



The Laurel Spirit

WINTER 2020

A LAUREL HEALTH CARE COMPANY ASSOCIATE PUBLICATION

Laurel Health Care Company: A Great Place to Work!

**We've always thought of Laurel Health Care Company as a great place to work.
Now we have the data—and the certification—to prove it.**



In December, Laurel Health Care Company was certified as a Great Place to Work® for 2020. Great Place to Work® recognizes outstanding workplace cultures through their certification programs and their annual “100 Best Companies to Work For” lists in Fortune. Great Place to Work also provides consulting services to help companies create positive, productive cultures that have a measurable impact on key business metrics.

Laurel Health Care Company earned this recognition through a certification process conducted by Great Place to Work's senior care affiliate, Activated Insights. Activated Insights gathered survey data from more than 3,500 Associate surveys across all Laurel Health Care Company locations. They evaluated more than 60 elements of Associate experience on the job, including Associate pride in community impact, belief that our work makes a difference, and feeling their work has special meaning.

The results show that a large majority of Laurel Health Care Company's Associates at all levels feel engaged, supported, and satisfied in their work. We believe this is demonstrated in the care and dedication our people give to our Guests and their families. “The Laurel Way of Caring” starts with taking care of Associates so they are empowered to do their jobs well.

Mohammed Qazi, President and CEO of Laurel Health Care Company, says, “All of us at Laurel Health Care Company are thrilled to earn recognition as a Great Place to Work®. The feedback we received from over 3,500 surveys has overwhelmingly revealed our employees take pride in their work, feel safe and respected in the workplace, and are treated fairly regardless of their background. Our employees' responses and comments will be invaluable to our leadership team as we continue to build and sustain a great culture at all of our locations.”

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That's the Spirit!

A Celebration of Love at The Laurels!



The Laurels of Steubenville hosted a cookie decorating class that was open to the public. The theme was "Made with Love" for Valentine's Day. Each participant learned different icing types and techniques and took home five cookies to share with their loved ones.



Guests and Associates at **The Laurels of Chatham** enjoyed a fun Valentine's Dance with hors d'oeuvres, dancing, and a photo booth. A live DJ provided music and special effects, including lights and fog. Allen "Buddy" Manning and Annie "Ruth" White were crowned the Valentine's Day King and Queen.



Guests at **Maplewood of Marshall** celebrated Valentine's Day with a dose of puppy love!

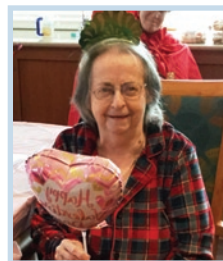
The Laurels of Norworth held a Door Decorating contest to help celebrate Valentine's Day. Fourteen different staff teams competed against each other to have the most creative and colorful theme. Guests helped to choose the winner.



▲ Husband and wife Gerald and Marlene Petry, both Guests at **The Laurels of University Park**, were excited to have their photo taken on Valentine's Day. They have been married for 55 years and share a room at the facility.



▲ **The Laurels of Hendersonville** held a Sweet-heart Luncheon for all of the married couples on Valentine's Day. Commemorative pictures were taken to remember this sweet occasion.



▲ Guests at **The Laurels of Huber Heights** enjoyed a Valentine's Day Social. The highlight of the party was crowning the Valentine King, Queen, Prince, and Princess.



That's the Spirit!

Laurels Associates Give Back

Associates and Guests at our facilities are among the most generous people we know. Here are a few of the ways the people of Laurel Health Care Company are giving back to their communities, people in need around the world, and each other.



▲ **The Laurels of Hudsonville** held their annual Bake & Crafts Sale for Guests, Associates, and family members. This year was a huge success, with the most baked goods & crafts ever made. They raised more than \$600, which will go back into the Activities Department to support future events for Guests.

The Laurels of Toledo made an Angel Tree in the front lobby that had each Guest's name on it. Staff and families took Angels from the tree and purchased a gift for each Guest. There were many happy faces when Guests opened their "Secret Santa" packages!



A few days before Christmas, Guests from **The Laurels of New London** and their families packed shoeboxes for children in Haiti. The boxes were filled with toys, blankets, flashlights, and clothing. Guests were happy to put a smile on the hearts of several Haitian children. ▶



▲ An Associate at **The Laurels of Milford** recently had her six-year-old daughter diagnosed with cancer. Due to the aggressiveness of chemo and the complications, her mother hasn't been able to work, which caused a hardship for the family this Christmas. The Laurels of Milford team came together and quickly was able to donate

20+ toys for the little girl and her three siblings, a food box from a local Church, and \$300+ in gift cards for all of her family to enjoy during the holiday season.



