



CONNECTION

KEEPING TEAM MEMBERS CONNECTED!

Issue – March 2018

A LETTER FROM YOUR CEO

Welcome 2018! While 2017 was another banner year for Discovery's growth and progress as an organization it was filled with both internal and external challenges that made saying goodbye a bit easier! In 2017, we opened several newly constructed communities and expansions of existing communities, commenced management of numerous acquired communities, many of which were in new states (which means new regulatory environments), and launched numerous organization-wide initiatives (seemed like a new one every month!) to ensure that we can continue to provide the absolute best product and services to our customers. If the above wasn't enough, we had to complete the growth/initiatives while facing abundant new competitive supply in nearly every market, as well as face two historic storms that impacted our Texas and Florida communities, all at the same time we were providing our residents and their families outstanding care and an enriched lifestyle. Phew! Given all of the above, my overarching take-away from 2017 was that the Discovery spirit of "can-do" was put to the test and as usual we passed the test with flying colors! It humbled me and inspired me to watch team member after team member, both at the home office as well as our communities, step-up and meet these challenges head-on with the intensity and passion that permeates our culture and is well known in the industry!

As I look forward into 2018, I want everyone to know that at this point in our industry's business cycle we will need to re-double our efforts at executing our plans and we will still face stiff competitive pressure as the new developers and operators in our industry try to "figure it out" or "figure a way out." I told our home office team at our Christmas Party that 2018 will be

the year in which only the strongest will survive and only the strongest of the strong will prosper! This is the year that we knew was coming and why we all had to muscle our way through the initiatives and tolerate the heavy technology changes and reporting requests last year. This is the year where every Team Member must strive to bring their "A game" every day to ensure we can continue to differentiate ourselves and maintain our reputation as the premier provider in each of our markets!

Having said all of the above, I fully believe that a competitive environment leads to innovation and we have some exciting plans for 2018 in that regard, as we look to refresh and redesign numerous existing communities and commence the construction

on new "state-of-the-art" communities, all while launching our highly anticipated new memory care program, "SHINE"! In 2018, I also know that we will be provided numerous opportunities to continue our organization's growth and while I expect the acquisition tempo to slow a bit in the first part of the year, I know that the pressure on other companies will undoubtedly afford us the opportunity to continue to add new communities, new Team Members and new customers to the Discovery family!

In summary, I am both very proud of the absolute resolve and commitment shown by everyone during 2017 and exceptionally enthusiastic in the prospects of our company for the New Year. I want to assure each of you that we are very ready for 2018!... and I can't wait to watch as every Region, every Community and every Team Member shows why Discovery Senior Living has always been the company that prospers while others struggle!



Richard J. Hutchinson, CEO

WELCOME

Join us in welcoming our newest team members!

Rittenhouse Village At Northside

Angela Pauley, Senior Lifestyle Counselor

Rittenhouse Village At Valparaiso

Rick Moreland, Culinary Services Director

Kelly Krusinger, Memory Care Program Director

Rittenhouse Village At Spring Creek

Mary Wiley, Paula Cullar, Senior Lifestyle Counselor

Rittenhouse Village At Portage

Melissa Benefiel, Senior Lifestyle Counselor

Sherry Rawlings, Concierge

Fantasy Willis, Care Manager

Rittenhouse Village At Hoover

Ramsi Wilkes, Senior Lifestyle Counselor/Coordinator Hybrid

Rittenhouse Village At Michigan City

Kelli Russell, Lisa Wilson, Care Manager

Caitlyn McIntosh, Tonya Coursel, Christina Tracy, Med Tech

Briana Kahn, Server

Jodie Ritter, Concierge

Ammie McIntosh, Director of Health & Wellness

Tyrell Kirk, Facility Operations Assistant

Discovery Village At Castle Hills

Chip Hadlin, Senior Lifestyle Counselor

Discovery Village At Sugarloaf

Charlene Peterson, Senior Lifestyle Counselor

Discovery Village At Naples

Jamie Alberry, Healthcare Coordinator

Minnie Johns, Director of Health & Wellness

Alexandra Gonzales, Memory Care Program Manager

Discovery Village At The West End

Matt Hartwick, Executive Director

Andrew Millon, Senior Lifestyle Counselor

Aston Gardens At Pelican Marsh

Dara Fishnick, Executive Director

Matthew Hopkins, Sous Chef

Henry Perez, Director of Culinary Services

Steven Raphael, Denise Gutierrez Rodriguez, Ty O'Bryon, Rosario Garcia, Olga Ospina, Nicolas Suarez Aguilera, Medjine Etienne, Jean-Max St. Louis, Server

Nirukls Porro Fernandez, Nereyda Llaurado, Maira Cristla Martinez,

Esther Vasquez Argenal, Leyanet Castro Sainz, Housekeeper

Janette Torralba, Recreation & Event Coordinator

Roilert Reyes Baryol, Jeimy Posadas Hernandez, Rebecca Gordon-Silot,

Dianelys Blanco, Care Manager

Aston Gardens At Sun City Center

Julissa Fernandez, Magdalena Mendoza, Erika Sanchez, Housekeeping

James Hagen, Security

Aston Gardens At The Courtyards

Elizabeth Gamez, Cristine Martinez, Health Care Coordinator

Heather Gritzinger, Olivia Sims, Server

Fernando Villegas, Cook

Shirley Ramirez, Housekeeper

Veronica Reyes, Phoolmatie Aldana, Med Tech

Aston Gardens At Pelican Pointe

Jesse Duncan, Hakeem Gilot, Charron Cain, Kitchen

Amber Phillips, Katelynn Grubbs, Thealy Govaars, Sophia Csorba,

Aurelie Buzan, Haylei Floyd, Anna Mikulin, Brianna Olatin, Service Team

Mathew Gratz, Security

Deborah Atwellm, Health Care Coordinator

Karen Johnson, Care Manager

Jamie Kendrick, Megan Windisch, Housekeeping

Aston Gardens At Parkland Commons

Rick Tucciarriello, Dining Room Manager

Conservatory At Keller Town Center

Donald Cornelius, Director of Culinary Services

Pam Meek, Senior Lifestyle Coordinator

Clyde Sheppard, Activities Department - Driver

Conservatory At Plano

Billy Hatfield, Sharon Fox, Senior Lifestyle Counselor

Conservatory At North Austin

Ravi Chandnani, Senior Lifestyle Counselor

Sumter Senior Living

Carole Martin, Senior Lifestyle Counselor

Discovery Village At Palm Beach Gardens

Jean Jean Saintge, Housekeeper

Lynette Carr, Senior Lifestyle Counselor

Labassterre Lucien, Maintenance

Marie Jones, LPN

Enithe Abraham, C.N.A.

Sabrina Serrano, Server

Discovery Village At The Forum

Kathleen Brown, Director of Recreation & Events

Manny Valdez, Dining Room Manager

Oak Park Village At Slidell

Aimee Schiffer, Senior Lifestyle Counselor

Home Office

Christina Morales Meyer, Marketing Manager

Heidi Miller, Director of Marketing

Keani Aabel, Marketing Coordinator

Andrea Gabel, Kevin Chapman, Rosa Cintron, Regional Controller

Donna Boniello, Interior Designer

Robert David, Business Analyst

Paul Mularski, Staff Accountant

WELCOME BACK!

Aston Gardens At The Courtyards

Susan Scott, Director of Healthcare

Twyla Sampson, Administrator

Congratulations

Join us in congratulating your fellow team members!

Aston Gardens At Parkland Commons

Albert Price promoted to Director of Culinary Services

Rittenhouse Village At Portage

Jodi Richard was promoted to Business Office Manager

Conservatory At Keller Town Center

Jessica Dearing was promoted from Marketing Coordinator to Culinary Services Manager

Clayton Sides was promoted from Driver to Director of Recreation & Events

Discovery Village At Melbourne

Kari Day was promoted to Customer Service Manager

Julie Anderson was promoted to Lead Server

Kayla Zehner was promoted to Catering Manager

Brittany Carfley was promoted to Assistant Activities Director

Kirk Simmons was promoted to Maintenance Supervisor

Jill Huff, Heather Midgalski, Daniel Villarreal were promoted to Lead C.N.A.

