the president

A flood is forecast for Cleveland, Tennessee, on Thursday, March 19, of this year. The flowing of the tide, however, won't be of the water variety; it will be an outpouring of memories – brought on by the observance of the 50<sup>th</sup> anniversary of the grand opening of Garden Terrace Convalescent Center.

What's that, you say?

That facility – now known as Life Care Center of Cleveland – was the flagship of the organization that became Life Care Centers of America.

Lola and I moved to Cleveland in 1962 when I accepted a job as the news editor of *The Cleveland Daily Banner*. It wasn't long before I met Forrest Preston, a young businessman working with his brother, Winton, in a printing company.

One morning, he popped into my office at the newspaper to advise that he was going to start a nursing home in Cleveland, and I could tell how passionate he was about that dream. The groundbreaking event was scheduled, and the construction trailer went up on a hilly site north of the city.

Once in a while, I'd walk up the hill to the trailer, and Forrest would roll out the plans and discuss progress on the building.

On Jan. 4, 1970, Lola and I entered the front door for the grand opening event. Jimmy Rhodes, with his incomparable style, was at the piano. It was instantly obvious this was to be a special place.

Although March 19 is designated for the celebration – chosen because of uncertain winter weather patterns – the festivities will commemorate that January date 50 years ago.

And for me, memories will dance in my head of...

- The pride in Forrest Preston's face as he welcomed family, fellow church members and friends from around town to a place where their loved ones could find hope and comfort.
- Forrest's pronouncement to associates as they left the building the night before the grand opening that this would be the final time all lights in the building would go dark.
- The surprise on faces of visitors as they took in the sights of sparkling chandeliers, attractive carpeting and beautiful furnishings throughout.
- The gentle and engaging spirit of co-founder Carl Campbell, whose financial and spiritual support helped make this facility possible.
- The wisdom, the inspiration and the guidance of the elderly – many who were close personal friends – who built and grew a community and who now turned to people they trusted for a lift in their lives.
- The light of love in the faces of former Life Care Center of Cleveland residents Claude Ogle Sr., Betty Triplett, Bess Pirkle, Elwood Sperry and others who cheered for me in tumultuous times in my life and sojourned in this building on their way to heaven.

These are among the recollections that I will carry with me on March 19 as I walk through that front door much like I did 50 years ago, filled with awe.

Sincerely,

Beecher Hunter



OUR COVER PHOTOS:  
Life Care Center of Cleveland,  
then and now

*Life* **Matters**

is published quarterly by  
Life Care Centers of America  
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Cleveland, Tennessee 37320