▲ The team at **The Laurels of Galesburg** adopted a family in the community this Christmas in lieu of doing a department head gift exchange. The team purchased gifts for three children and their single mother and provided all of the fixings for a holiday meal.



▲ February is nationally recognized as Heart Health awareness month. Associates at **The Laurels of Forest Glenn** participated in the National Wear Red Day on February 7th to support Heart Health awareness. Nursing Associates also provided blood pressure checks at a local restaurant and senior center.

Reflections

A Roundup of Holiday Fun!



▲ **The Laurels of Hudsonville** participated in the Hudsonville Chamber's 26th annual Holiday Parade. Associates and Guests had a blast dressing up and decorating their Holiday float. The parade included a community party complete with Santa, games, crafts for kids, hot chocolate, and cookies.

Associates at **The Laurels of Hillsboro** enjoyed a rousing game of "Ring Around the Reindeer" at their holiday party. ▼



The Laurels of Chatham hosted Cookies with Santa. Guest Nell Wilk enjoys a special moment with Santa. ►



▲ Santa stopped by to bring cheer to Guests and Associates at **The Laurels of Norworth**.



▲ Regional Director of Business Development Jessica Tonnesen and her son got to meet Santa at **The Laurels of Worthington** annual holiday party.



▲ More than 100 children and families from the local community visited **The Laurels of Summit Ridge** for their "Santa on the Ridge" event! Santa and his jolly friends spread holiday cheer for all. ►



Home Instead Home Care hosted a Wrap Party at **The Laurels of Toledo** for its "Be a Santa to a Senior" program.

They gave more than 300 gifts to area seniors and sponsored some of the Guests at The Laurels of Toledo. Associates attended to help them package all of those gifts. ►





▶ **The Laurels of Chagrin Falls** welcomed five-year-old preschoolers from the nearby Valley Christian Preschool for their annual Christmas visit. The children brought smiles to everyone's faces!



▶ **The Laurels of Hendersonville** hosted Santa's Workshop for Guests and children in the community. Children wrote letters to Santa, had their faces painted, and decorated ornaments and cookies. Mrs. Claus served cookies and cocoa. Everyone enjoyed a family meal with traditional holiday cuisine and music.

Guests, Associates, and families at **The Laurels of Bon Air** had a wonderful time at their annual holiday party. ▼



▶ **The Laurels of University Park** held their first annual department gingerbread decorating contest. All departments got their creative juices flowing for this fun event. The winner was the Activities Department, with help from special Guest Laura Lindsay.

▶ **The Laurels of New London** hosted their Annual Holiday Party for Guests and their families. A harpist played during dinner and each Guest had a special visit from the guy in the red suit bearing gifts.



The Administrative team at **The Laurels of Middletown** held their first Christmas dinner for Guests and their families. They were humbled to have the opportunity to share so many wonderful memories with Guests and their families. ▼



▶ Directors of Nursing dressed up in their cozy Christmas best for the **Ohio South DON Meeting**. Pictured left to right: Ashley Lemaster, Huber Heights DON; Jami Sturgill, DON Hamilton; Erika Lee, Blanchester DON; Tiffany Curtis, RCC Ohio South; Sheila Payne, DON Milford; Kristi Hamilton, DON West Carrollton; Yvette Jackson, DON Middletown; Michael Miller, DON Hillsboro (in Easter Bunny attire).

Reflections



▲ **The Laurels of Kent** recently hosted a surprise wedding! Guest Ed and his longtime girlfriend Jane tied the knot at a ceremony officiated by Transportation Aid Janet Dixon and attended by family members, church friends, Guests and Associates.

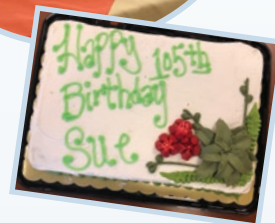


▲ Two-year-old therapy-dog-in-training Gracie Lou is working on her therapy skills at **The Laurels of West Carrollton** with the help of COTA/L Amy Martin. Amy and Gracie Lou love to help motivate our Guests!

Sue, a Guest at **The Laurels of Carson City**, recently celebrated her 105th birthday! Sue has been a long-term care Guest since July of 2012. They celebrated with lunch, gifts, and cake. ▶



Guest Dorothy Orr celebrated her 100th birthday at **The Laurels of Bedford**. ▶



Occupational Therapist Troy Callow entertained Guests with his Elvis impersonation at **The Laurels of Hilliard**. ▶



▲ Associates at **The Laurels of Heath** got cozy for "Pajama Day" before the holidays.

