



Echoes

from Walnut Hills Retirement Community · Walnut Creek, Ohio

Striving to Meet Expectations

“As soon as you walk in, there is such a warm welcoming feeling.” That statement was made by Connie Dessenberg, who made frequent visits to the Walnut Hills Nursing Home over the last 3½ years, while her late brother, Jim Shearer, was receiving care.

Connie and her sister, Mic Workman, recently shared that during their visits someone from the staff was always coming by Jim’s room, checking in, and saying “hi.” They recall one staff member even brought the first ripe tomato from her garden last summer for Jim to enjoy at the Nursing Home.

“At the end of Jim’s life, we were so comforted by the soothing gestures and the love and the care displayed by the staff,” said Mic.

“For a majority of the staff, their job is a ministry first, and that makes a lot of difference in the quality of care and attitude,” added Connie.

Those heartwarming experiences are just some of many examples of how Walnut Hills is striving to meet, and even exceed, the expectations of residents and their families.

In a recent Family Satisfaction Survey conducted by the Ohio Department of Aging, families of residents at the Walnut Hills Nursing Home indicated they are very pleased with the quality of care their loved ones receive.

Their affirmation was reflected in the Walnut Hills’ overall satisfaction score of 95.7 percent. That score was well above the statewide average of 89.7 percent and ranked the Walnut Hills Nursing Home in the top 25 nursing facilities in the state of Ohio.

“Residents and families get to know our staff members and see them as part of their family,” said Jeremy Kauffman,




Beth Beechy has been very pleased with the care her mother, Mabel Miller, gets at Walnut Hills. ▼

▲ *The positive experiences that Mic Workman and Connie Dessenberg have had led them to highly recommend Walnut Hills to others who need rehabilitation or long-term care.*



Executive Director. “We need to let our residents and their families voice desires and preferences and then find a way to say yes.”

Some key factors that help meet the expectations of residents and their families are the low staff turnover rate (which last year at Walnut Hills was only 11-percent, compared to a 35-percent nationwide turnover rate), the excellent attendance record of staff (which set another record in 2010), and the implementation of person-centered care ideas and CROFT Values (Creativity, Respect, Openness, Fairness, and Teamwork).

This is not the first time Walnut Hills has received recognition from the state for Family Satisfaction. The Nursing Home received the 17th highest score in Ohio in the 2006 survey. 

Walnut Hills Board Adopts Mission & Vision Statements

The Walnut Hills Board of Directors has adopted an updated Mission Statement and a new Vision Statement for the organization.

The Walnut Hills Mission Statement now reads:

Walnut Hills is a caring, Christian community offering life with purpose and high quality retirement services within a broader community that cares and serves.

The Walnut Hills Vision Statement reads:

To lead the way in providing retirement services in Ohio, by continually improving our services—offering choices, flexibility, and finding ways to say “yes.”



Upcoming Events

- Walnut Creek Community

Easter Egg Hunt

- Saturday, April 16th, 10 a.m.,
- NH Front Lawn

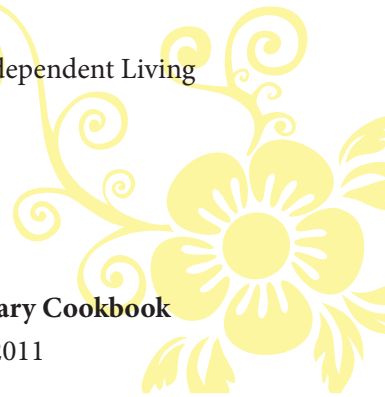


- Summer Gatherings

- For residents & families
- Retirement Home & Independent Living
...Friday, June 24
- Nursing Home
...Sunday, June 26

- Walnut Hills 40th Anniversary Cookbook

- To be released in June, 2011
- Watch for more details



From the Executive Director...

JEREMY KAUFFMAN

I awoke this morning to the sounds of birds singing outside my window! While we can expect cold days and possibly snow yet, spring is definitely on its way.

This edition of the “Echoes” tells you about our recent accomplishment of being in the Top 25 in the state for family satisfaction. I want to take the opportunity to thank two groups of people. First, I am grateful that so many families were willing to take the time to voice their opinions and send in the surveys. Secondly, I would like to thank the WH team members who work so hard to serve and meet the needs of residents and their families. I believe we have the BEST group of employees that you could find in any retirement community across the country.

Many of you have probably been reading or hearing about the crisis facing Ohio as legislators try to create a balanced budget. Throughout the process, you will hear much talk about the amount Medicaid (in particular nursing homes) is costing tax payers.