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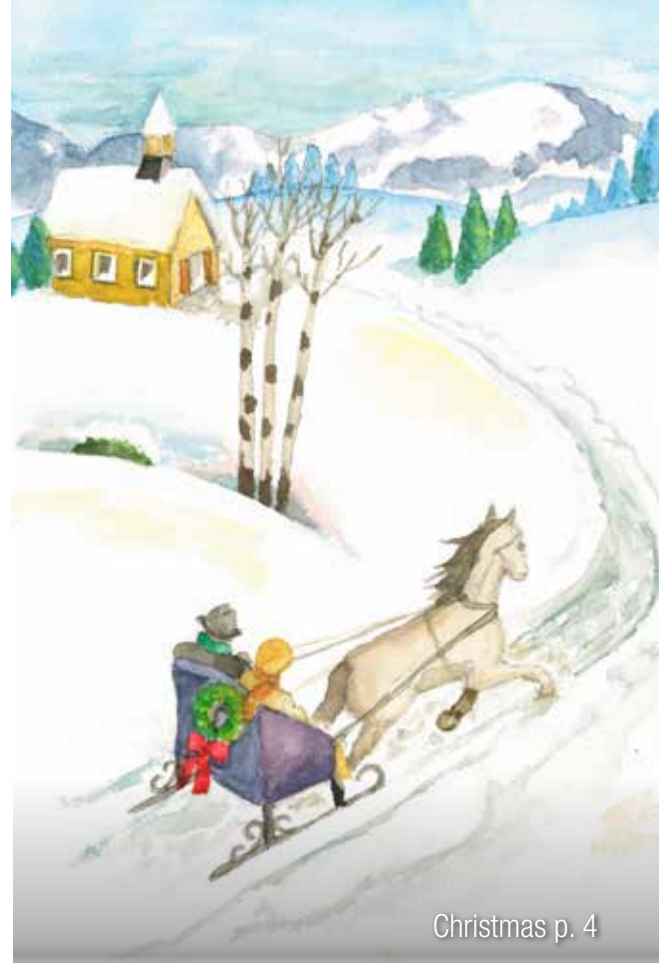
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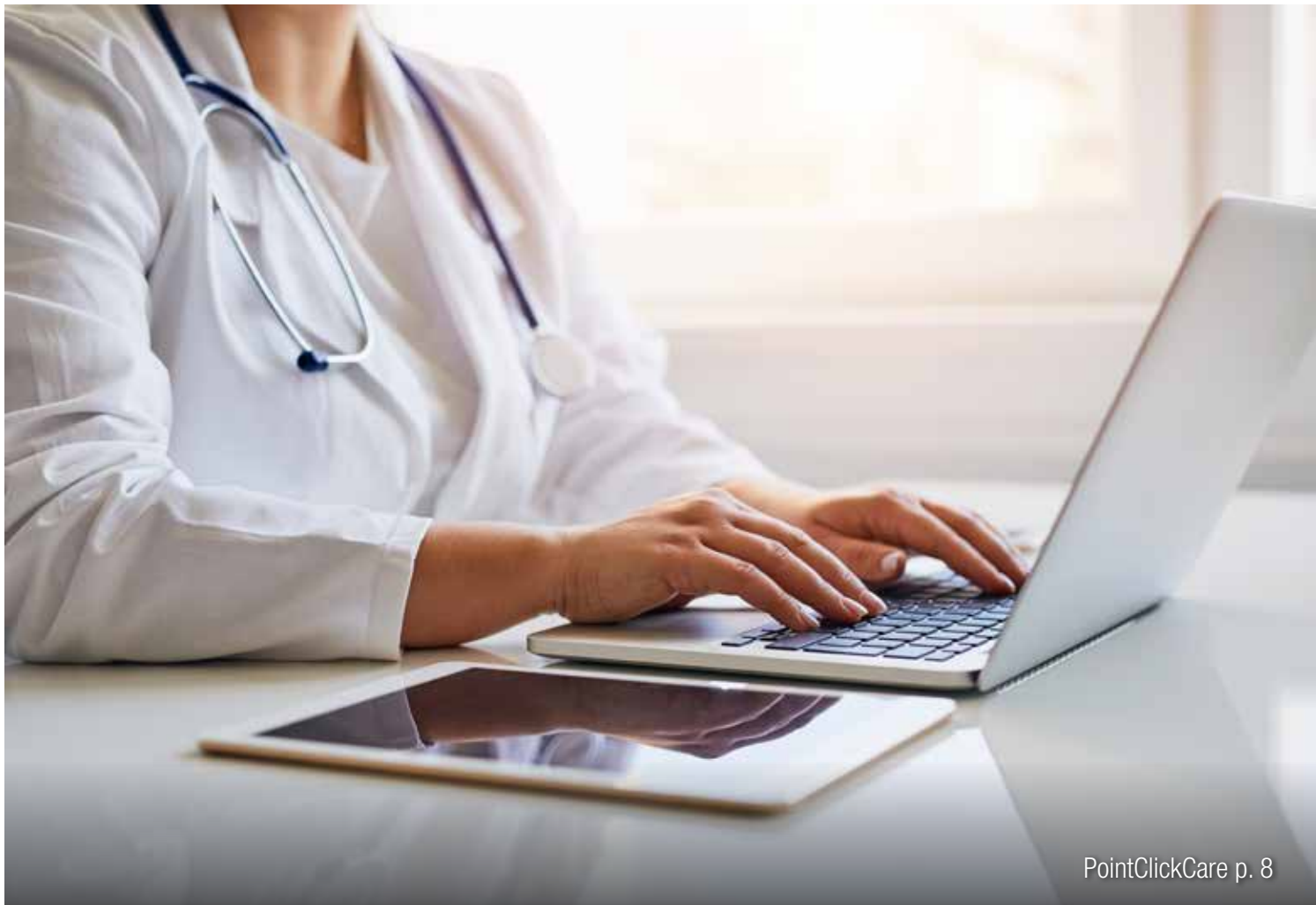
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## Life Care Center of Cleveland: The Birth of a Dream



In 1957, Forrest Preston, a native of Clinton, Massachusetts, moved to Cleveland, Tennessee, to join his brother, Winton, in establishing a company called Hospital Publications.

For the next several years, Preston traveled to hospitals around the country, offering customized patient booklets and public relations materials. During his travels, he often visited nursing facilities connected to the hospitals, and he gradually developed a passion to improve long-term health care.

Preston determined to build a nursing home in Cleveland that would

elevate the quality of long-term care and rival any nursing center in the nation. His vision was simple, but profound: He believed that if a person could build a beautiful building, highly functional for patient care, staffed with people administering professional skills in a spirit of love and compassion, a successful facility would result. If that building succeeded, he believed he could go somewhere else and repeat the process.

Preston sold the idea to a college classmate named Farrell Jones and then to a Wenatchee, Washington, entrepreneur named Carl Campbell, who already owned a network of nursing homes and retirement centers. Campbell provided the spiritual and financial support to make Preston's dream come true.

That first facility, Garden Terrace Convalescent Center, opened its doors in Cleveland on Jan. 4, 1970. And the formula worked. Between 1970 and 1976, Preston developed four more buildings in Tennessee – in

Tullahoma, Greeneville, Morristown and East Ridge – and one in Altamonte Springs, Florida. Because he couldn't operate all six by himself, Preston incorporated Life Care Centers of America on Jan. 6, 1976, to be the management company for those six facilities and any others that might be built or acquired. When Life Care Centers of America was incorporated, the names of those early buildings were changed to line up with the corporate identity: Garden Terrace Convalescent Center became Life Care Center of Cleveland.

Today, Life Care operates 208 skilled nursing facilities in 28 states, and an affiliate company developed by Preston, Century Park Associates, manages 40 assisted and independent living facilities. All because one man had a dream. Throughout 2020, we will celebrate Life Care Center of Cleveland and the realization of that dream.



## Life Care Center of Tullahoma Honors 40-year Associates



On Nov. 26, 2019, Life Care Center of Tullahoma, Tennessee, hosted a party for two associates who have served the facility for 40 years.

