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HOSPICE & PALLIATIVE CARE
ASSOCIATION OF MICHIGAN

LeadingAge™
Michigan

2014
Award Honorees

Celebrating Michigan Members
Yesterday, Today and Forever



May 20, 2014 * Lansing Convention Center * Lansing MI



Legislator of the Year Award **Senator John Moolenaar**

LeadingAge Michigan and the Hospice & Palliative Care Association of Michigan are pleased to recognize Senator John Moolenaar as their Legislator of the Year! Throughout his time in the legislature, Senator Moolenaar has worked closely with us to enhance the lives of Michigan's seniors and support the not for profit mission of providing quality care at the bedside. Not only has Senator Moolenaar supported us

through the Department of Community Health Budget process over the years, he has been working hard with *LeadingAge Michigan* on the introduction of a five bill package of legislation to update the current Living Care Disclosure Act. Senator Moolenaar was elected to the Michigan Senate in November 2010 to represent the 36th District, which includes Alcona, Alpena, Crawford, Gladwin, Iosco, Midland, Montmorency, Ogemaw, Oscoda and Otsego counties. He currently serves as vice chair of the Senate Appropriations Committee where he chairs the Department of Community Health subcommittee.



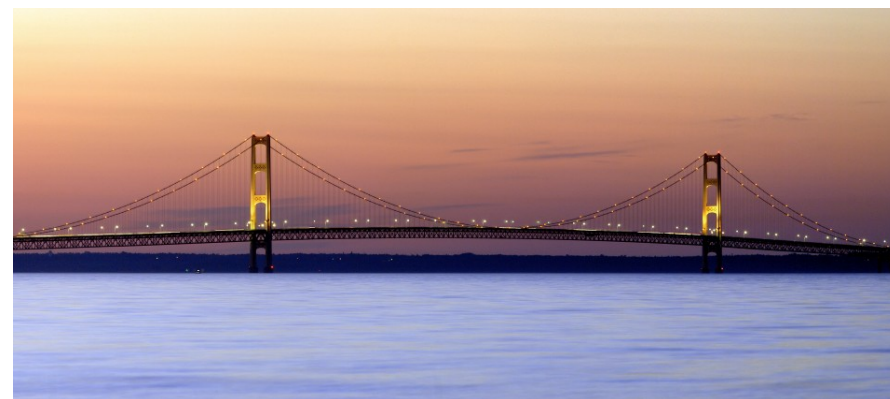
HOSPICE & PALLIATIVE CARE
ASSOCIATION OF MICHIGAN



Trailblazer Award **Hospice of Helping Hands, Inc**

Hospice of Helping Hands, Inc., a not for profit hospice agency which began in 1979, serves

seven counties in northern Michigan. In 2010, Hospice of Helping Hands made a commitment to the We Honor Veteran's Program and by May of 2012, were the first hospice in Michigan to be honored as a Level IV Partner. All HOHH staff were provided with specialized training, they implemented programs to honor veterans upon their passing and developed a vet-to-vet volunteer program. Because of their size, this program was no small investment for Hospice of Helping Hands. But because of their commitment to their community, it was never a question of whether to pursue these specialized services or not. Hospice of Helping Hands is recognized as a Trailblazer in the Michigan hospice and palliative care industry for their commitment to caring exquisitely for Michigan veterans and serve as an example for others.





*Hospice
of the EUP*

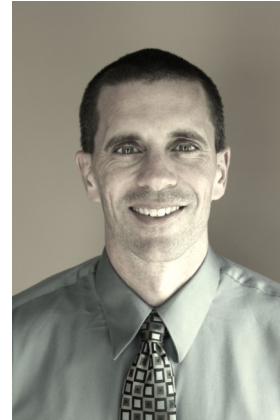
President's Award Hospice of the EUP

Thirty three years ago a group of volunteers recognized the need to integrate the hospice philosophy into the Chippewa

County community and provide care for those unable to care for themselves or be cared for without outside assistance. It has served thousands of residents, offering comfort and dignity in coping with terminal illness. In August, 2012, the Robert and Helen Ball Hospice House opened its doors to its first resident. It is one of only two hospice homes in the "UP." To date, 82 individuals and families have been lovingly cared for in this beautiful, welcoming and peaceful home. This home has enriched the lives of families and the community beyond words or money and truly has changed the lives of so many family members and friends, allowing them to care for their dying loved ones with the genuine and warm support of our volunteers. This was certainly evident in the "burning of the mortgage ceremony" that took place on December 31, 2013, less than 2 years after the house was initially financed. Hospice of the EUP aspires to provide the highest quality of hospice care and is a model voluntary organization for other hospices in Michigan and has demonstrated how ordinary people can achieve extraordinary things.