Home Office

Amanda Paul was promoted to Senior Marketing Manager for Discovery Marketing Group

Liza Giustizia was promoted to Assistant Controller

Performance is the reason why we were all hired to do our jobs. Our special set of experience, skills and the individual personality we bring to everything we do. We measure performance in all aspects of life. How we are doing at work. How our relationships are with family and friends. How our favorite sports teams are doing and so on. Whether written down or unconscious, we have set goals for everything. Performance is the measurement we use in reaching those goals.

At Discovery Senior Living we have set high standards of performance for team members at all levels. Residents and their family members put faith in us to perform jobs that meet and exceed their expectations. We help residents live a life of happiness, wellness and enrichment every day. We affect people's well-being and that is a tremendous task and responsibility.

We also have a responsibility to our teammates, managers and financial partners to achieve goals that continue to make our business and communities successful. We are a remarkable group of professionals that are not the norm, but rather the exception. We are leaders of our industry, redefining senior living and reaching a new level of performance through integrity, team work, performance, accountability, hard work, compassion, and creativity.

“

Ability is what you are capable of doing. Motivation determines what you do. Attitude determines how well you do it.”

-Lou Holtz

”

Choose Your Attitude

You choose your attitude the moment you wake up. Ask yourself, “What do I want to accomplish today? How do I want to be perceived by my family, friends, and peers?” When you are self-aware you control your attitude, it does not control you. You are in complete control of your attitude. No one chooses your attitude for you. Whether you are dealing with a success or a challenge, it is your choice in how you perceive it, react to it and deal with it. One of the most important steps you can take toward achieving your greatest potential in life is to learn to monitor your attitude and its impact on your work performance, relationships and everyone around you.

Write down at least five affirmations and read them every morning

- I am going to accomplish great things today
- I am going to reach my work goal
- I am going to say hello and smile to everyone I see today

Leave reminders for yourself throughout the day at your desk, in your locker, on your cell phone

- Check your attitude throughout the day
- When a challenge presents itself, recite your affirmations to help calm your response

Look for the best in everything and everyone

- Recognize something positive before you begin to review possible negative challenges

At night before bed, list your accomplishments and everything you were grateful for that day

- Celebrate your successes and clear your mind for a good night's sleep

WELCOME TO OUR FAMILY!

Our growth continues as we welcome several new communities to the Discovery Senior Living family! Each location strengthens us as an industry leader and innovator, upholding the highest standards and providing a bold, luxurious and energetic way of life for seniors. Please join us in welcoming these new communities to the DSL family!

SUMTER SENIOR LIVING - THE VILLAGES, FLORIDA - SumterSeniorLiving.com – 352.674.3500 - The Independent Living community is a three-story, 150-unit structure which is the only rental Independent Living community inside The Villages. It sits on a 6.4-acre site adjacent to the Assisted Living community. The Assisted Living and Memory Care community is 148-units and is the largest and fastest growing active adult community in the country. Both communities have an affiliation with The Villages which gives residents the option to participate in activities located in The Villages.

WINDSOR OAKS AT BRADENTON - BRADENTON, FLORIDA - WindsorOaksBradenton.com – 941.798.3727

Windsor Oaks At Bradenton is a 36 unit Assisted Living and Memory Care community. The site consists of two single-story buildings, each containing approximately 8,800 square feet. Of the 36 units, 18 are devoted to Assisted Living, while the other half are designated as Memory Care units.

OAK PARK VILLAGE AT HAMMOND - HAMMOND, LOUISIANA - OakParkVillageSL.com – 985.345.8787

Oak Park Village At Hammond is an Assisted Living and Memory Care community located in Hammond, Louisiana. It has a total of 44 units, with 31 dedicated to Assisted Living and 13 allocated to Memory Care.

OAK PARK VILLAGE AT SLIDELL - SLIDELL, LOUISIANA - OakParkVillageSL.com – 985.781.4545

Oak Park Village At Slidell is an Assisted Living and Memory Care community in Slidell, Louisiana. It has a total of 50 units with 36 dedicated to Assisted Living and 14 allocated to Memory Care.

CARUTH HAVEN COURT - DALLAS, TEXAS - CaruthHavenCourt.com – 972.587.7544

Caruth Haven Court is a 91 unit Assisted Living community located in Dallas, Texas. The three story, nearly 75,000 square foot building is situated on 2.22 acres. The property contains 49 studio units, 40 one-bedroom units and 2 combined units that supply varying degrees of care based on resident needs.

OAKLEAF VILLAGE AT GREENVILLE - GREER, SOUTH CAROLINA - OakleafSeniorLiving.com – 864.968.1277

Oakleaf Village At Greenville, located just outside Greenville in Greer, South Carolina, is a 60,000 square foot community that contains 66 Assisted Living units and 24 Memory Care units.

OAKLEAF VILLAGE AT LEXINGTON - LEXINGTON, SOUTH CAROLINA - OakleafSeniorLiving.com – 803.808.3477

Oakleaf Village At Lexington is a 68,000 square foot community that contains 66 Assisted Living units and 24 Memory Care units. The site is only 1.3 miles away from Lexington Medical Center, a community care center offering an array of medical services ranging from urgent care to outpatient surgery.

TERRACE AT MOUNTAIN CREEK - CHATTANOOGA, TENNESSEE - TheTerraceAtMountainCreek.com – 423.822.2914

Terrace At Mountain Creek provides independent and assisted living as well as memory care services. The property is a 110,000 square foot community located in Chattanooga, Tennessee and has 116 units – 42 Independent Living, 61 Assisted Living and 13 Memory Care.

BLUE RIDGE ASSISTED LIVING - BLUE RIDGE, GEORGIA - BlueRidgeAssistedLiving.com – 706.946.6000

Blue Ridge Assisted living is a senior living facility built in 2015 that provides assisted living and memory care. The property has 67 units – 49 Assisted Living, 18 Memory Care. Blue Ridge is getting ready to break ground and add another wing to the community to increase its footprint in the area.

COUNTRY CLUB AT WOODLAND HILLS - TULSA, OKLAHOMA - CCWH-Living.com – 918.252.5451

Country Club At Woodland Hills, is one of Tulsa's finest Independent and Residential Care rental retirement communities boasting 202 well-appointed apartment homes. Welcome to the Discovery Family, Country Club At Woodland Hills!

THE WELSTONE AT MISSION CROSSING - MISSION, KANSAS - TheWelstone.com – 913.671.2627

The Welstone at Mission Crossing is one of our newest, gracious independent living communities located in the beautiful city of Mission, Kansas. Located only minutes away from all the excitement of Kansas City, Missouri and Kansas City, Kansas, The Welstone is redefining independent Living in Mission!

RITTENHOUSE VILLAGE AT LEHIGH VALLEY - ALLENTOWN, PENNSYLVANIA - RittenhouseVillages.com – 610.433.9220

Rittenhouse Village At Lehigh Valley is located in Pennsylvania near the Lehigh River, in the town of Allentown which is the largest of three adjacent cities, in Northampton and Lehigh counties, that make up a region of eastern Pennsylvania known as the Lehigh Valley. The community has a total of 85 apartment homes with 63 Personal Care and 22 Memory Care.

DISCOVERY VILLAGE AT SANDHILL - COLUMBIA, SOUTH CAROLINA - DiscoveryVillages.com – 803.828.3322

Discovery Village At Sandhill is a new construction Independent Living community in the Village of Sandhill. The state-of-the-art community has 187 units featuring modern design elements and elegant furnishings dedicated solely to the active independent lifestyle.



Congratulations!



