

## Resident & Family Feedback



### Canterbury Gardens

To the Canterbury Family,  
Thank you for being a part of our lives. Each one of you touched Sandi's life and made it easier to deal with this horrible disease. It was a blessing knowing that you were there to care for Sandi when we couldn't be. You will always be in our thoughts and prayers!

Love,  
-The Family of Sandi Johnson



### Lakeview

Lakeview is a beautiful facility with an incredibly supportive staff that truly cares about the residents they serve. My parent's medical condition is exceptionally challenging, yet each day the nurses, CNA's, food service, and facilities operations provide attention and care with grace and professionalism. They have spent many hours helping me and my family members better understand what is happening medically, socially and emotionally with my parents. They've answered an endless amount of questions and continue to respond positively even when the situation becomes very difficult. I highly recommend this facility. They love what they do and it shows.

-Beth Billstrom

## Our Communities

### Koelsch Home Office

111 Market Street NE  
Olympia, WA 98501  
koelschcommunities.com

### Amber Creek Inn

Scottsdale, AZ

### Arbor Hills

Plano, TX

### Canyon Creek

Billings, MT

### Canterbury Gardens

Longview, WA

### Canterbury Inn

Longview, WA

### Canterbury Park

Longview, WA

### Cascade Inn

Vancouver, WA

### Cedarbrook

Fresno, CA

### Cedar Creek

Edmonds, WA

### Copper Creek Inn

Chandler, AZ

### Creskide Inn

Coeur d'Alene, ID

### Delaware Plaza

Longview, WA

### El Rio

Modesto, CA

### Lakeview

Bloomington, IL

### Madison House

Kirkland, WA

### Maple Glen

Glen Ellyn, IL

### Meadowbrook

Arlington, TX

### Northbrook Inn

Northbrook, IL

### Solana at The Park

Surprise, AZ

### Riverside Inn

at Fossil Creek

Fort Worth, TX

### Rock Creek at The Park

Surprise, AZ

### Silver Creek Inn

Mesa, AZ

### Spring Creek Inn

Bozeman, MT

### Sterling Inn

Victorville, CA

### Sterling Commons

Victorville, CA

### Saddle Brook

Frisco, TX

### Hampton & Ashley Inn

Vancouver, WA

### The Hampton

at Salmon Creek

Vancouver, WA

### Opening Soon

#### Spring Ranch

Opening Spring 2018

April 26 Open House

Colorado Springs, CO

#### Waverly Inn

Opening Summer 2018

Arlington Heights, IL

#### The Park at Surprise

Opening Winter 2018

Surprise, AZ

#### The Park at

Copper Creek

Opening Winter 2018

Chandler, AZ

#### The Park at Modesto

Opening Summer 2018

Modesto, CA

#### Jefferson House

Opening Summer 2019

Kirkland, WA

## SPOTLIGHT

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# SPOTLIGHT

Highlighting Excellence at Koelsch Communities

Q1 | 2018



The Koelsch Family left to right: Jack, Sophia, Aaron, Judy, Clark and Olivia.

## An American Family Business For 60 Years!

The landscape of family business in America has changed drastically in the last 60 years.

Today, family businesses seem to be evaporating in the wake of growing consolidation. Looking back, we see a country built on a culture of hard work with family values embedded into how we lived and what we did—though today, that picture isn't so clear. So, why should a growing family business in America maintain the fundamental values it was founded on?

### Our Roots Run Deep

When Emmett Koelsch and Alice Schultz opened the Monticello Hall in Kelso, Washington in 1958 with their five children living in the basement, they wanted to create

a senior living community that honored its residents—a community that treated its seniors with the values they held dear.



Alice & Emmett Koelsch



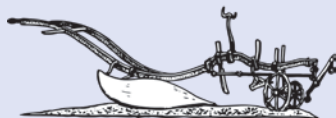
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**1876**

Frank Kern, a German immigrant came to America to farmstead his brothers land in Great Bend, Kansas. Starting with only a couple tools and a cow, Frank lived in a dugout for three years while he farmed the land, until settling into a house with a wife and family.



