

# SPOTLIGHT

Highlighting Excellence at Koelsch Communities

Q3 | 2017



Lead Cook Kathi Di Clementi and Culinary Director Cesar Aguilar showcasing their beautifully plated meal for their residents!

## Leaving A Trail of Culinary Dust at Northbrook

Northbrook Inn, Illinois, is gathering no dust as they move forward with a dynamic new culinary team. Cesar Aguilar, who was recently promoted to the position of Culinary Director, and Kathi Di Clementi, Lead Cook are "leaving a trail of dust" behind them as they lead the team forward to new heights! When asked recently why their crew has caught the attention of both Koelsch and resident

families, Cesar humbly told us:

"On holidays we try to make something really exceptional, bringing families together to share a special meal. We create a three course seasonal meal, and a unique menu. We also enjoy making a small cake for resident birthdays to make them feel special, letting them know we care for them. Our motto in the kitchen, 'A pinch of patience, a dash

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Cesar's creative take on Tiramisu!

## Trail of Culinary Dust

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of kindness, a spoonful of laughter, and heaps of love.”

We found out there is more to the story...Cesar, Kathi and their team are Garnishing Gurus! With a great attitude, excellent communication and an eagerness to exceed expectations, they are making their mark on the Northbrook community. A recent tomato soup with homemade basil oil garnish drew colorful “wows” from many and for Easter brunch they made deviled eggs colored in bright purple, pink and yellow, and then garnished them with edible orchids. Even Joel August, Koelsch Dining Services Consultant, was awestruck.

“Cesar has a history of pastry and culinary experience. He focuses on homemade pastries and amongst other delicacies, makes the most incredible Tiramisu...even better than my recipe!” says Joel. “Before serving, he dusts the plate using a fork and cocoa powder leaving a striking cocoa imprint on the plate. The teamwork, communication, presentation and garnishing this team does is truly exceptional and an example to all of our culinary teams at Koelsch.”

Kudos to the Northbrook Culinary team for making a difference in the lives of residents and their families.

By making a special effort to make food both tasty and beautiful, they leave a dusting of gratitude and joy with every meal.



*Deviled Eggs made by the Culinary Team for Easter brunch.*



## Classic Car Show at Hampton & Ashley Inn



Left side of car, front to back: Director of Community Relations Angie Kooistra (kneeling), Director of Community Relations Elizabeth Hamilton, Active Living Director Jody Miller, Director of Resident Services Amber Martin, Director of Community Relations Laurie DeBerard, and Koelsch Communities Facility Project Coordinator Troy Stephens. Right side of car, front to back: Culinary Director Robert Ahloo (kneeling), Maintenance Director Ryan Fontenot, and Executive Director Nino Cristoforo.

This summer the parking lot of Hampton & Ashley Inn once again became the stage for their annual car show. Family and friends of the community's residents cruised out with their classic cars for an afternoon of food, music, and remembering the good old days. Executive Director Nino Cristoforo, told us that over the years the car show has really turned into a family activity, now equipped with live music to serenade the crowd and a delicious Hawaiian themed BBQ prepared by Chef Robert Ahloo and his crew (this year's menu featured mouthwatering dishes like teriyaki chicken, sweet and sour meatballs, and macaroni salad to name a few). With so many moving parts it took a lot of teamwork from all the departments of Hampton & Ashley Inn, but the payoff was well worth the effort. Nino told us of a touching

interaction while he accompanied a gentlemen resident through the cars. The resident "started pointing to them saying, 'that's a '55 Chevy, this is a '62.' He could tell me all about them, which for someone dealing with memory care challenges was really impressive."

This year's car show was such a hit with the residents that towards the end some thought it would be the perfect place to dance, so they did; and surrounded by friends, family, food, music, and memories, wouldn't you?



## Employee Anniversaries - 20 Years

### 20 Years - Connie Byman, RN Brings Care and Compassion to Canterbury Inn

When we asked Connie if we could talk to her about her 20 year anniversary with Koelsch Communities she replied, "Alright, I'll give it a try," with a warm chuckle.

