

# SPOTLIGHT

Highlighting Excellence at Koelsch Communities

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Resident Rick Agosto and Active Living Director Brianna Lamb



Active Living Director Nikki Williams

## Cover Story

# Going the Extra Mile

Two Active Living Directors, Nikki Williams from Arbor Hills Memory Care in Plano Texas, and Brianna Lamb from The Hampton Ashley Inn in Vancouver Washington, have been going the extra mile to bring their residents on day trips full of exploration, conversation, and imagination—with the purpose of connecting them to the present, through memories of the past.

“Our residents are living in the moment and we want to make outings as special as we can for them, so we try to find out where they would like to go, and take them,” Nikki Williams began.

Both Nikki Williams and Brianna Lamb believe learning about their resident’s past experiences is key to planning trips that really connect.

Brianna says many of the residents at the Hampton Ashley Inn have past ties to farming, so she recently took a group on a ‘scavenger hunt’ drive to look for old barns—and to tell stories about them along the way.

“These trips are meant to bring out memories,” Brianna told us, “so we plan around our residents past experiences and memories. Then we share those memories during our

*“The number one request was more trips, and more importantly, they want to get off the bus.”*



From left to right: Nikki, Grace, Jo Marie, Pat J., Betty M., Betty F., Evelyn and ALC Saniya.



outing—so it's not a quiet ride."

Brianna also visited the Clark County Fair where residents enjoyed a lively day amidst fair-food, fun, and festivities—some calling it, "the best day ever."

"Our residents actually talked about the fair for days," Brianna shared, "which is really powerful in memory care."

Brianna began planning more trips after getting the results of a Hampton Ashley Inn resident survey. "The number one request was more trips, and more importantly," Brianna adds, "they want to get off the bus."

Nikki Williams loves getting her Arbor Hills Memory Care residents off the bus. Nikki recently took a group of ladies to a posh cafe for

tea and pastries and has taken her residents on walking trips to the Dallas Zoo, the Arboretum, and the Aquarium.

Nikki does 3 to 4 outings per week, and she'll tell you why, "I just want our residents to experience life—and all the things they enjoy."

"My inspiration," Nikki continued, "comes from doing what I hope someone does for me someday. And the best part is when you see a light come on in a resident when you take them out. Some will even take the effort—which can be a lot—to touch my hands and say, 'thank you.'"



From left to right: Lynn, Mary, Maura, Pam and Brianna.



# An IMMERSIVE Achievement LISTENING



Karri O'Brien, Active Living Director at Canterbury Gardens was recently named Eversound Champion for her inspirational uses of the Immersive Listening tools. Koelsch Communities began using Eversound in its Immersive Listening program and Karri was one of the first to try these tools out.

"I was lucky enough to be part of the pilot program, so I had extra time to get to know the system, and we learned really quickly that the headsets were beneficial in almost every aspect in our community."

"We used them everywhere," Karri continued, "from medications to assistance, personal care, activities, outings and absolutely everything under the sun, and it really enhanced the residents experience."

While Karri was busy conducting research with the tools, Becky Reeves LPN,

Director of Resident Services and acting Executive Director at the time, took note and submitted Karri to be recognized.

What did Karri use the Immersive Listening tools for? "We used them blackberry picking out into the country. Everybody wore them and we reminisced about blackberry's and recipes, and we had a lot more involvement."

Before trying the tools out with residents or families, Karri wanted to make sure the staff was comfortable with them first.

"When we first received the sets, we all put them on and went into various parts of the building to test them, and our Culinary Director, Martha Anderson sang karaoke into the mic—so not only were we learning what these new tools could do, everyone bonded through the process too."

Karri added that the caregivers are 'number 1' to report these tools helping,



and, “especially in understanding the residents wishes, because we weren’t getting through to them like we thought we were. Now we’re learning things about their personal preference that we thought we knew—because they are actually hearing us.”



Active Living Director Karri O'Brien







“From parfaits to cream cheese brownies, cupcakes, pastries, cookies, I love to make them all,” El Rio’s Chef Katy tells us. Katy has always been a baker, and today she’s applying her love of the oven to her famous desserts at El Rio.

“I’ve found that our residents love a multi-layered cake that looks like it was imported from the nearest high-end bakery, so I really try to make those special.” Katy continues, saying she tried to hold herself to the standards of a professional bakery—a business that she could see herself owning someday.