Residents, associates and corporate representatives honored Glenda Stephens, activity director, and Paula Childress, therapy assistant. Attendees enjoyed cake and specialty cookies, and a table was covered with displays and photos taken of the two associates through the years. A few associates sang a song for them, and former bosses submitted speeches about how the pair have impacted others through their work and positive attitudes.

Stephens started at the facility as a certified nursing assistant, a role she continued for two years before

becoming a therapy aide for 10 years. She also served as a receptionist and activity assistant before starting her 25-year tenure as activity director.

"To get a resident to smile or laugh is pure gold," Stephens said. "The residents and their families become my extended family."

Childress started at the facility as a part-time nurses aide.

"I love helping people get back on their feet and helping them as they make the adjustment to being in a new place," Childress said. "You get to know people and their families. You meet people's families, and they remember you took care of their mom, dad, aunt or uncle, so I feel that I've made a difference in their lives."



## Congratulations to 2019 Fit for Life Contest Winners!

In January 2020, Life Care Centers of America announced the winners of its 2019 Fit for Life contest.

The contest is part of Life Care’s annual wellness program that works to inspire associates in every skilled nursing care facility, as well as in its corporate offices and affiliated Century Park communities, to develop and track comprehensively healthy lifestyles.

The contest encourages participants to complete exercise, health, financial and community activities that promote physical and mental well-being. These activities, when logged, are converted into points. For example, walking 10,000 steps earns 25 points, attending a regular dental cleaning earns 100 points, reading a finance-related book earns 100 points and donating blood earns 500 points.

Those with 2,000 to 4,999 points enter the Bronze level, earning 5,000 to 9,999 points enters the Silver level and earning 10,000 points reaches the Gold level. Each tier has different



The annual silver level winner was Jamie Baca, assistant business office manager at Cañon Lodge Care Center in Cañon City, Colorado. She won \$2,000 and two vacation days.

“I was in shock when I heard I won,” said Baca. “It’s actually pretty easy to track your activity. Everyone should definitely participate because it can pay off!”

The annual bronze level winner was Dianne Harris, business office manager at Lynchburg Nursing Center in Lynchburg, Tennessee. She won \$1,000 and one vacation day.

“It [the contest] helped me develop daily habits in all areas, not just fitness,” said Harris. “It helps create a good balance throughout your life to help you be more successful.”

Life Care congratulates its winners and all who participated in the wellness program and the Fit for Life contest in 2019!

quarterly and annual prizes.

Quarterly prizes, given to the individual with the most points in each level, are announced at the end of each quarter, and annual prizes are awarded to one randomly selected winner from each level.

This year’s annual Gold level winner was Lynn Kerley, a liaison licensed practical nurse at Life Care Center of Crossville, Tennessee. He won \$3,000 and three vacation days.

“I have been able to reach many goals since starting the program three years ago,” said Kerley. “I really want to thank Life Care Centers of America for caring about their employees and their health. This program has changed my life forever.”

## Life Care Center of Plano Celebrates 30<sup>th</sup> Anniversary



On Jan. 10, 2020, Life Care Center of Plano, Texas, celebrated its 30<sup>th</sup> anniversary with a Winter Ball.

Many former residents and associates, as well as neighbors, Rotarians, hospital case managers, vendors and current residents and their family members attended the celebration.

Stephen Pride, younger brother of country and western music legend Charlie Pride, entertained the crowd with his vocal talents, while they enjoyed delicious traditional Texas

fare. Roderick Liggins, maintenance director, smoked brisket, and the kitchen team prepared deep-fried macaroni and cheese, along with baked chicken, beans, bread and salad.

During the program, associates recognized Bettie McGee, central supply director, as Snow Queen. She is the only original staff member still working at the building.

“We had a blast,” said Randy Langford, executive director. “God blessed us, and everyone had a truly remarkable time.”

# The Art of Christmas

By Dara Carroll

Each year, as the humid summer months slowly fade into the crisp, cool days of autumn, residents at Life Care facilities and in Century Park communities around the nation merrily turn their thoughts toward the tradition-packed holidays and events that flood the fall calendar. For those with an artistic flair, a favorite activity is the annual Christmas Card contest that allows Life Care and Century Park residents the opportunity to submit original artwork for the chance to be featured on a nationally distributed Christmas card.

With visions of sugarplums dancing through their heads, thoughts of family and friends warming their hearts and memories of Christmases of old inspiring their talent, these artists create personal masterpieces – each representing a unique perspective of the Christmas season and what it represents.

For Christmas 2019, a winning piece of art was selected from each Life Care division, and four pieces were selected to represent Century Park. The winning artwork was used to design a unique set of Christmas cards, each

card featuring a different selection of winning artwork, along with the resident's photo and a short bio. The cards were used throughout the holiday season by Life Care facilities and Century Park communities around the country, as well as Life Care's corporate offices.

