

SPOTLIGHT

Highlighting Excellence at Koelsch Communities

Now Open!

Springs Ranch and Cedar Creek

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Lights, Camera, Action!

Photoshoot at The Waverly Inn

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NOW OPEN! Springs Ranch and Cedar Creek

Koelsch Communities is growing strong with two new memory care communities joining the family! Cedar Creek in Edmonds, Washington, and Springs Ranch in Colorado Springs, Colorado, are now serving residents after phenomenal grand opening events!

Aaron Koelsch reflected, “Our grand openings represent the culmination of years of hard work and planning, and also the first chance we have to show our residents their new homes—and I can’t think of a better time to celebrate.”

Angela Spence, Executive Director at Springs Ranch, told us about the grand opening event and classic car drop, “For our grand opening, our team had the same vision and end-goal, and that was important from beginning to end.”

Angela went on, “We all just divided and conquered, is the best way to put it. We knew each other’s strengths and assigned people to different areas based off of those strengths to have the most successful event.”

The Springs Ranch team even went out of their way to make the delivery of their vintage US Forestry truck a fun team event. “We dressed up as forest rangers

with Smokey the Bear to make a fun themed photo. We wanted to do something special to show that Springs Ranch is special.”

Over at Cedar Creek, Nan Fuller, a Director of Community Relations there, told us about their grand opening. “It was awesome! We had support from so many other communities at Cedar Creek, and from the home office too, and that was invaluable. I think

“We wanted to do something special to show that Springs Ranch is special.”

the insight they brought was really inspirational, and their enthusiasm renewed our own.”

Nan had been at Cedar Creek since fall of 2016, so the grand opening was a big culmination for her. “It was incredible to see it all come together—we must have had 15 of us giving tours at least—and it was just a great night for everyone!”

Left: Springs Ranch Ford truck

Cover: Springs Ranch Ford truck and Smokey the Bear



Springs Ranch - Grand Opening



**CELEBRATE OUR GRAND OPENING
MARCH 29TH - 4PM TO 7PM**



Cedar Creek - Grand Opening

LIGHTS, CAMERA, ACTION!

The Waverly Inn made waves when they hosted a photoshoot with both the Arlington Heights Mayor and former Mayor, each decked out in retro attire and posing next to the Waverly's pristine 1949 Lincoln Cosmopolitan. The photoshoot led to coverage in the Chicago Daily Herald, letting everyone in the Windy City know that Koelsch Communities was right at home.

We asked Jennifer Mallo, the Executive Director of the Waverly Inn, how they managed to turn their car drop into a newsworthy event, and she said it all came back to networking.

"We have a really strong relationship with Jon Ridler, who's the Executive Director of the Chamber of Commerce and the President of the Rotary Club here, and he, Courtney Bayron, one of our DCR's, and myself were talking about ways to turn the car drop into an event."

What a great example of why networking outside of our communities is so important! From community business leaders to newspaper staff, the connections your team members make can make big waves for Koelsch Communities!

Pictured: Former Mayor Heyes, Mayor Mulder, Courtney Byron, Nancy Peppers and Jennifer Mallo





THE RACE IS ON at Amber Creek Inn

Painted derby cars flew down the tracks at Amber Creek Inn, where an event that started small grew to become community-wide. Nickolas Churruga, Active Living Director at Amber Creek Inn, who proposed the idea, told us about the event.

“Every month at Amber Creek we do a big event, and when I suggested derby races, it started as just a handful of people, but as we sat down to paint them, more

and more residents and family members wanted to join in, and more staff got involved and helped. From there, it just snowballed to where all of our staff and our residents participated in the big derby car race.”

Nickolas recounted that each painted car looked completely unique and whether wheelchair bound or with less motor function, residents each participated in the race, even if for some that meant

gently touching Nickolas’ hand to release their car down the track.

In the aftermath of the event, Nickolas recounted, “It was well loved around the community, even attended well by family members, and that family aspect is something we strive for here at Amber Creek. We even had grandchildren painting, so it was a great way for the community to come together as a whole for something.”