Mary Keaton, Executive Director of El Rio couldn’t be more grateful to have Katy as part of the community. “Katy is absolutely a breath of fresh air, she’s joyful with her

coworkers and the residents, and you can tell that she loves what she does.”

Katy says she’s passionate about making exquisite desserts, and Mary says it shows. “I call them ‘Katy’s Creations,’” Mary begins, “and each is made with love, along with a lot of work that goes into the preparation and presentation—and my goodness the residents just go crazy for Katy’s beautiful creations.”

Outside of being a star baker, Mary says, “Katy is one of those employees that you’d just love to clone. She’s the perfect combination of attentive, punctual, reliable, with a delightful attitude and a cooperative spirit—I just can’t say enough good things about her.”











# First Place in Our Hearts



Active Living Director Kristi Breakell was recently honored by the Colorado Springs Alzheimer's Association with 2nd place in the category of 'individual' to raise the most for her chapter. Kristi is passionate about fundraising to end Alzheimer's, and it shows.

"I try to be a fundraising leader in my community, so I work closely with the Alzheimer's

Association and I made it my quest to challenge myself to see how much money I could raise." Like many of those passionate about Alzheimer's, Kristi's journey to raise awareness started close to home. "My aunt was diagnosed with early onset," Kristi shares, "so it's a bigger cause to me now than ever before."

For her recent rounds of fundraising Kristi tapped into a largely personal network of friends and family that stretched from Colorado to Texas. Her donors were people she knew were passionate about Alzheimer's, and also those she knew could afford to help—many having connections to her aunt.

Kristi's heartfelt and sincere approach to fundraising paid off, with Kristi raising almost \$5,000 individually to end Alzheimer's! Combined with her individual contributions, the

fundraising Kristi organized at Springs Ranch Memory Care pushed Springs Ranch into 1st place in the 'Community' category for their chapter.

Cheryl Fowler, Business Office Manager of Springs Ranch says it's all comes back to Kristi. "She is so passionate about the cause and so driven that it spills over into everything we do here for our residents, and for her fellow team members."

Cheryl went on to say, "Kristi is an inspiration for everybody because she's personally passionate in an approachable way—her drive is contagious and the rest of the team gravitates to her because she has such a big heart—it's just amazing.

With all Kristi has accomplished, her competitive nature voiced with a laugh, "I really wanted 1st place." But to all of us at Koelsch Communities, she's already earned it.



From left to right: Richard, Cali, Tiffany, ED Angela Spence, ALD Kristi Breakell and Tomas





Anna Marie Anselmo, Aaron Koelsch and Chrissy Harris.



## VOLUNTEER



Anna Marie Anselmo has been volunteering her time, warmth, and energy in memory care communities for the last eight years, and has been calling Lakeview home since it opened in Bloomingdale, Illinois. Rod Johnson, Executive Director of Lakeview says, “Anna Marie is a gem. She’s probably one of the kindest and most patient ladies that’s ever volunteered, she really engages our residents, and she’s always willing to help.”

Anna Marie’s journey as a volunteer began when after visiting her mother-in-law in a community. During that time Anna decided when she retired it was something she’d like to do for other families.

“I love making them laugh, smile, and have a good time,” Anna says. When she’s visiting she brings in everything from history books (lesson included) to monthly musical performances full of dancing, songs, and loving entertainment—even organizing a raffle to raise money for activities.

Aaron Koelsch, President and CEO of Koelsch Communities, has met Anna Marie a number of times, and says, “Anna Marie just envelops people with her enthusiasm and love of people. I’ve seen it myself. Her generous sense of humor brightens people’s day—both residents and staff.”





# ANNIVERSARIES

To my Koelsch Communities family celebrating anniversaries, thank you, not just for your devotion and service, but for helping create the family we are all so proud to be a part of.

As a company, we set high standards in all that we set out to do, but it is your choice to honor those standards, not for the big anniversaries that come but for the small victories you claim each day. Those moments are what make you proud to be here, and likely why we find ourselves with steadily growing anniversaries to celebrate.

You know Koelsch just turned 60, and I'm proud of that, but I'm more proud of the incredible things we've done to get us here. Thank you for everything you do for Koelsch Communities and the residents we are all proud to serve.

