



The Laurel Spirit

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Celebrating Building Improvements

At Laurel Health Care, we are continually striving to improve—and that philosophy extends to our buildings and grounds. Three of our Laurel facilities are celebrating new additions and renovations that are sure to delight Guests and Associates alike.

A Grand Re-Opening at The Laurels of Fulton



The Laurels of Fulton recently celebrated their Grand Re-Opening after a major remodel to the building. Nearly 100 community members joined the “Rustic Country” party on October 26, where they enjoyed champagne, refreshments, and live music in a heated tent. Attendees were also treated to a tour of the facility, including the newly remodeled Spa and Beauty Salon, one of Fulton’s new “Couple’s Suites”, and the rehab gym and dining room. Local businesses donated prizes for a drawing. Prizes included a spa package from a local Aveda Salon, Nicole’s Day Spa, and a Yankee Candle gift basket filled with an array of fall scents. The grand prize was a “Stay and Play” package from Soaring Eagle Casino and Resort in Mt. Pleasant, MI, which included an overnight stay for two with both dining and gaming included. Attendees said they were impressed not only with the open house but also with the facility itself. The evening will no doubt leave a lasting impression on all who attended.

The Laurels of GreenTree Ridge Breaks Ground For New Physical Therapy Gymnasium

The Laurels of GreenTree Ridge celebrated the groundbreaking of an addition to the facility that will include a new 3,400 square foot Physical Therapy Gymnasium. The event was attended by Asheville Chamber of Commerce delegates and representatives from Laurel Health Care Company. The new gym will be significantly larger than their current facility and will include state-of-the-art therapy equipment. It is scheduled for completion in the spring of 2018. Regional Manager Rob Peck said, “We feel that the addition of this expansive therapy gym will allow us to enhance the quality of the health care services we provide, allowing more residents the opportunity to return to the community following their rehab treatment plans.”



The Laurels of Coldwater Celebrates New Employee Lounge

The Laurels of Coldwater’s Employee Lounge got a facelift, and a new name, this summer. The new name, voted on by employees, is the “Laurel Lounge.” Updates include uplifting blue walls; new tables, chairs, and countertop; a 42” flat screen TV; and a new Market Place-style vending system. All of the Associates are enjoying the new, positive atmosphere.

Words of Thanks

Often, Laurel Health Care Associates go above and beyond the call of duty, reaching out in the communities they serve and demonstrating The Laurel Way of Caring. Here are a few of the letters of appreciation we have received commending these Associates for their extra efforts.

Maplewood of Massillon

Our mom, Gladys Kerr, was recently at your Massillon facility. We want to express our sincerest gratitude for the excellent care our mother received. Each staff member made us feel as though our mom was the only patient they had to care for. Everybody was very friendly, professional, and eager to help our mom get well again. They answered and followed through on all questions and concerns and let us know what was happening each step of the way, allowing us to be as involved as possible in mom's care. We have not one complaint.

The Family of Gladys Kerr

Maplewood of Marshall

To our wonderful Maplewood family: Thank you from the bottom of our hearts for taking care of our mom, Laura! Through all the ups and downs, good days and bad, and sweet moments, you were all there when we needed help on this journey. You will all hold a special place in our hearts, and her heart, for making her feel at home and welcome. It has been an adventure, and we are sincerely grateful for your guidance.

Shannon, Tim and (Laura)

The Laurels of Chatham

Dear Patricia, I appreciate everything you do! I think you are a great nurse and have a kind heart. What makes you so special is how you listen to me and go above and beyond to help me in anyway you can. I love you for just being you! Thank you again for all you do.

Susan Harris

The Laurels of Hillsboro

I am not good at writing what I want to say but here it goes. THANK YOU for taking care of my grandma the way you did. You did what was asked with a smile and never seemed irritated. You will never know what the last day I got to spend with my grandma meant to me. She was dressed so pretty and clothes matched and her hair was done. She was so beautiful that day and that was because you spent the extra time to take care of her. You always went above and beyond and it did not go unnoticed. You are truly a blessing and wonderful at your job. The Laurels and the residents there are lucky to have you there.

Granddaughter of Opal Moore

The Laurels of Blanchester

I came to The Laurels of Blanchester through Tri-Health on a stretcher after ankle replacement surgery and soon learned The Laurel Way. I was met here at The Laurels with open hands, caring employees, whom are the nicest, kindest, most considerate individuals I have ever met. Here at The Laurels, I have had a clean bed, clean room with clean floors and beautiful clean spa to bathe in and a place with no odors. This team of dedicated health care professionals perform their daily duties with a smile to everyone. I am here to say "Thanks" to those who cared for me with compassion and dedication to serve The Laurel Way.

Norman Reckel, Sr.

