

# Interlink



CINCINNATI'S TOP WORKPLACES  
Proud winner 12 years in a row.

## ERS

When you love  
what you do, it shows!

*We Persevere With Grit and Grace*

## Rethink, Reboot, Reconnect

**A**s we recently marked the two-year anniversary of the world changing because of COVID-19, it's good to reflect on how heavy the past 24 months have been, with the loss of hundreds of thousands of lives, including family members and dear friends of people within our ERS family.

Added to that weight came a significant shift in the labor market. Economists are calling this time in our history "The Great Resignation." Employers nationwide are feeling these pressures. Healthcare organizations, including ERS, are hit even harder as resignation rates are up to 3.6 times higher than usual. We all are feeling the repercussions, experiencing many job openings within our teams.

The pandemic has spurred many Americans to seriously evaluate what's most important in their lives, and that often means leaving a work-centered job where they feel they are just a number. They are moving to organizations that give them greater opportunity to make a difference in the lives of others, have manageable workloads, and demonstrate social accountability, diversity and inclusion. Many job candidates have told us they were attracted to ERS because of these factors.

During this time, it is natural to focus on who is leaving and feel overwhelmed. I encourage us to reframe our thinking by considering the following:



*Joan Wetzel, Vice President, Human Resources & Organizational Development shares her thoughts as we enter the third year managing the pandemic repercussions.*

- **We can't care for others unless we care for ourselves first.** This could include committing to a morning meditation or prayer time; getting outside and breathing in fresh air while moving our body with a short walk; or taking advantage of our employee assistance services through Empathia. They offer online resources and provide in person or virtual counseling.

- **This is a difficult season, but it is temporary.** We will get through this time with the grit and grace we have learned and refined during the past 24 months.

- **We work with incredibly dedicated teammates.** Look to your left and your right. You most likely will see some of the best and brightest in our industry. Work to strengthen

### Startling Statistics

**More than 20 million**

Americans left their jobs the second half of 2021.

**ERS lost 132 team members**

the second half of 2021 (some due to the vaccination requirement and planned retirements).

**Millions of Baby Boomers**

in the U.S. opted for early retirement in 2021.

**Hardest hit industries**

are Hospitality & Food, Healthcare, and Construction & Trades.

these relationships and take time to thank your teammates for their continued partnership to advance our good work.

- **Welcome new teammates.** We have hired many new team members across our organization. In this job market, they can work nearly anywhere, and yet, they have chosen to bring their time and talents to ERS. Most new hires make the decision within their first week about whether they will stay. Most of this decision is directly related to how welcomed they feel.

Your HR team is here for you. Our jobs are to take really good care of you so you can take really good care of our residents. Please reach out to us if there is anything you need.

## Milestone Anniversaries

*Congratulations to the following individuals who have celebrated a "milestone" anniversary with ERS In January, February, or March.*

### Affordable Living by ERS

Jay Kittenbrink .....40

### Westminster Court

Karl Helton .....5

### Cambridge Heights

Tresandra McLeod .....1

Ronald Caton.....15

### Deupree House

Wanda Owens.....1

Kylie White.....1

Tamara Shaffer .....1

Amy O'Brien .....5

### Episcopal Church Home

Oluwatoyin David .....15

Donna Watson .....15

Bryan Berman .....25

### ERS Support Services

Jimmy Wilson.....1

### Living Well Senior Solutions

Cynthia Hamad.....5

### Maple Knoll Meadows

Wanda Smith.....5

### Marjorie P. Lee

Mary Craft.....1

Jaloria Covington .....1

Lynn Hale .....1

Shannon Mantia.....1

Hayden Willhite.....5

Timothy Holzmacher.....5

Salem Idazzi.....5

Annie Novak .....10

Toinetta Jackson.....15

Janice Willis.....25

Wayne Couch .....25

### Shawnee Place

Brenda Parrett .....15

### St. Paul Village

Kenneth Jones .....1

### The Manse

Ramon Ramirez.....1

## New Faces

*Welcome to the following individuals who have joined the ERS team in December, January, or February.*

