

# Interlink



CINCINNATI'S TOP WORKPLACES  
Proud winner 10 years in a row.

## ERS

When you love  
what you do, it shows!

*ERS Responds to COVID-19*

## Protecting Our Residents, Staff, and Families

**W**e are a few weeks into our stay-at-home response to COVID-19. Out of an abundance of care for our staff, and for your safety, we've enacted the area's most stringent COVID-19 practices amongst retirement communities and nursing homes, well before the governors' mandates. The leadership team has directed everyone at ERS to take these steps:

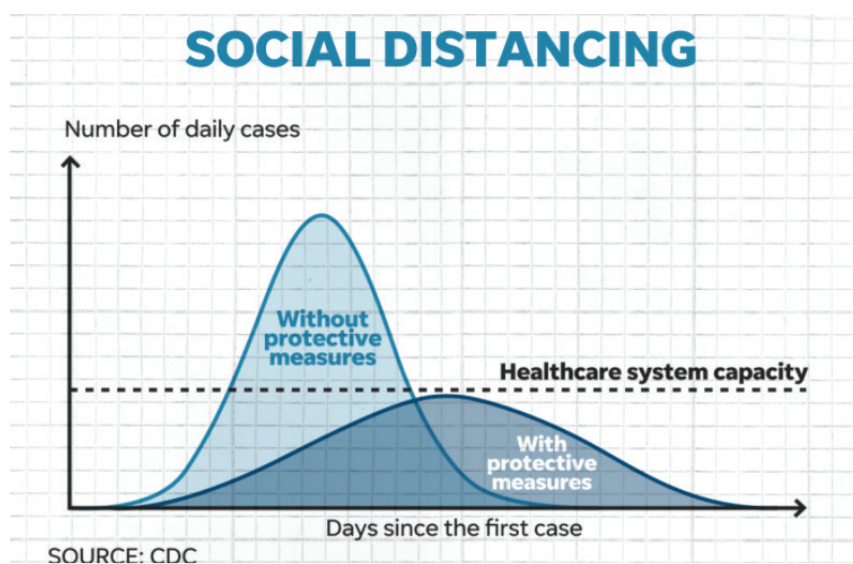
**Limiting families, visitors, and non-essential caregivers** – this protects you by reducing the number of people you come in contact with each day. The CDC has been clear that we need to reduce exposure to others.

**Restricting residents going off-campus** – Again, this is an exposure issue, and we have taken a hard line given that older adults are at greater risk from the virus. Keeping residents in their homes protects our residents and staff.

**Screening staff before coming to work** – Staff screening has been in place for more than three weeks! Why? We discovered staff with temperatures and sent them home. This protects all of us who might have been exposed without the screening process in place.

**Restricting access to people who go to multiple locations** – Mail carriers, pharmacy, and delivery staff have been greatly restricted. These people go to other businesses and healthcare organizations, and frankly, pose a risk.

**Establishing Personal Protective Equipment (PPE) guidelines and conserving supplies** – PPE shortages are



*President & CEO Laura Lamb shares timely updates on the ERS website.*

not unique to ERS. To combat this, we have a dedicated staff member working with suppliers to secure as many face masks and other PPE as possible. We have aggressively pursued supplies, and are awaiting arrival of a significant order. Until then, we are using evidence-based protocols to conserve supplies so that

they will be available should we have a case of COVID-19 in our community.

**Asked staff to limit their exposure when not at work** – We recognize that staff must limit coming into contact with others when away from work to protect our residents and other staff.

**Closing the Support Office and segmenting the management team** – This creates a back-up team that will be ready and healthy to care for our residents and support the direct care staff if we have staffing shortages.

Even with our restricted reality, we celebrate the creativity of the residents and staff. Examples of our **#RiseTogether** success and more information is shared on our website. You can read them at: [episcopalretirement.com/coronavirus](https://episcopalretirement.com/coronavirus).