While I don't have the space to help you understand the whole picture, I do want to let you know how important this funding is to Walnut Hills. Over 25-percent of our total revenue comes from Medicaid, which helps to pay for nursing home care for older adults who cannot pay for it on their own. As an organization, we are going to be active in telling our story to state legislators. It is imperative that they understand the impact that a significant reduction in funding could have, not only on Walnut Hills and other nursing homes across the state, but all older adults.

And finally, if you have been considering a move to Walnut Hills, I would encourage you to contact us soon. We have many attractive homes and apartments available. Spring is a great time to move to campus as nature comes to life after the cold winter months. There is so much to enjoy on campus during the warm months, and there are so many opportunities to begin relationships with the great people already living on our campus. Come join us!



ASSOCIATE



Holly Lane

RH Dietary Assistant
11½ years at Walnut Hills

Birthplace... Dover, OH

Residence... Dundee

Family... husband, Jeff; four children...Eric, Adam, Anthony, and Alicia

Highlights of my life... “My wedding day and the birth of my children, and my trip to Australia where I met my pen pal. After having tea and crumpets, it was like we had known each other forever.”

Life Mottos... “Don’t worry, be happy!”

My dream is... “to travel the United States and visit friends that I met while I was in the Army.”



RESIDENT



Elva & Noah Miller

Nursing Home
Ages: 81 (E) and 83 (N)

Living at Walnut Hills... since February 2009

Family... three sons and one daughter; five grandchildren; and eight great-grandchildren

Birthplace... Walnut Creek (both)

Former Occupation... milk hauler, “ditcher,” and Horrisberger Implement (N); worked at the Walnut Hills Retirement Home; homemaker (E)

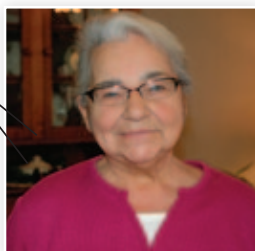
Hobbies... traveling, birds and wildlife, Bingo, baking, and other NH activities

Life Motto... “We just always stick together.” (They’ve been married 55 years.)

What I like most about Walnut Hills... “They are very nice to us here. I don’t think you could find a nicer place to be.” (E)



VOLUNTEER



Ada Kaufman

The Commons

Length of service at WH... one year

Area of volunteering... transporting residents to the Beauty Shop

How I came to be a WH volunteer... “I didn’t know a lot of people, so I started volunteering to meet new people.”

What I like most about being a volunteer... “I love being around people and talking and visiting with them.”

What I would tell others to encourage them to volunteer... “Just try it. Whatever your gifts, use them to bless others.”

Welcome

★ short-term rehab/skilled individuals are not included

THE COMMONS

Carol Beachy, Millersburg
Mary Jane Fair, Millersburg

RETIREMENT HOME

Frances House, Killbuck
Dorothy Randles, Dover
Paul Pedicord, Clearwater, FL
Eileen Hershberger, Sugarcreek

NURSING HOME

Marian Stambaugh, RH & Canton
Virginia Romine, Columbus
Verna Gingerich, Berlin
Gladys Gerber, Benton
Sam & Mary Yoder, Millersburg

CHRISTMAS

CELEBRATIONS



▲ Leslie Smith of The Meadows made all of the hand-carved ornaments that decorated the Christmas tree at the Community Center.



▲ Santa shared a hug with NH resident Elizabeth Weaver at the 100 Hall party.



▲ Santa's elves helped deliver gifts at the 200 Hall party.



◀ NH resident Dorothy Raber modeled her new scarf for associates Joyce Waidelich and Jackie Oswald at the 400 Hall tea party.



▶ The RH Christmas Open House featured an awesome assortment of food.



▲ Nursing Assistant Kari Beechy helped Evelyn Domer open her presents at the 300 Hall Party.

PETS BRING JOY TO RESIDENTS

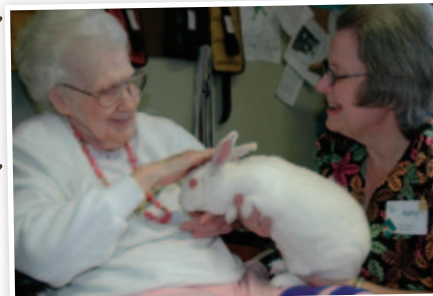


Life at Walnut Hills wouldn't be complete without pets. Pet therapy has both physical and emotional benefits for residents at both the Retirement Home and the Nursing Home.

Emotionally, our campus pets help lift residents' moods and give them something to focus on outside of themselves. People who are sick, lonely, or feeling down will often respond to an animal offering genuine affection and unconditional love.

Physically, touching and interacting with animals can help lower a person's blood pressure and provide stress relief. People who interact with pets on a regular basis also have longer life spans and suffer from less depression.

