

HOMETOWN HEROES



2021 MEMBER AWARDS

LeadingAge[™]
Michigan

DEAR HOMETOWN HEROES,

It is our honor to welcome you to the 2021 LeadingAge Michigan Member Awards Gala. Each year, LeadingAge Michigan honors individuals and groups who embody excellence in leadership, care, and service innovation, and who have made outstanding contributions to their communities and the field of long-term care. It is always an evening of celebration and laughter!

As the awards committee, we were absolutely moved by all the nominations submitted this year. We would like to thank everyone who took the time to nominate their staff and peers. We were truly touched by the stories we read and the testimonies of passion and dedication that each person brings to your organization. It was hard to limit the number of awards given as there are so many deserving candidates in each of our member communities.

To the 2021 award winners, each nominated by a colleague, we want to extend a sincere congratulations! Each of you has contributed greatly to your communities and furthered the mission statements of your organizations in unprecedented times. We are so excited to celebrate your integrity, talent, compassion, and excellence. We look forward to your continued success and thank you for the impact you have made in the lives of the seniors you serve.

To our members, it is an honor and privilege to recognize the accomplishments of your wonderful staff, team, and true Hometown Heroes. We love to be a part of your team and mission. Thank you for the opportunity to celebrate your stories of employees, volunteers, residents, programs, communities, efforts, initiatives, best practices, and people that have made a significant difference in the lives of others.

Congratulations again, and we look forward to a memorable evening of celebration!

Yours truly,
The 2021 Awards Committee

THANK YOU TO OUR 2021 AWARDS COMMITTEE MEMBERS

Carrie Hensel

Lisa Hedgecock

Julie Deppner

Sheila Rolston

David Miller

Karen Schrock

Cheryl VanBemden

2021 MEMBER AWARD CATEGORIES

Business Partner Emerging Leader of the Year

The Business Partner Emerging Leader Award recognizes an individual in an organization providing products and services to senior care providers who has demonstrated aptitude for and commitment to professional growth as a leader and has successfully assumed expanded leadership responsibilities within a LeadingAge Michigan member organization in the past 3 years.

Caring Spirit

The Caring Spirit Award recognizes the achievements of front-line staff and direct care employees who have made a significant impact upon the lives of older adults through exceptional proficiency and personal commitment in the delivery of quality services and the performance of his/her job duties.

Chair Citation

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

Emerging Leader

The Emerging Leader Award recognizes an individual who has demonstrated aptitude for and commitment to professional growth as a leader and has successfully assumed expanded leadership responsibilities within a LeadingAge Michigan member organization in the past 3 years.

Group Leading-Edge Care & Services

The Leading-Edge Care & Services Award recognizes a member organization for programs and services that are models of innovation and excellence and contribute significantly to the quality of life of individuals served, or significantly improve the organization's operations. The nominations for the award can come from the area of innovation in adoption of new technologies, workforce development practices, community collaboration, best practices, etc.

Hometown Hero

The Hometown Hero 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.

2021 MEMBER AWARD CATEGORIES

Individual Volunteer of the Year

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

Leadership in Action

The Leadership in Action Award recognizes an individual whose actions and leadership have greatly enhanced the work environment in their organization as well as quality of life for residents and clients they serve.

Legislator of the Year

The LeadingAge Michigan Legislator of the Year Award honors a Michigan Legislator who has substantially assisted in the advancement of our policy agenda and legislative priorities. The legislator works closely with our members and the LeadingAge Michigan government strategy team to introduce or support legislation or amendments that advance our legislative goals.

Life Member

The Life Member Award is presented to distinguished individuals who have made significant contributions to the field of aging services, creating a lasting and meaningful legacy. The nominee must have worked for a LeadingAge Michigan member and has retired from such employment.

Outstanding Mentor

The Outstanding Mentor Award recognizes the efforts of an individual who has mentored a protégé(s) in the senior services field. A mentor is someone who has nurtured and encouraged others and provided opportunities for personal and professional growth. The nomination should include testimonials or other relevant information from the protégé(s).

Trustee of the Year

The Trustee of the Year Award recognizes an individual who has served with distinction on the governing board of a LeadingAge Michigan member organization and thereby made an outstanding contribution to the well-being of seniors, to the employees who serve them, and to the organization's mission.

CHAIR CITATION

Deanna Ludlow Mitchell

We are pleased to recognize Deanna Mitchell for the Chair Citation Award. Deanna serves LeadingAge Michigan as our Vice President for Health Policy and Integrated Systems and as the Executive Director of Senior Care Resources. She has over a decade of experience with the association. Deanna's 40 plus years of researching, developing, and presenting education to healthcare professionals has served her well during the past year and a half.



Due to the pandemic, and the often conflicting and daily changing of regulations and directives issued by state and federal agencies, the association began offering our Safe and Calm webinars. Deanna became the trusted "voice" of those webinars providing education, guidance, and clarity around the ever-changing regulations and guidance. Because of her vast knowledge and her passion for quality clinical care, Deanna quickly became indispensable to the membership as she provided expertise and support throughout the pandemic.

Deanna worked tirelessly to understand the orders, directives and guidance so she could break it down into small bites so our members could better understand and operationalize. She became skillful at helping members locate important state and national information that never seemed to be catalogued in any sensible way. You would read something somewhere, and then have no recollection how you found the information or where you could find it again, but Deanna would always calmly aid and support while researching the material to assist you so you would again have it at your fingertips.

Besides the hours spent researching and preparing for the Safe and Calm webinars, she was, and continues to be, always available to members for any questions they might have. She has often answered emails late into the evening and on the weekend and is quick to return phone calls to help ease the burden members were feeling. Sometimes, Deanna would just be a sympathetic ear a member could turn to without fear of judgment, and you could just chat about the challenges of the day.

The association's mission statement readsto advance the mission of our members to enhance the lives of seniors. During the pandemic Deanna not only enhanced the lives of seniors, she helped save the lives of seniors.

In grateful recognition of the countless hours and dedication Deanna provided to members over the past year and half, we are pleased to present Deanna Mitchell with the Chair Citation Award.

LIFE MEMBERS

William (Bill) Healy

Trinity Health

On July 1, 2021, Bill Healy retired from his role as President of Trinity Senior Services Management and Senior Vice President of Trinity Health Senior Communities. His stewardship, vision, and passion for senior health care and senior living was a long-standing guiding force for one of the nation's largest multi-institutional Catholic health care delivery systems.



