

News Communicator

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From the Desk of Steve Rosedale...



After every annual meeting we say, "We'll never top this one!" Sure enough each year gets better. The reason is that the organization improves and the annual meetings give us a chance to bring out the best in us. What we focused on this year were World Class Employees. Kena's brain child of making this a significant part of our operations has made an important and positive change. It gives all of us a chance to focus on what World Class is all about and do it through the very folks who work every day to make CommuniCare a World Class organization. The presentations by each facility and the home office of their World Class Employee were touching and instructive. There was a singular quality of goodness in all of our team members chosen as World Class Employee of the Year from the various facilities and home office. They were uniformly quiet, self effacing, generous of heart and hand and giving from the goodness of their nature, not for profit or prestige but just because.

We can be proud of our special people because they represent the best of who we are. They live out our values on a daily basis and through them make CommuniCare a wonderful place to work and an extraordinary place to be cared for. What touched me the most however was to see how each facility and the home office cherished those chosen, and in fact all who were honored. *You did well CommuniCare, you make us very proud!*

Famous Quotes

"Goals are dreams we convert to plans and take action to fulfill." - Zig Ziglar

"He who smiles rather than rages is always the stronger." - Japanese proverb

"As a well-spent day brings happy sleep, so a life well spent brings happy death." - Leonardo da Vinci

Focus On...

“Thank You...For My Work”

By Kena Minnick, President and COO

Each year on the anniversary of my employment, I write my boss a thank you for the opportunity to do this work. This is a practice I have followed throughout my career because I never want to take my job for granted because good jobs are not a given and great companies are hard to find. This June 26th marks my 5th year with CommuniCare and it has been the toughest, but most rewarding years of my professional life these past 23 years in healthcare. The challenge of doing more with less in an environment of reduced reimbursement, rising costs and the constant pressure to improve the quality of care and caring of our residents is stressful on many levels. It is made even more stressful because we, at CommuniCare, set a higher standard with our values and our sincere desire to do what we can to make a difference in the lives of others makes this so much more than a job. What we do is life altering work and that can never be taken lightly.

Over the past five years, CommuniCare has nearly doubled in size and continues to perform above market; growing census, improving the skilled mix and holding costs in line by reducing waste and inefficiencies so that we become more financially stable and able to compete in a hotly competitive environment. These actions secures our jobs and helps us feed our families; a responsibility that matters greatly to me and the rest of CommuniCare's ownership: Charlie Stoltz and the Rosedale/Wilheim families. As satisfying as financial stability and growth is, what makes me most proud to work for this company is the people that I work with. My Executive leadership team, Regional and Facility teams, and especially all the World Class employees who day in and day out take care of our residents and often each other. I know of so many situations where one of our employees is ill, suffered a loss of loved one, a loss of a relationship or going through tough financial times and so many of you reach out with love to comfort and care for each other within our family of homes. This is priceless and I never want to take you all for granted. *I thank you ..each and every one of you for this work.*

Famous Quotes cont.

“The happiest of people don't necessarily have the best of everything; they just make the most of everything that comes along their way.”- *Unknown*

“A kind and compassionate act is often its own reward.”- *William John Bennett*

JUNE

4th - Cancer Survivor's Day
- www.cancer.org

8th - 15th - Nursing Assistants' Day and Week

12th-18th - National Men's Health Week

14th - Flag Day

18th - Father's Day

19th - Prostate Cancer Awareness Day -
www.cancer.org

21st - Summer Begins

26th - July 2nd Helen Keller Deaf-Blind Awareness Week
www.helenkeller.org

National Safety Month -
www.nsc.org

JULY

4th - Independence Day

2nd - 9th - National Nurses In Staff Development Days
www.nnsdo.org

9th - 16th - National Therapeutic Recreation Week
www.nrpa.org

18th - Dental Awareness Day
call the National Dental Hotline with questions about oral health 800-SMILE33

Hot Topics

“My 2006 Annual CommuniLympics Great Experience”

By Shonia Russelle, Regional Director of Marketing

The annual meeting this year was such a touching and memorable experience. Each year the meeting just gets better and better!!!! The Home Office, Regional, and facility teams coming together for such a fabulous event.