Aston Gardens At Parkland Commons - Voted the Best Assisted Living Community - *Coral Springs Forum*

Aston Gardens At Pelican Pointe - Voted Best of Venice, Independent Living Community, 10 Years in a Row - *Venice Gondolier*

Discovery Village At Naples - Best Senior Living Community, "Best Assisted Living" Community - *Naples Daily News 2017*

Rittenhouse Village At Portage - Best Assisted Living by the Neighbors Choice Awards 2017 - *The Post Tribune*

Rittenhouse Village At Valparaiso - #1 Best Retirement Community in Porter County - *The Neighbors Choice awards*

Lakeside At Mallard Landing - Best Assisted Living - *The Metropolitan Magazine*

Regency Pointe - Best Assisted Living, Best Independent Living, Best Retirement Community-Readers' Choice Awards - *The Gadsden Times*

Rittenhouse Village At Michigan City - Best Retirement and Assisted Living, 8 Years in a Row - *News-Dispatch Readers' Choice Award*



Aston Gardens At Pelican Pointe - Deficiency Free 10 Years

Aston Gardens At Tampa Bay - Deficiency Free for 4 years

Discovery Village At Sarasota Bay - Deficiency Free for 1 year



Going Above & Beyond

Here's a "Shout Out" to all our team members who have gone that extra mile!

SHOUT OUT TO:

Maria Perez

at Aston Gardens At The Courtyards

Maria is the Recreation and Events Coordinator from our Activity Department and is an outstanding employee who brings to her job a high degree of energy, commitment, flexibility, and professional conduct. After working for Aston Gardens At The Courtyards for 22 years, Maria still thrives to go above and beyond time and again by providing ways to bring smiles to our residents and support to the community. No matter what event Maria is occupied with she will always ensure everyone is safe and enjoying the moment. She genuinely cares about each and every resident, and is always seeking feedback on how to better serve our community for future events. We are very fortunate to have Maria as an employee here at The Courtyards, one you can always count on to keep us smiling!

SHOUT OUT TO:

Alicia Madden

at Discovery Village At The Forum

We would like to recognize Alicia Madden a Server from our Dining Services team for going the extra mile. One of our residents, who is always particularly anxious, lost a pendant that had a lot of special meaning. She was extremely distressed and had looked everywhere. Alicia turned the dining room upside down and was able to find the small pendant. She went to the resident's room to hand deliver the pendant to her. She was so relieved and Alicia helped her put a smile back on her face!

SHOUT OUT TO:

Selene Olivares

at Aston Gardens At Sun City Center

Selene is one of our many great team members who always works hard. She started as a server over 10 years ago and now is one of our Dining Room Managers. She went above and beyond to organize a resident car wash because she knew that many residents needed their cars washed from the dust left behind from the construction of our new parking lot. She and a team of employees washed over 50 cars which made our residents very happy.

SHOUT OUT TO:

Ever Vasquez

at Aston Gardens At Sun City Center

Ever Vasquez has been with us for many years. She has earned many team member of the month awards and has also been team member of the year. Recently, she went above and beyond to assist a resident who had fallen outside in the blazing sun. She quickly retrieved a towel to hold over and comfort him until help arrived.

SHOUT OUT TO:

Missy Best

at Discovery Village At Melbourne

Missy is one of our overnight team members and one of our Discovery Heroes. We had a dryer fire at 2 AM and she and other co-workers did everything right ensuring the safety of our residents and easy access to the fire department. Mark Fitzgerald, our night security, also helped lead the fire department to the dryer fire. The Melbourne Fire Department was so impressed the LT and CPT came to speak to me personally two days later when I returned from DEI training. The Fire Chief then sent me a letter telling me how fantastic our community and the team did. They also are using our community as an example of what to do for all of the county.

SHOUT OUT TO:

Linda East, Linda Anderson, & Marianne Sheppard

at Aston Gardens At Sun City Center

These three women are from our Concierge team and always greet the residents with a smile. Their interactions and patience with residents is heartwarming. They all did a fantastic job keeping residents calm, informed, and satisfied during the challenging parking lot construction project.

SHOUT OUT TO:

Kimberley Royal

at Discovery Village At Sugarloaf

I want to say that the staff at Sugarloaf has been very supportive and have bonded together in the absence of an ED. However, Kimberley Royal, BOM has risen far above the call of duty. I was new to Discovery when this change came about and was quickly put to ease when Kimberley told me "Don't worry. We got it. Business as usual." Those words meant a lot to me. Her dedication to the community along with her tenacity and resilience has proven to be a great asset to the community and to me as the RDO.

SHOUT OUT TO:

Julia Weidenbach

at Regency Pointe

Julia Weidenbach, Executive Director at Regency Pointe, has been assisting at Rittenhouse Village At Hoover in the absence of an ED and DHW. She not only has the dedication to run her own community with excellence, but she is also offering support in Hoover. This has been very helpful to the community as well as myself.

SHOUT OUT TO:

Louisa Liew & Shelby Wood

at Rittenhouse Village At Hoover

Louisa Liew, BOM, has risen to the occasion. She has taken on added responsibilities and always gets the job done. She has also given me a sense of relief. Shelby Wood, Community Education Coordinator has taken on added responsibilities that are keeping things afloat.

SHOUT OUT TO:

Hannah Street

at Discovery Village At The West End

Hannah, CNA, recently overcame her fear of horses when she went on a field trip with our residents to a farm. The residents encouraged Hannah to give "Playboy" apple treats like they were doing, and Hannah fell in love immediately. No more fear of horses. Hannah went above and beyond when she stepped out of her comfort zone to help our residents have a great time at the farm. She also helped serve their picnic lunch and assisted them with the care they needed throughout the morning. Hannah does everything with a smile as she demonstrates dedication to the work she does. We appreciate you Hannah!

SHOUT OUT TO:

Tabitha Whitaker

at Discovery Village At Naples

I wanted to submit my "shout out" to a team member that has been very instrumental in helping me change the culture in this community, from a wellness, staffing and family relationship perspective. Tabitha Whitaker is on time every day. She holds herself and the wellness team under the highest standards. Without Tabitha, we would not be in the positive position that we have come to enjoy. Residents love her, family members appreciate her efforts, and medical professionals have communicated to me several times how much she is a welcomed addition to this community. I cannot say enough nice things about her. She is the consummate professional and a nice person all around. It is rare to find that combination in team members.

SHOUT OUT TO:

Tracey Salem

at Rittenhouse Village At Muhlenberg

Tracey Salem has had perfect attendance for 7 years. Her hire date was 7/19/2010 and she has never called off or been late!

SHOUT OUT TO:

Veena C.

at Rittenhouse Village At Northside

Veena is always caring for our residents and providing great training to new employees. Veena is very knowledgeable and a great asset to our community! Keep up the great work and the welcoming smile!

SHOUT OUT TO:

Maria Gonzalez

at Aston Gardens At Pelican Pointe

Maria has been a team member here at Aston Gardens for many years in many different roles. She is currently our Recreation and Events Coordinator for The Inn At Aston Gardens At Pelican Pointe and has been masterful in coming up with new ideas for AL Residents. Her latest and greatest idea was to have a therapy donkey come visit our residents here at Aston Gardens At Pelican Pointe. Maria researched and found out about the therapy donkey and had her come in and our residents absolutely loved it and enjoyed getting to know Piper, the therapy donkey.

It truly was a therapeutic and engaging session. Piper, along with her mother and younger brother, is a Miniature Donkey rescued from a slaughter pen in Texas. One of only nine donkeys in the USA to be registered with Pet Partners, (the leading and most prestigious pet therapy organization in the USA and the only organization to register animals other than dogs). Piper is super smart and has passed rigorous exams geared more towards dogs. She is potty-trained, comfortable around strangers, noisy medical equipment, wheelchairs, and walkers without being spooked. Piper loves brightening everyone's day and making them smile. All therapy provided is strictly volunteer and has no charge but rather covered by donations (GoFundme.com/PiperTherapyDonkey). We hope to have Piper come and visit us again very soon!



SHOUT OUT TO:

Marie Pitts

at Conservatory At Champion Forest

Marie joined The Conservatory in May 2017 and has done a fantastic job in her duties as Business Office Manager. Marie goes above and beyond the call of duty each and every day for our residents, employees, her co-workers and our family members. We also caught her assembling her own office chair, just to offer a glimpse of her can-do attitude!

