

SPOTLIGHT

EXECUTIVE DIRECTOR EDITION 2018



2018

Years OF MAKING AN **IMPACT**

1958



SAFETY | COURTESY | PRESENTATION | EFFICIENCY



Kara & Clark Koelsch

Leaders of Koelsch Communities, as we come together to celebrate of our 61st anniversary, it's again time to bring new ideas, purpose and commitment to our next year—And you are reading this because you have been hand-picked within Koelsch Communities for your abilities to lead, guide, and shape our companies future.

You are here because you have shown your ability to represent our core values, our culture, and our commitment to those we serve. The word commitment seems to take on new importance to me as of late. Some of you may guess it's because my eldest son Clark has just made a life-long commitment to his bride Kara, others because our motto is based on a commitment to creating the finest living experience anywhere—and both would be right.

The word commitment truly permeates all that we do at Koelsch Communities. As leaders, what are you committed to? Take a moment and think about it. What answers come to mind?

Being here means you have demonstrated a commitment to our residents, their happiness and well being. A commitment to their families and their futures. You have shown a commitment to our core values, our quality standards, and the way we have chosen to impact those we serve.

And above all, your presence means you've shown a commitment to yourselves. To becoming better than you were yesterday. A commitment to becoming the leaders of Koelsch Communities that stand before me. But your commitment doesn't stop there, it sets the standard for everyone around you, raising the bar for how we act each and every day.

Our commitment is the unspoken reason we are here, and it's why I speak with resounding emphasis that now is the time to renew our commitment, and prepare to demonstrate it in a positive way throughout our communities, affecting all that it touches. Because at Koelsch, "treating others with dignity and respect" is job one.

Onward and Upward,

-Aaron Koelsch



WELCOME...

Executive Director



Amber Creek
Cindy Schmitt



Arbor Hills
Audra Jones (temp.)



Canterbury Inn
Julie Medack



Canterbury Park
Jeanne Devitt



Canyon Creek
Kevin Chambers



Cascade Inn
Nino Cristoforo



Cedar Creek
Jadon Kreinheder



Cedarbrook
Lisa Poole-Johnson



Creekside Inn
Trevor Stewart



Delaware Plaza
Laura Steel



El Rio
Mary Keaton



Hampton Salmon Creek
Courtney Garibaldi



Hampton Ashley
Angie Roush



Lakeview
Rod Johnson



Madison House
Jeni Kuhnly



Maple Glen
Carolyn Maloney



Meadowbrook
Margaret Dixon



Northbrook Inn
Karolee Vandrush



The Park at Copper Creek
Diana Escobedo



The Park at Surprise
Rhonda Thiel



Riverside Inn
Lucy Tamayo



Rock Creek
Stephanie Fialkin



Saddle Brook
Vicki Skipworth



Silver Creek Inn
Joy Rihs



Spring Creek Inn
Stacia Jensen



Springs Ranch
Angela Spence



Sterling Commons
Debbie Staggs



Sterling Inn
Darlene Klunk - Asst. ED



Waverly Inn
Jennifer Mallo

TBA
Canterbury Gardens
Copper Creek Inn

TO THE 2018 ED RETREAT

Director of Resident Services



Amber Creek
Suzette Sherman, RN



Arbor Hills
Melissa Pester, RN



Canterbury Gardens
Becky Reeves, LPN



Canterbury Inn
Leah Baumfalk, RN



Canyon Creek
Wendy Palato, RN



Cascade Inn
Kathryn Merrill, RN



Cedar Creek
Julie Clobes, RN



Cedarbrook
Kayleen Rosales, LVN



Copper Creek Inn
Katerina Shea, RN



Creekside Inn
April Winters, RN



Delaware Plaza
Lorelei Catlin, RN



El Rio
Mellissa Virnig, LVN



Hampton Ashley
Amber Martin, LPN



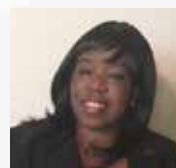
Hampton Salmon Creek
Heather Nelson, LPN



