



Activities at UMH, the driving force of our “Live-Better Lifestyle”

When families are thinking about senior care options for their loved ones, they tend to focus their research primarily on the quality of medical care available. While this is of utmost importance, what some people fail to consider is that keeping one's mind, body and spirit active and fulfilled is of equal importance. A plethora of research exists in the field of gerontology that illustrates the benefits of socialization and activity on one's overall well-being.

At UMH, our activities and programming teams are vital when it comes to keeping our residents mentally and physically healthy. We recognize the importance of individualizing our care as well as enabling and providing our residents with opportunities to continue to do the things they have always loved to do. This is the driving force of our “Live-Better Lifestyle”.



The Live-Better Lifestyle is part of our long tradition of believing that by providing residents with activities that focus on physical and mental wellness, we're providing them with a more fulfilling and happy life. All of our campuses hold Learn & Grow activities that are tailored to meet the needs of our residents at every level of care.

“Activities give residents the opportunity to laugh, learn, try new things, build friendships, to do things that they would otherwise be missing out on and most importantly, just have fun and celebrate life,” says Faye Clark, Activities Director at the Hilltop campus.

The Campus Parade at Hilltop is an event that allows residents to take a trip down memory lane and brings the much-loved parade right to the residents. The parade brings together UMH employees from several departments, resident families, local team mascots, firemen, police officers, car clubs, and even pets.

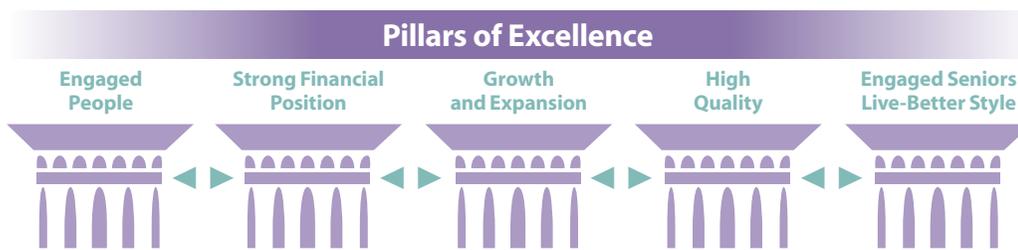
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The Demand for Independent Living—An Opportunity for Growth



In order to fulfill our mission of providing a wide range of senior living services with exceptional care and compassion, we must also focus on growing our services. As we look to the future and prepare for the rapidly growing aging population, we remain focused on our Pillars of Excellence. Of great importance to evolving as an organization, is our Growth and Expansion Pillar. There exists a huge opportunity

for our organization to fulfill a growing need in our area for independent living options. Moreover, independent living options that provide seniors with a secure plan for their future needs that only a continuing care retirement community can offer. We are excited to be working on the expansion project at Wesley Village and believe that there is a great need in our community for additional options and offerings for seniors in independent living.



Since the construction of our first cottages, Brooks Estates, we have not only been running fully occupied, but have acquired a waiting list for our cottages. In preparation for the expansion, we conducted focus groups with our current residents as well as prospective residents from our growing waiting list. We have taken their input and recommendations into consideration in designing the new cottages. We are very happy with the final product and believe that we have a beautiful home to offer. We have engaged in a full marketing campaign in July of this year offering one the opportunity to reserve a cottage, pre-construction. I am reassured that this expansion was needed as we have successfully pre-sold 75% of the first phase in a relatively short period of time and recently began selling phase two.

The expansion project has also given us the opportunity to continue to work on our re-branding efforts and focus on promoting the Live-Better Lifestyle at UMH. We've been able to showcase the advances that we've made, providing our residents with lifelong learning, new wellness programs and lifestyle options on all of our campuses. As we move forward with our plans to expand, we'll be marketing to a new demographic of seniors who not only want great care and a worry-free lifestyle, but also want the opportunity to learn new things, attend cultural and recreational events, have access to the latest technology, enjoy having options, and, of course, make lasting friendships.