SHOUT OUT TO:

Jamie Alberry

at Discovery Village At Naples

A resident came to me today to express her feelings and tell me how much of "a gem" Jamie is. The resident says Jamie noticed that her cheeks were red and that she wasn't looking as though she felt very well. The resident had a fever that went on for 2 days. The resident said Jamie "did everything just so." She called the MD, made an appointment, set up transportation, printed her medication list and gave the resident the MD communication form. Our resident wants to express how wonderful Jamie is. Thank you Jamie for being a great nurse and knowing your residents!



SHOUT OUT TO:

Kathy Parker

at Discovery Village At The West End

Kathy Parker, Concierge, dressed up for the 4th of July to help put everyone in a patriotic mood. Kathy always goes the extra mile to help make sure the residents have a good day, whether it is dressing up for a holiday, promoting the activities, answering residents' questions, or just greeting them with a heartfelt smile and chatting with them throughout the day. She makes sure all of our visitors feel welcome and receive the assistance they need.

SHOUT OUT TO:

Patrick Clancy

at Discovery Village At Sarasota Bay

Patrick's dedication to Discovery Village At Sarasota Bay, his residents, and staff is evident in all he does. His motto is "do it right the first time, or don't do it at all." Patrick is responsible for assisting the maintenance department in improving their Preventative Maintenance Mearsure (PMs) to well over 98%+ in a short 5-month time frame. Additionally, he is directly responsible for completing over 160 work orders a month, which is unprecedented in the history of Discovery Village At Sarasota Bay. Assisting the Housekeeping Department, he has single handily installed over 20 state-of-the-art replacement paper towel holders and soap dispensers. This install alone saves the community and the company thousands of dollars a year. Patrick is the epitome of a true "Above and Beyond" star within the community. A job well done!

SHOUT OUT TO:

Judy Steel

at Rittenhouse Village At Valparaiso

Kudos to Judy Steel, DHW. She received a compliment from a new resident's daughter that will be moving in next week. The daughter said that her mom was very anxious about making the move to Rittenhouse and after Judy went to her house and completed the assessment, the resident was totally on-board with moving in and that "Judy was great with her."

SHOUT OUT TO:

Joslyn Draper

at Discovery Village At Sarasota Bay

Joslyn is one of those people that you would hire if you wanted someone to organize your house or your life! She is one of our incredible Concierges at DVSB and she shines in her role. Joslyn has been a true change agent within her department and has helped revolutionize the processes within DVSB's administration team. She greatly assisted our team by jumping into the duties of the Senior Lifestyle Coordinator when we needed it most. Joslyn is loved by all at DVSB and truly is a go above and beyond team member. Thank you for everything you do to make us better!

SHOUT OUT TO:

Marie Rogers

at Rittenhouse Village At Portage

Marie Rogers, CNA, was recognized by a family in our Memory Care community for her outstanding care. Their mother is on hospice and was not eating until Marie took charge. She has been able to get their mother to eat and she is now perking back up. The family is truly amazed by the wonderful job she is doing with their mom.

SHOUT OUT TO:

Tina Johnson

at Discovery Village At Sarasota Bay

Courteous, kind, passionate, efficient and dependable...this describes Tina. Tina is one of those people that quietly does her work...and does not 'toot her own horn', but instead does her work in such a way that it speaks for itself. Tina has been a part of the 'fabric' of DVSB since its opening. She has been through all of the growing pains of a new community. Tina has not only been a reliable team member during that time, but has increased her value to the community as she has grown to become a more knowledgeable and 'take charge' Medication Care Manager over the past year. Tina, thank you for being stellar at what you do. We appreciate you more than you know!

SHOUT OUT TO:

Carol Misch

at Rittenhouse Village At Valparaiso

Shout out to Carol Misch, Business Office Assistant/Concierge. Carol always goes above and beyond for all of our residents and families. She is the first person that people see when they come in the front door. She is patient and kind and bends over backwards to meet everyone's needs. She answers the same questions multiple times a day (sometimes from the same residents) and always does so in a kind and compassionate way.

SHOUT OUT TO:

Georgia Marchionne

at Spring Mill

We celebrate Georgia receiving her SHRM-CP certification. Georgia started this adventure over two years ago while working full-time and raising three beautiful girls with her husband, Leland. Not only did she graduate, but she did it with a 4.0 and passed her certification test on her first try. Her next achievement is winning a 5K race, go Georgia!

SHOUT OUT TO:

Nancy Coleman

at Rittenhouse Village At Portage

Nancy Coleman, Program Director, has lead the Rittenhouse Village At Portage community to raising a little over \$500 for the Walk to End Alzheimer's. Great job Nancy!

SHOUT OUT TO:

Christian Black

at Discovery Village At Sarasota Bay

The day Christian walked into DVSB for the first time, we knew that he had a smile that would light up our community! Now that we have had the pleasure of working with Christian, we also know that he is a gentle, respectful and kind man. The residents absolutely adore him and are so grateful for him that they voted him employee of the month by a 'landslide'! Christian brings class and an exceptional level of customer service to not only our residents, but the TEAM. Thank you for being an amazing part of our community!

SHOUT OUT TO:

Lisa Perry & Sharon Winningham

at Regency Pointe

As we celebrate Regency Pointe's 15 year anniversary, we also want to recognize Lisa Perry and Sharon Winningham for 15 years of service to our residents. Lisa and Sharon joined our team in August of 2002, the same month Regency Pointe opened. Lisa has held several positions in her 15 years and is now a Med Tech for our Assisted Living Residents. Sharon is our BOM and never hesitates to help wherever needed, including the concierge desk, where she is an encourager to our residents and team members. Her positive energy is contagious. Big shout out to both of these ladies for all they do!

SHOUT OUT TO:

Andrew Paschall

at Lakeside At Mallard Landing

Working in Memory Care requires a certain set of personality traits and characteristics. Andrew is an individual that not only personifies empathy and warmth but his creativity in working within our MC neighborhood makes the residents and our team members feel as if they are home. Almost daily, you can hear Andrew singing in the MC neighborhood to entertain our MC family, but it has also become a fantastic tool in calming some residents that may be feeling overwhelmed. He easily creates out of the box solutions to some of our most challenging situations. For example, one resident needed to check on "his horses" before sitting down for dinner. Andrew, thinking quickly on his feet as always, showed the resident a video of "his horses" being fed and assured the resident that all was taken care of. The most intimidating of tasks and the most formidable of behaviors are easily taken on and resolved with Andrew as part of our MC team.

SHOUT OUT TO:

Bertha Williams

at Rittenhouse Village At Northside

Always going above and beyond for our Memory Care residents and helping to make our memory care the best. She really cares for the residents and helps keep morale up! Thanks Bertha!

SHOUT OUT TO:

Terry Gravenor

at Lakeside At Mallard Landing

Terry is our "Yes" man. No matter the job, he is always eager to help. A dedicated employee of 10 years, the residents love him and ask for him by name. As a Facilities Operations Assistant, his outgoing and friendly demeanor are recognized by the residents and employees alike. Terry not only goes the extra mile by building props for our Assisted Living Week, he builds resident relationships by always going above and beyond.

SHOUT OUT TO:

Jennifer Markum

at Conservatory At Keller Town Center

Jennifer Markum is our Director of Resident Services. Prior to that she was our Culinary Services Manager. Our dining room program has a great reputation, and Jennifer knew it was going to take some leadership to keep this program from failing. Without hesitation, Jennifer jumped in to help the food service team out when we were short servers. She recruited and trained new staff, developed work schedules, etc...and our residents didn't even know there were some challenges going on. The only comment noticed by the residents, was that there were a lot of new smiling faces in our dining room. That's what we wanted to hear...outstanding job, Jennifer. We couldn't have done this without you. Thank you.

SHOUT OUT TO:

Tamika Murphy

at Lakeside At Mallard Landing

"Smiley" Tamika always wears a smile, in fact, you can hear her smile when she's answering the telephone. She works as a Server in Food and Beverage and as a part-time Receptionist for Administration, showing great enthusiasm to grow and learn professionally. No matter which department she's in, her smile is infectious and uplifting to our residents, whether she is handing them their morning paper or their coffee.

