

■ SPRING 2020

A MAGAZINE *from* UMRC AND PORTER HILLS

# Community

*Special Edition:* UMRC & PORTER HILLS COVID-19 RESPONSE



## Supporting our Healthcare Heroes

THEY CARE FOR YOU.  
WE CARE FOR THEM.

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# Not All Heroes Wear Capes

SUPPORTING OUR HEALTHCARE HEROES AT UMRC & PORTER HILLS

**T**his letter comes to you during the biggest pandemic to hit our world in more than a century. As an aging sector advocate and foundation leader, little else has infiltrated my brain since mid-March other than COVID-19 and its impact on Michigan's vulnerable older adults and the direct care workers who



Wendy Brightman

care for them. I am grateful to serve UMRC and Porter Hills, organizations that invite me to bring my faith in Jesus Christ into the office, and I am comforted knowing He calls on each of us to serve where He needs us to be during this crisis.

In this special issue of our **CommUnity Magazine**, it is my honor to highlight the brave service of our direct care teammates whose calling leads them toward the danger of this virus in order to care for older adults.

**Not all heroes wear capes.** Many of them wear scrubs, tool belts, aprons. These are our **"Healthcare Heroes"** – our caregivers, dining service workers, housekeepers, and environmental services team members. They have children who are out of school, spouses who are laid off, older parents who rely on them. Yet, they put aside these burdens to provide love and care for the older adults at UMRC & Porter Hills.

UMRC & Porter Hills has acted swiftly to launch several initiatives to assist our amazing frontline team members. These include supplemental sick leave and pay, food pantries at each location, babysitting

services, and more. However, even with these steps, this crisis is putting significant emotional and financial strain on our team members.

**Our "Healthcare Heroes" are here for those we serve. Now it's our turn to be here for them.**

The UMRC Foundation and Porter Hills Foundation launched a very special campaign to create an Emergency Fund to assist our direct care team members with hardships they are facing because of COVID-19. Many of you have already answered our call to help – Thank you! We were blessed to receive TWO anonymous challenge gifts of \$250,000 each, which are being used to match your gifts – dollar for dollar.

We call on you to please join us and make a gift today so that our heroes have the essentials they need right now to provide for their families at home and those they serve every day at work. All gifts remain local.

Read on to learn more about these initiatives and visit our websites:

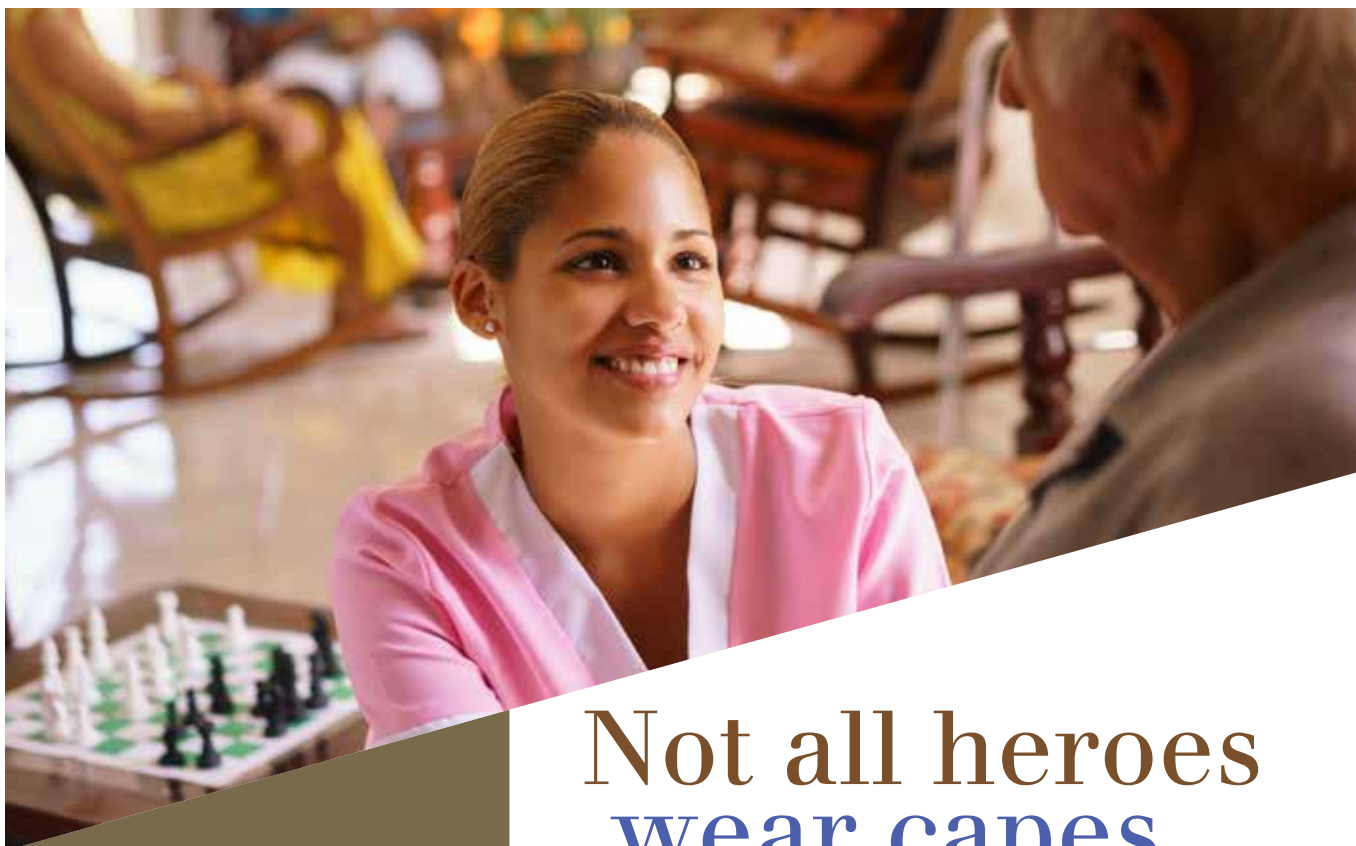
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With warmest regard,

