

Team Members Extend HEARTS TO HAITI

“When the earthquake in Haiti struck, staff and residents alike felt the need to join together in solidarity to aid in the humanitarian efforts,” said Interfaith House in Germantown Senior Apartment Manager Fatimah Bey.

Fatimah’s sentiments were shared throughout the entire Presby’s Inspired Life ministry ever since the January 12, 2010, 7.0 magnitude earthquake devastated the small Caribbean country, nearly destroying the capital city of Port-au-Prince. Approximately 230,000 people were killed, another 300,000 injured and one million left homeless.

“As members of a ministry, it is our responsibility to help those in need,” added Rosemont Activities Director Marilyn Irwin.

In the true Social Accountability spirit of serving the needs of others outside of our ministry, Presby team members organized events to raise funds and to collect necessary items to be sent to Haiti. Below is a sampling of the inspirational work of our team members:



ROSEMONT. Rosemont team members coordinated the sale of red bracelets to raise funds for Haiti relief. They entitled their effort “Hearts for Haiti,” which became an overall theme ministry-wide. Here, demonstrating the bracelet sale are (seated from left) Rosemont residents Bob Clark and Chita Revell, and (background from left) Activities Coordinator Pamela Wall, Activities Director Marilyn Irwin and Administrator Dana Miller.



RYDAL PARK. Taking Rosemont’s lead, Rydal Park team members also held a “Hearts for Haiti” bracelet sale. Here, Rydal team members (from left) Concierge Laura Wiater, Nurse Manager Nadine Walsh and Director of Recreation Therapy Tracy Mullarkey, along with resident Jane Harting proudly display their support for the worthy cause.



BROOMALL. Broomall team members also participated in Haiti relief efforts. They took up collections from staff, residents, family members, volunteers and visitors. Here, Housekeeper Juan Navarro (center) displays the collection jar along with (foreground from left) Broomall residents Milada Buesher and Francis Brogan, and (background from left) Unit Clerk Fran Bothwell, Receptionist Sandy Ginyard and Administrative Assistant Cherry Frederico.



AFFORDABLE HOUSING – INTERFAITH HOUSE AND JACKSON PLACE. Among the many Haiti relief events being held at Presby communities was a collaborative effort between Presby’s Affordable Housing Communities, most notably between Interfaith House in Germantown and Jackson Place. Both communities coordinated collections of mobility equipment, personal items, clothing, toys and non-perishable food items to be sent to Haiti. Here, (foreground from left) Interfaith House Computer Center Facilitator Janet Reavis and Administrative Assistant Debbie Dukes, together with (background from left) Interfaith House Housekeeper Tina Carter, Senior Apartment Manager Fatimah Bey, Jackson Place Administrative Assistant Shanae Scruggs and Senior Apartment Manager Mary Ellen Thomas display the many items they sent to earthquake victims.

PARTNERS IN CARING Sowing the Seeds of Love

The Parable of the Sower contains the message that although sometimes one’s efforts do not bear fruit, success can still occur with determination and faith. In the parable, a sower dropped seeds on a path, rocky ground and among thorns, but the seeds did not grow. He then dropped seeds on fertile soil and they grew a hundredfold.

Much like the “sower,” Presby’s Inspired Life team members who participate in The Partners in Caring Program are helping Presby bear fruit. Their generosity enables the enhanced quality of life for residents in financial need.

The Partners in Caring Program supports various resident programs and services, including:

- Emergency financial aid for residents
- Health and wellness programs
- Rehabilitative equipment
- Recreational and educational programs

Your gift – no matter the size – makes a tremendous impact on someone’s life.

Be the next ‘Partner in Caring.’ So far this year, 103 team members have committed to be Partners in Caring. You too can make a difference in the lives of our residents by becoming a ‘Partner in Caring.’ Make a gift with a check or sign up for payroll deduction. Online donations are also being accepted on our website, www.presbysinspiredlife.org. To discuss how to get involved, please contact Erin Wooley at (610) 260-1153, or via email at erin.wooley@presbysinspiredlife.org. Remember, your gift can be directed to a community or program of your choosing.

Presby’s Inspired Life would like to extend sincerest gratitude to the following team members for becoming Partners in Caring in 2010.