SHOUT OUT TO:

Kristin Pawlak

at Rittenhouse Village At Michigan City

We think Kristin Pawlak should receive this special acknowledgment for the "outstanding effort" she gives to all departments! She is right there to solve a family problem, she puts residents first with a concern they may express, she steps up to the plate and jumps right in when there is a walk-in tour, and she pitches in whenever needed for a paperwork signing. Kristin helps with all community events hosted at Rittenhouse and she is there for absolutely every department if the need appears.



SHOUT OUT TO:

Leland Anderson

at Rittenhouse Village At Michigan City

It's a given that Executive Chef, Leland Andersen, knows how to WOW our residents at Rittenhouse Village At Michigan City with his culinary expertise, but when it comes to his team, he puts an extra ingredient into his recipe, dedication. Several times, Leland has quickly created a special package for a homebound potential resident, helped maintenance move a bed or couch and volunteered his time to cook for the Senior Harvest Ball. He always has a smile on his face and a willing hand to help Marketing.

SHOUT OUT TO:

Trudy Creel

at Conservatory At Plano

Trudy handles driving and scheduling with ease and continues to make the residents smile with her sense of humor and caring personality. Starting out 4 years ago, she has stepped up the pace in our Transportation/Activity Department. She will go the extra mile to see that the residents make it to their appointments on time and safely. Many times, singing can be heard on the bus as she loves to lead the group with her musical gift or serenade us with a solo. Going the extra mile takes place each and every day she is here. She also helps out with activities creating beautiful centerpieces for the dining room, and assisting with events. For those residents who may need a bit of extra care in navigating to a new doctor, she will get them in the building and to where they need to go. Not a day goes by in which residents tell us what a great job she does. Hats off to Trudy!

SHOUT OUT TO:

Robin Cross

at Rittenhouse Village At Michigan City

Robin knows the importance in making our residents happy even if it means coming in during her holiday and day off. She is so devoted she took Rittenhouse Village residents to watch the 4th of July fireworks on her day off! The residents talked about how long it's been since they really enjoyed watching fireworks. The true firework that lit up the evening was Robin!

Zoi Colburn

at Conservatory At Champion Forest

Zoi at Champion Forest, in particular, really went above and beyond. She and her husband came in their trucks to drive residents from the flooded Champion Forest area up to Alden Bridge throughout the night. With all of the flooding that occurred on Monday, they were really putting themselves at risk transporting our residents. There's no way to monetize this type of effort and commitment to doing the right thing for our residents. But she, along with a few others at Champion Forest, put in significantly long days the first 48 to 72 hours. Thank you!

SHOUT OUT TO:

Jered Kelley

at Conservatory At Plano

Because of Jered the service and culinary experience of our food and beverage department far exceeds all other senior living communities in our area. He listens to the residents and knows their needs, wants and taste buds! You can see him in the dining room visiting with our residents, holding meetings to get their input, trying out their recipes and putting the tasty dishes on the menu. Residents of varied ethnic and religious backgrounds come to Jered with recipes that he incorporates in the dining menus, social hours and/or events. This is extremely special to them and everyone appreciates his dedication and hard work. The thing that is a constant is the residents' appreciation and accolades for the food. This can especially be heard as they speak to prospective residents, guests and family members. Hats off to Jered for a job well done!

SHOUT OUT TO:

Rhonda Romano

at Discovery Villages At Palm Beach Gardens

I wanted to let the management of Discovery Village know what a thoughtful and compassionate person they have working for them. Rhonda answered my call yesterday on my birthday. My dad is a resident at your community, and is very much loved by his children. My dad has never not called me on my birthday, unfortunately due to his memory loss and lack of a cell phone, or access to one, he cannot call me. Yesterday, I called Discovery Village and explained my plight to Rhonda. Rhonda went to the nurse's station and they wheeled my dad to the front desk and he called me. Many thanks and blessings to Rhonda. Her thoughtfulness will be forever remembered. It's the little things like this that makes Discovery Village such a great place to have my father spend his retiring years.

SHOUT OUT TO:

Safety Committee

at Spring Mill

Our Safety Committee sponsored a staff picnic to present fire extinguisher training with the Kimberton Fire Company. The staff would use a training extinguisher and a simulator to practice putting out a fire.

SHOUT OUT TO:

Above & Beyond - Hurricane Harvey

SHOUTOUT FOR

Conservatory At Champion Forest

Chef Aundria Sims, Concierge, Cheryl Anderson and **Executive Director, Steven Nastasi** all volunteered to stay the night at our community on Saturday, August 26th as Hurricane Harvey was making landfall. As the water began to enter the community around 11:30 pm, Chef Aundria, along with Steven and Cheryl, worked to safely move all of the 1st floor residents to the 2nd and 3rd floors. After they successfully transported all the residents and their pets to higher ground, they worked to bring supplies and food from the 1st floor to the 2nd floor. The three of them were able to prepare and serve a full breakfast, lunch and dinner for the residents on Sunday. They worked tirelessly to keep them safe, calm, hydrated and entertained over the next 24-36 hours, taking only 2-hour shifts to rest. On Monday, we were again able to serve breakfast and lunch to the residents. By this time, the community had lost power and emergency personnel were on site recommending our evacuation. **Regional Director of Facility Operations, Charles Ferris**, had arrived to the community via raft. Within 2-hours, the four of them along with emergency personnel and first responders, were able to safely evacuate over 100 residents to higher ground. The four team members worked incessantly to clear each and every apartment and make sure no one was left behind.

Charlie, Steven, Chef Aundria and Cheryl were the last to board the rescue boats on the way to the shelter. By this time the RDO had made his way to the Houston area and was able to greet Champion Forest residents at the Trinity Lutheran Church Shelter. Champion Forest's **SLC, Zoi Colburn** had stopped what she was doing to make her way to the shelter to greet our residents. Chad and Zoi were instrumental in maintaining calmness and instilling a sense of security within our residents. After all the residents were accounted for at the shelter, arrangements were made to transport them to our Alden Bridge community. There they were met with an outpouring of love from Alden Bridges' leadership team, servers, residents and team members. The Champion Forest community would like to thank all of the Alden Bridge staff for their efforts that night as well as the next coming days, weeks and months.

Marie Pitts, BOM for CF met the residents at Alden Bridge and immediately sprang into action contacting their families and loved ones. A very HUGE thank you to Marie for answering the community phone lines that had been forwarded to her cell phone for several days. At one point, Marie had answered over 500 calls and voice mails, without a complaint. She answered the phones for over 7 days, 24-hours a day, and her calm demeanor was able to put many residents and family members at ease.

Steven Nastasi, who had not been home with his family since Friday, August 25th, boarded a bus with the residents bound for our sister community Discovery Village At Castle Hills. **Adriana Romero, Activities Director** at CF also left behind her family to join Steven and CF residents as we headed to DVCH. After a 4-hour bus ride they were met at DVCH by the leadership team, **Executive Director's Lisa and Kellie** from sister communities, residents, staff and **RSD, Sabrina Spruell**. Our residents and staff were welcomed at DVCH with a great dinner, warm smiles and a sense of ease.

A few days later **SLC, Dolores Gay** and **Resident Service Director, Vera Spencer** joined Steven at DVCH to help get the residents settled in, order their medications and, most importantly, provide them with the attention they deserved.

While these are the few employees who really stick out as going above and beyond, there is really no way to highlight everyone's amazing efforts. No one person could have managed this ordeal alone and the staff and residents at CF would like to thank everyone who was involved in this process for all their efforts, prayers, words of encouragement and support.

SHOUTOUT FOR

Conservatory At Champion Forest

As Hurricane Harvey prepared to bare down on Houston, our **Executive Director, Steven Nastasi**, made plans to stay over at the community, to help prepare for what we thought might be the worst, that we would again be surrounded and cutoff by water, but dry. Joining Steven, beginning on Friday the 25th of August were our **Director of Culinary Services, Aundria Sims** and our front desk **Concierge, Cheryl Anderson**—prepared to ensure essential services continued for our residents. As the storm bared down on Friday and continued through that weekend, they had no idea that water would enter the community early overnight Monday morning. When water did begin to enter the community, the team rallied to move residents upstairs, and continued on to cook breakfast in a vacant 2nd floor apartment with yet uncontaminated food items that they hurriedly moved to the second floor from the kitchen. Later that day, as the water continued to rise, the electric went out, and the heavy rain continued. We were told a mandatory evacuation was put into effect and a fleet of rescue boats arrived to begin to ferry our residents through the water to dry ground where they would eventually either go home with family, or evacuate to Conservatory At Alden Bridge (30 minutes away and dry) for the night, and then on to family the next morning, or for some, then on to Discovery Village At Castle Hills in Dallas. The 3 team members who stayed during the storm as well as 50+ residents lost their cars to the flooding.