## Milestone Anniversaries

*Congratulations to the following individuals who have celebrated a "milestone" anniversary with ERS*

### Affordable Living by ERS

Douglas Feldkamp .....5  
Katherine Sanderfer .....1  
Deborah Whiteside .....1

### Cambridge Heights

Jodi Bell.....5

### Canterbury Court

Teresa Britton.....20

### Central Parkway Place

Nathan Kendricks .....1

### Deupree House

DD Farmer .....10  
Kyle Sheldon .....10  
Taylor Biehl .....5  
Simone Douglas .....5  
Steven Jones .....5  
Alisha Hutchinson .....1  
Lauren Kaminer .....1  
Kayla Lovins.....1  
Danielle Mattlin .....1  
Martha Washington .....1

### Episcopal Church Home

Royce Carter .....10  
April Guinn .....10  
Gale Baber .....1  
Allison Bytheway .....1  
Victoria Connor.....1  
Jessica Gardner .....1  
Veronica Murphy.....1  
Isha Pina.....1  
Patience Sesay .....1  
Tyesia Thornton.....1  
Brooke Veach .....1  
Karen Wilson .....1

### ERS Support Services

Kathleen Alsept.....30  
Scott Rouse .....1

### Knowlton Place

Jamey Schuh .....1

### Living Well Senior Solutions

Pamela Ward .....10  
Susan Miller .....1

### Marjorie P. Lee

Magatte Seck.....15  
Adwoa Addo .....10  
Angela Bolan .....10  
Kimberly Burnley .....10  
Loretta Colwell .....10  
Nicholas Dunker .....10  
Stephanie King.....10  
Arlene McNickles .....10  
Carol Tilford .....10  
David Barnes.....5  
Patricia Powell.....5  
Elizabeth Sorensen.....5  
Daniel Able .....1  
Brian Anderson .....1  
Stephanie Biros .....1  
Kittie Brooks.....1  
Nekia Butler .....1  
Delisa Craig.....1  
Mariann Crooks.....1  
Kelsie Dabbelt.....1  
Jaclyn Fahey.....1  
Sarah Lund .....1  
Ann MacDonald .....1  
Albarina Maddox.....1  
Christopher Moll .....1  
LaShawnda Roberts.....1  
Demetrius Smith .....1  
Mackenzie Wolfson.....1

### St. Paul Village

Caroline Rapier.....5

### St. Pius Place

Patrice Stargell.....5

### Thomaston Woods

Tammie Armstrong.....1  
Valdas Kirielius .....1

## New Faces

*Welcome to the following individuals who have recently joined the ERS team*

### Canterbury Court

Sherri Zander

### Deupree House

Alexis Prude  
Breeana Hope  
Donna Dorger  
Kathryn Puskas  
Mikiah Hines  
Nellita Segrist-Bellamah

### Episcopal Church Home

Julie Gabis

## Turning On Your Notifications on in Paycor

It is critical that all ERS employees turn on notifications in Paycor so that essential internal communication is received in a timely manner. Please complete this task as soon as possible.

**Step 1** - Login to your Paycor account [www.paycor.com](http://www.paycor.com) (If you need help, contact HR)

**Step 2** - Select "My Settings" in the top Right corner

**Step 3** - Please select how you would like to receive each individual notification.

**Step 4** - Scroll to the bottom of the page and select "SAVE" at before exiting.

For help, contact a member of the HR team.

PERFORM Home Company Me Welcome

### My Settings

Account Security Notification Preferences

Please select how you would like to receive each individual notification.

Notifications	Email	Text(SMS)	Mobile App	In-app
General				
Company News	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Document Acknowledgement	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Expiring Certification	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Lee Dame  
Regina Anderson  
Sade Hardin  
Stephanie Huguley  
Susan El Merhi

### ERS Support Services

Elli McHaffie  
Shannon Braun  
Stephanie Carrothers

### Marjorie P. Lee

Adriane Brown  
Antonia Siler  
Brittany Kauffman  
Carmen Mack  
Cassandra Harley  
Cheryl Reynolds  
Christopher Mackey  
Emily Watkins  
Jalesisa Morgan

JaQuan Clay  
Jonnae Pennington  
Justin Mackey  
Kiera McKinney  
Kristie Mason  
Mary Baird  
Regina Kittles  
Shannan Tenhover  
Shauna McGee  
Tamela Craig  
Tekoa Smith  
Tierra Hall

### Meals On Wheels

Sarah Drew

### Prairie Oaks Village

Charles Sandlin

### St. Pius Place

Sue Koch

#RISE TOGETHER

## Covid-19 ERS Employee Resources

### Use of Cloth Face Coverings to Help Slow the Spread of COVID-19

#### How to Wear Cloth Face Coverings

- Cloth face coverings should—
  - fit snugly but comfortably against the side of the face
  - be secured with ties or ear loops
  - include multiple layers of fabric
  - allow for breathing without restriction
  - be able to be laundered and machine dried without damage or change to shape

