

VOLUME 5 • ISSUE 4 • AUTUMN 2016



spirit

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Celebrating the Spirit®

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A WORD FROM THE CEO



Rev. Kenneth Daniel
President and CEO

THE DAWN OF OUR NEXT CENTURY

What a summer it has been!

So much has happened so quickly within the sphere that United Church Homes touches that it's invigorating to keep the new initiatives coming, and yet daunting to consider their full meaning and impact.

We recently announced the next step in expanding our ministry — the addition of Pilgrim Manor in Grand Rapids, Michigan (see pages 6–7). This development is important on multiple levels. It is occurring primarily because of long-standing bonds that both entities share with the United Church of Christ, and thus reflects a unique alignment of cultures. It provides UCH with a foothold in a new state. And it marks the first of many affiliations we expect will take place in the future as changing dynamics in the senior living environment encourage organizations to seek strength in numbers.

We also celebrated the centennial of our founding with a two-day observance in Columbus (see pages 2–3 and pages 10–20). This grand event, which featured activities and presentations, workshops, and a worship service, provided attendees with a glimpse into the role that United Church Homes fulfills today, as well as a hint of the possibilities that may lie ahead. It also afforded us the opportunity to recall that we are heirs of a great and far-reaching legacy, with an obligation to pay that legacy forward to future generations.

There was a moment at our Centennial Celebration dinner when the noble ideas for which UCH stands collided with powerful underlying emotions in a spectacular display of achievement and potential. At one point we aired our *Community* video (which you can see at unitedchurchhomes.org), and the audience's spontaneous response — thundering applause, raucous cheering, the room exploding with excitement — was both stimulating and intoxicating. Despite not having been shown in a public venue for nearly one year, the video's unique mix of music, messaging, and imagery sparked an organic release of energy. I was overwhelmed. It captured the essence of how far we had come, and was a reminder of how much further we can, and must, go.

Such is the nature of our journey. While no one can know what the world will look like 100 years from now, we all know that it will be different, much different, than what we see today. We are witnessing the dawn of our next century.

It is to this second century that we pledge our unwavering engagement. Our mission to transform aging extends beyond, far beyond, simply doing our best. The new Ruth Frost Parker Center for Abundant Aging (see pages 4–5) was established to facilitate this transformation — to inform the discussion, to shape the policies, to make what seems impossible today become possible tomorrow. Taking this path will require a steady hand, a strong voice, a renewed vigor.

And yet we head in this uncharted direction, not because it is easy, but because it is hard — and because it is right. This is our continuing call to a century-old mission that goes on in exciting new ways.



ON THE COVER:
Cameron Brothers,
age 8, entertains
Betty Campbell at
Chapel Hill.

spirit MAGAZINE

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100th Celebration RETROSPECTIVE

“The most important thing to remember about faith is that it is not apparent. Faith is promised, but never seen. If you think about the origins of United Church Homes, the people who put this beautiful organization in place never got to see what it looks like today, and the people who are shaping it now will never get to see what it will look like 100 years from now. That’s the beauty of faith!”

Michael Readinger, President and CEO
Council for Health and Human Service Ministries (CHSM)
United Church of Christ



Michael Readinger's presentation at the Centennial Celebration was entitled, *What's Faith Got to Do With It?* And, for a faith-based nonprofit organization like United Church Homes, his comments perfectly captured the essence of who we are, of what we're celebrating as we begin our second century, and of what we one day may yet become.

The content of this issue of *Spirit* magazine, and of issues you'll see over the next year, focuses on topics highlighted at our Centennial Celebration in Columbus in July. The range of topics covered — innovative

approaches to care, diversity, holistic health, and the protection of assets and incomes — represent our interpretation of how United Church Homes views its mission of building a culture of community, wholeness and peace, and help shape our vision to create abundant life for all whose lives we touch.

Translating that vision into reality is what we do. It is work that is built upon faith, grounded in belief, and nurtured every day by those who live at, work for, and support United Church Homes. That's why we celebrated the 100th anniversary of our founding — to reflect where we've

come thus far on our journey, and to ask for God's continuing grace and guidance for the coming century.

We work in faith to create a ministry that, God willing, will celebrate its second centennial in 2116. Although none of us today will share in that event, we work in faith to assure it will happen!





RUTH FROST PARKER CENTER FOR ABUNDANT AGING



2016 ANNUAL SYMPOSIUM

The idea for a Center for Abundant Aging was generated around the time United Church Homes was working on its Vision/Mission/Values statements over two years ago. This Center is not made of bricks and mortar, rather it provides opportunity for the cross fertilization of ideas and innovation for United Church Homes and its partners in the senior service sector, higher education, research, and advocacy.

The name of the Center became clear in February 2015 as United Church Homes celebrated the life of Ruth Frost Parker with her family and friends following her death at the age of 92. Ruth served on the UCH Board of Directors almost 30 years ago, crystallizing for her the need for a new retirement center in Sandusky, her hometown. The names of Parkvue Place and, several years later, Parkvue Healthcare Center, were a nod to her commitment to help create this

community. She was a woman of insight and resolve. She could see the needs around her and acted to ensure that ideas became reality. People's lives continue to be enriched thanks to her transformative philanthropic spirit. It was only fitting to name this Center for Abundant Aging to honor the woman whose vision and generosity helped to inspire and impact so many.

"We're excited about how the Center for Abundant Aging has developed in a very short period of time. We envision the Center as a forum in which experts in the fields of gerontology, spirituality, parish ministry, caregiving, aging, and healthcare will meet and discuss how to transform the way we age."

- Rev. Kenneth Daniel
President and CEO
United Church Homes

The first annual Symposium of the Ruth Frost Parker Center for Abundant Aging will take place on November 11, 2016, from 10:00 a.m. to 2:30 p.m., at the Columbus Marriot Northwest in Dublin, Ohio. Registration for the Symposium is \$15 and includes lunch.

The topic of this year's Symposium is *A Generation Ahead: Transforming the Way We Age*. Joan Lunden will be the keynote speaker. Joan is an award-winning journalist and former host of *Good Morning America* who actively speaks on the topic of the changing landscape of aging. Following the keynote, there will be opportunity to continue the conversation with Lunden and with the panel of experts from our partners in Ohio.