**1911**

Emil Emmett Koelsch, another German immigrant, found his way to Great Bend, Kansas, where he crossed paths with Frank Kern. Both men were from neighboring towns in Germany, and Frank offered Emil room and board in exchange for work.

**1919**

Emil fell in love with and married Frank's youngest daughter, Elizabeth. Emil then took over the farm, had 5 children of his own, and never left until the day he died.



**1938**

Emmett Koelsch, Emil's second born, decided to leave the farm at age 17 on a whim to head for Longview, Washington.

Soon, after their marriage, Emmett was called into the service for World War II. He played a vital role in the Pacific aboard the destroyer USS Roberts, where he managed the 3" barrel gun on the front deck.

**1943**

## An American Family Business

*continued from page 1*

When Emmett left his father's farm in Great Bend, Kansas in 1938 with only the clothes in his suitcase, all he knew was that he was heading West to make his future. This was a risky move for a 17-year-old, but times were different, and Emmett was committed to making a new life for himself.

Soon, Emmett met Alice, they married and started a family. World War II was on the horizon, and Alice was forced to care for the family as Emmett was drafted into war. In time, Emmett returned home, and the Koelsch family settled into a rhythm built around faith, family and hard work as the years went by. Then, at some point, that hard work became a vision for the future, and Emmett and Alice purchased the Monticello Hall in 1958.

### The Koelsch Difference

The Monticello Hall was the first chance Alice and Emmett had to embed their family values into their livelihood. They saw other businesses only meeting minimum standards and made a commitment to set themselves apart from the rest, not only by the superior services they would provide but by the way they treated their residents. This was no small task, and Emmett's and Alice's commitment to a quality life has evolved into the Koelsch Common Purpose, the Core Values, and the Quality Standards that are the cornerstones of Koelsch Communities today.

Over time the Koelsch family business grew, slowly at first, but always in a way that honored the



**1946-1957**

**1940**

Emmett Koelsch met, fell in love with, and married Alice Schultz. The connection between Alice and Emmett grew and burgeoned into a life partnership of family and work that can not be rivaled by many.



After coming home from the war, Emmett and Alice's family grew to 5 children. Four girls, Nancy, Peggy, Kathy, and Sally... And the baby boy Aaron. Emmett took a job at Reynolds Metals aluminum factory in Longview, WA.



values it was built on. Other Senior Living communities came and went, but Koelsch continued to grow on it's strong foundation.

As the years trickled by, Koelsch employees showed up to work in bell-bottoms and Volkswagens. Then, in airplane-collared shirts with disco-soundtracks emanating from their 8-Track players. Next, it was a 'new wave,' of people blasting the Depeche Mode from their Walk-Man's, followed by a decade bestowing both Hypercolor T-shirts and the internet. Soon, Koelsch Communities had survived Y2K and emerged into an America flooded with social media driven Millennials. As each decade came and went, there stood Koelsch Communities, humbly outlasting the popular

fads and trends that took our nation by storm. So how is it that Koelsch has outlasted so many popular movements?

According to Aaron Koelsch, CEO and Founder of Koelsch Communities, "The Koelsch values are what make us so sought after amongst seniors and their families. We offer residents a home built on the same values, morals and ethics that they raised their families on, and that holds immeasurable worth in our industry."

### A Vision for the Future

The year was 1989 when Aaron Koelsch, a young man at the time, opened the Sterling Inn in Victorville, California and began following in the footsteps of his parents. Aaron realized the company his parents built went above and beyond traditional senior care, instilling in him an understanding that his parent's success was earned by their commitment to their core values. He also realized that seniors across America needed communities like Koelsch's, so Aaron began crafting a vision for the future. Unlike Emmett and Alice, Aaron was



After 11 years as a manager with Reynolds Metals, Emmett and Alice scraped together what they could and bought and opened the Monticello Hall Nursing Home.



After working 4 years for a large, publicly held healthcare company, Aaron begins his own company by building the Sterling Inn in Southern California at 26 years old. And Judy, Aaron's wife, begins designing beautiful, classic interiors for Koelsch Communities.