The Laurels of University Park

Our family is so appreciative of everything you did for my mother, Eloise DiMino. We were so pleased with her care and you and your entire staff were so professional and caring right up to the day mom passed away. We were always so pleased with the care and cleanliness of University Park. We would highly recommend your facility. Thank you again and you can all be very proud of the work you do there at University Park.

Angeline & Ralph DiSylvestro



That's the Spirit!



Back row: MDS Assistant Joanne Casper, RN, Social Services Assistant Sherri Horton, MDS Coordinator Kim Brooks, RN, MDS Assistant Estelle Tyler, RN. Front row: Registered Dietician Brona Holcomb and Activities Director Catherine Blanche, MS.

The Laurels of University Park Completes MDS Training

The Laurels of University Park team earned their MDS certificates at "MDS 101" training in August. MDS, or "Minimum Data Set," is a method of assessing Guests to ensure that they are getting the care they need. It is also how facilities are paid by the government. Under MDS, each department interviews every Guest in the facility to determine their dietary needs, activity interests, nursing needs, therapy needs, social service needs, and functional abilities. The team then works on a comprehensive care plan that is individualized for each Guest at the facility. The training ensured that all Associates at The Laurels of University Park are up-to-date on all government regulations and information.

A Breakthrough in Care Management for The Laurels of Willow Creek

Associates at **The Laurels of Willow Creek** completed a series of trainings for the Point Click Care (PCC) software in August. PCC is a leading cloud-based Electronic Health Record (EHR) program that helps long-term post-acute care providers streamline and manage the complete the lifecycle of Guest care. PCC is designed to support quality compliance and help skilled nursing facilities adapt to the changing technological environment in health care. Moving to PCC will help The Laurels of Willow Creek continue to offer the best quality of care without compromise.



The Laurels of Willow Creek is the first Laurel facility in Virginia to undergo this training and was the first to complete the transition to the new software. More than 50 Associates—including Registered Nurses, Licensed Practical Nurses, and Managers—underwent intensive training under the expert tutelage of RN Thomas Durst, QA Nurse and Clinical Coordinator for Electronic Health Records for Laurel Health Care.

Laurels of Hendersonville Raises Money for Disaster Relief

Associates at **The Laurels of Hendersonville** raised \$1,300 to support disaster relief through a series of fundraisers. The five fundraisers included a hot dog sale, a bake sale, a 50/50 raffle, a car wash, and a chicken sale. The theme of the fundraising efforts was "A small spark can set a great fire." Funds were donated locally to Hearts with Hands for Disaster Relief. 100% of Hearts with Hands donations go to direct relief, with no funds going to administrative costs. Bob Pompeo, Director of Marketing at The Laurels of Hendersonville, said, "We have such a great community and staff who make this effort successful."



That's the Spirit!

Nothing Eclipses the Fun at The Laurels!

Guests and Associates at several Laurel Health Care facilities turned this year's solar eclipse into a celebratory occasion. Here's a look back at the fun from the August 21 astronomical event.



The Laurels of University Park
Unit Manager Kandice Valentine (left) and Nurse Colleen Coffey had fun viewing the eclipse with NASA-recommended eclipse viewing glasses.

The Laurels of University Park

The Laurels of University Park marked the occasion with solar-themed treats including Orbit Gum, Eclipse Gum, Sun Chips, two flavors of Moon Pies, and a pack of Starbursts. Guests and Associates donned fancy star party hats and viewed the eclipse safely through official NASA-recommended eclipse viewing glasses.



The Laurels of University Park
Guest Dillon Hamlett posed for a fun eclipse photo shoot displaying a selection of solar-themed treats.



The Laurels of Norworth

Guests and Associates at The Laurels of Norworth were wowed by the eclipse!

The Laurels of Hendersonville

The Laurels of Hendersonville was lucky enough to be in the path of almost complete totality for the eclipse. Associates and Guests gathered outside with their special eclipse glasses to see the moon cover the sun as darkness fell over the area. Bonnie Tyler's "Total Eclipse of the Heart" played in the background as everyone enjoyed a fun and unique afternoon.



Laurel Health Care Corporate Office

Associates at the home office in Westerville, Ohio got in on the excitement, too. While the eclipse was not total over the corporate office, everyone still enjoyed watching this event of a lifetime.



That's the Spirit!

Laurel Health Care and Ciena Healthcare Raise \$60,000+ for American Red Cross Hurricane Relief Fund



Laurel Health Care presented the American Red Cross with a check for \$38,263.92 to support hurricane relief efforts. Pictured from left to right: Carol Hofbauer, Karen Washbush, Lori Byrom and Cathy Chiovaro.

Laurel Health Care Associates have always been known for their care and compassion, not just for our Guests but also for our communities and for people in need the world over. So it's no surprise that the devastation left in the paths of Hurricanes Harvey, Irma, and Maria inspired a big response from the Laurel team.

