



# The Laurel Spirit

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## Help Through Music and Science at The Laurels of Coldwater

Music is a powerful force for people of all ages. Memory Care Unit Program Director Nancy Ulrich is a lover of music and finds joy in sharing her love with Guests at **The Laurels of Coldwater**. She knows that music carries health benefits, as well.



Associates James Williams and Nancy Ulrich "Groove to the Music" with Guest Glen O'Dell.

Research shows that music stimulates parts of the brain. Studies have demonstrated that music enhances the memory of patients with Alzheimer's disease and other forms of dementia. One study, conducted at UC Irvine, showed that Alzheimer's patients' scores on memory tests improved when they listened to classical music.

Nancy Ulrich graduated from Olivet College with a Bachelor's in Psychology in December 2016. She worked in the Activities Department prior to joining **The Laurels of Coldwater** in February as the Memory Care Unit Program Director. She is excited to be able to incorporate more music into the programming in the Memory Care Unit.

Nancy recently started an activity called "Grooving to the Music" where she and James Williams, Maintenance Assistant and fellow music lover, play their guitars and sing with Guests. Nancy says, "It's really fun to see our Guests be able to sing along to songs from their past. It's amazing how those with short-term memory loss can sing every line to a song from decades ago!"

# Words of Thanks

Often, Laurel Health Care Associates go above and beyond the call of duty, reaching out in the communities they serve and demonstrating The Laurel Way of Caring. Here are a few of the letters or excerpts of letters of appreciation we have received commending these Associates for their extra efforts.

## *The Laurels of Fulton*

Where do you begin to thank the ones who took care of my mother for 10 years? From the kitchen crew, laundry, maintenance, activities, nurses, and office staff, you all went above and beyond and made me feel good about having Mom in a "nursing home." There were so many changes over the years and we all weathered them together. You all always had Mom's best interest at heart. I keep thinking about all the times she said, "I 'love' my nurses and friends." These were words from her heart and made mine happy.

I feel like I should be rushing there to see her still. The love those last few days, and tenderness, will stay in my heart forever! If only we could all be as thankful as Mom, this world would be awesome!

*Sandy & Family*

## *The Laurels of Chatbam*

Joan Hayes, I want to thank you for being so good to me. You are one of the best aids here and you are very nice to me. You always find time to help me when I need it. Thank you,

*Mary Foxx*

To All The Nurses: Thank you for all you do! I never have to worry about getting my medicine. What I love most about you all is how you all joke with me! Thank you for making my experience here a great one!

*Joyce Benson*

## *The Laurels of Norworth*

To Kristine, Bryan, Angela, Nursing Staff, Aides, Activities Staff and all others who made Mom's (Margaret Gutliph) stay at Norworth comfortable. She loved you all, and it's proven by some of the final words she spoke, "Nurses, love them all—got irritated with them, didn't mean to—did their best—all good." To Mom, nurses and aides were considered the same. My brother and I are so very grateful for the love and support you showed Mom in so many ways. Your compassionate and caring ways were so evident throughout her stay with you and especially in her final days. We would be remiss if we didn't also thank you for the support and concern that you showed us as well. We are forever grateful to all of you.

*Janet Cunningham & Dick Gutliph*

## *The Laurels of Coldwater*

The Laurels of Coldwater Volunteer, Phyllis Briggs, found herself in need of Skilled Nursing and Rehabilitation after suffering from a stroke earlier this spring. She chose to recover and regain her strength at The Laurels of Coldwater and cannot say enough good things about her stay!

"Everyone is so helpful and kind. I noticed all the patients are good to each other, cheer each other on, and it's one big happy family!" Phyllis raved about her fine dining experience at The Laurels of Coldwater, "the food is very good, they have a nice variety of choices, and it's hot!" Phyllis also liked that there were a lot of activities to choose from and that "Therapy always worked around my schedule so I could partake in activities."

Now that Phyllis has recovered, she's looking forward to returning home and getting back to volunteering at The Laurels of Coldwater and The Community Health Center of Branch County.



# Focus on... Awards

## 2017 Management Meeting Awards

**Laurel Health Care Company** is pleased to recognize these facilities and Associates for outstanding performance in 2016. **Congratulations** to all of the hard-working Managers and Associates who made these results possible.



### Pinnacle Award



#### Overall Winner – The Laurels of Bon Air

Congratulations to the Associates of The Laurels of Bon Air, winner of the Pinnacle Award for the sixth year in a row. The facility received a check for \$10,000. 25% will be spent on an employee celebration, and the rest will go towards facility improvements. Pictured left to right: DON Kimberly Gooding, Regional Manager Cathy Chiovaro, RSD Brenda Larkin, Administrator Ryan Koeniger.

