

A MAGAZINE *from* UMRC AND PORTER HILLS

Community

UMRC AND PORTER HILLS ENCOURAGE PURSUIT OF EDUCATION



Letter from Karen Andrews

Unparalleled Investment

Recognizing team members' valuable service and supporting professional development is part of our Guiding Beliefs.

Mission-oriented organizations have always resonated with me. One of my favorite parts about my current role in my company, The Andrews Group, is getting to work with people in leadership at nonprofit and healthcare organizations. I love helping the people who help people.

I have had both a professional and personal connection over the years with UMRC. Since my days of providing customer service training to team members here, I felt very comfortable with Chelsea Retirement Community when it came time to find a place for my parents to retire to.

In 2017, I accepted Wendy Brightman's invitation to join the UMRC Foundation Board.

"I cannot express how grateful I am for your support in my journey to share my passion of health and fitness with others."

—Jessica Kuhl, Staff Scholarship Recipient



This year, I also had the opportunity to serve on the Foundation's Staff Scholarship review committee. What a wonderful and humbling experience to review the team members' scholarship applications, learn about their aspirations, and hear their gratitude for this tremendous opportunity!



Karen Andrews

The UMRC Foundation Staff Scholarship program is an unparalleled employee investment and a testament to UMRC's Guiding Belief of 'Our Employees.' This program recognizes team members' valuable service and supports their professional development and continued contributions, with the ultimate goal of providing outstanding care for the older adults we serve.

I have worked with many organizations in my career, and this is the most generous program I have ever seen. I'm very proud to be a UMRC Foundation Board member and to support this scholarship program that honors our caregivers and team members.

Warmest regards,

A handwritten signature of Karen Andrews in blue ink.

Karen Andrews,
UMRC Foundation Board Member

Karen is an award-winning executive and managing director of The Andrews Group, a leadership, executive search, and HR consulting firm.

Letter from Wendy Brightman

Changing Lives Through Education

The UMRC Foundation and Porter Hills Foundation are supporting team members' career goals through competitive scholarship opportunities.

It is predicted that 30,000 additional caregivers will be needed in Michigan in 2020. Yet, caregiving has been referred to as “the toughest job,” with turnover rates exceeding 80% (*What It's Like to Do the Toughest Job in America*, Vox, August 2019; Bureau of Labor Statistics, 2019; *Home Care News*, May 2019).

At UMRC and Porter Hills, our employees are an essential part of our Guiding Beliefs. We value the difference our dedicated team members make every day in the lives of older adults and recognize how important it is to nurture and offer them the training and tools to provide outstanding care to those we serve.

In 2014, the UMRC Foundation launched its **Staff Scholarship** program to offer competitive, educational scholarship opportunities for eligible team members, with priority going to those who provide direct care of those we serve. Thanks to a 5-year grant of \$500,000 in 2017 from Ellen and Bob Thompson – renowned philanthropists who are committed to changing people's lives through education – the UMRC Foundation has awarded 128 scholarships totaling \$304,587! This is virtually unheard of in the senior care industry!

We are thrilled to use this program as a model to create the **Porter Hills Employee Support Services Fund** as well. The Porter Hills Foundation team is actively pursuing the resources needed to replicate this program across the state. Over the next few months, you will hear more about this exciting endeavor which will help Porter Hills team members pursue a certification, degree, or other continuing education program to support their career goals.

In the meantime, we are delighted to share with you these stories of lifelong learning and caring for others that make UMRC and Porter Hills such special places to live and work.

With warmest regard,



Wendy Brightman, President
UMRC Foundation and Porter Hills Foundation



Wendy Brightman



Providing Outstanding Care in the Comfort of Home

Porter Hills Home Care Makes a Difference Every Day

Recently, Joe (not his real name) required some extra care after a health scare. Married for 61 years and a retired high school principal, Joe was afraid he might never return to the active lifestyle he loves. But the team members of Porter Hills Home Care were there to help Joe get back on his feet.

“My wife and I are so lucky to have had Porter Hills Home Care,” says Joe. “The team was passionate and caring and gave my wife and me so much respect.”

Porter Hills Home Care (PHHC) provides exceptional care in the comfort of your own home,

explains Jamie Palma, Executive Director of Home and Community Based Services at Porter Hills.

“A team of registered nurses; occupational, physical and speech therapists; licensed medical social workers; and home health aides are available to work with physicians and provide the level of care and assistance needed while you recover at home.”