#### CDC on Homemade Cloth Face Coverings

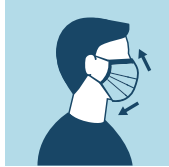
CDC recommends wearing cloth face coverings in public settings where other social distancing measures are difficult to maintain (e.g., grocery stores and pharmacies), especially in areas of significant community-based transmission. CDC also advises the use of simple cloth face coverings to slow the spread of the virus and help people who may have the virus and do not know it from transmitting it to others. Cloth face coverings fashioned from household items or made at home from common materials at low cost can be used as an additional, voluntary public health measure.

Cloth face coverings should not be placed on young children under age 2, anyone who has trouble breathing, or is unconscious, incapacitated or otherwise unable to remove the cloth face covering without assistance. The cloth face coverings recommended are not surgical masks or N-95 respirators. Those are critical supplies that must continue to be reserved for healthcare workers and other medical first responders, as recommended by current CDC guidance.

Should cloth face coverings be washed or otherwise cleaned regularly? How regularly?  
Yes. They should be routinely washed depending on the frequency of use.

How does one safely sterilize/clean a cloth face covering?  
A washing machine should suffice in properly washing a cloth face covering.

How does one safely remove a used cloth face covering?  
Individuals should be careful not to touch their eyes, nose, and mouth when removing their cloth face covering and wash hands immediately after removing.



[cdc.gov/coronavirus](https://cdc.gov/coronavirus)

EPISCOPAL RETIREMENT SERVICES  
IN PARTNERSHIP WITH  
**Sysco**  
A Division of Cardinal Health

PRESENTS:

# POP-UP Pantry

Feeding our healthcare heroes  
and their families!

Sysco has generously donated food to share with  
our staff at no cost. Come and pick up items for  
you and your family!

ERS  
Episcopal Retirement Services

ERS COVID- 19  
EMPLOYEE RESOURCES

HR Department  
EPISCOPAL RETIREMENT SERVICES

Make a cloth face cover to help  
slow the spread of COVID-19:  
<https://bit.ly/makeAmask>

ERS has partnered with Sysco  
to help ERS staff and residents  
with Pop-up Pantries!

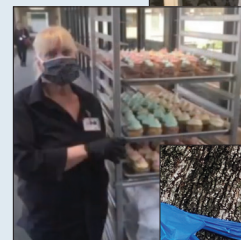
Visit the Paycor Portal to get this  
guide of helpful resources  
<https://hcm.paycor.com/Portal/#/>

## Heroes are Hard to Find...

By Timothy Hodges

When others runaway,  
You're there, you stay,  
When others turn their backs  
You're there, you attack,  
We have no need to be afraid,  
Because you're there, you stayed,  
There's no doubt you have our backs,  
You weren't scared, you attacked,  
We love you all in our hearts and mind,  
Through the darkness your true light shines,  
Forever grateful, until the end of time,  
We praise you all, because,  
Heroes are hard to find...

Visit the link to view the Heroes are Hard  
to Find video. <https://bit.ly/ERS-Heroes>





# Remembering Our Team Members

*We celebrate the lives and service two of our staff who have recently passed away.*



**Laura Wilson**  
RN, Nursing Team  
Marjorie P. Lee  
Years of service:  
12/18/2008 - 11/30/2019

Laura started her career with MPL as a PRN LPN, became full time LPN on Amstein, and was promoted to RN on Lee Gardens/Shaw Rehab.



**Robert Mullen Jr.**  
Security Officer, Security Team  
Episcopal Church Home  
Years of service:  
08/02/1999 - 01/20/2020

Robert started his career with ECH as a Housekeeper in the EVS department. He then, transitioned to a Security Officer.

