

# Life Matters



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## 2018 Performance Award Winners

Congratulations to all of the volunteers, associates and facilities who were honored during the awards ceremony at our Annual Management Meeting in Cleveland, Tennessee, on Monday, Aug. 27, 2018.



### Facility of the Year Awards



**Central Division**  
Life Care Center of Seneca, Kansas  
Brian Olberding, *Executive Director*

**Eastern Division**  
Life Care Center of Tullahoma, Tennessee  
JD Davis, *Executive Director*

**Mountain States Division**  
Hallmark Nursing Center in Denver, Colorado  
Kailey McNerney, *Executive Director*

**Northeast Division**  
Life Care Center of West Bridgewater, Massachusetts  
Alan Richman, *Senior Executive Director*

**Northwest Division**  
Life Care Center of Idaho Falls, Idaho  
Briar Heisler, *Executive Director*

**Southeast Division**  
Darcy Hall of Life Care in West Palm Beach, Florida  
Kesler Thelemaque, *Executive Director*

**Southwest Division**  
Life Care Center of Las Vegas, Nevada  
Clarissa Dewese, *Executive Director*

### Excellence in Customer Service Award Winners



Congratulations to the associates from around the country who received the *Whatever It Takes And Then Some Award* during a special ceremony at our Annual Management Meeting in Cleveland, Tennessee, in August.

The annual award is given to one associate from each of Life Care's eight divisions. It recognizes associates who show exemplary compassion, care and teamwork above their required duties.

**Central Division**  
Tammi Conner, *Marketing Director*  
Life Care Center of Osawatomie, Kansas

**Eastern Division**  
Tyrone Bryant, *Maintenance Director*  
Life Care Center of Hilton Head, South Carolina

**Gulf States Region**  
Herlinda Cartagena, *Certified Nursing Assistant*  
Life Care Center of Plano, Texas

**Mountain States Division**  
Allen Phillips, *Certified Nursing Assistant*  
Life Care Center of Pueblo, Colorado

**Northeast Division**  
Connie Costa, *Activities Assistant*  
Life Care Center of Raynham, Massachusetts

**Northwest Division**  
Joe Leal, *Registered Nurse*  
Life Care Center of Treasure Valley in Boise, Idaho

**Southeast Division**  
Rajain "RJ" Jones, *Physical Therapy Assistant*  
Life Care Center of Jacksonville, Florida

**Southwest Division**  
Marie Brantley, *Certified Nursing Assistant*  
Heritage Health Care Center in Globe, Arizona

### New Leadership for Northwest Division

Nancy Butner was recently announced as the new vice president of Life Care Centers of America's Northwest Division.

In this role, Butner oversees operations – including clinical and rehabilitation care and customer service – at 28 skilled nursing facilities in the states of Idaho, Oregon, Utah and Washington. She works out of the Northwest Division office in Federal Way, Washington.

"Nancy is an awarded and recognized professional in our industry," said Todd Fletcher, Life Care's vice president of Western Operations. "Most importantly, Nancy is an excellent leader and will



diligently serve the associates and residents of the Northwest Division."

Butner has worked for Life Care since 2003, when she started as executive director at Life Care Center of Kirkland, Washington.

She served in that role for 14 years before stepping into the position of regional vice president for Life Care's Cascades Region in Washington in 2017.

The Seattle native has a master's degree in business administration from City University of Seattle and a bachelor's degree in psychology from Western Washington University. Before coming to Life Care, she worked for Sun Healthcare. Altogether, she has 20 years of experience in senior health care.

"I have always enjoyed helping people," said Butner. "Health care has always been my interest and my passion, and when I had the opportunity to do leadership in long-term care, it was a natural choice."

### Southeast Division Welcomes New Vice President

Life Care Centers of America recently appointed Aaron Preston as vice president of its Southeast Division. In this role, Preston will oversee operations – including clinical and rehabilitation care and customer service – at the company's 21 skilled nursing facilities in Florida.

"Aaron Preston is eminently qualified to lead the Southeast Division – in terms of his formal education, experience, professional gifts and a compassionate heart for helping others," said Beecher Hunter, Life Care president. "Starting on Jan. 5, 2004, he held positions as a financial analyst and division coordinator for associate safety before entering Life Care's administrator-in-training program. He served with distinction as executive director at Life Care



Center of Melbourne, Florida, before being promoted to vice president of the Citrus Region in 2017. All of these opportunities have groomed him for this important leadership role. The result? Our company will be well served, and our residents will be blessed."