Lakeview
Donna Provenzano, RN



Maple Glen
Fay Manglicmot, RN



Meadowbrook
Starlet Bell, LVN



Northbrook Inn
Sharon Tenuta, LPN



Riverside Inn
Chrystal Eustace, RN



Rock Creek
Kari Robinson, LPN



Saddle Brook
Michael Nkem, RN



Silver Creek Inn
Robin Thompson, RN



Solana
Dwayne Moore, LPN



Spring Creek Inn
Deeann Herta, LPN



Springs Ranch
Dayna Dirkintis, RN



Sterling Commons
Patti Rodriguez, LVN



Sterling Inn
Shari Cooper, LVN

TBA
Madison House

WELCOME... TO THE 2018 ED RETREAT

Home Office



Aaron Koelsch
President/Founder



Judy Koelsch
Owner/Designer JSK



Brent Schumacher
President Koelsch Construction



Dennis Christianson
Executive VP/CFO



Cyndie Bryant
Executive VP



Eva Arant
Senior VP



Terry Hanson
VP of Development



Lesley Yanak,
*VP of Marketing/
Promotions*



Spencer Wagner
Director of Sales



Paige Fairbanks Gunn
Regional Director of Sales



Ann Weigel
Regional Director of Sales



Flora Allen
Treasury Manager



Anne Howland
Sr. Account Manager



Chase Salyers
Director of Operational Support



Tiffany Akin
Director of Human Resources



Tom Owens
Director of Asset Management



Troy Stephens
Transportation Director



Benjamin Surmi
Director of People & Culture



Teresa Manning
Dir. of Business Office Training & Support



Joel August
Director of Culinary Services



Mindy Letteer
Interior Design Coordinator



Nick Fletcher
Traveling Executive Director



Linda Card
Executive Assistant

Special Guests



Jim Haley
Director Development Belle Harbor, Bellevue



Gary Parks
Trainer

Regional Director of Operations



Audra Jones
Area Director Texas



Becky Stokesbary
RDO Independent Living



Don Barber
RDO California



Michelle Baker
RDO Arizona/ Mountains



Lance Leland
RDO SW Washington

Regional Nurse



Cadie Marsh, LPN
Longview, Vancouver



Jenee' Newman, LPN
Montana, Colorado, Idaho, Seattle



Katarina Shea, RN
Arizona



Kayleen Rosales, LVN
California



Rachel Jefferson, RN
Texas

ANNIVERSARIES

"To those of you celebrating anniversaries with Koelsch this year, I humbly thank each of you for your continued ***commitment, dedication, and service.***

You have devoted yourselves to the core values and standards that we hold so dear, made a place for yourself in Koelsch Communities, and are each true representations of what our company stands for.

I cannot thank you enough for what you do each and every day, and I hope to work alongside each of you for many years to come."

—Aaron Koelsch

Delaware Plaza, DRS: Lorelei Catlin, RN - 15 years

Physical Plant Director: Tom Owens - 10 years

Senior Vice President: Eva Arant - 10 years

Sterling Commons, ED: Debbie Staggs- 10 years

Sterling Commons, DRS: Patricia Rodriguez- 10 years

Delaware Plaza, ED: Laura Steel - 5 years

Director of People & Culture: Benjamin Surmi - 5 years

Regional Director of Operations: Michelle Baker - 5 years

Spring Creek Inn, ED: Stacia Jensen - 5 years

HOPE GROWTH



Eva Arant *Senior Vice President*

As one of the foremost leaders of Koelsch Communities, Eva Arant tells us, “I am a coach at heart, and I want to continue to guide and train people by coaching them and proving them a solid base of knowledge to work from—I believe knowledge is power and the more we empower our people, the faster they grow.” Aaron Koelsch, CEO of Koelsch Communities describes Eva, saying, “Eva has shown incredible dedication and commitment to Koelsch Communities, always going above and beyond to do her part to keep Koelsch Communities on a path to success.” As a prominent leader with Koelsch, Eva wants to see those she’ll impact grow their strengths through her guidance, building stronger Koelsch Community employees, and if you ask her why she’s here with Koelsch, she’ll tell you it’s the joy she gets from working with her team. “I truly believe we have great people in our company, and I enjoy being around them—brainstorming and solving problems as a team, because I think that’s something we do extremely well.”