1958

1988



1958–1980

Over the course of time Emmett and Alice's partnership and business grew, and they expanded across Washington state.



1985

And when it came time to plan for their retirement, the couple sold all of the nursing homes to their 5 children.



*“I can’t see what the future holds, but I know that adhering to the values this company was built on is what got us here.”*

inspired to unify their communities, giving them all equal standards—and Koelsch Communities was born.

Aaron’s first step was building a team whose sole purpose was to grow Koelsch Communities in a way that honored the values it was built on. The result was the Koelsch Home Office in Olympia, WA, unifying the

Koelsch Communities with guidance and leadership.

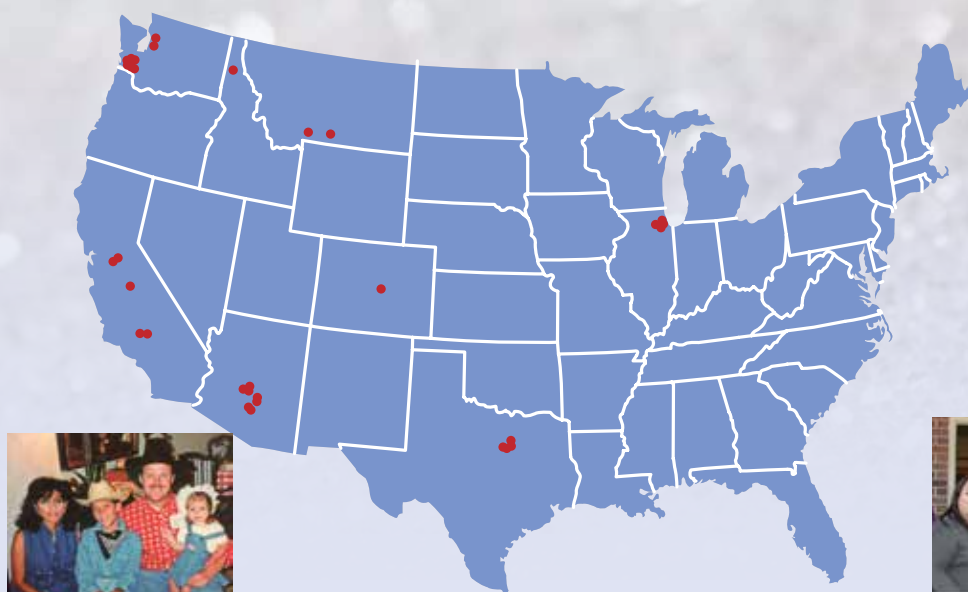
Today, Koelsch Communities has grown to be 30 communities in 8 states, with a family of over 1700 employees. The Home Office now houses more than 50 Koelsch team-members who serve the communities while planning the

future growth of the company and the detailed development of each new community.

As family businesses in America continue to adapt to current times, Koelsch Communities remains committed to upholding the values, service and care that have carried it into the future.

“I can’t see what the future holds, but I know that adhering to the values this company was built on is what got us here. That’s why those values are more important to me than ever before, and why Koelsch Communities strives to instill them in anyone serving a valued Koelsch Community resident.”

—Aaron Koelsch



**2001**

**2006–2016**



Grand Opening of Maple Glen Memory Care Community on September 28, 2017, our latest community to open in Illinois.



**TODAY**

Aaron Koelsch solidifies the family properties into Koelsch Communities by incorporating the Koelsch Home Office and giving the communities further unified leadership and direction.

Koelsch Communities expands into new regions, serving seniors in the Mountain States, Southwest, South, Central and Northeastern regions of the United States.

Koelsch Communities is growing strong with 30 communities across eight states, and more in development, including a number of Independent Living Communities, along with the traditional Memory Care and Assisted Living Communities.

## Sunday Brunches at the Park



Once a month The Courtyard dining at the Canterbury Park undergoes a makeover in preparation for the Canterbury Park's renowned Sunday Brunch—a time to celebrate family, friends, and delicious food.