Twenty years ago when Connie joined Canterbury Inn, it was under expansion, and she said, "I was just a new nurse." Now looking back, she told us, "It sure has changed a lot since the beginning."

When Connie began, "the residents had basic care." Today, "many have specialty needs," so Connie's role as a Nurse has changed a lot over the last 20 years, and Connie has grown with the industry.

Executive Director Julie Medack told us that in the eight years she's worked with Connie she's seen, "a dedicated nurse, who's incredibly compassionate. Connie loves what she's

doing. She's a good communicator, and a very, very, awesome person in general—we are definitely lucky to have her."

Connie's favorite part of her days at Canterbury Inn is "helping residents feel independent, and visiting with them about the changes in their lives." Connie continues "I try to help residents feel more independent, even though they have less independence." Julie witnesses it, telling us, "I see her compassion coming out through her care of our residents, and making sure they're well taken care of." Over her time with Koelsch Communities, Connie has been an avid traveler and this summer she completed her first medical mission in Africa. **Way to go Connie! Thank you for your dedication to others for 20 years!**



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## Resident & Family Feedback



### Arbor Hills

I want to express my appreciation for Debbie Smith and Karl Rose, of Arbor Hills. My husband, Joe, is a resident, and we discovered late Thursday afternoon that his air conditioner was not working. Debbie called Karl, who came back after hours and cheerfully fixed the air conditioner.

I am at Arbor Hills every day, and I have noticed that Karl is very competent. I am grateful for the part he plays in caring for Joe.

-Kay Cointment



### Cedarbrook

David and I received the thoughtful bouquet of sympathy flowers from Cedarbrook. The gesture was very sweet and appreciated.

You can imagine we are not anxious to see Cedarbrook again soon, but we have so much love in our hearts for the staff and ask that you convey the family's sincere appreciation to them. We particularly have appreciated Lisa's kindness, patience and coordination. Kayleen's communication, care and professionalism. Reet Dhesi's amazing attitude, smile and connectivity. And particularly each member of the staff that we may not know by name that were the silent warriors against this disease for my mother, caring for her dignity as well as her physical needs down a very long, dark road. And for the Home Office's grace, response, and assistance in keeping Mom where she was most familiar and well cared for just a bit longer so we felt we could finish well. It does not go unnoticed! Thank you!

~ Cathy Cowin



## The Real Rosie The Riveter



*It has taken awhile, but Naomi Parker-Fraleay has gotten her recognition as the person in the photo that may have inspired "We Can Do It!" poster. Photo: Bill Wagner, The Daily News.*

You've seen it: the iconic image of Rosie the Riveter, bicep flexed in a blue mechanic shirt, hair put up under her red and white polka dot bandanna and the words "We Can Do It!" written proudly above her. And while the artwork has become one of the most recognizable images from the WWII era, Naomi Parker-Fraleay, the woman who inspired Rosie the Riveter, was a mystery until a professor at Seton Hall university in New Jersey found her living with us, at Delaware Plaza in Longview, Washington.

When Naomi Parker-Fraleay's father, Joseph Parker, walked her and her little sister Ada Wyn down to the U.S. Naval Air Station in Alameda, California, they had no idea what a legacy they would become part of.

The year was 1941, just months after the bombing of Pearl Harbor, and the Naval Station had put a call out for civilian workers, regardless of their gender. Laura Steel, Executive Director at Delaware Plaza where Naomi resides, told us, "you know the women picked up a lot when the men went to war during that time and in my opinion what the women did then was the groundwork for the progression of women today."

Naomi's father Joseph didn't want the girls to sit idly by, he wanted them to contribute to a national effort where everyone does their part, like Miller's "We Can Do It!" painting that was yet to be created.

"We wouldn't have done it, except our daddy told us to get down there and get a job," Ada Wyn was quoted saying.

