

Experiences

A PUBLICATION OF  **LutherCare**
Together in Community



Celebrating Stories of Ageless Potential | Summer 2017



Discover the Heart of LutherCare

Many first-time visitors to our campuses report a similar initial observation – they describe something is wonderfully ‘different’ here. They talk about a feeling, a warm and welcoming culture, a ‘fit’ that is difficult to capture in words. One guest asked, “How did you find so many wonderful people and bring them all together in one community?”

I believe the difference lives in the people – the caring, compassionate individuals who reside and work in our communities. It’s the people who come together to reflect the ‘heart’ of the organization. Residents choose LutherCare communities to continue the next chapter of their


lives and to find new friendships and connections that enrich each day. We are so blessed to have assembled a team who sees their work here as more than a job, but rather as a calling, and they reflect that perspective as they go about their daily work, regardless of their position in the organization.

The vignettes included in this edition of *Experiences* offer a snapshot of a few of the individuals who make up the heart of LutherCare. Members of our child care team receiving recognition for going above and beyond, a nurse caring enough to bundle a resident for the winter cold so she could once again experience the

feeling of snowflakes on her cheeks, new residents taking the time to share their love of polka dancing with their new neighbors, and more.

In the face of a world much more divided than together, it is a great privilege to lead an organization that is much more together than apart – as it is united by a spirit of caring and compassion.

Wishing you a blessed summer,


Carl R. McAloose

President and CEO, LutherCare

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Discover the Heart of Luthercare



Vicki Cozzone with resident



Robert and Ann Herr

Here at Luthercare, our mission is to support the youngest and the oldest throughout Lancaster and Lebanon counties. With compassion, teamwork, integrity, connection and learning, we work to provide the highest quality of care to those we serve. Our senior living communities and child care centers have been recognized nationally, but what truly sets us apart are the individuals who make up the Luthercare family. Here are just a few examples of Luthercare family members who make our senior living communities and early learning centers very special places.

Vicki Cozzone

Vicki Cozzone, with her bubbly and outgoing personality, is quick to point out what an honor it is to serve Luther Acres Personal Care residents as their Activities Coordinator.

“These residents didn’t get to choose me to come into their homes and into their lives, so when you make friends with all of them and you are involved in their lives, it’s such a privilege,” she says.

Vicki has created and managed engaging events and opportunities for Luther Acres Personal Care residents for the past six years. She plans fun weekly events that include activities like bingo and Wii® bowling, and every Thursday

she takes residents on a bus trip. These weekly excursions have given residents the opportunity to visit the Wilbur Chocolate Factory, an alpaca farm and numerous ice cream spots across Central Pennsylvania. Some days, Vicki will ask the residents where they would like to go.

“Sometimes I get to the end of the parking lot and I say, ‘Which way are we going today?’ and a resident will shout out, ‘Right!’ and then we get to a stop sign and I’ll ask again,” said Vicki. “We call them our trips to nowhere, and we always have fun!”

Her spontaneous trips are a huge hit, and at the core of it all, her compassion drives her devotion to the residents.

Robert and Ann Herr

Robert and Ann Herr only recently moved to an apartment at St. John’s Herr Estate, and they’ve quickly shared one of their favorite hobbies with their new neighbors and friends.

“We started taking dance lessons together when we got married, and we continued to take lessons for about 10 years,” said the Herrs, who moved to the Columbia community in October. “When we started to see an interest in dancing at St. John’s Herr Estate, starting our own class just seemed like the right thing to do.”

The couple took the initiative to start a polka class. Since then, the class, which attracts 20-25 residents each month, has branched out to include other types of dance.

With more than 30 years of marriage, the Herrs’ commitment to each other has transferred into the dance studio. “Dancing has definitely helped our relationship because we have always had something in common to do,” said the pair. “We plan to continue dancing for as long as we’re able.”

Luthercare for Kids

Two Luthercare for Kids classroom teachers were recently honored for their dedication to the children they serve.

Veronica Sanchez, from Luthercare for Kids - Annville, and Chloe Skylakon, from Luthercare for Kids - Lebanon, were recognized by the Lebanon Valley Association for the Education of Young Children (LVAEYC) as Providers of the Year on May 16. Veronica was recognized for her service with infants, and Chloe for her work with preschoolers.

“Veronica is a reliable, hardworking team member; a true asset to our center,” said Luthercare for Kids - Annville Center Director Tia Bergman. “When she walks into the classroom in the morning, her infants are so happy to see her, versus

when she leaves. She loves being on the floor with them, engaging in play.”

