



The Laurel Spirit

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A LAUREL HEALTH CARE COMPANY ASSOCIATE PUBLICATION

Welcoming New Facilities to the Laurel Health Care Family.

This summer, Laurel Health Care completed a historic transaction that brought six new facilities into the Ohio regions. The Laurels of Gahanna, The Laurels of Heath, and The Laurels of Walden Park will be part of the OH-Central Region, with AJ Stout as Regional Director of Operations. The Laurels of Hamilton, The Laurels of Middletown,



The Laurels of Heath

and The Laurels of Milford will all be part of the new OH-South Region, with Steve Meyer as Regional Director of Operations. Look for more news from these new facilities soon, and please join us in welcoming them to the Laurel family!



The Laurels of Gahanna



The Laurels of Walden Park



The Laurels of Middletown



The Laurels of Milford



The Laurels of Hamilton

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 or excerpts of letters of appreciation we have received commending these Associates for their extra efforts.

The Laurels of Norworth

Words cannot truly express my gratitude to all of you for the wonderful support and compassionate care you gave to my mom, Rosemary Keefer, over the last several years. She loved all of you and considered you to be family. She enjoyed hearing the stories of your families, seeing new babies, having her hair and nails done, and seeing the little ponies. She had an amazing life but I am sure she is happy to be reunited with my Dad and her siblings. I'm also sure she is dancing away, wearing her red lipstick and necklaces! Thank you also for the angel; it is a thoughtful keepsake for our family. I wish you all the best and may God bless you for the wonderful care you give!

Barb Mathews & Family

The Laurels of University Park

With special thanks to all of you. To know you is to know people who are kind, considerate, and thoughtful. To know you is to be grateful for the special things you do. Somehow just saying "Thank You" doesn't seem like enough. With our deepest appreciation to all of you for the care of our mom. It has been a difficult year for her, but she is at peace now. We will miss her! With special thanks for everything you've done, for being the special people that you are....thank you so very much.

The Dimadi Family

The Laurels of Salisbury

We can't thank you enough for the lovely flowers you sent in memory of our mom. Even though we will miss her so much, we are truly comforted in our hope of heaven. Beyond that we want to thank you for so compassionately caring not only for Mom, but for our family as well. Our hearts were truly touched by you.

Donna Clement & the family of Linda Overcash

The Laurels of Hendersonville

On behalf of the family of Harry Hartgrove, please accept our deepest heartfelt appreciation for all of the kind and helpful care each one provided. From each department and each staff member, Harry and Betty received loving service. We remain forever grateful. Our hearts were overwhelmed beyond words during your final tribute of compassion and honor in loving memory of Harry Hartgrove as your staff lined the hallway for his departure from The Laurels. Thank you again for the blessing of your loving ministry.

Randy Tryon

The Laurels of Toledo

Thank you to Julia and all of the staff at The Laurels of Toledo for the wonderful care. While brief, it was professional, caring, and beneficial to my mother, Louise Reamey. My mom is home now and constantly inspiring. I would highly recommend The Laurels to anyone looking for excellent care for their loved one. Again from the entire Reamey family thank you so much for all you did for our mom.

The Reamey Family

The Laurels of Willow Creek

Thank you for taking your time to truly explain things and watching to verify I understood, to the point I could do for myself. Nurses are punctual, and always there with medications, with professionalism, hospitality, and intuitiveness needed to make a difficult time tolerable. It truly makes a difference when one goes above and beyond one's duty, job, or expectations. Thank you!

Paula Cannon



Focus on... Awards

2018 Management Meeting Awards

Laurel Health Care Company is pleased to recognize these facilities and Associates for outstanding performance in 2017. **Congratulations** to all of the hard-working Managers and Associates who made these results possible.



Pinnacle Award



Overall Winner – The Laurels of Bon Air

Congratulations to the Associates of The Laurels of Bon Air, winner of the Pinnacle Award for the seventh year in a row. The facility received a check for \$10,000. 25% will be spent on an employee celebration, and the rest will go towards facility improvements that the Guests can enjoy. Pictured left to right: Regional Director of Operations Scott Williamson, Administrator Ryan Koeniger and DON Kimberly Gooding.

Runner-Up – The Laurels of Huber Heights

The Laurels of Huber Heights came in second place for the Pinnacle Award for the second year in a row. They received \$5,000 for facility improvements for the Guests and employee recognition. Pictured left to right: Regional Director of Operations AJ Stout, Administrator Eric Fields, DON Victoria Gunter and Assistant Administrator Nikita Grimes.