Brian Picchini, Calli Berg, and Les Distin

Two invaluable members of the UMH Board of Directors, Les Distin and Warren Watkins were presented with The United Methodist Homes Director Emeritus Award this year. Director Emeritus status is an honorary designation given to former Directors who are fully retired from active service on the Board. Criteria includes 15 years of total service as an active member of the Board, service in one or more leadership positions such as an officer or Committee Chair, and shall have had exemplary and extraordinary service with distinction and excellence.



Calli Berg, Warren Watkins and John Crouse

James G. Johnston Nursing Facility Achieves Deficiency-Free Health Survey

James G. Johnston Nursing Facility (JGJ), part of our Hilltop Campus, Johnson City, New York, recently underwent their annual inspection carried out by the State's Department of Health. The annual survey is a requirement instituted by the Centers for Medicare and Medicaid Services (CMS) of all skilled nursing facilities that are Medicare and Medicaid certified. The inspections are unannounced, occur annually, and encompass an in-depth review and analysis of all services including nursing care, staffing ratios, dietary and nutrition, environmental services, therapy, activities and social services. The survey team that carry out the inspections are comprised of trained, objective inspectors that go onsite and follow a specific process. That survey process includes resident chart reviews, staff interviews, resident interviews, family interviews, and observation of clinical and direct care staff. The annual inspections serve as one measure of a facilities overall performance and quality and contributes to a facilities overall star rating.

Directly from the medicare.gov website, "There is one Overall 5-star rating for each nursing home, and a separate rating for each of the following three sources of information:

- 1 Health inspections;** this rating factors in two most recent health inspections with the most recent weighted more than prior year.
- 2 Staffing;** this rating has information about the number of hours of care provided on average to each resident each day by nursing staff.
- 3 Quality measure (QMs);** quality measure rating has 16 different physical and clinical measures for each nursing home resident.

Nursing Homes with 5 stars are considered to have much above average quality and nursing homes with one star are considered to have quality much below average." We are proud to say that JGJ is presently a 5 star rated facility. Furthermore, all of United Methodist Homes Campuses are 5 star rated on their quality measures and have achieved above average quality.

"JGJ's commitment to quality monitoring and improvement through the 16 QAPI (Quality Assessment Performance Improvement) teams allowed them to have



The collective hard work of the team and the leadership of the new administrator are to be commended for this result.



the success of a clinically perfect state survey. UMH performs mock surveys at each level of care which are used to identify areas of potential concerns for the facility to work to correct. JGJ embraced this process and took all areas identified no matter how small

and worked to develop operational processes to ensure a quality outcome. As the VP of Clinical Services, it is a pleasure to see how the staff at JGJ have moved from a reactive form of quality monitoring to a proactive quality program. As a team they look for potential areas of concern before they become actual problems and work to mitigate them as quickly as possible.", says Martha Wright, Vice President of Clinical Services.

Ron Patti, Executive Director, pleased with their perfect performance states, "This is a great accomplishment and rarely achieved. The collective hard work of the team at James G. Johnston and the leadership of the new administrator are to be commended for this result. Kate Conant, the administrator, attributes much of the success to building on a team already focused on quality and adding a focus on rounding and high risk chart reviews. This focus prepared them to achieve this level of success."

While we continue to strive to provide the highest quality of care to our residents, we strive to do so with compassion as guided by our Mission, "To provide a wide range of senior living services with exceptional care and compassion." United Methodist Homes takes their commitment to carrying out their Mission very seriously and continues to look for opportunities to improve on quality and performance across the continuum of care offered from skilled nursing, personal care and assisted living, to independent living and home care.

Wesley Village Campus Fulfilling a Need: Brooks Estates Expansion Project

In response to the increasing need in our community and thriving occupancy as evidenced by our growing waiting list for Brooks

Estates units, we've made the decision to expand with the construction of 73 additional cottages. Currently, Brooks Estates has 103



independent living cottages in addition to the independent living apartments on the Wesley Village Campus in Myers Manor.