Naomi and Ada Wyn's duties included fabrication, drilling, and riveting, as they repaired the war torn naval airplanes; the starting salary for women was 50 cents an hour. The women on the base rose early each morning, dressed in coveralls with low heels, and used bandannas to tie up their hair. Naomi Parker-Fraleay purchased the now famous red polka-dot bandanna from a "Five and Dime" store, said her daughter-in-law Marnie Blankenship.

A news photographer visiting the base captured a photo of Naomi flexing like Rosie, while working by a lathe. The photo was published in newspapers and magazines all over the country, and the next thing Naomi knew, she was receiving fan mail. Less than a year later Miller's famous Rosie the Riveter poster was plastered across America.

It took a lifetime for Naomi to get recognized for the role she played; not that she was after recognition. Naomi's daughter-in-law Marnie Blankenship explained: "She said it was all of us, there were many of us that went to the factories and worked, and helped out with the effort, not just me. We all did, we all jumped in, we all deserve the same recognition."

Laura recognizes that 'we can do it' attitude, telling us, "The generation they came from was so much stronger, so much more determined, and I see that

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*Ada Wyn Parker-Loy, younger sister of Naomi Parker-Fraleay, who also worked with her repairing aircraft during WWII. Photo: Bill Wagner, The Daily News.*

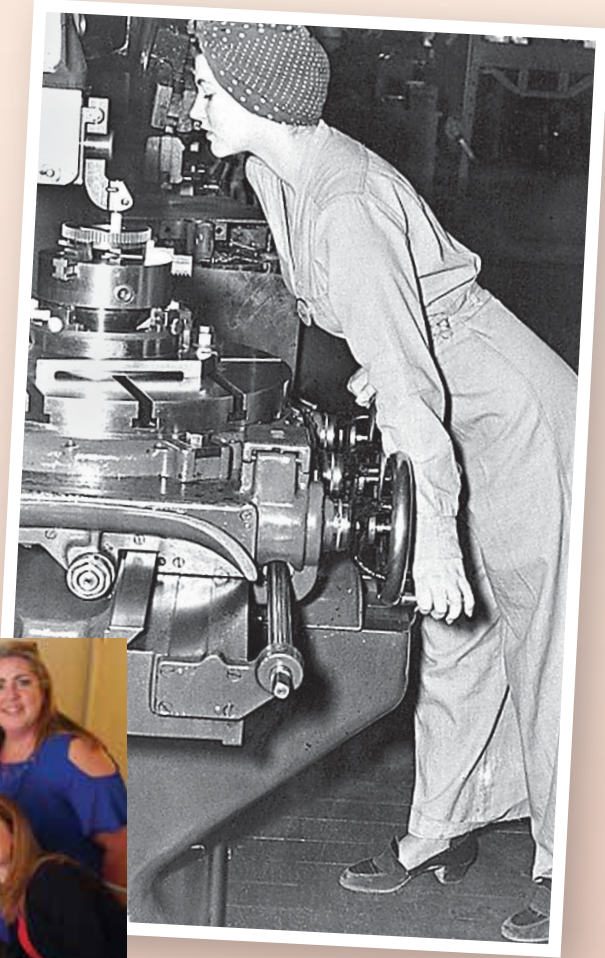
## The Real Rosie The Riveter

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in the building. They're very supportive of each other and they have a lot of pride over what their generation accomplished."

Rosie the Riveter grew to become a symbol of strength, feminism, and the embodiment of a generation known as 'the greatest generation' for their strong work ethic, commitment to community, and 'can do' attitude.

At Koelsch Communities, those are things we hold dear, and we're proud to know that we care for so many of 'the greatest generation' of which Alice and Emmett Koelsch were a part. Our communities are made up of parents and grandparents who worked multiple jobs so that we could get an education, have hot food on our tables, and live freely in America. And after all 'the greatest generation' has done for us, we consider it an honor.