## *Episcopal Church Home Master Plan*

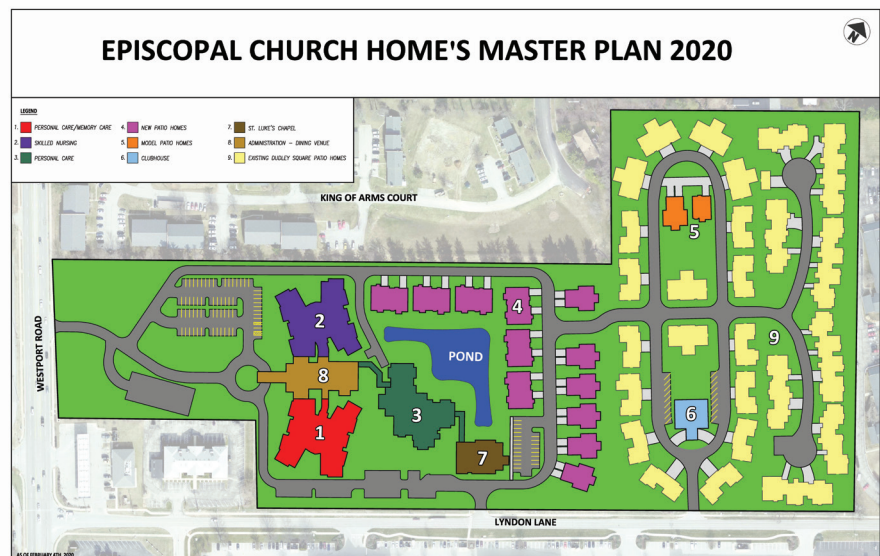
# A Bold Vision for the Future of ECH

Every ten years, ERS undergoes a Master Plan for our communities which reviews market trends and evaluates current and future residents' needs and preferences. The result leads to renovations, the construction of new buildings, and/or the establishment of innovative services. The Episcopal Church Home (ECH) has a rich tradition of innovation to meet the needs of older adults in the Louisville area.

Whether it was the construction of the healthcare building on Westport Road in the 1970's, the expansion of the campus to include unique memory care neighborhoods in the 1990's, or the addition of Dudley Square patio homes in the 2000's, ECH has reinvented itself and gone through several Master Plans throughout the years.

We are excited to share that ECH has developed a bold vision to reimagine the campus for its current and future residents in line with our mission to enrich the lives of older adults.

The campus will feature more independent living patio homes along with smaller, more intimate healthcare neighborhoods supported by our staff who will be trained in our Person-



Centered Care model. New therapies and services will also be introduced and our buildings will reflect the latest consumer trends to accommodate for the desired space and amenities.

The final mix of accommodations will include:

- 86 patio homes, including 24 patio homes to be built
- 22 Personal Care apartments
- 26 Personal Care Memory Care apartments
- 26 skilled nursing beds, including 13 dedicated to those

living with cognitive loss and, 13 that are dedicated to long-term care for those living with physical limitations or short-term rehab

We prepared a guide to answer some initial questions about the renovations and the impacts it may have on staff and residents. Visit our website to download the guide and read updates posted as we hit important milestones in the Master Plan process.

[episcopalretirement.com/communities/episcopal-church-home/master-plan](http://episcopalretirement.com/communities/episcopal-church-home/master-plan)

## Providing Safe and Welcoming Spaces

Episcopal Retirement Services (ERS) received two major gifts totaling \$250,000 to create the Center for Memory Support and Inclusion.

These gifts will grow our efforts in providing care, support, and education for those living with cognitive loss and their care partners.

We offer intimate living environments, quality programming and care, innovative training programs, and community outreach to create safe and welcoming spaces for those living with the disease. ERS provides the quality care that is so critical to those living with dementia.

Our memory care households are designed to ensure loved ones are not overstimulated by sensory elements. Meanwhile, we've paid attention to details such as colors, visual cues, and smells that might be overwhelming for a loved one.

ERS has a long-standing reputation for providing quality care that is exemplified by our CARF accreditation, consis-



tently high Medicare ratings, and low staff-to-patient ratio. For years, we have offered the Living Well Memory Support Therapy program, combining physical and cognitive exercise programs with art, music, and horticultural therapy

programs to keep residents stimulated and engaged. The results have been remarkable as our staff and families work together to help improve the lives of our residents.

Staff training is at the forefront of our efforts in supporting those who live with cognitive loss and their care partners. Training includes Teepa Snow's Positive Approach to Care program, and the ERS-developed Yes, And! training program that builds on theories of improv to engage with residents facing challenges in their day-to-day lives.