From exterior to interior, the new cottages will surely please. They will feature an open floor plan with modern kitchens, upgraded amenities and fixtures, safety features, covered patio or sunroom options, oversized garage, and several upgrade and flooring options giving one the opportunity to customize and make it their own.

For those who reserve a cottage unit early, prior to construction, they will enjoy more choices and savings with early bird incentives. We anticipate the construction to commence late 2018 and continue through a two-phase project through the end of 2019.

Pre-sales of this project have been in full swing since July and they are selling relatively quickly. The cottage reservation process is very simple and risk-free to our prospective residents as their deposit is 100% refundable if their situation changes.

When we talk about expanding, we must also talk about what draws people to our community. Truly, the

benefits are numerous. Our community promotes a "Live-Better Lifestyle" for seniors, offering the opportunity to reap all the benefits

of living at home while immersed in a community where one can maintain their independence, yet enjoy all of the conveniences and

benefits of community living. Residents of Brooks Estates Independent Living can enjoy an active lifestyle with many amenities and offerings including:

Wide array of engaging activities and social events, organized trips, community involvement and volunteer opportunities, 24/7 maintenance and security services, lawn care and snow removal, dining options, exercise facilities including fitness classes, recreational space and community room, and spiritual activities and services.

As noted above, we provide one with opportunities for socialization through both organized and casual recreation

outlets to enhanced physical well-being through wellness and exercise programs. Many find that they can enjoy their independence and freedom longer by

having assistance available with only the tasks that have become burdensome, such as home maintenance and lawn care. "It is very

reassuring to know that when help is needed, it is only a phone call away," says Calli Berg, Board Chair & Resident.

Finally, "aging in place" has become a major driving force that has attracted many to independent living at Wesley Village campus as it is situated within a community that offers the full continuum of care. If and when the need arises, added services and care is available. Wesley Village offers personal care, rehabilitation services, and skilled nursing services. Residents can truly age in place and remain independent in their homes longer. If one finds that they need surgery or become ill, they can rehabilitate right on the same campus in the Partridge-Tippett short-term rehab program.

"People's needs change and we're here to assist them every step of the way" - Danielle Janeski, Executive Director, Wesley Village Campus.



"We are not only a safe, maintenance-free community, but we are also a community of relationships. Recently, Brooks Estates received national recognition as a result of the Holleran Survey for "Highest Resident Engagement"-, meaning our residents are truly involved and engaged, not only within our community, but surrounding communities, living active lifestyles."

- Danielle Janeski, Executive Director, Wesley Village Campus.



For more information on our cottages or to schedule an appointment to learn more, call 570.655.2891 ext. 5209.

Elizabeth Church receives ACHIEVE's Supported Work Employer of the Year Award

United Methodist Homes is proud to partner with ACHIEVE, a chapter of the Arc of New York. "The mission of ACHIEVE is to advocate for an enhanced quality of life through skill advancement, inclusion, integration, socialization and keep independence of persons with intellectual, developmental and other disabilities through services provided in Broome, Chenango and Tioga Counties."*

Claudia Brown, whose parents were part of the 10 founding families that helped establish ACHIEVE in 1952, began working at Elizabeth Church in 1965. Chris Panella, Director of Food Services at Elizabeth Church Manor, reflected on Claudia's

(Activities at UMH continued from front cover)

Residents participate in a different "class" every day, in which they're able to learn new skills or improve upon old skills. The Cooking Class, held by Dietary staff and Wood Shop Class, held by Maintenance staff, are resident favorites. "There are so many reasons why activities are beneficial, but if I had to choose one, I would say the socialization aspect. Social interaction has been shown to help keep seniors mentally and emotionally fit," explains Lindsay Maslar, Campus Life Coordinator at Brooks Estates.

