

# The FRIEND

GENACROSS LUTHERAN SERVICES



VOLUME CVV No. 4 CHRISTMAS 2020

"The **LIGHT** shines in the darkness, and the darkness did not overcome it." John 1:5

**May the light of God's love surround you this Christmas!**

## GOD'S LIGHT SHINES THROUGH OUR FAITHFULNESS

It has been said that the birth of a child is a sign that God thinks the world is worth saving. If that is so, just imagine what He was saying through the birth of Jesus. In him, God was giving himself to the world as a living, breathing child. In fact, the apostle John wrote that "What has come into being in him was life and the life was the light of all people. The light shines in the darkness, and the darkness did not overcome it" (John 1:4-5). Then he explains how this can be: "...the Word became flesh and lived among us, and we have seen his Glory" (John 1:14).

In Jesus, people are shown how God wants them to live for each other, how they are to care for each other, and, indeed, how they are to serve each other. It is because of this that one way to describe Genacross' first Core Value, Faithfulness to Christ, would be walking in God's light, or in other words, living His love for the world that was shining in

Jesus. This is what Genacross sees in its ministries on a daily basis, compassionate care and services to clients, residents, and their families, providing light for those who are walking in the darkness.

Of course, when one talks about Genacross as a way of serving, this does not only apply to employees and staff; it also includes member congregations. Each church, in their support of the Genacross mission, in their sharing of gifts, in their service as volunteers, in their telling the Genacross story to their friends and neighbors, and as they include us in their prayers, is also walking with us in the light. They are demonstrating their faithfulness to Christ as partners, members of the Genacross family, living as instruments of God's love, and, in the process, serving as witnesses of God's declaration that this world and those who dwell in it are worth saving. For this, we are truly grateful.



**Genacross Lutheran Services is celebrating 160 years of service. Each issue of The Friend in 2020 will have a special center section where we will share historic facts, stories and photos.**

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## OUR MISSION

Inspired by the Christian faith, we embrace individuals and families with compassionate care and services throughout life's journey.

## OUR VISION

Through our faith and work, we strive to be a forward-thinking, compassionate organization that improves the lives of current and future generations.

## OUR VALUES

Faithfulness to Christ  
Equality and Justice  
Wholeness of Life  
Integrity  
Quality of Service  
Stewardship of Resources

## OUR MINISTRIES

**Genacross Lutheran Services**  
*Napoleon Campus*

**Genacross Lutheran Services**  
*Toledo Campus*

**Genacross Lutheran Services**  
*Wolf Creek Campus*

**Genacross Home & Community  
Based Services**

**Genacross at Home**

**Genacross Family &  
Youth Services**

**Genacross Lutheran Services  
Foundation**

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# A note from RICK MARSHALL

*President and CEO*



## Creating the Future

The year 2020 marks the 503rd anniversary of the Reformation. While many know about the Reformation, fewer realize the fundamental transformation that took place in health care and social services at that time.

Early Lutheran reformers didn't want people begging in the streets as they had for generations. Instead, they brought an entirely new way of seeing the world – one that recognized when individuals achieve their full potential, both they and their communities thrive. They pooled resources across the community, taking a holistic approach to provide not only food and shelter but also health care and job training, so that people could become active members of society. It is through this view of ministry 160 years ago that a group of Lutheran congregations founded what is now known as Genacross Lutheran Services.

Today, we are at an inflection point with a once-in-a-lifetime pandemic, an economic crisis, and political division. We know we aren't going back to the way things were in January 2020, yet the way forward seems uncertain.

While we don't know what the future will bring, as Abraham Lincoln once said, "The greatest way to predict your future is to create it." Genacross Lutheran Services stands ready to create a better future for those whom we serve. A future built on deeply held, shared values, where all people are valued as children of God. One where at-risk youth can grow up to be healthy and productive adults, where seniors and people with disabilities can live with purpose and meaning, and where our Genacross team members can achieve their full potential while responding to the call to serve others.