This year was the 7th Annual Meeting that I attended. I would have to say that this year was the BEST!!!! The energy level was high from the opening act of the muscle men and was carried on to the outdoor competitions. It was great to see each facility’s World Class Employee videos, skits, and rap songs that were tear jerkers for all of us. It was just so touching to see the demonstration of the company’s Values in each of the facilities.

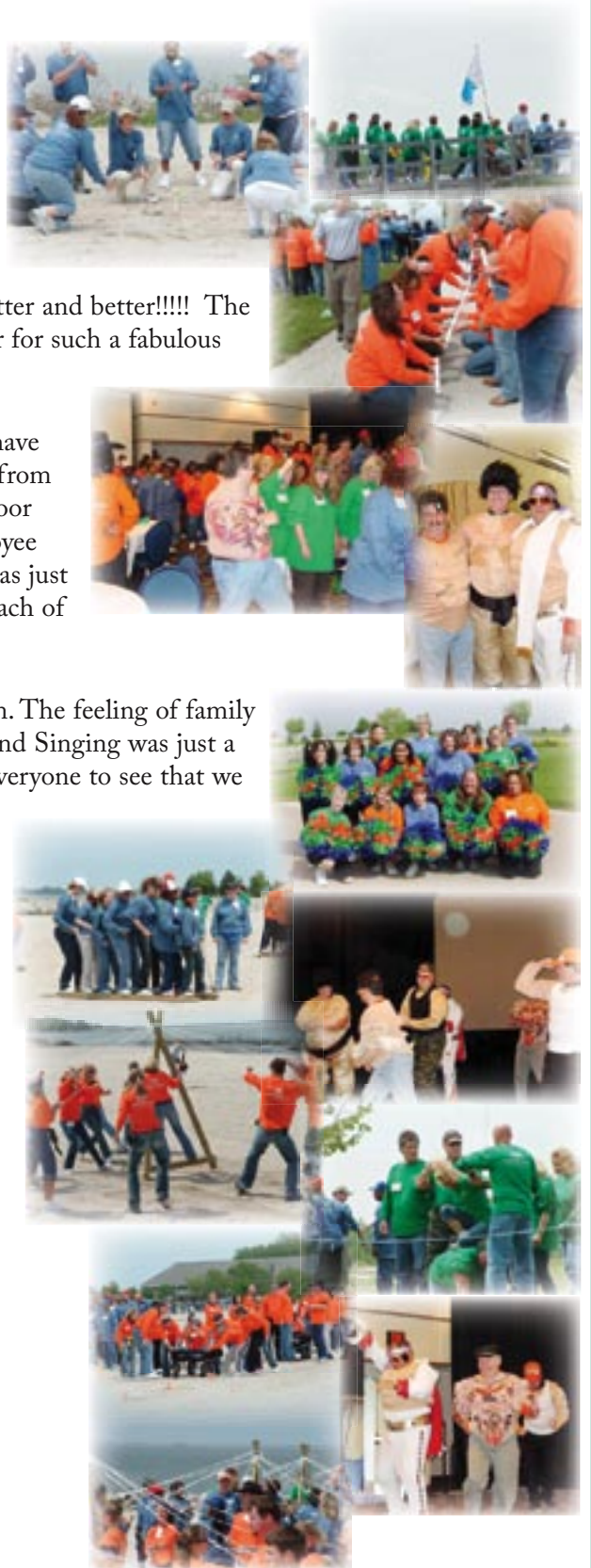
This meeting definitely felt like a huge family gathering or reunion. The feeling of family was definitely in the air during the two days. Laughter, Dancing, and Singing was just a small part of the event. The team building events were great for everyone to see that we all play an important part in making CommuniCare a Success.

Since this meeting, some of the facilities are doing the Booty Call to motivate their teams. The annual meeting revived the teams and gave them the spirit to take this energy back to their family at their facility.

I look forward to next year’s meeting!!!!!!



“Winning with World Class Teams”



Benefit Spotlight...

