



Fall 2018

Linkage

INSIDE: \$4.25M CAPITAL
CAMPAIGN GOAL MET

Breath of Fresh Air

Unveiling the beautiful new pavilion
at Deupree Cottages

PLUS: THE MEYER FAMILY
REHABILITATION CENTER AT
MARJORIE P. LEE

ERS

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ON THE COVER

Residents enjoy the new pavilion at Deupree Cottages. Photograph by Gary Kessler.

CORRECTION:

In the Summer 2018 Linkage, the photo caption on page 10 should have identified the donors as Greg Power and his wife Amy. Greg is the stepson of Tom Craig.

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Linkage is a resource to address issues and interests of older adults, providing a link between ERS's programs and the community. Since 1951, Episcopal Retirement Services (ERS) has dedicated itself to improving the lives of older adults from all faiths through innovative, quality living environments and in-home and community-based services delivered by experienced and compassionate professionals.



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Marlowe Court Partnerships Honored

The Affordable Living by ERS community was recognized for “Inspired Placemaking.” *By Kristin Davenport*



Residents, neighbors, community officials, development partners, and ERS team members join together to cut the grand opening ribbon at Marlowe Court. This group accurately reflected the community effort needed to build this senior living community.

In May, when Affordable Living by ERS cut the ribbon at the Marlowe Court community for limited-income seniors in the thriving College Hill neighborhood, we knew it was a great community effort. In November HOMEBASE honored us with its “Inspired Placemaking” Award.

ERS thanks College Hill Community Urban Redevelopment Corporation (CHCUTC) and the neighborhood for their partnership. Their dream for a retail/residential space was backed by action and financial commitment as an ownership partner. The Model Group and the City of Cincinnati also played key roles in the development.

Marlowe also received a wonderful gift through a connection of Karen Bell, an ERS volunteer. The community received pieces of beautiful original artwork from the collection of Shirley Hudson, bringing color, joy, and life to our walls. The Art Company owners and art expert Debbie Fredette donated their time to mat, frame, and hang the donated art. This

gift means so much to our residents. They are proud of the beautiful artwork in their space.

Neighborhood Partnerships Thrive

Since opening Marlowe, ERS welcomed community partners to provide support for the residents. Area churches—Ascension & Holy Trinity Episcopal, St. James of the Valley, and St. Boniface Catholic volunteers offer support. A parish nurse offers regular blood pressure checks and personal health counseling. Gladys Stolz, from St. James of the Valley, leads exercises for residents through the Project Activate® program. This program is offered to Marlowe residents through ERS’s Parish Health Ministry and Brilliant Aging. The program’s focus is to retain health and independence through exercise.

Marlowe Court is one of 26 Affordable Living by ERS communities where seniors thrive in their neighborhood and live independently on a limited income. ■



The Servant Leadership team includes: Ginny Uehlin, VP of Residential Housing & Healthcare; Joan Wetzel, VP of Human Resources & Organizational Development; Bryan Reynolds, VP of Marketing & Public Relations; Laura Lamb, President & CEO; Lydell “Dell” Carter, Chief Financial Officer; Kathy Ison-Lind, VP Affordable Living & In-Home Services.

Our Ways of Working: Progressive Thinking

This is another story in a series that will illustrate our Core Values. “Progressive thinking,” one of those values central to our Ways of Working, encourages innovation and respectfully challenges the status quo. *By Richard Bird*

At ERS, we feel it is important to reinforce the fact that we are ultimately a learning organization, where we hold dear the spirit of continuous improvement necessary to provide the best tools and services for elders.

Our focus on constant learning and improvement is at the heart of progressive thinking, one of our core values that articulates our Ways of Working.

“Progressive thinking means you are open to innovation and change and new ways of doing things,” says Laura Lamb, ERS President & CEO. “We understand that learning is a journey, and along the way we will all make mistakes and that’s part of the process.”