Chloe received Provider of the Year after a parent submitted a recommendation praising her work. Luthercare for Kids - Lebanon Center Director Erica Stratton said that Chloe’s work with her students is special.

“She really goes above and beyond to create exciting learning activities and unique experiences for the students in her classroom,” said Stratton.

Spang Crest

At Spang Crest, the listening ear and caring heart of a team member helped create a warm connection with a new resident – in the middle of a major snowstorm!

Nancy Sanger, who moved to Spang Crest in February, brought along with her a youthfulness and zest for life that is contagious. During a powerful March snowstorm, when quite a few employees were not able to get home, Nancy mentioned she would love to feel snowflakes on her face again. Little did the maintenance crew realize that Nancy had other mischief planned.

“Nancy came to therapy that morning and told me she couldn’t remember the last time she felt snow on her face,” explained Jo Skias, an occupational therapist at Spang Crest. So, Jo took it

upon herself to help Nancy bundle up, and they went outside to play in the snow for a bit, while the maintenance crew shoveled and tended to the wintry conditions. When snowstorms like this hit, people tend to get playful and silly, and Nancy (with the help of Jo) decided to start a snowball fight with the maintenance team.

“It made me feel young again and remember how much fun it can be on a snow day,” said Nancy. We’re not sure who “won” the snowball battle, but there’s no doubt that in this situation on a snowy winter afternoon, everyone was a winner!

Patricia Rodgers

After spending 45 years raising a family in Huntingdon County, PA, Patricia “Pat” Rodgers moved into a Luther Townhome Apartment, along with her cat Mimi. Two of her four sons live near Lititz, and while visiting them, they decided to attend a fall Open House at Luther Acres. The experience got Pat thinking about downsizing. Her husband passed away 24 years ago, and she had been living by herself and maintaining a rather large home, so it was time to start looking for the right place to spend the next chapter of her life.

Over the last year and a half, Pat has become very active in the Luther Acres community, working in the library,

enjoying pinochle every Monday, trivia events, dining out, and volunteering with the campus Neighbor to Neighbor program. The Neighbor to Neighbor program is an outreach to new residents, providing them with general information on activities and points of interest in the local community. Each building has representatives who work in pairs, visiting the new residents, taking them to lunch and riding the shuttle to the Muhlenberg Apartment Building, the nearby public library and various places around town to orient them to their new home.

“I was only here a couple of days, and I knew so many people. Everyone is so friendly here, and I love all the activities that are offered,” said Pat. We are so happy that Pat and Mimi found a happy home here at Luther Acres, where Pat can enjoy all of the activities she loves.

Team members and residents of Luthercare communities and early learning centers often feel like one another’s extended families. This regard and connection cannot be ‘manufactured’ or forced. Fortunately, it evolves naturally when you bring like-minded caring and compassionate individuals together. This magnificent evolution happens time and again in many areas of our organization each and every day!



Luthercare for Kids - Veronica Sanchez and Chloe Skylakon



Jo Skias, a therapist with HealthPro at Spang Crest, and Nancy Sanger, Spang Crest resident



Patricia Rodgers

Luther Acres Resident Proud to Serve as Grand Marshal of 26th Lititz Lions Club Parade



Luther Acres resident – and longtime Lititz resident – Polly Eshelman (front) served as Grand Marshal of the Lititz Lions Club's Patriotic Parade on July 3. The woman behind the wheel of Polly's polished ride was car enthusiast and Luthercare Software Support Specialist Bonnie Shepp.

Volunteerism and patriotism go hand-in-hand for Luther Acres resident Polly Eshelman. The 94-year-old's service-centered mindset and kind-hearted spirit are just a few of the reasons she was selected to serve as the Grand Marshal for the 26th Lititz Lions Club Patriotic Parade.

On July 3, Polly sat in the front of a shiny red Mustang as she waved to the residents of the town she has been active in for more than 60 years.

"Polly was a natural choice for Grand Marshal based on her strong ties to Lititz and her lifelong commitment to community service," said Lions Club member and parade co-chair Mary Schreiber.

In 1940, Polly graduated from nearby Manheim Township High School and immediately began working toward a math degree at Albright College. Following graduation, Polly enlisted in the World War II WAVES (Women Accepted for Volunteer Emergency Service), earned the rank of Lt. (JG) and served as a Navy paymaster. "We paid in cash back then, so there were times I was sitting behind a quarter of a million dollars in cash," Polly said. "That experience made me feel like I could do just about anything."

And she did just that.

Polly married Charles W. Eshelman

in April 1946, and with the passing of time, her husband opened a dental practice, and they became the proud parents of three sons and a daughter. When the Eshelmans first moved to Lititz in May 1952, a group of neighborhood girls asked Polly to be a Senior Girl Scout leader. From that point on, Polly's legacy of volunteerism took off.