Community Support Center

Judee Bavaria
Rosemary Bauersmith
Bill Canteen
Latoya Carroo
Jeanette Dimitri
Jeffrey Eames
Colleen Frankenfield
Garry Hennis
Cynthia Hoffman
Lynn Johnson-Porter
Sharon Jessup
Jennifer Kappen
Mary Kender
Pat Linder
Dan Magee
Michele Parent
Jim Polaski
Ennio Rossi
Erin Wooley

Broomall:

Anonymous (1)
Kevin Baker
Kathy Baker
Frances Bothwell
Kevin Branche
Beverly Brockenbrough
Kathleen Colbert
Roseline Conteh
Eileen Cooper
Peggy Fields
Cherry Frederico
Sandra Ginyard
Verone Hackshaw
Susan Harmon
Duane Howard
Harvey Joyner
Alicia Kelly
Carolyn Klayman
Catherine Kobylarz

Jessalyn Lewis
Jennifer Lonetti
Patrick McCallum
Denee Miller
Mary Mitchell-Corp
Gloria Montgomery
Jackie Moore
Anita Palsler
Megan Paraniak
Sharon Paul
Stephanie Petit
Leigh Ann Pratt
Denise Robinson
Rosemary Rosenthal
Judith Schaeffer
Delores Sharp
Christine Suworgo
Robert Swindle
Diane Yannuzzi

Rosemont:

Patricia Dawson
Maggie Falzone
Foote Jerry
Vicki Kriczky
Edward MacDonald
Dana Miller

Spring Mill:

Anonymous (1)
Mary M. Hodgkinson
Barbara G. Simons

Rydal Park:

Anonymous (1)
Pat Adams
Gregory Bell
Mildred Butler-Coleman
Lucille Byfield
Heather Carty
Nathan Crawley
Rick Crotinger

Tyeesha Dorman
Asia Elliott
Russell Fitzpatrick
Lorraine Garcia-Gordon
Maxine Gay
Orion Gray-Chambliss
Loretta Harris
Lisa Heinrich
Michael Heneghan
Keith Jenkins
Adida Johnson
Sharon Johnson
Trevor Kirton
Susan Leary
Zakiya Lowery
Sheronda Nicholson
Kristopher Penczak
Craig Pierre
Jacob Smith
Janeen Smith
Janet Smith
Zenobia Teel
Terri Torma
Linh Vuong
Laura Wiater
Nadine Walsh
Ronda Wilson
Suzanne Wurst

Affordable Housing

Krysten Brockington
Edith Edmunds
Ruth James
Lillian Rubin
John S. Walker

* List complete as of July 21st, 2010

SUMMER 2010 SPARKS of Inspiration

A Publication For and About Our Team Members

Rydal Team Members Rally in Support of The “Call To Care”



Team Captains of the Rydal Park Capital Campaign (from left) Tony Roberts, Maintenance; Janeen Smith, Dining Services; Lucille Byfield (seated), Nursing; and Orion Gray-Chambliss (far right), Housekeeping; pause during a recent meeting with Presby Director of Annual Giving Erin Wooley (center), and Rydal Director of Facility Services Craig Pierre.

This year represents a historic time for Rydal Park, with the new medical center taking form.

“Construction is well underway and on schedule,” said Vice President of Senior Services Mary Kender. “Our goal is to give Rydal Park residents what they need and deserve in such a facility.”

With amenities that will include 90 all-private rooms with private bathrooms, a memory support unit, tranquil gardens, comfortable lounges and common areas, restaurant-style dining venues and a serene chapel - the new medical center will provide for the best in service delivery for residents. Architectural plans also call for the most up-to-date team member work areas such as nursing

units, rehabilitation rooms, offices and supply areas, to name a few.

With construction anticipated to last approximately 18 months, excitement is mounting throughout the Rydal Park community, as demonstrated in the project’s major fundraising effort. Launched in 2008, The “Call To Care” Capital Campaign is being implemented to raise \$5 million for enhancements throughout the medical center. The three-year initiative is well underway and numerous gift commitments have already been pledged, including nearly 100 percent participation from the Rydal Park Management Team, totaling more than \$11,000 in pledges.

“Every Rydal team member has a personal stake in the new medical center,” said Director of Facility

Services Craig Pierre. “Each of us should do what we can to support the effort – whatever the amount; it’s the right thing to do.”

To that end, Rydal Park Team Captains have volunteered to help facilitate the team member campaign in support of the effort. They’re informing co-workers of medical center plans, promoting the Capital Campaign and planning in-house fundraising events. For example, Morrison Senior Dining, together with Rydal’s Dining Services team members, have made a three-year gift commitment to support the effort. They initiated a once-a-month dress-down day. Each team member pays one dollar for the privilege of dressing down on the last Friday of each month, with proceeds going toward the Campaign.