Paola Suro of WCPO 9 News recently sat down with ERS President and CEO Laura Lamb to learn about the Center for Memory Support and Inclusion. You can see it here: [wcpo.com/homepage-showcase/nonprofit-aims-to-make-cincinnati-the-most-dementia-inclusive-city-in-the-country](http://wcpo.com/homepage-showcase/nonprofit-aims-to-make-cincinnati-the-most-dementia-inclusive-city-in-the-country)

### *— Meet our Director of the ERS Center of Memory Support and Inclusion —*

## Shannon Braun

Welcome to the New Director of the ERS Center of Memory Support and Inclusion, Shannon Braun.

As Director, Shannon will oversee ERS's memory support efforts, including the oversight of its living environments, therapies, and training programs for staff, along with its community outreach programs, including Dementia Inclusive Cincinnati.

Shannon brings broad knowledge and expertise in the field of aging to her new role at ERS as the former Early Stage Coordinator with the Alzheimer's Association of Greater Cincinnati.

In her five years at the Alzheimer's Association, she developed and managed education, support, and engagement programs with community partners, conducted counseling sessions with families, and facilitated support groups.

Together with ERS Director of Strategic Initiatives Megan Bradford, Shannon was instrumental in developing the Dementia Inclusive training program. Then she led library staff training for the Public Library of Cincinnati and Hamilton County in preparation for offering Memory



Cafés to provide adults with dementia, providing opportunities to socialize and partake in a wide array of activities. Memory Cafés provide a safe, comfortable space to connect with others in similar situations. Dementia caregiving can be very isolating, and most find the Memory Cafés to be personally beneficial as well.

Shannon was also formerly with Bayley, LifeSpan, and VITAS Innovative Hospice Care in social work and care manager roles. Shannon is a graduate of Saint Louis University with a Bachelor of Arts in Psychology and from the University of Cincinnati with a Master of Social Work.

While Shannon's office is at the Support Services Office, she will be spending the majority of her time with staff, residents and families in our ERS communities, as well as supporting the greater community through outreach programs and support.

Please join us in welcoming Shannon to ERS and this exciting new role!

— *Meet our Director of Talent Acquisition* —

## Alishia Lee

Welcome to ERS' New Director of Talent Acquisition Alishia Lee. She brings more than 15 years' experience in Human Resources, talent acquisition and recruiting at well-known companies across Cincinnati.

Before coming to ERS, Alishia was Talent Acquisition Manager at Aegis Protective Services, and Recruiting Operations Manager at Total Quality Logistics, as well as other positions.

The Director of Talent Acquisition is a newly created position on the ERS Human Resources leadership team. This strategic role reports directly to the Vice President of Human Resources and Organizational Development.

"I came to know about ERS originally from family members who worked at MPL in the past. My career goal at the time was to return to a company that had a proven track record of supporting their employees in a deep and meaningful way. When I saw the Top Workplace award had been earned 10 years in a row, I knew I was headed in the right direction. Meeting the team and a few key customers during the interview process sealed the deal for me," Alishia said.

This influential leadership position on the human



resources team leads talent acquisition strategies for our growing organization in order to support our residential communities and services in Ohio, Indiana and Kentucky.

"Our HR team and hiring managers have done an excellent job moving the TA process forward, and I am excited to bring my pas-

sion for recruiting, retention, and enthusiasm for process improvement to the role," Alishia said.

Outside of work, Alishia keeps busy raising two teen-aged daughters, and running small businesses.

"I have two teenage daughters who are very active in sports and clubs, which keeps our house on the go! I also own an online clothing boutique, Me By Lee and produce short films.

Alishia earned three degrees from Brown Mackie College: a bachelor's in Business Administration and Management, an associate's in Business Management, and associate's in Early Childhood Education and Teaching.

— *ERS Employee Referral Program* —

## When you love what you do, it shows!

This is the year to give your friends the gift of a new career at a place you know and love! Did you know that 35% - 40% of new hires are referred to us by ERS team members? We're consistently impressed by our team members and their extraordinary commitment to find great talent. Our employees have high standards and only refer the very best quality applicants to serve our residents. According to Mike Dettmer, Deupree House Dining Services Supervisor and Earn More participant, "longevity, especially among upper management, and potential career growth for staff

with a great company that truly cares about its residents and people are more than enough reasons to refer friends and help ERS grow." The Earn More program adds incredible value to our culture and our ability to provide excellence in care, service and hospitality.