The Laurel Way Award Winners

for outstanding demonstration of The Laurel Way of Caring

2nd Time Recipients

The Laurels of Steubenville
The Laurels of West Carrollton

3rd Time Recipient

The Laurels of New London

6th Time Recipient

The Laurels of Athens

7th Time Recipients

The Laurels of University Park
The Laurels of Bedford

8th Time Recipients

The Laurels of Blanchester (consecutive)
The Laurels of Chatham

10th Time Recipient

The Laurels of Hillsboro

11th Time Recipients

The Laurels of Charlottesville (consecutive)
The Laurels of Norworth

13th Time Recipient

The Laurels of Salisbury

15th Time Recipients

The Laurels of Forest Glenn
The Laurels of Fulton
The Laurels of GreenTree Ridge

16th Time Recipient

The Laurels of Worthington (consecutive)

17th Time Recipient

The Laurels of Hendersonville

18th Time Recipients

The Laurels of DeKalb
The Laurels of Willow Creek

20th Time Recipient

The Laurels of Defiance (consecutive)

22th Time Recipient

The Laurels of Massillon (consecutive)

The Gaulke Award

for Outstanding Business Management

The Laurels of Fulton
Business Office Manager: April Kapustka

Focus on... Awards

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.

Laurel Legacy Award Winners

for exceeding Guest expectations

The Laurels of Bedford	The Laurels of Massillon
The Laurels of Blanchester	The Laurels of Norworth
The Laurels of Defiance	The Laurels of Salisbury
The Laurels of Fulton	The Laurels of Steubenville
The Laurels of Hendersonville	The Laurels of Willow Creek
The Laurels of Hillsboro	The Laurels of Worthington

The Finnerty Award Winners

for excellence in property management

The Laurels of Blanchester	The Laurels of Hudsonville
The Laurels of Carson City	The Laurels of Massillon
The Laurels of Charlottesville	The Laurels of Norworth
The Laurels of Defiance	The Laurels of Salisbury
The Laurels of DeKalb	The Laurels of Steubenville
The Laurels of Forest Glenn	The Laurels of West Carrollton
The Laurels of Fulton	The Laurels of Willow Creek
The Laurels of Galesburg	The Laurels of Worthington

QA Awards

Deficiency Free Awards

The Laurels of DeKalb The Laurels of Hillsboro

Education Superstar for highest total compliance

The Laurels of Athens (100%) The Laurels of Norworth (100%)

NEW! Multiple Consecutive Perfect Survey Award

The Laurels of DeKalb
(4 Consecutive Years: 2015, 2016, 2017, & 2018)

The Castor Award Winners for outstanding quality of care and service

The Laurels of Bedford	The Laurels of Massillon
The Laurels of Blanchester	The Laurels of New London
The Laurels of DeKalb	The Laurels of West Carrollton
The Laurels of Fulton	The Laurels of Worthington
The Laurels of Hendersonville	



That's the Spirit!

Celebrating Laurel Day 2018

Each year, we celebrate the hard work and dedication of our Associates on Laurel Day. Each facility celebrates in their own unique way. Here are some stories and photos from the day's activities that capture the spirit of the day.

◀ The Laurels of Canton

Even though the cookout was rained out at The Laurels of Canton, Associates had a grand time on Laurel Day. They were treated to a photo booth, massage therapy, and even a psychic, who had a line around the corner. ▼



▲ The Laurels of Summit Ridge

The Laurels of Summit Ridge celebrated Laurel Day with a Hawaiian theme, complete with virgin Piña Colodas, Orange Juliuses, and a BBQ buffet. But the most fun was the water slide and dunk tank! ▼

Maplewood of Marshall

Associates, Guests, families, and friends celebrated together at Maplewood of Marshall. Associates got matching shirts, which read, "It's not the years in your life, it's the life in your years!" ▼



The Laurels of Hillsboro

Associates at The Laurels of Hillsboro celebrated with walking tacos, pulled pork sandwiches, and desserts. ▼



The Laurels of Milford

The Laurels of Milford got into the Laurel Day spirit with a fun photo booth, delicious home cooked food, and door prizes for all



That's the Spirit!

More Laurel Day Celebrations



The Laurels of Coldwater

Associates from The Laurels of Coldwater celebrated with a cookout along with games and giveaways. The "Camp Laurel" theme included a hotdog and brat bar, a variety of side dishes, chips, watermelon, homemade cupcakes, and a s'more station.