### Affordable Living by ERS

Asha Wells

### Deupree House

Karrie Upshaw

Megan Greatorex

Sara Hill

Taylor Biehl

### Episcopal Church Home

Katie Mudd

### ERS Support Services

Caroline Puryear

Mike Rutledge

Michelle Schraer

### Marjorie P. Lee

April Parson

Britney Nadel

Christine Cooper

Jawana Russell

Kennedy Miller

Sam Ross

Samantha Becker

Toni James

### St. Paul Village

Monica Coleman

## Deupree welcomes new Executive Director & DON



Please join us in welcoming **Nichole McCaughey** as the new executive director of Deupree House and Deupree Cottages.

In accepting the position, Nicole returned to one of the places where she

started her career. Nicole, whose last name is pronounced mah-KY, joined ERS in a move from Florentine Gardens in Loveland.

"The opportunity to be the executive director and work with such an outstanding team is a once-in-a-lifetime opportunity," she said.

Nicole was attracted to ERS because it is a values-based, mission-driven organization.

While she was an administrator in training during 2002-2003, Nicole spent a memorable week in that program at Deupree House.

"Deupree House is just a wonderful place to work," she said. "The staff has been amazing and supportive, not only of me, but I see the support they give to the folks who live here, every day."



Here at ERS we love to offer opportunities for our staff to grow their careers. **Denise Flores** has been promoted to Director of Nursing at Deupree House and Deupree Cottages. She joined ERS in 2018 as a nurse at Marjorie P.

Lee where her role focused on quality and improvement measures as well as infection control and staff education. Prior to working, she was the Director of Nursing at Maderia Healthcare. Please join us in congratulating Denise on her promotion.

## Thanks Emerson Stambaugh

Join us in thanking Executive Director of Hospitality Services **Emerson Stambaugh** for bringing a steady, calm, and positive attitude to the role of Interim Executive Director, it was greatly appreciated by team members and residents.



# WELLBEING

## ERS STAFF WELLNESS PROGRAM

## Benefits News and Updates

### 2022 Wellness Scorecard

In 2022 ERS started an exciting new partnership with Wellworks For You to administer our wellness program, including the Wellness Scorecard. All team members and spouses enrolled in our medical insurance plan have the opportunity to work toward earning a \$700 HSA deposit by meeting the program requirements. Team members not enrolled in our medical insurance plan who complete the program requirements will earn a \$100 gift card.

### Steps to earn the Incentive

- Step 1: Complete an annual physical with lab work by August 31, 2022
- Step 2: Meet 3 of 5 Healthy Ranges OR Complete Three (3) LNA Calls by November 30, 2022
- Step 3: Flu Shot
- Step 4: COVID Vaccination (Spouse's Only)

Incentives earned in 2022 will be paid early 2023

### Updates from our Medical Coverage TPA: Allied

#### Introducing a new benefit

All ERS team members enrolled in the Allied medical plan should have received information from Allied regarding an additional benefit available to you, Teladoc.

Teladoc is a healthcare service that offers convenient and confidential access to quality doctors 24/7, anytime, anywhere. Teladoc doctors are U.S. board certified internists, family doctors, and pediatricians. Members have three options for accessing Teladoc:

- Downloading the Teladoc app
- Visiting the website at [Teladoc.com](https://teladoc.com)
- Calling 1-800-835-2362

Teladoc can help you with every day, non-emergency healthcare issues such as sinus problems, allergies, flu symptoms, and much more. Teladoc doesn't replace your primary care doctor but can be used for non-emergency illnesses when it is not convenient to get to the doctor or it is outside of regular office hours.

Advantages of Teladoc:

- **Cost effective:** When used for general medical care, your visit is free.
- **Convenient:** You can see a doctor from the comfort of your own home.
- **Control of infectious illness:** To help prevent the spread of COVID-19, flu and other infectious diseases, doctors can use telehealth appointments to prescreen patients for possible infectious diseases. It saves sick members from having to come into an office setting.