Our employees keep the residents engaged and excited about activities by keeping them involved in the planning process, getting their feedback, and always keeping their individual needs in mind. "I hold an Activity Club meeting every month, that all residents are welcome to attend. We discuss ideas that the residents would like to see on the calendar, and then we try them out and see what they enjoy. If they don't like certain things, we try to figure out if there's anything that we can change to make the activity more enjoyable, and give them another try," says Amy Sherwood, Activity Leader at Saint Louise Manor. Like Amy, many of the activities team members make



Senator Fred Akshar, Assemblywoman Donna Lupardo, Norman Brown (Claudia's brother), Claudia Brown; Victoria Morabito, Elizabeth Church Executive Director, and Assemblyman Clifford Crouch

success; "Claudia is a hardworking, caring employee who is a familiar face to residents and family members who visit our campus. Her job duties have continuously changed over the years to accommodate the ever changing needs of our residents, but she always does it with smile. I hope her attitude and work ethic provides a positive example for younger generations entering the workforce."

On June 1st, ACHIEVE held their 64th Annual Dinner Dance Awards at which Claudia received the Supported Employment Program Participant of the Year Award and Elizabeth Church Manor received the Supported Work Employer of the Year Award.

*© 2018 ACHIEVE-Arc of NY www.achieveny.org

an effort to get the residents involved and get their feedback and input when it comes to planning the activities calendars.

Many of our residents not only attend the programs, they facilitate and volunteer to help assist other residents during activities. Rachel Loefflad, Recreational Coordinator for Personal Care and Independent Living at Wesley Village, reports great success in terms of getting residents to be more open to trying new things. "A resident approached me shortly after I was hired and asked me to teach her how to play the ukulele. Not only did she learn how to play, she has taught other residents and staff members to play, she assists in leading a weekly songfest, and she performs with a local ukulele troupe when they visit the campus," explains Rachel.

When it comes to providing the best care to seniors, we take pride in knowing that not only is our clinical staff providing the residents with excellent care, but also all of our other employees are going above and beyond to make our resident's lives more enjoyable and fulfilling.



Peer to Peer Employee Recognition

In the beginning of the year, UMH announced the first annual peer to peer employee recognition program to honor and acknowledge excellence at work. Award recipients were employees who embody the mission, vision and values of UMH, produce quality work, and consistently display characteristics valued and appreciated by their fellow employees and the residents that we serve. Five awards were given out, one for each of the Pillars of Excellence. The Selection Committees chose from several nominations submitted by employees at all of the campuses and corporate office.

<p>Pillar 1 Engaged People</p> 	<p>Pillar 2 Strong Financial Position</p> 	<p>Pillar 3 Growth and Expansion</p> 	<p>Pillar 4 High Quality</p> 	<p>Pillar 5 Engaged Seniors</p> 
<p>Tammy Hadsel Guest Services Coordinator <i>Wesley Village</i> Employees who have inspired and influenced their peers, embraced change, exhibit leadership qualities and communicate well with other employees and departments</p>	<p>Maria Sisson Environmental Services Director <i>Elizabeth Church</i> Employees who have significantly contributed to help the organization, their campus, community or department meet financial goals in areas such as improving revenue or implementing cost saving measures</p>	<p>Kim Garey Director of Home and Community Based Services <i>Wright Building</i> Employees who have suggested a new idea or implemented a new process that has expanded or created new or additional services</p>	<p>Nancy Rothenbecker Environmental Services Director <i>Wesley Village</i> Employees who have suggested a new idea or implemented a new process that improved a quality outcome</p>	<p>Rachel Loefflad Recreational Coordinator <i>Wesley Village</i> Employees who have continually enhanced resident engagement, have implemented programs that offer more choices in areas such as dining, wellness, recreation and support initiatives to measure success</p>

United Methodist Homes Launches UMH At Home, a Licensed Home Care Agency

Seniors living in the New York community, who need to receive care, but want to maintain their independence and stay in their homes, now have a new option. This year, United Methodist Homes launched UMH at Home, a licensed home care agency.