In the midst of uncertain times, Genacross is committed to chart a new path forward, one that leads us to a future we want. For 160 years we have risen to the challenge, and we will continue to do so – for the good of our communities and the individuals whom we serve.

Blessings,

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"Oh God, you have called your servants to ventures of which we cannot see the ending, by paths untrodden, through perils unknown. Give us faith to go out with good courage, not knowing where we go, but only that your hand is leading us and your love supporting us. Through Jesus Christ our Lord. Amen." - Martin Luther

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# COVID-19 CHALLENGES CONTINUE AS WINTER APPROACHES

The coronavirus (COVID-19) pandemic continues to touch almost every area of operations at Genacross Lutheran Services. Below are some updates of the Genacross response:

- Scheduled and supervised indoor visitations for assisted living and long-term nursing care residents have been implemented at the care campuses. Continued indoor visitation depends on several factors, including guidance from the Governor and/or state and local health departments, active internally generated COVID-19 cases, and the infection rate in the communities surrounding the campuses.
- The state-certified isolation unit at the Wolf Creek Campus is taking recovering COVID-19 patients directly from local hospitals. A similar COVID-19 isolation unit on the Toledo Campus is ready to go and likely will re-open soon, due to the spiking infection rates for the virus.
- Significant COVID-19 outbreaks have occurred in the long-term care sections of the Wolf Creek and Napoleon campuses. Infection control efforts have kept the virus from spreading to other levels of care.



*Resident Darlene Crabtree visits with her husband, Clifford, in the community room at the Toledo Campus.*

- Census at some Genacross ministries has dipped lower than normal because of the virus. This is due mainly to hospitals not performing as many elective surgeries for several months, and people's ongoing concerns with entering a congregate care setting.
- Genacross has received over \$2.8 million in stimulus funds. These funds have enabled the organization to remain financially stable during the pandemic.
- Genacross continues to spend thousands of un-budgeted dollars on personal protective equipment for its ministries. The organization has an adequate supply of PPE to protect its team members and residents.
- COVID-19 testing of employees in long-term care and assisted living is being done bi-weekly (at a minimum). So far, there has been a relatively low incidence of positive results. All employees are screened for symptoms each day when they enter their buildings.
- Staffing levels are constantly being monitored, and Genacross works diligently to ensure adequate staffing at all times.

"As the pandemic lingers and fatigue sets in, our team members' commitment to caring for our residents and patients remains strong," stated President/CEO Rick Marshall. "This organization is equipped to meet the unique challenges presented by the virus."

## We missed a few employees

In the last issue of the newsletter, Genacross announced its outstanding employees for 2020. Inadvertently, four deserving employees (nominated by residents, co-workers or supervisors) were missed, and those names were not listed in the article.

Belated congratulations to these outstanding employees: **Kar-Re Glenn**, Child Care Worker with Family & Youth Services; **Chloe Jackson**, Direct Support Professional with Family & Youth Services; **Brooklyn Pedroza**, Community/Resident Liaison at the Napoleon Campus; and **Kristine Pellizzari**, Activities Assistant at the Toledo Campus.

"We truly appreciate these hard-working individuals, and they were all presented with their awards and recognized at their specific ministry's employee recognition event," said Jeff Schulte, Vice President for Human Resources.

# CELEBRATING OUR 160<sup>TH</sup> ANNIVERSARY (2000 - PRESENT)

From 1860 to today, the organization has been growing and changing to meet the needs of society. This issue wraps up the historical review, focusing on highlights from 2000 until present day.

## 2000

**June 8** - The Board of Directors formally approved Core Values for the Society and recognized the practice of the values since 1860. These Core Values (see page 2) still guide the organization.

## 2001

**February 4** - Creekside independent living condominiums were dedicated at Lutheran Village at Wolf Creek. The 80 market-rate condominiums completed the continuum of care on the campus.