The 2016 Symposium is approved for CEU credits for nursing home administrators, nurses, chaplains, and social workers.

To register for the 2016 Symposium, visit:
unitedchurchhomes.org/symp2016#featured-presenters

A Generation Ahead: Transforming the Way We Age



Keynote Presenter:

Joan Lunden

Keynote speaker Joan Lunden highlights the Symposium. Lunden served as host of *Good Morning America* for nearly two decades. Her unique perspective on aging in America has been shaped by her experiences as a breast cancer survivor, healthy living advocate, caregiver for her mom, and the mother of seven children.

A panel discussion facilitated by Rev. Kenneth Daniel, president and CEO of United Church Homes, will feature leaders in various fields associated with aging, including:



Kathryn Brod,
CEO,
LeadingAge Ohio



Robert Applebaum,
MSW, PhD
Director, Ohio Long-Term
Care Research Project,
Scripps Gerontology
Center, Miami (Ohio)
University



**Holly Ione
Dabelko-Schoeny,**
MSW, PhD
Associate Professor,
College of Social Work
The Ohio State University

Founding Funders for the Ruth Frost Parker Center for Abundant Aging

This year's Symposium has been made possible by the generous financial support of many individuals and organizations that support the principles upon which the Center for Abundant Aging was founded:

- Linda Brewer
- Rev. John Cramton
- Rev. Kenneth Daniel
- Dr. E. Anne Eddowes
- Adelle Elshoff
- Suzanne Schoedinger Ellis
- The Frost-Parker Foundation
- Plante Moran
- Thomas & Marker Construction
- United Church Homes Board of Directors
- The Family of Ruth Frost Parker

A New Place to Call Home



The Board of Directors of United Church Homes and the 19 United Church of Christ shareholder churches who provide governance for Pilgrim Manor, a senior residential and healthcare community located in Grand Rapids, Michigan, recently announced they voted to approve a merger agreement between the two organizations following a three-year time of discernment.





The integration of the organizations will occur at the end of October. This means Pilgrim Manor will continue to operate under its own name but will become a fully owned subsidiary of United Church Homes. UCH will provide direct support to all aspects of Pilgrim Manor's business enterprise, including accounting, marketing, human resources, and information technology services. Pilgrim Manor's advancement and fund-raising initiatives, conducted through its foundation, will continue to seek donor support for its charitable activities.

"This is a ministry, a mission, and a culture with which we are extremely comfortable. It would have been difficult to join with anyone else," said Karen Messick, executive director of Pilgrim Manor. "We share so much as organizations that it's a near-perfect fit. This integration will ensure that we can continue to offer the services and care that people expect from Pilgrim Manor."

Rev. Kenneth Daniel, president and CEO of UCH, said, "Given the commonality of United Church Homes' and Pilgrim Manor's faith-based heritage within the United Church of Christ, the addition of Pilgrim Manor into the UCH family of communities is the epitome of a win-win situation. The integration enables Pilgrim Manor to continue



Karen Messick

to provide quality services to seniors in the Grand Rapids area while deriving efficiencies through the utilization of UCH resources."

The addition of Pilgrim Manor also enables UCH to continue to realize its strategic goal of expanding its nonprofit mission in a geographic area that is ripe with further strategic opportunities. Following the integration, United Church Homes' operating footprint will expand by approximately 10 percent. Rev. Daniel noted, "With Pilgrim Manor's reputation for quality and its strong network of relationships around the region, we believe this venture will enable us to expand services in the greater Grand Rapids region."

Pilgrim Manor traces its origins to 1955 when a dozen Grand Rapids area Congregational churches, most of which are now affiliated with the UCC, first conceived of building a

senior care community. It opened in 1963 as an assisted living community for retired seniors, and later added skilled nursing services. Today Pilgrim Manor operates 55 skilled nursing beds and 110 assisted living apartments on a 10-acre campus near downtown Grand Rapids.

Members of Pilgrim Manor's management team met with UCH leadership staff during the Centennial Celebration in July, where they received a warm and genuine welcome. "Spending time with the people from UCH has been amazing," said Karen. "We're looking forward to the vast network of skills, talented people, and support that UCH has, and are so thrilled to see that everyone associated with United Church Homes is so rooted in the mission. The commitment and the passion are almost tangible."

Both UCH and Pilgrim Manor share relationships with the regional and statewide branches of the United Church of Christ and are members of its national Council for Health and Human Service Ministries (CHHSM) and the American Health Care Association (AHCA). Both Rev. Daniel and Ms. Messick serve on the National Non Profit Council of the AHCA. In addition, Ms. Messick sits on the board of the Health Care Association of Michigan.



Charitable Estate Planning 101

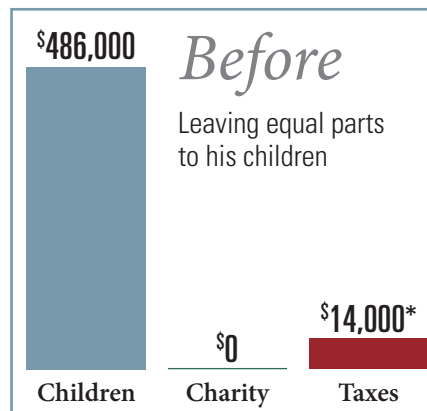
Updating the Beneficiary of Your IRA



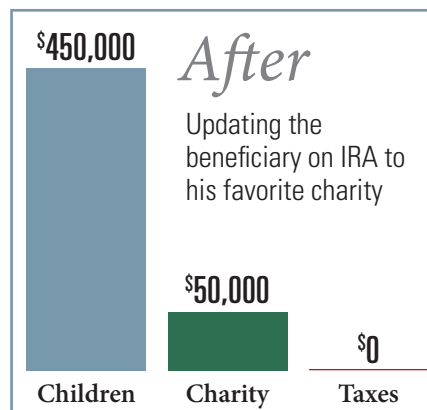
Americans are unfailingly generous. We routinely donate to and support various charitable causes, and budget our resources to do so every year. However, when it comes to the single largest distribution of wealth that most of us will ever control — the distribution of our estate after our death — we rarely consider including the same causes that we have supported for years.