***Thank You for Your Years of Service!***

—Aaron Koelsch

## QUARTER EMPLOYEE ANNIVERSARY HIGHLIGHTS

### 20 years



**Kimberly Richendollar**  
*Canterbury Inn*



**Diane Craft**  
*Canterbury Inn*



**Mindy Letteer**  
*Home Office*



**Roxanne Walker**  
*Delaware Plaza*

### 25 years



**Viktor Lyubar**  
*The Hampton & Ashley Inn*



# 15 years



**Nicole DeJaynes**  
*Canterbury Inn*



**Andrea Morales**  
*The Hampton at  
Salmon Creek*



**Sandra Townsend**  
*Sterling Inn*



**Eva Romo**  
*Sterling Commons*



**Lois Meyer**  
*Cascade Inn*

# CELEBRATING LENGTH OF SERVICE

## 10 years

**Carol Davenport,**  
*Canterbury Gardens*

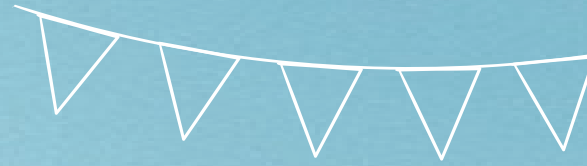
**Zara Saetern,**  
*Canterbury Gardens*

**Katelyn Riley,**  
*Canterbury Park*

**Kirsten Riley,**  
*Canterbury Park*

**Feliciano Aragon,**  
*Madison House*

**Seven Situmorang,**  
*Sterling Commons*



**Jennifer Bohner,**  
*Sterling Inn*

## 5 years

**Eleanor Wilson,**  
*Arbor Hills*

**Ashley Hall,**  
*Canterbury Inn*

**Michael Dillinger,**  
*Canterbury Inn*

**Shawna Cronk,**  
*Canterbury Inn*

**Cazzie Crull,**  
*Canterbury Park*

**Cory Low,**  
*Canyon Creek*

**Breanne Ailey,**  
*Canyon Creek*

**Madene Willis,**  
*Cascade Inn*

**Darlene Traylor,**  
*Copper Creek Inn*

**Pharis Kariuki,**  
*Copper Creek Inn*

**Susan Njoroge,**  
*Copper Creek Inn*

**Victoria Bare,**  
*Copper Creek Inn*

**Mona Wangmo,**  
*The Hampton & Ashley Inn*

**Natalia Gvozdeva,**  
*The Hampton at Salmon Creek*

**Heather Nelson,**  
*The Hampton at Salmon Creek*

**Benjamin Surmi,**  
*KSC Home Office*

**Christian Salyers,**  
*KSC Home Office*

**Michelle Baker,**  
*KSC Home Office*

**Thomas Owens,**  
*KSC Home Office*

**Denesia White,**  
*Meadowbrook*

**Sherry Johnson,**  
*Meadowbrook*

**Terronica Williams,**  
*Meadowbrook*

**Shauna Ball,**  
*Riverside Inn at Fossil Creek*

**Norberto Mata,**  
*Saddle Brook*

**Donna Tindle,**  
*Silver Creek Inn*

**Jennifer Stuart,**  
*Solana at the Park*

**Carol Scott,**  
*Spring Creek Inn*

**Heather Weber,**  
*Spring Creek Inn*

**Lilianna Casas-Larios,**  
*Sterling Commons*

**Yesenia Romero De Ceja,**  
*Sterling Commons*

**Cheri Gatts,**  
*Sterling Inn*

**Marika Blakeney,**  
*Sterling Inn*



# VIKTOR LYUBAR CELEBRATES 25 years!



When The Hampton & Ashley Inn was built over 25 years ago, Viktor Lyubar opened the community as the Maintenance

Director. Viktor had already been working as a tradesman during construction and was excited to be offered a permanent position with The Hampton & Ashley Inn.

Since then, Viktor has thought of The Hampton & Ashley Inn as a second home, and he described his time there through a thick Ukrainian accent filled with warmth, sincerity, and laughter.

"If somebody needs something—I love to help—whether driving the bus or talking with residents..." Viktor pauses, looking for the right words before continuing, "It's just like family." Eva Arant, Senior Vice President of Koelsch Communities, and formerly an Executive Director at The Hampton & Ashley Inn, speaks of Viktor.

"Viktor has been there from the beginning, and his love, ownership and pride in The Hampton & Ashley Inn is absolutely unmatched by any employee I've ever seen."