The 2019 Christmas card collection once again reflects the extraordinary talents of the residents who call Life Care and Century Park home. Congratulations to all of our winners! 🎉

## Century Park Associates



**Jean Sheldon (85)**  
The Abbewood in Elyria, Ohio



**Wally Williamson (77)**  
The Bridge at Inverrary in Lauderhill, Florida



**Bette M. Higgins (96)**  
The Bridge at Ooltewah, Tennessee



**June Hamm (89)**  
The Inn at Garden Plaza in Colorado Springs, Colorado



## Life Care Centers of America



**Central Division**  
**Jimmie Faulkner (84)**  
**The Woodlands**  
in Muncie, Indiana



**Eastern Division**  
**Michael McGuiness (69)**  
**Life Care Center of Blount County**  
in Louisville, Tennessee



**Gulf States Region**  
**Jean Morgan (71)**  
**Alameda Oaks Nursing Center**  
in Corpus Christi, Texas



**Mountain States Division**  
**Leila Spencer (76)**  
**Villa Manor Care Center**  
in Lakewood, Colorado



**Northeast Division**  
**Lisa Elliot (40)**  
**Evergreen House Health Center**  
in East Providence, Rhode Island



**Northwest Division**  
**Darrell Baysinger (70)**  
**Life Care Center of Coos Bay, Oregon**



**Southeast Division**  
**David Kao (76)**  
**Life Care Center of Altamonte Springs, Florida**



**Southwest Division**  
**Heather Cameron (51)**  
**Life Care Center of North Glendale**  
in Glendale, Arizona



# ENCOURAGING Kindness NATIONWIDE



*By Sofia Espinoza*

Life Care Centers of America facilities nationwide participated in World Kindness Day on Nov. 13, 2019.

In 1988, World Kindness Day was introduced by the World Kindness Movement and is recognized internationally as a day to give to others in need. The Wellness Committee at Life Care recognized the importance of this day and got Life Care involved in 2018. After the huge success of 2018's water-collecting campaign, the committee encouraged facilities nationwide to participate again in 2019.

Facilities were challenged to collect as much water as possible and given the liberty to donate to a local charity of their choice. Any size donation was accepted, and the numbers added up quickly.

"I was impressed with the creativity and efforts of our associates at the facilities who participated in the water drive for World Kindness Day this year," said Kelley Falcon, vice president

of Human Resources and chairperson of the Wellness Committee.

Life Care Center of Salt Lake City had the distinction of collecting the most water. They raised 225,514 ounces and chose to donate their collection to senior citizen patrons of six senior centers in the Salt Lake Valley.

"Water for those in need was something we could all get behind despite our busy schedules," said Craig Ulibarri, executive director of Life Care Center of Salt Lake City. "Half of our lobby was stacked with cases of bottled water from floor to ceiling. We look forward to doing it again and making people smile. It's become a service tradition for us now."

The second highest amount of water was collected by Life Care Center of Altamonte Springs, Florida. The facility gathered 190,537 ounces of water and donated it to Second Harvest Food Bank in Orlando.

All of Life Care's divisions and regions participated, as well as

corporate associates. The Eastern Division collected the largest amount of water, with a total of 587,284 ounces.

"In a world where so many things divide us, it was wonderful to find a common bond to unite us," said Jennifer Solomon, Eastern Division vice president. "They also love a friendly competition between facilities. I'm humbled to work with such a kind and caring work family."

Life Care associates around the nation collected a grand total of 2,238,198 ounces of water for local charities.

"It was wonderful to see so many people stepping up to help others and spread kindness throughout their communities across the country," said Falcon.

The Wellness Committee is already enthusiastic about beginning the planning process for World Kindness Day 2020. 🌊



# U.S. NEWS & WORLD REPORT HONORS 80 LIFE CARE FACILITIES

By Heidi Pino

U.S. News & World Report's 2019-2020 Best Nursing Home list includes 80 Life Care Centers of America facilities.

Nursing and rehab centers nationwide were rated in Long-Term Care and Short-Stay Rehab categories, with a few achieving both. According to Mark White, vice president of specialty marketing at U.S. News, "Only 19 percent of U.S. nursing homes earned at least one badge."

Life Care had a higher number of facilities win a Best Nursing Home award this year than ever before.

"Life Care's mission is to be a premier provider of health care services, and this recognition by U.S. News & World Report excites and further motivates our associates," said Beecher Hunter, Life Care president.

"Life Care is pleased that many of our facilities are included in this U.S. News & World Report honor," added Cathy Murray, chief operating officer. "Kind and caring associates providing quality and professional services in a beautiful and clean environment is what we strive for every day."

Life Care's winning facilities are listed below, by category and state. [↗](#)

Facility		
Desert Cove Nursing Center in Chandler, Arizona		■
Life Care Center of North Glendale, Arizona		■
Life Care Center of Scottsdale, Arizona		■
Life Care Center of Tucson, Arizona		■
Mi Casa Nursing Center in Mesa, Arizona		■
Lake Forest Nursing Center in Lake Forest, California		■
Life Care Center of Vista, California		■
Briarwood Health Care Center in Denver, Colorado		■
Cañon Lodge Care Center in Cañon City, Colorado		■
Evergreen Nursing Home in Alamosa, Colorado	■	
Garden Terrace Alzheimer's Center of Excellence at Aurora, Colorado	■	
Hallmark Nursing Center in Denver, Colorado		■
Heritage Park Care Center in Carbondale, Colorado		■
Life Care Center of Aurora, Colorado		■
Life Care Center of Colorado Springs, Colorado		■
Life Care Center of Evergreen, Colorado		■
Life Care Center of Greeley, Colorado	■	
Life Care Center of Littleton, Colorado		■
Life Care Center of Longmont, Colorado		■
Life Care Center of Stonegate, Colorado		■
Life Care Center of Westminster, Colorado		■
San Luis Care Center in Alamosa, Colorado		■
Life Care Center of Citrus County in Lecanto, Florida		■
Life Care Center of Estero, Florida		■
Life Care Center of Hilliard, Florida		■
Life Care Center at Inverrary in Lauderhill, Florida		■
Life Care Center of Jacksonville, Florida		■