H OPPORTUNITY



Cyndie Bryant *Executive Vice President*

Cyndie has finally been kicked upstairs! Her newly focused duties surround quality assurance and care. Terrific outcomes of quality of care and service has an enormous impact on happy residents, families and co-workers. Cyndie's influence reaches far and wide at Koelsch and she enjoys mentoring and growing leaders to follow in her footsteps. Cyndie says, "I'm not going to be around forever, so grooming the next generation is both fun and necessary."

Aaron Koelsch, CEO of Koelsch Communities talked about Cyndie, telling us, "I can't imagine where Koelsch Communities would be without Cyndie's devotion, years of experience, and commitment to everything Koelsch stands for." Cyndie's present goal is to get her teams "dialed in to what we do, why we do it, and to understand our core values through and through." Cyndie also feels fun is a huge part of a successful workplace, "I want our teams to have fun at work, so it doesn't feel like work to them, and I want them to really understand all of the components that will make them successful."



PEOPLE ON THE M



Margaret Dixon

From Business Office Manager → to Executive Director at Meadowbrook

Margaret Dixon is a hands-on Executive Director who leads by example and knows the learning process is never complete. “I feel like we’re all learning, every single day of our lives, and my big thing is being a team player. I’ll do any job in this community, and I want others in leadership roles to step up in the same way.” Margaret went on to say that as Executive Director, she hopes her team will be known for their ‘unseen integrity’ because, as Margaret puts it, “I want to work with people who want to be in this industry—because it’s not just a job.” Audra Jones, the Texas Area Director added, “Margaret has a visible passion for seniors, and their families, and at Meadowbrook she is a perfect liaison between the families and the community, always keeping up great communication on both ends.” Outside of her passion for senior living, Audra says Margaret is quite the foodie, with a vast knowledge of food and delicious dishes she may share at work, because as Margaret puts it “we’re like a big family.”



Jeni Kuhnly

From Business Office Manager → to Executive Director at Madison House

Jeni Kuhnly has a 26 year history at Madison House, and if you ask her what’s kept her there for over a quarter century, she’ll tell you “I love the community, the people, the mission, and helping seniors.” According to Jadon Kreinheder, the Executive Director at Madison House, Jeni’s time in the senior living industry has made her an invaluable member of Koelsch Communities. “Jeni has such a huge knowledge base and such a kind and caring nature that she can be supportive to anyone, in any position, and that’s not something all leaders can do.” Jeni says her goal as Executive Director is to try and foster employees “who can do the job better than me, and who know I’ll help them to grow within Koelsch to achieve their goals.” Outside of being an ED with a wealth of experience, Jeni is also an exceptional baker, another reason to visit Madison House.



Katarina Shea, RN

From Director of Resident Services at Copper Creek Inn → to Regional Nurse Specialist

We asked Catherine Oganda, Receptionist at Copper Creek Inn, about Katarina Shea, and she said in a warm, engulfing accent, “Oh my goodness, she’s amazing! Do you have all day?” Catherine went on to say, “Katarina’s been the bridge that holds us together, she is compassionate, she’s a person who listens, who brings peace if there’s turmoil, she’s been like a healer to all of us, both employees, residents and family members—so she’s just amazing.” After hearing that, it wouldn’t surprise you to hear that Katarina Shea, has built a foundation on listening to her peers, and incorporating good ideas, “I want to encourage the people around me to grow their own strengths and qualities, and not to replace them with my own, because the more ideas we can bring together as a team, the stronger we will be.” Katarina is excited to bring new ideas to the Arizona Communities. Katarina is excited to now take the heart that has been a part of Copper Creek and share it with all the the Arizona family of communities.