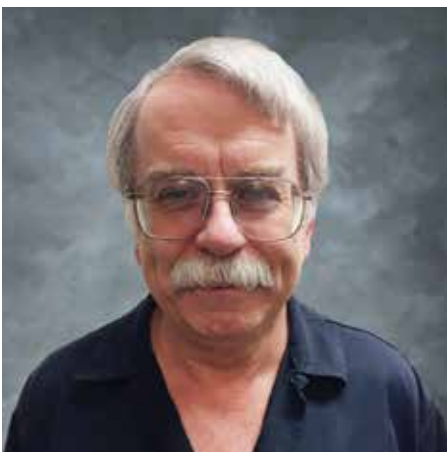
*This 1942 image of Naomi Parker-Fraley was misidentified for decades. The image may have inspired the artist of the "We Can Do It!" poster. Photo: Getty Images.*



*Left: Naomi visiting with her niece, Charlene. Right: Naomi with family and friends, one of whom is her niece, Holly (pictured in the royal blue top).*



## Employee Anniversaries - 15 Years



**15 Years - Steve Richardson  
Taking time to address the  
needs of others with dedication**

In his 15 years with Madison House, Steve Richardson has warmed the hearts of both the residents and his coworkers. Steve is the kind of guy to earn the reputation of "very patient, loyal, caring, and punctual" from his coworker Darlene Boe, RN.

Darlene also told us, "Steve takes on any job with a positive attitude, which is a blessing!" He really pitches in, and works well with everybody.

Steve, who was born in Seattle on St. Patrick's day, is an outdoorsman, a fisherman and an avid birdwatcher, and it's clear his patience and attention to detail carry over into his work at Madison House.

Darlene Boe, RN, went on, "Steve's very good with residents, very patient. They'll often ask him questions and he always takes the time to address what they need, and still gets all of his own work done."

Steve loves helping the residents, telling us, "When I have time I enjoy saying 'hi' and making a little conversation, you know, to see how things are going."

Over his 15 years in the Maintenance Department, Steve has been a dedicated employee to the staff, residents, and Koelsch Communities. He's watched the Madison House grow over the last 15 years, and all the while he's been the kind of man that's made the Madison House feel like home to so many.

*Thank you Steve for you kindness and dedication to the residents, staff, and Koelsch Communities!*



## Employee Anniversaries - 15 Years

Tony DeJaynes was still a high school student when he applied to be a Dishwasher at Canterbury Inn in August of 2002. Since then, Tony has held seven different positions within the community. "He's a master of jobs around here," commented Executive Director Julie Medack, "he understands Koelsch culture, and is always putting it out there."

Tony worked in the 'dish pit' for years, then worked as a Server and as a Dietary Aid. He remembers chopping up vegetables, but remembers "doing dishes a whole lot more." Tony worked in the kitchen for over eight years before moving to work as a Receptionist in 2011, Director of Active Living in 2013, and is now an Administrative Assistant (AA).

"Koelsch has given me several opportunities to try new positions, it's really nice. It's a great chance to explore different parts of your career, because being a Bookkeeper, or an AA, is so different than being Director of Active Living, so they allow me new professional experiences in my life."

After 15 years "Tony's very well known here at Canterbury Inn," Julie told us. "He's a hard worker who loves the residents, loves what he's doing, has a great personality, and I love his sense of humor." Tony's vast experience has made him a 'go to' for other employees."

Looking back, Tony says, "I have a way bigger appreciation of what it truly takes to run a community like this, especially when you're the best one around."



**15 Years - Tony DeJaynes**  
**"A master of jobs"**

*Thank you Tony for all you give to Koelsch Communities and the residents we serve!*



**15 Years - Cindy Hunt, LPN**  
**Truly loves caring for people**

*Cindy, we feel blessed to have you as a part of our community. Thank you so much for 15 wonderful years!*

Cindy Hunt has been a positive impact on the Canterbury Inn's residents and staff for 15 years now, and Koelsch Communities is so happy she has. Executive Director Julie Medack told us, "Cindy is an amazing nurse, incredibly compassionate, caring, and it's been a privilege partnering with her here all these years."