To Kris Cain, the Executive Director of the Canterbury Park, "Sunday Brunch is a chance to come together and treat our residents to an incredible themed brunch that's unique each month."

Joel August, the Dining Services Specialist for Koelsch Communities, told us more about the event. "Planning starts way ahead of time, and it's a whole team effort between the departments, but seeing the happiness in the residents faces makes it worth it every time."



*Ella Alvarino and Taylor Vossen, two members of Canterbury Park's Dining Services team, sporting matching sailors' hats for the 'under the sea' theme at January's Sunday brunch.*



January's Brunch had an 'under the sea' theme, with what felt like an endless menu of mouthwatering seafood dishes amidst the Courtyard's nautical themed decor. Residents and their families were treated to seafood scrambles, crab dip, a chowder bar with crab, corn, and lobster chowder, gourmet danishes, an omelet bar, champagne mimosas, and of course, oysters, to name some of the amazing fare.



## An Active Living Celebration!

This January 21st–27th was National Activity Professionals Week and two communities took the chance to celebrate their Active Living staff in style. At Koelsch Communities, the Active Living staff takes on the amazing responsibility of encouraging residents to stay active with engaging activities and events that truly enhance their daily lives.

Both Amber Creek Inn and Cedarbrook honored their staffs with fun gifts, educational seminars, and a community-wide embrace that tells the Active Living staff how much they are appreciated.

Lisa Poole-Johnson, the Executive Director of Cedarbrook, says, “Our Active Living staff are an integral part of our community, and residents lives would not be the same without that piece of the puzzle.” Cindy Schmitt, the Executive Director at Amber Creek Inn, made a really fun week of it with dress up themes every day and gifts to balance the two educational seminars she planned for her staff. All in all, it was a great week that left the Active Living staff feeling refreshed, honored, and appreciated.



Amber Creek Inn's Active Living Team, Left to Right: Dacy Pulsipher, Tavisha Desroches, Active Living Director Nicholas Churruca, Julie Domzalski, and Mary Handy.

At Amber Creek Inn, one of the theme days during National Activity Professionals Week was “Jeans and Favorite Sports Team Shirt Day.” Here's the Active Living Team representing their favorite teams with a smile!



Cedarbrook's Active Living Team, Left to Right: Active Living Director Elaine Dominguez, LisaAnne Elliott, Melina Ocha, & Misami Kubota. Not pictured: a very valuable member of the team, Jennifer Hatch.

Each team member received a purple stainless-steel tumbler that had their names engraved on one side and “Cedarbrook Active Living Team, Helping Our Seniors Live Well” on the other side. The color purple was chosen to represent Memory Care.



## People on the Move



### Ellen Brink – Promoted to Director of Community Relations

*Northbrook Inn Memory Care, Northbrook, IL*

If you ask Ellen Brink what she loves about working for a Koelsch Community, she'll happily tell you, "Where else do you go to work and get hugs?!" Ellen went on, "I've been searching for something like this all my life—it just fills my bucket." Ellen started creating smiles from the moment Northbrook Inn opened in early

2017 as the Business Office Manager, and Karolee Vandrush, the Executive Director at Northbrook Inn, says, "Ellen is always willing to help out with a smile on her face and she gets that everything we do here is to give our residents the best quality of life." Karolee went on to say, "Ellen loves acting as a dementia resource to the community and she's been really conscientious about getting out there and making sure families are aware of the resources the communities have to offer."

## Employee Anniversaries - 25 Years

### 25 Years - Don Barber Regional Director of Operations

*Koelsch Communities wouldn't be the same without your 25 years Don—Thank You!*

After 25 remarkable years of growth with Koelsch Communities, Don Barber is a chief example of what hard work, devotion, and dedication can lead to at Koelsch.

Aaron Koelsch, President and CEO of Koelsch Communities proudly comments, "Don started with Koelsch when he was 16 years old, and has served our seniors in virtually every capacity possible over his 25 years. Now, as a grown man, husband, and father, Don leads with an experienced, steady hand, and lives the Koelsch Culture that he's helped shape over the last 25 years."

