

SPOTLIGHT

Highlighting Excellence at Koelsch Communities



Jesus Villa, Caregiver



Gao Moua, LVN



Thomas Colvin, Culinary Team

Cedarbrook Attendance Champions

Three employees, Thomas Colvin, Gao Moua, and Jesus Villa from Cedarbrook Memory Care in Fresno, California had perfect attendance through the entire year of 2018. Lisa Poole-Johnson, Executive Director at Cedarbrook says, "Their perfect attendance still continues into this first quarter of 2019." Lisa went on to share, "the incentives may be a small factor for their continued perfect attendance, but I see their dedication to excellence as a combination of their character, work ethic, and a dedication to the residents and their co-workers." Gao confirmed this when she responded with her motivation to show up to work every day. "My motivation is this community, the team members, my bosses," Gao says, "I made the commitment to be here to help them and to set a good



example. I understand how hard it is on others when people call out, so I want to be here for them to not let them down." Even though everyone here at Koelsch understands the need for a sick day, we admire the dedication of these employees for doing the ordinary better than anyone. "Champions are champions not for the extra ordinary things they do but for the ordinary things they do better than anyone else," says, Dr. Rick Rigsby. These three employees are champions.

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El Rio - Colorful Relationships



Left to Right: Blanca Millan, Carmen Reynosa, Ladonna Songer.



El Rio and The Park at Modesto staff.

Mary Keaton, Executive Director at El Rio Memory Care in Modesto, California, understands the importance of her staff's interpersonal relationships. A few weeks ago, she hosted a Paint Night for some of her staff. She rented a room in the hotel across the street and hired a painter to lead her staff on creating a painting. There was assigned seating and Mary did her best to make sure each employee sat next to someone they did not already know. In this process, she created a space for her team to engage with new people in a fun and lighthearted environment. Colette Robison, Director of Community Relations at the Park at Modesto gave Mary a dazzling review on her work saying, "Mary is so good about bringing people together in a positive and encouraging way," Colette raved on saying, "In true Mary form, she does everything she can to provide the best workplace for her staff. For the most recent event, Mary had broken her leg the week before. Now, in a wheelchair, I would not have blamed her for cancelling the event. She never gave canceling a thought and the event continued on spectacularly." A huge thank you to Mary and her staff for going above and beyond and including the Park at Modesto in their events. Tanya Matthews, the other Director of Community Relations at the Park at Modesto, thanked El Rio for being a, "big part of opening the Park at Modesto." This culture of engagement and connection is spreading like wildfire through the Modesto Communities. Events such as this are scheduled to continue with each of the different staff groups including housekeeping, caregivers, nurses, culinary, maintenance, and receptionists; thus, providing each group an opportunity to acquaint themselves better with their co-workers.

Maple Glen Spreading the Love This Valentine's Day



February 14th, 2019, the Residents at Maple Glen donated 60 hand-made Valentine's Day cards and decorated cookies for the organization, Meals on Wheels. Each year Meals on Wheels delivers over 200 million meals to over 2.5 million American Seniors in need. Debbie Horn, Active Living Director at Maple Glen Memory Care, wanted to come up with a way for her seniors to contribute in spreading the love this Valentine's Day, so she contacted Meals on Wheels to partner with them for this holiday event. "I think a senior at home would love to get a letter from another senior that says 'Happy Valentine's Day,'" Debbie commented. This event inspired many residents to donate their time and their creative minds to a cause that is bigger than themselves. The residents had a grand time making these cards personal to the receiver. They were adding stickers, heart shaped cut-outs, and personalized notes to each card. Then each card was placed in a Ziploc bag with a cookie that was hand decorated by the residents. Debbie also made sure she added a copy of the ingredients to each gift bag as well. "We were planning on making our own cookies," says Debbie, "Unfortunately the week of Valentine's, Maple Glen's sprinkler system flooded and the staff's attention was directed that way with no time to make our own cookies." This all worked out for the best and the community was able to buy cookies from Mariano's to decorate. Thank you, Maple Glen for donating your time and energy to help other's feel the love this Valentine's Day.



ANNIVERSARIES

"To all my Koelsch Community Family who have continued dedication for excellence and service to our residents, thank you!

After years of service you have continued to stay strong through many ups and downs, changing leadership, construction projects, and we are delighted to see you continuing your growth in our communities. Overtime, with dedicated employees such as yourselves, these communities become

home. Thank you for committing yourself and making the choice to turn this place into your home. When you made that choice you also chose to provide a home for all of our residents.

In all honesty, this company would not be a home without people like you. Thank you.

Thank You for Your Years of Service!