On the worst day of Hurricane Harvey we had to conduct a fast and hectic evacuation of all residents at Conservatory at Champion Forest. Residents were taken by boat to a couple of temporary emergency evacuation centers. Roads were flooding everywhere, and heavy rain *(continued on next page)*



Hurricane Harvey (Continued)

continued to fall. It was a hazardous situation. Despite this, we had the following individuals put themselves at personal risk in order to pick-up CF residents from the evacuation centers down in the flooded areas up to the higher-dryer ground at Conservatory At Alden Bridge. Those providing this ground transportation include: **Zoi Colburn** (and her significant other, leaving their home and driving through flooded water to arrive in their large pickup trucks—they truly went above and beyond) and two team members from Conservatory At Alden Bridge who helped with transportation, **Driver, Johnny Lingle** and **Maintenance Tech, Jonathan Christensen**. The last few trips on the hour round-trip to Alden Bridge were made after dark, with water rising now into the interstate lanes, and with cars driving the wrong way against traffic. The heavy rain continued, and finding roads that were water free 20 minutes before were now water covered—it was unnerving to say the least.

The 80 or so Champion Forest residents we transported to Alden Bridge were wet, cold, upset and hungry—and few brought little, if any personal items with them during the evacuation. The team at Alden Bridge, led by **Executive Director, John Googer**, stepped up big time in this situation. They provided a welcome process to record each resident who arrived, ensured they received a meal, and did their best to arrange a place for them for the night. It was less than a restful night for these residents but better than the alternative. The staff at Alden Bridge, many of which spent all night at the community with little to no sleep, included: John Googer, **Anna Moriarity, Marilyn Arnold, David Gann, Paul Elliott, Jonathan Christensen**... and I am sure others I may be missing. In addition to the AB team, several CF team members, including the team that stayed at the CF community during the storm, moved up to AB braving the dark, rainy, flood roads to help out with the sudden influx of residents. This group included **Marie Pitts, BOM**, Anna M, BOM at Alden Bridge and Steven Nastasi, who finally got some sleep on an air mattress set up in a vacant apartment for the first time in 3 days.

The next day, Tuesday the 29th, our home office support team had arranged for a charter bus to take the residents whose families could not pick them up from Alden Bridge, to Discovery Village At Castle Hills in Dallas. Joining the residents on this bus ride included: Steven Nastasi and **Adriana Romero**. The total number of residents who made the trip was around 40.

Arriving late afternoon after a 4+ hour bus ride to DV Castle Hills, the residents were greeted by an army of residents and staff. **Executive Director, Cindy Ohlmann**, had communicated to all what was going on, and her entire team and residents were ready to ensure the weary CF residents were fed, provided a room with a bed (thanks to the home office team for the bed deliveries) and were able to settle into the community for an undetermined amount of time (still without personal belongs like clothes, toiletries, etc.). Cindy and team were able to pull together care packets containing the basics for residents to help comfort them that first night. Also, donations began to roll in, from individuals and churches who heard what was going on. And soon, we had a room full of clothes and toiletries that would allow residents to “shop” for what they needed. On Cindy’s team, it is hard to point out any one individual, as everyone had to step up during this time. But in addition to the DV Castle Hills team, the teams at Conservatory Keller and Plano also stepped up to help out upon the CF residents arrival at Castle Hills and in the days since, as the housekeeping and dining staff had been stretched at the DV Castle Hills community. Later that following week, the residents and team at Conservatory At Plano hosted the CF residents for a welcome-to-Dallas cookout at their community, transporting the residents there and back for some light hearted fun time. As the CF residents settled in, we had a few CF team members come up and spend some days at DV Castle Hills so the CF residents would see some friendly and familiar faces. This group of CF team members included: **Vera Spencer, Dolores Gay** and Adriana Romero—they stayed at the DV Castle Hills community for several days, spending this time away from their families (they have since returned home to help get CF re-opened and help families/residents recover items from their apartments.)

Over Labor Day weekend there was no rest for the Champion Forest team. We operated long hours every day to allow controlled, systematic access for families and residents to collect checkbooks/credit cards, clothes and medications. This was challenging and had to be done carefully as firefighters had kicked in residents doors during the evacuation process, so apartments were unlocked and unsecured. All residents and families visiting had to be guided by a CF team member. There was so much to do, having to quickly coordinate removing all personal belongs (much of which was ruined) out of the apartments so demolition could occur, ordering and receiving mini-pods, etc. In addition, the phones were swamped with families asking questions and families showing up for their appointment to go see the apartment (Zoi and Marie ran point on the phone answering). So many people helped during these long, hectic days, so I know I am leaving some out, but they included: Marie Pitts, Zoi Colburn, Aundrea Sims, **Allan Olivares, Shaun White**, Vera Spencer, Dolores Gay, **Brittany Miller, Carolos Posados, Lisa Salinas, Terry Truitt, Blanca Martinez**, and **Veronica Martinez**.

Also, **Charlie Farris**, previously the Director of Facility Operations at CF, but now in the role of Regional Director of Facility Operations was there every day helping to ensure the community was secured, until a security guard could be found and helped get the construction teams started quickly, guiding all that was going on with the community from a physical perspective, during a very chaotic and hectic time. Charlie was extraordinary in keeping all the tasks of tearing down and rebuilding on schedule.

Above & Beyond - Hurricane Irma

SHOUTOUT FOR

Discovery Village At Sarasota Bay

There are many stories we could tell at Discovery Village At Sarasota Bay that would exemplify the amazing work that was done prior, during and after Hurricane Irma. These would include the warmth of hundreds of reassuring hugs to our residents during evacuation; the burden of loading mattresses, emergency food, water, medication carts and emergency supply crates into trucks single handedly; and the dedication of team members assisting residents in packing necessary items or sleeping just a few hours, if at all, so that they could be prepared prior to the residents awakening. Many team members put their own families second to their Discovery Family because they understand the importance of caring for the residents and their duty to ensure their safety and security. One team member drove straight into the hurricane to deliver needed supplies; our Regional Director of Operations came up to Sarasota to pick up supplies that didn't fit in the final shipment that headed south; and another team member didn't rest for hours because she had to 'round' the floor where her residents were, worried about their welfare, being away from their home. There are so many things to tell, honestly just too many, that it is impossible to capture the essence of what this team had endured.

If you ask our team members how they felt during this unfortunate event, they would undoubtedly say that it was an exhausting and worrisome experience, but one that truly showed them what a spectacular team we have! And THAT is the most important story of all.

BEHIND THE SCENES

After evacuation, there was a lot of work that was done behind the scenes. All of this "grunt" work was critical, and not "glamorous," but had to be done. Thank you to all who helped with the following:

- Prepping face sheets
- Managing paperwork to ship out
- Preparing and packing up med carts and treatment carts for transport to the communities the residents were going to
- Treating and bathing residents after transport
- Monitoring the unlocked memory care floor to ensure the safety of our dementia residents
- Providing "intense" transfers for residents who were sleeping on floors and did not have their own equipment

I am proud to introduce you to the dream team at Discovery Village At Sarasota Bay...these people went above and beyond!