Bill has nearly 40 years of progressive administrative, executive, and consulting experience working with Long Term Care and Life Plan Communities. Driven by his faith and call to service, Bill exemplified the Trinity Health Senior Communities' core values of Reverence for Each Person, Commitment to Those who are Poor, Safety, Justice, Stewardship, and Integrity. A soulful quality marks his leadership style and connects him heart-to-heart with people. Throughout his career, he has taken a personal interest in seeking longer-term solutions to the issues facing religious communities around the country. He clearly models the behavior of a servant leader for his organization and is a passionate advocate for sustaining the Catholic mission for the next generation. He often reminds our leaders that "If we don't step up and lead the way, who will?".

Trinity Health Senior Communities is extremely grateful that Bill has "made his mark" – both culturally and operationally – on its healing ministry and on our industry as a whole. He is most deserving of this recognition as a LeadingAge Michigan Life Member.

Patrick McQuone

Patrick's professional career has been devoted entirely to senior care. Starting out from high school as an EMT and then an orderly in a community not-for-profit nursing home, Patrick learned the joy and satisfaction of serving a special population along with an appreciation for the many tireless workers who make senior care their career.



Following college, he marketed products and services to nursing homes across the mid-Atlantic – giving him a real appreciation for the profound differences in senior care service delivery across the industry. In 1986, he became a licensed nursing home administrator in Pennsylvania and transferred to Michigan in 1998. Patrick feels privileged to have worked with several quality-minded and socially-conscious providers here in Michigan, many of whom have based their mission directly or indirectly on faith-based principles. One of his proudest accomplishments was to be part of a team transitioning an outdated building into a new vibrant state of the art rehabilitation center that became fully integrated into the surrounding neighborhood.

As Patrick moves to his new position outside of Michigan, we want to acknowledge his long tenure and positive work here through this Life Member Award.

LIFE MEMBERS

Lori Potter

UMRC & Porter Hills

Lori Potter joined United Methodist Retirement Communities, Inc. (UMRC) in September 2008. Her bachelor's degree in Management and Organizational Development and a master's in Public Administration with a health care emphasis, along with her Nursing Home Administrator license and strong experience as a Licensed Practical Nurse, laid the groundwork for wonderful success in her role as Chief Operating Officer. During her tenure, UMRC (and Porter Hills since 2019), has experienced incredible growth while maintaining a firm commitment to quality in all they do. Lori played a key role in launching three PACE (Program for All-inclusive Care for the Elderly) programs, through which they collectively serve almost 1,000 participants across the state. Lori serves on Huron Valley PACE, Life Circles PACE, Senior Community Care of Michigan, Thome PACE and Emmanuel Hospice Boards, where her presence and knowledge is key to the successful strategy and growth of these programs. She and her teams also facilitated the addition of the Cedars of Dexter and Rivertown Affordable Assisted Living, one of only two in the state, and she served as a key leader in the affiliation of Porter Hills and UMRC. She played a key role in the approval and successful execution of a \$70M repositioning of Chelsea Retirement Community. Most recently, she and her team successfully secured approval to extend Porter Hills Home Health services from the west side of the state to the east. Lori has left an indelible positive impact on the organization. Lori will be greatly missed, yet the UMRC and Porter Hills communities join her in celebrating her exciting journey into the next chapter of her life.



LEGISLATOR OF THE YEAR

Senator Curt VanderWall

LeadingAge Michigan is excited to recognize Senator Curt VanderWall as the 2021 Legislator of the Year! Throughout his time in the legislature, Senator VanderWall has worked closely with us and our members to enhance the lives of Michigan's seniors. Senator VanderWall currently sits on several committees and is the active Chair of the Senate Health Policy Committee. In this role, he has supported us through his advocacy for the rights of seniors throughout the pandemic and providing leadership on several issues, including PACE, CON, workforce development, and talent retention. Before running for Senate, Sen. VanderWall spent two years as a state representative for the 101st district representing the Ludington area. He also served on the boards of the Mason County Growth Alliance Board, Northern Michigan Counties Association, and the Mason County Housing Board.



BUSINESS PARTNER EMERGING LEADER OF THE YEAR

Amy Daugharty

Therapy Program Manager, Therapy Management, Inc. & Wellspring Lutheran Services

For the past 17 years, Amy Daugharty has worked in aging services as an Occupational Therapist for Wellspring Lutheran Services at their Frankenmuth CCRC. During her time there, the therapy contract has changed four times. Often therapy companies replace team members when they take over a contract; however, Wellspring advocated to retain Amy on staff through every transition. As noted by Wellspring's SNF Administrator, Noelle Conzelmann, "Amy embodies the Wellspring mission. During her long tenure here at Wellspring, she has created a positive reputation for our therapy department in the Frankenmuth community. You will often hear former patients recall their time with Amy, and new patients come to us because they've heard about Amy's wonderful work with friends and family who've needed therapy. Wellspring is blessed to have Amy on our team." As a busy mom of three children, Amy was offered leadership roles in past years but did not step into the role of Therapy Program Manager until 2020 when her kids were old enough to allow her to fully commit her efforts to be the best leader she could be. There are many reasons why Amy Daugharty is well-deserving of LMI's Business Partner Emerging Leader Award: Leadership Mindset – Amy has handled her transition into the leadership role with grace, confidence, and a "growth mindset." She sets a strong example for her therapy team and the facility team. Amy gladly takes on challenges, welcomes and integrates feedback, seeks out the best strategies to solve problems, and persistently motivates her team to accomplish goals. Teacher and Mentor – Amy values each person's contributions. She works far beyond the interdisciplinary team and connects with the CNAs to make sure they are thoroughly trained in techniques to help residents with activities of daily living. Relationship Builder – Within the Wellspring community, Amy makes sure the facility team feels seen and appreciated. She leads efforts to celebrate, e.g., efforts to honor staff during nurses' month; parties during nursing home month; and gets the residents involved in staff appreciation. Amy participates in car cruises, high school visits, and other events in the Frankenmuth community to spread the good word about Wellspring. Care Beyond Compare – Throughout the pandemic, Amy's commitment to her residents, their families, her team, and the facility team never wavered. Indeed, she stepped into the leadership role during Covid-19, knowing the crisis would be trying but also feeling it was her duty to guide her team through difficult and unknown territory. With resident care as her guiding light, Amy will continue her leadership trajectory, inspiring and delighting the teams under her watch.