Pictured: Nickolas Churruga and residents



LINDA HOLMES

a 'Saint' at the Hampton Ashley Inn, Heads for Retirement

Every now and then at Koelsch Communities, we have a member of our family that is so special, that we want to share the impact they have had. Linda Holmes has been a caregiver at the Hampton Ashley Inn since 2000, and after almost 18 years, has recently gone to two days a week—which Linda calls her retirement—adding that she'll be coming in until her body won't let her.



Angie Roush, Executive Director of the Hampton Ashley Inn, describes why Linda is so special, "Linda absolutely treats every resident as family, to the extent of knowing their favorite desserts, or the way they like their hand towels in the bathroom, and she knows enough about her 'family' to ensure she can provide the best care for them—she really does go above and beyond."

Amber Martin, LPN, a Director of Community Relations at Hampton Ashley Inn, has been moved by the impact Linda has had on their community. "Linda draws upon her personal strengths to ensure the residents feel loved, and like they're part of a family. In fact, Linda will often tell you that the residents are her family, and this is profoundly evident in the patient attention she provides, and in the way our residents respond to her."

Amber continued, "When Linda recently started towards retirement, cutting her hours to two days per week, our residents would ask daily when Linda would be back, expressing their lamentation over her absence."

In addition to being adored by her family of residents, Linda has trained many new caregivers, including Heather Nelson RN, now DRS at Hampton Salmon Creek, who recounted a bit of wisdom Linda bestowed as she trained her as a caregiver many years

ago, "I've heard people say I'm slow, I am not slow I'm detailed."

Amber Martin shared some profound thoughts about Linda, "As we all at Koelsch aspire to provide detailed, loving care, this is certainly a path that Linda has pursued and paved for us, and a cause worthy of emulation.

Ever grateful for her time spent with us, we celebrate Linda and the near 18 years of her dedication to our resident family."



Koelsch Classic Cars



Maple Glen - 1937 Buick

Symbols of the Past, and Our Commitment to the Future

Many Koelsch Communities have a beautiful classic car inside ‘Emmett’s Garage,’ where community residents can come take a trip down memory lane... and you might have wondered why.

We had a chance to talk to Clark Koelsch, Director of Development for Koelsch Communities, about his grandfather Emmett and how those classic cars came to be a signature of our communities.

“Cars for Emmett were pure joy—his ultimate hobby—he loved anything on four wheels, but it’s become much deeper than that. The classic cars are a link to the past, and I believe they’ve become a symbol for

honoring those that have gone before us—our forefather and our elders—as a way of showing that our generation values the same things they valued.”

Clark can remember Emmett out on Koelsch Construction job sites, always driving the machinery, even though he didn’t have to anymore, “Emmett just wanted to be driving, and wanted to be working right alongside the guys.

“We have a big respect for our parents, our elders, and our mentors—and we try to live that by honoring them. Our classic cars couldn’t be a better reminder of that.”



“ We have a big respect for our parents, our elders, and our mentors. ”



El Rio- Truck



Cedarbrook staff



Cedarbrook - 1950 Ford

Flower Power

The Springs Ranch Community in Colorado Springs, Colorado, was already staffed, but couldn't open their doors yet to residents, so they came together and found a way to raise over \$4,000 for the Alzheimer's Association while proudly representing their community. The team planned a 'purple plant sale,' but never imagined they'd be met with such success.

Kristi Breakell, Active Living Director at Springs Ranch, described the day of the sale, "Our staff dressed in purple and made big signs, and we had about 500 plants donated from 6 surrounding nurseries." Kristi says as far as the cost of a plant, they just asked for donations, rather than having a fixed price, which she said led to higher donations like \$100 or \$150 for a purple plant. Wow!

Kristi was a primary planner for the event, and said some strategic planning helped with the events success. "We actually changed the date of our event so it would coincide with a big car show that happens across the street every year—which turned out to be really impactful."