She was responsible for bringing the American Field Service (AFS) foreign student program to Warwick High School in the '60s. The program was created by ambulance drivers during World War I in an effort to promote peace and global understanding, a cause that Polly felt was important.

In 1973, Polly and a group of local church women began to wonder if Lititz would benefit from Meals on Wheels®. After starting the program in Lititz, Polly stayed with the completely volunteer-run organization for 38 years.

"I haven't had a job for pay since 1948," said Polly. "Volunteering is who I am."

In addition to those volunteer opportunities, Polly served on the Congregation Council and numerous committees at St. Paul Lutheran Church in Lititz. She also served on the Lititz Borough Zoning Hearing Board for several terms. Her involvement with Luther Acres began as the volunteer activity director and coordinator of



volunteers for the 57-bed nursing home when it was established. She's held volunteer positions on the campus ever since.

Polly has lived at Luther Acres for 29 years, moving to a cottage in the community a year after her husband's death in 1987.

Polly wasn't the only Luthercare family member represented at the holiday parade. Mary Schreiber, the parade co-chair, is Therapeutic Recreation Manager at the Luther Acres Healthcare Center. Mary was part of the selection committee that chose Polly as the parade Grand Marshal.

And the woman behind the wheel of Polly's ride – a limited-edition 2003 10th Anniversary Torch Red Mustang Cobra Convertible – was car enthusiast and Luthercare Software Support Specialist Bonnie Shepp. Bonnie has been a Luthercare team member for 14 years.

As far as being Grand Marshal goes, Polly said she wasn't as concerned about the attention as she was about being able to sit high enough in the car for people to see her.

We're proud to have Polly Eshelman as a part of our Luthercare family, and we're grateful for her willingness to share her story that truly proves *Potential is Ageless*.

Sensory Oasis Courtyard Unveiled at Luther Acres

The Friends of Luther Acres completed a two-year project providing residents of the Healthcare Center with a wonderful sensory garden. The Peacock Court Sensory Oasis Courtyard was dedicated on April 22, following the Annual Meeting of the Friends. Although there was a chill in the air, hearts were warmed as we prayed and sang the hymn "For the Beauty of the Earth." Reverend Glenn Beard, Luthercare's Director of Church Relations and Pastoral Care, led the brief service, and Grady Daub played the keyboard, bringing to fruition a project which means so much to many people.



The Sensory Oasis Courtyard is filled with plants and flowers that engage all of the senses, from the aroma of flowers to the vibrant colors and textures of plantings that will border wheelchair-friendly paths and relaxed seating areas. Whimsical "creatures" also inhabit the garden, giving residents a place to focus and explore. It is so vital that all residents, including those with memory support needs, have the opportunity to step into the fresh air and sunshine. Mary Schreiber, Therapeutic Recreation Manager at the Luther Acres Healthcare Center, states it aptly: "The experiences provided in the sensory garden are a true blessing to our residents."

Many thanks to the Friends of Luther Acres. Fortified with a great meeting and breakfast, they have already embarked on the next project: acquiring a Duet Wheelchair Bicycle Tandem. This bicycle/wheelchair combination will help even more of our residents to be outward bound.

Lorita Valente, CCIS of Lebanon Director, Honored

Congratulations to Lorita Valente, Luthercare's Child Care Information Services of Lebanon Director, as she was recently named the 2017 General Frank Smoker Beyond the Call Award winner by the Lebanon Valley Chamber of Commerce.

Lorita, who has been serving youths and families in Lebanon County for almost two decades, was honored for her tireless and dedicated service to active duty military members and their families through PA CARES and Operation: Military Kids PA.

In her role at CCIS of Lebanon, Lorita assists families who are striving to improve their education and economic standing to find safe, reliable and nurturing child care. Luthercare's senior leadership encourages

its employees in community outreach endeavors and involvement, so Lorita says she is able "to do what I love as part of my job!" Lorita is able to enrich the lives of families through the extensive network of committees and community groups in which she serves.

As an active mom and military wife, Lorita began helping with PA CARES about 8 years ago, and has been a co-chair for the last several years. Calling on her own experience in a military family, Lorita began working with the group with the intention of assisting families experiencing deployment. She has been a strong supporter of the Operation Military Kids PA program.

Lorita received the 2017 General Frank

A Word About Philanthropy

Dear Friends,

We are in the season when people consider making special tribute gifts. Thanks to you, our donors, for your generosity in responding to the Rejoice and Remember Campaign, and in general, with gifts that celebrate memories, special people and events. You will notice that the tribute list is not included in this newsletter because it will be mailed out in a special edition of the Philanthropy newsletter in August. That publication will contain all gifts given from January 1 through June 30, 2017.