Today, Don serves as the Regional Director of Operations for Koelsch Communities in California and Arizona, but 25 years ago he was washing dishes

at the Sterling Inn. Don worked his way through the kitchen and dining room, serving in a host of positions like Dietary Aide, Cook, Server, and Dietary Manager before being promoted to Regional Food and Beverage Manager in 2001 and Executive Director of the Sterling Inn from June 2006 to January 2017.



After 25 years and his many positions, Don would tell you that the relationships he's built are the best part about working for Koelsch Communities.

"Koelsch is family owned. It's a company that values the people that work for them, and you have to earn your promotions." And earn them he has! Don couldn't be a better example of the hope, growth and opportunity found here at Koelsch.

## Celebrating Length of Service

### 25 Years

**Don Barber**, Koelsch Home Office

### 10 Years

**Elizabeth Chhim**, Canterbury Park  
**Mimi Leontas**, Sterling Commons

### 5 Years

**Patricia Cornwell**, Canterbury Gardens  
**Maezy Leroy**, Hampton & Ashley Inn  
**Brianne Lind**, Canyon Creek  
**Laura Steel**, Delaware Plaza  
**Christina Dietrich**, Delaware Plaza  
**Roshel Gottron**, Copper Creek Inn  
**Tequelia Henry**, Meadowbrook

**Joni Reed**, Creekside Inn  
**Marthe Soray**, Copper Creek Inn  
**Crystal Zepeda**, Sterling Commons  
**Sussuana Amoako**, Copper Creek Inn  
**Fernando Tuazon**, Copper Creek Inn  
**Brenda Washington**, Meadowbrook

## Employee Anniversaries - 10 Years



### **10 Years - Mimi Leontas Activities Assistant**

*Congratulations on 10 incredible  
years Mimi!*

Mimi Leontas loves her position at Sterling Commons, "I'm the oldest one here, and I feel like I'm getting younger and younger!" Now Mimi may not be the oldest one in the building, but with ten years' experience as an Activities Assistant, she's developed a knack for packing fun into the residents lives all day long.

If you ask Mimi about her days at the Commons, she will tell you through the most endearing broken English, "I love to work with the residents in any and every way. I can do anything with them." Mimi went on, proudly telling us some of the activities she leads residents in, "we do crafts, baking, exercise and games, and I can keep them all with me."

Debbie Staggs, Executive Director of the Sterling Commons told us, "Mimi's passion is these residents, she just loves them like they're

her family, and she'll go above and beyond to help the caregivers with them."

Mimi thinks of herself as a teacher, with a group of residents as her students in each of the day's activities. "I give them all my ideas and efforts to show them, because it's all in my heart. Everything I do. I'm trying to bring everyone with me and to make them feel happy." Mimi's efforts have paid off in more ways than one, even seeing artwork residents have painted with her win first place at the local fair.

After all this time at the Commons, Mimi made it a point to tell us how proud she is to be there, "The Commons is just getting better and better, and I'm proud of my boss and of my head boss, they are running the business perfectly." And what a compliment that is Mimi!



### **10 Years - Elizabeth Chhim Lead Manager, Victory Bistro**

*Thank you for 10 amazing years Beth!*

Over the last ten years Beth has noticed a lot of changes around the Canterbury Park, but even with the recent addition, remodels, and upgrades, she commented that the real growth has been personal.

"I feel like I've matured so much since I've been here, and actually found my true self." Since starting with Koelsch, Elizabeth Chhim, or Beth to her peers, has been nothing short of a delightful presence at both the Canterbury Park & Inn.

Beth started as a receptionist, and in April of 2016, when the HMS Victory Bistro opened at the Canterbury Park, Beth was charged with heading up the Bistro as its Lead Manager. This was no small change for Beth, who loved being a receptionist, but describes the Bistro as place where she can really connect with residents.