One example of how progressive thinking has been put into practice is our effort to help Cincinnati become the most dementia-inclusive city in the country.

“It’s admittedly a lofty goal,” Lamb says, “but it shows our desire to be at the table making sure our restaurants, banks, grocery stores, beauty salons—you name it—are safe havens for people who have dementia and Alzheimer’s. We want to make sure this segment of society is not forgotten and to take the shame away from a diagnosis of dementia.”

For example, Lamb recently presented an informational workshop with library employees. She found people want to show empathy to dementia patients, but don’t always have the tools.

“I actually felt goosebumps at the session when the library workers were so grateful that we gave them very specific tips. They understood they could respond in a different way to get a better outcome.”

Another more internal example of how ERS puts progressive thinking into practice is how we react when things don’t go quite right. We have a process where an interdisciplinary team dissects a mistake and brainstorms about it so we don’t repeat it.

“We create a culture where people share what we call their ‘near misses’ so we can learn from them,” Lamb says. “In our industry, people always do that when it comes to clinical issues. But we do it in all departments, even a cyber issue that may come up. We use the same process.”

Central to adhering to core values is the ERS servant leadership team that includes Lamb; Lydell Carter, Chief Financial Officer; Kathy Ison-Lind,

VP Affordable Living & In-Home Services; Ginny Uehlin, VP Residential Housing and Healthcare; Joan Wetzel, VP of Human Resources & Organizational Development; and Bryan Reynolds, VP of Marketing & Public Relations.

Lamb says there is one distinguishing characteristic of that team. “Without question, every one of the servant leadership team has a deep passion for serving elders. That’s what makes us progressive. This work gives us joy. We want to advance conversations locally and nationally to make sure elders are not forgotten. Then take actionable steps to drive change.”

Lamb says it’s that passion for elders that she looks for in any ERS new hire. “We can train you on any part of your job, but we can’t make you like elders. We want people who are really excited about serving people who are really cool and we can learn from.” ■



The Caring Place’s Sharifah Tafari, ERS’ Ronda Avant, and community volunteer Betsy Mann represent the group of progressive thinkers who have connected to launch Dementia Inclusive Cincinnati. City leaders, neighbors, and friends seek to gain acceptance for all people living with cognitive loss.

Meyer Family Rehabilitation Center Provides Top-Notch Care at Marjorie P. Lee

By Kathleen Doane



Energizing bright colors and natural light in the rehab center make the space inviting for patients.

Five years ago, when ERS leaders and board members began to envision what a new therapy center at Marjorie P. Lee would look like, they considered many options in a reimagined environment that would contribute to patients' rehabilitation and well-being. "We always went back to the same thing, that we wanted to continue the compassion and care Marjorie P. Lee and her husband Charles started so many years ago," says Ginny Uehlin, VP of Residential Housing & Healthcare. Their thinking also considered the way

people live today and the therapies, programs, and treatments that would best support their person-centered philosophy. The result of all their hard work was realized in July when major renovations were completed on the new Meyer Family Rehabilitation Center at Marjorie P. Lee.

When you step through the new entrance of the therapy gym, right off MPL's main lobby, some improvements are obvious. It's a lot bigger, twice its previous size by adding what was previously the library. It's bright, with natural light pouring in through the windows and a checkerboard carpet of bright colors. Eventually, more equipment will be added as well as a wall-mounted, large-screen TV.

