

SPOTLIGHT

Highlighting Excellence at Koelsch Communities

Q2 | 2017



Family photo of Carol, her two sons and daughter-in-law and grandchildren.

More Than Just a Bucket List

A bucket list is, by definition, a list of things that you want to do before you die. The term gained in popularity after the 2007 movie “The Bucket List” where Morgan Freeman and Jack Nicholson create a bucket list of things to do before they die – and then actually do them.

Kim Damian, Executive Director of The Hampton at Salmon Creek has taken the bucket list idea to greater heights with the new 2017 *Granting Their Wishes* program.

“We wanted to create unique events that included memorable moments for our residents and their families. By recreating a special activity of the past or organizing an event that they always wanted to do, we create memories for the entire family. They share in an extraordinary experience with their loved ones that will always be remembered.”

Alzheimer’s is a terrible disease, so to provide a special event outside of the routine of the day brings joy, and can erase part of the sadness



Carol's family shared family stories and reminisced on happy times together.

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Carol had always dreamed of living in a log cabin in the woods, but she was never able to. So this year for her birthday, we celebrated at the Historical Covington House in Vancouver, WA with her family.

Bucket List continued from page 1

of Alzheimer's. By personalizing the activity to a memory of the past or a dream they have always had, the *Granting Their Wishes* program gives people a look back to something familiar and creates a fresh excitement about a new adventure. Sharing it with loved ones brings it to a new level.

The program, which just began in January of this year, has already created special memories for two families. The first, a resident who always wanted to live in a cabin in the woods, was treated to a birthday picnic at Covington House, a 1925 restored wood cabin, the oldest private dwelling in Vancouver, WA.

Restaurant at Timberline Lodge



The second trip in March was a romantic dinner at Timberline Lodge for a resident and his wife, who frequently visited the restaurant during their dating years. In anticipation for the visit, Timberline Lodge donated a snowcat snowmobile ride for staff, the resident and his wife, accompanied by three complimentary meals.

Timberline Lodge donated a snowcat ride for staff, the resident and his wife.



Lodge is one of the bonuses of this program.

Lacey Patton, Director of Active Living, who has been instrumental in getting the program off the ground, says:

"*Granting Their Wishes* is a way to celebrate the lives of our residents and create a way to make happy memories for the entire family. It also provides an opportunity to get our residents out and about, connected with the community and doing something unique, outside of the daily norm. We are grateful for community support from organizations such as Timberline Lodge, who enjoy making memories as much as we do!"



The couple enjoyed three complimentary meals

Newest Chicago Community Awes at Grand Opening Gala



(Left to Right) Front Row: Chief Operating Officer Dan Williams, Vice President of Operations Cyndie Bryant, RN, President & CEO Aaron Koelsch, Mayor Franco of the Village of Lakeview, Vice President of Marketing Lesley Yanak, and Executive Director Rod Johnson.

Koelsch Communities just celebrated the Grand Opening of its newest Chicago-area community, Lakeview Memory Care in Bloomingdale, with a warm gathering featuring a ribbon-cutting ceremony, individual guided tours and a huge spread of hors d'oeuvres and desserts.

More than 300 people crowded into the April 12 event, according to Rod Johnson, the community's Executive Director. "People seemed awed from the moment they walked in," he says.

President and CEO Aaron Koelsch was on hand to welcome guests, including Mayor Franco of the Village of Bloomingdale, IL, several state senators, the Chamber of Commerce, medical providers and families searching for care for loved ones.

Servers passed savories such as individual crab cakes and beef Wellington bites. Trays of more appetizers filled groaning tables in the Ivy Dining Room. The Club room offered a wide selection of

drinks and over-the-top desserts like bananas stuffed with peanut butter cream and dipped in chocolate.

Warm Reception

During the tours, people raved about the décor of rich browns and neutrals with vintage photos of hometown attractions like a local amusement park, according to Courtney Bayron, Director of Community Relations at Northbrook Inn, IL, who was on hand to help with the overflow of tour requests.

"There was broad agreement that the Grand Opening was exceptional," she says.

In one sweet scene, a lady whose family had reserved an apartment for her, was proudly and spontaneously showing people "her room," while her husband reassured her "it's the best one in the place!"

In another, a man suffering from early on-set dementia was delighted by the community's 1956 blue Ford Fairlane. "He checked under the hood and climbed in the driver's seat," Courtney says. Restored vintage vehicles are a signature touch at Koelsch Communities and a personal gift from Aaron Koelsch.