Cindy is the kind of person who truly loves caring for people, and over the last 15 years she's had too many positive memories and special relationships to keep count. Cindy loves "the stories the residents can tell you. They have a lot of insight and information and you can learn so much from the elderly." Over the years Cindy has realized that what she

learns from the residents is applicable to her own life's growth, and she feels she's gained so much from "just listening."

While Cindy is giving her loving touch to residents she enjoys trying to make them laugh, and when she does it's a special feeling. Julie sees Cindy making a difference every day at Canterbury Inn, "Cindy puts everyone before herself and I see that constantly by how she takes care of our residents, and even with her fellow coworkers."

Cindy began nursing in 1983, at a nursing home in North Dakota and when she came to Koelsch 15 years ago she already had a strong career and a stronger passion for giving incredible care.

## Celebrating Length of Service

### 20 Years

Connie Byman, Canterbury Inn

### 15 Years

Tony DeJaynes, Canterbury Inn

Cindy Hunt, Canterbury Inn

Leanne Laferty, Delaware Plaza

Steve Richardson, Madison House

### 10 Years

Kristina Cain, Canterbury Park

Rebecca Siquina-Machic,

Canterbury Gardens

Andrea Morales,

The Hampton at Salmon Creek

### 5 Years

Paula Eckman, Canterbury Gardens

Allison Herrera, Canterbury Gardens

Amber Brandhorst, Canterbury Gardens

Thomas Sandoval, Copper Creek Inn

Caitlin Connelly, Hampton & Ashley Inn

Crystal Heath, Hampton & Ashley Inn

Sherry Houfek, Hampton & Ashley Inn

Paula Wisniewski, Silver Creek Inn

Sharon Young, Silver Creek Inn

Almerit Lopez, Sterling Commons

Anahi Alcalá, Sterling Commons

Debra Newlin, Sterling Commons

Ebony Ross, Sterling Commons

Carl Thomas, Sterling Inn

# Employee of the Quarter



## Patsy Klahn takes everything in stride and finds meaning in little parts of her day.

Today, Patsy Klahn, LPN, can look back on a 32-year nursing career she started in 1985 and know she's in the right spot. Patsy loves "taking care of everybody. They're all my friends, and I really love them," Patsy told us. Logan Johnston, the Silver Creek Inn's Executive Director, confirmed that, telling us, "Patsy is so compassionate towards our residents and their families, and the residents just love her."

When Patsy was a child, she wanted to be the next 'Judge Judy,' and that dream stuck with her while her life led her overseas to Japan. "I was stationed at Yokota Air Force Base in Japan from 1973 to 1976, where I worked at the

MAC terminal serving meals, and the base exchange – a department store for the military."

Patsy returned home, and pursued a college degree where she simultaneously took law and nursing classes with two boys at home. As college went on, Patsy's counselor pointed out that she had finished all the prerequisites for the nursing program.

"How the counselor put it at the time was, 'you can still pursue your dream, however, why work longer hours and make less money. If you finish the LPN program you could work less hours and make more money and continue with your dream.'"

"Well, I got into nursing and that was the end of that." Patsy has found nursing to be incredibly rewarding, "and the longer I've been at it, the more I like it," she told us.

Today, Patsy absolutely loves what she does. "I really enjoy being here, the staff is great, we all work well as a team; Silver Creek has been a joy."

At Silver Creek, the feeling is mutual. Logan went on, "Patsy has a very calming nature about her, especially taking on challenges with a resident. She's very gentle." Logan shared that Patsy often goes to great lengths to keep residents healthy and happy.

A year and a half ago, Patsy found her way to Silver Creek through the reference of a friend, and since then

Logan has seen her "take everything in stride." She remarked that in memory care services, each day can come with surprises, and there's no one more prepared to lovingly deal with a tough situation than Patsy.

As we spoke with Patsy it became more and more evident that she adores the people she looks after. "I just enjoy caring for people, and in this particular setting a lot of people don't remember family members, and it feels great when you walk in the door and they have a big smile on their face because you're familiar to them- it really does." It's those day to day interactions that Patsy finds so meaningful, the little parts of her day that some might overlook. Patsy feels that "Often times their family can't be there, so we are their family."

