

Abundant *life*

FALL 2020

THE GIFT OF A RAINBOW

Rainbows: They are about as magical as it gets when it comes to a natural phenomenon of seven colors.

And when viewed, they often evoke feelings of hope and peace.

The beautiful symbol became even more popularized during the coronavirus outbreak when children worldwide began displaying pictures of multi-colored arches on windows to spread joy.

So, in all its radiance, it is well understood why this emblem was chosen by our LIFE Beaver County participant, Myra Young, to communicate brighter days ahead for a soldier overseas.

When Myra first joined the Living Independence for the Elderly or (LIFE) program in 2015, she was eager to participate in the many social and recreational opportunities available.

Aside from her love of trivia and card games, stitching afghan blankets alongside fellow LIFE crochet club members was something Myra adored.

And though each of Myra's afghans took approximately eight months to complete, her desire was never to keep these works of art for herself.

Instead, Myra requested that each blanket be donated to an American soldier in need of warmth and positivity.

For years, Myra's afghan donations continued to be shipped to military personnel abroad until she passed in March 2019.

After Myra's seventh and final afghan was displayed at the LIFE Beaver County Art Show in 2019, the center staff asked her family if they would like to hold onto the last blanket she had ever made.

The family's response was one that remained consistent with Myra's original request, "Please ship the blanket to a deserving troop member overseas."

LIFE Beaver County staff collaborated with the Yellow Ribbon Girls and the United Service Organizations Inc. or (USO) for more than a year after Myra's passing to honor that wish.

At last, in the early spring months of 2020, the perfect recipient was found – an injured soldier who was on his way back to the United States for medical treatment.

You can see the raw emotion in his photographed expression when USO staff finally handed over the creation Myra wove.

"I think Myra's story just goes to show how important these recreational



programs are to our participants," said LIFE Beaver County Activities Associate, Bridget Gerlinger.

"These clubs and activities give our participants an opportunity to give back to others and show that they still have something to contribute."

The LIFE program is a nursing home alternative that allows eligible seniors to reside safely at home by providing them with access to a full range of medical and recreational services.

Please contact our LIFE Beaver County office at (724) 378-5400 if you or a loved one are interested in learning more. ❖

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OUR MISSION

Our mission is to continually transform and elevate health, wellness, and social services while fostering an *Abundant Life*® for those we serve and who serve us.

A MESSAGE FROM THE PRESIDENT

As we enter the fall of 2020, I would be remiss if I did not begin with a note of appreciation to the families of those we serve and the employees who serve us. If it was not for the support of loved ones and staff, we would not be where we are today. Thank you for your support.

Our team has implemented many processes to prevent the spread of COVID-19, and the support of families throughout this execution has been monumental. We recognize the hardships that the pandemic has caused when in-person visits are not permitted, and at times, only window visits are available. Most importantly, we recognize the adversity for our residents in skilled nursing or personal care apartments when they cannot visit with those they love most.

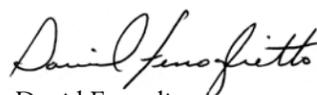
Please remain assured that our team has placed an emphasis on the persons we serve in new and different ways. I am happy to report that our attention to detail and perseverance have paid off as illustrated by one single example. We have not allowed COVID-19 to spread throughout our programs and services. Your loved ones are safe and our staff are safe too.

Many have asked, “What has Lutheran SeniorLife done to achieve this success?”. The management team and all staff, from adoption and foster care to skilled nursing, palliative care and hospice, have reached deep into their hearts to find a new level of stamina to persevere through this difficult pandemic. Wearing facemasks and eye or face protection each day, washing hands more frequently and watching physical distances is a daily standard at-work and at-home.

It’s true. We, as an organization, have experienced an unknown pathway on how to work and live safely with COVID-19. However, we have also showcased that our commitment to Lutheran SeniorLife’s mission has not changed. Even when the pressures of the pandemic remained constant.

As we have pressed forward to arrive at this point, Lutheran SeniorLife programs and residential living homes are a safe place to be. This has remained no small task and has required the commitment and skill of approximately 1,400 employees.

We hope the pandemic ends soon. But if not, we will move forward with the same agility and willingness to pivot operations and serve our communities in new and inventive ways.