Open windows kept the crowded community cool during the party and highlighted the bubbling sound of a fountain flowing in the courtyard. Lakeview staff set up speakers in the hallways so everyone could hear opening ceremonies presided over by Benjamin Surmi, Director of Programs and Training.

Final fun, gourmet touch: Valet parking attendants returned cars with a party favor—an elegantly wrapped cupcake decorated with the Koelsch logo. "We're a company that celebrates getting the details right," says Eva Arant, Regional Director of Operations. "The cupcakes were one delicious way we hoped to communicate that to our guests."



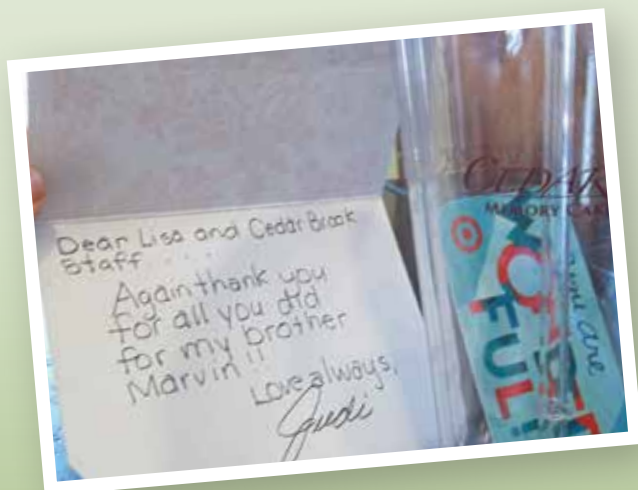
(Left to Right) Front row: Gracie Cannizzaro, Peggy Lethert (Director of Culinary Services), Sharon O'Keefe, Lindsey Kennedy (Director of Active Living), and Penny Luczak, (AA). (Left to Right) Back row: John Mirabelli (Director of Maintenance), Anthony Behnke (Cook), Sarah Moore (DCR), and Rod Johnson (ED).

Gratitude Expressed

There is a saying by William Arthur Ward that “feeling gratitude and not expressing it is like wrapping a present and not giving it.” The staff at Cedarbrook in Fresno, California is enjoying “**gratitude**” expressed times two.

Most of us at Koelsch Communities work with the aging population because we are passionate about people and especially older adults! We know the value of a great life story, the challenge of aging health, and the blessing of coming alongside residents to help them enjoy life as they age. When families let you know what an impact your work is making, it brings a special joy. The Cedarbrook community recently experienced two of those encouraging and heartwarming moments.

Marvin moved to Cedarbrook last year to be near his sister Judi, who lives in Fresno. She was grateful that her brother could live near her in an environment of care and compassion for his last remaining months. After Marvin’s passing, a \$1,000 gift arrived from his sister as a “thank you” to the entire staff. From that generous gift, each employee received a Koelsch tumbler with a \$10 gift card and a copy of the thank you card written by Judi.



The note and gift from resident Marvin's sister, Judi, given to each staff member at Cedarbrook.



(Left to Right) Front row: Princess Kate Porciuncula, Mari Zuniga, Alexie Mendez, Philetta Lawson, & Jasmine Allen. Second row: Juan Rodriguez (Director of Maintenance), Jennifer Bailey, Thomas Colvin, Kayleen Rosales (DRS), Lisa Poole-Johnson (ED), Ricky Lee, Jovanna Escobedo, & Melina Ochoa. Third row: Alex Zacarias, Justin Le, & Sarah Dennis (AA).

Mrs. Upcraft, another resident at Cedarbrook, enjoyed daily visits by her husband for over two years and the staff became very attached to both of them. When she passed earlier this year no one expected what happened next. Lisa Poole-Johnson, Executive Director at Cedarbrook received a note from Mrs. Upcraft's son (see page 5).

The following Monday, Lisa arrived at the office to find fifty handwritten thank you cards for each individual staff member and \$25 tucked into every envelope. It was an emotional staff meeting when each person on the Cedarbrook team received their personal gift in recognition for the love and care they show residents on a daily basis. Lisa responded:

“In my 20 years in long term care, this is the first time I have ever experienced families showing this level of appreciation to the entire community. It is heartwarming and a joy to see the entire staff being recognized by the families for the love and care they give our precious residents day in and day out.”