## 2002

In mid-October, Family & Youth Services opened the LHS Maumee Youth Center near Neapolis, Ohio. The 13-acre site included residence halls, a school, chapel, and other buildings. This residential treatment program would focus on helping youth with Asperger's, a disorder on the autistic spectrum.

The documentary titled, "Lutheran Homes Society - A History of Compassion" premiered on WGTE TV. The 30-minute program was part of the "Toledo Stories" series produced by WGTE Public Media.

## 2003

In January, the Society introduced a benevolent ministry called LHS Community Services. The ministry's initial outreach program was the Lutheran Interfaith Network of Caring Services (LINCS), which strived to "link" seniors living in their own homes with appropriate community services that would enable them to remain independent.

**July 29** - Kettle Run senior independent living community in Bucyrus, Ohio, was dedicated, and its 40 affordable apartments quickly reached full occupancy.

The Society partnered with the Oregon Career and Technology Center to establish a satellite Adult Workforce Development Training Center in the renovated Centennial Hall in east Toledo.

## 2005

**January 1** - Lutheran Memorial Home in Sandusky, Ohio, officially joined ministry with Lutheran Homes Society. The Society had been managing the Sandusky Home since July 1999 and had helped it achieve Medicaid certification.

**June 8** - The Society's housing ministry expanded into Oak Harbor, Ohio, with the dedication of the first phase of Covenant Harbor senior community, which featured 14 apartments for low-income seniors.

## "GREEN" SCHOOL DESIGN WINS AWARD



On October 14, 2008, the Society dedicated the new Family & Youth Services school building, now known as the Blackmon Alternate Learning Center. The building was built using "green" design and construction that reduced energy costs and saved natural resources. It also was built on property in east Toledo that was part of the old farm for the orphanage, and construction included re-purposing an 1860's era barn from the orphanage farm as the school's cafeteria. The building was later recognized for its strong environmental performance when the Society received LEED® Silver Certification from the U.S. Green Building Council.

## 2008

**November 19** - Luther Ridge senior community, which included 40 affordable apartments, was dedicated.

## 2010

**April 29** - The Society dedicated Covenant Harbor II senior community in Oak Harbor, Ohio. Construction added 24 new apartments and a spacious community room.

Renovations were completed in the care center at Lutheran Village at Wolf Creek. The updates replaced the old, institutionalized setting with the look and feel of a lodge. Culture changes also embraced person-centered care.

**August 5, 6 & 7** - The Society held a weekend of public festivities to commemorate its 150th Anniversary and celebrated the milestone at each ministry location throughout the year.

## 2011

The Society expanded the help its Service Coordinators could provide to its housing residents and community members by becoming PASSPORT and HOME Choice service providers. Both programs helped seniors age in place.

## 2012

**May 24** - The Labuhn Center for short-term skilled nursing and rehabilitation was dedicated on the Lutheran Home at Toledo campus. The \$4 million expansion added 27 private rehab suites, as well as therapy gyms and dining space.



*The Labuhn Center*

## 2013

**June 25** - The Society dedicated two new manufactured homes in Henry County to be used by developmentally disabled adults served by Family & Youth Services.

## 2014

**March 3** - The Society expanded its service line to include home health when therapists and nurses from Northwest Ohio Home Care Partners, a joint venture with Alternate Solutions HealthCare, began treating patients in their homes.

### ASSISTED LIVING EXPANDS TO MEET NEED

The assisted living level of care provides access to around-the-clock nursing care and helps older adults with the tasks of daily living. While first introduced at Lutheran Village at Wolf Creek in 1997, it was soon added to other ministries.

