

WINTER 2008

SPARKS *of Inspiration*

A Publication For and About Our Team Members



Her Name in Lights

Phyllis Alvarado receives the Ralston
Caregiver of the Year Award

Dr. Mary Ann Forcica of The University of Pennsylvania
Division of Geriatric Medicine congratulates Phyllis Alvarado.

Certified Nursing Assistant (CNA) Phyllis Alvarado won – by a very high margin – the Ralston Award as Caregiver of the Year for her work as a CNA at The 58th Street Presbyterian Home. Phyllis is the second recipient at 58th Street to receive this award. Phyllis joined the Presby staff in 2006. “Her compassion, caring and concern are the traits you see in an excellent caregiver,” said Sharon Whitaker, Administrator at 58th Street.

Throughout the evening following

the Award ceremony in Philadelphia, Phyllis and her family, who attended the ceremony, were able to see her name and photo (along with other caregivers honored this year) flashed on the huge signboard maintained by the PECO electric company in downtown Philadelphia. Governor Edward Rendell and several area legislators attended the Ralston Foundation’s Award ceremony this year.

“The skill the best caretakers have in common is the ability to deal with

uniquely demanding residents or those who suffer from cognitive challenges. Phyllis is able to gain the trust of those vulnerable residents, so they allow her to bathe or feed them with the least possible disruption.” In her nomination letter, Sharon Whitaker describes a CNA who is always on time and consistent in her attendance. “She does her best and shares her knowledge with other caregivers.”

Congratulations to Phyllis on this wonderful recognition.

Presby Launches New Supervisory Training Program

In the first quarter of 2008, Presby’s Inspired Life will introduce a new supervisory training program to assist team leaders in developing and enhancing skills that help them better support their colleagues.

All supervisors will participate in the program. A special session of “Essentials of Supervision” will be offered to new supervisors as they are being promoted or coming into the organization.

TRAINING TOPICS

1. Essentials of Supervision
2. Communications
3. Performance Management
4. Coaching
5. Conflict Resolution

From the Heart

Dear Team Members:

As we begin this new year, I'm excited about all we have to look forward to as an organization. In addition to continuing to give excellent service and care through our many wonderful team members, we are also expanding our ministry, both in our continuing care and affordable housing programs. These new expressions of our ministry are only possible because of the strong foundation our organization has built over the last 52 years. You are part of that foundation.

We have had a number of luncheons throughout the communities in the last six months to hear what's happening in your individual communities, about your successes and how we might better support you in the work you do. I leave those luncheons feeling inspired and blessed.

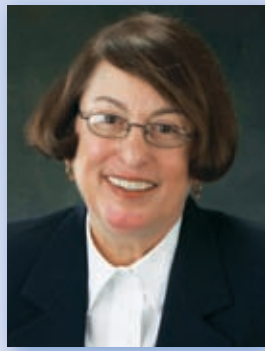
The commitment and passion of our team members always makes me pause. There are so many examples in this issue of *Sparks*. We see it in the way you take the time to be part of the Team Member Satisfaction Survey. I was also fortunate to be part of the Memory Walk this year and witnessed a shining example of teamwork and dedication. During the Distinguished Service Awards, the individuals honored represented the very best of Presby.

You are wonderful. Thank you for helping to make our organization great.

God bless,



Judee M. Bavaria
President and CEO



Listening, Learning, Growing Better Together

Every two years, Presby's Inspired Life conducts a Team Member Satisfaction Survey through an independent firm, Holleran Consulting—a group that surveys residents and team members in senior living communities across the country—to assess how they are feeling about their experiences on a variety of levels. The survey asks participants to answer questions in many categories and share comments as well.

Once the confidential surveys are returned to Holleran, the results are compared with previous results as well as with the findings from other communities in Holleran's database. This process gives Presby the opportunity to better identify areas of strength and areas of potential improvement.

This year, results of the survey were evaluated in combination with the feedback from the focus groups held earlier in the year. Some of the feedback led to specific community goals, and there were similar themes identified across the board as well. On an organization-wide level, there were three primary areas for improvement: Communication; Supervisory Training; and Fairness and Consistency.

The Senior Executive Team has begun working to address some of these areas in order to bring about positive change.

Communication

Judee M. Bavaria, President and CEO, and Bill Moser, Vice President of Administration, have been holding two luncheons in alternating communities each month with staff members.

Sparks of Inspirations, the new newsletter for team members, has been launched. In 2008, individualized community inserts will be added.