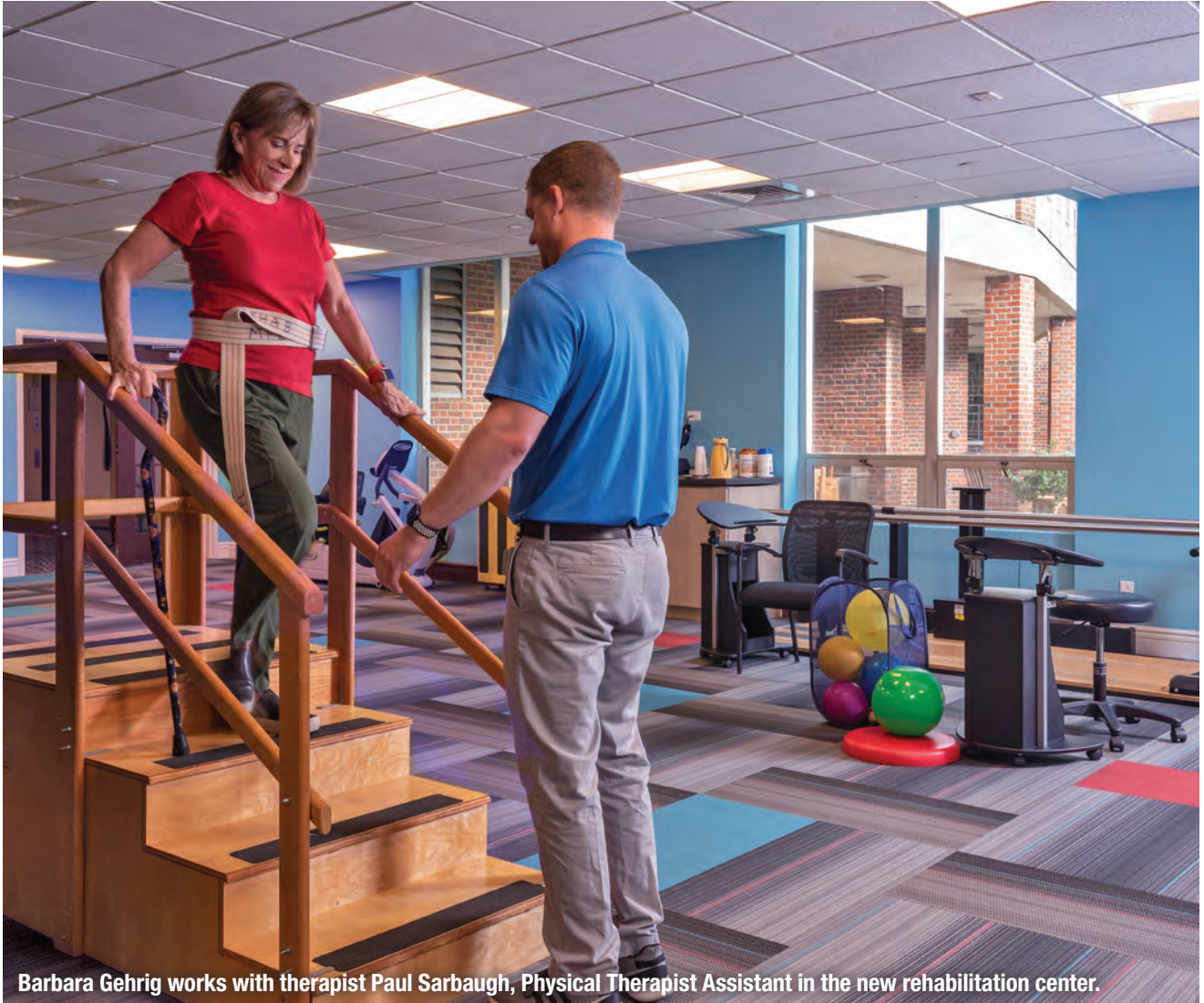
Some very practical features prepare patients to function once they get home. The apartment-sized kitchen is where they practice basic cooking and cleanup skills, and a washer and dryer have been added. "Something many of us have to do for ourselves," says Erin Tobergta, Director of Rehabilitation for MPL.

Tobergta says that staff got some much-needed improvements in the renovation as well: four therapist workstations for paperwork and scheduling along one wall. A new room was added to be used exclusively for private treatment and several new areas off the therapy gym have doubled previous storage space for supplies.

Completion of the Meyer Family Rehabilitation Center also included the remodeling of 19 patient rooms, four semiprivate and 15 private for short-term rehab stays.