—Aaron Koelsch

QUARTER EMPLOYEE ANNIVERSARY HIGHLIGHTS

25 years

Susan Cameron

Cascade Inn



Susan Cameron will never forget what the Cascade Inn staff did for her and her family 15 years ago. "My mom passed away," Susan reflected, "and the kitchen staff here at Cascade Inn volunteered

to cater the memorial at my home. What really moved me was how encouraging and supportive management was so that the staff could be there for the event." Susan went on to say that since this passing happened around her 10-year anniversary with Koelsch, her 10-year bonus paid for her mother's headstone. She is so grateful for the support she has received and the skills she has learned during her time at the Cascade Inn.

Tina Palmer

Cascade Inn



Tina Palmer started just after Susan Cameron did at the Cascade Inn. Susan had moved from working at the Shilo Airport with Tina to the Cascade Inn and when another

housekeeping position opened up, she called Tina. They have continued to work together for over 25 years. Tina never looked back. "Alice Schultz, [Executive Director at the time and co-founder of Koelsch Communities], was encouraging. I always saw her picking up stuff in the hallway and helping where she was needed. She had high standards and we did our best to meet them. She noticed every little detail and she made sure to acknowledge us when we did it right. We still keep those standards," Tina exclaimed. She also described Alice as somewhat of a, "Mama Boss." Tina went on to say, "Alice taught me to look for all the details in my work. She taught me excellence. Now, I love leaving a room knowing I did my best and that Alice would be proud."

10 years



Amanda Landis
Canterbury Gardens



Natalia Gvozdeva
The Hampton & Ashley Inn



Julie Medack
Canterbury Gardens



Darlene Klunk
Sterling Inn

CELEBRATING LENGTH OF SERVICE

5 years

Gabriela Lara,
Canterbury Inn

Ann Fischer,
Canyon Creek

Kyle Aplin,
Cascade Inn

Laura Copley,
Cascade Inn

Mariah Gonzales,
Cascade Inn

Anna Leady,
Cascade Inn

Janet Crow,
Cascade Inn

Jovanna Escobedo,
Cedarbrook

Juan Rodriguez,
Cedarbrook

Martha Alonzo,
Cedarbrook

Williams Appau,
Copper Creek Inn

Mary Stoddard,
Delaware Plaza

Ryan Fontenot,
The Hampton & Ashley Inn

Linda Card,
Home Office

Christopher Leland,
Home Office

Nick Fletcher,
Home Office

Katherine Lipsky,
Silver Creek Inn

Darlene Klunk,
Sterling Inn

COMMUNITY

Canterbury Park
Twins Celebrate
10 years
with Koelsch



Katie and Kirsten Riley pose with CEO and President Aaron Koelsch

EMPLOYEE OF THE QUARTER

Amanda Massey

CNA at The Delaware Plaza



Amanda Massey, “Shows up to work early, has a great work ethic and demeanor,” says Executive Director, Laura Steel. Lorelei Catlin, Director of Resident Services says, “Amanda is always willing to jump in and help a resident and other staff as well. Many of the residents comment on her calm and caring nature, and put in special requests to have her as their caregiver.” Even with all this praise Amanda is as humble as they come. She appreciates her management and co-workers saying that they are the

ones who make working at the Delaware Plaza so enjoyable. “We all go above and beyond to make the place run great,” Amanda says, “I love what I do. I love to help people and I love doing what I have been doing. I have been working here for two years and I don’t feel like I want to go anywhere else. I always put my best foot forward and do what I can to help those around.” Keep up the great work, Amanda!