Continued on next page

"My sister and I are immensely grateful for the wonderful caring staff at Cedarbrook. We would like to express our gratitude by giving a gift to all of the staff members. We will be in Fresno this weekend and will leave a thank you note for each employee with the on-duty supervisor. In case we don't get to see you personally, please accept our appreciation for your role in inspiring such a remarkable team."

-Dave & Wendi

Thank you note and generous gift from the son of Mrs. Upcraft (resident) to the individual members of the Cedarbrook team.



**Gratitude expressed
brings clarity to the past,
peace for today and creates
our vision for tomorrow**

Resident & Family Feedback



Canterbury Park

The employees at the Canterbury Park are the most cheerful and helpful people I have ever had the pleasure of knowing. I have made many new friendships and enjoy hearing their different life experiences. My new 'home' is the best! I'm so glad I made this decision.

~ Lynn Sathe,
Resident at Canterbury Park



Spring Creek Inn

My three brothers and I decided a while ago that it was time to move our dear mother, Emma Joy, from assisted living to a memory care facility. We visited a number of facilities, but pretty much knew immediately that Spring Creek Inn (SCI) would be the best place for her. We could not have been more correct. We were initially concerned Mom might have adjustment problems, but there was no need for this concern; Mom very much liked SCI immediately and has continued to do so. The public space in the SCI building is brilliantly thought out in that the vast majority of residents are rarely in their rooms; they are out interacting with other residents and staff. But it really is the staff which is extraordinary. Their warmth and attention to the residents is truly amazing. My brothers and I rest easy when we're not visiting Mom, knowing that she is in a fantastic place with wonderful people.

~ Richard Dana

Employee Anniversaries - 25 Years

25 Years - Darcy Barham Brings Love and Energy to Madison House

Koelsch Communities is honored to celebrate Darcy Barham's diverse and energetic 25-year career at Madison House, Kirkland, WA.

Darcy started working at Madison House on April 16, 1992 as a Receptionist. She later moved to the Marketing Department and five years ago switched to Activities. She recently cut back her hours to help care for grandchildren and now works part-time as an Active Living Assistant.

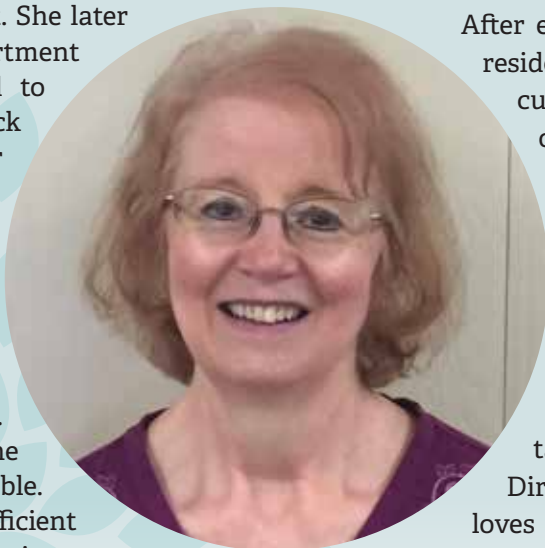
Lisa Kennedy, Director of Active Living, describes Darcy as a positive, upbeat and creative team member. "She's easy to talk to and she makes people feel comfortable. She's also one of the most efficient employees I've ever seen. She is super productive and uses every minute of her time here," Lisa says.

Darcy laughs that she has to be efficient because there's so much happening at Madison House. She

heads up water workout classes, demonstrating exercises from the side of the community's pool. She also leads "Chair Chi," a modified form of Chinese Tai Chi, promoting strength and stress reduction.

After exercises, Darcy helps facilitate resident discussions as part of a current events club that focuses on good news. She also organized a weekly bowling event, using weighted plastic bowling pins in an open area at Madison House. "We have some terrific bowlers, so I'm often picking up all 10 pins," she reports.

Darcy has another special talent, according to Executive Director Jadon Kreinheder. Darcy loves to update the Madison House Facebook page with fun photos of the latest activities and events. "We have the most active Facebook page in the company, thanks to Darcy," he says. "I want people to know we have fun here," Darcy says.



"Koelsch Communities congratulates Darcy on 25 years of love and energy invested in the residents at Madison House," says President and CEO Aaron Koelsch. "We are grateful to know you and to have you serving our residents with such enthusiasm!"