LeadingAge Michigan Annual Awards



Chair Citation Award

Scott McFall

**Michigan Department of Licensing and
Regulatory Affairs**

LeadingAge Michigan is honored to recognize Scott McFall for the Chair Citation Award. Scott holds the title of Living Care Specialist for the Corporations, Securities and Commercial Licensing Bureau, which is part of the Michigan Department of Licensing and Regulatory Affairs. His responsibilities include the oversight and regulation of all independent living facilities that operate under

the Living Care Disclosure Act, an industry with assets totaling over \$1.4 billion dollars. Scott has spent his entire 15 year career with the State of Michigan, the first 10 years as an insurance regulator responsible for the financial oversight of various life insurance, property and casualty insurance and health maintenance organizations, where he held the designation as an Accredited Financial Examiner. We recognize Scott for his outstanding contributions to Michigan's seniors.

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Caring Spirit Award
Diane Steenwyk
Royal Atrium

Diane has been a Resident Aide for the past 13 years at Royal Atrium and is described as the most committed employee ever known. She always goes above and beyond to help out her fellow co-workers and residents. She knows each resident's needs and is a great mentor to the aides on her shift. Diane

always offers to help out if there is ever a staffing problem and on the two days a week she does not work for Royal Atrium, she does home care cases where she is caring for other elderly friends from church. She has a great sense of humor that allows her to joke with residents and relieve their worries. Diane loves each and every resident and shows her devotion every day.

Caring Spirit Award
Peter Spencer
Sunset Retirement Communities and Services

Peter Spencer has been an important part of the Sunset Maintenance staff for ten years. His friendly demeanor and approachable personality make the residents at Sunset Manor feel right at home from the moment they arrive. He doesn't just hang pictures for the residents; he gets to know them, and shows a genuine interest in their lives and what is important to them. He's always thinking of ways to help. He even goes around doling out home baked goodies. Peter's compassions carry on past the Sunset family into the general community, where he serves as a volunteer fire fighter.



Hospice of Lansing
Ionia Area Hospice
Stoneleigh Residence

Award of Excellence
Hospice of Lansing

Hospice of Lansing is celebrating 35 years of service to hospice patients and their families in the Mid-Michigan area. They were the first non-profit hospice in the Lansing area and one of the first 100 hospices in the nation. Today, Hospice of Lansing serves a 10 county area and provides care in private homes, facilities and at their inpatient residence. The 2014 Award of Excellence is presented to Hospice of Lansing for their quality outcomes, patient/family satisfaction and continued dedication to improving the lives of dying residents in their community. In addition, the commitment that Hospice of Lansing has shown to providing end-of-life education and resources for volunteers, the faith community, and in assuring their staff are certified hospice and palliative care professionals, contributes to their overall program excellence. They set a standard and are deserving of the Award of Excellence recognition.

Educator of the Year Award
Theresa Lynn - Wings of Hope Hospice

Theresa Lynn is the Executive Director of Wings of Hope Hospice in Allegan, MI. Theresa serves as a role model for many as she leads two agencies in providing excellent care for hospice patients. She was instrumental in launching the Wings Home, a residence for end-of-life care and has introduced the community to the "Death Café", a very important program for discussing end-of-life care wishes. Theresa is an educator in every sense of the word. She teaches WOH staff, volunteers and community as well as being an adjunct faculty at Western Michigan University. She leads by example and promotes education for all of her employees. In fact, Theresa believes so strongly in education that she is pursuing a PhD in Interdisciplinary Health Sciences! Theresa Lynn is a creative, encouraging, amazing leader and educator and is deserving of this recognition.





Lifetime Achievement Award
Cynthia Nyquist
Upper Peninsula Home, Health, Hospice & Private Duty

Cynthia Nyquist President and Founder of Upper Peninsula Home Health, Hospice and Private Duty has been a trailblazer in the hospice industry in Michigan since the beginning. Because of family circumstances, Cindy was motivated to find a better way for folks to be cared for at the end-of-life. She began doing research at the university library and came across the word HOSPICE and a woman by the name of Cicely Saunders, the modern day founder of the hospice movement. After continuing her nursing education and enhancing her knowledge of the hospice philosophy of care, Cindy introduced the concept to the Upper Peninsula of Michigan in 1973 starting a small volunteer Hospice program. This was the first hospice in the State of Michigan and one of the first three in the Country. Hospice care became a Life-Long Vocation for Cindy and she has inspired many to join this worthy cause. Though Cindy retired in 2013, she remains active in her community, continuing to promote the hospice and palliative care industry, educate community members and mentor new hospice professionals. She is very deserving of the Lifetime Achievement Award recognition!