There are many reasons for the lack of charitable giving in people's estate plans, but a lack of charitable intent is not one of them. Consider the following example:

- John Smith is a widower in his 70's with three children who are all on successful career paths.
- Mr. Smith has never been a high income earner, but he has avoided debt.
- He has always been generous, giving small annual gifts to his favorite charities.
- His estate is worth approximately \$500,000, including \$50,000 in an IRA.
- Mr. Smith was not aware that his children will have to pay income tax when they receive a distribution from his IRA.
- By making one simple change to his estate plan (redirecting his IRA to charity), Mr. Smith will potentially make a larger gift to his favorite charity than he ever dreamed possible.



**Assuming the children are in 28% tax bracket*



- He will have accomplished this while reducing his children's inheritance by less than 7.5%.
- He will eliminate the government as a significant beneficiary of his estate.
- The updated plan reflects his values. Every single dollar of his estate will go to benefit someone or some cause that he loves, and not a single dollar is lost to taxes.

United Church Homes is pleased to offer our friends and supporters a values-based estate planning service from an expert estate planning advisor. Paul Grassmann of Thompson & Associates visits Ohio monthly to meet with and assist families or individuals as they navigate through various practical, emotional, and legal issues.

If you are interested in learning more about this complimentary service, or in scheduling an appointment with Paul, please contact Gloria Hurwitz, vice president of advancement, at ghurwitz@uchinc.org or 740.751.8702.

UCH Golf Outing Raises \$38,000

Ever wonder what it'd be like to be a golf ball in flight?

Here are 50-plus balls descending toward their target (the pin), as Rev. Kenneth Daniel, president and CEO, kicked off the annual UCH golf outing on September 23 at Beaver Creek (Ohio) Golf Club with the "Ball Drop of the Century" to mark the organization's 100th anniversary.

Featuring 80 players representing 11 sponsoring partner firms, the event helped raised \$38,000 that will be used to support the initiatives undertaken by the Ruth Frost Parker Center for Abundant Aging (see pages 2-3).



T H E P O W E R



Imagine recognizing someone's face, but being utterly unable to remember their name. In one sense, they're familiar, yet they're also unknown, a stranger in plain sight. Think of how frustrating this would be for everyone involved. Now multiply that frustration by 100 or 1,000 or 10,000 times, each and every day.

Welcome to the world of Alzheimer's.

O F M U S I C



Now imagine some antidote was discovered, something that would pierce through the fog.
It's an antidote that takes away the frustration, even if for only a moment,
providing a respite for all.

Welcome to the world of Music & Memory.

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For the past year, United Church Homes has been a certified partner with Music & Memory, a nationally recognized program that encourages providing personalized music playlists to residents suffering from Alzheimer's and related dementia. Music & Memory served as a centerpiece of UCH's recent Centennial Celebration, with a third of the agenda dedicated to this innovative program, and the possibilities associated with using music to help create abundant life for others.

The Centennial featured a screening of the film, *Alive Inside*, which chronicles the voyage of discovery taken by Music & Memory founder Dan Cohen as he sought to understand the impact of music on Alzheimer's residents. In addition, Music & Memory Regional Director Robin Lombardo delivered a featured presentation on why such a simple approach can be so powerful, and on what the future might hold for this alternative.

The underlying premise of Music & Memory is straightforward — each one of us has memories that we strongly associate with specific songs. With Alzheimer's disease, which is characterized by the progressive death of brain cells that cannot be prevented or reversed, the playing of music can help an afflicted person temporarily become re-engaged and animated. In some instances, the effect is stunning.

"Music can bring you to a place of self — so you can find yourself again. Music is part of the tapestry of our



Robin Lombardo



Maxine Head, housing manager

DNA," Robin said. "It is part of every cell in our body. It cannot be ignored." Considering the impact that music can have in helping connect to the world, it's a wonder this approach had not been discovered long ago.

"You are angels — the ones who create sacred space," Robin said. "When you see a resident's eyes light up, when they're fully and completely engaged at that moment, it is music that is sparking their memory. The music is synchronizing itself with the neurons of the brain. It is reorganizing in such a beautiful way that this person is becoming alive. What a divine gift."

The screening of the movie, *Alive Inside*, at the Centennial Celebration elicited a wide range of responses by those in attendance. The reactions of UCH staff after watching the film were both joyful and tearful, fueled by emotions that simultaneously created new energy and became a driving force for innovation, as attendees asked themselves how they could use music to unite and empower a community.

"I thought [the film] was awesome. Lovely. Spiritual," said Maxine Head, housing manager at Magnolia Grove in Jackson, Georgia. Visibly moved, she continued, "Music awakens the Spirit within people. It's a way to connect. There are so many different cultures, faces, atmospheres represented in the film — but they all came alive with music."

Maxine doesn't have Alzheimer's residents living in her community, but she recognized that music touches people on an emotional level, which had her thinking of ways to bring more music to her community. Having it play quietly in the lobby will no longer suffice. Bring in more musicians, more singing groups, and more church choirs. She vowed to bring the power of music to connect her community.

Melba Osburn, housing manager at Barrington Square in Acworth, Georgia, apologized for her raw emotions. With tears streaming down her face, she explained that the film reminded her of the time spent with an aunt who suffered from Alzheimer's. Melba often played her aunt's favorite songs on a small radio in her room. After watching the film, Melba realized she'd given her aunt a final gift before she passed. She kept the power of music in her aunt's life.

"I think the concept of Music & Memory could change healthcare," said Melba. "If more people saw this film, they would better understand the elderly. They would understand that we all get there someday." She's right. We all do get there, but we don't all get there the same way.

"*Alive Inside* is a great film to support the Music & Memory program, but not everyone is going to have results like you see in the film,"



Melba Osburn, housing manager



Howard Cole

said Beth Montgomery, admission coordinator at Fairhaven Community who also coordinates the Music & Memory program for the entire organization. “What we’re finding is that iPods are also working really well for skilled nursing residents, or for those with only mild confusion. The music helps with socialization, combats loneliness, and soothes those who may be agitated.”