LOVE



Kayleen Rosales, LVN

From Cedarbrook Director of Resident Services → to Regional Nurse Specialist

Kayleen Rosales is excited to share the ‘Hope, Growth & Opportunity’ she found at Koelsch Communities. “I love to share my story. I started as a floor nurse, was promoted to DRS, and now to Regional Nurse Specialist.” Kayleen’s experience on the floor will make her an involved DRS. “I like to lead by example, showing that hard work and persistence does pay off.” Lisa Poole-Johnson echoed those very words when we spoke to her about Kayleen, “Kayleen leads by example and dives right in—whether she is asked to or not—when she sees a need, she’s there.” Lisa continued to say, “Kayleen is always looking for creative, fun, ways to award the staff with team building exercises. She listens to their concerns, and she truly is a kind, sweet-hearted person.” Outside of working with her team, Kayleen feels rewarded from being in a position to support memory care families on their loved one’s journey through dementia.



Nick Fletcher

From Executive Director at Canterbury Gardens → to Traveling Executive Director

Nick Fletcher is one more perfect example of the “Hope, Growth & Opportunity” found at Koelsch Communities. Nick began as a maintenance assistant and has risen through the ranks to lead more than one community as an Executive Director, and will now ensure new communities meet the Koelsch standards as Traveling Executive Director. So what will Nick do for his new communities? “I want to bring them Koelsch culture, show them they’re appreciated, and teach them how to have fun at work.” Eva Arant, Senior Vice President of Koelsch Communities commented, “Nick carries the Koelsch culture in him and naturally fosters teamwork, bringing his team together with dignity and respect.” Nick attributed part of his success in Koelsch to seeing the “big picture,” telling us, “There are so many parts to this job, from building solid teams to financial accountability, and I think a reason people stay with Koelsch is that we truly are the only company who act as ladies and gentlemen, serving ladies and gentlemen.”



Jeneé Newman, LPN

From Traveling Nurse → to Resident Nurse Specialist

Jeneé Newman is excited for the challenge of her new role. “I love to create positive changes and give direction that makes things work well for people—that’s meaningful to me.” To Jeneé, showing mutual respect to those she’ll be mentoring is step one. Cyndie Bryant, Senior Executive Vice President had great things to say about Jeneé, “She has a strong base of knowledge, knows Koelsch culture, and she’s able to express things on all people’s level in a way that is welcomed by people, no matter what type of situation she’s in—and that’s a powerful quality.” Cyndie continued, “Jeneé’s able to convey things quickly, efficiently, and she’s very organized. To her, it has to be done, it has to be done right.” And the compliments kept coming, “Jeneé wants people to be able to achieve their goals, and when you’re around her, you enjoy life.” Jeneé began with Koelsch as a Floor Nurse, and says, “I love the opportunity I’ve found to grow with Koelsch Communities.”

PEOPLE ON THE M



Cadie Marsh, LPN

From Resident Service Specialist at Hampton Ashley Inn → to Regional Nurse Specialist

To Cadie Marsh, a positive daily approach means everything, “I feel like making each day unique and exciting for the residents. In memory care, no day is the same, so each day is a new chance to be the best day possible for our residents, and that’s how I try to help them approach it.” Cadie describes being on the floor with residents as her favorite part of her days, but she’s also excited to help the Directors of Nursing give the best care to their residents. Cadie’s positive approach even translates into fun, “I want to show people I work with how much fun I’m having, in hopes that they’ll have as much fun at work as I do.” Amber Martin, LPN, the Director of Resident Services at the Hampton Ashley Inn tells us, “Cadie goes above and beyond without having to ask for it. When she’s done on the floor she’ll help others, and she does little things that add up and help tremendously.” As a regional nurse, Cadie tells us, “I want to remain very approachable, and for my teams to know that I have their back 100%, and support them in every step they take.”