Caring Spirit Award
Masha Aksenchik
Jewish Senior Life of Metropolitan Detroit

When Masha came to Jewish Senior Life over 15 years ago, she spoke very little English, having come to America from Russia in hope of finding a better life. She asked for a chance to work with older adults and has been a valuable employee of Jewish Senior Life ever since. Masha strives for excellence every day, taking great pride in her work with humility, dedication, energy and compassion. She has a strong interest and commitment to the residents. She inspires and promotes excellence in others with whom she works. In the 15 years of working in JSL, she has never called off work. She goes beyond her responsibilities and responds to each resident's individual needs. She is known to bring homemade meals for the residents she serves and homemade blintzes to celebrate special occasions. She is always willing to perform additional tasks and never leaves until all tasks are completed. She is highly respected, loved, and one of a kind. Our residents are always looking forward to her next visit.

Caring Spirit Award
Alice M. Stokes
8830 on the River

Alice Stokes has served as the Resident Services Coordinator for 8830 On the River since 2011, serving 280 residents. Her unwavering dedication and commitment to bettering the lives of seniors have served the community well. She goes above and beyond in all her undertakings and exemplifies genuine sincerity when handling senior matters. She is committed to improving the quality of life for all those around her and she brings a pleasant smile and attitude to work daily. She is refreshing, energetic, compassionate, resourceful and practical. She has a strong work ethic and carries out the performance of her duties with honor and integrity.





Shining Star Award Yolanda and Kevin McCormack Masonic Pathways

Yolanda and Kevin McCormack are an inspiring couple who have 'grown up' at Masonic Pathways. They were both hired for the kitchen in the 1970s and eventually married. Yolanda is now the

Dietary Supervisor while Kevin is the Maintenance Manager. Making the resident their personal priority, they are a committed team with energy, enthusiasm and affection that inspires their co-workers and keeps everyone's spirits bright. Together they have over 80 years of committed service experience and are considered family by the residents and employees of Masonic Pathways.

Shining Star Award Sally Schaden Glacier Hills Senior Living Community

Sally Schaden has been a valued and highly skilled senior manager and executive director with Glacier Hills Senior Living Community for 18 years. Sally's leadership role has been most recently appreciated as she manages the planning and oversight for a campus-wide revitalization project - the largest in Glacier Hill's 40 year history. Honored with the Margaret W. Maurer Gift of the Heart Award, Sally's grace and compassion have also made her an exemplary recipient of *LeadingAge Michigan's* Shining Star Award. Sally's dedication to her residents and to the employees of Glacier Hills is felt by all who know her. As she prepares for retirement, her ideas and insight will continue to guide and mentor everyone at Glacier Hills.



Hospice & Palliative Care Association of Michigan Annual Awards



Leadership and Innovation Award Dottie Deremo Hospice of Michigan

This inaugural award is given to an individual who has worked tirelessly on behalf of patients and families to decrease the gaps in service and move providers to new levels of achievement and service – Mrs. Dottie Deremo, retired President and CEO at Hospice of Michigan. During her 15 years of leadership,

Hospice of Michigan successfully integrated several small and independent hospice organizations into one statewide hospice with national influence. With her direction, Hospice of Michigan has developed its own resource and education center, The Hospice of Michigan Institute, allowing the organization to develop innovative patient care models, train the trainers in its own and other hospice organizations, and enhance quality of life at the end of life. Deremo was also the founder of the organization's wholly-owned national subsidiary advanced illness management company, At Home Support, which is improving the quality of care for patients in their final 18-24 months of life while reducing net total health care costs by more than 30 percent. The inaugural HPCAM Leadership and Innovation Award – hereafter to be known as the Dottie Deremo Leadership and Innovation Award – is presented to Dottie Deremo in recognition of her contribution to the hospice, palliative care and advance care planning industries in Michigan.

HOSPICE & PALLIATIVE CARE

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Leading-Edge Care and Services Award Creating a Healthier Sanctuary Trinity Senior Living Communities

Creating a Healthier Sanctuary was launched in September 2013 as a program to combat senior hunger, a lack of access to fresh foods and an obesity epidemic that plagues inner city and low-income seniors, while restoring a sense of community to those who are isolated. In its first four months, the program has served over 300 seniors. Creating a Healthier Sanctuary helps serve an important population in such a dynamic way and creating sanctuary for those who seek refuge; providing warm, nutritious meals to fill body, mind and spirit. The program reaches out to residents and neighbors to help them live their next chapter with as much happiness and good health as possible.