### ID Cards Reissued

In March you should have received reissued ID cards for your Medical Coverage. This new card is necessary because the Pre-Certification number has changed. Enclosed with your new card is a flier that will help you understand the components of the ID card. You will need to destroy the old card and remember to present your ID card any time you have services.

### Empathia: LifeMatters is here for you!

ERS transitioned our Employee Assistance Program to Empathia: Life Matters. LifeMatters is here for you and can provide a range of services, including counseling and resources to assist you and your immediate family. Please reach out to LifeMatters at 1-800-634-6433 or access the website [www.mylifematters.com](https://www.mylifematters.com) and enter our company ID, ERS1.

# Pursue Personal & Professional Development

Episcopal Retirement Services desires to develop internal talent and support learning in our organization. It's built into our culture as a top workplace that aspires to encourage progressive thinking in every area of our organization.

## Tuition Assistance Program

ERS believes in fostering an environment that encourages our employees to learn and develop in their careers. The Tuition Assistance Program was created to do just that by awarding qualified employees with funding that helps them reach their educational goals.

Tuition Assistance awardees will be selected based on several factors, including how their field of study, passion and potential align with ERS organizational strategic needs. This year, priority will be given to those earning a degree or certificate in culinary arts, maintenance (including HVAC) and health services, although all fields are encouraged to apply.

Applicants must be employed with ERS for at least 1 year, maintain a regular work schedule of at least 17.5 hours a week and be in good standing with the organization.

Applications for 2023 awards will be accepted in August 2022.

To learn more about the program and how to apply, contact Alexis Ryles, Director of Talent Development at [aryles@erslife.org](mailto:aryles@erslife.org).

## Lauren Brown Empowerment Fund

ERS honors the life of Lauren Brown through the Lauren Brown Empowerment Fund. Lauren Brown was a beloved staff member who exemplified ERS's value of continuous learning. Lauren began her career with ERS as a high school student working in dining services. Over the years, she expanded her reach within the organization and held roles in Life Enrichment and Administration. She ultimately joined the Affordable Living Leadership Team as a Community Manager.

As a result of her strong work ethic and positive impact on the organization, Lauren was selected as a member of the ERS Next Generation Leadership Program. She had dreams of becoming a nursing home administrator through the Administrator in Training program with the Ohio Department of Health. When personal hardships arose, like losing her home and



**WE  
CAN  
DO  
BETTER**

**ERS**  
Episcopal Retirement Services

Lauren Brown  
Empowerment Fund

belongings in a fire, she persevered by leaning into her network of support. Without hesitation, ERS assisted Lauren with housing, refurnishing her home and providing Christmas gifts for her family that year. Despite her setback, Lauren continued to nurture her professional ambitions and found it important to join the We Can Do Better Series as a panelist. She spoke on historically disadvantaged individuals and how, when working collaboratively, we can make a difference in the organization and world at large. Lauren Brown passed away unexpectedly in April 2021.