Like the new therapy gym, individual rooms were remodeled with patients' physical and emotional needs in mind. "We worked to create a homelike environment and make it more relevant to the way we live today," Uehlin says.

Rooms are spacious to accommodate wheel-



Barbara Gehrig works with therapist Paul Sarbaugh, Physical Therapist Assistant in the new rehabilitation center.

chairs, walkers, and visitors. “Being able to have your friends and family in the room is an important part of recuperation,” Uehlin says. Hardwood floors, beautiful finishes throughout, plenty of light, and a large-screen TV mounted on the wall enhance the homelike feel. Staff needs are built in too, with a communication board so patients and staff can easily keep track of therapy schedules and a secure wall cabinet to hold medications.

The biggest improvements to patient rooms, however, can be found in the bathrooms. Each room has a roll-in shower. “People certainly feel more confident and comfortable when they don’t have to share that particular space,” says Annie Novak, Director of Case Management for MPL. There are also several grab bars, including one beside the commode

that can be raised and lowered; a sink that accommodates wheelchairs; and a vanity mirror that tilts up and down to meet individual needs.

Former rehab patient Barbara Gehrig credits the care she received at Marjorie P. Lee with making her healing progress much quicker. “The ability to have therapy two times a day was wonderful and had a huge impact on my remarkable recovery.”

The fact is, one of the outstanding features of the therapy center has been there all along, the quality of care patients receive. Now, the environment in which staff provides that care and treatment matches their skills, compassion, and commitment. “Usually people can’t wait to get home when they’ve gone through rehab therapy,” Uehlin says. “Now, I think they are going to want to stay.” ■



Welcome to Our Beautiful Pavilion at Deupree Cottages

Just living is not enough...one must have sunshine, freedom, and a little flower. – *Hans Christian Andersen*

By Kristin Davenport

This summer much more than bees were buzzing in the Deupree Cottages courtyard. The sights and sounds of sawing, drilling, and hammering were seen and heard for many days as the outdoor space had a complete makeover. The results are stunning! Residents were able to see the pavilion take shape as the seasons changed from spring to summer and now fall. The pavilion was finished and celebrated at a

ribbon cutting in September.

The purpose of the Deupree Cottages courtyard renovation was to provide additional usable outdoor space for the residents, caregivers, family members, and visitors. Adding a large pavilion to the middle of the courtyard has provided a tremendous amount of shade. This covered area is primarily intended to give the daily opportunity for our residents to be outside, in the fresh air, enjoying

nature and their surroundings.

“We want our residents to be able to enjoy some quiet time in a naturally beautiful place,” says Megan Bradford, Director of Strategic Initiatives for ERS. “Our residents have a chance to connect directly to nature. They can be among the birds, with enough quiet space to listen to them sing.”

It was important that the pavilion blend into the Cottage environment as if it has always been a part of the residents’ home.

“Residents, staff, and family caregivers have watched our courtyard change over the summer into a more inviting and useful space,” says DD Farmer, Household Coordinator for the Cottages. “Residents who may not have spent time outside are now getting out and enjoying time outdoors.”

The pavilion is an extraordinary gift to ERS staff



Cottages resident Pat Campbell enjoys the beauty of nature and loves having a comfortable outdoor area to visit with family and friends like horticulturalist Robert Evans.

and Deupree Cottages residents. “It is no surprise to anyone who knows Sandy Harris that she made this gift possible because Sandy is extraordinary,” says Laura Lamb, President & CEO of ERS. “We thank her for loving the Cottages, her neighbors, and our staff, and for this amazing gift.” ■

Thank you to our Donor, Sandy Harris



Sandy Harris

The staff and residents of Deupree Cottages are fortunate to have a friend, Sandy Harris, who believes so strongly in this project that she has provided its entire funding, including ongoing landscaping.