Leading-Edge Care and Services Award

Restaurant Style On-Demand Dining Program

Grandvue Medical Care Facility

In 2011, Grandvue Medical Care Facility embarked on a plan to revolutionize the dining process throughout the facility. The concept of Restaurant Style On-Demand Dining allows residents to select what they want to eat and when they want to eat. Within the first two months of operation, Chef Andy noted a \$5,000 monthly savings due to food waste reduction and a 35-40% decrease in the need for expensive dietary supplements. Most importantly, the program engages residents as they make dining choices, bringing them back to the moment. Residents now don't feel as if they are in a nursing home, they feel part of a community. By working closely with the State Officials and Licensing Officers, Grandvue MCF has led the way for other communities interested in implementing similar programs.



Shining Star Award Jewell Searcy Evangelical Homes of Michigan

Jewell's career at Evangelical Homes of Michigan started forty years ago where she began as a Nursing Assistant. Today she is the Corporate Accountant, training and assisting Payroll Coordinators in all of EHM's divisions as well as managing corporate payroll, accounts payable, and assists in all areas of finance. Jewell is known for always

being ready to solve any problem at hand and eager to help anyone. Her guidance has helped make recent organizational transitions seamless. She is described as an "exceptional individual" by her peers with "her desk as full as her heart" as she supports the mission to provide excellent care to residents.

Individual Volunteer of the Year Award

Margaret Tierney

Wellspring Lutheran Home Monroe

Margaret retired from her position as registered nurse at Lutheran Home Monroe in 2008 after 24 years of amazing service. Since her retirement she has continued on as a volunteer, offering her services and support every week to our residents. Her love and support of the residents, staff and families has been treasured by everyone she comes in contact with. Margaret has made Wellspring Lutheran Services in Monroe the home it is today with her unwavering loyalty and warmth of character.





Individual Volunteer of the Year Award
Shirley Snyder
Chelsea Retirement Community

Shirley has served as a Volunteer Chaplain at Chelsea Retirement Community for the past 10 years, providing residents with continuity during times of transition from one level of care to another. Her unparalleled ability to reassure and create a sense of calm has been cherished by the residents and staff at Chelsea Retirement Community. In her gentle-hearted and kind way, she discovers what each person needs and helps to provide it. Her ministry to residents has an inherent respect for each person's faith and experience, helping residents to discover a sense of their own well-being and dignity, which may have been obscured by current circumstances.

Group Volunteer Award
Macomb Academy Daily Living Skills and Employment Training
The Village of East Harbor

With over 20 years of experience, Macomb Academy is a school-to-work transitional program focusing on developing life skills and employment training for special needs students 18-26 years old. Their goal for students is to develop skills to care for oneself at home and in community while building confidence and independence. For the past five years, The Village of East Harbor has enjoyed the presence of these students while they have been helping out in the dining services department. The students have been coming each day with smiles and a willingness to work and learn outside their comfort zone, to the benefit of the residents and their own growing independence. They are dedicated, encouraging and interactive with the residents. Each student brings his or her unique abilities allowing The Village of East Harbor do much more for their residents.



Leadership in Action Award
Robert Mills - LifeCircles - Porter Hills
PACE Partnership

Robert Mills has been Executive Director for Life Circles for the past five years. Under his guidance, clear vision, passion for people and love of his community, LifeCircles (a Porter Hills PACE Partnership) has grown and flourished into a shining example of premier elder care services. Robert's innate ability to uplift employees, generating feelings of comfort and importance, have inspired his team of health care professionals to provide unprecedented, all-inclusive care to some of the community's most vulnerable seniors and their families. His leadership and ability to manage everything, while joking around and having a good time, is described as "absolutely amazing."

Outstanding Mentor Award
Jeff Huegli
Beacon Hill at Eastgate

Jeff Huegli, President and CEO of Beacon Hill at Eastgate, received a record 18 *LeadingAge Michigan* nominations for leadership and mentoring this year. His constant involvement and personal interest in staff professional growth and personal life have made a difference in the lives of the staff and the residents. Jeff has taught those he mentors how to think in a different way and do what is right for the organization and the people they serve. He brings a warm personal touch to his relationships with both staff and residents and they all know they can turn to him when they need help. The comfort, well being and overall contentment of everyone working and living at Beacon Hill is by far his constant priority.