LEADING EDGE CARE & SERVICES

Dynamic Duo Marketing & Sales Team Christina Kim & Suzy Stacey

Silver Maples of Chelsea

The “Dynamic Duo” Sales & Marketing Team of Chelsea’s Silver Maples consists of Christina Kim, Director of Marketing and Sales, and Suzy Stacey, Sales Counselor. Christina has been with Silver Maples of Chelsea since January 2008 when she was hired as the Marketing Manager. Christina quickly became an invaluable asset to Silver Maples with her expert design skills and ability to build relationships with residents, families and staff. She took Silver Maple’s advertising to a new level, capturing the culture of Silver Maples. Her extensive knowledge of the senior living market allows her to improve efficiencies, exceed occupancy goals, and create fresh and meaningful marketing campaigns year after year. Suzy joined Silver Maples in July 2015. Her background is in health care and media-related work, including marketing, sales, and advertising. Suzy is passionate about helping seniors and their families improve their quality of life. She is professional, kind, and helps individuals find the best setting and service to meet their needs. Suzy has been instrumental in sustaining exceptional occupancy rates and is a true asset in keeping Silver Maples a leader in the industry and local market. Christina and Suzy are well deserving of this award due to their work in creating an efficient process and “Turn Time Tool” to significantly improve occupancy. They improved their processes resulting in an occupancy rate increase of 4.7% since 2017 and continued occupancy success. The “Turn Time Tool” can be adjusted for any community and will assist in identifying the needed work in improving turn times, which improves occupancy and, ultimately, revenue. The Dynamic Duo’s strategic work and commitment to excellence continues to have a positive impact on Silver Maple’s financial bottom line.



Life Enrichment Team

Evangelical Home - Saline

The Life Enrichment Team is the heart of activity and supportive services for its residents. The team develops an engaging number of activities, organizes various entertainment venues, and provides one-on-one support for residents. The four-member team works hard to engage residents, staff, and families in a robust activity program. The life enrichment team stepped up during the pandemic to not only meet the activity needs of residents but to also support their families through the difficult year. Their contributions to the overall quality of life at the nursing facility is exemplary and the creativity of the team shined this year. The team had staff members contribute pictures and videos of their pets to develop a video to share on the facility’s public channel. Families of residents contributed to another video providing messages of encouragement to residents and staff alike during the holiday season. A weekly newspaper was developed that kept residents in the know and provided positive news and a venue for residents. A pen pal program was developed so isolated residents could send notes to family and to their friends within the facility. Regular activities residents loved were modified to comply with restrictions. Hallway activities took the place of group activities, video chats with families replaced in person visits, and resident input normally done at resident council was accommodated through one-on-one visits and then a recap to all in a written communication. The wellbeing of the community was enhanced during an unprecedented year due to the efforts and talents of the life enrichment team.



LEADING EDGE CARE & SERVICES

St. Ann's

Dana Prince, Executive Director

St. Ann's is a West Michigan senior care community owned and operated by the Carmelite Sisters, DCJ, since 1950. With roots in the Catholic Church, the entire team is inspired by the Carmelite Sisters' foundation of fraternity, service, and prayer. The 23-acre campus, owned by the Sisters, features living areas named to honor four saints: Mary, Elizabeth, Joachim, and Joseph. In their memory, St. Ann's welcomes those of all faiths with open arms, treating each resident with the care and compassion they deserve. As the COVID pandemic began to unfold, St. Ann's Leadership Team, like many others, began to wrestle daily with the "what-if" needs: what if a group of residents would become ill all at once; what if staff became critically short; what if residents needed to go to the hospital and return with lingering COVID. Amid strategy sessions, and even as local COVID counts were relatively small, members of the team asked, "Can we take care of COVID-positive residents and become a state-designated CRC?" The answer was yes. St. Ann's was the first senior care community in West Michigan to apply for the state designation. Working in St. Ann's favor was a floor plan designed with a 10-bed unit separated from the Nursing Unit by a secure door, two outside doorways into the unit that naturally created one-way traffic flow, enough staff interested in the clinical challenges to staff the unit, and a mission and vision of the Carmelite Sisters, DCJ, with a foundation and history focused on helping the elderly who cannot help themselves. St. Ann's was a leader in their decision to open and offer a safe, effective, and dedicated unit for West Michigan residents who needed to recover from COVID. The CRC staff provided unparalleled care, treating dozens of people and helping them recover.



LEADERSHIP IN ACTION

Elisabeth Delaney

*Executive Director, Bellbrook/
Trinity Health Senior Communities*

Elisabeth (Libby) began working in senior living in 2009, starting as the Director of Hospitality at Bellbrook Senior Community. She then became Administrator of Bellbrook's SNF, transferred to a sister Trinity Health Senior Community, Fraser Villa, as their Executive Director, and recently returned to Bellbrook as the Executive Director of a premier Life Plan Community in Rochester Hills. She added CALD certification to her list of accomplishments. She serves on the Board of Directors for the Rochester Regional Chamber of Commerce, and she is a well-known and respected leader in their Regional Health Ministry and partner hospitals. Libby is the epitome of a leader, and she shows her dedication to her team and her residents through her actions. Libby rallied her team and worked side by side with them to provide the best care possible to their residents each and every day. She leads by example and makes Bellbrook a special place to live and work. Her leadership and action have never been more evident than during the significant staffing struggles that resulted from the pandemic. On several occasions, Libby has come into work outside of regular work hours to assist the Care Assistants on Assisted Living, due to them being short-staffed. One can only imagine how much it meant to those colleagues to see their executive director working side by side with them. The Bellbrook team is fortunate to have a leader like Libby, who is loyal, supportive, and innovative. Libby eats, breathes, and sleeps leadership and action.



LEADERSHIP IN ACTION

Kevin Evans

*Executive Director,
Martha T. Berry Medical Care Facility*

Kevin started at Martha T. Berry Medical Care Facility in 2016 as the interim Administrator, but quickly rose to the permanent position of Executive Director based on his outstanding character and knowledge of long term care. His knowledge of regulations and ability to juggle the many changing and often conflicting guidance from the CDC and MDHHS during the pandemic has been priceless to Martha T. Berry's elders and staff. The type of manager who leads by example, Kevin comes in early and works late, even working on weekends and holidays. During the past 18 months, Kevin fought for his elders to maintain some form of communication with family and loved ones. Before and throughout the pandemic, Kevin ensured the elders at MTB continued to have the best care. Even while enduring a staffing shortage, Kevin used every tool at his disposal to ensure MTB had staff. Kevin approved some of the highest hazard pay in the area and to date continues to do so. Dedicated to leading his staff safely during the pandemic, Kevin created an on-site day care to provide much needed help to his staff and paid COVID pay to all MTB staff who contracted the virus. Kevin took on a variety of roles to help his staff, including working as a nurse aide, a temperature screener at the employee entrances, a café assistant, and even risking his own health by being present on the MTB COVID unit. Those working at Martha T. Berry are proud to have him lead, guide, and march before and among them.