We'd love to hear from you! To learn more about referring an applicant, please reach out to our HR Talent Acquisition team members Ariel Murphy at ECH, 502-736-7811 and Alishia Lee ext. 1025 or Erica Carlson ext. 5396 in Cincinnati. We are happy to assist you!

# EARN MORE



## TriHealth Resources for Staff and Families

### TriHealth EAP Enrichment Webinar Series

Each webinar is free for staff and families and will be offered in a live webinar format. Completed webinars count as wellbeing credits for the ERS wellbeing scorecard. Pre-registration is required. To register online please select the link, then click on the title of the training: [www.trihealth.com/institutes-and-services/trihealth-corporate-health/concern-services/employee-family/enrichment-seminars](http://www.trihealth.com/institutes-and-services/trihealth-corporate-health/concern-services/employee-family/enrichment-seminars) or register by phone 513-977-2165.

#### Sleeping Well in a Busy World

June 15 or June 17, 12-1 p.m.

#### How Your Thinking Impacts Your Communication Style

October 14 or October 16, 12:00 - 1:00

### New Virtual Fitness Program

Due to COVID-19, we may have had to change the way we get this exercise in by doing more outside such as yard work, playing with children, or going for walks. Our partner TriHealth wants to make the options even easier for you. They have created an online TriHealth Corporate Health YouTube page with a variety of fitness classes, online learnings and conversations with our TriHealth team members.

The offerings range from 20 minute High-intensity interval training (HIIT workouts) to learning specific exercises one at a time. Most can be done with little to no equipment, or even use things around your house.

You can view the page using the TriHealth youtube link. <https://www.youtube.com/channel/UCHp4b63AlzKoTNCyfecz1Xg/>

## Planning Ahead for Tuition Assistance for 2021!

ERS is a learning organization that is committed to the development of team members. Applications for Tuition Assistance will be available July 1, 2020.

For an application and information about the program, please contact Molly deJesus, x7133 or Judy Bertsch, x4289 in Human Resources.

Applications are due to Human Resources by September 1, 2020 for the 2021 academic year.



*"The Tuition Assistance Program helped me to achieve my academic goals!"*  
— Feoshia Davis,  
Marketing Support  
Coordinator for ERS

### Education News from the HR Team

## LeadingAge Scholarship Opportunities

### 2020 LeadingAge Ohio Foundation Scholarship

The LeadingAge Ohio Foundation is a not-for-profit subsidiary of LeadingAge Ohio and supports member employees through a scholarship program helping individuals to further their careers within senior services. .

LeadingAge Ohio Scholarship applications can be submitted at any time during the year. The Scholarship committee reviews applications each year at their July meeting so applications should be submitted no later than June 15th. For general inquiries on the Foundation or assistance with scholarships, please contact HR for assistance or Kathryn Brod, LeadingAge Ohio President/CEO, at 614-545-9014 or [kbrod@leadingageohio.org](mailto:kbrod@leadingageohio.org).

### 2020 LeadingAge Kentucky Scholarship

LeadingAge Kentucky each year awards one (1) \$2,000.00 Scholarship. All applicants must complete the application form and the form must be submitted to the LeadingAge Kentucky office and must be accompanied by a recommendation by the facility administrator or the applicant's direct supervisor or both. The winner will be announced at LeadingAge Kentucky's Annual Conference Awards Luncheon, October 15, 2020. Call 502.992.4380, visit the website [leadingageky.org](http://leadingageky.org) or email [info@leadingageky.org](mailto:info@leadingageky.org) for more information or visit HR for assistance.

## Greet, Brag & Share

*Photos were taken before social distancing mandates were put into place.*

### Celebrating Heart Health Month & Wear Red Day!



*The Marjorie P. Lee Team supported National Wear Red Day, dedicated to raising awareness about cardiovascular disease and stroke amongst women. Thank you to Chloe Hough, who organized a campaign to provide information for improving our heart health.*



*We didn't forget to wear our red at Episcopal Church Home!*

### Pampering Residents at Canterbury Court



*Theresa Britton and the team at Canterbury Court planned a day of pampering for their residents.*

*Share your social distancing photos with Interlink!  
Send them or other news to [Rise-COVIDStories@erslife.org](mailto:Rise-COVIDStories@erslife.org)*

# ERS

Episcopal Retirement Services



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For over sixty-five 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 Molly de Jesus at 513.979.2275 or ext. 7133 or [mdejesus@erslife.org](mailto:mdejesus@erslife.org).