Sandy’s interest in providing the pavilion flows smoothly from a lifelong interest in and commitment to nature. Her interest began with a physically active childhood and adolescence filled with camping, hiking, skiing, and swimming. It continued with college academics focused heavily on natural resources and conservation, and an adult life involving many years of family camping, middle-school science teaching, birding trips, the founding of a Girl Scout troop, and daily gardening for more than fifty years.

Sandy grew to feel fervent about the importance of the outdoors in everyone’s life. She sees clearly in her own life that it is especially crucial to the health and happiness of older adults to maintain good connections with the natural world. She saw this project in the

Cottages courtyard as a much-needed way for its residents to spend time outdoors in a comfortable, safe, and increasingly beautiful place that is just steps from their apartments.

She wants everyone to know that she does this in honor and deep appreciation of the incredible people who are providing her with loving and professional care at the Cottages. —K.D.

Stoking the Creative Fire

A close-knit circle of writers improves their craft at Episcopal Church Home. *By Kristin Davenport*

When residents gather at the Episcopal Church Home (ECH) Feet to the Fire Writers' Workshops®, you can rest assured they will have questions. Their stories are filled with endless questions about what they have heard and seen, and the history they have witnessed over a lifetime. They have a story to share and feel they are the only ones who can write it.

Very often their stories prompt curiosity and even more questions amongst the group, though the class etiquette states that questions wait until the end. Many times, the ones that spring to mind are answered once the full story is revealed.

"They gather each Monday as a community of writers who want to find their voice and improve their craft," says Chad Ballard, the ECH Life

Enrichment Specialist who helped start the group in 2015.

Through themed prompts and motivation, ECH residents "find their feet" and are able to share in an intimate, salon-style workshop. They use guided prompts to spark the expressive writing process, and they get the support and structure to make their time together worthwhile and enriching.

"Writing is one of the most expressive art forms, and it's a wonderful way to access stories," says Angela Burton, founder of Feet to the Fire Writers' Workshops® and a skilled writing instructor. "The workshops ignite memories and engage aging adults in active writing and reminiscing."

In the three years since they began, the close-knit circle of Feet to the Fire writers have wel-



Clockwise from left: Rev. Al Williams, Don Brown, Art Boone, Judith Conn, Kitty Keeling, Frances King, Angela Burton, and Pat Kirchdorfer.

comed new members easily into their fold. It's a wonderful way to get to know their fellow ECH residents differently. In fact, for many, it's the place where they get to know their neighbors the best. After all, writing can be a terrific social activity as well.

Their stories are precious to them and their families, but they are relevant beyond the family circle. This initiative is one that resonates with older adults and their desire to preserve a piece of living history.

"One of the most important benefits of the program is the opportunity for these older adults to write their own stories with unique prompts and inspiration to reflect on the moments that mattered in their lives," adds Angela. "We all have so many rich, amazing stories and they don't stop coming. Of course they are interesting, and these stories matter beyond recording family history—this is our shared history."

At times the prompts spark stories about their search for personal identity, help them gain insight into the past, or allow them to heal from a traumatic experience. They might have secrets to



"Sometimes I have a hard time with the prompts, but it pushes me to work through it," says Frances King. Her story for the week was a personal remembrance of December 7, 1941.

share, or maybe they want to study or understand certain family situations.

Whatever their motivations, writers get a second chance to create another version of their lives. Years and years later their perception may have changed, and they get to explore that through writing. ■



"I have more stories to tell than I realized. When I hear others tell their stories, I often remember things from my childhood that I want to write. My daughter is enjoying my collection of stories and she wants to compile them into a family history."

— Don Baker

Feet to the Fire Writers' Workshops®

Our partnerships with organizations like Feet to the Fire give our residents opportunities to make essential connections with the community.

- Created to complement aging adults' personal activity schedules
- Writing provides an opportunity for lifelong learning and excellent emotional wellness experiences

Residents Move to New Memory Care Center of Excellence

Phase I of the renovations at Episcopal Church Home are beautiful! *By Kristin Davenport*



Rosy Ngoie-Nzeba (center) greets Mike and Margaret Kieffer in the beautifully renovated dining area.