Tom Wyllie

*Director of Innovation & Wellness,
Presbyterian Villages of Michigan*

Tom has provided leadership in the arena of aging services for decades. Prior to joining PVM in 2008, he previously served with the Area Agency on Aging1B and the Blue Water Center for Independent Living as Associate Executive Director. Recently Tom has provided counsel at an international level for the International Council on Active Aging. Throughout the pandemic, Tom has aided with stability and leadership for the Wellness Department, which resulted in keeping their residents engaged and providing support for messaging as needed at a moment's notice. Tom is the consummate professional and his leadership with PVM has been instrumental in their success as an organization and in keeping with their mission. From the creation of the Village Victory Cup to working with university researchers and others to transform senior living well into the future, he personifies his title of Director of Innovation & Wellness. Holding the Village Victory Cup during the pandemic was a welcome distraction for the 256 residents who participated. Tom is an example of the kind of leadership for which our LeadingAge Michigan member organizations are known.



OUTSTANDING MENTOR

Carol Tucker-Parham

*Director of Human Resources,
Martha T. Berry Medical Care Facility*

Carol joined Martha T. Berry Medical Care in May of 2016 and currently is employed as the Director of Human Resources. With her, she brought her extensive 20+ years of Human Resources professionalism, and exhibits a work ethic that consistently helps drive the improvement of the work environment and the culture of the facility. Carol possesses a willingness to share her skills, knowledge, and expertise with all, helping peers and employees see concerns from a different perspective. Carol even allows managers to role play with her in preparation for crucial conversations with staff members. She is approachable and has a keen ability for active listening, even during the most difficult of conversations. A trusting guide and gifted coach, Carol is able to put others at ease while maintaining her professionalism. She introduced Leadership Trainings for the management team to continuously improve leadership effectiveness and accountability and has also introduced a Practicing Diversity Program to put an end to bias, prevent harassment and bullying, and build inclusion in the workplace. Carol promotes and emphasizes the Employee Assistance Program to provide employees and their dependents assistance with tools for tough times, parenting resource services, and career and education resources. Carol inspires employees to perform their best in their role and makes herself available for any questions and mentoring as needed, exemplifying the culture at Martha T. Berry with her caring, compassionate, and courageous nature.



Allison Bidinger

*Infection Preventionist,
The Village of East Harbor (PVM)*

Allison began her career as an educator. She later became a nurse and was asked to take over infection control for Presbyterian Villages of Michigan. She took the initiative to become certified as an infection preventionist, and then COVID hit. Allison, with grace and heart, gave 150% each day to the facility, as it lost many to the pandemic. Despite PPE shortages, ever changing guidelines, and feelings of fear, heartache, and loss, Allison demonstrated professionalism while remaining calm. Even after countless hours and days without a break, she forged on and made sure others were not breaking under the stress. Since COVID, Allison continues as the facility's IPC nurse but has also taken on the roles of cheerleader, moral compass, and new staff "mom." Allison is recognized as a pillar of strength, inspiring her team members with her unselfish dedication in the midst of global terror.



EMERGING LEADER

Andrew Jeffrey

*Director, Memory Support Center,
EHM Senior Solutions*

Andrew began his EHM career in high school. He started in the dietary department, then took advantage of the Certified Nursing Assistant training program offered by EHM and became a CNA. After working in the long-term care area of Saline Evangelical Home for a few years, he decided to pursue a nursing degree while continuing to work. Moving up the ranks from staff nurse to unit manager, Andrew excelled in his leadership and worked well with residents and families to provide person-centered care.

During the middle of the pandemic, he was promoted to director of the memory support center on the Brecon Campus, exceeding expectations. Andrew has the heart of a nurse and cares deeply for residents in his care. He works closely with the nurse for memory support to develop education and orientation programs that help the care staff perform their jobs better. During Covid-19, he stayed in frequent contact with families, updating them on changing regulations and their loved ones' needs. Andrew has shown a dedication to EHM Senior Solutions over the years and, more importantly, to those they serve. Andrew is an outstanding emerging leader, always working to inspire those he leads to do their best.



Courtnee Knepley

Assisted Living Administrator, UMRC & Porter Hills

Courtnee has served at Chelsea Retirement Community for 12 years in various roles, including dietary aide, central supply clerk, administrative assistant, IT manager, purchasing manager, Director of Independent Living, Assistant Director of Dining Services, and Director of Environmental Services. While she was the Director of EVS, she started maternity leave as the pandemic began.

When she returned from leave, she jumped back into her role with both feet, willing to help with anything needed and to step up to any challenge! During this period, Courtnee took charge of creating a vaccine clinic for all of their east side residents. In less than five days, she tirelessly planned everything from parking to volunteers. The clinic day was electric with excitement from residents, family, and team members! Every detail was thought through and the day was a huge success because of Courtnee's leadership. The Washtenaw Health Department even commented on how well the clinic was run! Courtnee again showed her emerging leadership by taking on the role of Assisted Living Administrator mid-pandemic. She recognized quickly that visitation for residents was a key need for both residents and families. She developed a well-organized, safe, and secure process, which allowed residents to reunite with families in a meaningful and well-coordinated way. Courtnee is a dynamic, driven and thoughtful emerging leader who embodies the future qualities the aging service industry needs.



EMERGING LEADER

Hannah Laggis

*Director of Nursing,
Burcham Hills*

Hannah has been employed with Burcham Hills since 2008, starting as a floor nurse and working her way up to the Director of Nursing. Under Hannah's leadership, Burcham Hills received a deficiency-free survey amid the unprecedented state of the pandemic. This comes after challenging surveys, which she was able to successfully clear while helping the Burcham Hills community respond to COVID. Since moving into this role, she has used her background and expertise in infection prevention and wound care to mentor and grow additional nurses and build a much stronger clinical leadership team. During a time of uncertainty in LTC, Hannah demonstrated her leadership strengths. Before giving direction, she always reviews policies, regulations, and guidance. She remains professional in all situations and fights for her staff, dedicating her time and energy to help Burcham Hills succeed. These strengths exemplify the traits of an emerging leader.