Supervisory Training

This year, a supervisory training program will be instituted. Leadership meetings will continue in 2008 and will include an educational component.

Fairness and Consistency

Pauline Arika, Director of Compliance and Quality Assurance, is working with team leaders to revise and develop policies and procedures and conducting training to ensure that consistency is maintained.

Thank you for your contribution to the Team Member Satisfaction Survey. Communication in all directions is vital to making Presby the best it can be.

Feedback

Inspiring Words

"I applaud the idea of a butterfly garden (a planned project at Rosemont) for its celebration of the beauty and wonder of the natural world and as a recognized symbol of the Resurrection! Truly inspired!"

Rosemont Resident

"My whole family wants to thank you for the wonderful care you gave Mother. We were truly blessed to have found you."

Daughter of 58th Street Resident

Celebrating *Service and One Another*



Verick Bello (l) who retired in 2007 from Broomall Presbyterian Village, poses with her niece, Marlene and President & CEO, Judee M. Bavaria.

“This year, we became Presby’s Inspired Life.” CEO Judee Bavaria’s opening remarks set the tone for the 2007 annual service awards dinner, held in October.

Honored were 53 valued employees who celebrated milestones in nursing, administration, housekeeping, maintenance, and dietary services. They have recorded five to thirty years of service. Seven retirees were also congratulated.

The theme of “inspiration” was evident as the honorees were celebrated. Each recipient was called to the front of the room, where Bill Moser, Vice President of Administration, read personal insights from honorees—such as what they enjoy most about their jobs, their hobbies, their heroes, etc.

Many of those honored said that their relationships with residents and each other was what made them love working at Presby. Those relationships, Judee shared, are at the heart of Presby’s mission. “Every time you touch the heart of a resident or one another, you embody that spirit of Presby’s Inspired Life,” she said. “Our group tonight represents those who are committed to creating inspired life for others over time. Your dedication to our ministry has made Presby the unique and wonderful family of communities it is.”



Pictured left to right, Sherry Outten, Administrator, Broomall Presbyterian Village; Tom Washington, guest accompanying honoree Rachel Shaw (third from left), Business Support Specialist; John Ward, Manager of Fiscal Operations; William G. Young, Jr., Board Chair, Presby’s Inspired Life.

MEMBERS OF PRESBY'S INSPIRED LIFE'S MEMORY WALK TEAM



Back row (from left to right): Sue Wanamaker, Yordanos Tela, Judee Bavaria, Kelly Frick, Mandy Padworny, Laura Barthold, Karen Hinton, Joanne McGough, Andy Muszynski, Pat Linder • Front row (from left to right): Annie Cantymagli, Nancy Craig, Gina Cavieelo, Tracy Mullarkey

WALKING TOGETHER FOR A CURE

It was a cold and damp Saturday on November 3, but the 34 members of Presby's Inspired Team of Walkers were warmed by the support they received from one another. This was the first team coordinated by Presby for the Memory Walk, which raises money and awareness toward finding a cure for Alzheimer's disease. The Presby team was thrilled to have President and CEO Judee M. Bavaria lacing up too.

The walkers celebrated a total victory of \$2,215.53, collected from staff and residents in the communities.

Rydal Park hosted a contest called "I Donated \$1 & I Designed The Team Sneakers." For every dollar given, the contributor could also compete for a gift certificate from the Foot Locker to the winning sneaker designer. Rydal staff also collected one dollar from anyone who

wanted to pay to "dress down" on payday. Jars labeled "Every Penny Counts" were placed in the Rydal Café, in the bank, and at the front desk.

The Broomall, Spring Mill, and Rosemont communities also each offered a "dress down day." At Rosemont it was called "Casual for the Cause Fridays." Rosemont also held a silent auction. Both Rosemont and Spring Mill conducted soft pretzel sales.

"For months, our communities prepared for this Memory Walk by raising money and awareness for Alzheimer's disease," said Tracy Mullarkey, Director of Therapeutic Recreation at Rydal Park, who headed the overall effort. "Having our communities come together for a cause that is so close to our hearts was a truly touching experience."



Pictured (from left to right): Eileen Yesko, 2007 IREM Regional Vice President; Jacquelynn Williams; Cynthia Moore; Jodi Goldstein, 2007 President of IREM Delaware Valley Chapter 3; Alisa Wallace and Vaccine Irick.
Not present: Sebrina Robinson

Promoting a Gold Standard for Affordable Housing

The Senior Housing Managers of Presby's Inspired Life have a commitment well beyond the caretaking of the buildings, the staff, and the grounds. "That's what's different about affordable housing for seniors at Presby," said Mary Kender, Vice President of Affordable Housing and Community Outreach. "Their heart, their mission, is to care for the people who live in the community, along with providing property management. They show tremendous creativity and resourcefulness in accessing services outside the community for the well-being of their residents."