Leadership in Action Award **Chad Tuttle, Chris Matzke & Mike Marlowe** **Sunset Retirement Communities and Services**

The Leadership in Action award this year celebrates a team of individuals whose

actions and caring shone brightly during an emergency situation last year. Identified as the 'calm' in the middle of a literal flood storm, these individuals provided support and action to ensure the safety of residents and staff. Chad Tuttle is currently the CEO for Sunset Retirement Communities and has provided strategic direction and oversight for all aspects of this community for almost 13 years. Chad exemplifies the Sunset mission to serve seniors in the spirit of Christian love. As an additional testament to team leadership, Sunset Retirement Communities was named one of the 101 Best and Brightest Companies to work for in West Michigan. Mike Marlowe, COO of Sunset Retirement Communities for the past 10 years, and Christine Matzke, Administrator of Brookcrest, completed the team that demonstrated the essence of leadership throughout the emergency as they guided staff and volunteers. As a team they worked together to manage the difficult situation and resolve all issues swiftly and safely. The lessons learned through this harrowing experience were invaluable, and the team now presents to groups to help others prepare for such a disaster.



Trustee of the Year Award **Dr. Lynda K. Jeffries** **Presbyterian Villages of Michigan**

Dr. Lynda Jeffries has been actively involved at several Board levels with Presbyterian Villages of Michigan for over 10 years, now serving as the Chair of the Board of Directors. Her extraordinary personal leadership has fully supported Presbyterian Villages of Michigan - representing the Villages through a wide range of settings and events. She is highly appreciated and respected by all, bringing a rare set of

collaborative and organizational skills in alignment with our culture of diversity and inclusion. She lives and embodies the mission, vision, and values of Presbyterian Villages of Michigan.

Life Member Award **Susan Hurst** **Evangelical Homes of Michigan**

Sue has recently retired from an active work life as the Senior Executive Director at Evangelical Homes of Michigan since 2005. She has delivered more than 20 years of venerable career experience in healthcare services to seniors and consumers. She has been a highly respected member of Michigan's senior healthcare services scene for length of her career. Her keen business acumen and common sense coupled with a devotion to people – residents, their families, and her employees, have served the long term care industry well. Sue is a role model and mentor, a leader, and a friend to the many people she has worked with throughout the years and will continue to inspire those around her as she starts the next chapter in her vivacious life.



LeadingAge Michigan 2014 Award Categories

Caring Spirit Award

The Caring Spirit Award recognizes the achievements of frontline staff and direct care employees who while working for the nominating organization has made a significant impact upon the lives of older adults.

Shining Star Award

The Shining Star Award recognizes a gifted aging services professional who, while working for the nominating organization, has consistently demonstrated dedication, commitment and enthusiasm in his/her profession, and has made a significant impact upon the lives of older adults.

Individual Volunteer of the Year Award

The Individual Volunteer of the Year Award recognizes one individual who provides extraordinary service to seniors by volunteering within a member community and has demonstrated unusual commitment to preserve the dignity and well-being of the residents.

Life Member Award

The Life Member Award is presented to an individual who has been employed by a LeadingAge Michigan member in good standing and has retired from such employment.

Leadership in Action Award

The Leadership in Action Award recognizes an individual whose actions and leadership greatly enhance the work environment in their organization as well as quality of life for residents in the entire community.

Trustee of the Year Award

The Trustee of the Year Award recognizes an outstanding member of the governing board of an LeadingAge Michigan member organization.

Group Volunteer of the Year Award

The Group Volunteer of the Year Award recognizes one volunteer group, auxiliary or organization working within a member community that has provided extraordinary service to seniors.

Leading-Edge Care and Services Award

The Leading-Edge Award recognizes a member organization for programs and services which are models of innovation and excellence and that contribute significantly to the quality of life of individuals served.

Chair Citation Award

The LeadingAge Michigan Chair Citation honors the individual identified as having great impact on senior care through Michigan through policy, legislative development, or service.

Legislator of the Year Award

The LeadingAge Michigan Legislator of the Year Award honors the Michigan Legislator that has worked to foster support and policy for the mission-based senior care provider.

Hospice and Palliative Care Association of Michigan 2014 Award Categories

Leadership and Innovation Award

This inaugural award is given to an individual who has worked tirelessly on behalf of patients and families to decrease the gaps in service and move providers to new levels of achievement and service.

Lifetime Achievement Award

Honors those individuals who have demonstrated their life long to commitment to hospice. Leadership and professionalism are the hallmarks of the recipients of this grand award.

Award of Excellence

Acknowledges individual exemplary performance among its members working in the hospice and palliative care community.

Educator of the Year Award

Presented to an individual who has excelled as an educator in the hospice and palliative care industry.

President's Award

Honors the special talents and dedication to hospice and palliative care to an organization throughout it's history.

Trailblazer Award

Recognizes an organization for innovative programs or initiatives establish to improve access or care delivery.