The Laurel Health Care Corporate Office and 30 Laurel facilities participated in fundraising efforts this fall to help communities impacted by the hurricanes. Together, Laurel Associates raised \$38,263.92 for the American Red Cross Hurricane Relief Fund. In addition, some facilities contributed to local charities and collected much-needed supplies. Karen Washbush, Regional Philanthropy Officer for the American Red Cross, said, "We are grateful to the employees and leadership of Laurel Health Care Company for the generous support of our hurricane relief efforts. The road to recovery will be long, but with partners like Laurel Health Care, the Red Cross will be able to provide critical help to those affected by these devastating hurricanes for months to come."

The Laurels challenged their sister division, Ciena Healthcare, to participate as well. The Ciena team raised \$11,000, which was generously matched by Ciena President and CEO Mohammad Qazi. The resulting \$22,000 donation brought the total combined contribution from Laurel Health Care and Ciena to more than \$60,000.

Cathy Chiovaro, Vice President of Operations for Laurel Health Care, said, "It is not surprising that our Laurel Associates responded with such enthusiasm to the challenge...This is the Laurel Way!"

Participating Laurel Health Care Facilities:

The Laurels of Athens
The Laurels of Bedford
The Laurels of Blanchester *
The Laurels of Bon Air *
The Laurels of Chatham
The Laurels of Defiance
The Laurels of DeKalb
The Laurels of Forest Glenn
The Laurels of Fulton
The Laurels of Galesburg

The Laurels of Hendersonville *
The Laurels of Hilliard
The Laurels of Hillsboro
The Laurels of Huber Heights
The Laurels of Hudsonville
The Laurels of Kent
The Laurels of Massillon
The Laurels of Mt. Pleasant
The Laurels of New London *
The Laurels of Norworth

The Laurels of Pender
The Laurels of Salisbury *
The Laurels of Shane Hill
The Laurels of Steubenville
The Laurels of Summit Ridge *
The Laurels of Toledo
The Laurels of West Carrollton
The Laurels of Willow Creek *
The Laurels of Worthington
Laurel Corporate Office *

* **Contributed more than \$1,000**



That's the Spirit!

Tricks, Treats and Spooky Times

Halloween is always one of the highlights of the year for Laurel Health Care facilities. Many of our facilities welcome local children for Trick or Treat and sponsor costume contests for Guests and Associates. Here are some of the best scenes from across The Laurels family!



The Laurels of Norworth

The Laurels of Norworth went all-out for Halloween with a costume contest, a Trick or Treat parade, and a party in the main dining room with food and games for the kids. Associates, Guests, and families had a wonderful time celebrating the holiday together.



The Laurels of Hudsonville

The Laurels of Hudsonville celebrated with a costume contest for Associates. Michelle Castillo, Rehab Service Director, won the grand prize.



The Laurels of Chatham

At The Laurels of Chatham, Associates, Guests, and children from a local daycare all got in on the fun at their annual Halloween party. Associates also competed to decorate the break rooms at both nurses' stations.



The Laurels of West Carrollton

The Laurels of West Carrollton celebrated Trick or Treat by hosting a Fall Festival on October 27. They had lots of food, goodies, games, and prizes. 60 kids attended this year's event along with their parents.



The Laurels of Hilliard

Halloween at The Laurels of Hilliard is always a special time for Guests and families. Associates and community volunteers really went above and beyond to make sure every Guest was included for the Halloween festivities.

The Laurels of University Park

Guest Linda Palmer and Marketing Director Meagan Hale enjoyed dressing up at the facility's annual Halloween photo shoot. Guest Dorothy Morrison had fun with the pumpkin she decorated at the fall crafts class.



Reflections



The Laurels of Summit Ridge

The Laurels of Summit Ridge welcomed fall with their first-ever Back to School Bash for Associates and their families. They had bouncy houses, a taco bar, and games where kids could win school supplies.

The Laurels of Hilliard

Sandi Harrison, a PTA at The Laurels of Hilliard, is known to be a little competitive. So when the local Chick-fil-A sponsored a contest to win a free lunch, she was all over it. Participants had to find pictures of the Chick-fil-A cow hidden across town to win either an individual lunch or—the grand prize—lunch for the entire office. Near the end of the contest, Sandi was disappointed to not have won anything yet, so RSD Gina Harris paid a visit to the restaurant to ask if the Chick-fil-A cow would stop by the facility to cheer her up. Not only did the cow come over, but shortly after he left Sandi learned that she had won the Friday lunch party for the whole crew!