Georgina Acheampong, Care Manager; **Grace Batten**, Care Manager; **Michael Blake**, Care Manager; **Mercille Campfield**, Health Care Coordinator; **Mirna Carrillo**, Medication Care Manager; **Kristina Chrzanowski**, Senior Lifestyle Coordinator; **Barbara Cox**, Health Care Coordinator; **Sandy Daniel**, Driver; **Kim Dennis**, Concierge; **Joslyn Draper**, Concierge; **Monica Davis**, Medication Care Manager; **Raynivene Fliggins**, Sous Chef; **Richard Gendron**, Security; **Carina Gutierrez**, Housekeeper; **LaRhonda James**, Care Manager; **Tina Johnson**, Medication Care Manager; **Kathy Joseph**, Care Manager; **Allen Kargauer**, Health Care Coordinator; **Shereka Lumpkins**, Lead Server; **Kathleen Martineau**, Care Manager; **Elizabeth Moore**, Dining Server; **Marlene Morales**, Medication Care Manager; **Johnnie Porter**, Health Care Coordinator; **Ericka Remedor**, Medication Care Manager; **Einar Saldana**, Recreation and Events Coordinator; **Brandi Wanecski**, Pastry Chef



Above & Beyond - Hurricane Irma

SHOUTOUT FOR

Discovery Village At The Forum

All of our plans were set, our team was in place, they brought their air mattresses, bedding, supplies, families and some pets – Ready to hunker down for the storm and care for our residents. Plans were changed quickly when we heard that 55 Assisted Living residents, and their care staff, from our sister community, Discovery Village At Sarasota Bay, would be evacuating to our new Independent Living building in about 2½ hours.

All hands were on deck! We needed to move our outdoor furniture to the third floor. The team at **Aston Gardens At Pelican Marsh** sent over some prepared meals and water to help. We started our staging to welcome the residents, get them drinks and snacks on arrival, room assignments by level of care, CNA assignments, call their families to let them know when they have arrived safely, meal preparation for 70 more people, and so much more!

All was going smoothly. The quiet before the storm, and the DVF and DVSB teams were working together seamlessly. And then... the power went out! Our generator started to work and then a few hours later the lights started flickering as the storm came upon us. The surge from FPL blew the circuit board to the generator and it quickly went down. Shortly after, we hear a resident running out of oxygen and there is no battery backup. Our plan was to wait for the lull during the storm's eye and relocate her to the AL building that still has a working generator. First, we had to get the resident down from the third floor, with no elevator and no stairwell light. **Willie Nieves, Director of Facilities Operations** carried the wheelchair bound resident down three flights with a **Gina Hoskins, Concierge**, lighting the way with a lantern. Our **Travis Roling, Facilities Operations Supervisor**, drove the AL bus over to IL and we got the resident safely over to AL just before Irma started her gusts again. While we waited it out in the IL building, our AL team started cooking extra food, brewing coffee and making plans for feeding both buildings occupants. They made dozens of trips carrying over food and supplies while caring for all of our AL residents.

Following the storm, we needed to get our DVSB residents back home or to the AL building next door with a working generator. **Sue Butler, Executive Director**, and the **Aston Gardens At Parkland Commons** team sent over a gassed up bus, supplies and extra gas, **Aston Gardens At Pelican Marsh** sent up a bus and the RDO brought his car to help move the residents back home. Our big hurdle was how to get residents down from the 3rd floor without an elevator? Our solution was to call the AL residents son, Doug Higgins, who works for EMS and they came to help in 45 minutes. The cavalry arrives in the form of 13 paramedics from SeniorCare EMS! They were an out-of-state crew here to help after the hurricane and had just arrived to the fire station when our call came in. Rather than break them up into 6 teams, they sent them all our way to help. They moved over 30 frail residents down three flights of stairs in under an hour! They were so kind and friendly and the residents felt so safe and secure in their hands.

Now all of the DVSB residents and their care teams were in the lobby waiting to get on the bus to go home! The paramedics all came into the building and a huge cheer goes up from the crowd! We're all tired and worn from the storm. Both the DVF and DVSB teams have been running around for two long days. It was a challenging few days, but with amazing team work and "can-do" attitudes and "all hands on deck" we made it happen with some great outcomes.

SPECIAL THANKS TO OUR EXCEPTIONAL TEAM MEMBERS:

Margaret Nesta, Sue Fenger, Laura Cooley, Lynne Talbott, Michael Eckhoff, Sonia Reid, Benett Adolf, Scot Cronk, Wanda Bishop, Annie Edwards, Sara Darnell, Rebecca Iles, Jean Kest, Yvonne Reyna, Zainab Shaw, Judith Foster, Vera Bond, Angela Aris, Kimberly Rodrigues, Victoria Rodriguez, Nadine Martin, Marie Gedeon, Larry Diamond, Amanda Huegele, Rene Brown, Zoey Nolen, Scarlett Moon, Alicia Madden, Sergio Lopez, Abbigail Booker, JaDaijia Brown, Alexis Vandiver, Mario Petiote, Jadah Edwards, Tyler Dillon, Ashley Velez, David Fox, Dan MacDonell, Reynaldo Dominguez, Islande Alce, Lucie Anelion, Lesa Young, and Velma Hoff



Above & Beyond - Hurricane Irma

BOB HART

Aston Gardens At Sun City Center

Bob Hart is a driver here at Aston Gardens At Sun City Center. He is always ready and willing to help, and had already agreed to be on standby during the hurricane. On the Saturday before Hurricane Irma, he got the call and without hesitation volunteered to help with the evacuation of residents in Sarasota. He left Sun City Center at noon, and headed there to do whatever was needed.

Once in Sarasota, he was informed of the plan to get our residents and their pets to Ft. Myers for their protection. His bus was full. 22 passengers were in his care and safely transported to our community in Ft Myers. As we all know, fuel was a major issue at the time, but Bob's primary concern was getting residents to safety, so no stops were made at gas stations along the way. It was not until afterwards, when Bob set out to return home, did he attempt to find fuel. He drove off the freeway looking for any place that would be open and to ensure that when and if the bus did run out of gas, he was not stranded on a highway. Bob was calm and kept a positive attitude communicating with his Supervisor, all the while hoping to find an open station that still had some fuel. Unfortunately, all of this searching was to no avail, nothing was open. He decided he should just remain at one of these closed stations, as he realized, he was going to have to ride it out until someone could get to him with gas. He remained there for 3 hours as we formulated a plan to get him and the bus back to Sun City.

The news of this dilemma was circulating with all the Directors and Home Office team members involved with the hurricane planning and relocation of our residents. Luckily, someone had a U-Haul trailer containing three 10-gallon gas cans. Bob was informed that rescue was on its way and her name was Marisa Crockett. Together in the pitch black night, the only light being the glow of her cell phone, they successfully refueled the bus. Bob arrived back in Sun City some 12 hours after he set out to volunteer and help in any way he could. His story was certainly more of an adventure, but had such a great ending that we chose him as Aston Garden's employee of the month and recognized him at our Town Hall Resident Meeting.





SHOUTOUT FOR

Aston Gardens At Sun City Center

There were so many that knew if they stayed, they would be in "Harm's Way". In the spirit of true caring people, we gathered our families, pets, and friends. They came to our communities not knowing if they would have a home to go back to after the storm. We shared phones, made due with our supplies, shared floor space, precious water, and fuel along the way.

When the sky cleared after the storm, we all looked around at the damage and we survived. Days went by and we still clung to rebuilding and restoring our lives. We define Unsung Heroes as; a person who makes a substantive yet unrecognized contribution; a person whose bravery is unknown or unacknowledged. They were the unsung heroes of Hurricane Irma. Today, and every day we smile at adversity, we are not broken, but better for the days we stood strong in our own convictions to care for one another. We applaud your convictions and say thank you for all you do each day to care for our customers and one another.



DISCOVERY TEAM MEMBER RECOVERY AND APPRECIATION FUND

Thank you very much for your giving in support of our fellow team members. Your donations will help our team members and their families tremendously.





TEAM MEMBER SPOTLIGHT



Thomas Lastrom Controller, Discovery Senior Living

What is your greatest accomplishment working at Discovery?

My greatest accomplishment is understanding what communities do on a day-to-day basis. I've never worked in Senior Living prior to working at Discovery and there's a lot more to it than I thought when I started here in February 2015.

What is your favorite thing about Discovery Senior Living?

Discovery has the best working environment in my 20 year career. From the various events we have, to the way management treats their employees and the caring and consideration that co-workers have for each other is very difficult to find. Also, seeing EDs and management teams interact and care for residents clearly shows to me that working in a community is not just a job but a passion.