“There are several creative ways team members can support the effort,” said Presby’s Director of Annual Giving Erin Wooley. “In addition to special events, team members can make a one-time cash gift, or make smaller, incremental gifts via payroll deduction, which is a quick and convenient way of supporting the effort.”

With support increasing, residents can rest assured that their long-awaited medical center will soon complement their home.

“A modern, state-of-the-art medical center equals better care and services for residents,” Craig added. “After all, that’s what it’s all about.”

From the Heart



Dear Team Members:

As the first half of 2010 came to an end, I couldn't help but be filled with a great sense of pride in the wonderful work each of you has accomplished on behalf of Presby and the special people we serve.

Last year was challenging due to economic circumstances that affected every line of business, particularly not-for-profit organizations like Presby. But, Presby isn't simply an 'organization,' it's a ministry comprised of very dedicated individuals like you that touch the hearts of our residents with everything you do. It's this dedication that, no matter what the economic climate is like, strengthens our ministry year after year, decade after decade.

What's truly awe-inspiring is your example of going above and beyond the call of duty not only for our residents, but the community at-large, as exemplified in the myriad activities and causes you support. As I reflect on the many recent achievements and awards received by our team members, I feel joy in celebrating your successes.

This issue of "Sparks of Inspiration" is a tribute to your dedication and accomplishments. You will read about your fellow team members being honored with accolades, as well as others 'going the extra mile' to aid in Presby's philanthropic causes such as the capital campaign for the new medical center at Rydal Park, as well as outside efforts such as Haiti earthquake relief efforts, an excellent example of Social Accountability, serving the needs of the greater community.

Your commitment to our residents is the catalyst for our new customer service program in which each of you will play a pivotal role. The main goal of this program is to compound your already good service and make it a shining example among other senior service providers, a goal that I have no doubt we will achieve thanks to your unwavering dedication to our ministry.

You are brilliant "Sparks of Inspiration."

Judgee M. Bavaria
President and CEO



President and CEO Judgee Bavaria (left), CFO Cindy Hoffman (right) with President's Award winner IT Solutions Coordinator Yordanos Tela.

TEAM MEMBERS HONORED

Presby's Inspired Life hosted its annual Distinguished Service Awards April 14, 2010 to honor team members for outstanding performance and dedication to our ministry's mission and values.

"Every team member plays an integral role in enhancing the quality of life for our residents," President and CEO Judgee Bavaria said as she welcomed guests to the luncheon. "Although it's difficult to choose winners each year, those recognized with nominations have demonstrated outstanding quality performances and dedication to those we serve."

13 team members were honored with awards. They are:

- | | |
|--|--|
| President's Award | Yordanos Tela, CSC |
| Nurse Professional of the Year | Rose Rosenthal, <i>Broomall</i> |
| Caregiver of the Year Nursing | Tamika Jacobs
<i>Spring Mill</i> |
| Caregiver of the Year Non-Nursing | Joanna Kehoe
<i>Rosemont</i> |
| Caregiver of the Year Non-Nursing | Rick Crotinger
<i>Rydal Park</i> |
| Caregiver of the Year Non-Nursing | La'Kisha Gray
<i>58th Street</i> |
| Innovator of the Year | Donna Marques, <i>Rydal Park</i> |
| Innovator of the Year | Nicole Zimmerman
<i>Rosemont</i> |
| Staff Member of the Year | Kevin Corp, <i>Broomall</i> |
| Staff Member of the Year | Ken Yoder, <i>Rydal Park</i> |
| Facilitator of the Year | Robert Palmyra, <i>Rydal Park</i> |
| Leader of the Year | Brenda Williams,
<i>Bensalem Presbyterian Apts</i> |
| Outstanding Advocacy Award | On Lok House Board of Directors
<i>Affordable Housing</i> |

A New Customer Service Initiative... Presby's Investment in You and Our Residents!

Presby's Inspired Life is poised to continue on its evolutionary path as a leader in service delivery to seniors. Now, more than ever, organizations like Presby need to be positioned to take their offerings to a higher level with the best possible resident-focused service.

"When I came to Presby more than 11 years ago, the dedication and compassion of team members is what most inspired me," said President & CEO Judgee M. Bavaria. "Those traits are still prevalent today throughout our ministry and it's time to further accentuate them in our team members, our greatest asset."

With exceptional service to our residents already being provided, plans to compound that service are being woven into the Presby fiber through the "Presby's Service from the Heart" customer service initiative. It's not simply a series of trainings, but a new culture of fun, interactive strategies designed so that everyone will play an integral role in its success. The program's goal will be the sustained, high-level of satisfaction among our residents.