CARING SPIRIT

Ashley Jamieson and the Woodside Care Team

Friendship Village of Kalamazoo

Ashley and her team of managers, nurses, and caregivers endured unprecedented pressures during the COVID outbreak, never wavering in their professionalism to maintain the safety and wellbeing of the assisted living and memory care residents under their care. For eight months beginning in March 2020, this dedicated staff managed to keep COVID from their hallways, but just before Thanksgiving, the persistent and deadly disease broke through despite their best efforts. While their campus was on lockdown, Ashley's team spent countless hours on iPads and Facetime, helping families to visit with their loved ones, many for the last time. The team took the place of



families during a resident's last hours. Though physically and emotionally drained, they bravely showed up each day because of their heartfelt commitment, if not love, for the residents. Despite the strain endured during the pandemic, Ashley and her Woodside Care team carry on with smiles forward.

CARING SPIRIT

Zeljka Puranovic

*Medical Technician,
Burcham Hills*

Zeljka has been employed with Burcham Hills since October 1998. Loyal, kind hearted, and amazing, she betters the life of every resident and person she touches. For more than 20 years, she has been consistently kind and compassionate to the residents under her care. Her residents and their family members adore her and genuinely miss her when she isn't on campus. She has been recognized as an exemplary caregiver by multiple members of management and as well as her coworkers, and is the perfect example of the amazing employees at Burcham Hills.



Marisa Jones

*Recreation Assistant,
Burcham Hills*

Marisa started as a caregiver for Burcham Hills in February of 2016 and worked her way up to a Medical Technician. She has now transitioned to the Recreation Assistant in Memory Care and has worked to foster a stronger team rapport between all departments. Marisa has shown enthusiasm for her new role as the Memory Care Recreation Assistant, taking on lead roles in community-wide events and developing new programming for Memory Care residents. Marisa has initiated collaboration with the Fitness Team to develop more movement programs, and she sought training to help support these initiatives. She has taken the lead on developing a MyndVR program for the Memory Care neighborhoods and has taken an active role in assisting with the Companion Pet Project. Marisa has also taken a lead role in the Walk to End Alzheimer's Committee. She is developing multiple fundraisers to support that cause and is encouraging resident involvement. Her genuine interest in what the residents want and need in day-to-day programming is obvious. Marisa is also working to bridge the gap between recreation and the care staff, and there has been significant improvement in the rapport and collaboration between the two. Marisa is willing to take on any challenge, no matter how big or small.



CARING SPIRIT

Timiarra Bond

Lead Kitchen Support Staff

Martha T. Berry Medical Care Facility

Timiarra began working at Martha T. Berry Medical Care Facility as a Kitchen Support Staff member in August 2015 and was promoted to a Lead Kitchen Support Staff member in December 2019. In 2020, Timiarra was nominated by her peers and chosen to receive a Heroes Awards based on her positive attitude, work attendance, teamwork, and active engagement in facility efforts to ease the loneliness of their elders during the months of visitor restrictions. Timiarra was one of the first team members in the nutrition department to openly discuss how they could still see their elders during the pandemic and help ease the loneliness and boredom that was caused due to communal dining and social activities being stopped because of the pandemic. Timiarra engaged with the rest of the team members to help the staff embrace every idea and jumped right in to help without a complaint, call-in, or resistance. Working together, the nutrition team compiled a list of team members trained in CPR and feeding assistance, enabling Martha T. Berry to provide a Dining Room Liaison for each neighborhood to help with passing trays, feed elders who needed extra help, and increase rounding to tend to any need. A daily snack cart was initiated for each floor, which provided a refreshing beverage choice along with a host of snacks along with interaction and socialization. The team at Martha T. Berry were looked at as leaders in the community for outstanding elder-centered service and care, largely due to the hard work and dedication of Timiarra and her determination to engage with her team members.



Christine Mansfield

License Practical Nurse

Martha T. Berry Medical Care Facility

Christine received her Licensed Practical Nursing license in June 2018 and began employment with Martha T. Berry Medical Care Facility in August 2018 in the LPN role. Christine is always there to lend an ear to her elders. Not only does she focus on the medical side of their care, but she focuses on them as a person. She shows kindness and compassion and is incredibly patient. Christine is dedicated to her work, always making sure to show up to each shift and give 100% of herself while there, no matter how challenging the day may be. Always a team player, Christine invites new team members in with open arms. She often helps precept new orientees, trying to calm their fears and help boost their confidence. Christine displays her caring spirit in her kind treatment of both Martha T. Berry elders and team members.



CARING SPIRIT

Nora Kupke, RN

Team Leader

Martha T. Berry Medical Care Facility

Nora joined Martha T. Berry Medical Care Facility in 2013 as a RN and has continued to be a wonderful asset to the team. She possesses strong critical thinking skills and solid clinical knowledge. Her high energy and positive attitude make her a highly-respected mentor to her teammates. During her tenure at Martha T. Berry, Nora has filled in where her skills are needed, including as a Unit Manager, a Nurse Education Coordinator, an MDS Nurse, and a Vaccine Clinic Nurse, alongside her normal role as RN Team Leader. If a resident is in need, Nora is there to help. Able to keep calm under any circumstance, Nora shows great levels of patience and takes her time with challenging elders to help calm them. She makes sure to keep families notified and involved with resident care. Known by her peers as a team player, Nora is the one they call whenever nursing staff on the floor have a question or need assistance. She not only gets the job done, but provides education to the other nurses and CNAs while she is doing it. Whether it is with elders, staff, or family members, Nora has the Caring Spirit we admire and seek to emulate.



CARING SPIRIT

Sue McCallum

*Community Liaison,
The Village of East Harbor (PVM)*

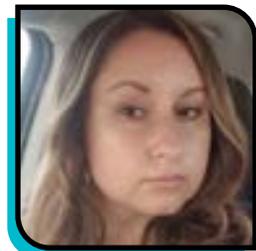
Sue has spent the last ten years of her career at The Village of East Harbor working her way up the ladder, earning a promotion every couple of years through her hard work and dedication. She has held many roles, including receptionist, resident aide caregiver, community and hospital liaison, among many more. Sue has been a Shining Star recipient at the Village every year she has worked there and receives accolades for What I do Matters certificates from residents and families. Caring Spirit defines who Sue is, and her compassion has no end. She guides families with patience and kindness. She didn't run from COVID, instead jumping in and serving meals, doing check-ins for staff, and helping caregivers with residents. Whatever was needed, Sue was there. Sue participates in community events representing the Village and is known as an excellent presenter and speaker. Her presentations clearly display her compassion and her belief that The Village of East Harbor is here to help and guide those who need help navigating Nursing and Senior Living. Sue's public speaking skill did not come easily for her. She worked to overcome her fear of public speaking because of her caring spirit and desire to help seniors learn how the community can help them. Sue is always ready to give a helping hand to anyone in need without looking to take credit, and she spreads kindness wherever she goes.