The Laurels of Coldwater

Five Associates—including two gracious volunteers and three staff members voted in by their peers—took Reddi-wip pies in the face to raise money for



The Laurels of Coldwater S.T.E.P.S. Committee. The Penny War leading up to the event and the Pie-In-The Face event raised more than \$500! The S.T.E.P.S. Committee is looking forward to spoiling Associates for Christmas with the money they raised.



The Laurels of DeKalb

The Laurels of DeKalb hosts an annual Rehab Reunion, inviting all Rehab Graduates, both inpatient and outpatient, for a celebration. The reunion is a time for the Rehab Graduates to celebrate their accomplishments and the independence they have achieved. Everyone enjoys a meal and refreshments along with fellowship shared between the Guests and their therapists.

The Laurels of Galesburg

A Guest from The Laurels of Galesburg and her mother enjoyed a surprise trip to the Kalamazoo Nature Center for their annual Hummingbird Banding, thanks to Maintenance Director Duncan Wisser and Restorative Aid Kelley Smith. Kathy is an avid bird lover, and although the hummingbirds were a no-show, there were plenty of other songbirds to see, plus a special treat – the "petting" of an indigo bunting.





The Laurels of University Park

Guests from The Laurels of University Park enjoyed a recent trip to the movies to see "The Mountain Between Us." Housekeeping Associate Erica Saunders sponsored the trip, paying for all of the Guests and the Activity Department staff to enjoy the movie and lunch at Johnny Rockets.



The Laurels of Fulton

Each year, Associates at The Laurels of Fulton vote for a King and Queen to represent the facility in the Fulton High School homecoming parade. This year's nominated Queen was Thelma Cooley and the nominated King was Walter Myers. They are pictured here with Director of Nursing Dawn Decamp.

The Laurels of Willow Creek

Guests from The Laurels of Willow Creek enjoyed a picnic at the Huguenot Park on a perfect fall day. They shared their packed lunch inside the gazebo just beside the playground. This colorful playground was designed to be accessible for children with disabilities. It was sponsored by the mother of a child with disabilities in her daughter Katie's name. The Guests ran out of words to express their happiness at seeing the kids playing at the playground.



The Laurels of Mt. Vernon

Associates from The Laurels of Mt. Vernon participated in the Knox County Alzheimer's Walk—and represented Laurel Health Care with the largest team of the walk! The team raised \$580 with fundraisers throughout the month of September. They also grilled hot dogs at the event for race participants.



The Laurels of Hendersonville

Associates from The Laurels of Hendersonville rode down Main Street for the 71st Annual Apple Festival on Labor Day. Henderson County is the seventh largest producer of apples in the country. Every year on Labor Day, they celebrate the "Fruits of Our Labor." The theme for this year's event was Healthy Harvest. The Laurels of Hendersonville also remembered the victims of Hurricane Harvey on the float. A fun time was had by all!

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 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.

Dennis Lanning Celebrates 25 years of Service

Director of Maintenance Dennis Lanning celebrated his 25th anniversary with The Laurels of Hendersonville on October 19. Dennis has been through many renovations and changes during the last 25 years — in fact, he has probably replaced almost every moving part in the building! Besides his regular duties, Dennis is an ordained preacher and has performed many memorial services and monthly communions for Guests. He has been happily married to his wife Libby for 45 years. They have 3 children and 8 grandchildren. Laurel Health Care is proud to have such a dedicated professional as a member of our team.



The Laurels of Dekalb Recognized in 2017 Healthcare Awards



Marlene Miller (Left) and Erin Tuttle (Right)

On October 26, two Associates from The Laurels of DeKalb were recognized as Outstanding Healthcare Professionals by Greater Fort Wayne Business Weekly. Administrator Erin Tuttle was chosen as the Health Care Administrator of the Year, and Director of Nursing Marlene Miller was selected as the Registered Nurse of the Year. They were nominated by Jennifer Pifer and were chosen from a large pool of health care providers in northeast Indiana. All of the winners exemplify the significant contributions one individual can make to the quality of health care.

Congratulations to both of our winners from The Laurels of DeKalb!

The Laurels of Hillsboro Receives Deficiency-Free Survey

Congratulations to The Laurels of Hillsboro for their Deficiency-Free Survey. Great job, Hillsboro Team!

Katie Wright Appointed to Board of Speech-Language Pathologists

Katie Wright, the Speech-Language Pathologist at The Laurels of Bedford, was recently appointed by Governor Rick Snyder to the Michigan Board of Speech-Language Pathologists. The 11-member board assists the Michigan Department of Licensing and Regulatory Affairs with regulating the licensure and practice of speech-language pathologists. Katie holds a bachelor's degree from Northern Michigan University and a master's degree in speech-language pathology from California University of Pennsylvania. Outside of working at The Laurels of Bedford, Katie owns, shows, and trains show champion Otterhounds.