While Music & Memory was not specifically created for a broader senior population, the inclusion of music into all aspects of resident life is generating benefits. UCH is discovering that music is not only for headphones and not only for those in memory care.

UCH communities are now playing music in alcoves and activity areas, in therapy gyms and dining rooms. Staff has discovered that music in the shower can relax residents. Music may be the essence of abundant life, helping residents in every facet of their everyday lives, and giving them a sense of personal connection, with or without headphones, inside or outside of the memory care unit.

One source for some of this discovery came from an unlikely person. Howard Cole began working for UCH as an intern while he was still a student at Heidelberg University in Tiffin, Ohio. His initial duties involved interviewing residents at Fairhaven to identify songs they wanted on their playlists, and then loading the songs onto their iPods.

As a musician — an accomplished guitarist, pianist, and percussionist who’s involved in jazz bands and the music ministry at his church — Howard observed the impact of Music & Memory, and quickly recognized that music could benefit anyone and everyone. Today he’s working for UCH to extend his efforts to three new communities — Chapel Hill, Four Winds, and Parkvue — to his original assignment. He spoke about his moments of transformation.

He was working with Dolly, who has multiple sclerosis, an unpredictable and disabling disease of the central nervous system. He offered her an iPod and headphones so she could listen to her own music, but Dolly refused. She had never worn headphones and felt it would be rude to other residents. Howard

connected her iPod to play through speakers in her room. While she still listens to her personalized playlist, the music provides background as she goes about her day.

“Dolly’s music inspires other residents to gather near her room so they can hear her music,” said Howard. “It has brought people together and created community, and she invites others to sing and dance. It’s really something to see.”

Howard also observed the impact of music on another resident, a man in his 50’s who was in a semi-comatose state due to brain trauma. He was unresponsive to various stimuli. He could move his hands or track with his eyes, but he did not speak. Howard experimented with some songs to see if he could induce a response when other efforts had failed. When Howard played rock music by the band AC/DC, the man spoke for the first time, vocalizing to indicate he liked a specific song.

Finally, there’s the situation of Rev. Ralph Quellhorst, a Kroft Commons resident at Chapel Hill, who also does not have Alzheimer’s. He lives with Parkinson’s disease, which has robbed him of the ability to speak clearly and to fall asleep easily at night. But Ralph was provided with an iPod to improve his mood and decrease restlessness. He takes the iPod everywhere, as music soothes him in a way unlike anything else.

While he cannot speak clearly, others have witnessed what can only be described as amazing. When the alma mater for his beloved Heidelberg University is played, Ralph’s voice rings out loud and clear and beautiful. He also continues to sing in his church choir the hymns that have been a part of his entire life. It is music which gives him his voice back.

Such is the power of music.





A Culture of Inclusion:

Acceptance and
the LGBT
Community

**UCH recognizes that we need to make our communities
safe and accepting places for all people.**

A Culture of Inclusion

As America ages, so does its lesbian, gay, bisexual, and transgender (LGBT) community, creating both issues and opportunities for a generation of people who have lived relatively openly as themselves for 40-plus years.

UCH is committed to being an open and affirming organization, with an emphasis on creating a welcoming environment and ongoing efforts to be inclusive. For anyone who calls a UCH community home, we provide care for the whole person so that residents, staff, families, and friends can experience the peace that comes through safety and support.

Rev. Dale Brown, chaplain at Trinity Community, is an openly gay man who came out in midlife. During UCH's recent Centennial Celebration, he attended a presentation on "Aging and the LGBT Community" that was presented by Tim Johnston, PhD, assistant director of social enterprise and training of SAGE, the Services and Advocacy for Gay, Lesbian, Bisexual, and Transgender Elders. Dale discussed his decision to work for an open and affirming organization and the impact he sees it has on residents.

"I attended this session because I am always conscious of how to present myself, maintain



Rev. Dale Brown

relationships, and live an authentic, transparent professional existence," he said. "When I joined United Church Homes a year and a half ago, the open and affirming stance was a primary factor in me coming to work here as a chaplain.

"I recognize that the liberties, openness, and many of the freedoms that I enjoy today are due to the advocacy and work of previous LGBT generations," said Dale.



Dr. Tim Johnston

"I've seen many people who are looking into care communities make personal decisions to go back into the closet, or to conceal themselves and their relationships, for fear of how their caregivers will treat them. I grieve for these seniors. We all should be mindful that not every relationship is going to look exactly like ones we are accustomed to seeing."

Dr. Johnston spoke on the importance of care with this vulnerable population and what can be done to increase acceptance and improve equality.

It is important to understand the stigma that was attached to identifying as an LGBT person in the 1940's, 50's, and 60's. Until 1973, homosexuality was a diagnosable psychological disorder. "If someone was to discuss same-sex attractions with a mental health professional, it could then be grounds for having their children removed from the home, or cause them to lose their employment," said Dr. Johnston.

"If you grew up this way, you often denied your self-identity. It became a matter of survival. To deny that identity becomes a habit, almost like muscle memory."

Fast forward to today and someone who has lived an openly LGBT lifestyle may find that aging or aging services present a hostile, or at least inhospitable, environment. They may revert to a position of

CONTINUED ON PAGE 16

self-preservation and secrecy, unless a considerable amount of effort is made to communicate that they will be welcomed, accepted, and safe.

An inclusive environment not only provides safety for residents, but is considerate of their family members, as well. Everyone should feel comfortable visiting parents or grandparents in a community that welcomes LGBT individuals and their partners. United Church Homes has taken on an important leadership role in improving our performance in this area.

So what should we be doing to prepare for the next generation of seniors?

We work toward change right now. To enhance it and take it to the next level, UCH recognizes that we need to make our communities safe and accepting places for all people. It is a conscious, intentional decision — to be more adept at relating to this part of our population.

“We must be prepared for a cultural shift happening across the world of aging services. It is important that anyone working in aging services addresses the change immediately to be effective in providing care to older LGBT adults later,” said Dr. Johnston.

Rev. Kenneth Daniel, president and CEO of United Church Homes, recently joined with other national organizations — including the United Church of Christ (UCC), SAGE, and the Council for Health and Human Service Ministries (CHHSM) — in signing a letter asking the Obama administration for

greater leadership on issues facing LGBT seniors.