#### Runner-Up – The Laurels of Huber Heights

The Laurels of Huber Heights came in second place for the Pinnacle Award—the first time they have achieved this landmark! They received \$5,000 for facility improvements and employee recognition. Pictured left to right: Regional Manager Gwynn Ryder, RSD Karen Felty, DON Victoria Gunter, Administrator Karma Rule.

### The Laurel Way Award Winners

for outstanding demonstration of The Laurel Way of Caring

- |  |   |   |
|--|---|---|
| <p><b>1st Time Recipients</b><br/>The Laurels of Steubenville<br/>The Laurels of West Carrollton</p> <p><b>2nd Time Recipient</b><br/>The Laurels of New London</p> <p><b>5th Time Recipient</b><br/>The Laurels of Athens</p> <p><b>6th Time Recipient</b><br/>The Laurels of University Park</p> <p><b>7th Time Recipient</b><br/>The Laurels of Blanchester</p> | <p><b>9th Time Recipient</b><br/>The Laurels of Hillsboro</p> <p><b>10th Time Recipients</b><br/>Maplewood of Shane’s Village<br/>The Laurels of Bon Air<br/>The Laurels of Norworth</p> <p><b>12th Time Recipient</b><br/>The Laurels of Salisbury</p> <p><b>14th Time Recipient</b><br/>The Laurels of Forest Glenn</p> | <p><b>15th Time Recipients</b><br/>The Laurels of DeKalb<br/>The Laurels of Worthington</p> <p><b>16th Time Recipient</b><br/>The Laurels of Hendersonville</p> <p><b>17th Time Recipient</b><br/>The Laurels of Willow Creek</p> <p><b>20th Time Recipients</b><br/>The Laurels of Defiance<br/>Maplewood of Mt. Pleasant</p> <p><b>21th Time Recipient</b><br/>The Laurels of Massillon</p> |
|--|---|---|

### The Gaulke Award for Outstanding Business Management

The Laurels of Athens  
Business Office Manager: Julie Huggins

The Laurels of Defiance  
Business Office Manager: Misty Garcia

# Management

## The Laurel Way

We are a team of professionals dedicated to promoting the highest level of independence and quality of life for our Guests by creating a comfortable living environment and providing comprehensive health care services.

To accomplish this, we have a responsibility to:

- Treat everyone with dignity and respect
- Conduct ourselves with the highest level of integrity and ethical behavior
- Be uncompromising in our standards of quality of care and service
- Attract, train and retain knowledgeable, caring and compassionate individuals
- Challenge ourselves to grow as people, as professionals and as a company
- Earn a fair and reasonable profit for our stakeholders

We embrace these responsibilities, with commitment and enthusiasm, in our pursuit of The Laurel Way.

## Laurel Legacy Award Winners for exceeding Guest expectations

The Laurels of Athens	The Laurels of Salisbury
The Laurels of Blanchester	The Laurels of Steubenville
The Laurels of DeKalb	The Laurels of West Carrollton
The Laurels of Hendersonville	The Laurels of Willow Creek
The Laurels of Massillon	The Laurels of Worthington
The Laurels of New London	

## The Finnerty Award Winners for excellence in property management

The Laurels of Bedford	The Laurels of Hendersonville
The Laurels of Blanchester	The Laurels of Hudsonville
The Laurels of Carson City	The Laurels of Massillon
The Laurels of Defiance	The Laurels of Salisbury
The Laurels of Fulton	The Laurels of Steubenville
The Laurels of Hillsboro	The Laurels of Willow Creek

## QA Awards

### Deficiency Free Awards

The Laurels of DeKalb	The Laurels of New London
The Laurels of Massillon	The Laurels of Worthington

### Education Superstar for highest total compliance

The Laurels of Athens  
The Laurels of Galesburg

### NEW! Multiple Consecutive Perfect Survey Award

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

### The Castor Award Winners for outstanding quality of care and service

The Laurels of Athens	The Laurels of GreenTree Ridge
The Laurels of Bedford	The Laurels of Hillsboro
The Laurels of Blanchester	The Laurels of Massillon
The Laurels of Carson City	The Laurels of Salisbury
The Laurels of Chatham	The Laurels of Summit Ridge
The Laurels of Forest Glenn	The Laurels of University Park
The Laurels of DeKalb	The Laurels of Willow Creek
The Laurels of Galesburg	The Laurels of Worthington



