



The Laurel Spirit

AUTUMN 2020

A LAUREL HEALTH CARE COMPANY ASSOCIATE PUBLICATION

A Year of Change, Growth, and Transitions

2020 has been a year of growth and change at Laurel Health Care Company. We continue to welcome new facilities to our ranks and help our existing facilities expand and upgrade their physical spaces and service offerings to better meet the needs of our Guests. At the same time, we will be saying goodbye to a few old friends by the end of the year.

Laurel Health Care Company hosted valued associates, partners and community allies for a ribbon-cutting ceremony to celebrate the opening of its newest facility, **The Laurels of West Columbus**, in November. Located in the Lincoln Village and Cherry Creek neighborhoods of Columbus, Ohio, The Laurels of West Columbus will fill a void for quality care in the area and create a comfortable, homelike environment for Guests seeking short-term respite, rehabilitation, or hospice care, as well as extended and long-term care stays. This new facility features 97



Guest beds, 49 private rooms, a state-of-the-art therapy gym, a beauty salon and spa, and spacious lounge areas. As we celebrate the opening of The Laurels of West Columbus, it also marks the end of an era at The Laurels of Hilliard, which will be closing its doors. With much of the Hilliard staff transitioning to West Columbus, we are excited to see them begin a new chapter in a sparkling new facility.



The new gym at The Laurels of West Columbus. ▲



◀ **The Laurels of Bedford** celebrated the completion of 17 new private Guest suites and a state-of-the-art gym at a ribbon-cutting ceremony at the facility on September 4.

The Bedford Administrative Team says, "We are so thankful for the hard work, time, and energy contributed to help create an amazing addition to the Battle Creek community. It is an honor and privilege to provide a welcoming, healing space to recover and rebuild, 'Sooner, Safer, and Stronger.'"

Thanks and Farewells

We also want to extend a huge "Thank You" to several facilities who will be leaving us by the end of the year. The Laurels of Bedford, Carson City, Coldwater, Fulton, Galesburg, Hudsonville, Kent, Mt. Pleasant, and Sandy Creek are transitioning to our sister company, Ciena Healthcare, while The Laurels of Shane Hill, The Laurels of Canton, The Laurels of Toledo, Maplewood of Marshall and Maplewood of Mt. Pleasant will begin fresh starts with new owners. With these changes comes an opportunity to focus on the products and markets that will ensure the continued growth of Laurel Health Care Company. We are thankful to have a vision and strategic plan in place that will keep our company viable when so many others are struggling.

That's the Spirit!

Voters Cast Their Ballots with Pride at The Laurels of University Park



Laura Lindsay shows off her patriotic spirit with Activities Assistant Catherine Buie.

Voting is an essential right and duty in our country, and Associates at Laurel Health Care Company facilities always go above and beyond to ensure everyone who wants to vote is able to. At The Laurels of University Park, the Activity Department assisted Guests with voter registration paperwork, absentee ballot applications, and absentee ballots. Almost 90 Guests requested absentee ballots this year!



104-year-old Helen Weatherford (shown here with Activities Director Catherine Blanché) says voting is very, very important to her.

Ohio Central Region Serves Up Thanks



The Ohio Central regional team planned "Thank You" breakfasts for the entire frontline and management teams at all five Ohio Central facilities in gratitude for their heroic work. Their first stop was The Laurels of Worthington, where the regional team flipped fresh pancakes and turkey sausage and served plenty of cold drinks as a token of appreciation and love for hard-working Associates.

◀ Kristine Provan, RDO, and Jessica Tonnesen, RDBD, serve up some pancakes for Nurse Mary Kay Williams at The Laurels of Worthington.

Trihealth PPE Donation Keeps Cincinnati-Area Associates Safe



Trihealth made a generous donation to our Cincinnati-area skilled nursing facilities in the form of face shields. Amy Campbell, RBDB for the Ohio South region, says, "We are so thankful for the partnership between Laurel Health Care Company and Trihealth, especially as we weather the turbulent waters of COVID-19 together. A HUGE thank you to Trihealth for sharing vital PPE with us to help us care for all of our Guests. Thanks to Katie Wacker, our Director of Marketing at The Laurels of Hamilton, for picking up and transporting the donations."

▲ DOM Katie Wacker of The Laurels of Hamilton and a representative from Trihealth.