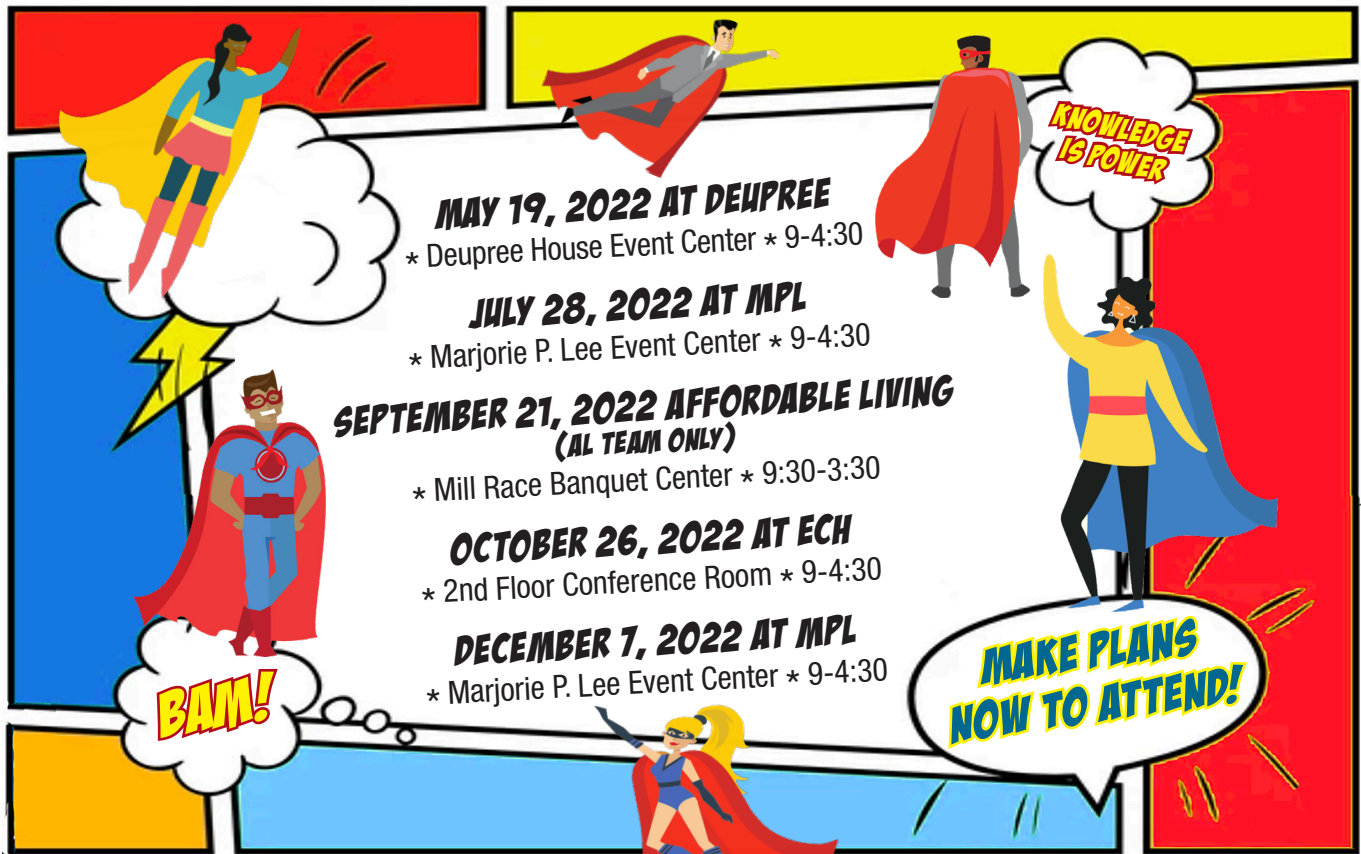
The Lauren Brown Empowerment Fund preserves Lauren's legacy by empowering historically disadvantaged individuals who experience barriers in the pursuit of personal and professional growth and development. Empowerments from the LBEF are over and above our Tuition Assistance Program, and may be awarded as stand-alone gifts for other items that are not covered under the Tuition Assistance Program, such as childcare, housing, or other expenses created by pursuing education advancement.

The Lauren Brown Empowerment Fund was created to support Black, Indigenous and Persons of Color (BIPOC) candidates who are interested in leadership positions within ERS and the aging services field.

Applications for 2023 awards will be accepted in August 2022.

To learn more about the program and how to apply, contact Alexis Ryles, Director of Talent Development at [aryles@erslife.org](mailto:aryles@erslife.org).





# CALLING ALL SUPERHEROES!

We are incredibly excited to announce that Annual Education Days (AE Days) will return to in-person this year! AE Days are a fun and exciting way to earn your education requirements for the year. Each day will be filled with important content, games, food and prizes!