David Fenoglietto,
President and Chief Executive Officer,
Lutheran SeniorLife



David Fenoglietto, *president and CEO,* with Laura Roy, *Passavant Community executive director* in front of the Manor Hope Apartments on the Passavant Community.

RAY’S STORY: FROM SETBACK TO SUCCESS

When Ray first arrived at St. John Specialty Care Center in June of 2019, he required full assistance standing, walking and performing day-to-day tasks.

With an extensive medical history involving post neurosurgical setbacks and countless stays at other facilities, Ray’s latest transition to St. John had left him drained.

“At first, Ray needed consistent encouragement for participation each day,” said Physical Therapy Assistant, Cassie Berteotti.

“But once he committed to working hard in therapy, he gradually found the motivation to progress.”

Even when families were no longer allowed to visit due to the novel coronavirus outbreak, Ray took it upon himself to improve.

Recovery began with mobility assistance machines, which then progressed to several types of walkers, followed by a cane, and eventually, Ray walking independently on his own.

“I’m best with a cane, but I can also walk fairly well without one now. I just have to concentrate a little more to do it,” Ray laughed.

“The whole process took about 14 months.”

Now awaiting discharge, Ray can get back to doing more of what he loves.

“I’m most looking forward to gardening and walking in nature again,” Ray said. “It’s something that I’ve always enjoyed – growing vegetables and stuff like that.”

As for the quality of care he’s received from St. John, Ray thinks it’s the people working within the skilled nursing setting who make it incredible.

“Every day, the staff went above and beyond for me. I can’t imagine there would be anywhere better than this.” ❖



From left to right: Certified Occupational Therapy Assistant, Megan Stewart, and Physical Therapy Assistant, Cassie Berteotti, celebrate Ray’s therapy success at his discharge party on Aug. 12.

SILVERSMART™ TECHNOLOGY KEEPS RESIDENTS CONNECTED THROUGHOUT COVID-19

When the coronavirus or (COVID-19) outbreak was declared a global pandemic in March of 2020, Lutheran SeniorLife was prompted to make some swift and tough decisions.

Of these many outcomes, visitation restrictions on senior living communities would prove to be most challenging with loneliness and social isolation posing specific threats.

Dementia, anxiety and depression are just some of the conditions that can arise from cutting off interaction with loved ones.

Fortunately, the SilverSmart™ Technology program offered several ways to deliver social support to residents and curb these increased health risks.

“One of the technology solutions that immediately exploded were virtual

visits,” said SilverSmart™ Technology Coordinator, Sharon Whalen.

“Even residents that were once hesitant to jump into technology started looking forward to scheduled visits with family and friends.”

While its best to see people and events in person, video calls served as a great alternative.

Residents could attend a wedding, catch up with grandchildren or celebrate a 70th anniversary all behind the safety of a screen.

“We even had one resident who virtually attended his daughter’s retirement party in Florida,” Whalen said.

Phone calls are another activity that quickly picked up, generating further interest in technology services.

“SilverSmart™ displays amplified and closed-caption telephones within the technology center,” Whalen said.

“These paired with large button phones became increasingly popular so residents could make calls according to their individual skill level.”

For others, Amazon Echo was an essential tool that permitted easy, hands-free calls.

“Devices are giving our residents more independence and allowing them to use technology paired with traditional methods to communicate,” Whalen said.

“Any opportunity to socially connect is important – especially during these times.”

If you would like more information on how you or a loved one can live an **Abundant Life**® with SilverSmart™ Technology, please contact SilverSmart™ Technology Coordinator, Sharon Whalen, at (724) 452-3619 or Sharon.Whalen@lutherseniorlife.org. ❖

Passavant Community resident, August Liehr, attends his daughter’s Florida Atlantic University retirement party virtually from the safety of Passavant Community’s campus on Aug. 14.



NORDIC WALKING HOLDS PHYSICAL THERAPY ADVANTAGES

Nordic walking, or urban poling as some people call it, looks a lot like cross country skiing but without the skis or snow.

The concept started in Europe to train off-season athletes, but it is now being used in many places across the United States for physical therapy gain.

“When you use the poles, you work more of your core and your upper body so it’s eliminating that added weight that would normally sit in your knees or hips,” said Lutheran SeniorLife Rehabilitation Manager Christine Namey.

Something incredibly important for patients who suffer from the pain of arthritis.