At Walnut Hills, we have several resident pets who are part of our family. At the Retirement Home, there's Amy, the dog, and two cats, Bob and Ralphie. At the Nursing Home, there's Rosie, the dog, as well as birds and fish, and "Bunny," the rabbit, who makes occasional appearances.



◀ NH resident Helen Gray lit up when Kathy Freese and "Bunny," the rabbit, came for a recent visit.

▶ Amy tried to cozy up to resident Frances House at the Christmas Open House at the Retirement Home.



HAPPENINGS ON CAMPUS



▲ Don Schneider enjoyed a visit with his grandchildren.



▲ Matt Wengerd, Personnel Coordinator, recognized nurse Velma Yoder for her five years of service to Walnut Hills at a luncheon in December.



▲ A lighted tree in the Dining Room displayed the Valentine's created by NH residents with the help of students from Walnut Creek Elementary School.

▼ Roger Hipsley and Les Reid, both of The Meadows, helped light luminaries for the Walnut Creek Christmas celebration.



▲ Walnut Hills staff and residents collected gloves, mittens, and hats for Share-a-Christmas.



▲ Carrie Yoder, Bob Paquelet, and Frances House displayed their paintings from a watercolor class taught at the RH by local artist Rob VanNatta.



◀ RH resident Mary Allison showed her Steelers pride prior to the Super Bowl.



▲ Staff members Janet Miller and Ruth Beachy greeted resident Cora Kirk with a Hawaiian lei for the "Beat the Winter Blues" dinner at the RH.

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Walnut Hills Retirement Community, Inc. P.O. Box 127 • 4748 Olde Pump St. • Walnut Creek, OH 44687 • 330-852-2457 or 330-893-3200 • info@WalnutHillsLiving.com • WalnutHillsLiving.com

Walnut Hills is a not-for-profit organization and an Affiliate of Greencroft Communities, Goshen, Indiana (greencroft.org)

Walnut Hills does not discriminate against any person on the basis of race, color, national origin, disability or age in admission, treatment, or participation in its program, service and activities, or in employment.



◀ Rose Marie and Christine Goodrich feel safe in their home at The Commons.

▶ Carl and Dorothy Gray appreciate the independence and services offered at The Meadows.



Independent Living Fits Many Lifestyles

You don't get a second chance at making a first impression. In the cases of Carl and Dorothy Gray of The Meadows and Rose Marie Goodrich and her daughter, Christine, of The Commons, first impressions were instrumental in bringing them to Walnut Hills.

Rose Marie and Christine traveled many times from their hometown in New York to spend vacations in Amish Country, and they fell in love with the area. In fact, they used to drive down the street through The Commons, during the community's early days.

"I thank God daily for such a pleasant place to live. This is everything I ever wanted. This is my home."

"I was so impressed at the time that the people outside at The Commons were waving to us as we passed," said Rose Marie.

When it came time to consider retirement living options, those fond memories of smiles and waves in The Commons were significant factors in Rose Marie's decision to move to Walnut Hills in 2008.

"People here are so friendly, and they truly care about each other," added Rose Marie.

The security and atmosphere at Walnut Hills also gave Christine peace of mind that her mother would be in good hands.

"I knew she would be absolutely safe here," said Christine, who moved to The Commons herself in 2009. "There is such a wonderful Christian atmosphere, and we feel safe and are worry-free."

"I thank God daily for such a pleasant place to live," added Rose Marie. "This is everything I ever wanted. This is my home."

The Grays were also impacted by Walnut Hills long before they came to live here themselves.

In the early 70's, when Walnut Hills was in its infancy, Carl, a pastor, made frequent trips from Lakeside to Walnut Hills to visit with a retired minister from his hometown. Those visits made a strong impression on him.

"I clearly remember the staff there at the Nursing Home singing in harmony," said Carl. "That made such an impact on me. I never forgot it."

When Carl was preparing to retire from his work as a pastor, he and Dorothy started looking for a place to retire that would fit their needs.

It didn't take them long to look seriously at Walnut Hills. They fell in love with the countryside and moved to The Meadows in late 2004.

"Location, location, location is everything," said Carl. "Our lifestyle fits in very well here."

"It's just beautiful here. I look forward to enjoying the spring flowers each year," said Dorothy. "I really enjoy the social activities here, and our dog, Duke, loves the walks in the Community Park."

The Grays also appreciate the flexibility and freedom they have at Walnut Hills.

"We have a mobile home on Piedmont Lake that we visit often. We like that we can come and go as we please, and we don't have to worry about the maintenance and lawn care here," said Carl.

If you are interested in learning more about the security, peace of mind, flexibility, and beauty that Walnut Hills has to offer, contact Betty Miller at extension 351. 