Suzette Sherman, RN

From Floor Nurse → to Director of Resident Services at Amber Creek Inn

Suzette Sherman has found strength and solace at Amber Creek Inn. Having been there since the community opened, Suzette had to leave twice due to family tragedy, but says, “I came back again because I missed the residents and the whole community—I love this position.” Suzette tells us, “The residents make every day a new day, and I love doing nice things for them and see their reactions. Whether it’s singing with them or dancing, giving them a little Diet Pepsi, combing their hair, or just holding their hands.” Cindy Schmitt, Executive Director of Amber Creek Inn describes Suzette, saying, “Suzette has a passion for giving our residents the best day, everyday, and she brings an immense amount of enthusiasm, knowledge and skill. Now in her new role as the Director of Resident Services, she’s continuing to do everything in her power to make sure we are proving the highest level of care, and that’s a huge benefit to us.”



Mellisa Virnig, LVN

From Charge Nurse → to Director of Resident Services at El Rio

As a Director of Resident Services, Mellisa Virnig loves the connection she keeps with her patients. “I still get to feel like I’m in a skilled setting because Koelsch has raised the standards and has actual nurses on staff. All of the complaints that nurses might give you at other companies don’t apply here—I actually get to be a nurse and put my patients first, so their care comes before everything else.” Deanna Valdry, Resident Assistant told us, “Mellisa is always available to jump in, whether that means serving in the kitchen, helping with patients, doing housekeeping, or reception—she’ll help anyone who needs it.” Deanna went on to say that Mellisa “has a great sense of humor and a quick wit that can lighten the mood, even in what might be a tense situation with a patient, or just lighten your day.” Mellisa tells us bringing peace to staff or families means a lot to her. “In memory care, I feel like I’m not just treating the patient, but also their family, and it’s great to have family members come to us and tell us how they are sleeping better at night—when you get a comment like that, it’s what I strive for.”

LOVE



Starlet Bell, LVN

From Floor Nurse → to Director of Resident Services at Meadowbrook

Starlet Bell is a gem. And it's not just her passion and experience as a nurse that makes Starlet so unique, it's her desire to help cultivate the next generation of young nurses. "I've been in the medical field over three decades, and one thing I love is the hiring process, and I say that I like it because I can give young nurses and other people a chance to get into the nursing field, and help them find the joy in it." Nothing would make Starlet happier than coming back after she's retired and seeing where the people she'd hired had grown in

Koelsch Communities. "I want to help them grow, I want them to see that it's not just a job—it's really not—it has to be your passion and it has to be your calling, and if one person gets that, I'm okay." Margaret Dixon, Executive Director at Meadowbrook describes Starlet by saying, "Her knowledge in the geriatric field is extensive, so she's experienced with countless situations, and she leads by example. With Starlet, it's not about her, or the job, it's about the residents."



Courtney Garibaldi

From Director of Community Relations → to Executive Director at The Hampton at Salmon Creek

Courtney thrives on the supportive role she plays at Hampton at Salmon Creek. "I love to be able to be a solution for families, to know what they're needing, and to provide them with everything I can." Courtney knows that this isn't just a transition into a new home for residents, it's a final chapter in the transition through life, and she finds great meaning in being able to be a "guide" to families through what is a very difficult time. When it comes

to Courtney's team, Elizabeth Hamilton, the Director of Community Relations, tells us, "Courtney's attitude towards the staff is vibrant, and she gets people excited about coming to work. Courtney has really dived into Koelsch culture—she makes each and every staff member feel important, whether through employee appreciation or just to make sure they're heard." When talking about her staff, Courtney says, "I want to be their partner in all of it. I really believe in a team atmosphere and in team building, because we're all in this together so if anyone asks for assistance, I'll be there."