Eva continues, "Viktor truly loves the residents, and he'll carve out time with a resident who is difficult or not eating and sit with them, giving them compassionate attention that helps them through."

Nick Fletcher, Traveling Executive Director for Koelsch Communities has also worked as a former ED with Viktor Lyubar.

"Viktor, more than any other person, has taught me what it meant to be ladies and gentlemen serving ladies and gentlemen." Then Nick adds with warmth, "I love that man—he is my adopted Ukrainian father." Nick went on to talk about Viktor's first impression on him.

"When I first came from hospitals, I felt I had to get everything done in a day, and it was Viktor who taught me 'slow down—we're here for the residents.' He taught me that it's because of them we have a job, and it's not that I didn't understand that, it's that I hadn't learned to balance it, and that's what Viktor taught me."

When we talked with Viktor, he told about his time with residents, and recounted how he misses those who have gone, but he tries to bring joy to those he's around. In particular, how he can cheer them up (and you must imagine this being said in the most heartfelt, thick, Ukrainian accent).

"I spent most time with maintenance, but as I'm working if people not feeling well, I stop—just talking to them—hugging them. And if they say they aren't feeling well, I say to come on a trip, and I take them out on the bus.

"Then, once they we are driving around I say, 'Folks, I am hungry, would you like to go to a restaurant?' and 'Oh, yes,' they say, 'what's best?'

"And I say the best is Hampton—all inclusive—I don't like Hilton because it's high priced with not much service—why? Here we have Hampton, with 24-hour meals, 24-hour nurse, and 24-hour maintenance—it's good! And they say with, 'Yes, yes, yes! That sounds good!'" And you can hear the love in Viktor's voice as he talks.

Brianna Lamb, the Active Living Director at The Hampton & Ashley Inn, talks of how Viktor recently brought a youth choir of almost 50 people from his church for a holiday song performance, "and the residents loved it, and Viktor was really proud of the event.

Well Viktor, everyone at Koelsch Communities is proud of everything you do and have done for over 25 years at The Hampton & Ashley Inn. **Thank You!**



# TREASURE MAP TO HAPPINESS



Copper Creek Inn staff went overboard on October 20th when they turned a visit from traveling magician Raushan Hamond into a full themed pirate event!

Where's the connection between magic and pirates you might ask? It so happens that Raushan Hamond is best known for his role of Thudd in the Peter Pan fabled film, *Hook*.

"When the department heads found out Raushan was coming," Chris Frere, Executive Director of Copper Creek Inn began, "they decided to take advantage of the opportunity to highlight our community and its programs."

Chris went on, "Instead of just having a magi-

cian come in for a talent show, we worked as a team to take it to a full pirate themed day, with our inspiration from Raushan's role in *Hook*. Chris brought his wife and daughter to the event, who were decked out in skulls and crossbones and participated as personal assistants to the magician.

As far as teamwork, everyone had a part to play at Copper Creek Inn. Zach Flippin, Culinary Director, put out an assortment of buccaneer-themed goodies.

Roshel Gottron LPN, DRS brought in a pirate themed backdrop and an inflatable pirate ship to capture the residents joy as they entered. Roshel's husband and children also participated in the event, dressing up as pirates and other scallywags.

The Active Living Department made sure all of the residents were part of the occasion by bringing costumes and assorted props for everyone.

The entire Copper Creek Inn staff also dressed up like pirates and rotten scoundrels winning the praises of each resident they passed with an, "Argh!" or an, "I'll make you walk the plank." It was an amazing team effort, and it paid off with many special moments, one of which when a resident who is usually non-verbal uttered an engaging, "Argh matey," and what more could you ask for.





# EMPLOYEES OF THE QUARTER



**Robyn Freeman**

*Active Living Coordinator at Northbrook Inn*

Robyn Freeman describes herself as a goofy cheerleader who packs the energy of ten cups of coffee into her 5'1" Active Living Coordinator frame, but Jennifer Pasternak, Business Office Manager for Northbrook Inn, has more to add. "Robyn has a positive attitude that's contagious. She loves on

everyone that comes into our community, knows all our families by name, makes a real effort to connect personally to our families by learning about their lives outside of the community. I've seen people have a bad day and talk to Robyn and she'll completely turn their day around!"