Jennifer Moreno

*Unit Secretary,
The Village of East Harbor (PVM)*

Jennifer has been employed at The Village of East Harbor since June of 2004. She worked as a dietary aide and, after a few years, decided to train to be a CNA. Jennifer did a terrific job in both these roles. After several years working as a CNA, she applied for a Unit Secretary position where she truly excelled. She has always had a true level of compassion for the residents' needs. She is a very dedicated and hard worker. Jennifer keeps her CNA license current and has volunteered to work as a CNA when needed, while also taking time to assist or sit with residents to comfort them. She takes the time to listen to the residents and be compassionate towards their needs and has rearranged her days off to accompany the residents to outside physician appointments when no one else was available to go. All of this she does without expecting anything in return. Jennifer has demonstrated a true caring spirit in every position she has held at The Village of East Harbor.



CARING SPIRIT

Fran Phillips

CNA

The Village of East Harbor (PVM)

Fran has worked at the Village of East Harbor for over 20 years, working as an activities aide, CNA, and finally a Restorative Aide. Fran has been a dedicated and respected team member loved by the staff, the residents and the residents' loved ones. Fran has received many awards and accolades during her long tenure, including employee of the month. During her time at VEH, Fran always had a positive attitude and a bright smile on her face. She led by example and was an excellent role model and mentor for new CNA staff, always willing to help wherever needed. Fran was so dedicated to her fellow co-workers and the residents that she volunteered to work the night shift as a CNA because the facility had a dire need for night CNAs. Unfortunately, while working one night, Fran suffered a devastating stroke and was sent to the hospital, where she remained for a few weeks. Fran and her family thought so much of the facility that she chose the Village of East Harbor for inpatient rehab. Despite the loss of function of her dominant right side and mild dysphasia, Fran continued to display a positive attitude and always had a smile on her face. After spending over 2 months in VEH's facility and making improvements in her speech and her ability to stand and transfer herself with minimal assistance, Fran was finally discharged home with her 16-year-old son and his father. On her last day there, Fran was given a huge "clap out" where staff and residents lined the halls and cheered her on while being wheeled out to the transport van. The Village of East Harbor was honored to have Fran not only as a team member but also to have her choose the facility for her rehabilitation care. The team at VEH believes that Fran will join their team again in some fashion and bring her positive attitude and warm smile back where it belongs, to her family at the Village of East Harbor.



Eva Farkas

LPN

The Village of East Harbor (PVM)

Eva has worked in long term care for many years, as a CNA and as a nurse. Eva provides exceptional care to the elders she serves, going above and beyond to make sure their physical and emotional needs are met. She never grumbles and always tackles each assignment with a smile and a pep in her step. She pitches in and assists with aid duties when needed and is always willing to pick up extra shifts. Eva can be seen in the dining room assisting at meal times, spending time with those elders who need just a little more time, consoling upset residents, and providing the emotional support needed during the past year. At the Village of East Harbor, the staff is there to serve the elders in their community and nobody stands out more than Eva as she consistently demonstrates a true passion for the care she provides.



CARING SPIRIT

Thomas Krali

Groundskeeper,

The Village of East Harbor (PVM)

Thomas (Tom) has worked as a Groundskeeper at the Village of East Harbor for the past seven years, performing his job duties diligently while always being willing to step up and help other maintenance crew anytime he can. He often goes out of his way to assist the residents with their needs and is extremely observant of VEH's environment, looking for safety issues that could potentially harm someone. Tom gives a hundred percent day in and out, working in extreme heat and cold temperatures outdoors. He does what needs to be done without needing to be told and is willing to help on tasks outside of his normal duties without complaint. He has also worked with new hires to train them in his craft. Tom makes sure to always work a safety plan into whatever he is doing to avoid interfering with the residents or employee safety. In further pursuit of safety, he has come in early and on weekends to shovel walkways and snow blow doorways when the campus is hit by large snow storms, many times when others are not able to make it in because of poor road conditions. Tom is appreciated by the residents, staff, and management for working to make their campus attractive, safe, and sanitary for all.



Paige Rumancik

Human Resources Assistant,

The Village of East Harbor (PVM)

Paige started at the Village of East Harbor in September 2019 to join the HR Manager, Michelle Steffen, assisting her with the everyday duties of running an HR Department that includes over 270 employees. She jumped right in, developing relationships with the staff, getting to know her job, and supporting the departments around the Village. When COVID hit, she took the initiative of staying on top of the Governor's executive orders, performing contact tracing, testing, and keeping staff safe. She is a great communicator and is loved by the staff. Paige has true compassion for the staff and is willing to help with any of their needs. She always has a great attitude and maintains an open-door policy. On top of facing the COVID pandemic, she also faced a battle with a rare cancer. She showed strength and perseverance throughout her battle, never wavering, still reaching out to others, and thankful for the support and prayers offered her way. She has made it through this extremely challenging time and is better. Her leadership and services to the staff and residents never faltered through that time in her life. Her caring spirit has been an amazing example of service to others.



CARING SPIRIT

Joyce Rupersburg

Activities,

The Village of East Harbor (PVM)

Joyce is one of the activities staff at Presbyterian Villages of Michigan who goes above and beyond to provide one-on-one specialized care and consideration to the residents she serves. Joyce is an unsung hero who daily brings hope, happiness and laughter to the residents. Throughout the pandemic, Joyce came in to break the social isolation the residents were suffering. She has an amazing ability to go from resident to resident and, with each visit, show energy and spirit as if it were the first person she was visiting that day. As the pandemic requirements for isolation began to lift, Joyce was an enthusiastic help in getting folks out of their rooms, back into the dining room and attending small group activities. Although not part of her job description, she participates in the weight loss task force to help combat this area of concern that was one of the many consequences of the pandemic. From making special visits and ensuring residents were assisted with meal delivery and feed encouragement to being observant of any changes in condition and promptly reporting to the nursing staff, it is clear that Joyce cares deeply for her residents.