Angela Spence, Executive Director of Springs Ranch, loved the teambuilding aspects of the purple plant sale. "What I found most amazing about the event was it really stretched us out of our comfort zones just a little bit. We had caregivers, nurses and our maintenance team out marketing the event, and then acting as salespeople the day of. We all accepted new roles and challenges and worked together to pull off a phenomenal event."

The event was supposed to run from 9am to 1pm, but ended at 11am when all 500 plants had been sold in just 2 hours! That's incredible! In the wake of the success, Springs Ranch decided to make this an annual event, and everyone agreed, they'll need more plants.



Springs Ranch - 1959 Ford Truck



FULL HOUSE

Lori Higuera, the DCR at The Park at Surprise and her husband Israel have nine children, yes, nine, but if you ask them, Lori will tell you, “We’re just like every other family.” Well, except that Lori’s family fostered over 40 children in a five year period, and they actually adopted four of those foster children into their family before deciding to stop fostering. The last child they fostered, ‘Charlie,’ as they called her, was special to Lori’s family. When Charlie left the Higuera home, Lori often thought of her, and missed her.

Rhonda Thiel, Executive Director of The Park at Surprise, recounts that she and her husband had been discussing adoption and fostering in their own home, and Lori had become an incredible resource for them. One thing Lori shared during those discussions that Rhonda recounted was, “of the 40 children they had fostered, the there was just one little girl, ‘Charlie,’ that was still on her heart, and she was saddened to this day that she hadn’t adopted her.”

Then, Rhonda continued, “One day we’re at work and Lori came into my office and said, ‘you’re not gonna believe this,’ and she had tears in her eyes. ‘You’re not gonna believe who I just heard from’—and I’m thinking maybe it’s work related—and Lori says ‘I just heard from Charlie’s adopted mom.’”

This story has many twists and

turns, as Lori found out more about what had happened to Charlie in her absence. In just two days from receiving that call, Charlie was back with Lori, where she belonged, and where she is today—Home.

If you ask Lori about her years fostering, or her multiple adoptions, she’ll tell you, “not everybody is meant to have 7 kids at home, but everybody can do something. There’s so many different ways that people can get involved—even outside of foster kids—there’s just so many ways people can volunteer in their community.”

One thing Rhonda finds inspiring about Lori’s story is, “Balancing home life and work is something we can all struggle with. Like how do we run a successful community and keep our families together? And when I look at Lori, I feel there’s hope and promise for both.”

Rhonda related Lori’s own life to a theme of the recent Executive Director retreat, “The big message at the retreat was champions aren’t champions because of the extraordinary things they do, they’re champions because of the ordinary things they do better than anybody else.

“And I think a lot of that ties into Lori. I’d hate to call what she does ordinary, because it is extraordinary, but I think she just looks at it was what she does, and to her, it’s just normal.”



Lori's Family

ANNIVERSARIES

To each of you celebrating an anniversary with us this year, I sincerely thank you for your years of dedication and service.

When I spoke with some of you on your histories of service, it became clear to me that your time here has been about more than a job. Some of you call it a 'family,' others a 'home away from home,' and your words have a profound impact on me.

When I hear remarks like those I feel a powerful mixture of humility and pride.

Pride for incredible family Koelsch Communities has become, and humility because without you, there is no family—after all, it is each of you that make up the family you have grown to love.

Together, we are Koelsch Communities, and it's your devotion and commitment to providing the best senior living experience in America that brings our vision to reality. You have taken pride in the Koelsch tradition and made it your own, and for that, I sincerely thank you.

Thank You for Your Years of Service!