25 years

Celebrating Length of Service

25 Years

Darcy Barham, Madison House

20 Years

Barbara Toney, Home Office
Karri O'Brien, Canterbury Gardens
Yelena Pavlenko, Cascade Inn

10 Years

Nicholas Fletcher, Canterbury Gardens
Sheral Sharma, Cascade Inn
Rebecca Gorley, Delaware Plaza
LaShawn Chaney, Hampton Ashley
Tranee Tracey, Sterling Commons
Deanna Workman, Sterling Commons
Ana Nytes, Sterling Inn
Veronica Sanchez, Sterling Inn

5 Years

Elisabeth Hailu, Cascade Inn
Patience Lazarick, Cascade Inn
Rui Liu, Cascade Inn
Chris Andison, Cascade Inn
Pamela Batson, Copper Creek
Tiffany McGill, Hampton Ashley
Bernard Simple, Madison House
Jonie Keator, Silver Creek Inn

Employee Anniversaries - 20 Years

Twenty-year company veteran Karri O'Brien has found her niche in life at Koelsch Communities.

Karri thrives in her role as Director of Active Living, loves her community, Canterbury Gardens, Longview, WA, and describes herself as honored and blessed to work for Koelsch. "I love what I'm doing and where I'm at."

Karri started working at Canterbury Gardens on May 20, 1997 as a 19-year-old Resident Assistant. Soon after, she moved to Activities and spent 16 years as an Active Living Assistant.

"Karri was a complete stand-out in her position," says Executive Director Nick Fletcher. "One of the first things I did after coming to this community was promote her to Director of Active Living."

Cyndie Bryant, Vice President of Operations, praises Karri for the way she inspires residents to use their hands to create. "Karri helps

residents make art projects, plant and grow gardens in our raised beds and design memory boxes that express their emotions and life stories," Cyndie says.

"She's a ray of sunshine," says Gretchen Niemi, Director of Community Relations who remembers the day Karri was hired.

Karri is currently focused on creating intergenerational enrichment programs. As part of the effort, she's inviting the children of staff members to visit. "Nothing bonds a community like bringing your children in," she says. "Residents love it. When the children come, no one asks for anything. They're just alive in the moment."

President and CEO Aaron Koelsch says the company is proud to celebrate both Karri's 20-year commitment and the joy she finds in working with memory care residents. "Karri embodies our company core value of treating all people with dignity and respect," he says.



20 Years - Karri O'Brien
Finding Joy in the Right Fit



20 Years - Barbara Toney
By The Numbers...Barbara Gets It Done

Asked to describe Barbara Toney, Senior Bookkeeper, accounting co-workers all agree on words like, "hardworking", "accurate" and "fast."

"I like to get in the zone and get going," says Barbara, who continued to work on a bookkeeping project while she was interviewed by the Spotlight.

Koelsch Communities is honored to celebrate Barbara's 20-year anniversary with the company and is grateful for her outstanding work ethic, dependability and dedication to the staff, families, and residents in the communities she serves.

Barbara was hired to help the company with medical records on May 5, 1997. "That was in the days before computers," she explains. A year later, she was promoted to Bookkeeper at Canterbury Inn, Longview, WA. Eventually she served as Bookkeeper at all four Koelsch Longview communities before being promoted to Senior Bookkeeper at the Koelsch Home Office.

"Barbara is spot-on one of the hardest workers I have ever been around," says Anne Howland, Bookkeeper and Senior Accounting Manager. "She's quick to respond to assignments. Tough, but fair. I really like her as a person."

In her current role, Barbara supervises bookkeeping for five communities and helps with financials. "Barbara carries a big load," says Flora Allen, Treasury Manager. "She's truly an asset to the company."

President and CEO Aaron Koelsch says Barbara demonstrates respect and affection for residents and their families with timely, accurate billing and quick responses to financial queries. "I'm glad I know Barbara and I am thankful for her 20-year contribution to the success and growth of Koelsch Communities."

Continued on next page

Anniversaries

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20 Years - Yelena Pavlenko Company Transfer Extends Compassionate Career

Koelsch Communities is proud to celebrate a 20-year relationship with Yelena Pavlenko, who has provided compassionate, meticulous care for seniors at two communities, Sterling Inn, Victorville, CA and Cascade Inn, Vancouver, WA.