Jordanka Marinoska

Housekeeping,

The Village of East Harbor (PVM)

Jordanka is one of those rare people who has a spirit to do the very best she can at any task she is asked. Her attention to detail and never-ending upbeat nature is refreshing to those around her. Jordanka is always the first to say good morning and how are you to every staff member she sees and is especially kind, compassionate, and loving to the residents. She is an exemplary and kind-spirited employee who goes over and above expectations each day and does so with a smile, even when that smile is hidden behind her N95. She does her work with a twinkle in her eye and with an unmatched work ethic. Jordanka worked tirelessly during the pandemic, disinfecting patient rooms, scouring the hallways to disinfect multi-touch surfaces to keep everyone safe, all while keeping up the spirits of the staff and residents.



TRUSTEE OF THE YEAR

Gary Gendernalik

Attorney,

The Village of East Harbor

Gary has served as a board trustee for over 20+ years and his family has lived and been engaged in the local Chesterfield/New Baltimore area for over 65 years. His knowledge of the local area and his community is vast and he is well respected with the local governments, businesses, and service clubs. Gary truly believes in the mission of the community, contributing his time and money to help the Village of East Harbor be successful in all they do. In 2019, he was instrumental in helping East Harbor get a nearly million-dollar donation to help support its mission. Because of Gary's relationships in the local area, he has been able to help the community navigate its multi-million-dollar expansion project with the local Chesterfield Township, even in the midst of COVID. The local township respects Gary's knowledge in this field and has been very helpful to the Village of East Harbor in getting the green lights necessary to make the project a reality. He has also had clients and family living in the community over the years because he believes in its mission to serve older adults. Gary is a great friend to the Village and his dedication and commitment to the community is appreciated by all who know him.



Janice Nearon

Social Services Board Chair,

Martha T. Berry Medical Care Facility

Janice has served Martha T. Berry for nine years with distinction, helping to charter the Martha T. Berry Foundation, and has been the treasurer since its beginning. She has been instrumental in encouraging attendance at the main fundraising event every year, as well as being a donor to the Foundation. When she became chair of the Human Services Board that oversees Martha T. Berry, Janice helped to navigate through a particularly difficult time, lending her leadership and uncommon business sense to the facility and its administrator. She was also able to utilize her knowledge of political issues, as she was active in politics and in her community, serving on the board of canvassers, the St. Clair Shores Beautification Commission for over 15 years, and currently as the Vice Chair of the St. Clair Shores Women's Civic League. Her active commitment to her community continues to serve Martha T. Berry and enrich the facility.



VOLUNTEER OF THE YEAR

Nancy Handelman

*Volunteer,
Jewish Senior Life*

Nancy is a life-long committed volunteer for Jewish Senior Life, where she has been an integral part of the volunteer family for decades. Nancy has volunteered in several capacities in the JSL community, including leading jewelry, cooking, and holiday baking classes. Most notably, during the pandemic she devoted fifteen months to grocery shopping for residents who had no social support. For those residents without family, friends or means to purchase grocery delivery services, they would have been without. Nancy spent hundreds of hours grocery shopping for residents; she truly saved their lives as they had nobody else to help them. For a year, she shopped multiple times a week for many residents with exhaustive lists, all the while smiling and happy to help, always asking if she could do more to help.



Harry Reeves

*Resident,
Friendship Village of Kalamazoo*

Harry and his wife Martha moved into Friendship Village Independent Living in spring of 2019. Harry has exemplified consistent service and dedication in a volunteer capacity by perpetually seeking out ways to help both his fellow residents and the staff at Friendship Village. Beginning with the onset of the COVID-19 pandemic, Harry worked tirelessly to assist with making deliveries of groceries, packages, paperwork, in-house mail, and more every day. He demonstrated significant commitment to residents and clients in aging by checking in daily with other residents and staff to offer a friendly and uplifting greeting. He made sure to share with staff observations of those in need in an appropriate and caring way. Harry has significantly enhanced and enriched the lives of the seniors and made a positive impact on the organization by jumping in to help with Life Enrichment programming and events. He consistently serves with a smile for weekly Happy Hours, delivers flyers and notices with a positive attitude, and is the first to volunteer for any task, from door-to-door deliveries to serving up refreshments at social gatherings. He delivers kind words and a smile to each person he passes every day, without fail, and makes living and working at Friendship Village a brighter, happier place simply with his presence.



HOMETOWN HERO

Connie Napier

*Director of Assisted Living,
Silver Maples of Chelsea*

Connie joined Silver Maples of Chelsea in February of 2018, serving as the Director of the Meadows Assisted Living Department, which is composed of 58 resident apartments and approximately 35 staff members. Prior to Silver Maples, Connie managed a staff of 50 RNs, LPNs and CNAs at Paul Oliver Memorial Hospital's Living and Rehabilitation Center as the Director of Nursing and the Quality Assurance Program Leader. Her focus on education led to 100% of the Meadows residents receiving their vaccine, and her dedication to resident safety allowed the facility to incur zero cases of COVID-19 among the residents during the pandemic. Since Connie's arrival at Silver Maples, she has been a breath of fresh air. In addition to her daily responsibilities, she updates policies, creates new procedures, provides ongoing training for all staff members to improve resident care, and recently adopted new technology to help make the Resident Care Associate's work experience more efficient and safe. Connie's work has led to a decrease in med passing errors and ensures continual regulatory compliance. Along with her many successes during the pandemic, Connie is also the champion for creating an assisted living-specific Resident Council to advocate for the residents' needs and rights and she works across departments to come up with lasting solutions to problems. During the pandemic, she kept families and staff abreast of the ever-changing rules and restrictions for residents. Connie's tireless effort to inform staff and families helped keep the residents safe and healthy through the pandemic. Connie upheld an open-door policy with her care staff, which helped her staff feel comfortable checking in with her with any questions, concerns, or ideas to improve care. Her relationships and respect for her staff helped to maintain high staffing ratios throughout the pandemic and the present, even during difficult staffing shortages across the country. Connie has worked tirelessly to keep the staff and residents safe, engaged, and thriving since she first set foot at Silver Maples.