—Aaron Koelsch



QUARTER EMPLOYEE ANNIVERSARY HIGHLIGHTS



20 years

Pam Mayeda
Canterbury Gardens



20 years

Patrick Chappell
Canterbury Inn



15 years

Lorelei Catlin
Delaware Plaza

CELEBRATING LENGTH OF SERVICE

10 years

Crystal Lara, *Canterbury Inn*
Robin Smith, *Sterling Inn*

5 years

BreAnne Tarabochia, *Canterbury Gardens*
Marie Rountree, *Canterbury Inn*
Cathleen Rapp, *Canyon Creek*
Alice Martinez, *Copper Creek Inn*
Fernando Tuazon, *Copper Creek Inn*
Marthe Soray, *Copper Creek Inn*
Roshel Gottron, *Copper Creek Inn*
Suzanne Kilgore, *Creekside Inn*

John Hogarty, *Delaware Plaza*
Olga Kachenkova, *Hampton Ashley Inn*
Robert Ahloo, *Hampton Ashley Inn*
Andrea Arlotta, *Meadowbrook*
Rosemarie Murrish, *Spring Creek Inn*
Stacia Jensen, *Spring Creek Inn*
Joshua Bryan, *Sterling Inn*
Susan Hernandez, *Sterling Inn*



EMPLOYEES OF THE QUARTER



Ricky Lee
Cook at Cedarbrook

Ricky Lee loves dessert. No, seriously. Ricky loves talking about desserts, planning desserts, baking, decorating, and eating desserts, but most of all, Ricky

loves to see the gleam in a resident's eye when he serves them a beautiful, sweet treat he's prepared just for them.

Lisa Poole-Johnson, Executive Director at Cedarbrook tells us, "Ricky's nickname in the kitchen that I've given him is the 'dessert master.' He can take a simple piece of pound cake and decorate it in a way that is phenomenal—so it looks like a 30 dollar dessert."

If you talk to Ricky, you'll understand why he takes desserts and dishes so seriously. "My dream goal in life is to cook, and cooking is my passion, so when I came to Cedarbrook, it was part of my dream goal."

Even as a child, Ricky wanted to work in a kitchen. "Growing up my mom always had us cooking, because she was really busy. She had us cooking as soon as we were old enough to learn how. Mom was like, 'You're cooking. You're learning how to cook,' and cooking became a passion for me, and it still is today."

It was clear Ricky had found a home in

the kitchen, but as we spoke to Lisa, we learned Ricky gives so much more than his famous desserts. "Let me tell you about last Tuesday," Lisa began, "Tuesday Ricky worked as a caregiver, which he offers to do on his days off from the kitchen, and I was looking for him, and I found him in the shower room."

"Ricky and another caregiver were helping a more challenging resident to shower, and Ricky is singing to her—a clean up song, or a shower song—and I stood outside that door for ten minutes and listened to him and the other caregiver."

"I was almost in tears, and he didn't even know I was there, and what a way to keep your residents calm in a situation that's not always comfortable—and I had never seen Ricky in that light. And then I told them, 'I'm out here trying not to cry, it's just beautiful.'"

So, how lucky is Koelsch Communities to have people like Ricky Lee?



Brandi Shaw
Receptionist at Delaware Plaza

When Brandi first started with Koelsch Communities at age 18, she admitted she was, "pretty nervous." It was her first job, and so being nervous was normal, but Brandi says, "meeting Aaron Koelsch when I first started really helped me relax. Even though he's the CEO, he just made me feel so at home there, and it was

really nice to see him on and off."

In ways, Brandi has grown up in Koelsch Communities. Brandi's mother, Lori Shaw, has been an LPN at the Canterbury Gardens for 22 years now, and Brandi recalls, "I really was there all the time as a kid, and I have such great memories from growing up around the residents—I even have coworkers today who've known me since I was six or seven!" Brandi went on, "I love that family is so important in the Koelsch company, and it's felt that way to me since I was a kid."

Today, Brandi is almost a 30, and says her time with Koelsch has really impacted her. "I honestly was a pretty awkward person behind my smile, and working at the Delaware has really helped me in that way because customer-service-wise, it's a hard field to work in, and my team has coached me really well—which has actually helped me with my own personality over the years."

Brandi continued, "When I first started I was a lot quieter, but my time working in

customer service has definitely made me more bubbly. Now I'm more positive than when I was younger, and my time here has definitely molded me in that way."

Laura Steel, the Executive Director of Delaware Plaza, says Brandi is just a gift to the whole community and a favorite of the residents, "Brandi always has a smile on her face, she's always happy, and she just has a warm inviting air about her."