The Laurels of University Park

Associates at The Laurels of University Park enjoyed a visit from the Carytown Burgers & Fries Food Truck and the Bruster's Ice Cream Truck.



The Laurels of Chatham

Associates at The Laurels of Chatham enjoyed burgers, hot dogs, and BBQ with watermelon and snow cones. The kids loved trying to knock down Administrator John Jarrell in the bounce castle.



More Summer Fun!

The Laurels of Mt. Pleasant

Guests and families at The Laurels of Mt. Pleasant came together for a picnic this August that was enjoyed by all. One family was represented by five generations!



The Laurels of Chagrin Falls

The Laurels of Chagrin Falls and Hamlet of Chagrin Falls hosted a community carnival event to celebrate their partnership with the community at large. Attendees at the carnival, which was free to the public, enjoyed a petting zoo, games, face painting, balloons, and carnival treats prepared by The Laurels dietary team. There was also music provided inside the Atrium and a photo booth to enjoy.



Focus on... Awards

Marketing Awards

100% Club Winners for full occupancy during 2017

The Laurels of Athens
 The Laurels of Bedford
 The Laurels of Blanchester
 The Laurels of Bon Air
 The Laurels of Carson City
 The Laurels of Charlottesville
 The Laurels of Chatham
 The Laurels of Coldwater
 The Laurels of Defiance
 The Laurels of Forest Glenn
 The Laurels of Fulton
 The Laurels of Galesburg
 The Laurels of GreenTree Ridge
 The Laurels of Hendersonville
 The Laurels of Hilliard

The Laurels of Hillsboro
 The Laurels of Huber Heights
 The Laurels of Kent
 The Laurels of New London
 The Laurels of Norworth
 The Laurels of Salisbury
 The Laurels of Sandy Creek
 The Laurels of Steubenville
 The Laurels of University Park
 The Laurels of West Carrollton
 The Laurels of Willow Creek
 The Laurels of Worthington
 Maplewood of Marshall
 Maplewood of Mt. Pleasant
 Maplewood of Shane's Village



Celebrating success at
 the Annual Management
 Meeting Awards.

Rehab Awards

Medicare/Medicare Replacement Days

The Laurels of Bon Air

Best Fiscal Management

The Laurels of Defiance (3rd year)

Best Staffing Management

The Laurels of Steubenville (3rd year)

Best Intermediate Care Management

The Laurels of Huber Heights

Best Skilled Management

The Laurels of Defiance

Best Outpatient Management

The Laurels of Toledo

The Laurels Mission Statement

Creating a Legacy
 By
 Exceeding the
 Needs and Expectations
 Of Those We Serve,
 While Embracing
 The Laurel Way

Reflections

The Laurels of University Park

Young volunteers from the Glen Allen Cultural Arts Center created colorful new kicks for Guests through the "Joyful Toes" program. Guests Helen Weatherford and Dorothy Morrison loved showing off their fancy new shoes!



The Laurels of Sandy Creek

The annual Pinewood Derby Race at The Laurels of Sandy Creek was a huge success. Kids enjoyed pony rides, sack races, and crafts in addition to the derby. Makayla Clarke, age 8, was the 1st place winner of the derby (shown with DOM Shannon Schram).

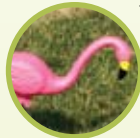
The Laurels of Carson City

Six Guests from The Laurels of Carson City took their chances at the Soaring Eagle Casino—and two even came home a little richer! Pictured: Joel Todd, Director of Activities, and Josh Parcher, Ancillary Services.



The Laurels of Chagrin Falls

On Flag Day, The Laurels of Chagrin Falls hoisted the flag for the first time from their new flagpole. They made the event a special occasion to honor Guests who served in the U.S. military. The Color Guard from the Twinsburg VFW came to raise the flag and perform a pinning ceremony for veterans.



The Laurels of New London

The Laurels of New London woke up to a yard full of flamingos as part of an annual fundraiser for the school Marching Band known as "You've Been Flocked!" The display drew attention from those passing by, and was a conversation piece for Guests, families, and Associates.



The Laurels of Galesburg

Activity Director Tina Sims launched a new activity called "Painting with a Twist". Guests drank sparkling juice while painting at outdoor tables. Tina plans to make this a monthly event.