Jamie Palma

Recently, PHHC received a 5-Star quality rating by the Centers for Medicare and Medicaid Services (CMS), placing it within the top 3.6% of home health agencies nationwide (see page 9 for more details on UMRC and Porter Hills’ 5-Star communities!)

“I am honored to work with such beautiful, caring people who get the opportunity to change lives every day,” says Jamie. “I am so impressed by my team members. They work hard, give amazing care, and do it with a smile.”

Joe credits the PHHC team with his recovery: “I am 100% better because of the care they gave me. Thank you from the bottom of my heart.” ■

The Porter Hills Home Care Team
Makes a Difference!



DID YOU KNOW? Michigan will need 30,000 additional caregivers in 2020!

To learn more about job opportunities you will love at **UMRC & Porter Hills**, contact LoveYourCareer@umrc.com or LoveYourCareer@porterhills.org.

Cassie Lockwood – A Natural Caregiver

UMRC Foundation Staff Scholarship helps Cassie fuel her passion for caring.

Caregiving comes naturally for Cassie Lockwood, Certified Nursing Assistant (CNA) at UMRC's Kresge Healthcare and Rehabilitation Center (Kresge Center). The oldest of seven, including the youngest who has Down syndrome, Cassie says, "Taking care of my siblings has made me appreciate and love helping people."

Cassie believes it is important to set a good example for her siblings, and continuing her education is one way she is doing just that. She is the first in her family to attend college, thanks to the UMRC Foundation Staff Scholarship program, helping her reach her goal of becoming an occupational therapist. Already, Cassie has completed three

Associate's degrees at Jackson College and, this fall, has transferred to Eastern Michigan University.

"The UMRC Foundation scholarship is a huge contribution to my studies," says Cassie. "It is strengthening my opportunity and helping fuel my passion for taking care of people and assisting the needs of others."

Cassie has worked for five years at Kresge Center, primarily with rehabilitation guests receiving physical and occupational therapy. "It's a great opportunity for me to learn and working with our rehab team is giving me a great experience for a career in OT," says Cassie.

Chelsea Retirement Community Executive Director, Kathy Russell, adds, "Cassie always serves her residents with a smile and remembers the little details about the resident's preferences that makes those she cares for feel very special."

"I love helping older adults," says Cassie. "I feel like I'm making a difference." ■

DID YOU KNOW?

Home Care News reports that **caregiver turnover is over 80%** in the U.S., or less than 20% retention. The UMRC Foundation is proud that, for the past two years, **77% of our scholarship recipients are still providing outstanding care** to UMRC residents and participants.

Cassie Lockwood Visits with Gordon H.



An Advocate For Learning

Earl Avery – Helping Students Reach Their Dreams

With a deep devotion to lifelong learning, Earl helps adults fit the puzzle pieces together to achieve academic success.

Chelsea Retirement Community resident Earl Avery started his career in education as a science teacher in 1961. However, his student-focused approach led him to wonder, ‘What were their barriers to learning?’ “I had the opportunity to take some

counseling classes and got really excited,” explains Earl. He became a certified guidance counselor in 1965 and has been helping students at both the high school and college level ever since.

Today, at age 82, Earl continues to work part-time as a guidance counselor at Washtenaw Community College. “We all want to be useful,” says Earl. “As I celebrate more birthdays, I realize that I grow with my students. They help me see the world in many different ways, and I love helping to remove obstacles so students can reach their dreams.”

At CRC, Earl says team members sometimes stop to talk to him about going back to school. Earl understands that it’s not easy with a job, kids, and family to also consider. “It’s like a big puzzle,” says Earl. “Each piece must fit together in order to achieve success. It’s hard to do it alone.”

Having adequate resources for further education is also an important puzzle piece. “UMRC Foundation’s Staff Scholarship program is wonderful and helps ease the financial burden for team members to achieve their career goals,” says Earl. ■

Earl Avery Has a Passion for Helping Learners.



YOU can help our dedicated team members achieve their educational goals! **CONTACT** Wendy Brightman, President, UMRC Foundation and Porter Hills Foundation at 734.433.1000 ext. 7502 (UMRC) or 616.577.2297 (Porter Hills) for more information. All donations remain local according to your wishes.

Porter Hills Chaplain – Melody Johnson

*Brace yourself to keep learning in life,
especially in your faith life.*

Recently, one of our residents said to me, “Wisdom doesn’t come automatically with age... have you noticed?” I laughed, but her statement led me back to Job 32:8-9 which says, “*But truly it is the spirit in a mortal, the breath of the Almighty, that makes for understanding.*”

Certainly, life experience may increase inevitably with age, but understanding comes from cultivating a holy curiosity and the mindset of a lifelong learner.