"On top of that, Brandi is absolutely wonderful with the residents—she's kind, patient, caring, and goes above and beyond to make them feel special."

Brandi told us more about her family of residents, "I swear I know every single resident I work with—and I love that! Every day they share how they're doing, and I love being with them whether I'm making puzzles for them, or giving them newspapers; I just love getting to know their personalities."

"You know, It really doesn't feel like a job to me, because I love seeing everyone, and I just love being there."

EMPLOYEES OF THE QUARTER

BY COMMUNITY

Amber Creek Inn

Jason Platte, Nurse

Stephen Sekito, Caregiver

Arbor Hills

Claudia Smith, LVN

Pablo Alvarado, Dishwasher/Dietary Assistant

Canterbury Gardens

Rebecca Siquina, Activities

Aubree Coffman, CNA

Canterbury Inn

Cara Gingrich, Culinary Assistant

Sarah Cox, Resident Assistant

Canterbury Park

Cazzie Crull, Lead Cook

Nancy Troske, Housekeeper

Canyon Creek

Karly Miller, Active Living Assistant

Steffany Sandness, Resident Aide

Cascade Inn

Madene Willis, LPN

Sophia Willis, Cook

Copper Creek Inn

Kari Jarvis, Nurse

Martha Majak, Caregiver

Delaware Plaza

Carol Skinner, Resident Aide

El Rio

Christina Alarcon, Caregiver

Deanna Valdry, Caregiver

The Hampton at Salmon Creek

Tonie Nigro, Caregiver/Reception

Lakeview

Joyce Aglosolos, 2nd Shift Caregiver

Madison House

Evan Fairbourn, Business Office Manager

Vincent Mulrooney, Dining Room Server

Meadowbrook

Terronica Williams, Housekeeping

Victor Blake, Cook

Northbrook Inn

Keyva Linton, Cook

Riverside Inn at Fossil Creek

Susannah Conteh, Caregiver

Saddle Brook

Cherita Braud, Caregiver

Kimilee Salmon, Caregiver

Silver Creek Inn

Mary Ngugi, Caregiver

Josephine Jamora, LPN

Spring Creek Inn

Brett Thomas, Caregiver

Bonnie McCarver, Active Living Assistant

Sterling Commons

Lorena Lopez, Resident Assistant

Lisa Achoy, LVN

Sterling Inn

Jan Olsen, Active Living Assistant

David Hernandez, Dishwasher

PEOPLE ON THE MOVE



Shawna Cronk

From Active Living Director → to Business Office Manager at Canterbury Inn

Shawna Cronk started as a CNA with Koelsch Communities in 2013, and has grown through multiple positions to become Business Office Manager today. One thing that Shawna has enjoyed about the journey is, “We just grew like a family, and we have this great team that works really well together, so we can help each other with anything, and we’re always there for each other.” Julie Medack, Executive Director of Canterbury Inn, speaks of Shawna as having sincere devotion to her community. “She really generates happiness, she’s always working on sharing our core values, and she’s just really uplifting—Shawna can be having the worst day ever and you would never know it.” As BOM, Shawna says, “I like being able to get a standpoint of what it takes from a business side to run the community.”



Brianne Lind, LPN

From Caregiver → to Nurse at Canyon Creek

Brianne Lind was a CNA with the desire to become a nurse, and after joining Koelsch Communities in 2013 and having a child, she decided it was time. “First, my community and supervisors worked with me during my pregnancy, and then when I was a mom—it was really great. After a few months I decided it was time to go back to school, and when I was in school other nurses gave me advice, and my supervisors were all super supportive of me.” Kevin Chambers, Executive Director of Canyon Creek, says they’re lucky to have Brianne on the team, “Brianne always puts the residents first, and because of her experience as a caregiver, she’s a very hands on nurse, so if the caregivers need help on the floor she’ll help them do whatever is needed to take the best care of the residents.”



