

NEWS RELEASE

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2008 PANPHA Distinguished Service Award Presented to Kathy Long, Spang Crest Manor Employee

LutherCare is pleased to announce that Kathy Long, Spang Crest Manor employee, was presented the Staff Member of the Year Award for the 2008 PANPHA Distinguished Service Awards on June 19, 2008 at the PANPHA Annual Conference in Hershey, PA.

Quick with a smile and a kind word, Kathy Long, Manager of Housekeeping and Laundry Services at Spang Crest Manor, is the type of leader that any organization would love to have. Spang Crest Manor, Lebanon, PA is a LutherCare center providing seniors quality care and a dignified lifestyle, when they can no longer live on their own. Kathy started her career at Spang Crest Manor, a LutherCare skilled nursing, rehabilitation, assisted living and an adult day service center in Lebanon, on February 21, 1977 as a CNA in the long-term care dementia residence. Even early in her career it was easy to see she had leadership capabilities; always dependable, she fostered teamwork. She moved onto become a physical therapy aide, and at the same time the central supply aide. Her appointment to head of housekeeping and laundry division came on December 23, 1996 and she has managed the two departments ever since.

Customer satisfaction is a priority for Kathy, whether it's the residents, their families, her staff or other employees. Ms. Long is always willing to go the extra mile for staff, residents and their families. She works well with other departments in order to enhance the lives of all of the residents and clients of Spang Crest Manor. Kathy never refuses any task and seems to look at them all as a challenge. She often volunteers for extra assignments as they happen.

Kathy has an excellent rapport with the residents and their families. Yearly, she buys anonymous Christmas gifts for residents on her own, making it a very merry holiday for some who have no other family. She coordinates the yearly Halloween Party treats for residents and staff, their children, grandchildren and great grandchildren serving hot dog and cider treats to all who attend. Under Kathy's direction, her departments sell hot dogs once a year to raise money for LutherCare's benevolent fund. In addition, from time to time Ms Long purchases treats for Adult Day Services for no special occasion – "Just because!"

Her direct report staff believes they have the best supervisor around. When employees are required to stay after their shift is completed to cover until another employee arrives, she surprises them with their favorite candy treat. On their work anniversary date and birthday, she sends them a card with a personal note and places a small gift card inside to thank them for the contribution they make. When a day or a week has been particularly hectic, she treats her staff to a pizza or sub party. During the construction of a new addition to the Manor, the basement flooded and members of the housekeeping department were required to come in on their off time to help clean the mess. Kathy thanked her staff with gift baskets from the Bath & Body Works. Kathy gives these gifts because she believes that it is important to remember employees with more than a word; a deed speaks volumes to those who work hard.

Families of residents often remark on how clean the laundry is and how spotless the Manor is. This is all a result of the care and dedication that Kathy Long shows to her position. She asks nothing of her staff that she herself would not do right along side of them. Her leadership is a reflection of how to lead, not by orders or demands, but by example. Her ability to keep a pleasant countenance and a good word even in difficult times reflects her ability to rise above trials and have a joyous heart. Kathy lives in Annville with her husband.

PANPHA's Distinguished Service Awards program was established in 1973 to honor those very special people whose works shine like a beacon for others to follow. Currently there are eleven awards, each focusing on a different aspect of service but equally important. The PANPHA organization, an association of non-profit senior services, represents over 340 nonprofit providers of long-term care and housing services for 65,000 elderly residents across Pennsylvania. The Association is committed to helping its members provide quality care efficiently and effectively for the individuals and families they serve. In an age of impersonal care, PANPHA members put people before profits.

LutherCare, a social ministry organization affiliated with the Lower Susquehanna Synod of the Evangelical Lutheran Church in America and Lutheran Services in America is a leading provider of residential, assisted living, and skilled care residences in Lancaster and Lebanon County. LutherCare operates Luther Acres, a Continuing Care Retirement Community in Lititz, PA, Spang Crest Manor, a skilled nursing, rehabilitation center, assisted living and adult day services in Lebanon, PA and St. John's Herr Estate, a residential and assisted living community in Columbia, PA. In addition, LutherCare also operates five childcare centers in Lebanon, Annville, Reamstown, Lancaster and Columbia.

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