**2000** – The Altenheim at the Toledo Home was dedicated, adding 40 assisted living apartments.

**2001** – Alpine Village at the Napoleon Home was dedicated, adding 40 assisted living apartments.

**2014** – Bethany Place senior community in Fremont added 12 assisted living apartments.

## 2015

**February 1** - W. Richard Marshall became President and Chief Executive Officer of the organization.

**September 1** - The Society expanded its ministry outreach with the opening of an Adult Day Center, which combined expert health services with social and therapeutic activities for older adults.

## 2016

**August 10** - The Society held its first ministry-wide Staff Appreciation and Recognition event.

**October 18** - The organization changed its name to Genacross Lutheran Services. The name change was preceded by the unveiling of new Mission and Vision statements earlier in the year (see page 2).

## 2017

**September 10** - An open house at the Napoleon Campus celebrated the completion of a \$1.1 million interior renovation project of the Health Center.

**December 1** - Genacross acquired the interest of the managing partner and assumed full ownership of its home health agency, renaming it Genacross at Home.



*Renovations to the Napoleon Health Center included updates to the chapel.*

**December 15** - The last resident left the Sandusky Campus, a little over a month after Genacross announced it would be closing its Sandusky ministry, long known as Lutheran Memorial Home.



*Leadership Development Institute attendees learn about Core Values.*

## 2019

Genacross, along with other members of Lutheran Services in America, developed the Senior Connect program, which addresses social determinants of health that can enable seniors to manage their health and live independently as long as possible.

## 2020

**February 4** - Genacross announced the signing of a letter of intent to join Benedictine, a nationally recognized senior care ministry based in Minnesota.

In mid-March, the first cases of the coronavirus (COVID-19) pandemic reached Ohio and changed the way Genacross and society operate and live. Only time will tell its full impact.

## 2018

**February 1** - Family & Youth Services began providing services as a provider for the Bridges program, which manages the state of Ohio's extended foster care services.

**December 3** - At its first Leadership Development Institute, Genacross introduced leaders to the Genacross Promise, an initiative to ensure that the Core Values permeate all the organization's actions.



## WOLF CREEK HOLDS REIMAGINED MEMORIAL SERVICE

**The melody of Mozart's** "Dona Nobis Pacem" (Give Us Peace) drifted over more than 200 floating lights on November 8 at the Genacross Lutheran Services-Wolf Creek Campus. The piece, played by hornists Alan Taplin of the Toledo Symphony and Carrie Banfield-Taplin of the Detroit Opera Theater, was part the Wolf Creek Campus' annual Memorial Service – reshaped and reimagined by the coronavirus pandemic.

"Each year around All Saints Day, we invite the families of those who have died in our community, as well as residents and staff, to a time of remembrance and celebration of life," said Chaplain Greg Olsen, who coordinated the event. "This year we couldn't gather everyone in the chapel, but we could gather at the pond."

This year's theme was "Light in the Darkness" a reference to John 1:5 (see front page). The idea of floating lights came from a staff brainstorming session and the "Fireflies on the Water" installation by Yayoi Kusama at the Toledo Museum of Art, Chaplain Olsen explained.

Wolf Creek staff passed out electric candles to the 50-60 mask-wearing attendees spread over the lawn for the physically-distanced gathering. Attendees were invited to write names of loved ones on floating lights that were released on the pond's surface. One attendee brought glow-in-the dark balloons for an impromptu release.

Creekside resident Carl Boyd constructed a special bridge for the evening using his community's woodshop. The



*Floating candles on the pond and beautiful music allowed family, friends and staff to celebrate the lives of lost loved ones.*



span allowed attendees easier access over the parking lot curb and onto the lawn beside the pond. Other Creekside residents recommended the musicians.

"The service was so beautiful, and the lights on the water were beautiful," said one family member in attendance. "The music brought me to tears, and Chaplain Greg gave a wonderful homily. You took care of my mom for so many years, and it was able to give me some closure."

"This has been a year of mourning, hurt, and loss," Chaplain Olsen said. "Healing in grief is never easy, but I trust this was a moment where – gathered safely – healing found purchase."