"Yelena's work is beautiful," says Kelly Lin, RN, Director of Resident Services at Cascade Inn. "When she makes a bed, it's crisp and perfect. When she dresses residents, they look so nice. Yelena pays careful attention to detail."

Yelena started at Sterling Inn on April 25, 1997 as a Resident Assistant (RA), her first job after coming to this country from the Ukraine. "I fell in love with the company," she says. "Koelsch Communities and its employees made me feel so welcome."

In 2005, she decided to move to Vancouver, WA, to be closer to family. When Yelena gave her two-week's notice, the company told her it owned a community in the same town and asked

if she would accept a transfer instead. Yelena was grateful to stay and worked for a time as a RA before becoming a full-time CNA at Cascade Inn.

"I know someday I will need the kind of care I provide. So, I try to treat people like I would want to be treated," she explains.

Executive Director Lance Leland describes Yelena as dependable, hard-working and quick to help out where needed. "Yelena's long-time employment and her commitment to meticulous care makes her part of the foundation of Cascade Inn."

President and CEO Aaron Koelsch appreciates the way Yelena demonstrates one of the company's core values of paying attention to details. "At Koelsch, we say, 'details don't mean a lot, they mean everything,'" he explains. "We are proud to recognize Yelena for her years of service and for the detailed, compassionate care she provides."

Employees of the Quarter



Shane Calms and Comforts on the Night Shift

When the Canterbury Inn Executive Director arrives at 7:30 a.m., she often finds night-shift nurse Shane Chappell, LPN, putting in extra time patiently and compassionately phoning families to update them on how loved ones fared during the night.

"Shane knows exactly what's going on throughout the night with every

single resident," says Julie Medack, Executive Director for the assisted-living community in Longview, WA. "He has earned the trust of family members and the respect of coworkers for the deeply compassionate care he provides," she says.

Koelsch Communities is proud to award Shane Chappell, who has spent 19 years providing nursing care and comfort on the night shift at Canterbury Inn, with the company's Employee of the Quarter honor.

"I'm a bit of an insomniac so the hours kind of work for me," says Shane, who started at Canterbury Inn on June 18, 1998. He also loves working with the night-shift team. "We know each other so well, we almost instinctively know when and what we need from one another," he says. "It's a pleasure to work with such a strong team."

Leah Baumfalk, RN, Director of Resident Services, says Shane is the person Canterbury Inn relies on to call in more care staff or send a resident to the hospital if needed at night. "We have a real sense of peace when Shane is around," she says. "He's a very professional decision-maker and

is especially good at communicating with families when he sees a change in a resident's condition."

Shane says he enjoys his role at Koelsch Communities in part because he "absolutely loves" hearing about what people have done with their lives. "People are amazing to me," he says. "I'm a history buff and I'm fascinated by our residents' accounts of what it was like to live through events like the Great Depression and World War II."

Looking ahead, Shane is excited by the company's plans to add a dedicated wing for memory care residents to Canterbury Inn. "I enjoy new challenges and look forward to learning more about dementia care," he says.

President and CEO Aaron Koelsch says "Co-workers tell us Shane is a strong leader for the night team. Although I don't see Shane physically, I certainly know the trust and admiration he receives from those who work with him. We are proud of the way he demonstrates the company core value of nurturing staff by instilling the importance of providing compassionate care for our residents." Congratulations, Shane!

Employee of the Quarter



People-Person Tetama Connects at Riverside

Tetama Sumo, a tenderhearted Resident Assistant who would rather pursue her passion for interacting with people than use her college accounting degree, was just honored as Employee of the Quarter by Riverside Inn at Fossil Creek, a memory care community in Fort Worth, TX.

Tetama admits she's often asked about her job choice given the business degree, but says she's a people person who thrives in her role at Riverside working directly with residents. "What I enjoy most about my day is the opportunity to interact with people. In the morning when I first come in, I look around to see who is awake, so I can interact with them," she laughs.

Team members say Tetama, who started with the company on August 26, 2016, stands out for her infectious smile, patience and gentle heart. She once burst into tears after a training exercise designed to demonstrate what it feels like to suffer from dementia, according to Audra Jones, Texas Area Director.

Executive Director in Training Lucy Tamayo says Tetama also excels at coaching new employees to care for memory-loss residents. "We just had a new Resident Assistant stop by and tell us, 'just so you know, Tetama is an awesome teacher.'"