Lance Leland

From Executive Director at Cascade Inn → to Regional Operations Director

Lance thrives on helping people blossom with Koelsch Communities. "I love watching, participating, and seeing people grow in their positions, whether it's their first day, or they've just been promoted to Executive Director." But there's one thing that's particularly driven Lance over his time in senior living, "When I hear from a resident, a family member, or even a staff member, who simply says 'thank you'—that means more to me than anything else." Lance went on say, "If you can have a rough week and get that one 'thanks you' and it

washes all of the week's trials away, then this is the place for you." Cyndie Bryant, Executive Vice President, has known Lance for 26 years, and describes him as a 'world of knowledge... with more pairs of shoes than anyone she's ever met.' Cyndie told us, "Lance knows how to look up any regulation, craft it into a policy, and then teach it in a way that really connects with people, and always with a shiny new pair of shoes on." Looking sharp Lance!

AWARDS



GIVEN AT ED RETREAT 2017



The Annual Emmett M. Koelsch Resident Centered Hospitality Award

Karolee Vandrush

Executive Director of Northbrook Inn

In recognition of your dedication to enhancing the well-being of each individual in your community...

The word 'hospitality' comes from two Greek words. The first word means 'love' and the second word means 'stranger.' It's a word that means love of strangers. This award goes to the leader who over manages the resident and family experience in their community.



The Annual Alice E. Schultz Attention to Detail Award

Nick Fletcher

Executive Director of Copper Creek Inn

In recognition of your ability and willingness to understand and notice even the small details that go unnoticed by others...

This award goes to a leader who over manages the details. Koelsch believes that when you over manage the details in every aspect of their job, all to maintain the community's brand and reputation.



The Annual E. Aaron Koelsch Excellence in Team Operations Award

Lisa Poole-Johnson

Executive Director of Cedarbrook

This is given to an Executive Director in recognition of their ability to use best practices while over managing a team which will include: effective labor management, employee relations and retention, and effective worker's compensation management.

Exceptional Resident Service Award

In recognition of excellence in resident services that culminated in a perfect survey from their respective states.



ARBOR HILLS
MEMORY CARE COMMUNITY



CEDARBROOK
MEMORY CARE COMMUNITY



CANTERBURY
INN
DISTINCTIVE ASSISTED LIVING



SADDLE BROOK
MEMORY CARE COMMUNITY



SILVER CREEK INN
MEMORY CARE COMMUNITY



THE HAMPTON
AT SALMON CREEK
MEMORY CARE COMMUNITY

The Great Census Award

Gold Census Award



SPRING CREEK INN
MEMORY CARE COMMUNITY

Silver Census Award



STERLING
INN
INDEPENDENT AND ASSISTED LIVING

Movers & Shakers Census Award



NORTHBROOK
INN
MEMORY CARE COMMUNITY



Ally Salyers

A Light For Koelsch Communities

For 5 years now, Ally Salyers has been the heart, soul, and Editor for the Spotlight newsletter, but with a quickly growing family, Ally decided it was time to pass the torch.

Since its inception, Ally has focused the Spotlight on deserving employees, fun events and inspirational stories. The Spotlight is a way to connect people and their ideas, while honoring them for their service.

Ally, thank you for creating this fun, inspirational way of connecting us and honoring our employees—we're proud to continue the tradition—and thank you for your years of service and dedication. We are grateful to you.

Sincerely,

Aaron and Team Koelsch

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

Creekside 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

Opening Winter 2018

Chandler, AZ

The Park at Surprise

Opening Winter 2018

Surprise, AZ

The Park at Modesto

Opening Summer 2019

Modesto, CA

Jefferson House

Opening Summer 2019

Kirkland, WA

The Park at Laguna

Springs Independent Living

Elk Grove, CA

The Gardens at Laguna

Springs Memory Care

Elk Grove, CA

Deer Ridge Memory Care

Puyallup, WA

The Park at Belle Harbour

Assisted Living

Bellevue, WA

The Inn at Belle Harbour

Memory Care

Bellevue, WA

SPOTLIGHT

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