"Aaron Preston is a welcomed leader for the Southeast Division," added Cathy Murray, Life Care's chief operating officer. "Life Care is fortunate to have his talent and

expertise. He has proven his ability to inspire and encourage other leaders, and we look forward to continued success with Aaron's leadership."

Originally from Orlando, Preston earned his bachelor's degree in finance from the University of Central Florida. He currently resides in New Smyrna Beach. He and his wife, Jaimee, have three children: 20-year-old Jacob, 4-year-old Arianna and 2-year-old Brendan.

"I am very blessed to collaborate with such a talented and knowledgeable divisional/regional support team as well as executive directors who focus on ensuring our residents receive the highest quality care," said Preston. "I enjoy seeing the dedication and compassion our frontline associates demonstrate to our residents every day. They live and breathe the mission of Life Care Centers of America and are my daily source of motivation."



# Life Care Celebrates Optima Rollout Completion

By Heidi Pino

On Sept. 13, 2018, members from various Life Care departments, along with Optima Healthcare Solutions representatives, celebrated the completion of the Optima rehab electronic health records system at Life Care's headquarters in Cleveland, Tennessee.

It was an accomplishment of teamwork between Optima and Life Care's corporate rehab, information technology, purchasing, compliance and other departments, in addition to associates around the country. Guests at the celebration enjoyed a recap of the implementation, as well as lunch and cake.

The rollout was officially complete on Sept. 12.

Life Care therapists had been using SofCare2 Rehab for therapy documentation. As the health care industry changed, however, new needs had to be met.

"The ever-changing regulatory updates that impact rehab influenced our ability to keep up with the specifics of what needed to change in our SofCare2 Rehab electronic health system," explained Clemente Aquino, vice president of rehab practice standards.

Team members searched for EHR providers for rehab, consulted 17 active Life Care therapists and together decided on Optima. The

two companies signed a contract on July 25, 2017, kicking off the transition on Aug. 1.

Two buildings in Tennessee were pilots for the new system – Life Care Center of Athens and Life Care Center of Cleveland. As these teams got started, they provided feedback, and the IT team and the Optima team made adjustments accordingly. The rest of the Cumberland Region began training on Jan. 11, 2018.

The Phase I general rollout began Feb. 6. Aquino and Tim Bhagwandin, Optima implementation specialist, traveled to each building to assist with the training and changeover. They worked with the divisional, regional and facility-level rehab teams, with the support of Life Care and Optima corporate teams.

"I ended up traveling two to three weeks per month from February through August," Aquino shared.

As one division took part in the on-site training and implementation, Aquino and the team made follow-up calls with the previous roll-out division to answer questions and make sure things were running smoothly.

"I am very proud of how our teams worked together," said Mike Reams, senior vice president of rehab services.



"This was a fantastic implementation," said Cathy De Verteuil, Optima director of customer success. "What you guys have done is fabulous – we're using you guys as a model to roll out to other clients."

"You have some excellent employees," said Jim Butcher, Optima consultant for Life Care. "Part of their success is their willingness to learn something new."

Life Care's IT department was also impressed with the partnership and experience.

Joy Abraham, vice president of application development, shared, "The response was outstanding. It's been one of the smoothest implementations that we've had."

"Optima really structures better documentation," said Reams. "It's helping our therapists paint a better picture of their outcomes."

Now, the rollout is in Phase II, which involves enhancing the system's libraries to cater to a wider array of diagnoses. This phase also includes training associates on alerts that impact care, billing and compliance, as well as how to use the data in reports. 🍷

# 2018-19 BEST NURSING HOMES

Sixty Life Care Centers of America facilities in 15 states were recently included in U.S. News & World Report's Best Nursing Homes list for 2018-2019.

This year, the publication changed how it lists its ratings. Centers around the country were rated in an Overall category, and those that offer short-term rehabilitation were rated in an additional category – Short-Stay Rehab.