# Meeting Awards

## Marketing Awards

### 100% Club Winners for full occupancy during 2016

The Laurels of Athens  
The Laurels of Bedford  
The Laurels of Blanchester  
The Laurels of Bon Air  
The Laurels of Carson City  
The Laurels of Charlottesville  
The Laurels of Chatham  
The Laurels of Coldwater  
The Laurels of Defiance

The Laurels of Forest Glenn  
The Laurels of Galesburg  
The Laurels of GreenTree Ridge  
The Laurels of Hilliard  
The Laurels of Hillsboro  
The Laurels of Huber Heights  
The Laurels of New London  
The Laurels of Norworth  
The Laurels of Salisbury

The Laurels of Steubenville  
The Laurels of University Park  
The Laurels of West Carrollton  
The Laurels of Willow Creek  
The Laurels of Worthington  
Maplewood of Marshall  
Maplewood of Mt. Pleasant  
Maplewood of Shane's Village

### Medicare/Medicare Replacement Percent Over Budget

Medicare: The Laurels of Steubenville

### Total of Percent Over Budget

The Laurels of Norworth

### Medicare/Medicare Replacement Days

The Laurels of Bon Air

## Rehab Awards

### Documentation

The Laurels of Athens  
The Laurels of Bedford  
The Laurels of Blanchester  
The Laurels of Bon Air  
The Laurels of Carson City  
The Laurels of Charlottesville  
The Laurels of Chatham  
The Laurels of Defiance  
The Laurels of Fulton  
The Laurels of Galesburg  
The Laurels of GreenTree Ridge  
The Laurels of Hendersonville  
The Laurels of Hillsboro

The Laurels of Hudsonville  
The Laurels of Kent  
The Laurels of Massillon  
The Laurels of Mt. Vernon  
The Laurels of Norworth  
The Laurels of Salisbury  
The Laurels of Sandy Creek  
The Laurels of Shane Hill  
The Laurels of Steubenville  
The Laurels of Summit Ridge  
The Laurels of University Park  
The Laurels of Willow Creek

### Best Fiscal Management

The Laurels of Defiance

### Best Skilled Management

The Laurels of Defiance

### Best Staffing Management

The Laurels of Steubenville

### Best Outpatient Units

The Laurels of Toledo

### Best Intermediate Care Management

The Laurels of Massillon

## The Laurels Mission Statement

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

# Reflections



**The Laurels of Norworth**  
 Worthington Girl Scout Troop #1514 recently visited The Laurels of Norworth. With assistance from many Guests, the girls planted wildflowers and a vegetable garden. Troop leaders and Activity Director Andy Brown organized the intergenerational activity to help fulfill a service requirement for the girls and to bring some joy and color to the Guests. At the end of the planting, the Girl Scouts invited the Guests to join them for a song and participate in the Merit Badge awards.



**The Laurels of New London**  
 The artistic spirit dawned upon The Laurels of New London as Guests participated in a Busho Watercolor Workshop.



**The Laurels of Coldwater**  
 The Laurels of Coldwater hosted a wedding for one of their Guests recently. John and his bride, Susan, had been together for several years and never had the money for a wedding. The Laurels of Coldwater took care of all of the details, including finding a pastor to donate his time, a bouquet for the bride, and John's favorite pie, lemon meringue, to celebrate their special day. It was a dream come true!



**The Laurels of Hudsonville**  
 The leadership team at The Laurels of Hudsonville gathered for a Great Escape in March. In this activity, teams are locked in a room and must work together to solve puzzles and mysteries to get out of the room in one hour. One team made it out with ten seconds to spare!



**The Laurels of Fulton**  
 While reading their Laurel Legacies to find a Legacy Leader for the month, the leadership team at The Laurels of Fulton came across two extra-special Legacies submitted by Guests. They decided to honor the Associates during their in-service day with small baskets of goodies. They read each Legacy aloud to the Associates and Guests.

**Maplewood of Mt. Pleasant**



Maplewood of Mt. Pleasant participates in a reading program through their local library. Children come and spend an hour reading to Maplewood Guests. Participating students get their name put into a drawing for a new bicycle donated by the Barberi Law Firm. This program is a great intergenerational activity that is enjoyed by all!

**The Laurels of Bedford**  
 On July 20th, The Laurels of Bedford enjoyed Laurel Day with sunshine, smiles, and games!



**The Laurels of Willow Creek**  
 Business Office Manager Sandra Massey's painting brought a wall to life at the end of The Laurels of Willow Creek's East Wing. Sandra also used her artistic talents to conduct a scrapbooking demo for Guests.





### The Laurels of Mt. Pleasant

Take me out to the ball game! Guests enjoyed a trip to see the Great Lakes Loons, the minor league team based in Midland, Michigan.