Patsy, who "was a Nurse's Assistant before they had certifications," has watched the industry change, much of it to her delight. "Medicine is constantly changing, new things are coming out, and it's just wonderful to watch how they benefit the residents."

Patsy has not only been a dedicated nurse, she's "been very happily married for 21 years now." Patsy's two sons are now men, and she has several grandchildren who adore her. After telling us about her family, Patsy said, "So I pretty much enjoy life, and I enjoy people." Well Patsy, it shows, and we're so happy it does.

## Employees of the Quarter by Community

### Amber Creek Inn

**Tationia Barnett**, Housekeeper

### Arbor Hills

**Alfreeda Scott**, Resident Assistant

### Canterbury Gardens

**Jeff Grimes**, Resident Assistant

### Canterbury Inn

**Melissa Saxon**, Cook

### Canterbury Park

**Skyler Lee**, Sous Chef

### Canyon Creek

**Crystal Bryant**, Active Living Assistant

### Cascade Inn

**Michael Matovich**, Active Living Assistant

### Cedarbrook

**Der Vang**, LVN

### Creekside Inn

**John Lloyd**, Resident Assistant

### Copper Creek Inn

**Ariana Shea**, Receptionist/Active Living Assistant

### Delaware Plaza

**Nicole Cunningham**, CNA

### Hampton & Ashley Inn

**Mande Raff**, Resident Assistant

### The Hampton at Salmon Creek

**Lois NgaNga**, RN

### Madison House

**Garrett Frank**, Resident Assistant

### Meadowbrook

**Tequila Henry**, Resident Assistant

### Northbrook Inn

**Patrice Rice**, Resident Assistant

### Riverside Inn

**Lucy Moore**, Cook

### Saddle Brook

**Olaimatou Jallow**, Resident Assistant

### Silver Creek Inn

**Patsy Klahn**, LPN

### Spring Creek Inn

**Tyrah Lamp**, Resident Assistant

### Sterling Commons

**Priscilla Valenzuela**, Receptionist

### Sterling Inn

**Olga Ortega**, Resident Assistant



## People on the Move



**Mee Mee Pak - Promoted from Resident Assistant to Active Living Assistant, Hampton & Ashley Inn, Vancouver, WA**

"I am so happy Russ is here, I've finally got the maintenance director I've always wanted," Canterbury Gardens Executive Director Nick Fletcher told us about Russ Goosey. "Russ has a 'can do' attitude about everything, there's no 'oh, that's gonna be hard,' it's just 'I can get it done,' or 'I'm on it,' and he-is-on-his-job." Russ is the kind of guy who works hard, and takes pride knowing that he keeps his community in top shape, but Russ also told us his job "provides a fulfillment of purpose in life," and it means a lot to him that he's able to help

By chance we spoke to Mee Mee Pak on her birthday, and we're so lucky we did. Mee Mee was on cloud 9 as she told us, "the entire staff gave me a surprise birthday party, it was fantastic." She went on joyfully, "One coworker stayed up all night making food, for me, and to me, that tells me how much they love me, I mean, I've never had anyone do anything like this for me at work." Mee Mee loves her team, but she also loves that

work "gives you a dose of reality," and said, "I can honestly tell you that this job changed my life. It really puts things in perspective, and makes it easy to let go of the little things, which makes life a lot easier." Active Living Director Jodi Miller added that it's a pleasure to work with Mee Mee, who has an incredible teamwork attitude, "loves what she's doing—and it's just obvious when you see her doing it."

people as part of his work day. As Maintenance Director, Russ gets a "structured stability" that allows him the "opportunity to learn." Nick Fletcher couldn't compliment Russ's work ethic enough, saying, "Russ doesn't sweat the small stuff and he understands what needs to get done, and puts his all into it, whether it's fun or not." Russ's coworkers from Canterbury Inn are happy to see him be promoted, but Canterbury Inn Executive Director Julie Medack knows that "he will be very missed."