Only 19 percent of nursing homes nationwide earned a "high-performing rating" in either category – the highest rating possible. A small percentage of that number earned the rating in both categories. In contrast, 12 Life Care facilities earned the rating in both categories, and the 60 Life Care facilities that earned at least one high-performing rating represent more than 28 percent of the company's centers nationwide.

"This recognition by U.S. News & World Report is validation of the passion, compassion and professionalism our associates in these facilities bring to work every day to achieve the very highest in customer service," said Beecher Hunter, Life Care president. "Members of these teams truly love the people in their care. I am so proud of the national attention they are receiving."

**Congratulations to the following facilities and their associates!**

High-performing Short-stay Rehab Rating

High-performing Overall Rating

<b>Arizona</b>	Life Care Center of Scottsdale	✓	✓	
	Life Care Center of Sierra Vista		✓	
<b>Colorado</b>	Berkley Manor Care Center in Denver		✓	
	Briarwood Health Care Center in Denver	✓	✓	
	Columbine Manor Care Center in Salida		✓	
	Garden Terrace at Aurora		✓	
	Hallmark Nursing Center in Denver		✓	
	Heritage Park Care Center in Carbondale		✓	
	Life Care Center of Aurora		✓	
	Life Care Center of Colorado Springs		✓	
	Life Care Center of Greeley		✓	
	Life Care Center of Littleton	✓	✓	
	Life Care Center of Longmont		✓	
	Life Care Center of Stonegate		✓	
<b>Florida</b>	Life Care Center of Westminster	✓	✓	
	San Luis Care Center in Alamosa		✓	
	Valley View Villa in Fort Morgan		✓	
	Western Hills Health Care Center in Lakewood		✓	
	Darcy Hall of Life Care in West Palm Beach	✓	✓	
	Lakeside Health Center in West Palm Beach		✓	
	Life Care Center of Hilliard	✓		
	Life Care Center at Inverrary		✓	
	Life Care Center of Jacksonville		✓	
	Life Care Center of Ocala		✓	
	Life Care Center of Orlando		✓	
	Life Care Center of Palm Bay	✓		
Life Care Center of Pensacola	✓			
<b>Hawaii</b>	Life Care Center of Sarasota		✓	
	The Gardens Court in Palm Beach Gardens		✓	
	Hale Anuenue Restorative Care Center in Hilo		✓	
<b>Idaho</b>	Ka Punawai Ola in Kapolei		✓	
	Life Care Center of Kona		✓	
	Life Care Center of Idaho Falls	✓		
<b>Massachusetts</b>	Life Care Center of Lewiston	✓	✓	
	Life Care Center of Post Falls		✓	
	Life Care Center of Treasure Valley in Boise		✓	
<b>Nevada</b>	Life Care Center of West Bridgewater		✓	
	Life Care Center of the South Shore in Scituate		✓	
<b>New Mexico</b>	Life Care Center of Reno		✓	
	Life Care Center of Farmington	✓	✓	
<b>North Carolina</b>	Life Care Center of Hendersonville		✓	
	Cherry Hill Manor in Johnston		✓	
<b>Rhode Island</b>	Life Care Center of Athens		✓	
	Life Care Center of Blount County in Louisville	✓	✓	
<b>Tennessee</b>	Life Care Center of Hickory Woods in Antioch		✓	
	Garden Terrace at Houston		✓	
<b>Texas</b>	Life Care Center of Salt Lake City		✓	
	Alderwood Manor in Spokane		✓	
<b>Utah</b>	Cottesmore of Life Care in Gig Harbor	✓	✓	
	Garden Terrace Healthcare Center of Federal Way	✓	✓	
<b>Washington</b>	Life Care Center of Kennewick		✓	
	Life Care Center of Kirkland		✓	
	Life Care Center of Richland		✓	
	Life Care Center of South Hill in Puyallup	✓	✓	
	Life Care Center of Port Orchard		✓	
	Life Care Center of Port Townsend		✓	
	Marysville Care Center in Marysville	✓	✓	
	<b>Wyoming</b>	Life Care Center of Casper		✓
		Life Care Center of Cheyenne		✓
		Westview Health Care Center in Sheridan		✓

# Capture the Moment



National Assisted Living Week 2018



We are proud of the people we serve every day. Our residents daily exemplify “Capture the Moment” through their ability to live life to its fullest and connect with those around them. We celebrated their zest for life and the unique influences they have on our lives during National Assisted Living Week, Sept. 9 – 15, 2018.