“We signed this advocacy letter because we believe that LGBT seniors are at risk in accessing care, services, and housing,” Rev. Daniel said. “Taking this position aligns with our vision, mission, and values, as well as our governance practice of engaging in advocacy for public policy at the state and national levels.”

It is with great care that we advocate for social justice and fair, ethical treatment of all people. We trust that UCH efforts in this area convey our willingness to speak out on this issue, and underscore our commitment to our core values of compassion, hospitality, respect, integrity, stewardship, and transparency.

For more on SAGE or issues related to LGBT and aging, please visit sageusa.org.



“We must be prepared for a cultural shift happening across the world of aging services. It is important that anyone working in aging services addresses the change immediately to be effective in providing care to older LGBT adults later.”

– Dr. Tim Johnston

**There is no fear in love,
but perfect love casts out fear.**

1 John 4:18



You, I Love

Upon returning home from hospitalization, Janice* called a UCH healthcare community to find out if her friend Sandy* was there. Sandy's memory had been failing. For Janice, the anxiety of finding the right kind of care for her friend had been overwhelming. Janice's fear had contributed to her own emotional collapse.

Janice was relieved to find Sandy there and stopped by to drop off clothes, letters, and pictures. All of the notes contained the message, "YIL." No one except Sandy knew what that meant. The nurses met Janice outside, at her request, to retrieve items being left for Sandy. They invited Janice inside, but she declined. Seeing Janice's distress, a nurse spent time getting to know Sandy to see if Sandy could help her understand how to make Janice feel more comfortable during her visits.

Sandy eventually confided in her caregivers, explaining that "YIL" was a code between them. It meant "You, I Love." Sandy explained

that she and Janice had maintained a very private relationship for almost 40 years. They kept separate homes, and never revealed the true nature of their relationship to anyone. No one else knew.

Finally, it was clear. Janice was afraid that Sandy's care needs meant they could no longer be together as a couple. The uncertainty and stress caused Janice's health to decline, and contributed to Sandy's feelings of grief and anxiety as she moved into this new environment. But the UCH staff's diversity training taught them to reach out in acceptance. With a copy of *Spirit* magazine in hand, a nurse pointed to the rainbow comma on the cover, and told Sandy she was in a safe place. Sandy was welcome here, and so was Janice.

Janice started to visit more often, at first only in designated private areas, but eventually the partners were holding hands and attending community events. A relationship that had been kept secret for 40 years had continued to grow because they finally felt safe to be who they always were. Janice and Sandy gained the family they never had as the UCH community staff embraced them openly. Both ladies were regularly visited by the community staff.

The UCH community's administrator credits her staff for taking steps to make a difference. Honoring the core value of integrity by walking the talk means we don't just say we are open and affirming, but that we demonstrate acceptance whenever and wherever possible.

United Church Homes continues to work with SAGE to plan for ongoing awareness and sensitivity training and development for all levels of staff, from senior leadership to frontline staff, at all UCH communities.

**Names have been changed to respect the privacy of the individuals.*



Rev. Beth Rodenhouse, Rev. Erin McCreight, Rev. Catherine Lawrence, Rev. Sandy Hutchinson (back row, left to right)
Rev. Becky King, Rev. Dale Brown, Rev. Dr. Robert Smitley, Rev. Greta Wagner, Rev. Hannah Niday (front row, left to right)

The Importance of Community Chaplains

Providing spiritual care and comfort for people who are experiencing life's difficulties, and having trained and credentialed pastors present and available when residents, families, friends and staff struggle with illness, grief, loss, or pain.

That's one way to describe what makes United Church Homes different and distinctive. We believe that quality of life — and with it a healthy approach to aging — stems from addressing an individual's physical, emotional, AND spiritual needs.

We call this concept wholeness. Our mission is to build a culture where wholeness is both visible and viable.

After recently adding four new chaplains — all of whom are ordained and endorsed by the church — UCH now employs full-time chaplains at all of its healthcare communities in Ohio. In addition to having backgrounds in patient and family care settings, all UCH chaplains bring clinical pastoral education (CPE) training and experience to their positions. CPE provides a framework that emphasizes the actual practice of ministry with people of all faiths with pastoral supervision, self-reflection, and the support of peers in small groups.

Our chaplains have well-developed skills in spiritual direction, grief counseling, crisis intervention, and spiritual wellness. Whether they share their gifts by praying with folks or simply being a sounding-board, the intent is to help people heal emotionally or regain a sense of spiritual well-being. UCH continues to invest in people that are passionate about personalized care and ministry, and focused on the whole person, regardless of their faith.

At Parkvue Community in Sandusky, our new chaplain is Rev. Catherine Lawrence, who most recently served for seven years as pastor of Zion United Church of Christ, Fireside, in

Bellevue. After earning her Master of Divinity degree at the Methodist Theological School in Ohio, she was ordained in December 2008, with full standing in the Northwest Ohio Association of the Ohio Conference of the United Church of Christ. She also served on the Board of Directors for United Church Homes for four years.

Rev. Hannah Niday is now the chaplain at Four Winds Community in Jackson. Hannah most recently completed her chaplaincy residency at the Veterans Affairs (VA) Medical Center in Lexington, Kentucky. She also worked at the VA Medical Center in Washington, D.C. She is currently working toward board certification. Hannah earned her Master of Divinity degree in 2015 from Wesley Theological Seminary. She is ordained through the Alliance of Baptists, accompanied by an Ecclesiastical Endorsement.

Harmar Place and Glenwood Community in Marietta welcome Rev. Erin McCreight to their teams. Erin previously worked as a chaplain for Harbor Light Hospice in Akron. She completed her CPE internship at the VA Hospital in Nashville, Tennessee, and her CPE residency in South Carolina. Erin earned her Master of Divinity degree at Vanderbilt Divinity School in 2010.