Gail Snider, Director of Community Relations, loves how Tetama starts each day. "She walks through the community and greets everyone she sees," Gail explains. "That tells me she's enthusiastic about being here and has respect and genuine concern for our residents, staff and managers."

Tetama describes her daily goals as creating laughter, ensuring resident safety and responding as quickly as she can when residents summon her.

"She has a natural gift from God for loving people," says Audra.

Koelsch Communities is grateful for the way Tetama demonstrates the company core value of treating all people with dignity and respect. Congratulations to Tetama for her Employee of the Quarter Award!

Employees of the Quarter by Community

Amber Creek Inn
Meadow Luciani, LPN

Arbor Hills
Krystle Hartfield, Resident Assistant

Canterbury Gardens
Robert Hubbard, Resident Assistant

Canterbury Inn
Shane Chappell, LPN

Canterbury Park
Skyler Lee, Sous Chef

Canyon Creek
Breanne Ailey, Cook

Cascade Inn
Michael Matovich, Activities Assistant

Cedarbrook
Melina Ochoa, Active Living Assistant

Creekside Inn
Diana Taylor, Resident Assistant

Copper Creek Inn
Fernando Tuazon, Resident Assistant

Delaware Plaza
Perry Jones, Cook

Hampton/Ashley Inn
Viktor Lyubar, Maintenance Team

The Hampton at Salmon Creek
Brooke Killinger, CNA

Madison House
Angelo Laguna, CNA

Meadowbrook
Starlet Bell, LVN

Riverside Inn
Tetama Sumo, Resident Assistant

Saddle Brook
Samantha Anderson, Resident Assistant

Silver Creek Inn
Gabriel Gonzalez, Housekeeper

Spring Creek Inn
Amber Sipes, Resident Assistant

Sterling Commons
Neli Irahata, Resident Assistant

Sterling Inn
Wanda Miller, Resident Assistant

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.

People on the Move



Julie LeBeau - Promoted from Active Living Assistant to Director of Active Living
Saddle Brook Memory Care, Frisco, TX

Creating fun, meaningful days for seniors suffering from memory loss is a personal passion for Julie. "My mother was diagnosed with Alzheimer's and I spent four years as her legal guardian and a frequent volunteer at her care community." After her mom died in 2014, "I didn't know what to do with myself," Julie says. Her husband suggested she do the same thing she found enriching for the past four years—work in memory care. Julie was drawn to Koelsch by President and CEO Aaron Koelsch's story and the company core value of dignity and respect for all people. She started at Saddle Brook on March 21, 2016, her first job outside the home in 23 years. Julie was an instant hit, according to Executive Director Bobby Bennett. "Her happy spirit lifts everybody up," he reports. Rhonda Cole, Administrative Assistant, agrees. "Julie is filled with so much joy; she makes everyone laugh every day." Julie admits that's her goal. "A good day for me is when our residents laugh so hard that tears run down their faces."



Thomas Reed - Promoted from Dietary Aide to Cook
The Hampton at Salmon Creek, Vancouver, WA

Thomas started at The Hampton at Salmon Creek on November 26, 2014 as a Dietary Aide while attending college full-time to become a teacher or school counselor. He expressed interest in learning to cook for the memory care community when a position opened in January, according to Kim Damian, Executive Director. "Thomas continues to learn and grow and is always eager to try new recipes," she says. "He's doing a fabulous job." Thomas's mentor, Culinary Director Andrea Morales, says, "I'm really impressed with both Thomas's cooking skills and his willingness to support coworkers by helping out wherever he's needed." Thomas took a brief break from his education to learn to cook professionally. He has always enjoyed cooking at home. "I knew my way around the kitchen, but there was a learning curve when it came to using professional equipment and making large quantities," he explains. "I know I'm doing something important," he says. "There's a lot of job satisfaction in the fact the community depends on me."

Our Communities

Koelsch Home Office
111 Market Street NE
Olympia, WA 98501
koelschcommunities.com

Amber Creek Inn
Scottsdale, AZ

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

Creskide Inn
Coeur d'Alene, ID

Delaware Plaza
Longview, WA

Lakeview
Bloomington, IL

Madison House
Kirkland, WA

Meadowbrook
Arlington, TX

Northbrook Inn
Northbrook, IL

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

The Hampton & The Ashley Inn
Vancouver, WA

The Hampton at Salmon Creek
Vancouver, WA

Opening Soon

Maple Glen
Open Fall 2017
Glen Ellyn, IL

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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