EMPLOYEES OF THE QUARTER – BY COMMUNITY

Amber Creek Inn

Justin Churruca: *Lead Housekeeper*

Arbor Hills

Janice Rotich: *Receptionist*

Canterbury Gardens

Emilia Prudencio-Lien: *CNA*

Canterbury Park

Nikita Kiyan: *Server*

Canyon Creek

Becky Sims: *LPN*

Cascade Inn

Sophia Willis: *Cook*
Madene Willis: *LPN*

Cedar Creek

Gerri Hanbaugh: *Housekeeper*

Cedarbrook

Alex Zacarias: *Caregiver*

Copper Creek Inn

Lettie Arellano: *Cook*

Creekside Inn

Sandy Powers: *Caregiver*

El Rio

Adilene "Adi" Lewis: *Caregiver*

The Hampton & Ashley Inn

Florence Nugent: *Active Living Assistant*

The Hampton at Salmon Creek

Louvethan "Lou" Woehle: *CNA*

Lakeview

Anthony Behnke: *Cook*

Madison House

Esther Spencer: *Resident Assistant*

Meadowbrook

Cheryl Harrington: *2nd shift Resident Assistant*

Northbrook Inn

Zaima Corl: *Resident Assistant*

Riverside Inn at Fossil Creek

Chunte Petties: *Caregiver*

Silver Creek Inn

Beraha Morrison: *LPN*

Spring Creek Inn

Michaela Zagar: *Caregiver*

Sterling Commons

Destiny Guzman : *Resident Assistant*

Sterling Inn

Pamela Tillinghast: *LVN*

PEOPLE ON THE MOVE



Arbor Hills

Patrick Neal, Cook promoted to Culinary Director

Patrick is a smart and dedicated man who takes initiative and leadership of his own volition. He genuinely loves the residents and will do anything in his power to make sure they are well cared for. Jeanette Lopez (J. Lo), Culinary Service Specialist, remembers a time when she had to go to Arbor Hills and help with an event. The Culinary Director at the time had a family emergency and, “without being asked, Patrick took charge,” said Jeanette. She continued saying, “with Patrick in charge of Culinary at Arbor Hills, I do not have to worry about something not getting done.”



Canterbury Inn

Chelse McDaniel, Receptionist promoted to Resident Assistant

Chelse is motivated to follow in her mother’s footsteps and become a Registered nurse. Her mother Kricket Jansen, was an RN at the Canterbury Inn from 2007-2015. Kricket passed away after a battle with brain cancer. Now planning to carry on her mother’s legacy, Chelse attended CNA school last fall while working as the Canterbury Inn Receptionist. “From the time her mother worked here, Chelse has always been the Canterbury Inn’s special helper. She is our little sister that we all care for and we are all very proud of her,” says Shawna Cronk, Business Office Manager at Canterbury Inn. Chelse went on to say,

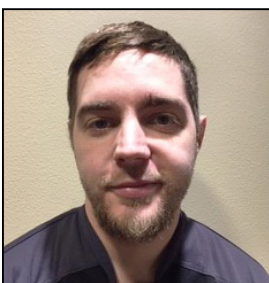
“This place is home to me. This place is family and I knew they would take care of me after my mother passed because they took care of me while she was passing.” There are only three more classes for Chelse to complete before she can test into the nursing program at Lower Columbia College. Go Get ‘Em Chelse, we are all cheering for you.



Canyon Creek

Jamie Strosky, Cook promoted to Culinary Director

Director of Culinary Services, Joel August says, “Jamie brings great value to our kitchen in Billings. Not only does she prepare nutritious and attractive meals but she’s always willing to jump in and help her team within the community. Jamie has a great personality and an excellent work ethic. I remember when I first interviewed her over the phone, her enthusiasm towards the position was evident.” Jamie is excited to be at Canyon Creek and her drive for excellence makes her the perfect fit for this memory care community.



Cedar Creek

Aaron Richards, Cook promoted to Culinary Director

Aaron is exceptional at his work because he always shows up with a positive attitude, helpful in all the details and he has a willingness to learn. Residents and their families can tell that Aaron enjoys serving the residents and being with them. He has the perfect balance between hard work and taking time to be with the residents. “What stands out most with Aaron is his willingness to help in anyway and his drive to be successful. He has shown great leadership potential very early into his leadership career. He also has a dynamite attitude all the time,” says Jadon Kreinheder, Area Operations Director.

PEOPLE ON THE MOVE



Cedarbrook

Justin Le, Lead Cook promoted to Culinary Director

Justin Le started at Cedarbrook with Joel August, now Director of Culinary Services and Jeanette Lopez, now Culinary Service Specialist. The three of them were around when Cedarbrook first opened five years ago. Justin started as a dishwasher in May of 2014, trained by the finest culinary team and is now the Culinary Director at Cedarbrook Memory Care Community. Lisa Poole-Johnson, Executive Director at Cedarbrook calls him a “Sponge” and “Soup Master.” “He is always learning and he can throw anything into a soup and make it taste good,” says Lisa.



Cedarbrook

Jeanette Lopez (J-Lo), Culinary Director promoted to Culinary Service Specialist

Joel August, Director of Culinary Services remembers the day he hired J-Lo. He says, “it was right before FF&E week at Cedarbrook [five years ago]. She was very confident and came to her interview prepared with pictures of some of the cakes she had baked. Me not being the strongest baker, I realized I needed her on my team.” Since then J-Lo has proved herself a hard worker and a fast learner. She works enthusiastically and efficiently. When the time came for Joel to choose a specialist to work beside him, J-Lo was the obvious choice.



