



GOD AT WORK IN OUR MIDST

*Stories of the Called Ministries of
Genacross Lutheran Services*

April 2021

NAPOLEON CAMPUS

"Jeff," who was born and raised in Napoleon, rides his bike all over town and knows just about everyone. Recently, a Toledo-area hospital called the admissions team at the Genacross Lutheran Services-Napoleon Campus to coordinate Jeff's transfer to the campus for skilled therapy services. A few days later, Jeff arrived to begin his rehabilitation. While in the hospital, he had received new diagnoses requiring dialysis treatments three times a week. To accommodate that, the Napoleon Campus driver transported Jeff to his dialysis appointments in between his therapy treatments on campus. Over the next two weeks, Jeff began to regain his strength and improved by leaps and bounds each day. As he left the campus to return home, Jeff was greeted at the door by many employees clapping for him and celebrating his success. He will now continue his recovery at home with Genacross at Home health services. Soon, Jeff will be back to riding his bike around town.

WOLF CREEK CAMPUS

It has been a productive year for "Seth," despite the isolating challenges of COVID-19 prevention protocols. Only in his early 50s, he arrived at the Genacross Lutheran Services-Wolf Creek Campus last April, needing support for basic tasks of daily life and strengthening of his body. A long history of drinking has left Seth with brain damage that causes confusion and short-term memory loss. He has difficulty telling a coherent story and will often repeat a question asked just moments before. At Wolf Creek, Seth found a community of caring where he receives nourishing food, support for daily functions, acceptance, and encouragement. In this safe environment, Seth is growing. In his own time, he plays the piano and a retro video game console. As group activities have resumed, Seth has been quick to participate. Ever helpful, Seth often carries supplies for activities aides and is always looking to give back. He is learning to cope with his short-term memory loss and to find self-acceptance. It is unclear how much Seth will eventually recover. It is clear, however, that his spirit is being healed along the way.



GENACROSS AT HOME

"Amy" was referred to Genacross at Home for treatment of an open wound by her wound care clinic. She had received treatment for the same wound in the past from Genacross at Home and had experienced healing success. Unfortunately, she had a setback in her health and healing and needed skilled home health care services again. After the wound clinic sent the treatment orders, Genacross at Home representatives met with Amy the next day. They coordinated with her wound vac delivery to start home treatments immediately. She is seeing progress in her wound healing and shares her appreciation with the Genacross at Home staff who come to her home regularly.

Although pseudonyms are used in the above ministry stories, Genacross follows HIPAA guidelines and has either obtained permission from our residents, patients, or clients, or has sufficiently concealed their identities, thereby enabling us to use their stories of God's grace.

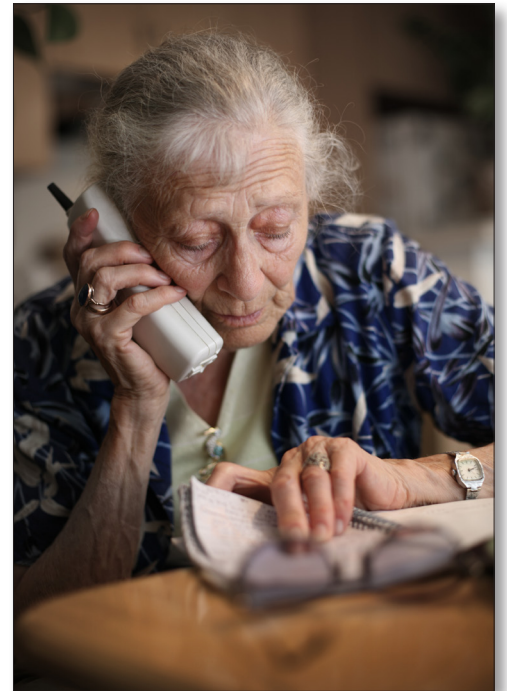
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FAMILY & YOUTH SERVICES

Often, when the staff is doing God's work, everyone in the program is pulled in to help. That is exactly what happened recently at the Anthony Wayne Group Home. "Ricky" was having leg pain, so his doctor referred him to a physical therapist. On the day of his first scheduled appointment, he returned home from school with a swollen and discolored leg. Staff members were worried enough to bypass the physical therapy appointment and go to the emergency room, where Ricky was diagnosed with a severe leg infection. He was admitted to the intensive care unit. Due to COVID-19 restrictions, only one person was permitted to be with him. For a typical teenager that would mean parents would have to choose which one would be with their child. For Ricky, it meant that the staff member who transported him to the ER would be the only one who could visit. This is not ideal when the staff member works 40 hours a week, leaving many hours when Ricky would be alone to face three surgeries and weeks of healing. The hospital decided to make an exception and allow one other staff member to be with Ricky. This, however, still meant long shifts for both staff members. Meanwhile, staff members who were not able to visit used this as an opportunity to teach Christ's compassion to the other youth living in the group home. Everyone made cards and letters to help Ricky through his healing. Ricky is recovering well and is almost ready to leave the hospital to continue his recovery in a long-term acute care setting.

TOLEDO CAMPUS

When individuals come to the Genacross Lutheran Services-Toledo Campus for care, staff members do their best to get to know parts of their life stories. Learning about the residents helps caregivers provide personalized, empathetic care. "Tina" lost a son in 2019, just before she came to live at the Toledo Campus. She resided in an assisted living apartment and was independent and sassy. In the last few weeks, however, she began to decline quickly. As a team, Genacross staff members decided to move her into long-term care so she could be comfortable. Tina made it very clear that she did not want any trips to the hospital, and staff promised her that they would honor her wishes. With her quick decline, there was very little time left for goodbyes, but Tina had another son, "Tommy," who is in a federal prison. Tina had not spoken to him in years, but something in the staffs' hearts told them that maybe she needed to talk to him. After some difficulty locating the son, the Toledo Campus' social worker was able to coordinate a phone call with him in Tina's room. There were many apologies said, and even more love expressed. Mother and son... making amends and sharing a last conversation. There was no more anger, and no more pain or hate; just the love shared between a son and his mother. This occurred because the team felt that there was one last thing they could do for Tina, and now she can rest in peace.



HOME & COMMUNITY BASED SERVICES

A second round of COVID-19 vaccination clinics was held during the month of March at Luther Crest, Luther Woods, Luther Pines, Luther Hills, Luther Grove, and Luther Ridge senior communities. Genacross service coordinators coordinated the clinics with the Ohio National Guard, Neighborhood Health Associations, and the relevant counties' Area Office on Aging. According to the Luther Grove's Service Coordinator, this round went even smoother than the first. "Residents were ready and knew what to expect. Everyone said that they were grateful for the opportunity to complete the vaccine process and hope that everyone is vaccinated so that they can have get-togethers with friends and family." A driver came from Area Office of Aging to transport Luther Grove residents to Luther Hills, where the clinic was held. "He was an amazing man, who showered the residents with kindness along with assistance," the Service Coordinator added. "He delivered each person to and from the clinic safely back to his or her apartments with a happy smile." Fulfilling the Genacross "Stewardship of Resources" Core Value, housing staff members worked with many community resources to provide these clinics for residents. More than 200 older adults are fully vaccinated now that they are more than two weeks out from their second dose.

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