Rev. Dr. Robert Smitley is the interim chaplain at Patriot Ridge Community. With over 30 years of ordained ministry serving churches in Ohio, Pennsylvania, and Illinois, Bob is no stranger to spiritual care. He has earned his Master of Divinity degree from Northern Baptist Theological Seminary, and a Doctorate of

Philosophy degree from Emmanuel Baptist University. Bob was ordained into the Gospel Ministry at the Chicago Metropolitan Association of the Illinois Conference United Church of Christ, and has been in full standing with the Southwest Ohio/Northern Kentucky Association of the Ohio Conference of the United Church of Christ since 2011.

Compassionate caring, including a focus on spiritual care, is a cornerstone of what United Church Homes does every day. It is our mission to transform aging by building a culture of community, wholeness, and peace. For more on pastoral care and the chaplains in UCH communities, please contact Rev. Beth Long-Higgins, director of outreach and mission integration, at blong-higgins@uchinc.org.



**Our mission is to
build a culture where
wholeness is both
visible and viable.**

Avoiding Internet Scams

By Paul Toepfer, FBI agent



When the FBI was invited to take part in UCH's Centennial Celebration, the agency was thrilled to provide information that could be used to prevent yet another case of someone losing money to an online scammer. The topic of our presentation was "Are You Smarter than a Scam Artist?"

After years of working on complex financial crimes, we have learned from experience that prevention is the best tool. By the time the FBI is notified of suspicious behavior or a possible crime, an individual's nest egg, 401(k) account, college fund, or bank account is often unrecoverable, at least not in full. However, when people know what to look for in recognizing scammer tradecraft, we can all avoid becoming potential victims.

Remember: anyone can fall victim, even an FBI agent! Recently my personal bank account was hacked. Someone took control online and set things up so they could drain my accounts. My bank shut the scam down quickly, but it threw my finances into chaos for about two weeks. How can this be avoided? Like the Boy Scouts, be prepared and pay attention to the warning signs.

WARNING SIGNS:

- 1) Cold calls, texts, or emails out of nowhere with offers of friendship, an easy payday, or prizes from contests you never entered**
 - Facebook friend requests from strangers
 - Overseas contacts from "lost" family members
 - Caller ID numbers can be spoofed
- 2) Unsolicited computer technician help**
 - Pop-up windows online scaring you with notices that your computer is infected
 - Never call those numbers
- 3) Impersonation of authority with threats**
 - Authorities will never call you with threats of arrest unless you pay them "fines" over the phone.
- 4) Advance payment to receive a reward such as a jackpot, lottery, or work-at-home job**
 - Don't pay upfront for a promise of something greater in return
- 5) Demanding payment using prepaid credit or money cards, or even iTunes cards**
- 6) Situations where you become a middleman in a transaction of money or goods that are sent to you with a request to be forwarded somewhere else**
- 7. "Something for Nothing"**
- 8. "Emergencies"**
 - Grandchildren in Mexican jails or stuck overseas without money

WHAT TO DO IF YOU REALIZE YOU'VE FALLEN FOR A SCAM:

- 1) If you sent money, call your bank IMMEDIATELY!**
 - Stop payment
 - Close accounts, open new ones
 - Cancel credit cards
 - 2. Call the local police department and file a report**
 - 3. File scam reports on:**
 - Internet Crime Complaint Center: www.ic3.gov
 - Federal Trade Commission: www.ftc.gov
 - These sites have very good advice and tips as well
 - 4. Report to the Better Business Bureau**
- Armed with this knowledge, you will be best equipped to avoid being taken advantage of. If you recognize that you have been scammed, remember that anyone can fall victim! It's not your fault. It's the bad guy's fault. Act quickly to minimize the damage.

Paul Toepfer is an FBI agent. He can be reached at 614.849.1815.



One indication of an organization's confidence in the future is its willingness to invest resources to expand its internal operating capacity to provide services while also improving and modernizing its campus physical facilities.

Two United Church Homes' communities in Ohio — Trinity in Beavercreek and Chapel Hill in Canal Fulton — both recently completed expansion projects that added new independent living cottages to each campus. These projects are an essential part of the organization's long-range strategic plan to increase independent living accommodations where growth is expected to occur.

Kroft Commons at Chapel Hill now features eight newly built cottages, each offering approximately 1,300 square feet of spacious, modern living area. This summer's expansion brings the total of cottages at Kroft Commons to 48, up from just 28 in



Trinity's new cottages with modern kitchens



Kroft Commons, independent living cottages

Here We Grow Again!

early 2014, and included the expansion of the Basler Community Center to accommodate the additional residents.

Trinity also recently expanded its capacity, adding six brand-new independent living cottages to the 20 units that already existed on campus. The new cottages feature two-bedroom floor plans with around 1,200 square feet, and three-bedroom layouts with more 1,400 square feet of living space. The designs reflect a growing demand in senior housing

for larger living areas. All the new Trinity cottages feature gas fireplaces, hardwood floors, and stainless steel appliances.

As America ages, statistics indicate seniors are searching for those communities where they can age in place and have access to quality healthcare services. Independent senior living represents an ideal option for many, especially integrated Life Plan style service communities that offer a continuum of care like the ones owned and operated by United Church Homes.

George Schaefer, vice president of marketing and communications explains, "We are on the cusp of additional growth at other campuses. More and more families are turning to the communities of United Church Homes to live."



**During construction:
Kroft Commons at Chapel Hill**





Building a Family Bond



When someone is the parent of a special needs daughter, is there anything more important than simply being present for the child's daily routine? While this may prove difficult under some circumstances, it can be nearly impossible if the parent is confined to a wheelchair and lives in a healthcare community dependent on others for care.

Lauren Dean has a rare medical condition that affects her physical and neurological health. Her 13-year-old daughter, Alyssa, is cared for by Lauren's mother. For years Alyssa saw her mom only when her grandmother could visit, so Lauren only rarely participated in raising her daughter. After living at four other long-term care communities, Lauren moved to Patriot Ridge Community in Fairborn, Ohio, in October 2015.

And that's when their transformation began.

At 31, Lauren is by far the youngest resident at Patriot Ridge, but she is far from a traditional parent. Lauren has rediscovered her purpose as a mother, and Patriot Ridge gives her the opportunity every day to do so.

It's the only long-term care community in the region that enables her to be the parent she always wanted to be.