Similarly, the added points of contact the poles make with the ground offer advantages for older adults concerned with accidental falls.

“As we age, we naturally lose skeletal muscle and this is often a major concern when it comes to maintaining independence and physical function,” Namey said.

Nordic walking can further assist in this area by helping to regain muscle mass and improve the overall day-to-day performance of older adults.

“You really incorporate your full body when using the poles which helps improve balance, posture, walking speed and endurance among many other things,” Namey said.

It’s also great when working with patients who may suffer from conditions such as Parkinson’s disease.

“When people have Parkinson’s disease, they do a lot of shuffling,” Namey said. “The poles help them stand upright and take longer steps than if they were to use a walker.”

Likewise, the poles help chronic obstructive pulmonary disease or (COPD) patients with improved

exercise tolerance and walking farther distances.

Proper training and supervision are necessary before gaining maximum benefit, though.

Lutheran SeniorLife’s therapists are qualified to educate individuals on different techniques according to their existing needs and skillset.

“So, if a patient is interested or we think they would benefit, we work one-on-one to train them how to do it,” Namey said.

“The more resources we have for patients, whether it be trainings, knowledge or different tools, allows us to meet the needs of more individuals,” Namey added.

“It’s great to show the public that we have so many options.”

If you or someone you love are interested in learning more about urban poling, please contact Lutheran SeniorLife’s outpatient therapy office at (724) 452-3492. ❖



Passavant Community Physical Therapist, Molly Bargerstock, works on urban poling exercises with Passavant Community resident, Ed McGee.

STAYING TOGETHER WHILE APART

COVID-19 has presented us with tremendous challenges. But we've found endless ways to overcome unprecedented circumstances together.



ABOVE: One of our servers from The Commons at Stonebrook Village, Urmila Dhanvada, took time out of her days to decorate meal boxes over the summer. Our residents adored her creative and caring ways.



ABOVE: LIFE Beaver County staff paid a festive visit to participant, Florence Courtney, for her 100th birthday. It was a wonderful surprise with lots of decorative signs.



LEFT: As Lutheran SeniorLife began to move forward cautiously with lifted visitation restrictions for some locations in late June, RoseCrest Assisted Living was among the first to hold a series of successful in-person visits. Pictured is resident, Annie, celebrating her 87th birthday at a safe distance with friends.



ABOVE: PrimeTime Senior Center members started an outdoor exercise program while their center remained closed throughout summer. Each Monday, participants put on their masks and went through the necessary screening procedures before heading to their chairs for a great morning stretch.

BELOW: For other seniors, like Stonebrook Village resident, Estelle Richardson, puppy love was in large supply. We were thrilled she got to experience one-on-one time with such a special visitor.



HELP THOSE WE SERVE THRIVE

As the COVID-19 pandemic continues, we hope this message finds you in high spirits and good health. Now, more than ever, our community needs us. And we need you. When you donate, you help fund the vital programs and services which encompass our organization and foster **Abundant Life**. As a partner in our mission, you can make a gift in many ways:

- Online Donations
- Gifts of Cash
- Matching Gifts
- Gifts of Appreciated Assets (Stocks, Bonds, Mutual Funds, Real Estate)
- Planned Gifts (Legacy Gifts, Bequests, Charitable Gift Annuities, Charitable Remainder,
- Trusts, Qualified Retirement Plans, Life Insurance)
- Tribute and Memorial Gifts
- United Way Contributions
- Thrivent Financial Choice Dollars

To learn more about charitable donations, please contact the Lutheran SeniorLife Foundation at (724) 453-6014 or email jane.bittcher@lutherseniorlife.org.

Thank you for your generous support.

STAYING TOGETHER WHILE APART Continued from page 7



ABOVE: Similar to RoseCrest, our Passavant Community teams began holding their first trials of in-person visits in late July. In a continued effort to keep our residents safe, loved ones connected with each other six feet apart.



ABOVE: The Commons at Stonebrook Village staff treated residents to special ice cream floats. It was the perfect way to cool down on a hot summer day.



ABOVE: Meet Passavant Community volunteer, Casey! Though she couldn't make visiting rounds with our residents this summer, she still wanted to drop them a note to let them know she cared.

BELOW: PrimeTime Senior Center staff made participant, Pat Wright's, 80th birthday special with cupcakes and warm wishes.