“The Benefits of Your New “Guidance Resources” Program from SUN Life”

By Rachel Stevens, Corporate Benefits & HRIS Manager

The May 1st open enrollment for our company brought with it exciting new changes to our Employee Assistance Program. The new all inclusive Guidance Resources program from SUN Life is offered to all full-time benefit eligible staff who have completed the waiting period for benefits. **This program is offered to you at no cost. CommuniCare pays for you to have this valuable benefit. I urge you to take full advantage of it!**

Guidance Resources has an excellent website I urge you to register with. Simply go to www.guidanceresources.com to sign up. The first time you visit you will click on “I am a first time user.” You will then be prompted to enter a user name, password, and a company ID. This company ID can be found on the Guidance Resources overview sheet you received from SUN Life at your open enrollment meeting, or you can get it from your Human Resource Manager. Once enrolled online, you have a wealth of information and resources at your fingertips. For those who do not have online access, you can visit this website via a computer at your local library or ask your HR manager for assistance. **You can also call Guidance Resources at 1-877-327-4753.**

GUIDANCE RESOURCES INCLUDES MANY BENEFITS:

EAP, or Employee Assistance Program: This is a confidential service to help address the personal issues you or your dependents are facing. You will receive up to five free face-to-face counseling sessions per problem you are facing.

Legal Connect: This is a confidential service that provides access to attorneys. If you require representation, you will be referred to a qualified attorney in your area for one free face-to-face consultation with a 25% reduction in customary legal fees thereafter.

Financial Connect: Counselors can provide you with the tools and information you need to address your finances, getting out of debt, retirement planning, credit card or loan problems, saving for college, tax questions, and estate planning. You can also receive one free hour of face-to-face consultation time with a CPA or Certified Financial Planner.

Family Source: This service will provide you with a personalized reference package containing helpful resources and literature, as well as a concierge type service for areas such as finding child or elder care, planning for college, relocation to a new city, weddings or other entertainment for family and friends, finding pet care, purchasing a car and home repair. In your busy life, why not let someone else do all the investigation and legwork researching these topics for you?

Estate Guidance: This is a new employee benefit that offers you the ease of creating a free online will right on your computer! Just access the website and supply the information at the prompts. Your will can be completed online and downloaded to your computer for printing. You will also receive instructions on how to execute and store your will. You can name a guardian for your children, name an executor(s) to settle your estate, specify funeral and burial wishes, and make revisions at no cost for up to 30 days.

Up Close

“2005 CommuniCare Employee”

By Missy Schaefer, Executive Director of Grande Pointe

Ocelia Ziegler has been at Grande Pointe Healthcare Community since 1998 where she works in the culinary department as one of our cooks. She has only been absent one time in her employment here and never tardy. She works in a calm, quiet environment and the residents always look forward to when she is here, especially when she does cook-to-order eggs in the morning. When she won employee of the month, she did not want to put her picture up on the recognition board, so instead she brought us a picture of her at a younger age. When she won employee of the year for the facility, we announced it and she just smiled and lowered her head and later came to me and told me to let someone else win. I told her she truly deserved it. She didn't want a fuss made...

After she won Communicare Employee of the Year, we came back fresh from the annual retreat and called a mandatory meeting for all staff. We explained to everyone what happened with the presentations and told them that a decision wasn't made yet but we wanted to show them the dvd. There was a lot of tears and smiles when the dvd was playing. Afterwards, we presented her with roses and said we wished her well. Then, we said we forgot we brought her back a souvenir from Maumee Bay and Venita walked over with the big \$10,000.00 check. The whole room bursted out with screams and clapping. She was shaking from head to toe. I will never forget that moment and how much it meant to her and to the whole building that she won this honor.