The Laurels of Canton

Black Jack is always a hit at The Laurels of Canton. This year, they had a great turnout for the games.



The Laurels of University Park

Physical Therapy Assistant David Williams crushed the competition to hold onto his title at the Pie Eating Contest for the 2nd year in a row.

The Laurels of Forest Glenn

The Laurels of Forest Glenn partnered with The Raleigh Jaycees to host a "Back to the 50's" Prom. They purchased dresses and ties from thrift stores, make up at the dollar store, and used donated jewelry to help Guests feel "dolled up" and handsome! They had a DJ, photo booth, played Bingo to determine a Prom King and Queen, and passed out corsages and boutonnières.





The Laurels of Summit Ridge, GreenTree Ridge, and Hendersonville

Our three Asheville facilities joined together to compete in the Dragon Boat Race in June as part of a fundraiser for Care Partners Foundation. The team went all out with their pirate theme. Jennifer Wilson, MDS/Nurse at The Laurels of GreenTree Ridge, served as the caller/drummer, and won "Best Dressed Drummer" for her costume.



Maplewood of Marshall

Guests, families, and community members enjoyed a fun night of painting at Maplewood of Marshall as part of Vineyard of Memories, a fundraiser for Miles for Memories. Participants raised \$350 to support local programs for people with dementia and their families.



The Laurels of Huber Heights

Guests enjoyed a memorable outing to a farm owned by Administrator Eric Fields. They loved seeing the horses, chickens, and goats. One of the goats even wanted to get on the bus and come home with the Guests!



The Laurels of Steubenville

Activity Director Rose Moodie recently held a "Teddy Bear Tea Party" complete with fine china teacups. Guests played games and everyone won a teddy bear.

The Laurels of Fulton

The Laurels of Fulton celebrated the first day of summer with a trip to the Potter Park Zoo.



The Laurels of Willow Creek

Family members whose loved ones passed away this year were invited to a Memorial Service in their new activity room. Harpist Kristin Eye provided music to the solemn and simple program. Family members had the opportunity to light a candle and speak about their loved ones.

The Laurels of Chatham

The July 4th holiday was celebrated with music, decorations, and ice cream sundaes. Pictured: Guest Deloris Fedderman loved posing with her 4th of July wand.



Spirit News

Five Laurel Facilities Complete Basic QAPI Accreditation

Several Laurel Health Care facilities have taken new strides towards excellence through the Quality Assurance and Performance Improvement (QAPI) program. Providigm's Basic QAPI Accreditation and Advanced QAPI Accreditation programs are based on four standards for excellence in continuously improving quality of care and life for nursing home Guests. The four standards, or Four C's, are evaluated quarterly for a period comprising the preceding twelve months (four quarters). These standards include Comprehensive (there are a sufficient number of QAPI assessments completed); Continuous (quality activities are performed on an ongoing basis, not just in the survey window); Coverage (there are a sufficient number of unique residents assessed); and Corrective (areas of improvement are identified and a corrective plan of action is in place). Five Laurel Health Care facilities met the requirements for Basic QAPI Accreditation in 2018: The Laurels of Hamilton, The Laurels of Milford, The Laurels of Shane Hill, The Laurels of Walden Park, and The Laurels of Sandy Creek. Congratulations go to all of them for their commitment to continuous improvement and caregiving excellence.



Seated: Marlene Miller, DON. Back row, left to right: Lisa Anetrini, VP of Clinical Operations; Susie Moore, Regional Clinical Coordinator

The Laurels of DeKalb Nursing Staff Recognized by NADONA

DON Marlene Miller of The Laurels of DeKalb was recognized with a Circle of Excellence Award at the NADONA annual conference. The award is given to Nurse Leaders in facilities that have achieved deficiency-free surveys. Marlene accepted the award on behalf of the facility in recognition of their hard work in remaining deficiency free. Congratulations to Marlene and the nursing team at The Laurels of DeKalb!

The Laurels of Toledo Launches Creative Program to Assist Memory Care Guests

The Laurels of Toledo recently started a new program called "The Gift of Purpose" to help Guests with dementia build confidence, feel useful and needed, and engage in social experiences. Recently, Recreation Therapist Page Rostetter led a drawing class. The Guests are very proud of their drawings and love to display them for others to see.



The Laurels of Hendersonville Receives Deficiency-Free Survey

Congratulations to The Laurels of Hendersonville for achieving their deficiency-free survey. Great job, Hendersonville Team!