Guests at **The Laurels of Willow Creek** shared New Year's resolutions at the facility's New Year's Day party. ▼





▲ **The Laurels of Bon Air** partnered with two different Home Health companies (Amada and Advance Care) to celebrate their very best referral sources with a

▲ "Gratitude Event." Hospital caseworkers were invited to Ruth's Chris Steakhouse to thank them for all that they do.

Maplewood of Mt. Pleasant would like to congratulate Laurie Cook on passing her NHA boards. Laurie has been the Business Office Manager at Maplewood of Mt. Pleasant for four years and has now accepted the Community Manager position at Maplewood of Marshall.



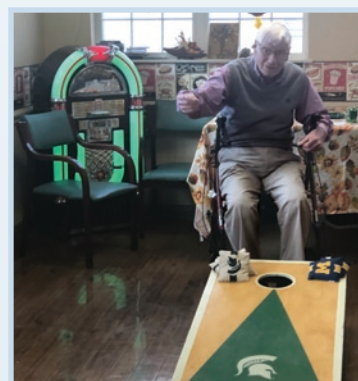
The Laurels of Hendersonville celebrated their 5-Star rating for Quality Measures as well as Overall Quality. ▼



▲ **The Laurels of Huber Heights** wishes Debbie McDonald all the best in her retirement. Debbie worked at the facility for ten years and was a huge supporter for all Guests, families, and departments.



▲ Managers at **The Laurels of Toledo** worked on team building at Trapped Toledo, an escape room venue that challenges teams to work together to escape from themed rooms within a time limit. Both teams got out in time!



▲ Guest Daryl loved watching the Michigan vs. Michigan State game and participating in game day events at **Maplewood of Marshall**.

Spirit News

42 Laurels Facilities Earn AHCA/NCAL Recognition

Laurel Health Care Company is proud to have 42 skilled nursing facilities recognized by the American Health Care Association and National Center for Assisted Living (AHCA/NCAL) for their work to improve the quality of care for short-term and long-term residents. Centers receiving recognition achieved at least one of AHCA's Quality Initiative goals, which include:

- Hospitalization: Safely reduce long-stay and short-stay hospitalizations by 10% or maintain a rate of 10% or less.
- Functional Outcomes: Improve functional outcomes (mobility) by 15%.
- Customer Satisfaction: Improve long-stay and short-stay satisfaction by 10% or achieve a rate of 90% or greater.
- Antipsychotics: Safely reduce the off-label use of antipsychotics by 10% or maintain a rate of 8% or less in long-stay residents and a rate of 1% or less in short-stay patients.

The Laurels of Carson City received special recognition for their Tier 3 achievement award from Michigan Senator Rick Outman, who added, "Thanks for all the care you gave my grandmother, Veda, while she was in your care!"



The Laurels of Carson City celebrates their Tier 3 achievement award from AHCA/NCAL.

Laurel Associates Complete BELTSS Course

Four Laurel Health Care Company Associates completed the Board of Executives of Long-Term Services and Supports (BELTSS) Core of Knowledge program in January. The 3-week, 100-hour course provides an intensive introduction to long-term services and supports administration. It includes classroom learning, self-study, a virtual dementia tour, and group projects. Congratulations to:

- Leah Hays, Director of Marketing for The Laurels of Shane Hill
- Kontarh Kpogba, The Laurels of Walden Park
- Janna Rusinovich-Sims, Director of Marketing for The Laurels of Steubenville
- Thomas Taggart, Admissions Coordinator for The Laurels of Athens



The Laurel Way

We are a team of professionals dedicated to promoting the highest level of independence and quality of life for our Guests by creating a comfortable living environment and providing comprehensive health care services.

To accomplish this, we have a responsibility to:

- Treat everyone with dignity and respect
- Conduct ourselves with the highest level of integrity and ethical behavior
- Be uncompromising in our standards of quality of care and service
- Attract, train and retain knowledgeable, caring and compassionate individuals
- Challenge ourselves to grow as people, as professionals and as a company
- Earn a fair and reasonable profit for our stakeholders

We embrace these responsibilities, with commitment and enthusiasm, in our pursuit of The Laurel Way.

The Laurels Mission Statement

Creating a legacy by exceeding the needs and expectations of those we serve, while embracing The Laurel Way.



If you have ideas for stories, features or photos for an issue of The Laurel Spirit, let us hear from you! Please submit your ideas to your Administrator who will pass them on to the editor. Thank you!