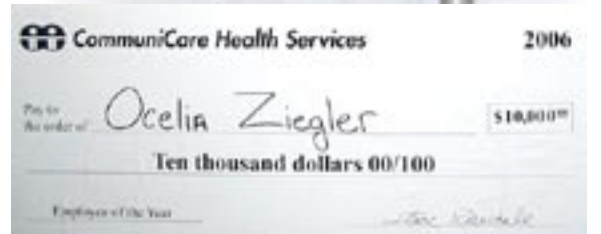
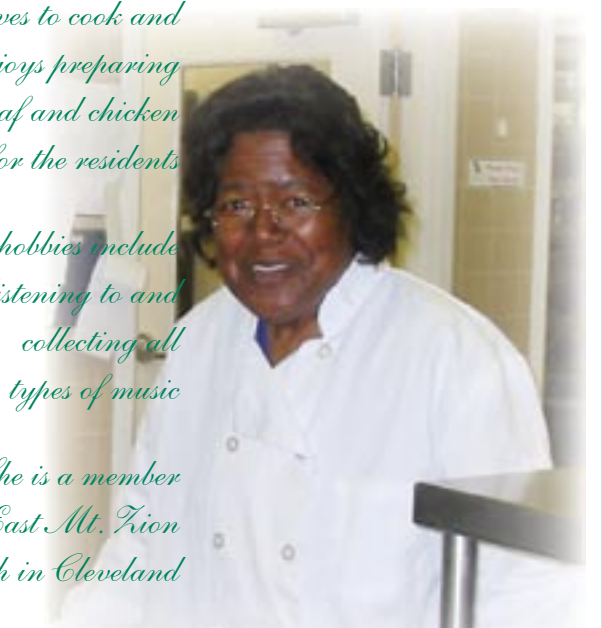
Kena, Charlie, Jeff, Monica, Dave and Pete came to represent the home office along with our regional team to present her with the real check. It was an emotional day as well. Ocelia actually gave a speech which surprised many people and we had a reception for her.

I know I speak on the behalf of all of Grande Pointe when I say I am truly happy and blessed that she was awarded this honor...Thank you from the bottom of my heart...

She loves to cook and enjoys preparing meatloaf and chicken for the residents

Her hobbies include listening to and collecting all types of music

She is a member of East Mt. Zion Church in Cleveland



“Congratulations to All 2005 CHS Employee of the Years”

- Debbie Thompson, Controller - CHS
- Frances Mays, STNA - Suburban Pavilion
- Chef Antonio Smith - Cityview
- Barbara Smith, STNA - Waterford Commons
- Mike Harris, Maintenance - Aristocrat Berea
- Christine Steinbrecher, Dietary - Greenbrier
- Alonza Robinson, Central Supply - Candlewood
- Chris Boyer, AP Payroll - Falling Water
- Angie Stumphauzer, Receptionist - Lake Pointe
- Kay Radcliffe, Unit Secretary - Baldwin
- Dianna Gilkerson, LPN Charge Nurse - Copley
- Ocelia Ziegler, Cook - Grande Pointe
- Michelle Bebout, Activity Assistant - Hanover

- Pam Lovelace, LPN Charge Nurse - Pebble Creek
- Margaret "Peggy" Vibbert, RN Charge Nurse - Pine Valley
- Barb Conley, Charge Nurse - Wexford House
- Cindy Griffiths, RCC - Wyant Woods
- Christy Smith, ADON - Riverside
- Angie Grogan, Admissions Coordinator - Green Park
- Sheryl Konczak, LPN - Crestwood
- Bill Vance, Maintenance Technician - Regency Manor
- Annette Baker, RN - Wood Glen
- Versey Jackson, Restorative STNA - Northgate Park
- Doressa Cooper, STNA - Clifton
- Levonnie Foster, Housekeeper - Burlington House

Clifton's Corner

"One Resident's Story"

Submitted By Cyndi Wong, Director of Marketing

Imagine being independent and one day finding that you are unable to walk, then shortly after that unable to sit up. That is the story of a 59 year old man that had already met the great odds of mental illness and developmental disability to live functionally in the community.

Two-years ago he was stricken by a rare brain tumor that left him unable to breathe without a tracheotomy, eat without a feeding tube, roll over, sit up or communicate. It was very difficult for him to understand why he couldn't walk at first and even more difficult to try to understand how or why he was in excruciating pain and laying in a near fetal position. Today, he said good bye to his friends at CommuniCare of Clifton to return to the community to "supported living."