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That's the Spirit!

Stories of Hope and Recovery

The COVID-19 pandemic has been especially difficult for older people and those who care for them. We are proud of the dedication, care, and love demonstrated by our Associates, and we are inspired by the stories of resilience and recovery shared by our facilities.

Keep On Believing at The Laurels of Forest Glenn

Mr. Lee Williams (AKA Mr. Pete, Mr. President, or Governor) is the Resident Council President at The Laurels of Forest Glenn. He is known as a prayer warrior and a man of faith. When he was diagnosed with COVID-19 just a day after his 80th birthday, he knew he would have a rough time due to a preexisting respiratory condition. Today, Mr. Pete is celebrating his recovery! When asked for his advice, he said, "Try hard. Eat well, even if you don't feel like it. Don't give up. Look to the One upstairs to get you through it."



Ms. Martha, age 89, also conquered COVID at The Laurels of Forest Glenn. When asked about her experience in going through COVID, she said, "I always knew if I ever got it, I was gonna beat it. I watched my roommates go through very difficult times, but I never stopped believing I was going to make it through." Ms. Martha also gives credit to the caring Associates for keeping her spirits up. She said, "The workers were really nice to me...they really helped me stay positive."

Husband and Wife Recover Together at The Laurels of Toledo

Snowbirds Barb and Jim Rieben spend the colder months in Florida each year. However, their most recent Florida visit this past winter and spring took a decidedly unpleasant turn. When their daughter and granddaughter drove down to bring Jim and Barb back to Ohio in June, they realized both were struggling with their health. It was on the way back to Ohio that Barb's doctor called with the news she had tested positive for COVID-19. Shortly after arriving home, Jim also tested positive. After a stay at the hospital, Jim was moved to **The Laurels of Toledo** to continue his recovery and rehab, where Barb joined him soon thereafter. Their daughter, Tina, is grateful to The Laurels for accommodating her parents in such a time of need. "It was very comforting and reassuring to me that The Laurels was able to make space for Dad and that they kept a bed available for Mom in their COVID unit, knowing she would be coming as well," she says.



Reflections

Guests Exhibit Strength Fighting COVID-19



▲ Peggy Ratcliff discovered her strength while recovering from COVID-19 at **The Laurels of Willow Creek**.

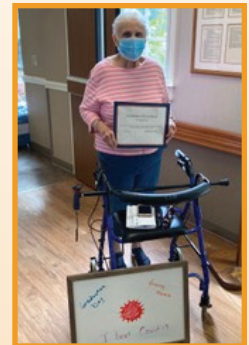
Ruth Filby was admitted to **The Laurels of Walden Park** to gain back her strength while fighting COVID-19. ►



▲ Deb Bauman and Sandy Baade celebrated their recoveries from COVID-19 at **The Laurels of DeKalb**.



Hazel Reid, a Guest of **The Laurels of Summit Ridge**, beat COVID-19 and was able to return home. ►



Celebrations and Milestones at The Laurels



◀ A Guest at **The Laurels of Hudsonville** celebrated her 32nd birthday with cake, balloons, and an awesome magic show hosted by Activities Director Matt Biezunski. She had so much fun participating!



▲ Armeda celebrated her 100th birthday in style at **The Laurels of Steubenville**! Her great-grandson played "Happy Birthday" on his trumpet. The family had five generations of women in attendance, including Charlie, Armeda's great-great-granddaughter.

Helen Barnes celebrated her 98th birthday at **The Laurels of Hilliard**. ▼





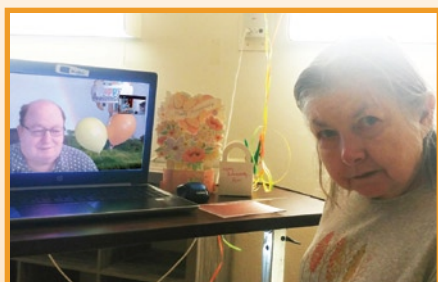
▲ Estelle Betts turned 100 at **The Laurels of Toledo**.



▲ Celia Summitt celebrated her 106th birthday at **The Laurels of Salisbury** in September. Her family enjoyed cake and refreshments outside, while Celia was served her favorite red velvet cupcakes by Associates.