Presby is committed to continuing to embody professionalism and the highest standards in the field. As part of this leadership role, three Presby senior housing managers received a professional certification from the Institute of Real Estate Management (IREM), an international real estate management association that serves both multi-family and commercial real estate sectors. The 75-year-old organization promotes ethical real estate management practices and is an affiliate of the National Association of Realtors.

The three managers achieving their Accredited Residential Manager® (ARM) certification are:

Vaccine Irick - Assistant Director of Affordable Housing

Sebrina Robinson - Senior Housing Manager - Reed Street Presbyterian Apartments

Jacquelynn Williams - Senior Housing Manager - Morrisville Presbyterian Apartments

In addition, those listed below have also completed the ARM® requirements, and their paperwork is being finalized for induction into IREM:

Trudy Richardson – Senior Housing Manager – Riverside Presbyterian Apartments

Sandra He – Senior Property Manger – On Lok House

Michelle Brown – Senior Property Manager – Pensdale

Janice Thorne – Assistant Manager – Greenway Presbyterian Apartments

Brenda Williams – Senior Housing Manager – Bensalem Presbyterian Apartments

Tanya Phippen – Assistant Manager – Riverside Presbyterian Apartments

Congratulations to all!

PARTNERS IN CARING

The spirit of giving is touching the hearts of team members throughout our ministry, as evidenced by the growing participation in the Partners in Caring program. We extend our gratitude to the following team members, who are improving the lives of residents by making donations to the campaign:

Anonymous (6)
Patricia Adams
Angeleita Allen
Pauline Arika
Judee M. Bavaria
Sandi Bobek
Kenneth Brown
Annie Cantymagli
Kathleen Cassidy
Vance Chatman
Edith Edmunds
Maggie Falzone
Cherry Frederico
Maricel Glova
Lora Gomboc
Garry Hennis
Karen Hinton
Cindy Hoffman
Vanessa Jackson
Ruth James
Lynn Johnson-Porter
Mary Kender
Vicki Kriczky
Karen Kripke
Marie Lamarre
Pat Linder
Patrick McCallum
Dana Miller
Kim Miller
Bill Moser
Tracy Mullarkey
Sherry Outten
Michele Parent
Janet Reavis
Lillian Rubin
Mona Runewicz
Linda Russell
Lisa Smith
Lillian Stibbins
Mike Tedesco
Mary Ellen Thomas
John Walker, Sr.
John Ward
Sharon Whitaker
Brenda Williams
Jacquelynn Williams
Steve Wisniewski
Nicole Zimmerman

If you would like to learn more about this initiative or to discuss how to make your gift, please contact Lynn Johnson-Porter at lynn.johnson-porter@presbysin-spiredlife.org. Remember, your gift can be directed to a community or program of your choosing.

Fostering a Culture of Learning



Star performers Roseline Conteh
and Alice McKinney.

“Lifelong learning is of constant value to Certified Nursing Assistants (CNAs), who are on the front line, gaining experience to enhance their formal education, and service to residents all day long,” remarked Sherry Outten, Administrator at Broomall Presbyterian Village.

That’s why two of Broomall’s CNA preceptors were given the opportunity to attend a two-day conference sponsored by the Pennsylvania Direct Care Workers Association in November, near Harrisburg.

Roseline Conteh and Alice McKinney met at the conference with other direct care workers from throughout the state to be inspired, and motivated, as well as to share ideas as part of a large workshop for in-service training called “Planting Ideas, Harvesting Our Vision.”

“Often, direct caregivers don’t have the opportunity to get away for educational enrichment,” said Sherry. “This conference seemed like an excellent opportunity to invest in two of our star performers. We knew that these two would share what they’d learned, and other team members would benefit as well.”

The richness of the conference is being passed along in many ways, according to Linda Russell, Broomall’s Director of Nursing, “When we hire new nursing assistants, they train alongside Rosie or Alice. Both work as preceptors because they are excellent communicators,” said Linda. “They have been here quite a while. (Rosie has been with Broomall for 4 ½ years; Alice for 10.) They are very good at what they do, and they are able to support others in sharpening their skills as well,” Linda concluded.

Both Sherry and Linda agreed that this conference, sponsored by key stakeholders in long-term care, will have a ripple effect through the entire staff long into the future.