## Commitment to care leads Family & Youth Services

**T**hroughout 2020, Genacross Family & Youth Services has been working to come into compliance with the new requirements and rules of the Family First Prevention Services Act (FFPSA). Executive Director Katie Zawisza has been actively involved in the Ohio Leadership Committee that meets monthly to review the new law and how it affects existing programs.

This committee includes representatives from other Ohio providers, multiple state departments, county children services agencies, and advocacy groups, as well as judges and foster care alumni. "This is such a great group to be involved with, as we were able to provide feedback directly to the state on meeting these standards and identify ways to positively impact the future of children in the foster care system," Ms. Zawisza said.

The purpose of the FFPSA is to support youth in their homes before the need for out-of-home placement manifests itself and to ensure out-of-home placements, such as

*continued on page 7*



## GENACROSS JOINS WITH CONSANA FOR PILOT PROGRAM

**G**enacross Lutheran Services recently participated in a pilot program with Consana, a Texas-based leader in comprehensive medication management solutions. The purpose of the project included improving resident outcomes and saving on prescription drug costs through medication assessments.

The pilot included one-on-one work with individuals from Genacross senior communities. Service coordinators at the Genacross sites identified the residents for the pilot based on concerns regarding medication interactions and cost. The average age of the pilot participants was 75 years old, and each individual was taking an average of 11 medications.

Through the outreach, the project successfully reduced the patients' average daily medication regimen by nearly three prescriptions. Those reductions not only reduced the risk of medication complications and harmful side-effects, but also reduced health care costs for both residents and providers.

"Thanks to Consana's medication management program, the estimated cost avoidance for this demonstration was over \$3,000 per patient," said Jackie Petersen, Genacross Director of Management and Service Coordination.

One resident who participated in the pilot had her medications delivered in a pre-packaged strip pack that told her which medicines she was supposed to take and when, as well as who had prescribed them. She thought she had everything under control, explained Ms. Petersen.

The Consana pharmacist asked the resident about a 24-hour extended release blood pressure medicine that she was taking twice daily and inquired if she ever felt dizzy or lightheaded. The resident responded that she did and that another doctor had prescribed her an anti-vertigo medicine three times a day to treat that very side effect. That medication commonly causes constipation, causing the first doctor to prescribe her a third daily medication. This type of adverse drug event leading to a treatment with another medication -- and then even more medication -- is what is known as a "prescribing cascade."

By contacting the resident's doctor, adjusting the blood pressure medication dosage, and explaining what was happening, the Consana pharmacist was able to help the patient's care team manage her blood pressure, relieve her dizziness and constipation, and remove five unnecessary doses from her daily routine.



## Commitment to care - continued from page 6

residential and group home settings, provide the highest quality care. One major requirement of FFPSA is to ensure residential programs are accredited.

"We are already accredited for our mental health services, but will be adding our residential program at our upcoming survey with the Commission on Accreditation of Rehabilitation Facilities (CARF) in the spring of 2021," Ms. Zawisza stated.

One of the most important FFPSA requirements is for programs to implement an evidence-based trauma treatment model for the clinical team and to train all staff

in trauma-informed care. Most of the youth in placement with Family & Youth Services have experienced at least one type of trauma, and many have experienced three or more traumas in their short lives.

"The youth need the staff working with them to be competent and understanding of the impact of trauma on thoughts and behaviors," Ms. Zawisza explained. "While we have done many trauma trainings in the past, focusing on this area will only make us stronger, and more competent and highly skilled providers to the youth we have the privilege to serve every day."

# SUPPORT THE STAFF BENEVOLENCE ENDOWMENT

**"What a difference a day makes."** That saying can mean many joyous things: the day of a wedding proposal, being hired for a new job, or learning that a baby is on the way. It can also mean the opposite when a tragedy strikes.