Wendy Brightman, President  
UMRC Foundation & Porter Hills Foundation



Many of our board members called to thank our Healthcare Heroes for their vital work at this critical time. "It was very rewarding," says Jim Preston, Porter Hills Foundation and UMRC board member. "I wanted to share my gratitude for them, but they shared their thanks with me, too."



### *Meet Chris*

As a certified nurse assistant (CNA) and single mom, Chris is concerned about paying a babysitter while her two young children are out of school. She's also worried about her elderly mom, who depends on her for care and support.

It's a lot to manage, even in the best of times.

What if someone in Chris's world should get sick? Or, worse yet, what if Chris herself does?

Here at UMRC & Porter Hills, Chris is not alone. She and 740 of her co-workers are all facing very real personal and financial emergencies.

We think it's time we showed Chris the same care she shows us every single day.

## Not all heroes wear capes

Together, we can build the superpower our frontline caregivers need to defeat COVID-19.

We are currently experiencing a crisis unlike any in recent history. The dedicated team members at UMRC & Porter Hills are going above and beyond the call of duty to protect and care for older adults during this time.

Caregivers. Dining and housekeeping staff. Environmental service workers. All of them are essential, and all are supported through an expanded paid time off program (including an additional supplemental sick bank for use during COVID-19), food pantries at all locations, babysitting services, and more.

But even that may not be enough.

That's why the UMRC Foundation and Porter Hills Foundation have come together to build extra emergency support for our health heroes. And it's why we need your help.

**Your special, emergency gift is needed today and will be matched dollar for dollar, thanks to a generous challenge grant.**

All contributions remain local.

**Make your secure online donation at**

[umrc.com/umrc-foundation](http://umrc.com/umrc-foundation) | [porterhills.org/foundation](http://porterhills.org/foundation)





# Melissa Williams – Gentle Compassion

CARING FOR RESIDENTS LIKE FAMILY



**"Our frontline caregivers are all wonderful and inspiring warriors, heroes, and special people."  
– UMRC Foundation board member, Steve Sarns**

Melissa Williams works the night shift as a Memory Care Support RCA (Resident Care Assistant) at UMRC's Towsley Village Memory Care Center, a Positive Approach® to Care (PAC) "Participating" organization. A PAC certified coach, Melissa cares deeply about the residents she serves who live with dementia. "They are truly amazing human beings," says Melissa. "To help them during this very scary and difficult time in their lives is truly an honor."

"The PAC philosophies really resonate with Melissa," says Towsley Village dementia care specialist, Katie Garvey. "She has a gentle, compassionate demeanor that makes her very skillful at building rapport and recognizing changing care needs. We are blessed to have her on our care team."

Melissa enjoys helping her fellow

care partners be successful. "Working in dementia care can be very challenging," shares Melissa. "So being able to learn and then teach different techniques that help a care partner provide the highest quality of assistance, care, and understanding to a resident and their loved ones is paramount. I am blessed with some of the most compassionate and incredible co-workers."

This is Melissa's first time working as a care partner, but she has provided care to her husband for over a decade following a serious car accident. Once she returned to work, she knew that caring for others was the career for her.

"The greatest thing about my job is the residents," says Melissa. "You essentially become part of their family, and there is nothing quite as rewarding as being able to provide them with the best quality of life." ■

Melissa Williams,  
RCA and Audrey



# Perry Babcock – Creativity and Teamwork

COMBINING PERSONAL TOUCH WITH TECHNOLOGY  
TO PROVIDE OUTSTANDING CARE

When nurse practitioner Perry Babcock walks into the LifeCircles PACE Day Center in Holland, “the participants light up,” says day center supervisor Betsy Schutzenhofer. “They enjoy talking to him and not just about medical issues. He has a caring heart and people sense that.”