**Bud and Bea Degnan**  
Post Falls, Idaho

There are so many moments in 91 years.

For two married residents at The Bridge at Garden Plaza of Post Falls, Idaho, one moment in 1926 was just the start.

Bud Degnan was 3 years old, and Bea Degnan was 1. Their older sisters were friends, and when they met to play, Bud and Bea were with them. Bud decided to push Bea in her baby carriage.

“When I touched the handle of the carriage, I was hooked,” said Bud.

Although Bud’s family moved to another town, the two of them met again at a summer dance when Bud was 19 and Bea was 17.

“I knew he was the one for me at that first dance,” said Bea. “I just felt it. He was so nice and kind and gentle. I fell in love with him right then.”

“It was so easy to be with her,” said Bud. “Meeting her at that dance was like a dream come true.”

Bud joined the U.S. Army Air Forces during World War

II, serving stateside, and Bea followed him. The birth of their first son, Jackie, kept Bud from shipping out overseas as he had to rush home on an emergency leave to be with their baby.

After the war, Bud worked for an engineering company that built and installed machines for countries trying to industrialize. Bea raised their growing family, which included a daughter, Laura, and another son, Scott.

On Sept. 16, the Degnans celebrated their 75th anniversary. They tell couples the key is never to go to bed angry but always make up before going to sleep.

At The Bridge, where Bud and Bea moved to be close to their daughter, the two are inseparable, attending activities, making friends and even coordinating outfits. At a recent movie theme night, they turned heads as George and Gracie Burns. Ninety-one years after their providential meeting, they are still capturing moments.



**Lynn Evans Mand**  
Elyria, Ohio

Music has allowed Lynn Evans Mand of The AbbeWood in Elyria, Ohio, to truly capture the moment. It has always been an important part of her life.

Her parents were both musicians, and she was involved in an a capella group from an early age. In 1952, she met The Chordettes in Youngstown, Ohio. The group was looking for a new member and decided to hold auditions. When they heard Mand sing, they invited her to join the group and head to New York City the next day. Little did she know that this decision would change her entire life.

Shortly after their arrival in New York City, The Chordettes were signed to Cadence Records. They went on to become a staple in the Great American Songbook with hits like “Mr. Sandman” and “Lollipop.”

These songs topped the charts and gave Mand the opportunity to travel the world, singing the music she loved.

“I was the lead singer,” said Mand. “I loved doing the a capella work. That was always very gratifying to hear the blending of the voices.”

Mand appeared on classic television shows such as “American Bandstand” and “The Dick Clark Show,” toured with the Everly Brothers and

performed at the White House Correspondents’ Dinner for then-president Dwight Eisenhower.

The group was inducted into the Vocal Group Hall of Fame in 2001 and the Grammy Hall of Fame in 2002. After the group disbanded in 1961, Mand decided to help others by pursuing a career in education. She taught music therapy classes to children with special needs in New York until her retirement. She then moved to Elyria, Ohio, where she still lives today.



**Jack Markey**  
Ocala, Florida

When you’re happy, the moments seem to last forever.

Jack Markey lives a life full of leadership and happiness. He served in the U.S. Air Force and was stationed in Alaska. Being a sports fan, he played football while in the military, and his team won the Alaskan football championship.

Later, Markey moved east to New Jersey and gained several leadership titles. He served as the president of the board of education, the first aid squad and the captain of the fire department.

While living at The Bridge at Ocala, Florida, he has become strongly involved in the facility and is a friend to the residents. Markey always has a smile on

his face and makes everyone feel welcome by encouraging residents to get active in events.

Markey is the Resident Council president at The Bridge, and he leads the informative meetings. Once a month, he conducts a gentlemen’s club and strives to make sure the men can join in. Markey and the activities staff constantly think of new ways to make these meetings exciting.

“We will make the meetings fun with jokes, activities and sometimes ice cream bribery,” laughed Markey.

Markey is involved with the community’s intergenerational program. Once a month, he visits local schools and participates in their activities. One time, he was the guest speaker for a high school graduation. He is also helping start a program with the facility for the residents to attend the local high school football games. Markey has also been known to put on a red suit and play Santa Claus for a local elementary school.