Our 2022 theme for AE Days is SUPERHEROES!

When thinking of a superhero, people often imagine capes and superhuman powers. However, it also means an exceptionally skillful or successful person. Just like our favorite fictional superheroes, our staff faces changes and challenges every day. They are battling the rivals and project timelines.

If there were any time to acknowledge how super our staff have been, it's now! Our superheroes have

exhibited extraordinary competencies, worked in ways that bring out the best in one another and banded together to reduce the spread of coronavirus to make the world a better place.

Dates for AE Days were also announced via email and through Paycor Company News. Attendance to in-person sessions are encouraged, although hours may be earned through our Paycor Learning Management System (LMS).

For more information on Annual Education Day and earning education hours, contact Alexis Ryles, Director of Talent Development at [aryles@erslife.org](mailto:aryles@erslife.org), or a member of your HR Team.

ERS team members are required to complete 8 hours of training annually.

Direct caregivers (with STNA certification) are required to complete 12 hours of training annually.

**AE DAYS ARE  
IN-PERSON!**

# When You Love What You Do, It Shows!

Effective: MAY, 2022



## EARN MORE

ERS TALENT REFERRAL PROGRAM

Earn More is the talent referral program at Episcopal Retirement Services. Referrals from our team members are our best source of meeting and recruiting top talent. As gratitude to team members who refer a candidate who is hired, a monetary incentive is available as a gesture of appreciation.

<b>\$2,000</b> <ul style="list-style-type: none"> <li>Registered Nurse*, full and part-time</li> </ul>	<b>\$1,500</b> <ul style="list-style-type: none"> <li>Versatile Worker</li> <li>Resident Assistant, full and part-time</li> </ul>	<b>\$1,000</b> <ul style="list-style-type: none"> <li>Cook</li> <li>LPN* full and part-time</li> <li>Community Manager (AL)</li> </ul>
<b>\$500</b> <ul style="list-style-type: none"> <li>Driver</li> <li>Registered Nurse* PRN</li> <li>Housekeeping</li> <li>Security</li> </ul>	<b>\$250</b> <ul style="list-style-type: none"> <li>Medication Aide</li> <li>Dining Services, full and part-time</li> <li>All Other Positions, full and part-time</li> </ul>	<b>\$100</b> <ul style="list-style-type: none"> <li>All other PRN positions</li> </ul>



\*RN and LPN positions in this category are for MPL Deupree, and ECH community floor nurses only.

NOTE: Changes to Earn More program including positions eligible and monetary incentive amounts are made at the discretion of HR and are subject to change at any time. If that would occur, participants would be given incentives specified above for results achieved up to any effective date.

Earn More will be paid only to the one employee whose name is listed on the application by the applicant.

*"I have referred ERS to others because the culture is inviting. The atmosphere speaks for itself. We accommodate and welcome new team members from day one. When you join ERS, you never feel like an outsider."*  
 — Christina Moore,  
 Marjorie P. Lee  
 Environmental Services  
 Manager

*"ERS is a wonderful company with a strong history of caring for older adults. I recommend ERS as a place to work for people because I believe in the mission, and I know others who will find the same sense of calling, commitment and compassion to serve within our communities."*  
 — Jimmy Wilson, VP  
 of Affordable Living

*"I get excited when I can introduce a colleague to ERS, and share the welcoming work-family relationship that I have found. When another passionate professional joins our Top Workplace, it makes our culture stronger. I can't think of a better way to enhance my work life and the lives of the older adults we serve."*  
 —Kristin Davenport,  
 ERS Director of  
 Communications

# ERS Gatherings for Good

**GALA SERIES**



INTIMATE AND FUN EVENTS TO BENEFIT THE GOOD SAMARITAN MISSION

**“There is so much fun to be had, we just can’t limit it to one night!”**

Presenting  
Sponsors



**OCCH**  
OHIO CAPITAL  
CORPORATION  
FOR HOUSING

## Sponsor Appreciation Night at the Ballpark

Wednesday, May 25th  
5:30-9:30pm  
The Handlebar Club  
at Great American Ballpark