Teaching and learning are the very center of our faith. Pastor and author, David Mathis said, “Faith is not a finite course of study for the front-end of adulthood – that we first do our learning and then spend the rest of our lives drawing from that original deposit of learning.”

I’d like to challenge you to declare yourself a “Learner!” Brace yourself to keep learning in life, especially in your faith life. My 3-year-old granddaughter Karina said it best: “Mor-Mor, I have learned all the words to *Jesus Loves Me* and now I can’t wait to learn the next thing the Bible will teach me!” ■



Melody Johnson

*“I’d like to
challenge you to
declare yourself
a ‘Learner!’”*

— Melody Johnson

Outdoor Beauty Abounds at UMRC and Porter Hills.





UMRC and Porter Hills Honored as Outstanding Workplaces

Team members provide the best possible care for older adults – and it shows!

UMRC and Porter Hills are excellent places to work and have recently been honored locally and nationally as such. UMRC achieved the Great Place to Work® certification, a nationally recognized honor, for the second straight year. This certification is part of *Fortune* Magazine's "Best Workplaces" list.

Porter Hills also earned West Michigan's Best and Brightest Companies to Work For® rating for the seventeenth straight year, one of just five area companies to earn this distinction so many years in a row.

"We are delighted to receive this validation for UMRC and Porter Hills," says Michelle Baldwin Henderson, Chief Human Resources Officer. "Our combined 1,300 team members, from shore to shore, truly are committed to providing outstanding care and services to older adults. They work tirelessly to support one another and provide the best possible care for our residents and participants. We could not be prouder of these accomplishments!" ■

UMRC Foundation
Hosts Coffee Truck
to Celebrate Staff
Appreciation Day.
Pictured left to right
are team members
Carrie Holcomb,
Bridget Small, and
Virginia Lewis.



Meet Our Donors

– Milt and Barbara Rohwer

For the Rohwers, supporting team member education equals outstanding care for elders served at Porter Hills.

Education is very important to Milt and Barb Rohwer. It's why the couple decided to support the Employee Support Services initiative for Porter Hills, including scholarships for team members. "We understand the profound impact education has on improving the lives of individuals and families," says Barb.

"There are several reasons why this initiative resonates so deeply with us," says Milt, retired president of the Frey Foundation and emeritus member of the Porter Hills and Porter Hills Foundation Boards. "We want to see the best possible care for the older adults served by Porter Hills, which requires a highly trained team. We are also sensitive to Porter Hills' goal of maintaining a stable workforce with low turnover. In addition, we are concerned about providing improved opportunities for Porter Hills team members, particularly those in entry level positions, and ensuring a bright future for their families. Barb and I believe this program addresses each of these issues."

Milt and Barb have many ties to Porter Hills. In addition to Milt's board service, they were early subscribers to Avenues by Porter Hills, an innovative membership program that helps people live independently in their own homes and pursue optimum health and wellness, with access to quality services in their home if needed. They are also members of Grand Rapids Westminster Presbyterian Church and have many friends and relatives who live at Porter Hills.

Barb adds, "We have a lot of compassion for Porter Hills' front-line staff and are excited about how the Employee Support Services Fund will attract and retain outstanding caregivers." ■

"We understand the profound impact education has on improving the lives of individuals and families."

—Barb Rohwer

Milt and Barb Rohwer



Gold Stars and A+'s

UMRC and Porter Hills Achieve 5-Star Quality Ratings

Team members deliver compassionate, mission-driven care.

"The 5-Star rating is a direct result of our team members' dedication to providing the highest quality care for all those we serve."

— Steve Fetyko,
President and CEO,
UMRC and Porter Hills

UMRC and Porter Hills have achieved quite an accomplishment: all four of their Medicare-rated clinical communities and services have recently earned 5-Star quality ratings by the Centers for Medicare and Medicaid Services (CMS). This includes Kresge Healthcare and Rehabilitation Center, located at UMRC's Chelsea Retirement Community campus, as well as the Porter Hills Village Health and Rehabilitation Center, Porter Hills Green House® Homes, and Home Care home health services in Grand Rapids. This highest possible ranking puts these UMRC and Porter Hills communities in the top ten percent of all providers in the U.S.