Bless you as you continue to be a blessing to others,

William C. Snyder
Vice President – Philanthropy and Community Engagement



Smoker Beyond the Call Award during the Chamber's Military Appreciation Breakfast. The award is given annually to a Chamber member or member business for their exceptional support of members of the armed services and their families. Luthercare was the Presenting Sponsor of the breakfast, held May 23 at Fort Indiantown Gap Community Club in Annville.

We congratulate Lorita for receiving this distinguished and much-deserved recognition. She is a deeply valued member of the Luthercare team, as she works sometimes 'in the spotlight' and much more often behind the scenes to help individuals and families receive critical services throughout Lebanon County.



A Thank You for Your Partnership

"In all my prayers for all of you, I always pray with joy because of your partnership in the gospel from the first day until now, being confident of this, that he who began a good work in you will carry it on to completion until the day of Christ Jesus." (Philippians 1:4-6 NIV)



I love these words of St. Paul! They sum up, so well, the feelings that I have as I do the work that I do here at Luthercare. For indeed the work that we do, both on our senior

living campuses and in our child care centers, is only possible because of the partnership that we share with all of you in the church!

When I am out and about among you all, I often hear this question, "How are things going at our agency?" Did you catch that? "Our agency!" Pastors and laypeople alike ask that question as they look to learn more about what is happening in the life of Luthercare. Luthercare is indeed "your agency" or, better stated, "your organization." Our

clear purpose is to live into our mission statement – Luthercare reflects Christ's love through service to others. Without sounding conceited, I believe that we do that rather well... because of you! Your support, in so many ways, helps us more effectively carry out that mission.

When I see you on campus or at one of our child care centers, I give thanks for your partnership in this ministry! Whether it is in visiting one of our healthcare center residents, reading to a child, teeing up a golf ball, eating strawberries or pancakes at one of our social events or any other fun activity, I realize more and more that this is "your organization." Through intentional efforts that congregations make to sponsor special programs for our residents or children, you share the love of Christ with those around us. Through your involvement with the Friends of

Spang Crest or Friends of Luther Acres, you help provide critical resources for those in need of benevolent care. By your willingness to provide music for worship at Luther Acres, St. John's Herr Estate or Spang Crest, you share your God-given talents and, believe me, our folks sure do appreciate it! It is my goal to find more fun ways to be together, to celebrate our common ministry to seniors and children, and to give thanks to God for the wonderful blessings that all of you are to me and those to whom we reflect the love of Christ. Thank you for your partnership in the gospel, from the first day until now! You are special people and because of you "your organization" is blessed!

Peace be with you!

The Reverend Glenn A. Beard, Jr.
Director of Church Relations & Pastoral Care

Left: Harley the therapy pig gets a lot of attention when she rolls into the Luther Acres Healthcare Center every Thursday afternoon! With her are (from left): Harley's owner, Chris Hainley; Luther Acres resident Catherine Freeman; and Catherine's great-grandchildren, Carter and Sophia Martin. Middle: Luther Acres Healthcare Center resident Doris Jones greets Harley, who is always eager to receive a pat or a treat from the residents. Right: Each time Harley visits, she arrives in a children's red wagon, wearing a hot-pink harness and leash, and receiving tons of attention.

Therapy Pig Bringing Joy, Laughter to Luther Acres Residents

Pet owners know the special joy of returning home at the end of a difficult day to find your biggest fan waiting with a tail wag or a warm meow. It's a proven fact that living with pets is good for your health; they lower blood pressure, ease anxiety, and even boost immunity! Interacting with pets – and therapy animals – can also increase opportunities for socialization, outdoor activities and exercise. Residents at Luther Acres senior living community in Lititz are receiving these benefits ... with an "oink!"

Harley (short for Harlequin Rose) is a 2-1/2-year old, 85-pound miniature pig who is bringing joy, smiles and laughter to Luther Acres residents every Thursday afternoon.

Lancaster County resident Chris Hainley has been bringing therapy pig Harley to the Luther Acres Healthcare Center once a week since November 2016, and Harley has become a rock star, of sorts, when she is pulled into the lobby in a bright red wagon. Chris stops to visit with anyone who wants some time with Harley and also spends some time with a group of residents in the Activities Room.

"The residents love Harley and just light up when they see her," says Mary Schreiber, Therapeutic Recreation Manager at Luther Acres. "And, actually, it's not just residents – it's families, it's visitors, anyone walking down the hall.