“I’m extremely proud to be involved with the children, and playing Santa Claus was a wonderful moment for me,” says Markey. “When I go in the school and the kids yell ‘There’s Jack!,’ that makes me the happiest.”

Markey has been at The Bridge for three years.

“It’s the best move I have ever made,” stated Markey. “The friends I have made, the care I have received and fine food have made it wonderful.”

You can catch Markey capturing the moments by playing pool, talking with residents, bowling with his league or proudly watching his grandson play college football.

“Overall, I’m just a happy person,” said Markey. 🐾

# Ac'Counting His Blessings

## CFO Steve Ziegler

By Kailey Holbrook



For many people, deciding what to be when you grow up can be quite a conflict.

Some go to college and change their majors before deciding what path they will take. This was not ever an issue for Life Care's chief financial officer, Steve Ziegler. From the beginning, Ziegler knew he would work in finance one day and counts it as a blessing that he didn't struggle when trying to decide on a career path.

Thanks to key influences in his life, such as his parents, grandparents and other family members (his grandfather and an uncle were accountants), Ziegler was exposed to accounting and

business at an early age and enjoyed it. So when he started college at the University of Tennessee at Chattanooga, he knew exactly which major he should choose.

He graduated with his bachelor's degree in 1981. From there, he worked in public accounting for two years before starting at Life Care in 1983 as a regional controller for the company's Eastern Division. After taking a break from the company to work for a local accounting firm, he came back, working for the reimbursement department until being named CFO in 1999.

With more than 35 combined years of experience with Life

Care, Ziegler's job title may have changed over the years, but his passion for his associates and the residents he serves has remained strong.

A typical day for Ziegler varies. He helps to manage the company's finances through financial planning, working with lenders, dealing with audit firms and assisting as needed with the various departments that report to him. This has allowed him the opportunity to see the great work accomplished by these departments for the benefit of the company.

"Although my job is more of a support function and is more behind the scenes, I've always

said all the departments work together to support our facilities," said Ziegler. "I try to remind the people who work in the financial area that our goal is to help support the people in the field."



While he will tell you that he prefers to keep a low profile, Ziegler's passionate support of his associates is hard to miss. He makes himself available and is always willing to answer questions and dedicate time to the associates who work with him.

"I'm blessed with a great financial team here," he said. "The goal is to get the ball in the end zone. It's not about who gets the credit: it's about accomplishing the goal."

The health care field is ever-changing and requires constant attention to new laws, regulations and reporting practices. Ziegler maintains his certified public accountant certification to keep up with the latest changes in finance, accounting and tax law. Every year, he pursues continuing education so that he's up to date on the latest trends in the accounting world.

Ziegler and his wife, Laurie, are members of the First-

Centenary United Methodist Church in Chattanooga. In their free time, they enjoy traveling and spending time with their extended family – including daughters Katie and Caroline



and their husbands and 8-year-old grandson Cash. A favorite family activity is taking their pontoon boat out on the lake.

Ziegler also enjoys sports, especially college football. He is a lifelong Tennessee Volunteers fan and grew up going to Vols games with his father and grandfather. All of his family still lives in Southeast Tennessee, including his sister and his parents.

"My sister, who is also an accountant, lives three doors down from me," explained Ziegler.

Ziegler's wife's family lives in Middle Tennessee, and they try to visit and spend time with them as often as possible, as well.

One of Ziegler's favorite memories is traveling to Europe with his wife.

"We've been to Scotland, London and Rome. We spent a week in Edinburgh, Scotland, and we visited the Old Course at St. Andrews. We also stayed in London, close to the London

Eye, and toured Churchill's underground bunkers from World War II," said Ziegler.

Dream destination? He has never been to Hawaii, but he would love to visit one day.



Ziegler is extremely focused and goal-oriented. The traits show up in both his personal and professional lives. And his passion for Life Care is hard to miss.

"I've always loved Life Care," said Ziegler. "Even in the seven years that I wasn't at the company, I still did a lot of work for Life Care and stayed in contact. I like the company culture and what we stand for."

Ziegler also reiterates the importance of the team he has at Life Care.

"Every job has its pros and cons, but what's very important is the people you work with," said Ziegler. "You might love the work you do, but if you don't enjoy the people you're working with, that can be problematic."