It is with great excitement that we announce the completion of Phase I of our renovated Memory Care Center of Excellence. Residents had the pleasure of moving into this beautifully upgraded area in September and they are enjoying the comforts of their new home. Staff members were just as eager for the fresh and vibrant spaces to be completed. It makes coming to work a joy when your surroundings are brand new.

Phase I features soothing wall colors in green and tan with bursts of energizing colors throughout the



Beverly Edwards

decor. The kitchen features an eye-catching backsplash surrounded by warm-toned wood cabinetry and stainless-steel appliances. Resident rooms feature attractive bedroom furnishings and neutral wall hues to accommodate residents' individual decor preferences.

Each bedroom features a beautiful curio display for personal mementos that are precious to the resident and their family members. This personalization is welcoming and provides a fitting transition from private space to community space while giving clues to the resident about which door is theirs.

Safety features are included in the design of the resident bathrooms. The flooring is a slip-resistant surface with a texture that helps residents maintain stability as they navigate throughout the room. ■

"Staff are exceedingly pleased with our new space and have expressed how appreciative they are to work in such a beautiful place."

—Beverly Edwards,
ECH Executive Director

NERTS! What a Sockdallager! (and that's no phonus blaonus)



Gala sponsor Home Care Assistance Cincinnati owners Steve Sudberry and Liz Castellini-Sudberry with a vintage Packard.



MPL residents Corky Ladd and Ann Hunter, MPL volunteer Karen Bell, and Gala Committee member Vivian Klein.



Bobby Maly, COO of title sponsor The Model Group, and JoAnn Hagopian, ERS Board Chair.



The host for the evening, Channel 5's Courtis Fuller, with Joy Blang, Executive Director of Philanthropy for ERS.

The Great Gatsby Gala, held on Thursday, September 20, was the berries! More than 300 guests, many dressed in 1920s attire, were treated to an evening filled with live music, delicious food, silent auction, dance performances,

and WLWT TV News Anchor Courtis Fuller as the emcee!

The event raised more than \$250,000; the proceeds benefit the ERS Good Samaritan Mission Fund, which helps over 14,000 elders annually. ■

If you are interested in becoming a sponsor for the 2019 Gala, please contact Kim Harrison at 513-979-2306.

SAVE THE DATE: The Mad Hatter Ball, Friday, October 4, 2019!



The expansion of the therapy room was thanks to a collective gift through a realized estate gift from former Deupree House resident Dan Meyer, his daughter Jennifer Meyer Angus (pictured right), sisters Corky Meyer Ladd (pictured left) and Marian Meyer Allen, and Mike and Digi Schueler.

Capital Campaign Is a Success

ERS exceeded its goal of \$4.25 million for the Marjorie P. Lee Capital Campaign, thanks to contributions from generous donors.

By Kathleen Doane

When the Capital Campaign to support Marjorie P. Lee's Master Plan renovations began in late spring 2016, ERS leaders and board members set an ambitious goal of \$4.25 million. "I am happy to say we surpassed it," says Joy Blang, ERS Director of Philanthropy.

One hundred individual donors contributed to the capital campaign, investing in the future of an organization that many have been connected to for decades. Campaign committee member and trustee chair Mike Krug first visited MPL in 1968 when his

grandmother became a resident. "She received such expert and loving care," Krug says, adding, "as did several other relatives of mine and my wife." Those connections became the foundation of Krug's commitment to Marjorie P. Lee and the mission of ERS.

During the course of fundraising, Krug and other campaign committee members called upon a lot of people who had personal ties to MPL. "It's important to connect people with something they're passionate about, and we did that over and over," he says.

Photograph by Gary Kessler



Three key supporters of ERS and the MPL Capital Campaign are Dick Adams, Mike Krug, and Dr. Bob Reed. They were together at the celebration of The Meyer Family Rehabilitation Center.

