What Recognition Can Do

Does recognition really, really matter? Of course, but do we truly comprehend the personal power recognition unleashes? Take the case of JR Horton, the 12-year-old from Life Care Center of Sparta, Tennessee, who was recently honored as the Company Wide Youth Volunteer of the Year at Life Care’s 2018 annual meeting. His story appears elsewhere in this edition.

Here’s how Marshall Huddleston, the executive director at Sparta, described the resulting effect: “The event for JR Horton was life-changing. He is a young man who was often picked on at school due to his social and physical limitations … but the administration of his elementary school declared a JR Horton Day, convened 500 students for its first assembly of the year, and the presentation of his national award was all about JR. Fellow students now see him in a different light.”

JR, whose mother is a long-term care resident in the facility, comes through the door every day with a smile on his face. “He has always worn a smile, no matter what his circumstances, but with this recent recognition, that smile has been a little more sure,” Huddleston said. “He has been given confidence, and this characteristic alone can have a huge impact on his life.”

What was done for JR is priceless. Life Care has a number of programs providing recognition, among them: Rewarding Excellence awards for certified nursing assistants of the year and team spirit selections in each facility and at the regional level; performance awards at the annual Directors of Nursing Meeting and at the Annual Management Meeting (including volunteer presentations); Whatever It Takes And Then Some customer service awards bestowed monthly in each facility, along with an annual winner for each center and the annual selection of eight associates for division honors.

Informally, there are plenty of opportunities to show appreciation and gratitude to associates.

I will never forget Jill Woodall, then a certified nursing assistant at Life Care Center of La Center, Kentucky, who several years ago stood up during a meeting of corporate and facility leadership and declared, "The most important days of my life are when I’ve had an extremely difficult day, and at the end of it, the director of nursing comes up, puts her arm round me, and says, ‘Jill, I know you’ve had a demanding day today, but you handled it so well. Thank you for all that you did.’ "That," Woodall said, "means the world to me.”

A little recognition: a simple act with huge results.

Sincerely,

Beecher Hunter

Our Cover Model: Steve Ziegler, chief financial officer

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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
Kaley 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
Brian 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

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

Eastern Division
Tyron 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

Northwest 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.

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 leaders 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.”
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 Cumberlander 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.

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’s therapists had been using SoCare2 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 SoCare2 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 Cumberlander 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.

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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 11 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 Beth Becherer 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. From the standpoint of our associates, it means receiving. “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.

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Congratulations to the following facilities and their associates!

### Life Care Celebrates Optima Rollout Completion

By Heidi Pino
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 she was the one for me at that first dance,” said Bud. “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 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 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 when 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. 🎁
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.”

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.

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.

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 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.

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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.”

Eleven-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, Susan 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 symptoms of diabetes. After a visit to a physician, Horton was diagnosed as a Type 1 diabetic.

“I met JR my first year of teaching, on my first day of class,” said 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,” said Huddleston. “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.”

“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 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 say, “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.

“Try volunteering – it’s good for the heart!”
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 the unspoken needs of residents. When she saw that a resident’s smile was dimming, she arranged for the “Meals on Wheels” program to deliver food and feel happy. He goes around and dances alongside Tamez with a big smile on her face.

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.

Kelsey 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.

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.

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 Inverary in Lauderdale, 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, 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 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
Hale Auenvee Restorative Care Center in Hilo, HI
I worked in the garden, but I mainly worked hard at getting the horses. At 10, I did the ironing and washed dishes and started babysitting when I was 11.

Margie McDowell
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.

Donald Shadden
Life Care Center of Hendersonville, NC
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…

Beth Obrecht
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
Life Care Center of Rhode Island
I worked in the garden, but I mainly worked hard at getting the horses. At 10, I did the ironing and washed dishes and started babysitting when I was 11.

Cleonitio Gonzalez
Alameda Oaks Nursing Center in Corpus Christi, TX
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Marianne Obrecht
Convalescent Hospital in Barstow, CA
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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.

Life Care Centers of America