Steve Ziegler is proof that with vision, consistency and a great team around you – even after 35 years – you can love the work you do every day. 🌱



# JR Horton Day

By Ryan Faricelli

“My name is JR Horton,” the young man proudly declared, “and I work for Life Care Center of Sparta.”

Twelve-year-old Horton was presented with Life Care’s Youth Volunteer of the Year award during the 2018 Annual Management Meeting in August. Selected from nominations from every region and division of Life Care, Horton has volunteered for more than 1,000 hours at Life Care Center of Sparta, Tennessee, and is incredibly proud of the trophy and \$1,000 scholarship he was awarded.

“He’s the servant leader that volunteers need to follow,” said the facility’s executive director, Marshal Huddleston. “When he comes into the building, the spirit of the building picks up. The residents he interacts with are blown away that a kid who is only 12 years old can bring a smile to so many.”

“It’s fun to volunteer,” said Horton, who has been given his own Life Care name tag. “It’s been such an honor to work with these fine people, and they are just so nice and care for the residents. I love them very much, and they are like brothers and sisters to me.”

Horton first came to Life Care Center of Sparta when his mother,

Susie Horton, became a resident at the facility. Since then, he has helped plant bushes in landscaping, painted, called numbers for bingo, participated in activities and sung for residents. He is particularly fond of Johnny Cash.

Horton was born two months premature, weighing just 1 pound and 15.75 ounces. He was only 13 inches long and spent six weeks in the hospital. At the age of 3, he was still not talking, so he was enrolled in pre-K at Woodland Park Elementary School in Sparta.

Horton experienced developmental delays, as well as a great deal of anxiety due to his mother’s health issues. Adding to his difficulties, his teachers recognized symptoms of diabetes. After a visit to a physician, Horton was diagnosed as a Type-1 diabetic.

“I met JR my first of year teaching, on my first day of class,” shared Joni Trivette, Horton’s special education kindergarten teacher. “He was the first student to walk in the door of my classroom, and he came in like a whirlwind. He was basically nonverbal, and now he is in regular fifth grade classes!”

Sherry McDonald, Horton’s fifth grade teacher, said that he will stop



to talk with and hug anyone he meets.

“JR is a joy to have in class,” said McDonald. “He is really an awesome student and very intelligent. He always wants to help people. It doesn’t matter if it’s me or another student somewhere – he’s that type of person. He just wants to help whoever he can.”

School is important to Horton, who was especially excited about winning the scholarship. He wants to attend college and has already let Huddleston know that he wants to be the executive director at Life Care Center of Sparta when he grows up.

“It would be an honor to be replaced by someone I got to work with as they were growing up,” Huddleston said. “I think he’s going to be a leader in whatever he does.”

Woodland Park Elementary School’s team is the Panthers, and Horton credits some of his dedication to their creed.

“Our Panther Promise is to be respectful to adults and each other, be persistent and never give up,” Horton proudly noted.

“He does whatever it takes,” said Trivette. “He genuinely cares and thinks about other children and other adults. When the Sandy Hook shooting happened, he wanted to do something to represent and memorialize the victims. In honor of the 20 victims, we did 20 random acts of kindness, and JR took the lead in that. The other kids loved it. JR is a light in the mist when someone needs it.”



Horton does so much for others that the team at Life Care Center of Sparta wanted to do something extra to give back to Horton for all of his volunteerism and spirit.

“We learned that some of the kids at his school were bullying him,” said Huddleston. “After he won the award, we were thinking of the next step to build him up with his peers.”

They partnered with the faculty and administration at Woodland Park and coordinated JR Horton Day at the school. The principal invited the Life Care staff to a giant pep rally in the gymnasium to recognize Horton’s achievement. Everyone was wearing buttons that said, “I love JR!”

Afterward, Huddleston and his team brought in a shaved ice truck so that everyone at the school could enjoy a snow cone to celebrate.

“We got to serve snow cones to about 500 students, and he was out there serving with everyone,” said Huddleston. “He was handing snow cones out to his friends! It’s overwhelming to see how much love one child can give.”

“I try to live it the best I can here at school, but sometimes I’m bullied because of my diabetes,” Horton said. “It’s awesome they did that for our school because of me. Everyone’s telling me thank you.”