UMH at Home bridges the gap families often experience when there doesn't seem to be enough time in the day to do everything that needs to be done for the seniors in their lives. It can ease the daily burden of simple life tasks in order to enable seniors to live on their own at home, while still getting the care that they need.

"UMH has always had a licensed agency by nature of our lower levels of care. Within the past year, we decided that it's a great opportunity for us to expand our services into the community. More and more people in our area are aging and we're recognizing that they want to be in their own homes and we can provide that level of care to them within the comfort of their own home," says Kim Garey, RN, and Director of Home and Community Based Services.

UMH at Home has a team of caregivers including companions, nurses, home health aides and personal care aides who provide a wide variety of care. Registered Nurses work with clients, their family members and physicians to develop an individualized plan of care. Certified Home Health Aides and Personal Care Aides assist with services such as bathing, dressing, medication reminders and more.

Companions are all trained in house. They can assist seniors with a variety of tasks such as scheduling appointments, individual transportation, accompanying clients to medical appointments, grocery shopping, running errands, housekeeping and even dog walking.

"By launching UMH at Home, we hope to provide local seniors with the same level of care and compassion that we've been providing to our residents for so many years," says Garey.

For more information about UMH at Home, call 607.775.6410 or email umhathome@umhwc.org.



UMH Memory Care at Hilltop Brings Memory Maker's Program to Residents

The Memory Maker Project, a program of the local non-profit, the Center for Transformative Action, is bringing their Mobile Culture program to the Hilltop Campus. The Mobile Culture programs offer interactive experiences designed specifically for people living with memory loss. Faye Clark, Activities Director at Hilltop collaborated with Christina Muscatello, program co-founder, to create a schedule of ten workshops for residents on the Sun and Star memory care units.

The Memory Maker Project was originally founded in 2014 when Christina, an art educator with more than a decade of experience working with people with



Alzheimer's, teamed up with Kim Evanoski, a dementia certified social worker and owner of Care Manage for All. Christina and Kim launched the Memory Maker Project in an effort to make art and cultural programs more accessible to people living with memory loss. Now, Christina and her colleagues use a combination of ideas from experts in education, neurology, psychology and sociology to develop simple, interactive and meaningful artistic experiences for our friends, family and neighbors living with memory loss.

The workshops at Hilltop began on September 17th and will end in July, 2019. The Mobile Culture program will bring experiences to the residents that are designed to encourage joy, confidence, social connection and create new memories.

The program kicked-off with an art workshop where the residents interacted with specially chosen objects and discussed the theme of the day. For this workshop, the objects were several paintings of Madonna which tied into a faith based conversation. The residents were encouraged to paint what they saw or respond to the conversation by using paint. Christina guided the process, encouraging residents to make choices throughout the workshop, starting with what they wanted to paint all the way to what color and technique they wanted to use. Upcoming programs will include



additional art workshops and a poetry workshop in which they will work as a group using a variety of objects as inspiration to weave together words and phrases, creating thoughtful poems.

"We are thrilled to begin this partnership and excited to get to know UMH resident and staff. Our first workshops were very well received, with people sharing stories, engaging and of course—painting," says Muscatello.



Growing our Roots, Expanding our Reach: UMH Foundation 2018 Annual Appeal Underway

The UMH Foundation recently launched its 2018 Annual Appeal and letters were distributed to those in the communities in which we serve. The Annual Appeal enables us to grow our roots and expand our reach in fulfillment of our mission to serve those in need. At the core of the Foundation, is the Resident Assistance Program which serves to ensure continuity of care for our adult care residents who have exhausted their financial resources. To be able to contribute and support a cause that will extend one the opportunity to enjoy peace of mind and security is priceless.

*Growing our Roots,
Expanding our Reach*



Our organization feels very strongly about taking care of those in our own communities and with your generosity and assistance, we can continue this very worthwhile program. This year, we ask you to consider contributing to our Resident Assistance Program or another of your choosing. Your gift today can make a significant difference for one of your friends or neighbors at United Methodist Homes. We thank you in advance for your consideration and generosity. Donations can be conveniently made online at: www.unitedmethodisthomes.org under the "Giving" tab. Or, they can be mailed to our corporate office in the envelope provided.