Patriot Ridge sits on the bus route home from Alyssa's school. Every day, Lauren is up and ready to meet the bus at the front door when Alyssa arrives. They typically work together on Alyssa's schoolwork, take part in community activities, and Alyssa often pushes Lauren's wheelchair while they walk outside. For four hours a day, Alyssa has become a regular visitor, well known by staff and residents.

Both mother and daughter have discovered better ways to connect, giving them back the family that had been separated by barriers. Lauren now actively participates in her own care. She has more at stake now, and being a parent was part of her identity that was difficult to own until recently. She now takes her responsibilities seriously.

Alyssa still faces many challenges, but being in a structured environment like Patriot Ridge gives her a more well-rounded life. With her mom assuming more responsibility as a

parent, Alyssa now enjoys a stronger sense of love from Lauren. Both are committed to this change of lifestyle, with each accepting that they must be accountable. Both mother and daughter have seen their emotional bonds grow, to their mutual benefit.

Patriot Ridge reconnected the two simply by being receptive to accepting a child from a bus route so she could spend time with her mom. In doing so we built a bridge between mother and daughter, and gave the family a renewed sense of hope and meaning, which were otherwise lacking in both of their lives. "This is our mission as part of United Church Homes," said Stacie Ward, LNHA, administrator of Patriot Ridge. "We want to bring families together in any way we can. The result is the blossoming of love and care for everyone."



Opening Minds through ART

Alzheimer's disease has been described as a marathon in which residents and families progressively feel as if they're losing control of minor details in their lives. As the mind and memory begin to fail, however, feelings of isolation, confusion, desperation, and frustration often emerge, compounding the disease's impact on the quality of life.

A new program of United Church Homes is designed to provide residents with the creative freedom to expand their choices and sense of control. Opening Minds through Art (OMA) uses art and self-expression, coupled with person-centered care principles, to build a bridge across age and cognitive barriers.

OMA is an award-winning, intergenerational program for people with Alzheimer's and dementia-related illnesses. Developed by the Scripps Gerontology Center at Miami (Ohio) University, OMA is a ten-week course in which residents work individually with volunteers. The end result of each session is that residents create a unique work of art, based on their vision, interests, and initiative.

Participants in the program are given a series of choices in a judgment-free environment that enable them to exercise control over the creative process. Facilitators of the OMA programs at Patriot Ridge, Trinity, and Fairhaven Communities attended an extensive training and certification program at Miami University to prepare them to lead volunteers in working with individual resident-artists. An essential element of OMA is the one-on-one sessions which, given the close interaction, foster a personal bond between each artist and volunteer. OMA builds confidence in residents who may not otherwise find self-expression. When the five weeks are over, an art show will display the creativity of each resident.

UCH seeks to promote autonomy by creating dignity and a sense of accomplishment for all residents and OMA contributes to those ideals. Volunteers say that residents who were previously disengaged became excited and animated after participating in OMA. UCH believes that a person's need for creative expression continues throughout every stage of life.

To learn more about OMA and other dementia-related programs, please see our video, *Wholeness*, at unitedchurchhomes.org.



Opening Minds through Art (OMA) uses art and self-expression... to build a bridge across age and cognitive barriers.



OMA
Scripps
Opening Minds through Art

United Church Homes Names New Board Members



Rev. Geoffrey A. Black



Karl Ulrich



Diane Moreno Zerby

United Church Homes is pleased to introduce three new members to the Board of Directors.

Rev. Geoffrey A. Black served as general minister and president (GMP) of the United Church of Christ (UCC) for six years until his retirement in 2015. He was elected as GMP after serving as conference minister for the New York Conference UCC. His 40-year career in the ministry began as an assistant chaplain at Brown University in Providence, Rhode Island, and included serving in various capacities for UCC churches throughout the state of New York. He also worked as a lecturer at Union Theological Seminary in New York City.

As a local church pastor, Rev. Black was active in association and conference life, serving as chairperson of the New York Conference Commission on Mission Priorities and served as moderator of the conference. He now lives in Lakewood, Ohio.

Karl Ulrich is an attorney with the Dayton law firm of Sebaly, Shillito + Dyer, where he serves as shareholder, associate attorney, and a member of the senior management team. He is a graduate of Lakeland College in Sheboygan, Wisconsin, and earned his law degree at the University of Notre Dame in South Bend, Indiana.

Karl is also a member and co-founder of Nexus United Church of Christ (UCC) in Springboro, Ohio. He has served as chairman of the board of directors of Sinclair Community College since 2013, and chaired the strategic planning team for the Southwest Ohio/Northern Kentucky Association (SONKA), UCC.

Diane Moreno Zerby is a clinical social worker in private practice near Canton, Ohio. She has worked for 30 years in multiple settings administering therapy, advocating for patients and families, assisting seniors and their families by coordinating community resources, and facilitating continuing education programs for social work and nursing staff.

Diane is a licensed independent social worker with supervisor designation (LISW-S), and is licensed by the State of Ohio Counselor and Social Work Board. She completed her undergraduate studies at the University of Toledo and earned a master's degree from Case Western Reserve University in Cleveland. She has been affiliated with the National Association of Social Workers (NASW) since 1987.

UCH is honored to have a diverse group of new board members, and we look forward to their commitment to provide governance and leadership to our ministry.



DONOR SPOTLIGHT

Robby Lee

MENTORS MATTER

Martha Troup, Grandma Tellmie, DeMolay advisors, various teachers, coaches, and of course, his mother and father are the individuals Robby Lee credits with shaping him into the man, husband, teacher, coach, father, and grandfather he is today.

A volunteer at Fairhaven Community since 1984, a donor since 1999, and a board member since 2013, Robby is a cherished member of United Church Homes' family. His personal mantra when asked about why he does all of the things he does includes: "because it's the right thing to do."

Robby learned how to help people as a young boy when he worked at Lee's Trading Post (a local five and dime store that his parents owned and operated in Upper Sandusky). His first interaction with Fairhaven was as a Cub Scout and his leader, Martha Troup, introduced the troop to residents who lived there because they needed care and friendship. Robby remembers visiting a resident who was 100 years old and blind. He liked coming to Fairhaven because he didn't have any grandparents nearby (as they lived in Wisconsin). For Robby, Fairhaven residents became his surrogate grandparents.