"Trainings have already begun at our communities," said Vice President for Human Resources Michelle Bryk, who is Presby's "cheerleader" of the program. "They will continue throughout the year."

The initiative will be facilitated by a new friend to Presby, Donna Cutting. Like all of us who work in our ministry, Donna has enjoyed a career in senior services. "I look



Vice President of Human Resources Michelle Bryk (right) and Donna Cutting unveil the "Presby's Service from the Heart" logo at the recent leadership team customer service training.

forward to collaborating with Presby team members to further enhance the Presby experience for residents and staff alike," Donna added. "I am confident that their enthusiasm will help take customer service to a new level of excellence."

The blueprint for Presby's customer service model will be Donna's book, *The Celebrity Experience: Insider Secrets to Delivering Red-Carpet Customer Service*. Published in 2008, the much-praised book has assisted organizations nation-wide in achieving their customer service objectives.

"Presby is a not-for-profit ministry with the purpose of enhancing the quality of life for seniors," Judgee added. "We simply cannot do this without our team members. The new customer

service program is another way of investing in each one of them."

If you would like to read Donna's book, you may borrow a copy by contacting your human resources coordinator at the market rate communities, or Jessica Stelma at (610) 260-1148 at CSC for affordable housing and CSC team members.

See Community Inserts for the "Presby's Service from the Heart" guidelines.

Leading Nurses Program... Helping Dreams Come True

Kiya Greer (center), RNAC at Broomall Presbyterian Village, pauses with (from left) Nurse Educator Sybil Schwartz, of Kendal Outreach, and COO Garry Hennis. Kiya is participating in the Leading Nurses Program, representing Broomall where she hopes to further hone her leadership skills.



"I began my Broomall career as a unit manager and was promoted to a registered nurse assessment coordinator (RNAC), and I'm grateful for the opportunity to grow professionally," says Kiya Greer. "Presby is giving me the tools to further develop my vocation through the Leading Nurses Program."

The program is a collaborative initiative between Widener University and Kendal Outreach, LLC, a subsidiary of The Kendal Corporation, a not-for-profit system of senior communities and services in the Quaker tradition. The program is a grant from the Health Resources and Services Administration.

"The Leading Nurses Program is designed as a three-year program with the first year taking place at Widener University with instruction

by management and clinical faculty, followed by two-years of mentoring at each participating facility," said Sybil Schwartz, who serves as one of the nurse educators and mentors. "Its purpose is to strengthen leadership skills among nurse professionals in a long-term care setting." Training is being provided to 60 nurse professionals in nursing homes throughout the Delaware Valley. "At Presby, Leading Nurses is taking place at Broomall and Rydal Park," said COO Garry Hennis. "It's our way of investing in the careers of team members toward the ultimate goal of excellence in resident care, as well as staff satisfaction and retention."

Participating nurses, Kiya at Broomall and Rydal Park Assistant Director of Nursing Susan Leary, are receiving training in the areas of emotional intelligence and resilience training, to better understand

themselves as leaders; leadership skills development, to help them manage others; change management skills, to help themselves and those they supervise to embrace new methods of resident care; and evidence-based clinical protocols, for them to implement best practices in their communities.

For Kiya, who was chosen for the program for demonstrating strong leadership potential, carving out a fulfilling career for herself at Presby's Inspired Life is part of her plan. "I hope to be a director of nursing one day at Presby," Kiya said. "To do that, I want to lead by example and motivate my fellow team members toward excellence. The Leading Nurses Program will help me do that."

Team Members Awarded SEPANPHA Scholarships

(From left) Rydal Park Administrative Assistants Trina Phillips and Katie McClurg, and Old City Presbyterian Apartments Manager Tanya Scott each were recently awarded non-nursing scholarships from the Southeastern Pennsylvania Association of Non-Profit Homes for the Aging (SEPANPHA), the regional chapter of PANPHA. Each year SEPANPHA awards scholarships to front-line staff who wish to complete education, training or certification in their field of interest outside the nursing profession; SEPANPHA awards nursing scholarships separately. Winners of the scholarships are chosen from letters of recommendation from administrators of SEPANPHA member facilities. Trina will use her award to complete her associate's degree in health services, from Community College of Philadelphia; Katie's award will go toward her associate's degree in business, from Montgomery County Community College; and Tanya will apply her award toward her bachelor's degree in human services, from Chestnut Hill College. **Congratulations Trina, Katie and Tanya!**