Horton wants everyone to spread the word about volunteering at Life Care facilities and is even hoping to start a volunteer group involving his classmates.

“I’m going to tell them it’s fun to volunteer and that it gives you

opportunities,” Horton announced. “They should volunteer and do good things for others. I try to encourage them to volunteer because it’s a good thing and they’ll like it.”

“The world can be a good place and a bad place,” Horton continued. “But when it comes to choosing right and wrong, choose kindly and love people as if they were your brother or sister. It relates to what’s in the Bible, that we are all brothers and sisters. You can do great things like I do, and I love you all.”



# Change a life.



# Volunteer!

You can impact our residents’ lives with a simple act of kindness: volunteering to visit and help with activities. The smiles on their faces will let you know you’ve made a difference. Chances are, the new relationships you’ll form will change your life, too. Research has shown that regular volunteering, more than any other activity, prolongs life expectancy and improves physical and psychological well-being.

Contact your nearest Life Care facility or stop by anytime to find the volunteer opportunities that fit you best, set up an orientation and complete a simple background check.

**Try volunteering – it’s good for the heart!**



## Whatever It Takes And Then Some Highlights

### **Elva Tamez, certified medication aide, Alameda Oaks Nursing Center in Corpus Christi, Texas**

When a new resident was having difficulty adjusting to life at the nursing center, Tamez wanted to do something to make her feel more at home. During the facility's monthly birthday party for the residents, Tamez sought out the resident and asked her to dance since she knew it was the resident's favorite thing to do. The resident was overjoyed and danced alongside Tamez with a big smile on her face.

### **Judith "Kayte" Burch, registered nurse, Life Care Center of Coos Bay, Oregon**

Burch is an amazing nurse who is very observant and always meets even the unspoken needs of residents. When she saw that a resident's husband was losing weight, she arranged for the "Meals on Wheels" program to deliver food to his house.

### **Justin Haywood, licensed practical nurse, Life Care Center of Bruceton-Hollow Rock in Bruceton, Tennessee**

Haywood goes above and beyond his job duties, bringing bags of toys and other items to the facility to help calm and comfort residents

with dementia. He even wrote a special note to a resident to carry with her and read when she gets anxious to help ease her worries.

### **Herb Woods, environmental services director, Life Care Center of Ocala, Florida**

Woods is one of a kind and wants residents to feel that they are too. He serves in the dining room two to three times per week wearing a tuxedo to make the residents smile and feel happy. He goes around and talks with each one of them because he wants to have more one-on-one interaction with the people for which he is caring.

### **Patricia Kimberling-River, certified nursing assistant, Mayfair Village Nursing Care Center in Columbus, Ohio**

After being the aide of a particular resident for more than three years, Kimberling-River had the resident's routine memorized down to the last detail.

She became close with the resident and her family. When the resident declined and wanted around-the-clock-companionship, which hospice did not provide, Kimberling-River came in during her vacation to sit with her so she wasn't alone.

### **Kelsie Swain, occupational therapist assistant, Life Care Center of Burlington, Kansas**

In August, Swain spent some of her personal time taking a resident to vote. She scheduled the transportation for the resident and assisted him on and off the bus.

### **Michelle Obrecht, licensed practical nurse, Payson Care Center in Payson, Arizona**

When a resident's young son was turning 9 years old, Obrecht went the extra mile by buying a few gifts for the resident to give her child on his birthday. In addition to making the boy happy, Obrecht also gave the resident the gift of being able to celebrate with her son.

### **Patrick Lawson, social services director, Life Care Center of Longmont, Colorado**

After hearing a resident express the desire to paint again, Lawson created a space in the social services office and dedicated it to the resident for painting. He even provided storage for the painting supplies, gifting the resident with comfort, joy and a place to reignite her passion for art.

## Resident Voices

### WHAT *chores* DID YOU HAVE GROWING UP? HOW OLD WERE YOU?

When I was 7 – 10 years old, I helped at my daddy's shop every morning by sweeping all the dirt out. It was an automobile shop. I loved it because I got to be around my daddy and cars – my two favorite loves!

**Norman McDaniel**  
*Garden Terrace at Fort Worth, TX*

I ran a nursery school of 20 children at the age of 13. I received \$14 a week.