As a primary care provider at LifeCircles PACE (Program of All-inclusive Care for the Elderly), Perry sees participants for scheduled preventive health screenings and exams as well as for acute illnesses. He also assists, as a member of the interdisciplinary team, with care planning and coordination with outside providers and hospitals as needed. “Perry brings tremendous knowledge and strength to our team,” says Betsy.

“All PACE programs consist of professionals in different disciplines, from medical assistants and CNAs, to primary care providers and social workers,” explains Perry. “We all work together every day and strive to provide the highest level of care. Without teamwork, PACE just wouldn’t be possible.”

COVID-19 is currently keeping PACE participants at home, but expansion of telehealth services is opening a new window of access for participants and PACE care teams. “Creativity is key,” says Perry. “Telehealth increases our options for face-to-face connections and allows for additional opportunities to provide the medical care our participants need.” ■

## MICHIGAN HEALTH ENDOWMENT FUND

UMRC & Porter Hills has received  
a \$50,000 grant from the Michigan Health  
Endowment Fund to implement telehealth for  
older adults at Huron Valley PACE in Ypsilanti,  
Thome PACE in Jackson, and LifeCircles PACE  
with locations in Muskegon and Holland.



Perry Babcock



Perry and his wife, Ashley, have found creative ways to serve PACE participants and teammates, including making dozens of handmade masks for all of his co-workers.

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# Human Resources Team Provides “Hero Support” for UMRC & Porter Hills Caregivers and Families

Caring for others is always essential, but never more so than during a crisis like COVID-19. While our “**Healthcare Heroes**” are at the frontlines, providing outstanding personal care and services to our residents and PACE participants, the UMRC Foundation, Porter Hills Foundation, Human Resources, and other teams are behind the scenes offering “Hero Support.”

UMRC & Porter Hills quickly put plans into place, providing a supplemental sick bank for all team members and \$2/hour differential through at least April 18 for all direct care workers. The UMRC Foundation and Porter Hills Foundation have also launched an Emergency Fund for direct care team members.

Meanwhile, the UMRC & Porter Hills’ Human Resources team also jumped into action, reaching out to all team members by phone and e-mail to survey their immediate needs. Among their concerns are childcare while schools are closed and grocery and supply needs.

“These are such basic needs, and ones we knew it was our duty to help with,” says Michelle Henderson, UMRC & Porter Hills Chief Human Resources Officer. The Human Resources team arranged babysitting and launched “essentials cupboards” at six of UMRC & Porter Hills’ locations.

“We are so grateful to everyone who has helped with these initiatives, including local donors and organizations who have brought food, diapers, wipes, and more to fill our essentials cupboards at our sites from shore to shore,” says Michelle. “Our **Healthcare Heroes** are here for our residents. Now it’s our turn to do all we can to be here for them.” ■



## THANK YOU

to Amway, Fairlife, Food Gatherers, Jiffy Mix, Lockton, and Sam’s Club for your generous donations of food and supplies.



▲ Kyarra Williams in Dining Services delivers meals and smiles to residents.

◀ Resident Geraldine W. enjoys a visit from her daughter – over the phone and through her window.



PLANNED GIVING

# CARING

*for Tomorrow's Older Adults*



Rev. Dr. Brent and Marlene McCumons



Dori Vander Mey

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- Costs You Nothing Today
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**Support the community of your choice!** Our team can help you fulfill YOUR legacy to support benevolent care, employee scholarships, emergency aid, or even the lovely gardens.



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# The Reason for Our Hope

## — Rev. Nancy Claus, Chaplain, Porter Hills

LIVING WITH HOPE EVERY DAY

My husband's favorite word is HOPE. Tom skillfully interjects this short, four-letter word into our many conversations when we gather as a family. He shares that HOPE is a gift; when it arrives, despair departs. HOPE pierces the darkness.

Within Holy Scripture no word is more beautifully descriptive of the Gospel of Jesus Christ than HOPE; with its assurance, trust and expectation. Christian HOPE is never merely wishful thinking or a consoling dream of our imagination; it is ever grounded in the Divine act of salvation accomplished in Jesus Christ.

We live in precarious times. We turn on the news, we read the newspaper, we listen to others as they discuss timely events, and we wonder, we are concerned, our imaginations run wild.

The Apostle Paul writes of the HOPE to which we've been called; the HOPE laid up for us in heaven: our glorious HOPE, our good HOPE; and the HOPE of eternal life.

Let us strive to live with HOPE every single day. Why? Because it brings comfort to our aching souls; it preserves, it persuades and enables us to prevail. ■



Rev. Nancy Claus, Chaplain, Porter Hills

Middle School student Lexi Parkinson painted pictures for UMRC residents like Marilyn C. (left).



"Each of the employees I called asked me how I was doing," says UMRC Foundation board member, Chad Losey. "What a tremendous organization."





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