**Russ Goosey - Promoted from Maintenance Assistant at Canterbury Inn to Maintenance Director, Canterbury Gardens, Longview, WA**



## Koelsch Communities is turning 60!

Employees of Koelsch Communities, it is with a deep sense of joy, pride and humility that I invite you to join me in celebrating the Koelsch family's 60 years in the Senior Living Industry. Koelsch Communities has grown to become not only an industry stronghold, but a model in our industry, leading the way with our relentless focus on resident satisfaction and attention to detail. Thank you for carrying out Koelsch values as you serve our residents and their families and I want to encourage you to persistently pursue resident satisfaction in your individual communities. You'll be hearing more about K60 in 2018.

- President & CEO Aaron Koelsch

## People on the Move



**Lacee Patton - Promoted from Active Living Assistant to Active Living Director, The Hampton at Salmon Creek, Vancouver, WA**

"The thing I truly admire and respect about Lacee is when she has a project or a program she does it wholeheartedly, thoroughly, and she does it full throttle, I mean, she goes above and beyond," Executive Director Kim Damian told us. Now, Lacee is revving that 'full throttle' attitude in her new role as Active Living Director. "Prior to being promoted to the Director position I didn't have an extensive background in management, so I've been really fortunate. Now I'm managing a department and staff and still meeting the needs of the community. I really feel that's

something I wouldn't have gotten to do this early in my career, if it weren't for the opportunity here." Lacee knows that **attention to the smallest of details**, a Koelsch core value, can make a residents day, and Kim says that "Lacee has a very compassionate and caring attitude towards everyone and really puts everyone's feelings, thoughts, and suggestions into everything thing she does." Along with her full work schedule, Lacee has a double major in psychology and gerontology, and is currently getting her master's degree in social work.

**Do you know of someone who works within your community who is doing an outstanding job or has an interesting story to share? Let us know! Email your article ideas and suggestions to [info@koelschsenior.com](mailto:info@koelschsenior.com).**

## Our Communities

### Koelsch Home Office

111 Market Street NE  
Olympia, WA 98501  
[koelschcommunities.com](http://koelschcommunities.com)

**Amber Creek Inn**  
Scottsdale, AZ

**Arbor Hills**  
Plano, TX

**Canyon Creek**  
Billings, MT

**Canterbury Gardens**  
Longview, WA

**Canterbury Inn**  
Longview, WA

**Canterbury Park**  
Longview, WA

**Cascade Inn**  
Vancouver, WA

**Cedarbrook**  
Fresno, CA

**Copper Creek Inn**  
Chandler, AZ

**Creekside Inn**  
Coeur d'Alene, ID

**Delaware Plaza**  
Longview, WA

**Lakeview**  
Bloomington, IL

**Madison House**  
Kirkland, WA

**Maple Glen**  
Glen Ellyn, IL

**Meadowbrook**  
Arlington, TX

**Northbrook Inn**  
Northbrook, IL

**Park Wood**  
Surprise, AZ

**Riverside Inn at Fossil Creek**  
Fort Worth, TX

**Silver Creek Inn**  
Mesa, AZ

**Spring Creek Inn**  
Bozeman, MT

**Sterling Inn**  
Victorville, CA

**Sterling Commons**  
Victorville, CA

**Saddle Brook**  
Frisco, TX

**Hampton & Ashley Inn**  
Vancouver, WA

**The Hampton at Salmon Creek**  
Vancouver, WA

### Opening Soon

**El Rio**  
Open Fall 2017  
Modesto, CA

**Cedar Creek**  
Open Winter 2017  
Edmonds, WA

**Springs Ranch**  
Open Winter 2017  
Colorado Springs, CO

**The Park at Modesto**  
Open Summer 2018  
Modesto, CA

**The Park at Surprise**  
Open Summer 2018  
Surprise, AZ

**The Park at Copper Creek**  
Open Fall 2018  
Chandler, AZ

**Waverly Inn**  
Open Winter 2018  
Arlington Heights, IL

**Jefferson House**  
Open Winter 2018  
Kirkland, WA

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