Usually their eyes get rather wide and they say, 'A pig?'"

Luther Acres resident Catherine Freeman, 92, thoroughly enjoys Harley's visits. She chuckles as she pets Harley behind the ears and says, "I never thought I would touch a pig, but I did this one. It just shows how much an animal can make a person happy. And animals always show their love."

Therapy animals are mostly commonly dogs. The Pet Partners Therapy Animal Program, of which Harley and Chris are part of, is the only nationwide program to register any species other than dogs. The nonprofit organization registers llamas, alpacas, equines, rabbits, miniature pigs, birds and more to be part of the program.

The key is that the animal has been obedience-trained and screened for its ability to interact favorably with humans and other animals. The primary purpose of a therapy animal is to provide affection and comfort to people in hospitals, retirement communities, schools, hospices and disaster areas, and to people with learning difficulties.

Mary first met Chris and Harley when they were taking part in pet therapy testing at Luther Acres last fall through Pet Partners. Harley and Chris met the requirements, completing the training course and hands-on testing.

"I was so impressed with Chris and her knowledge of pigs and how well she interacted with the people conducting the test, which she passed with flying colors! I approached her afterward with an invite to come here for visits," says Mary.

Each time Harley visits, she stays for two hours, arriving in a children's red wagon, wearing a hot-pink harness and leash and receiving tons of attention. She loves to be petted and receive treats and wags her tail much like a dog. Chris and Harley are often accompanied by Chris's husband, Tom, and daughter, Michaela.

Many of the residents delight in seeing such an unusual sight rolling down their hallways, but there are some residents who grew up with a Lancaster County farming background who appreciate Harley for the memories she brings back to them, Mary says.

For Chris, bringing Harley to Luther Acres each week is therapeutic, as well.

"It gets me up and about. I struggle with my own illnesses and to bring Harley here and see the joy and happiness it brings to residents truly makes my day," she says.

If you would like to learn more about Pet Partners and therapy animals in general, visit www.petpartners.org or their Facebook page at www.facebook.com/petsforhealth.

Matthew C. Oathout Named Senior Vice President - Operations



Luthercare is pleased to announce Matthew C. Oathout as Senior Vice President – Operations.

Matt has been with Luthercare for six years

and has demonstrated exceptional leadership capabilities, insight and strategic perspective. He began his new role earlier this year and his responsibility is to ensure that organizational operations, clinical oversight and marketing are aligned for the long-term viability and success of the organization.

Matt joined the organization as the Executive Director of Luther Acres, Luthercare's Lititz senior living community. In 2014, he was promoted to Luthercare's Senior Executive Director, providing operational oversight and supervision

to the organization's three senior living communities, which, in addition to Luther Acres, include St. John's Herr Estate in Columbia and Spang Crest in Lebanon.

Prior to his time with Luthercare, Matt spent five years as a Nursing Home Administrator with SpiriTrust Luthercare®, the former Lutheran Social Services of South Central Pennsylvania in York County.

Matt is a licensed Nursing Home Administrator and a 2015 LeadingAge® Leadership Academy Fellow. In addition, he is a Certified Aging Services Professional Fellow (CASPF).

Matt holds a Master of Public Administration Degree from East Carolina University, Greenville, N.C., and a Bachelor of Science Degree in Management from St. John Fisher College, Rochester, N.Y.

In Memoriam

Thoughts and prayers go out to the family and friends of Michele Metzler, Nursing Home Administrator at Luther Acres Healthcare Center, who died unexpectedly Friday, June 23. Michele was loved and respected by all, and will be deeply missed.





600 East Main Street
Lititz, PA 17543



Your Neighborhood Connection (YNC), our In-Home Services agency created in partnership with Moravian Manor, has expanded its service area. It is now providing services beyond our senior living campuses to support individuals in the greater Lancaster area.

Call **717.627.0072** or visit **www.yourneighborhoodconnection.org** to learn more about how YNC can provide valuable care or respite services for you or a loved one.

YNC is also recruiting warm, enthusiastic, dependable and compassionate individuals with caring spirits to work as caregivers. Visit **www.yourneighborhoodconnection.org** for more information.



LutherCare has agreed to comply with the provisions of the Federal Civil Rights Act of 1964, the Pennsylvania Human Relations Act and all requirements imposed pursuant to the end that no persons shall, on grounds of race, color, national origin, ancestry, age, sex, religious creed, political affiliation, handicap or disability be excluded from participation in, or denied benefits of, or otherwise be subject to discrimination in the provision of any care or service.

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600 East Main Street • Lititz, PA 17543
Telephone: 717.626.1171 • Fax: 717.626.1610
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