Golf Tournament Fundraiser

The Second Annual UMH Foundation Golf Tournament held June 28, 2018, was a huge success. The tournament raised more than \$42,000 in which all proceeds will benefit UMH's Resident Assistance Program. Thirty-two teams enjoyed a great day of golf, food and fun at Conklin



Players Club. Thank you to all of our sponsors, players, volunteers and everyone who donated to support this great cause. Mark your calendars for the Third Annual UMH Foundation Golf Tournament, which will also be at Conklin Players Club on Thursday, June 27th, 2019.



First Flight Winners: 1 Endwell Rug, 2 Bert Adams
Second Flight Winners: 1 Bates troy, 2 Select Rehab
Third Flight Winners: 1 Baker Tilly, 2 Air Temp



On behalf of the entire
United Methodist Homes Family
to you and your family, I would like to wish you
all a Merry Christmas and joyful holiday season and
may you be blessed with a happy and healthy New Year!

Sincerely,
Brian Picchini, President & CEO

News & Notes

Staff Updates:

Tunkhannock: **Cameron White** was promoted from Dietary Aide to Administrative Assistant.

Wesley Village: **Rebecca Arent** was promoted from Nurse Aide to LPN. **Jessica Grumblis** was promoted from Dietary Aide to Nurse Aide.

Kathleen Harrington was promoted from Assistant Director of Nursing to Director of Nursing. **Ann Hughes** was promoted from Nurse Aide to RN, Treatment Nurse.

Jane Lengyel was promoted from LPN to LPN, Treatment Nurse. **Cheryl Lyback** was promoted from RN Unit Manager to Assistant Director of Nursing. **Brian Palma** was promoted from Admissions Director to Administrator in Training.

Elizabeth Church: **Kara Eaton** was promoted from Staffing Coordinator to HR Assistant.

Victoria Edwards was promoted from Dietary Aide to CNA. **Cody Hill** was promoted from Dietary Aide to CNA. **Nicole Sherman** was promoted from LPN to RN. **Katherine Strignano** was promoted from CNA to RN. **Elizabeth Tompkins** was promoted from Dietary Aide to Food Service Supervisor.

Hilltop: **Sarah Henry** was promoted from CHHA to Staffing Coordinator. **Eliza Mason** was promoted from Dietary Aide to CNA. **Nicholas Sees** was promoted from CNA to RN.

Roxanne Tabor was promoted from LPN to RN, Unit Manager. **Linda Utyro** was promoted from

LPN to Assisted Living Program Unit Coordinator. **Thomas Weyant** was promoted from Dietary Aide to Prep Cook.

Corporate: **Louise Monico** was promoted from Network Technician to IT Analyst. **Abbie Evans** was promoted from Marketing & Fundraising Assistant to Marketing & Advertising Director.

New Hires:

Wesley Village: **Helen Reedy** was hired as our new RN Unit Manager. **Deborah Martin** was hired as our new RN Unit Manager. **Dolores Mertz** was hired as our new Social Services Director.

Mary Ann Zero was hired as our new RN, Assessment Coordinator.

Elizabeth Church: **Amanda DeBolt** was hired as our new Director of Nursing. **Tisha Armstrong** was hired as our new RN Unit Manager. **Rebecca Houston** was hired as our new RN Unit Manager. **Daniel Bird** was hired as our new RN Supervisor.

Hilltop: **Jessica Perlin** was hired as our new Admissions Director. **Jessica Humphrey** promoted to RN Admissions Liaison. **Deborah Holleran** was hired as our new Assisted Living Program Director & Case Manager.

Corporate: **Betsy Vannatta** was hired as our new VP of Marketing & Sales. **Elijah Washburn** was hired as our new IT Technician. **Kelsey Dinmore** was hired as our new Marketing & Fundraising Specialist.



Caring. Connecting. *Community.*

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