In earlier years Robyn wanted to be an entertainer, specifically a singer, "I always had people watching me sing on stage, they were stuffed animals, but I had them watching," she continued, "I actually went on college for musical theater."

After college Robyn attended the renowned Second City Improv and left to work in atmospheres demanding a high level of energy, where she gained talents, she applies every day to senior living.

"Robyn is hysterical," Jennifer adds. "She has the best sense of humor I've ever come across, and I can walk past either living room or club room, and she has our res-

idents in stitches."

Others may see a sense of humor as something Robyn brought with her, but Robyn sees it as something she's found.

"One of my favorite things—cause I have a gazillion—is the sense of humor we have here. You might think working in memory care would be very serious or sad, and sometimes are, but for the most part, we laugh all day long, and our residents love it when we engage in their level of humor." But it's not all jokes, Robyn continues. "I fall in love with every one of my residents. I love being here because I'm making a difference—because they teach me as much as I teach them."

Robyn's grandfather used to tell her, "If you love your job, you'll never work a day in your life." And Robyn says, "There's not one day where I've said, 'I just don't want to be here today.'"



**Ana Nichita**

*CNA at The Hampton at Salmon Creek*

Ana Nichita loves helping people, it's been something she's wanted to do all her life, and something she does daily at The Hampton at Salmon Creek as a caregiver.

"As a kid, I wanted to be a surgeon," Ana tells us, "and when I came to America from my country of Moldova, my priority was getting a higher education."

"I decided to become a nurse, so I started with my CNA, and when

I had some time off of school I started working here, and I liked it very much."

Ana moved here with her family over three years ago, and school has been her top priority, while her parents worked. She went on to describe part of her influence to become a nurse.

"My church youth group often goes on missionary retreats and I thought if I was a nurse, or in the medical field, I'd have the opportunity to help in more ways." Now, at the Hampton at Salmon Creek Ana is making an impact every day.

"Ana is always going the extra mile and really understands the meaning of teamwork," Courtney Garibaldi, Executive Director of The Hampton at Salmon Creek tells us.

"Ana finds personal ways to connect to residents which helps tremendously if they are resistant to care some days—she uses the bond she's developed with them to get healthy results."

Ana adds, "When I take care of someone I imagine that it's someone close to me, like my grandma or grandpa, or someone very special to me, and I care for them like family."

Recently, Ana was named on the 'kudos board' for making a particularly hectic time easier for a coworker, but a lot of Ana's gratification is internal.

"This is a very rewarding job because you know you're doing something good for someone, and I know that everything I do for someone else is going to come back to me sooner or later, so it doesn't matter who it is, it just makes me feel good." If you ask Ana about herself, or why she is so devoted to helping others, her faith best describes it.

"I am a Christian, and that defines all of my characteristics. I try to always do good for people—to help them when they are in need—because that's how I was taught by Christ, so I always try to follow in his path."



# EMPLOYEES OF THE QUARTER

## BY COMMUNITY

### Arbor Hills

**Nakisha Skidmore:** *Caregiver*  
**Sanihya Butler:** *Activities Assistant*

### Canterbury Gardens

**Alicia Londo:** *FT Receptionist*

### Canterbury Inn

**Sarah Cox:** *Resident Assistant*

### Canterbury Park

**Beth Chhim:** *Lead Bistro Server*

### Canyon Creek

**Dorry Armstrong:** *Resident Aid*

### Cedarbrook

**Alexie Mendez:** *Caregiver*

### Copper Creek Inn

**Martha Majak:** *Caregiver*

### Creekside Inn

**Alex Rosenfeld:** *LPN*

### Delaware Plaza

**Veronica Vargas:** *LPN*

### El Rio

**Katy Southida:** *Culinary Team*

### The Hampton at Salmon Creek

**Ana Nichita:** *CNA*

### Lakeview

**Patricia Agdagdag:** *Caregiver*

### Madison House

**Helen Lai:** *LPN*

### Meadowbrook

**Ceomara Middleton:** *3rd shift LVN*

### Northbrook Inn

**Robyn Freeman:** *Active Living Coordinator*

### Riverside Inn at Fossil Creek

**Dana Duvall:** *Caregiver*

### Silver Creek Inn

**Beraha Morrison:** *LPN*

### Solana at the Park

**Christopher Saunders:** *Assistant Physical Plant Director*

### Spring Creek Inn

**Michaela Zagar:** *Caregiver*

### Springs Ranch

**Kiona Jenkins:** *Active Living Coordinator*

### Sterling Commons

**Lorena Watson :** *LVN*

### Sterling Inn

**Jennifer De Santiago:** *Culinary Services*



# PEOPLE ON THE MOVE



## **Canterbury Inn:**

Aaron Ostrand, *Physical Plant of Operations Director for Canterbury Inn promoted to overseeing both Canterbury Inn and Canterbury Park*