Helping people is ingrained in Robby. He was a Cub Scout, a Boy Scout, a college athlete, a 30+ year faculty member,

a basketball official for 33 years, as well as a high school football, tennis, and track coach. Robby has been a volunteer at Fairhaven Community for over 32 years. He continues to host *Trivia with Robby Lee* for the residents each month. He considers his volunteer work a way to pay it forward to all of those individuals who influenced his life.

Robby and his wife Sharon have been married for 42 years and have two daughters and two (soon to be three) grandchildren. Their oldest has her PhD and is the director of student success for the Michigan Community College Association. She and her husband have two children, Molly and Ross Arnold, who call him Grampa. Their youngest daughter is a school psychologist. She and her husband live in Germany and are expecting their first child in 2017. Robby has been a

wonderful mentor to his children who are now carrying the service torch their father has held proudly for so many years. With his undying influence, his grandchildren are certain to follow.

We thank you for your servant leadership and your commitment to Fairhaven Community.

**DO ALL THE GOOD YOU CAN.
BY ALL THE MEANS YOU CAN.
IN ALL THE WAYS YOU CAN.
IN ALL THE PLACES YOU CAN.
AT ALL THE TIMES YOU CAN.
TO ALL THE PEOPLE YOU CAN.
AS LONG AS EVER YOU CAN.**

John Wesley



Congratulations to Glenwood Community and Harmar Place of Marietta, Ohio, both winners of the **Marietta Times 2016 Reader's Choice Awards**, recognized as leaders for demonstrating excellence in person-centered care and commitment to quality in healthcare.



Amy Kotterman, director of hospitality services, has earned the Dietetics in Health Care Communities (DHCC) Distinguished Member Award for 2016. Her participation in national- and state-level DHCC events, and as a presenter and educator for dining and food service, culture change, and advocacy, helped her to earn this recognition. Amy also commits to leadership and professional development, including the initiative to become Eden Alternative-certified and trained in the Comfort Matters dementia care program. Congratulations on this distinctive recognition!



United Church Homes' signature publication, *Spirit* magazine, has earned an award in the 25th annual National Mature Media Awards for 2016, winning the Bronze Award for the Editorial Publication category. Mature Market Resource Center, a national clearinghouse for the senior market, annually presents awards to recognize the best communications materials produced for those who are 50 and older. Mature market and media experts from across the nation judged entries for overall excellence in design, content, creativity, and relevance to the senior market.



TRINITY COMMUNITY
PATRIOT RIDGE COMMUNITY

Dr. Jodi Sperber, who serves as medical director for Trinity and Patriot Ridge Communities in the Dayton market, recently completed the certification process and is approved by the American Board of Post-Acute and Long-Term Medicine Board of Directors as a certified medical director (CMD). Congratulations, Dr. Sperber!

Black Friday. Cyber Monday.

#GIVINGTUESDAY™

November 29, 2016

#GivingTuesday™ is declared as the National Day of Giving. At United Church Homes we believe that quality of life begins with quality care. Mark your calendar for #GivingTuesday™ and please consider supporting United Church Homes' memory care programs.

For more on our programs, please go to unitedchurchhomes.org. and watch the video entitled *Wholeness*.



FAIRHAVEN COMMUNITY

Lori Marsh has been appointed as the administrator at Fairhaven Community effective September 1. As a former community administrator with Laurel Health Care Company, Lori brings 10-plus years of diverse professional experience in long-term care management, sales and marketing, and hospitality to Fairhaven. Lori graduated with a bachelor's degree from Capital University and earned her master's degree in Health Administration from Ohio University. Welcome to United Church Homes!

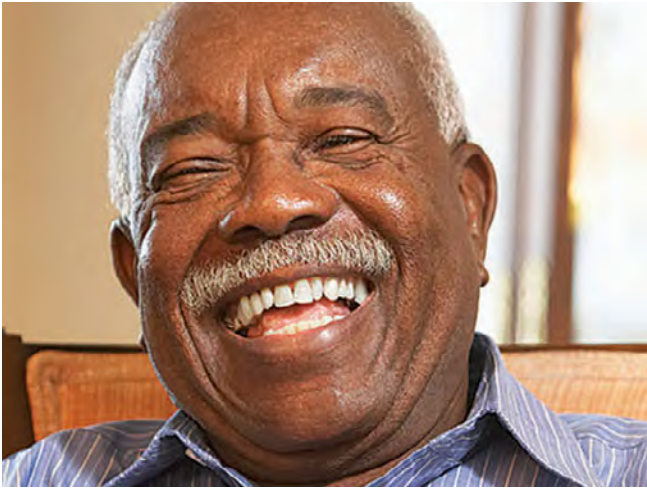


Top Workplace – 2016



Columbus CEO Magazine awarded Friendship Village Columbus its Top Workplace honor for 2016. The Top Workplaces lists are based on the results of an employee feedback survey administered by an independent research firm.

Michigan



PILGRIM
MANOR

United Church Homes serves over 4,000 residents in 69 communities in 14 states and two Native American nations.

We operate and manage 10 healthcare communities in Ohio and now Michigan, including Pilgrim Manor. UCH also provides quality work environments for nearly 1,400 staff members nationwide.*

For more information, visit us at unitedchurchhomes.org.

**As of October 31, 2016*

THE PLACES OF UNITED CHURCH HOMES

Jessica Webley is an Opening Minds through Art (OMA) Volunteer.
She is employed as a nursing assistant and scheduling
coordinator at Fairhaven Community in Upper Sandusky, Ohio.



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NATIONAL AND STATE AFFILIATIONS:

American Health Care Association: ahca.org

Council for Health and Human Service Ministries (CHHSM): chhsm.org

LeadingAge: leadingage.org

LeadingAge Ohio: leadingageohio.org

Midwest Affordable Housing Management Association (MAHMA): mahma.com

Ohio Association of Area Agencies on Aging: ohioaging.org

Ohio Healthcare Association: ohca.org

Southeastern Affordable Housing Management Association (SAHMA): sahma.org

UCC Coalition for LGBT Concerns: ucccoalition.org

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