ABOVE: LIFE Armstrong County reminded us of our power to support one another in times of crises with their matching t-shirts. Together we are strong!

BELOW: Thanks to dining staff, Emily Hayward and Katie Gannon, our Overbook Pointe residents were smiling from ear to ear from chalk art.



LEFT: Lutheran SeniorLife took a week to recognize our direct care workers for all they do in late June. Our staff have continued to do an outstanding job to ensure those we serve are well taken care of each and every day.



NEW ADVANCED CARE CENTER TO PROVIDE QUALITY SERVICES IN BUTLER

Lutheran SeniorLife will open a newly renovated 29-bed skilled nursing, rehabilitation and hospice unit in partnership with Butler Health System this upcoming holiday season.

The original building, formerly known as VNA, Inpatient Hospice, was only partially occupied before plans to repurpose the location into a new skilled nursing facility began last spring.

Transitioning came at a time that was not only opportune but necessary to fulfill the expanding needs of the current healthcare environment.

The facility will provide a comprehensive array of care to existing Living Independence for the Elderly or (LIFE) participants as well as long-term and short-term services to community members of all ages.

"Renovations included updating the former hospice unit to be

in regulation with skilled nursing parameters," said Advanced Care Center of Butler Nursing Home Administrator, Tracy Beck.

"An additional 15 rooms were also connected onto the existing facility for added space."

Comfortable family rooms, sconce covered lights, stone fireplaces and private rooms are just some of the other elements that were incorporated into the renewed center to give it a "home-like" feel.

"The next steps will be receiving our occupancy permit followed by several inspections. Then we will be able to open," Beck said.

In the meantime, Tracy is looking forward to making a lasting difference in the lives of many.

"I'm most excited to be a part of a great team that will bring person-centered care to our current participants and the greater community," Beck said.

"I feel very blessed to be given this opportunity to help others and provide the quality services people need."

Tracy Beck, RN, NHA, comes to Lutheran SeniorLife with more than 25 years of experience in skilled nursing and nursing home management.

Once the new advanced care center officially opens its doors, Tracy will be responsible for the smooth and efficient day-to-day operations of the facility. We extend a heartfelt welcome to her as she begins

this new journey with us at the Advanced Care Center of Butler. ❖



IN TRIBUTE

The following gifts were received between April 1, 2020 and June 30, 2020.

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With headquarters in Adams Township, Pa., Lutheran SeniorLife has locations in Zelienople, Mars, Butler, McCandless, Bellevue, Kittanning, New Castle, Aliquippa, Ambridge, Greensburg, and Monaca. To learn more about any of our programs or services, please visit our website at www.lutheranseniorlife.org.

LUTHERAN SENIORLIFE WINS 2020 CUSTOMER APPROVED AWARD FROM NRC HEALTH

Lutheran SeniorLife earned a 2020 Customer Approved Award from NRC Health during the Lincoln, Nebraska-based national research firm's 26th Annual Symposium on August 24.

This award recognizes senior living organizations across the country for generating an outstanding care experience for their customers.

Lutheran SeniorLife ranked fifth out of the top 20 independent living, assisted living, and skilled nursing organizations acknowledged.

"We are honored to be recognized as a top 20 organization in customer service with the NRC Health Customer Approved Award," said Vice President



of Technology and Quality at Lutheran SeniorLife, Chuck Lamb.

"This award reflects all of our team's hard work from St. John Specialty Care Center and Passavant Community."

To qualify for this distinction, organizations needed to possess a high percentage of respondents willing to recommend their senior living locations to friends and family.

This measure is known as the Net Promoter Score (NPS), and it is the industry's most reliable measure of satisfaction.

"There's so much uncertainty in the healthcare space currently, particularly for our senior living communities. More than ever, it's imperative that

we keep our loved ones in these communities safe," said Helen Hrdy, Chief Growth Officer at NRC Health.

"After what has been a very hard year, we are thrilled to recognize those senior living organizations that have gone above and beyond for those in their care, especially during the ongoing pandemic. We, along with your patients and residents, thank you for your understanding and compassion."

2020 marks the second consecutive year that Lutheran SeniorLife has received an NRC Health Award.

A complete list of award winners is available for download on the NRC Health website at nrchealth.com. ❖