Outside of work, what is one of your biggest passions?

I am a sports junkie. I'd have some sort of football, baseball, basketball or hockey game on if my wife or kids would let me!

What is one thing you can't live without?

Being a sports junkie, I can't live without watching games on TV – that and my cell phone!

Tell us something that might surprise us about you.

I'm a big city guy. I absolutely LOVE New York City! I just love the energy and everything that it has to offer. Doesn't hurt that it's the home of the Mets!

CONGRATULATIONS ON YOUR RETIREMENT, RICHARD REKAR!

Vice President of Accounting







The Many Faces of



Conservatory At Champion Forest
Luau Cruise Craze



Conservatory At Champion Forest
BOM Marie Pitts assembling her office chair



Conservatory At Keller Town Center
Team members enjoying Casino Night



Conservatory At Plano
Executive Chef Jered Kelley



Aston Gardens At The Courtyards
Team members Al and Steve



Discovery Village At Melbourne
One of our amazing chefs, Laudet Tajeda



Discovery Village At Melbourne
Enjoying our Memory Care beach picnic



Discovery Village At Palm Beach Gardens
E.D. Marty Katz dressed as an astronaut during the solar eclipse



Discovery Village At Tampa Palms
Chef Terry Johnson with residents at the 4th of July celebration



Discovery Senior Living
Celebrating mom-to-be Amy Hicks



Discovery Village At The West End
Eldina Zildzic officially became a U.S. Citizen



Discovery Village At The West End
Charles McKean & daughter Claudia point out his picture on the Wall of Honor



Lakeside At Mallard Landing
Shannon Thomas & residents enjoyed a lively coffee chat in our pub



Aston Gardens At Parkland Commons
Annual auction and team member celebration



The Summit
Delaney & Rachel at our Resident-Staff Picnic



Regency Pointe
Lisa Perry & Sharon Winningham recognized for 15 years of service to our residents



Discovery Senior Living



Aston Gardens At Pelican Pointe

Residents with Piper the therapy donkey



Rittenhouse Village At Muhlenberg

Tracey Salem celebrated perfect attendance for 7 years



Rittenhouse Village At Michigan City

Robin Cross and residents enjoying the outdoors



Spring Mill

Team members training with the Kimberton Fire Company



Rittenhouse Village At Northside

Veena is celebrating 17 years at RVN



Rittenhouse Village At Portage

\$500 raised for the Alzheimer's Association for the Walk to End Alzheimer's



Rittenhouse Village At Valparaiso

Culinary Services Team Members at our annual resident & family picnic



Aston Gardens At Sun City Center

Selene Oliares & Elizabeth Esparza of the breakfast crew in the Dining Room



Rittenhouse Village At Spring Creek

Team members at our Mix & Mingle event



The Summit

Barb Niedbalski getting ready for a photoshoot at the Beauty Parlor



Conservatory At Keller Town Center

Fun at our casino night



Aston Gardens At The Courtyards

Dale playing horseshoes at our resident picnic



Aston Gardens At The Courtyards

Jazmine & David bartending



Aston Gardens At The Courtyards

Linda Roberts & Kay Miller who turned 100 years old!



Discovery Village At Melbourne

Memory Care beach picnic



Discovery Village At Melbourne

Team members at our Superhero Party



The Many Faces of



Aston Gardens At Pelican Point
Therese Williams & Lynn Byers celebrate 11 years of Deficiency Free Surveys



Discovery Village At Palm Beach Gardens
Residents & team members had a great time celebrating the eclipse



The Summit
Dean & Diane enjoying the Crab Boil



Discovery Village At Sarasota Bay
Employee of the month, Christian Black



Discovery Village At Tampa Palms
Sonia, Terry & Gary celebrating the 4th of July



Discovery Village At The West End
Chef Sam cooking during our Crab Fest



Lakeside At Mallard Landing
Team members checking out the solar eclipse



Rittenhouse Village At Portage
Marshmallow tower team building



Rittenhouse Village At Valparaiso
Residents enjoying the Wine & Canvas Event



Spring Mill
Lynne Rauch celebrating Georgia Marchionne receiving her SHRM-CP certification



The Summit
Buddies Quinna & Peg



Conservatory At Champion Forest
Having fun at the Luau Cruise Craze



Discovery Village At Sarasota Bay
Team Members who won spa gift certificates for hitting 95% occupancy



The Summit
Curtis & Fred clowning around at the Beach Party



Conservatory At Keller Town Center
Checking out the silent auction door prizes



Aston Gardens At The Courtyards
Team member Al with residents



Discovery Senior Living



Aston Gardens At The Courtyards
Team members Allison, Jessica and Linda



Aston Gardens At The Courtyards
Team members Haneen, Jovannie, Dale, Star & Kristen



Discovery Village At Melbourne
Discovery Security Hero Mark Fitzgerald



Discovery Village At Palm Beach Gardens
Team members had a great time celebrating the eclipse



Discovery Village At Melbourne
Enjoying the Memory Care beach picnic



Discovery Village At Tampa Palms
Morgan & Tim serving residents on Team Spirit Day



Discovery Village At The West End
Betty and Wilbur Todd enjoyed our 4th of July cookout



Lakeside At Mallard Landing
Residents having fun picking blueberries



Aston Gardens At Sun City Center
Johnny Cruz & Marcos Greene during the resident car wash



Discovery Village At Melbourne
Discovery Hero, Missy Best, ensuring safety to residents from a dryer fire



Discovery Village At The West End
Residents at our Crab Fest



Rittenhouse Village At Valparaiso
Enjoying the family picnic



Spring Mill
Rachel Pollack, employee of the 2nd quarter



Discovery Village At The West End
Hannah overcoming her fear of horses



The Summit
Ruth turns 100, with recognition from the Pope, presented by Pauline (left) and her son, Bill



Discovery Village At The West End
Our Housekeeping team Mary, Ty, Nadia and Brittany dressed up for our Fourth of July Social



DAH CORNER

Like Discovery Senior Living, we are growing in new and exciting ways.

We have completed the purchase of All Americas Home Health in Sun City Center, Florida and renamed the agency, Discovery At Home Gulf Coast. We now refer to Discovery At Home Gulf Coast as DAH2. Long time DAH RN Brenda Ahlberg is the Director of Nursing. Last month we completed our accreditation, with the Community Health Accreditation Program (CHAP). This holds us to an even higher standard than Medicare requires. This allows us to service Discovery Village At Sarasota Bay, both Aston Gardens Sun City locations and Discovery Village At Tampa. Aston Gardens At Tampa Bay is on the horizon, as we continue to grow.

DAH1 here in Southwest Florida is growing to begin to service residents at Discovery Village At The Forum Independent Living, here in Fort Myers, Florida. We will provide both Medicare reimbursed services as well as out of pocket private duty services, from day 1! DAH1 has also added a new administrator this month, Cheryl-Ann Benn RN, MBA. She will now lead the DAH1 operation as I transition to support DAH2 on a more regular basis. Welcome Cheryl-Ann, Director of Nursing and Alternate Administrator.

This month we will be filing for Private Duty licensure to support areas where we have clusters of communities. The first areas of coverage are likely to be the Dallas, Texas area, North Central Florida, Indiana, South Carolina as well as other stand-alone properties where we have a need to install very high quality, reliable private duty services. Nancy Erwin will be essential in helping implement that service.

With the dramatic Discovery Senior Living growth, we have decided to modify our ability to directly support our communities. Where it makes sense, we will grow by acquiring Medicare qualified agencies, but wherever we have communities close together, we will apply for Private Duty licensure, so that we can almost immediately become embedded into the communities and support our residents, and help them age in place. Secondly, it is our goal, to be available to support future residents that reside on our waiting lists, so that we can be sure to help create that need to continue with Discovery Senior Living, as we link ourselves to that future resident, in a remote way by going to their homes to provide private duty services.

Thank you for your support!

We welcome any and all ideas as well as feedback. Please contact Dan Cundiff at DCundiff@DiscoveryAtHome.com



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