**Audrey Freed**  
*The Bridge at Inverrary in Lauderhill, FL*

The thing I remember the most is that my mom didn't have as much education as my dad. He was a great mathematician. She would let me skip chores so I could study with my dad. She wanted me to have a good education.

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

I picked blackberries – and got stung by the bees a lot!

**Bertie Anderson**  
*Life Care Center of Jefferson City, TN*

I practically ran the farm. I planted the hay, and when it was ready, I took it and stacked it and brought it to the barn to feed the cows. I milked the cows. We had cats to keep the mice out of the barn, and I used to feed the cats milk directly from the cows.

**Edward Reinhardt**  
*Life Care Center of Port Orchard, WA*

At age 8, I delivered newspapers and cleaned my room. The newspaper deliveries took most of the day.

**James Fowler**  
*Life Care Center of Estero, FL*

I started cooking as soon as I could read directions. First it was cakes from scratch to whole meals. It was also my chore to draw water for the house – and empty and clean the chamber pot.

**Nancy L. Shults**

*Life Care Center of Kansas City, KS*

I used to take out the trash and stack wood when I was 8. At 12, I got my first rifle and started hunting.

**Bert Taber**  
*Rimrock Villa Convalescent Hospital in Barstow, CA*

I had to keep my room clean. On Saturdays, we cleaned the whole house. Tuesdays, we had to iron pillowcases, shirts, dresses – even Dad's undershorts! We polished all of the shoes on Saturday nights for Sunday.

**Annette Parker**  
*Life Care Center of Westminster, CO*

My favorite chore of all came when my mother brought home my first pet – a beautiful cat called Spanky. Taking care of him was worth the great friend he became and would prove to be the most rewarding chore of them all!

**Lisa Elliott**  
*Evergreen House Health Center in East Providence, RI*

At the age of 9 or 10, I had to wake up at 5 a.m. to get my chores started for the day and be finished and on the school bus by 7:30 a.m. I fed and milked the cattle and took care of the hogs. At 13, I learned how to drive a wheat truck. When I was 16, I learned how to drive a combine and tractor.

**David Goering**  
*Life Care Center of Andover, KS*

When I was 7, my mom told me it was time for me to learn how to take care of a home for a husband one day. I would wash dishes, wash clothes and iron them. I never got an allowance; it was my obligation to do chores.

**Jane Cookman**  
*Life Care Center of Hendersonville, NC*

When I was 6, I caught sparrows in the barn and collected eggs. At 8, I began herding cattle and exercising the horses. At 10, I did the ironing and washed dishes and started babysitting when I was 11.

**Sharon Neel**  
*Hale Anuenue Restorative Care Center in Hilo, HI*

I worked in the garden, but I mainly worked hard at staying hid to get out of work. I was around 9.

**Donald Shadden**  
*Life Care Center of Morgan County in Wartburg, TN*

I was around 5 or 6 when I started helping my daddy pick cotton in the field. I helped my mama by washing dishes three times a day.

**Cleotilde Gonzalez**  
*Alameda Oaks Nursing Center in Corpus Christi, TX*

I was the oldest of six girls, and it was my job to go to the barn. We milked 16 head [of cattle] morning and night. I was also in charge of hauling the hay and watering the potatoes! Started about age 9. Those were the days...

**Margie McDowell**  
*Life Care Center of Sandpoint, ID*



*2018 Top Excellence in Performance Winners*  
Annual Management Meeting  
August 26 – 29



**Chairman's Award**  
**Jeff Thomas\***  
Executive Director  
Life Care Center of Altamonte  
Springs, Florida



**Division Support Award**  
**Sally Wolf**  
Division Controller  
Central Division



**Carl W. Campbell Wind**  
**Beneath My Wings Award**  
**Alexandra DeMello**  
Life Care Center of New Market, Virginia  
Anthony Cooper, Executive Director



**Group Volunteer of the Year Award**  
**Jim and Chris Stieler**  
Life Care Center of Littleton, Colorado  
Michelle Fraternali, Executive Director



**Youth Volunteer of the Year Award**  
**JR Horton**  
Life Care Center of Sparta, Tennessee  
Marshal Huddleston, Executive Director

\* Jeff Thomas currently serves as Vice President for the Citrus Region.