Life changes drastically when a catastrophe occurs: damage to a home from a fire, flood, or tornado; a serious medical emergency; or the sudden death of an immediate family member. All can lead to unexpected, immediate and overwhelming financial needs that individuals are unable to cover.



When employees of Genacross Lutheran Services experience a tragic event, they are able to apply for a financial grant to help ease their burden. These grants are funded through contributions given specifically to the Staff Benevolence Endowment, established by donors Dave

and Pam Roberts. These funds are for use by Genacross employees who have suffered financial hardship as a result of catastrophic loss.

Recently, a staff member's residence was extensively damaged by fire, and the employee received a grant from the Staff Benevolence Endowment to assist with expenses related to replacing items lost in the fire. In addition to grant money, a Genacross Service Coordinator was mobilized to help the employee find housing and connect to other community resources that can help the family to recover from the fire.

"I just wanted to say thank you to Genacross from the bottom of my heart," the employee shared. "Receiving this help really means a lot to my family and me. We are extremely appreciative and grateful."

When giving to Genacross, donors can designate their gifts to the Staff Benevolence Endowment and can rest assured that their financial gift will support employees who are faced with a crisis in the future.

## IN MEMORY OF

July 1 - September 30, 2020

**Donald Bell** by Esther Bell

**Don Biehler** by Marjorie Biehler

**Karis Box** by Dave & Pam Roberts

**Mrs. Kim Cousino** by Mr. & Mrs. William E. Nelson

**COVID-19 victims** by Helen Sterling

**Fred & Marge Dais** by William Fred Dais, Ed.S.

**My husband, Walden "Bud" Damschroder**, by Mrs. Mary A. Damschroder

**Dorothy Dixon** by Beverly Apel

**Marie Eberle** by Donald & Beverly Borgeson, Cheryl &

Gary Daman, Richard & Elaine Wehnes

**Irene Ewing** by Mr. Charles A. Ewing

**Family & Friends** by Sharon Ann Wheeler

**Evelyn Fasnaugh** by Mrs. Frances Wilson

**Virginia Feusse** by Richard Feusse

**The front line workers who gave their lives due to the virus** by Nancy Churchill

**Pat Fulwider** by Jean Winkelman

**Velma Gerken** by American Legion Post 454 Auxiliary, Gary & Jamie Bostelman, Cheryl & Gary Daman, Gary Gerken, Randy & Annette Hardy, Janien

& Roger Rathge, Janice Stover

**Lawrence & Edna Haack** by Myra Zaenger

**Doris Hoesman** by Kermit Hoesman

**Marilyn Houston** by Cheryl & Gary Daman

**Rev. Gerald & Ilean Labuhn** by Mr. Misael & Mrs. Roseanne Martinez

**Son, Christopher Kent Libke**, by Sharon Libke

**My husband, Pete Macko**, by Darlene Macko

**Ruth Marquardt** by Jean Luginbuhl, Bonnie Wise

**Alma Mueller** by Lynn & Joyce Olman

**Mary Mueller** by Weldon Mueller

**Alice Neeper** by Nancy Neeper

**Guy Neeper** by Nancy Neeper

**Ralph Neeper** by Nancy Neeper

**Bob Panning** by Bob & Carol Cain

**Past residents of the Wolf Creek Campus** by Jim & Rachel Nissen

**Wife, Sheryl A. Rayl**, by Rev. Jerry Rayl

**Donna Reardon** by James Reardon

**Barbara Rock** by Marla Holub, Pamela Kile, Dave & Pam Roberts, Helen Sterling, Mrs. Frances Wilson

**Vernon Rohrs** by Janice Rohrs

**Tom Rosebrock** by Marilyn Rosebrock

**James Routson** by Janet Routson

**Tom Solberg** by Michael & Beverly Amstutz

**Victor Sonnenberg** by AgCredit ACA, Fostoria, Tom & Joan Baughman, Rev. & Mrs. Dana Bjorlin, Jean Brentlinger, Ellen Dockery, Patty Inman & Rex Johnston, Gerry & Chuck Kraemer, Victoria Nelson, Gilbert & Dona Sonnenberg