### The Laurels of University Park

The garden at The Laurels of University Park is a hit with Guests and Associates alike! Guest Shirley Thornhill loves to water the plants, while Guest Thelma Nelson couldn't wait to get her hands on the first tomato from the garden. She waited for days for it to turn red and said, "If it turns up missing, I stole it!"



### The Laurels of Sandy Creek

Laurel Day at The Laurels of Sandy Creek was a great opportunity to show appreciation to Associates and their families. The theme this year was "Luau" and included games, prizes, great food, and more.



### The Laurels of Huber Heights

As part of their Laurel Day festivities, Associates enjoyed a fun-filled game of "Scoop It," where they had to scoop up ping-pong balls with a spoon in their mouths. Belly laughs were had by all!



### The Laurels of Hillsboro

American muscle was present at The Laurels of Hillsboro's car show during National Nursing Home Week.



### The Laurels of GreenTree Ridge, Summit Ridge and Hendersonville

The Western North Carolina Laurel Health Care facilities came together to compete in the community's first annual Dragon Boat Race in June. Our groups sported their best rock-n-roll gear while rowing against 17 other seasoned teams. Although they did not win first place, team "Wok and Row" did take home the award for Best Dressed Drummer. The Laurels were definitely the fan favorite!

### The Laurels of Steubenville

Guests at The Laurels of Steubenville recently requested a cornhole tournament. The Men's Group, with the assistance of Activity Director Rose Moodie, decided to construct and paint the cornhole boards themselves. The bags were stuffed and sewn by the Women's Group. Both groups enjoy playing the game.



### The Laurels of Massillon

The Massillon Ronettes entertained Associates and Guests, bringing big hits from the '60s . . . and big hair!



# Spirit News



## The Laurels of Defiance Wins “Best in Region” . . . Again!

For the eighth consecutive year, The Laurels of Defiance was voted “Best in Region” among the six comparable facilities in their Ohio region. The vote is taken each year by the readers of the local newspaper, the Crescent-News.

## The Laurels of Hudsonville Presents at Collaborative Healthcare Meeting

Regional Director of Business Development Tabitha Gray presented at the Spectrum Collaborative Meeting held at the Spectrum Health Zeeland Community Hospital. The aim of these meetings is to help providers better navigate the ever-changing healthcare landscape in terms of re-hospitalization, working together on bundled payments, and finding ways to facilitate the transition of care. Ms. Gray was the only non-Spectrum employee to present and did an amazing job representing The Laurels.



## Maplewood of Marshall Celebrates 20 Years of Care and Community



On July 27, Maplewood of Marshall held a grand celebration to commemorate its twenty-year anniversary. Good food and refreshments brought Guests, Associates, and community members together to celebrate the landmark achievement.

Maplewood was the first freestanding assisted living center in the historic Marshall, Michigan community when it was built in 1997. It began as 28 studio apartments and nine one-bedroom apartments. Today, it encompasses 55 apartments and is home to 54 residents, including three married couples.

Laurel Health Care congratulates Maplewood of Marshall on their twenty years of exemplary service caring for Guests and being a vital part of the community.

## The Laurels of New London Celebrates 25th Anniversary

The Laurels of New London celebrated their 25th Anniversary this year. The facility joined Laurel LHCC in 2013. The Northern Ohio facility is a 50-bed skilled nursing and rehabilitation center that provides care for both short-term and extended-stay Guests. Congratulations to the Associates at The Laurels of New London for achieving 25 years of excellence!

## Laurel Health Care Racks Up 13 AHCA Awards for 2017

Each year, the American Health Care Association (AHCA) recognizes long-term care facilities for their commitment to excellence. The National Quality Award Program awards gold, silver and bronze medals to facilities based on the core values and criteria of the Baldrige Performance Excellence Program. This year, thirteen Laurel Health Care facilities were awarded the Bronze Medal for Commitment to Quality. Congratulations to

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|--------------------------------|---------------------------|--------------------------------|
| The Laurels of Athens          | The Laurels of Massillon  | The Laurels of West Carrollton |
| The Laurels of Blanchester     | The Laurels of Mt. Vernon | The Laurels of Willow Creek    |
| The Laurels of Carson City     | The Laurels of New London | The Laurels of Worthington     |
| The Laurels of Charlottesville | The Laurels of Salisbury  |                                |
| The Laurels of DeKalb          | The Laurels of Toledo     |                                |



*If you have ideas for stories, features or photos for an issue of The Laurel Spirit, let us hear from you! Please submit your ideas to your Administrator who will pass them on to the editor. Thank you!*