If you ask Aaron Ostrand about his new role serving both Canterbury Inn and Gardens, he'll tell you that overseeing care for roughly 250 apartments is no small job, but he'll also tell you, "Every aspect of the job is just so rewarding. I mean from the smallest task to the biggest task—you can see joy in people's eyes from things that may not seem like a lot to us." Julie Medack, the Executive Director of Canterbury Gardens compliments Aaron's impact on the community, "Aaron is a very dedicated employee who works hard, thinks of everyone else first, and is willing to go the extra mile

no matter who you are." Aaron adds, "Even though looking after two communities is a full day, it's phenomenal to see all the living options that Koelsch offers and get a little bit of each 'world.'"



## **Cedarbrook**

Kayleen Rosales, *LVN, promoted to California Regional Nurse*

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." 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.



## **Copper Creek Inn**

Katarina Shea, *RN Director of Resident Services at Copper Creek Inn to Arizona Regional Nurse*

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."



# PEOPLE ON THE MOVE



## **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 The 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 this isn’t just a transition into a new home for residents, it’s a final chapter in the transition

though 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.”



## **Jeni Kuhnly**

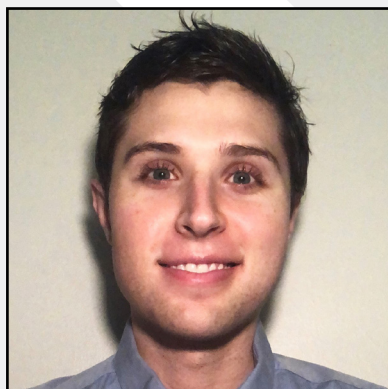
*Business Office Manager to Executive Director at Madison House*

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 Area Operation Director, 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.



# PEOPLE ON THE MOVE

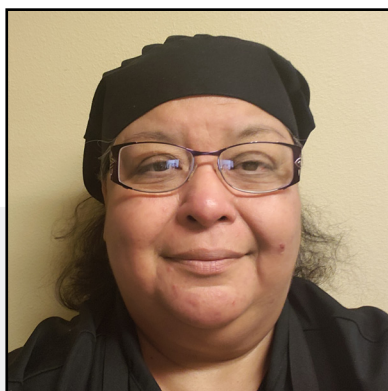


## **Evan Fairbourn**

*Receptionist to Business Office Manager at Madison House*

Evan Fairbourn is loving the challenges and successes he's discovering in his role of Business Office Manager. "This was my first experience in a management position, and at first it was a challenge, but I'm learning that if you build a 'team-centric' work environment, it makes it easier on everybody." Evan gave some examples:

"A couple of things I've learned are: Delegate tasks to team members who excel at them. And encourage team members to work together to learn their best systems—and magnify their strengths—which really makes everyone the team's job easier." Jeni Kuhnly, Executive Director of Madison House says, "Evan is a great team player, who helps in any way, in any department, and always helps other new employees with anything. On top of that, Evan has a very calming nature with residents and family members, which is a true asset to any community."



## **Tammy Harlan**

*Cook to Culinary Director at Silver Creek Inn*

Tammy Harlan loves the gleam in a resident's eye when they tell her a dish or dessert is "too beautiful to eat." She also loves her newfound freedom to create menus around her resident's wishes—and also to incorporating the rest of the kitchen staff's ideas. "I try and make the kitchen ours as a team, and not mine as

the director, because I want it to be a fun and enjoyable place." Tammy is excited to foster bonds between the kitchen staff and the residents, and sometimes a triple chocolate cake and a smile is the place to start. Cyndi Irish, Business Office Manager at Silver Creek Inn knows the residents love the desserts, but says Tammy's chicken salad is "to die for." Cyndi went on to describe Tammy, "Tammy is always and I mean always mindful of the residents. She visits with them during meals, looks for feedback on how to make their food just right, and really puts them first."