**Sponsored by:**  
**ATA Beilharz Architects and**  
**Christ Church Cathedral**

Our sponsors will contribute over a quarter of a million dollars to the GSM this year and we need you to join us in celebration of their generosity. The ultimate experience to watching a game in comfort and luxury, you will be treated to an all-inclusive evening as The Reds take on the Chicago Cubs! The indoor climate controlled space not only overlooks the field, it also provides the best riverfront views in the city. With multiple covered and open-air outdoor spaces from which to watch the game, your biggest problem will be picking your favorite vantage point! Many other special experiences will make this a night you will never forget, including an on-field pregame ceremony to recognize ERS.



## Timeless Traditions

Friday, August, 19th  
6:00-9:30pm  
Hyde Park Country Club

**Sponsored by:**  
**TheKey and the**  
**Diocese of Southern Ohio**



At our residents' request, we are bringing this event closer to home. Right around the corner from our Deupree House and Marjorie P. Lee we are designing this event, specifically with resident interests and comfort in mind. Residents, family members, staff and friends of these communities are encouraged to attend this elegant evening in one of Cincinnati's oldest and most prestigious private clubs.

## An Evening of Grandeur

Friday, September 23rd  
6:30-10:00pm  
Peterloon

**Sponsored by:**  
**PNC**

Home of the family of John J. Emery, the principal developer of downtown Cincinnati and one of our city's greatest philanthropists,



Peterloon was built in 1928 to rival the grandest houses of Europe and America. It's situated on 1,200 wooded acres. Guests will enjoy al fresco cocktails on the lavish grounds, followed by an elegant dinner inside the stately home with an opportunity to tour the family's private living quarters.

## Jazzin' at The Manse

Friday, November 4th  
6:30-10:00pm  
The Manse

**Sponsored by:**  
**The Model Group,**  
**tdgFacilities, and**  
**Justin Construction**

Recently renovated into Affordable Living for low-income seniors, The Manse is one of ERS' most celebrated communities, due to its incredible history. Originally the first Black-owned hotel in Cincinnati and one of the few that welcomed African-Americans during the era of segregation, The Manse was listed in the 4th edition of The Green Book. During its heyday in the '40s and '50s, many jazz greats, athletes and notable African-Americans stayed at the hotel. The event center for resident activity and engagement, the former hotel ballroom, will be transformed into a jazz club for one incredible night.





## Making Musical Wishes Come True



*Deupree resident Ellie and her friend Marilyn enjoyed a special night at the Symphony and many team members helped to make it happen! Special thanks to Peggy Slade-Sowders and Michelle Cole for escorting and arranging the details. Versatile Worker Sherry Bryant helped Ellie get ready and Driver Larry Yates guaranteed a pleasant ride.*

## Deupree Residents to the Rescue



*During a major winter storm, Deupree House residents insisted that they would deliver the meals that night! By stepping in, they gave the dining room servers the night off. The servers didn't have to risk driving in bad weather to deliver dinner-time meals. What a great group of people!*

## Delivering Mardi Gras Smiles in Dudley Square



*At Dudley Square for Mardi Gras, we brought the fun to our residents! Pictured are Gry Seymour, Life Enrichment Director, and Becky Burns, Administrative Manager, handing out beads and treat bags in the Mardi Gras Mobile!*

*Share your photos with Interlink! Send them to [Share@erslife.org](mailto:Share@erslife.org)*

# ERS

Episcopal Retirement Services



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For over seventy years, Episcopal Retirement Services (ERS) has been a not-for-profit, financially sound organization dedicated to improving the lives of older adults through innovative, quality living environments based upon their values, and delivered by highly experienced, deeply committed professionals.

If you have a story idea or news to share, contact Joan Wetzel at [jwetzel@erslife.org](mailto:jwetzel@erslife.org) or [share@erslife.org](mailto:share@erslife.org).