Facility		
Life Care Center of Melbourne, Florida		■
Life Care Center of Ocala, Florida		■
Life Care Center of Orange Park, Florida		■
Life Care Center of Orlando, Florida		■
Life Care Center of Palm Bay, Florida		■
Life Care Center of Pensacola, Florida		■
Life Care Center of Port St. Lucie, Florida		■
Life Care Center of Punta Gorda, Florida		■
Life Care Center of Sarasota, Florida		■
Life Care Center of Winter Haven, Florida		■
The Gardens Court in Palm Beach Gardens, Florida		■
Life Care Center of Lawrenceville, Georgia		■
Hale Anuenue Restorative Care Center in Hilo, Hawaii	■	
Ka Punawai Ola in Kapolei, Hawaii		■
Life Care Center of Hilo, Hawaii	■	
Life Care Center of Kona, Hawaii		■
Life Care Center of Coeur d'Alene, Idaho		■
Life Care Center of Lewiston, Idaho		■
Life Care Center of Post Falls, Idaho		■
Life Care Center of Nashoba Valley in Littleton, Massachusetts		■
Life Care Center of the South Shore in Scituate, Massachusetts		■
Life Care Center of Stoneham, Massachusetts		■
Life Care Center of West Bridgewater, Massachusetts		■
Life Care Center of Hendersonville, North Carolina		■
Life Care Center of Elyria, Ohio		■
Mayfair Village Nursing Care Center in Columbus, Ohio	■	
Hickory House Nursing Home in Honey Brook, Pennsylvania		■

Facility		
Evergreen House Health Center in East Providence, Rhode Island		■
Life Care Center of Charleston, South Carolina		■
Life Care Center of Hilton Head, South Carolina		■
Life Care Center of Blount County in Louisville, Tennessee		■
Life Care Center of East Ridge, Tennessee		■
Life Care Center of Hickory Woods in Antioch, Tennessee		■
Life Care Center of Hixson, Tennessee	■	
Life Care Center of Morgan County in Wartburg, Tennessee		■
Life Care Center of Old Hickory Village in Old Hickory, Tennessee		■
Garden Terrace at Houston, Texas		■
Life Care Center of Haltom in Fort Worth, Texas		■
Life Care Center of Plano, Texas		■
The Vosswood Nursing Center in Houston, Texas		■
Life Care Center of Bountiful, Utah		■
Life Care Center of Salt Lake City, Utah		■
Life Care Center of New Market, Virginia		■
Cottesmore of Life Care in Gig Harbor, Washington	■	
Garden Terrace Healthcare Center of Federal Way, Washington		■
Life Care Center of Kirkland, Washington		■
Life Care Center of Port Townsend, Washington		■
Life Care Center of Puyallup, Washington		■
Life Care Center of Richland, Washington		■
Life Care Center of South Hill in Puyallup, Washington		■
Life Care Center of Casper, Wyoming		■
Life Care Center of Cheyenne, Wyoming		■
Westview Health Care Center in Sheridan, Wyoming	■	

## Legend

■ Long-Term Care ■ Short-Term Rehab



# SAY GOODBYE TO PILES OF PAPERWORK WITH POINTCLICKCARE

*By Bri Bentley*

Last year, Life Care Centers of America made the transition to use PointClickCare as an electronic health record to develop a streamline of communication between associates and improve resident care.

“[The] PointClickCare transition allows Life Care to obtain data electronically for research in order to assist our associates in developing plans for the care of our residents and monitor trends for us to address through our Quality Assurance/ Performance Improvement facility plans,” said Cathy Murray, chief operating officer of Life Care Centers of America.

The single cloud-based platform connects company care, services and financial operations in one location to enable faster decision making and build connections to provide seamless transitions between care settings.

“PointClickCare will assist our nurses in being more efficient and effective, plus allow us to share HIPAA compliant data with other providers to insure a continuum of care for our residents before, during and after their stay,” said Murray. “Associates will now be able to look up information on their residents quickly and easily in order to care for the resident in the best possible manner.

They [will no longer] have to dig through piles and piles of paperwork in paper charts.”

As a leader in electronic health record technology, PointClickCare has replaced the company’s use of proprietary software as a platform for data storage and communication and has provided integration solutions and expanded reporting capabilities.

Because the changeover to the new Patient Driven Payment Model demands a higher standard of performance, PointClickCare even provides tools to help skilled nursing facility providers with the recent transition to PDPM.

# POINTCLICKCARE OFFERS THESE NEW PRODUCTS TO MAKE THE TRANSITION TO PDPM A BIT EASIER:



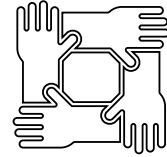
## NURSING ADVANTAGE

A full feature clinical content solution that allows long-term and post-acute care providers to standardize care delivery processes with evidenced-based clinical content templates.



## PERFORMANCE INSIGHTS

A tool that offers comprehensive, flexible reporting capabilities for Quality-of-Care key performance indicators that address the need for market-oriented, near real-time data to improve outcomes and reduce hospital readmissions.



## HARMONY INSIGHTS

An analytics solution that provides skilled nursing facilities the performance metrics needed to strengthen relationships with acute partners and ensure the best resident outcomes.