"I can actually visit with the residents now, which is really nice, whereas as a receptionist, I was always too busy." These days, Beth has a blast serving residents at the Bistro; one in particular likes to joke that Beth "gets to play restaurant"—and how right he is! But whether she's serving up hot paninis or cold drinks, it's the one-on-one conversation that makes Beth's day and enhances residents lives.

"I've made some really great friends in the residents, and that's the best part about working here." Kris Cain, Executive Director of the Canterbury Park reaffirmed that statement, telling us that, "Beth truly has a genuine interest in others. She's one of those people that you can really connect with, and she has such a special way of making you feel at home."

## Employee of the Quarter



**Alicia Fabela has a passion for taking care of people and loves showering residents at Sterling Commons with attention.**

Since starting with Koelsch on August 23rd, 2017, Alicia Fabela has found the Sterling Commons to be a workplace full of family values, positivity and loving care. Unlike most of us, Alicia knew what her

calling was from a young age: to work in either a hospital or a retirement community where she could care for people, and after 17 years in the medical field she's found the perfect fit!

Prior to working with Koelsch, Alicia became a CNA and worked in medical assisting, medical billing, insurance and coding, "but it wasn't hands on taking care of people." After years at a desk, Alicia was tired of paperwork, and even branched out briefly earning a degree in criminal justice before realizing that she doesn't have a 'ticket-giving' personality—she describes herself as much more of a 'warning' person.

Now, at the Sterling Commons Alicia can give all the hands-on care she'd been longing to. "I get to do what I love—what my passion is—and that's to take care of people." Alicia went on, "I like to make them feel happy and comfortable, like it's their own home and like they're my own family."

Alicia found the Sterling Commons when she visited a dementia patient she'd been caring for part-time for five years who moved to the Commons. After visiting him, Alicia knew the Commons was the place for her. Alicia wanted the job so badly, and was nervous about whether or not she would be hired.

"I started crying when they told me I got the job—I was so happy—because it meant so much to me." Now, Alicia's days are filled with anything but tears as she showers residents with affection. "I love to show them a lot of attention and tell them I love them and how beautiful and handsome they are."

Alicia experienced dementia firsthand with her own parents, and that has transferred into becoming a heartfelt, caring and understanding Resident Assistant. "I really take pride in caring for people who need special care because of memory loss, and I try to enjoy every minute with them."

## Employees of the Quarter by Community

### **Amber Creek Inn**

**Adena Pietsch**, Receptionist

### **Arbor Hills**

**Claudia Smith**, LVN

### **Canterbury Gardens**

**Jessica Hauk**, Resident Assistant

### **Canterbury Inn**

**Cara Gingerich**, Culinary Staff

### **Canterbury Park**

**Kirsten Riley**, Evening Receptionist

### **Canyon Creek**

**Trinity Ocejo**, Resident Assistant

### **Cascade Inn**

**Laura Copley**, Receptionist

### **Cedarbrook**

**Jessica Wright**, LVN

### **Creekside Inn**

**Casey Delaney**, Resident Assistant

### **Copper Creek Inn**

**Williams Appau**, Resident Assistant

### **Delaware Plaza**

**Sierra Roy**, CNA

### **Hampton & Ashley Inn**

**Mee Mee Pak**, Active Living Assistant

### **The Hampton at Salmon Creek**

**Tonie Nigro**, CNA

### **Lakeview**

**Giovanna Cannizzaro**, Resident Assistant

### **Madison House**

**Evan Fairbourn**, Receptionist

### **Meadowbrook**

**Ashley Harvey**, Resident Assistant

### **Northbrook Inn**

**Maria Valle**, Housekeeper

### **Riverside Inn**

**Melissa (Missy) Rawlinson**, Resident Assistant

### **Saddle Brook**

**Anita Witt**, Housekeeper

### **Silver Creek Inn**

**Bryce Tolman**, Active Living Assistant

### **Spring Creek Inn**

**Jenny Freese**, Resident Assistant

### **Sterling Commons**

**Alicia Fabela**, Resident Assistant

### **Sterling Inn**

**Sandra Townsend**, Culinary Staff