Cedarbrook

Jesseca Wright, LVN, Floor Nurse promoted to Assistant Director of Resident Services

Tammy Yarak, Active Living Director, recommended Jesseca for the position. She says, “Every time I observed her, she was a great colleague, worked with everyone, sympathetic and patient with families. All people were treated respectfully.” Kayleen Rosales, California Regional Nurse impressed with Jesseca said, “Since being in the role as ADRS I have witnessed a growth in Jesseca. She brings good ideas to the table and supervises staff well, she isn't afraid to learn and grow. We are so happy to witness another hope growth and opportunity aspect here. Another story to be told.”



Copper Creek Inn

Roshel Gottron, Licensed Nurse promoted to DRS

Roshel is admired because of her, “compassion with families and staff, and [ability to] deal gracefully in difficult situations,” says Regional Nurse, Katarina Shea. Shea continues saying, “I am honored that Roshel accepted to step into the DRS role, knowing that the building I helped open and nurture for 7 years, would be in her expert and loving hands.” Executive Director, Chris Frere also had nothing but kind words and admiration for Roshel's dedication and hard work. He says, “Roshel is the definition of Wonder Woman. She is a full-time employee, full-time nursing student and full-time mom of 6 kids. We all wonder how she does it.”

PEOPLE ON THE MOVE



Copper Creek Inn

Catherine Oganda, Receptionist promoted to Business Office Manager

Catherine was one of the first people hired by Copper Creek Inn when the community opened over seven years ago. She started out as a Caregiver; was promoted to Receptionist after two years and has now been promoted as the Business Office Manager. “Catherine has an amazing energy and has such a wonderful close and harmonious relationship with our family members, staff and residents. She juggles a lot of different responsibilities with grace and a smile on her face,” notes Chris Frere, Executive Director at Copper Creek Inn.



Copper Creek Inn

Verta “Lettie” Arellano, Culinary Aide promoted to Cook

Chris Frere, Executive Director at Copper Creek Inn tells us that, “Lettie always has a smile on her face and is one of the hardest working people I’ve ever met. That’s why she not only got promoted from Culinary Aide to Cook, but was also named our Employee of the Quarter.” She is someone who is personable and excited to come to work every day. Everyone knows this because she shares her smile with all those she comes in contact with. An irreplaceable personality.



The Park at Copper Creek

Brianna Wessa, Cook at The Hampton & Ashley Inn promoted to Executive Chef at The Park at Copper Creek

Brianna was hired by Senior Vice President, Eva Arant in 2012 when Eva was the Executive Director at the Hampton Ashley Inn. Eva praised Brianna for being joyful, a phenomenal cook and a reliable employee who would go the extra mile to help where Koelsch needed her. “Creekside Inn needed extra help in their kitchen a while back,” Eva explained, “and I asked Brianna if she would be willing to travel to Idaho for a bit and help me get their kitchen back on track. She traveled up there and took care of business.” Ms. Wessa left Koelsch for a while and ultimately found her way back. The Park at Copper Creek is thrilled to welcome in Brianna as their Executive Chef.



Lakeview

Chrissy Harris, Active Living Assistant promoted to Active Living Director

Prior to working at Koelsch, Chrissy spent a lot of her time volunteering with resident activities at Lakeview Memory Care. She would bring in games for the residents to enjoy and spend quality time interacting with them. Rod Johnson, Illinois Area Director says that she, “is naturally engaging and dynamic with the residents.” Choosing her for the Active Living Director position at Lakeview was the best choice for this growing Memory Care community.

Resident & Family Feedback

Dear Razvan,

It was a pleasure meeting you at Cascade Inn. I was impressed by your enthusiasm and warmth. I was surprised by how you helped out in many different ways during the day. I saw you helping so many people. Not only were you keeping the laundry and housekeeping tasks on target, you were helping set up for educational events and serving guests food and beverages. You played the part of a perfect host – making sure they had everything they needed. It was clear from my interactions with you that “creating happiness” for others is a way of life for you.

Benjamin Surmi

Good Afternoon Benjamin!

This is Kate Shaffer, receptionist at Riverside Inn. I received your enthusiasm card today! I very much appreciate the compliment, and it is my joy to pass that compliment along and give credit to the people who trained me this past August. I moved to Fort Worth this summer, and the people here at Riverside Inn were some of the first people I met in this new city. They are welcoming, encouraging, and kind, and I am grateful for the opportunity to work alongside them!

Thank you again for the enthusiasm card - it is truly a reflection of the people that I get to work with.

Have a great weekend!

Kate Shaffer

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
Bloomingdale, 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

The Park at Copper Creek
Chandler, AZ

Waverly Inn
Arlington Heights, IL

Opening Soon

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