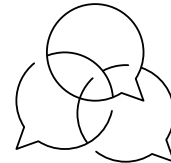
## CUSTOMER RELATIONSHIP MANAGER

An easy-to-use tool that helps skilled nursing and senior living providers simplify the processes that lead to referrals becoming residents.



## ELIGIBILITY VERIFICATION

An integrated validation service that helps organizations check and monitor insurance coverage of current and potential residents to verify financial status both prior to and post admission.



## PRACTITIONER ENGAGEMENT

A mobile solution that provides physicians and other care delivery practitioners with remote and secure access to skilled nursing resident records and enables collaboration with care staff inside skilled nursing facilities.

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“With the implementation of PointClickCare, clinical staff can deliver care in a more efficient manner,” said Mark Hood, vice president of clinical systems for Life Care Centers of America. “Data is organized and presented in an easily understood layout, which allows users to make more effective clinical decisions with each resident’s plan of care. By utilizing the latest technology

and efficient electronic workflows, associates can devote more time in caring for residents at the bedside.”

As a company, Life Care strives to serve residents and their loved ones with the highest quality of care. With PointClickCare, facilities can provide more efficient care than ever before.

“Life Care is never content with the status quo; we are always searching for opportunities to be better in every

aspect of our work, whether through ongoing professional development of our associates or the tools that increase their effectiveness and efficiency,” said Beecher Hunter, Life Care president. “PointClickCare is a software that helps us deliver the highest quality of care and achieve the best possible outcomes for our residents. The real winners, then, are the customers we serve.”



# Memories MATTER:

## 2019 ALZHEIMER'S FUNDRAISING

By Jenna Mathis

*Life Care Centers of America's commitment to serving the communities we*

*belong to has continued to be an unwavering priority since our corporation began in 1976.*

In 2019, Life Care's facilities and corporate office raised \$147,064 to benefit the Alzheimer's Association. The Alzheimer's Association is one of several causes Life Care supported in 2019, but it is the only one our company chose to support through a National Team program.

Life Care was proud to be a Walk to End Alzheimer's National Team for the sixth straight year in 2019 and registered 118 facilities under our National Team. This means we fundraise on a national level and encourage all facilities across the country to get involved.

For 2019, Life Care's three leading fundraising teams were: The Highlands in Fitchburg, Massachusetts; Garden Terrace at Overland Park, Kansas; and the joint team of Life Care Center of Longmont and The Bridge at Longmont, Colorado.

The Highlands raised more than \$12,700, ranking it as the No. 1 fundraising team.



the Association in so many ways. They are great to partner with."

Garden Terrace at

"I am incredibly proud of my team," said Carlos Bonilla, executive director at The Highlands. "I cannot by any means take credit for the dedication, hard work and support our facility has given, not only raising funds, but through awareness as well. It takes a few passionate people to spearhead this operation; then it's all about fueling that passion in others. We could not have achieved such an accomplishment without caring leaders."

Garden Terrace at Overland Park had been Life Care's top fundraising team for three straight years and came in second in 2019. In the past four years, the facility has raised more than \$57,000 for the Alzheimer's Association.

"Until there is a cure, Garden Terrace at Overland Park will always do our part in raising awareness and helping fundraise for the Alzheimer's Association," said Debbie Biehl, executive director at the facility. "The Alzheimer's Association is a great place for getting information, to connect with and for us to use as a resource to guide families. We work as a team with

Overland Park will now pass Life Care's coveted National Team trophy on to The Highlands, to display in their facility throughout 2020.

The joint team of Life Care Center of Longmont and The Bridge at Longmont came in third for 2019, raising \$7,200. Kailey McNerney, executive director at the Life Care facility, is already looking forward to the 2020 Walk to End Alzheimer's fundraising season.

When asked what Life Care Center of Longmont's goals for this year are, McNerney said, "To be the No. 1 fundraising team for Life Care and to provide the financial ability for the Alzheimer's Association to support research for a cure and support those impacted [by the disease]."

Life Care is proud of all the facilities who participated and helped us meet our fundraising goals in 2019. Our hope is that one day in the near future, we will all be able to celebrate the first survivor of Alzheimer's! 🍷

# Century Park Spotlight

## A Tradition of Service and a New Decade of Growth

Century Park Associates is setting itself up to have an exciting and inspiring 2020. As this new decade begins, a new Mission, Vision and Values statement was rolled out company-wide. These new principles are not brand new – but simply a reflection of the foundation on which the company was founded.

“Century Park Associates has been incredibly blessed with a strong operational platform developed by leaders and team members throughout its history,” said Esmerelda Lee, Century Park’s chief operating officer and executive vice president. “Each associate, past and present,


has contributed to making this company strong in its values and commitment to serving others. Without them, Century Park would not be a trusted provider for seniors throughout the country.”

Company leadership has distributed framed posters and smaller cards featuring the new messaging so associates, residents and family members are consistently reminded of the company’s unwavering commitment toward providing safe and beautiful homes for seniors.

Individual values cards – highlighting Tradition, Service or Excellence – will include prompts asking associates to share with one

another instances of exemplifying a certain value. Once completed, the cards will be displayed on a board for all associates to see and be encouraged.

In addition to the new Mission, Vision and Values, Century Park’s leadership team has chosen a word to guide the company throughout 2020: Ignite.

“Our goal daily is to inspire and encourage our team members and to commit to igniting their dreams as well,” shared Lee. “IGNITE 2020 is for all of Century Park, and we are determined to celebrate each other as we continue the traditions of an established company.” 

