

# Insiderupdate

*Special Edition:* UMRC & PORTER HILLS – ALIGNED IN SERVICE TO OLDER ADULTS



## A Letter from Steve Fetyko, President and CEO



The challenges of COVID-19 have felt overwhelming at times. Yet, I am also heartened to share the incredibly positive ways that we have come together as a result at UMRC & Porter Hills.

The trust and comfort level of our teams and board members has grown immensely through this time of COVID-19. We have learned how much we rely on each other to fulfill our mission and how much stronger we are when we work as one.

Over the last several months, members of the UMRC and Porter Hills corporate and foundation boards have worked tirelessly behind the scenes to align our organizations and seek ways to coordinate efforts and identify efficiencies. Committees comprised of members from each board have come together to guide and streamline our policies and practices into one cohesive playbook.

When we affiliated in 2019, we had plans to complete refinancing within five years. However, with interest rates at all-time lows, we decided now was the time to begin debt refinancing. This process is now complete. In doing so, many barriers to streamlining our practices are now eliminated. We are proud of these accomplishments which help us to be smarter, stronger stewards of the resources you have entrusted in us.

I am delighted that our work has also included the thoughtful development of new mission, vision, and guiding beliefs statements that encompass the innovation, inclusiveness, and compassion of our combined organization as we empower all people to age well.

All of us at UMRC & Porter Hills are grateful to have you with us on this journey.

Sincerely,

**Steve Fetyko**  
President & CEO  
UMRC and Porter Hills

## Mission Statement

Welcoming all, partnering together, enriching lives.

## Vision Statement

A world in which all are empowered to age well.

## Our Guiding Beliefs

Based on our founding principles, and guided by the teachings of our faith-based heritage, we believe in...

**INTEGRITY:** We perform our responsibilities ethically, honestly, and with deep compassion, authenticity, and upright character.

**WELLNESS:** In partnership with our team members, we attend to mind, body, and spiritual wellness, as well as the independence, engagement, and joy for all we serve.

**INCLUSIVENESS:** We welcome all, regardless of faith, national origin, or any aspect of human diversity, and want all who live, work, and receive services with us to feel welcomed, embraced, and invited to participate.

**STEWARDSHIP:** We are accountable for responsibly managing the resources entrusted to us.

**EXCELLENCE:** We seek to excel in all we do through a passionate commitment to continually improve every element of what we do, as individuals and as an organization.

**COMMUNITY:** We recognize it takes compassionate, skilled team members, and engaged residents, participants, families, vendors, and volunteers to deliver on the promise of our Mission every day. We value their contributions and fully support their growth and continued partnership.

805 W. Middle Street | Chelsea, MI 48118



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UMRC.com

**PORTER HILLS**  
616.949.4975 | 4450 Cascade Road SE | Grand Rapids, MI 49546  
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## Enriching the Lives of Older Adults

UMRC & Porter Hills' Wellness and Life Enrichment teams excel at finding lots of ways to provide engaging, meaningful, and just plain fun activities – even during the pandemic – to safely bring joy to the older adults we serve! Here are just a few.



The residents of Porter Hills Village enjoyed a string sextet from the Grand Rapids Symphony Orchestra!



Our Wellness and Life Enrichment teams treated Chelsea Retirement Community residents to a farmer's market!



The Pet Parade was a huge success at Meadowlark! Thank you to Scheumann Farm and Petting Zoo for bringing some furry friends to enjoy!



Huron Valley PACE team members organized a car parade to visit participants.



The Grand Rapids Civic Theater stopped by for a Driveway Cabaret! Residents were serenaded with Broadway show tunes from local theater stars.

A Letter from Wendy Brightman

### Working from One Playbook, Upholding Donor Intent, Providing Outstanding Care



Since the affiliation of UMRC and Porter Hills in March 2019, the UMRC Foundation and Porter Hills Foundation boards have been working together to implement best practices across the state. Both boards are committed to honoring the history of each organization, while reducing duplication. Our faith-filled mission and common purpose complement each other and enable us to create one playbook that upholds donor intent and extends our reach. Together, we are developing consistent policies and initiatives on both sides and have adopted these four priorities, shore to shore:

- Benevolent Care
- Employee Support Services
- Life Enrichment
- Capital Improvements

Over the past two years, I have had the opportunity to get to know many loyal donors on the west side of the state, in addition to our many devoted supporters on the east side, who

honor the work we do at both UMRC and Porter Hills. Regardless of your connection to UMRC or Porter Hills, you have much in common! You support the foundations because you want to uphold the tradition of benevolent care for your neighbors, ensuring qualified residents always have a loving place to call 'home'. You give to the Employee Support Services Fund because your loved one received exemplary care. Maybe you donate because of a connection through your church. Above all, you support the foundations because you appreciate the importance of providing outstanding care for older adults.