Lisa Stevenson

From Receptionist → to Business Office Manager at Hampton Ashley Inn

Lisa Stevenson is busy, busy, busy, as the new Business Office Manager at Hampton Ashley Inn. “There’s so much to learn! I am learning stuff every single day, and my goal is to learn all the in’s and out’s of my community, because BOM is a pretty central role. You have families, staff, and residents all relying on you in different ways.” Angie Roush, the Executive Director of the Hampton Ashley Inn, told us a bit of why Lisa was a good fit for this central role, “Lisa has a get it done attitude, and she’s creative and flexible in her time management to make sure she meets deadlines with all the constant interruptions that can happen in memory care, so her ability to focus is really a great gift.” Angie went on describing Lisa’s lighter side, saying, “Lisa has a great sense of humor too, so she can bring lightheartedness into stressful situations, which can really help everybody.”



Reba Colen

From Activity Director → to Business Office Manager at Meadowbrook

“Let me try to put it in words,” began Margaret Dixon, Executive Director of Meadowbrook. “Reba is not just a Business Office Manager, she’s the core to the community—she’s understanding, available, and she somehow has all the answers.” As a former Activity Director, Reba told us, “I made some very special relationships with residents,” that she’s keeping intact as BOM, describing it as, “the best of both worlds.” These days, Reba says, “I’ve been able to work on multitasking a lot, which is so important for a Business Office Manager, and I’ve really been able to grow in that way since I got this position.” Margaret continued to compliment Reba, “Reba values learning, and she was exceeding in the job that she currently had,” but outside of Reba’s devotion to her community, Margaret loves Reba’s hairstyle, saying, “She likes to keep it fresh.”



Erica Ornelas

Activity Assistant → to Active Living Director at Meadowbrook

Erica Ornelas gets so much out of her role at Meadowbrook, “I absolutely love and live for the resident interaction. It’s so fulfilling, and every day, no matter what mood I come in, they just change it for the better.” Margaret Dixon, Executive Director at Meadowbrook, loves Erica’s influence on the community. “She’s almost like a flower child or something. She so energetic, and she comes up with these ideas that you wouldn’t even think of—she really knows how to think out of the box.” Margaret went on, “Erica has carried herself as a leader since day one, and if somebody calls out, Erica will be there.” But Erica tells us she gets as much as she gives at Meadowbrook, “It’s almost like therapy to better my residents lives. It really touches your spirit and makes you feel better, and that’s really meaningful to me.”



Resident & Family Feedback

Sterling Inn

To all of the wonderful friends of Frank's at the Sterling Inn, thank you for making him so happy and taking great care of him! You are so appreciated! Thank you for helping us take care of him!

– Heather and Stanley

OUR COMMUNITIES

Koelsch Home Office

111 Market Street NE
Olympia, WA 98501
koelschcommunities.com

Amber Creek Inn
Scottsdale, AZ

Arbor Hills
Plano, TX

Canterbury Gardens
Longview, WA

Canterbury Inn
Longview, WA

Canterbury Park
Longview, WA

Canyon Creek
Billings, MT

Cascade Inn
Vancouver, WA

Cedar Creek
Edmonds, WA

Cedarbrook
Fresno, CA

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

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

Rock Creek at The Park
Surprise, AZ

Saddle Brook
Frisco, TX

Silver Creek Inn
Mesa, AZ

Solana at The Park
Surprise, AZ

Spring Creek Inn
Bozeman, MT

Springs Ranch
Colorado Springs, CO

Sterling Commons
Victorville, CA

Sterling Inn
Victorville, CA

**The Hampton &
Ashley Inn**
Vancouver, WA

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

Waverly Inn
Arlington Heights, IL

Opening Soon

The Park at Copper Creek
Chandler, AZ

The Park at Surprise
Surprise, AZ

The Park at Modesto
Modesto, CA

Jefferson House
Kirkland, WA

Deer Ridge
Puyallup, WA

**The Park at Laguna
Springs**
Elk Grove, CA

**The Gardens at Laguna
Springs**
Elk Grove, CA

The Park at Belle Harbour
Bellevue, WA

The Inn at Belle Harbour
Bellevue, WA