▲ Velma McCoy, a Guest at **The Laurels of Hillsboro**, celebrated her 100th birthday with a window visit from her son.



▲ Guest Patti Botts and her husband Doug Botts celebrated their 51st wedding anniversary at **The Laurels of Milford** via Zoom.



▲ Stella Torcasio turned 100 on August 15 at **The Laurels of Massillon**. Her family held a drive-by birthday parade to celebrate.



Associates and family members at **The Laurels of Kent** held a window Pet Parade for Guests. Some Associates were able to bring their pets inside for Guests who weren't able to make it to the windows.



▲ **The Laurels of Sandy Creek** celebrated National Housekeeping Week by spoiling their housekeepers with some special goodies.

Reflections

A Halloween Roundup



▲ Staff and Guests enjoyed some Halloween fun at **The Laurels of Norworth**—including a visit from a friendly T-Rex. ▶



▲ **The Laurels of Heath** really gets into the spooky side of Halloween! ▶



Associates at ▶ **The Laurels of West Carrollton** demonstrated their Halloween spirit AND proper use of PPE!



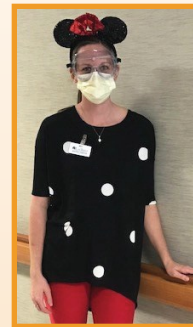
▶ At **The Laurels of Gahanna**, Associates dressed up and delivered Halloween treats to all of the Guests.



▶ **The Laurels of University Park AP/** Payroll Coordinator Bryan Torres shows off his trunk for the facility's Trunk-or-Treat event. Bryan won first place!



▶ A "Day of the Dead" display took top honors at **The Laurels of Willow Creek**.



The Laurels of New London had several unexpected visitors, who were all donned with appropriate PPE. ▶





▲ The Lion's Crest Martial Arts Summer Camp celebrated "Christmas in July" with Guests at **The Laurels of Pender** this summer.



▶ In honor of Staff Appreciation Day, **The Laurels of Mt. Vernon** opened its "Laurel General Store" for facility Associates, who were able to select a gift from an assortment of kitchenware, home décor, and practical supplies.



▲ Guests Jean Riley and Judy Donahue spruced up the courtyard at **The Laurels of Chagrin Falls** by planting flowers for all Guests to enjoy



▲ **The Laurels of Mt. Pleasant** marked Breast Cancer Awareness Month with a "Pink Out" day. Female Guests received pink carnations as well.



▲ **The Laurels of Huber Heights** received a nice care package when the local Girl Scout troop donated cookies.

Everyone loved Banana Split Day at **The Laurels of Canton**. Here comes the ice cream truck! ▶



▶ **Maplewood of Marshall** marked Assisted Living Week with fun activities for the "Caring is Essential" theme. Their fun-filled week included Hippie Day, 80's Day, and Favorite Team Day.



Spirit News

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.

Thank You to a Health Care Hero



David is a living example of The Laurel Way of Caring!

David Robinson, a Physical Therapy Assistant at **The Laurels of Hendersonville**, exhibits the true spirit of a Health Care Hero. Not only has he stepped up to the plate at his home facility, but he also lent needed assistance to **The Laurels of Chatham** early in the pandemic. Whether helping in the kitchen or doing patient care, David continually "exceeded expectations" and conducted every task with a positive attitude and

Congratulations to Fulton & Hendersonville for 5-Star Ratings!

The Laurels of Fulton and **The Laurels of Hendersonville** are celebrating 5-Star Ratings in Overall Quality and Quality Measures from the Centers for Medicare and Medicaid Services (CMS). Thank you to our hard-working Fulton and Hendersonville Associates and Managers for their dedication to high-quality care!

The Laurels of Fulton ▶ celebrates their 50star rating.



Transitions



▶ Congratulations to AP/HR Director Pat Bland from **The Laurels of University Park**. Pat retired in August after working at the facility for nearly 30 years. She will be missed!

The Laurels of Hudsonville's Sharon Koetje retired after 45 years at the facility! She worked for 11 years as a Certified Nursing Assistant and for three years in housekeeping before transitioning to the

activities department, where she brought smiles to the faces of countless Guests for 31 years. DOM Dzenisa Toric says, "Her dedication and compassion to our Guests has been an absolute delight, and we wish her nothing but the best in her retirement." ▶