## Century Park Associates’ Mission, Vision and Values

### Mission

Create a fulfilling lifestyle for our residents and a rewarding work environment for our valued associates.

### Vision

Create a climate where relationships of trust, leadership and personal ethics are valued.



### Tradition

Continue the legacy and calling of commitment to senior living that was started by our founder in 1970.



### Service

Serve our residents, associates and each other with compassion.



### Excellence

Pursue continual improvement with a never-ending desire to exceed expectations.



# Whatever It Takes And Then Some Highlights

## **Jo-Ann Cimon, assistant business office manager, Life Care Center of Acton, Massachusetts**

October is Breast Cancer Awareness month, so Cimon took that opportunity to recognize and celebrate residents and their loved ones who have passed from or survived various types of cancer. She brought in ribbons of many different colors, based on the type of cancer each person had, to raise awareness of many forms of the disease.

## **Stephanie Dorsey, transportation coordinator, Life Care Center of Winter Haven, Florida**

Dorsey drove to a discharged patient's home to deliver her personal belongings and became concerned that the patient was in need, so she organized a clothing donation and meal delivery schedule to make sure the patient was taken care of, even after her stay at the facility was over.

## **Elvira Gaitan, payroll, accounts payable and human resources director, Wooldridge Place Nursing Center in Corpus Christi, Texas**

When two residents wanted haircuts but did not have the funds to pay for them, Gaitan paid for their haircuts herself, bringing excitement and joy to the residents.

## **Lynn Kam, occupational therapist, Lake Forest Nursing Center in Lake Forest, California**

Kam worked with a stroke patient who continuously talked about how he missed cooking and eating potstickers, a type of Chinese dumpling, so she promised the patient they would make the dish together. She went to the store to purchase the ingredients with her own money and even returned to the store twice to get forgotten ingredients. The patient was so excited to cook that he could not sleep the night before, and he greatly enjoyed cooking and eating his favorite dish with Kam.

## **Cynthia Elbert, housekeeping assistant, Life Care Center of Coos Bay, Oregon**

On a particularly busy morning, Elbert took it upon herself to serve coffee and hot chocolate to residents as well as answer call lights, despite the fact that those are not her responsibilities. Residents and associates alike appreciated her efforts.

## **Patricia Biegner, director of activities, Life Care Center of Kona in Kailua-Kona, Hawaii**

Biegner took it upon herself to clean a patient's house so they could discharge and return home. The house had not been cleaned while the patient was at the facility, so it took many hours to clean the entire space.

## **Joe Glenn, licensed practical nurse, Garden Terrace at Overland Park, Kansas**

Glenn starts each shift by making coffee and tea and serving it to the residents. He is also frequently bringing small gifts to the residents in the male dementia unit – a group he calls “My guys.” He also paid for a nursing student to take an exam so she could work at the facility, and he has paid for classes to help other associates become certified nursing assistants.

## **Cheyenne Ross, certified nursing assistant, Life Care Center of Morehead, Kentucky**

Ross worked with a Morehead State University campus ministry and her facility's director of activities to plan a prom for the residents. Ross obtained dresses and ties for the residents and helped facilitate the music, dancing and crowning of king and queen that took place at the prom.

## WHAT IS THE SECRET TO A HAPPY MARRIAGE?

When you have trust, honesty, understanding, sacrifice and patience, it is a happy marriage. You have to go through ups and downs. Marriage isn't a straight line!

**Ruth Wilson**  
*Westside Village Health Center (IN)*

Marriage is give and take. One person can't do all the giving, and one person can't do all the taking!

**Kenneth McCallie**  
*Life Care Center of Ooltewah (TN)*

Tenacity!  
**Jess Quave**  
*Garden Terrace at Fort Worth (TX)*

Don't complain about everything.  
**Amanda Thompson**  
*Hale Anuenu Restorative Care Center (HI)*

The secret is to fall in love over and over and over again.

**Lois Akiyama**  
*Life Care Center of the South Shore (MA)*

Remain best friends and never go to bed angry. But most of all, never tell your husband how to drive!

**Margie McDowell**  
*Life Care Center of Sandpoint (ID)*

Care, concern, unconditional love and respect.

**Dr. Robert Corwin**  
*Life Care Center of Citrus County (FL)*

Be best friends. Don't keep secrets from each other and always listen to one another. Tell your spouse how much you love and appreciate them.

**Pam Metzger**  
*Life Care Center of Yuma (AZ)*

Let it go. Never let anything get in your way.  
**Emily Hardwick**  
*The Bridge at Ooltewah (TN)*

Listen first; fight second.  
**Joel Holden**  
*Green Valley Care Center (IN)*

I worked all the time. I wasn't home to argue!  
**Eddie Conner**  
*Life Care Center of Morgan County (TN)*

Open communication, trust and understanding.  
**Carl Cantrell**  
*Garden Terrace at Houston (TX)*

Never go to bed or work mad at each other. It makes for a long night/day. Always love on them when they have a bad day!

**Sylvia Bowers**  
*Garden Terrace at Aurora (CO)*

Go on vacations often!  
**Dorothy King**  
*Life Care Center of Leominster (MA)*

Love someone like you love yourself, for better or worse. Love them even harder when it's "worse!" Continue pursuing your spouse as if it was the very first day your eyes met.

**Jeanette Wells**  
*Life Care Center of Gray (TN)*

Give and take! Give more than you take and don't disagree too much.