"Having one 5-star rated community is extremely difficult to achieve, but to have every one of our Medicare-rated clinical areas rated as 5-star is just incredible," says Nicole Maag, Vice President of Operations for UMRC and Porter Hills. "The clinical teams at UMRC and Porter Hills deliver quality, compassionate, and mission-driven care each day. We are tremendously proud of the amazing care being delivered each day in all of our clinical areas."

President and CEO of UMRC and Porter Hills, Steve Fetyko, agrees. "The 5-Star rating is a direct result of our team members' dedication to providing the highest quality care for all those we serve." ■

UMRC and Porter Hills Offer the Highest Quality Care and Services for Older Adults Across Michigan.



Learning Nevers Gets Old

HOW TO NAVIGATE SENIOR LIVING OPTIONS 101

You've worked hard to create the lifestyle you want, and **UMRC** and **Porter Hills** are dedicated to helping you preserve and enhance it. Learn more about how you can enjoy your independence, along with access to maintenance-free living, the amenities you want, and truly exceptional care should you ever need it.

**CURIOUS? CALL UMRC AT 734.562.0117
OR PORTER HILLS AT 616.205.9657.**



The Porter Hills Foundation cordially invites you to our inaugural

THANKS *For* GIVING

This year we are celebrating YOU – our faithful friends and sponsors.

Your generosity is at the heart of all we do, helping to ensure the best possible care and services for the older adults we serve at Porter Hills.

Please Join Us!

Wednesday, November 20, 2019, 6:00 p.m.
Frederik Meijer Gardens & Sculpture Park
1000 East Beltline Ave NE, Grand Rapids, MI 49525
Cocktail attire

All proceeds from this event will help create the **Porter Hills Employee Support Services Fund** to provide ***scholarship*** opportunities and ***emergency aid*** for our dedicated Porter Hills team members, especially those who work most closely with elders.

To learn more, or to purchase tickets, contact **Joanna Hogan, Vice President for Philanthropy, Porter Hills Foundation**, at **616.577.2297** or **jhogan@porterhills.org**.



805 W. Middle Street | Chelsea, MI 48118

UMRC

BOARD OF TRUSTEES

Martha Blandford
Rich Brown
Colleen Dolan-Greene
Gwen Dunlap
Michael Fritz
Barbara Goodspeed
Kathleen Griffiths
Rev. Elizabeth Hill
Rev. Dr. Matt Hook
H. Russell Ives

Pam Kidd, M.D.
Dick Lundy
John Nixon III
Mark Ouimet
Jim Preston
Michael Shore
Edward Southworth
Mary Wagner
Jay Wisentaner
Stephen Fetyko,
UMRC and Porter Hills
President & CEO

FOUNDATION BOARD OF DIRECTORS

Karen Andrews
Rich Chang
Marianne Conner
Colleen Dolan-Greene
Gwen Dunlap
Lisa Herrick
Kim Hoppe
Chad Losey
Tom McMullen

Mark Ouimet
Henry L. Paulson, M.D., Ph.D.
Mary Lee Penney
Steve Sarns
Michael Shore

Stephen Fetyko,
UMRC and Porter Hills
President & CEO

Wendy Brightman, MML, CFRE
UMRC Foundation and
Porter Hills Foundation President

PORTER HILLS

BOARD OF DIRECTORS

Rich Brown
Michael Fritz
Barbara Goodspeed
John Nixon III
Edward Southworth
Mary Wagner
Jay Wisentaner
Stephen Fetyko,
UMRC and Porter Hills
President & CEO

FOUNDATION BOARD OF TRUSTEES

Bruce Barnhart
Cathy Brady
Chris Edgar
George Grant, Jr.
G. John Hagenbush
Cynthia Havard
Kim Hoppe
Thomas Jackoboice
Don Kelley, M.D.
Don Lubbers

James Moyer
Jim Preston
Dave Raguse
Dick Rathburn
Nick Reister
Tim Schad
Tom Small
Wendy Stock
Joe Stojak
Jacqueline Taylor
Cal Verduin

Mary Wagner
Jay Wisentaner

Steve Fetyko,
UMRC and Porter Hills
President & CEO

Wendy Brightman, MML, CFRE
UMRC Foundation and
Porter Hills Foundation President

UNITED METHODIST RETIREMENT COMMUNITIES

734.433.1000 | 805 West Middle Street, Chelsea, MI 48118
umrc.com

PORTER HILLS

616.949.4975 | 4450 Cascade Road SE, Grand Rapids, MI 49546
porterhills.org