Lisa Lea

*Community Manager,
UMRC/Porter Hills*

Lisa Lea joined UMRC/Porter Hills after working as an Assisted Living neighborhood guide with Generations, the onsite daycare at Porter Hills Village. She then shifted her sights to her next goal and was promoted to community manager at Meadowlark Retirement Village. This change was an easy decision for her, as her ties to the community ran deep. Her grandmother had lived at Meadowlark a decade prior, and she always knew she wanted to eventually serve in this community. Lisa is a true Hometown Hero in the small-town setting of Sparta where she serves as a resource, problem solver, caretaker, and mentor for families, residents, team members, and the greater community. During the day, Lisa can be found hosting a sales tour, leading a resident activity, talking with a team member, or cooking breakfast for residents in their household kitchens. Throughout the pandemic, Lisa has endeavored to keep the small-town connection and feel of Meadowlark and the greater Sparta community. When activities like the traditional trick-or-treating parade and the annual Sparta Pet Show hosted by Meadowlark had to be cancelled, Lisa organized creative workarounds to allow residents to still take part in these engagements safely. When the call finally came for a vaccine clinic at Meadowlark, Lisa stepped in to make sure not only every resident and team member had the chance to get vaccinated, but she offered the extras to Sparta-area residents. Lisa's dedication to both Meadowlark Retirement Community and Sparta, Michigan, is evident in everything she does. Her leadership and attitude embody the true spirit of both communities and those they serve.



HOMETOWN HERO

Lakisha Proper

Hospitality Manager,

Martha T. Berry Medical Care Facility

Lakisha started her employment with Martha T. Berry in 2015 as a Patient Advocate. She stepped into a Hospitality Specialist position in 2016, and was promoted to her current position of Hospitality Manager in 2019. The very pulse of Lakisha is her love for her elders. Although she hasn't been in a Patient Advocate position since 2016, every decision she makes with her team, her department, and in collaboration with other managers, continues to be resident-centered. The facility began 2020 with a soft opening of its brand-new café before COVID-19 hit. The hospitality/café staff, under Lakisha's direction, embraced every idea and jumped in to help without a complaint. When lockdown began and elders became isolated, Lakisha and her team took the initiative to continue to have the residents order food from the café throughout the day to be delivered to each neighborhood. This not only served the elders, but also the staff that were confined to work in their assigned areas every shift, every day. Lakisha worked countless hours covering shifts, helping to prepare food, deliver food, inspire her team members, and asserting herself as a valuable member of the leadership team. Her team assisted with making handmade Mother's Day cards and helped the Nutrition Department assemble and deliver weekly snack boxes for 38 departments. Lakisha also handled ordering, setting up and distribution of weekly weekend appreciation meals for all staff, over 300 on average. She started raffle contests for the team and continued this for over a year. Lakisha's hard work and dedication helped to uplift her team and the elders under her care.



Jaclyn Profit

Certified Nursing Assistant/ Restorative Aide,

St. Ann's

Jaclyn (Jackie) started at St. Ann's in 2006. Since then, she has been a leader and mentor among the Skilled Nursing Unit staff. Jackie has naturally gravitated toward equally helping all Nursing Unit residents and the entire staff. Her dedication has been noticed by leaders, peers, and family members who have selected her as Employee of the Month at least twice. In addition to her traditional role as a CNA and a Restorative Aide, Jackie has also served as a Nursing Unit phlebotomist. Before the pandemic, Jackie was recognized as a staff member who volunteered her ideas and insights to team members. In particular, she closely mentored another Aide as that staff member evaluated her career path options and, with Jackie's insights, elected to enroll in a local nursing school. In this mentorship role, Jackie also helped staff members more clearly understand the importance of "routine care" and how attention to detail supports the entire unit during annual survey times. As the pandemic unfolded, Jackie stepped up even more. As a handful of Nursing Unit staff volunteered to transfer into St. Ann's fledgling Covid Care Unit, Jackie was a leader among her team in volunteering for extra shifts. She maintained a positive attitude and thrived as a problem-finder and solution-creator. Jackie has been described by St. Ann's Executive Director as a staff member who understands and consistently promotes St. Ann's mission.



HOMETOWN HERO

Allison Bidinger

*Staff Development/ Infection Preventionist,
The Village of East Harbor*

Allison plays an important role in bringing on new staff at the Village of East Harbor, where she works in Staff Development.

With her positive attitude and ability to see the good in everything and everyone, she is the best person to mold new hires and start their jobs on a positive note. She is always open to staff opinions

on how best to resolve problems. Allison is the best example of a hard-working dedicated employee, always giving of herself, and

looking for ways to make others comfortable and less stressed in any working situation. She is willing to listen with an open mind without judgement, no matter what problem she is facing.

Allison is loving and wears her heart on her sleeve, enriching the life of all who work with her.



Scott Miller

*Environmental Services Manager,
The Village of East Harbor*

Scott joined the Village of East Harbor in February of 2019

with over 20+ years in senior living environmental services. He oversees maintenance, housekeeping, and laundry services and is part of the special projects team, which is working to add a \$30 million, 96-unit independent living addition to the campus. Scott

is a giving, compassionate leader who has been a blessing to the campus, his staff, and those they serve. During the pandemic,

he kept a positive attitude while keeping the facility running. The residents love him because

he makes them feel like the most important person to him even when he has countless other tasks on his plate. He has the knowledge and understanding of the job, understanding of the

necessary equipment, and has developed great relationships with the vendor partners who help the facility save money. Scott has also stepped up to be a mindful asset to the new project

team. They have appreciated his expertise, honesty, and flexibility with the subcontractors trying to get their work done. His professionalism and desire to prioritize those he serves

makes Scott a clear Hometown Hero to all who know him.



HOMETOWN HERO

Jillian Stirrett

*Long Term Care Manager,
The Village of East Harbor*

Jillian (Jill) started at Presbyterian Villages of Michigan as an LPN before being promoted to Long Term Care Manger, thanks to her energy, enthusiasm, and her ability to attack any problem headed her way. Without formal management experience, Jill exceeds expectations in the position. Often a thankless job, Jill can't be discouraged. She is always putting out fires and diffusing conflict, with help from her contagious and inspiring laugh. Jill can balance personalities of staff and residents and help shifting transitions run smoothly. Jill is able to effortlessly juggle her responsibilities and has knocked expectations out of the park.



Chelsea Schroeder

*MDS Coordinator,
The Village of East Harbor*

Chelsea is a Registered Nurse who has been working at Village of East Harbor as a staff nurse and then as a MDS nurse. After learning that the MDS coordinator was planning to retire, she took it upon herself to obtain the education and credentials necessary to transition into that role, pursuing self-directed training while being a single mother. The dedication, commitment, and professionalism that Chelsea personifies is truly inspiring. She often takes on more than her fair share of extra duties without complaint and is always looking to provide a word of encouragement to those in need. She comes in early and daily takes work home with her, so that when she puts her little one to bed, she is back at it, running reports and doing audits. Chelsea is one smart nurse, one kind coworker, and one amazing mom.





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