**Joanne Sedgwick**  
*Valley West Health Care Center (OR)*

Faith in God.  
**Glen and Donna Ottinger**  
*Life Care Center of New Port Richey (FL)*

Commit to love each other and stay together, no matter what. Trust, communicate and respect each other, and you've got to be able to laugh at life – and sometimes at each other. You need to allow each other to be an individual in order to be a strong couple. Finally, support each other; find compromise within the conflicts.

**David Lucas**  
*Life Care Center of Vista (CA)*

Love one another through sickness and health. Let him have his way and watch sports!  
**Liz Swiatek**  
*Remington Heights in Omaha (NE)*

Marry the right person!  
**Barbara Belcher**  
*Green Valley Care Center (IN)*

Be able to speak your peace, and then let it drop.  
**Judith Cozart**  
*Ridgeview Terrace of Life Care (TN)*

Believe in your husband.  
**Hiroko Hubbard**  
*Hale Anuenu Restorative Care Center (HI)*

Three things to remember: "Yes, Dear;" "Right away, Dear;" and play the cards that you are dealt without complaining too much.

**Joe Lebel**  
*Life Care Center of Attleboro (MA)*

There is no secret. You have to find someone who is the light of your life and latch onto them forever.

**Sharon Newton**  
*Life Care Center of McMinnville (OR)*

Learn to forgive because you are not always right. Pray with each other and tell each other the truth. Always.

**Debra Wilson**  
*Life Care Center of Menifee (CA)*

Share all things: What is mine is yours, and what is yours is mine. Believe in each other.  
**Ralph and Sandra Carter**  
*The Bridge at Ooltewah (TN)*

Don't cheat.  
**Jack Steele**  
*Green Valley Care Center (IN)*

Communication and compromise. Not everything can be your way. Patience with your spouse's family is also important.

**Taylor Rauch**  
*Life Care Center of Banner Elk (NC)*

Go to church together.  
**Stanford Rands**  
*Life Care Center of Salt Lake City (UT)*

Be fair to each other. Consider each other's feelings.  
**Anna Crocker**  
*Life Care Center of the South Shore (MA)*

Have fun! You have to have fun, even through the hard times. It's too hard to break in a new one.

**Natalie "Diane" Wise**  
*Valley West Health Care Center (OR)*

Really listen to each other.  
**Claude and Elizabeth Warren**  
*The Bridge at Paradise Valley (NV)*

Honesty. That's it.  
**Barbara Lack**  
*Life Care Center of Cape Girardeau (MO)*

Realize it's 50/50. Have compassion, love, faithfulness, shared religious beliefs and communication.

**Edna Glen**  
*Life Care Center of Jefferson City (TN)*

Love and care for each other. Happy wife, happy life!  
**Rosita Hernandez**  
*Ka Punawai Ola (HI)*

Spend time together. Exercise together. Get out in the fresh air together. Have kids!

**Walter Roberts**  
*Life Care Center of the South Shore (MA)*

Do anything you can to keep the wife happy! Be kind to each other. Stay away from controversy.

**Don Stormberg**  
*Remington Heights (NE)*

Treat each other the way you want to be treated.

**Lester Peters**  
*Life Care Center of LaGrange (IN)*

Fidelity. Stay faithful always. Devotion and compassion are very important.

**Robert Brown**  
*Life Care Center of Hendersonville (NC)*

Communication. Then, you have a great understanding of each other.

**Pat Phillips**  
*Life Care Center of Pueblo (CO)*

Honesty! Being honest is easy. Lying makes it so hard.

**Ruth Todd**  
*Life Care Center of the South Shore (MA)*

Don't fight over the small stuff. Before getting angry, stop and ask yourself if it's going to matter in five years. If the answer is no, then let that be the end of it.

**Lawana Jensen**  
*Life Care Center of Kennewick (WA)*

When you love someone, you never give up on them, even in the bad times.

**Dorthea Wilson**  
*Life Care Center of Gray (TN)*

# DANETTE HENRY SERVANT LEADER AWARD RECIPIENTS FOR 2019



Left to right: Forrest Preston, chairman; Carol Hulgán, SVP of Clinical Services; Terry Leonard, chief information officer; award recipient Merridith Morris, with her husband, Jason; award recipient Sarah Powell, with her husband, Johnathon; Jenni Giannourakis, daughter of Danette Henry; Terry Henry, SVP of Accounting and husband of Danette Henry; and Beecher Hunter, president

**Merridith Morris,**  
executive secretary to senior vice  
president of Clinical Services

**Sarah Powell,**  
director of project management  
in Information Technology

**“Winning the award was a shock, but very humbling. The people here are the reason I work here. I work with some of the best people I could ever work with.” ~ Merridith Morris**

**“Winning was a shock! It was definitely an honor and a blessing. I love working with our associates, with our IT team and the other departments as well.” ~ Sarah Powell**

**“Merridith and Sarah daily demonstrate a passion for the work they are called to do. The Danette Henry Servant Leader Award honors individuals who go above and beyond a job description to provide support to associates in the field and to co-workers at the corporate headquarters. Their performance is, in fact, a ministry combining considerable professional skills with the heart each displays for our mission.” ~ Beecher Hunter, Life Care president**

This annual award recognizes associates at the corporate office in Cleveland who offer outstanding customer service to Life Care's more than 200 skilled nursing facilities nationwide. It is named in honor of Danette Henry, Life Care's former director of payroll, who passed away in early 2008.