According to Blang, a significant number of donors came from another ERS community, Deupree House. “They had their individual reasons for giving,” Blang says. “Some because they have relatives living at MPL and others in memory of a family member. One resident gave a gift to honor her mother who lived to be 105 at MPL, where she lived for 25 years.”

The campaign and subsequent renovations at MPL have brought attention to the need for and benefits of philanthropy to the organization. “It’s critical to our growth and success because healthcare is constantly changing and becoming

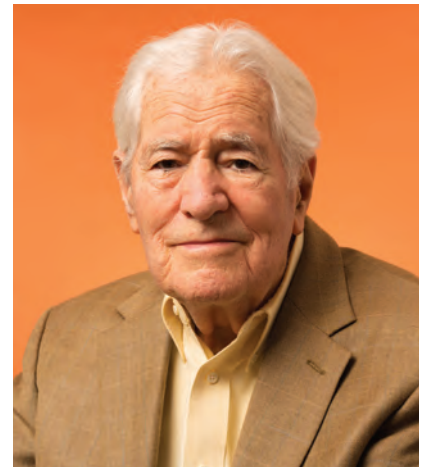
increasingly expensive,” Krug says. Those realities, coupled with the fact that people are living longer, underscores the importance of philanthropy if ERS communities like Marjorie P. Lee are to remain true to their person-centered philosophy at their state-of-the-art senior communities.

Capital Campaign Chair Dr. Robert Reed describes Marjorie P. Lee as a community icon. “I know that many people in Hyde Park know that when the times comes that they no longer can live on their own, they will be choosing Marjorie P. Lee.” Because of that, Reed derived a great deal of satisfaction from leading the campaign. “I can’t say enough about the team of people who gave of their own resources, their time and expertise, and their connections to make this happen.”

Blang believes it was an exciting campaign to be part of for two reasons: “The incredible donors we worked with are amazing because the organization and MPL community means so much to them. Secondly, even though the money was used for physical renovation, raising the money was driven by our intent to change the way we care for our residents by giving them more options.” And perhaps most important, that Marjorie P. Lee will continue to be the caring and loving community that Charles Lee envisioned more than half a century ago. ■



Jack Kirby along with family and friends dedicated the Kirby House, an MPL memory support household in memory of his wife Alberta. Pictured left to right: Norma Grosse, Mary Grace Kirby, Jack Kirby, Glenn Kirby, Karen Durand, Dick Durand, and Mary Alice Koch of PNC Bank.



The Shaw lobby was named in memory of Tom Craig, a former resident, in appreciation for a gift from his stepson Greg Power and his wife Amy to the MPL Capital Campaign.

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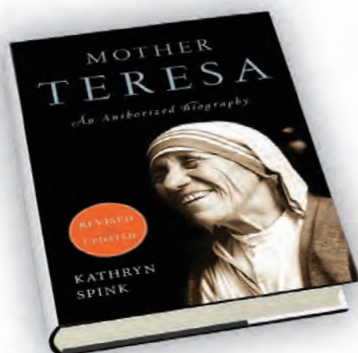
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Refresh Your Soul 2019

Living Well with Purpose

About the Keynote Speaker: As the authorized biographer for Mother Teresa, "Saint of Calcutta," Kathryn Spink was involved with her work for over seventeen years, and her highly acclaimed biography became a New York Times best-seller. She will trace the life and work of Mother Teresa and reveal wisdom and knowledge gained from the saint as she cared for the poor, sick, and dying.



Monday, March 18, 2019

Conference Location: The Cintas Center at Xavier University -
1624 Herald Ave., Cincinnati, OH 45207

9 a.m. – 3:15 p.m.

Keynote: Kathryn Spink,
author of *Mother Teresa, An Authorized Biography*. Also featuring Leah Sarris, RD, LD,
Rabbi Abie Ingber, and Kay Frances.

To register, visit parishhealthministry.com/RYS

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