When he arrived at CommuniCare two years ago he needed to be suctioned at least every two-hours, was fed by a feeding tube lodged in his stomach, was supported to position in bed and could not speak. He required constant physical, psychological and social support. It began slowly with the Passey-Muir valve capping the trach. He was overjoyed whispering, "I CAN SPEAK." Most of us enjoy food and his smile was contagious when he took his first bites of real food after being tube fed for months. Then, with the constant care, he went from being medically complex to a behavior challenge that the behavioral health team stepped up to meet. Moved to Beacon Rose he made gains with firm consistent boundaries and a behavior plan. He learned coping skills and regained his independence. He loved to talk about current events, play board games and during his private time enjoyed listening to his radio and looking at National Geographic.

This resident put Clifton's specialties, post-acute rehab and behavior management to the test. Gradually, with the help of the dedicated and dynamic care team of gerontologist, nurses, therapists, social workers, dietician, physiatrist, psychiatrist and community case manager, we wished Mr. B. the best as he headed home just two days short of two years.

I Am Powerful...

By Unknown Author

I am very powerful!

Whatever I set my mind on having, I will have.

Whatever I decide to be, I will be.

The evidence is all around me.

The power of my will has brought me precisely to where I am right now.

I have made the choices. I have held the thoughts.

I have taken the actions to create my current reality.

And I have the power to change it into whatever I want it to be.

With the choices I make, I am constantly fulfilling the vision I have for my life.

If that does not seem to be the case --

then I am deceiving myself about what I really want.

Because what I really, truly want, I will get!

What I truly wanted in the past, I already have.

If I want to build a billion-dollar business, I will take the actions necessary to do it.

If I want to sit comfortably watching TV night after night --

I will take the actions necessary for that.

Don't be disappointed in my results --

they're just the outward manifestation of my priorities.

I will be sure of what I truly want, because I am sure to get it!

Wyant Woods

“It Is What Is Inside That Counts”

By Ellen Miller, Activities Director

When June McCarty was admitted to our facility for skilled care, waiting for her at home were her son, Glen, and her Pekinese, Lucia. Her son would visit daily or call her to see how she was doing and to let her know how he was. Glen had serious health issues as well. If June did not hear from him for a couple days the staff would call the house to see how he was doing and relay that information to June (she is very hard of hearing). June became concerned when she had not heard from him for almost a week. Staff called the home, but no answer. Two of our nurses (Roger and Kay) went to the home and found Glen on the bed in a very bad state. Emergency was called and he was taken to the hospital. That left Lucia alone. Kay brought her back to the facility where a staff member volunteered to care for her. June's son was very ill. Gary, our maintenance supervisor, took her in our bus to visit with him. He expired within a couple days. We again commandeered the bus and took June to the services. Lucia has had visits with June and remains in “our” care.



This is but one example of how thoughtful and caring our staff is here at Wyant. We may not be the most beautiful facility in the area, but if these walls could talk, perhaps they would speak of how much a family we are here and how much we truly care for our Residents. *After all, beauty is only skin deep and it is what is inside that counts!!*

Also at Wyant Woods...

“What’s In A Servant’s Heart”

By Joe VanNostran, Executive Director

We have six stellar examples to share from Wyant Woods Care Center this year.

- Gaynell McCarty - 27 years in Housekeeping/Laundry Dept.
- Rebecca Heiner- 31 years in Dietary Dept.
- William Rock- 30 years in the Nursing Dept.
- Ursula Mc Fadden- 25 years in Floor Care/Housekeeping Dept.
- Arthur Bolden- 25 years in the Nursing Dept.
- Phyllis Curley- 25 years in the Nursing Dept.

These six staff persons are the embodiment of several, and perhaps, all of our Company Values. The first which come to mind are Cooperation, Loyalty, Openness, Responsiveness, Flexibility, Commitment, and Walk the Talk. While thinking about the character traits needed to survive and prosper in our industry, I stand amazed at the accomplishments represented by these six stalwarts.

Words like tenacious, seem woefully inadequate when acknowledging 163 years of combined service to countless residents at Wyant Woods. Other words, like stubborn, retentive, dogged determination, and holding fast, more appropriately reflect their unlimited bond with the elderly and the infirm. These individuals are the glue that holds our industry together. To spend an entire career at one position, location, or discipline, is improbable in this day and age. To remain at the same nursing facility, for this many decades, given the historic uncertainty and instability existing in our field, is phenomenal! We reach out to them with our words and our Hearts!!