# LEADERS IN TRAINING

Each Wednesday over the summer, young Leaders in Training from the Salvation Army brought interactive afternoons of fun to Meadowbrook Memory Care residents in Arlington, Texas.

Erica Ornelas, Active Living Director at Meadowbrook Memory Care, says, "It benefited everybody. Our residents loved spending time with the kids, and we thought the kids got just as much out of it as our residents."

Leaders in Training at Meadowbrook was the result of Erica's own community-minded approach, and willingness to start the conversation.

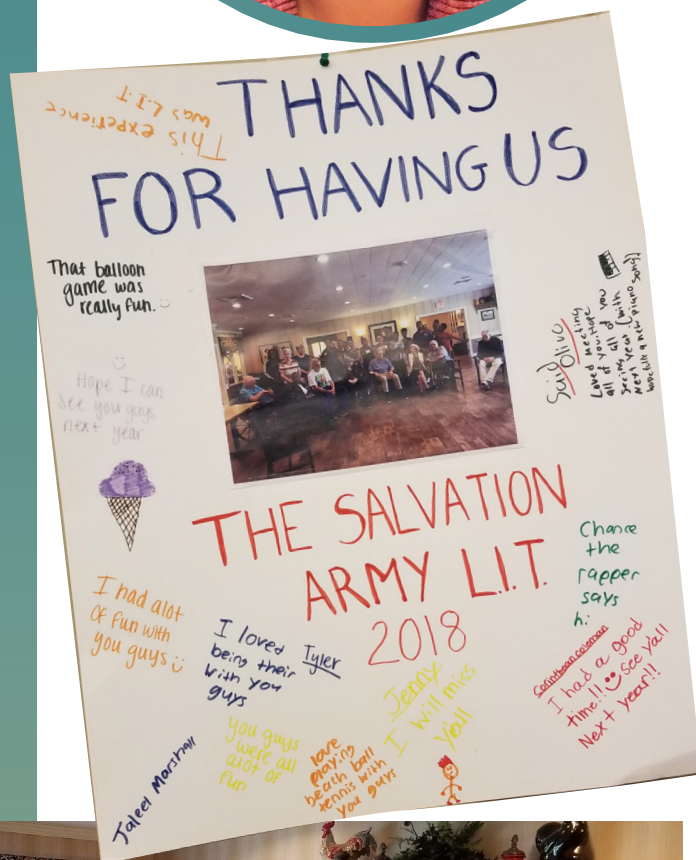
Erica has two children in the Salvation Army aftercare program, and told us, "I reached out to their Director with hopes of having a group visit our residents here in the community."

A few weeks later the Salvation Army contacted Erica with good news, saying, "We have a group of kids that would be perfect for this—they really want to do a community service."

Erica says the Wednesdays that followed were full of color, laughter and warmth as the Leaders in Training grew close to the Meadowbrook seniors, and when summer came to a close, Erica and the young leaders adapted their routine.

"We've been writing the kids letters and they send us poster boards of pictures they took at the summer programs with little notes saying how much they miss us, so we stay in great contact with each other."

The residents loved it. The Meadowbrook staff loved it. The kids loved it—and it all started with a conversation. Do you know any positive groups or organizations that might be a win-win with our residents? It's time to start the conversation!



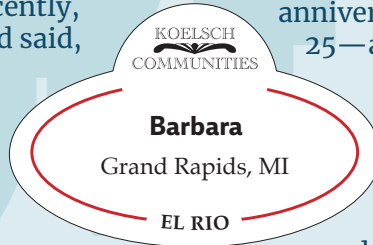


# Resident & Family Feedback

## The Magic In The Details

When Barbara Arrington, Director of Community Relations at El Rio Memory Care began a tour for a couple recently, the man abruptly stopped her and said, “your name tag, do you know about it?”

Barbara started to say, “I do,” when he continued, saying, “I’ve worked for Disney for 41 years. When I saw your name tag I knew this was a company that had it together and that had been through the Disney Institute.”



The man then gave a backstory on the shape of the name tag, commenting that the little bubble on top, where we have Koelsch Communities, was put on for Disney’s 25th anniversary—so there would be room for the 25—and that before it had been oval.

It’s incredible that a man taking a tour could know so much about a company by just one detail, but isn’t that how it works? Walt Disney said the magic was in the details, and not just the details with a story behind them, but the ones that give us the chance to create magic in the lives of others.

## 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