Thank you for your generosity and steadfast support of the UMRC and Porter Hills Foundations. You mean the world to the older adults we serve.

With warmest regard,

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

## UMRC & Porter Hills Recognized as Best & Brightest Companies to Work For®



UMRC & Porter Hills is delighted to be named a Best and Brightest Company to Work For® in both Metro Detroit and West Michigan. An initiative of the National Association for Business Resources, this program honors companies that distinguish themselves as having the most innovative and thoughtful human resources approach. 2020 marks the first year of this distinction for UMRC & Porter Hills from Metro Detroit and the 18th straight year from West Michigan's program.

"We are thrilled to be named a Best and Brightest Company to Work For®, shore to shore, in 2020," said Michelle Henderson, UMRC & Porter Hills Chief Human Resources Officer. "Since our affiliation in March 2019, our goal at UMRC & Porter Hills as an organization has been to create and sustain a work environment that is welcoming, enjoyable, and supportive for all. We are so proud of this accomplishment and of our dedicated team members who make UMRC & Porter Hills such a wonderful and caring place to live and work."



### DONOR ADVISED FUND. QUALIFIED MINIMUM DISTRIBUTION. INDIVIDUAL RETIREMENT ACCOUNT.

As public charities, the UMRC Foundation and Porter Hills Foundation can help you with ALL of these ways to make a gift in support of older adults! It's easy! Plus, 100% of your gift goes EXACTLY where you intend it to go.

To learn more, contact:

UMRC Foundation      Porter Hills Foundation  
734.433.1000 ext. 7502      616.577.2297



## Focus on Faith Excellence, Outreach, and Values

Dr. Pam Kidd and  
Rev. Dr. Riley Jensen

In 1998, Rev. Dr. Riley Jensen received the call to serve as pastor at Westminster Presbyterian Church in Grand Rapids. Originally from Seattle, Riley and his wife, Dr. Pam Kidd, had no ties to Michigan. At the time, Riley was serving a church in the metropolitan New York area; Pam, a pathologist, was a member of the medical school faculty at Robert Wood Johnson University Hospital in New Jersey.

In making their decision to move, one of their children said, "You know it snows a lot there." But another said, "It sounds like the church you've always wanted to serve," with its connection to Porter Hills as well as other ministries. Pam and Riley agree it was a good choice.

As pastor of Westminster, Riley served on the Porter Hills board. He and Pam got to know the Porter Hills' founders who were still "vigorously involved" in the life of the church and Porter Hills. Riley also had many opportunities to visit his parishioners living at Porter Hills. "We saw first-hand the excellence and outreach of the organization," Riley said.

When Pam retired in 2016, she joined the Porter Hills Board. When UMRC and Porter Hills affiliated in 2019, Pam was invited to be a member of the UMRC Board of Trustees. She shares her medical experience as a member of the Quality, Ethics, and Compliance committee, as well.

"It is a privilege to serve on the UMRC board," said Pam. "It is wonderful to know the board is committed and supportive of the right values. Especially during COVID, we have seen the exemplary ways our organization and foundations support our residents, direct care teams, and all the team members to ensure the residents are well cared for."



Pat loved the Tigers, her family, and her friends at UMRC. Thanks to a gift in her will to the UMRC Foundation, Pat's loving legacy continues to provide care for our residents who outlive their savings.

You, TOO, can leave a lasting legacy!

A gift in your will to the UMRC Foundation or Porter Hills Foundation:

- ◆ Costs you nothing today ◆
- ◆ Makes a difference in the lives of older adults ◆
- ◆ Still allows you to take care of your family ◆

For more information, visit  
[UMRCFoundation.com](http://UMRCFoundation.com) or  
[PorterHills.org/Foundation/](http://PorterHills.org/Foundation/)  
or call 734.433.1000 ext. 7502  
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