**Elfrieda Spencer** by Cheryl & Gary Daman

**Harvey Sterling Jr.** by Helen Sterling



## IN HONOR OF

July 1 - September 30, 2020

**All caregivers, my granddaughter and nieces who are nurses** by Jean Winkelman

**Parents, Kenneth J. & Virginia S. Favro,** by Sharon Libke

**In thanksgiving for the 70th anniversary of Gloria Dei Lutheran's congregation** by Gloria Dei, Toledo

**The 60th wedding anniversary of Mr. & Mrs. James Hasselbach** by St. John's WELCA, Oak Harbor

**Heroes of Caring** by Robert & Marie Obrock, Jean Rohrs

**Kathy Lemmerbrock's service as Foundation Executive Director** by David & Linda Polzin, Lynn & John Warren

**MIA and wounded warriors** by Glenn Geldien

**Chaplain Greg Olsen at Wolf Creek** by Nancy Churchill

**Our Heavenly Father, creator of Heaven and Earth,** by John Weislmeier

**Our Heavenly Father, who merits our devotion and adoration,** by John Weislmeier

If we have failed to list your name or have listed it incorrectly, please accept our apologies and contact Anne at 419.861.4965 to correct our records.

## INDIVIDUAL DONATIONS

July 1 - September 30, 2020

Anonymous  
Beverly Apel  
Georgia Ardner  
Judy & Ronald Ashley  
Joyce E. Asmus  
Rev. Dr. & Mrs.  
Gerald Bauer  
Rev. Stephen & Mrs.  
Amy Bauerle  
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Jason Beyer  
Harlan Billow  
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Bowsher  
Kari Bucher  
Ruby Burkey  
Christina Burnette  
Janus Burton  
Elizabeth Cannon  
Nancy Churchill  
Angela Clay  
Diane Cline  
James Cordy  
Tamara  
Dawson-Kynard  
Joyce Douglas

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Draves  
Dr. Jim & Dawn  
Dumke  
Glenn Geldien  
Donna Genzman  
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Elaine Gruetter  
Rev. Richard &  
Christine Habrecht  
Victoria & Demetrius  
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Carol Taylor  
Mrs. Dora Titgemeyer  
Lynn & John Warren  
Linda Weaver  
Timothy Weirich  
Katie & Jay Zawisza

## CONGREGATIONAL DONATIONS

July 1 - September 30, 2020

St. Martin, Archbold	Bethlehem,
Christ, Bowling Green	Pemberville
St. Paul,	Church of the Master,
Bowling Green	Perrysburg
St. Mark, Fremont	Zoar, Perrysburg
Hope, Hamler	Resurrection,
St. Matthew, Lima	Port Clinton
St. Peter, Norwalk	St. John, Rocky Ridge
St. John, Oak Harbor	St. John's,
St. Michael,	Stony Ridge
Ottawa Lake, MI	St. Paul,
	Sulphur Springs

St. Luke's,  
Temperance, MI  
Bethlehem Sunday  
School, Toledo  
Concordia, Toledo  
First St. John, Toledo  
Memorial, Toledo  
Messiah, Toledo  
Trinity, Wauseon  
Community of Christ,  
Whitehouse  
Solomon, Woodville

## ORGANIZATIONAL DONATIONS

July 1 - September 30, 2020

AmazonSmile Foundation, Seattle, WA  
Enterprise Holdings Foundation, St. Louis, MO  
Hope Services Foundation, Napoleon, OH  
InFaith Community Foundation,  
Minneapolis, MN  
Kroger Community Rewards, Columbus, OH  
Northwestern Ohio Synod, Findlay, OH  
Thrivent, Appleton, WI  
Thrivent - YourCause, Plano, TX

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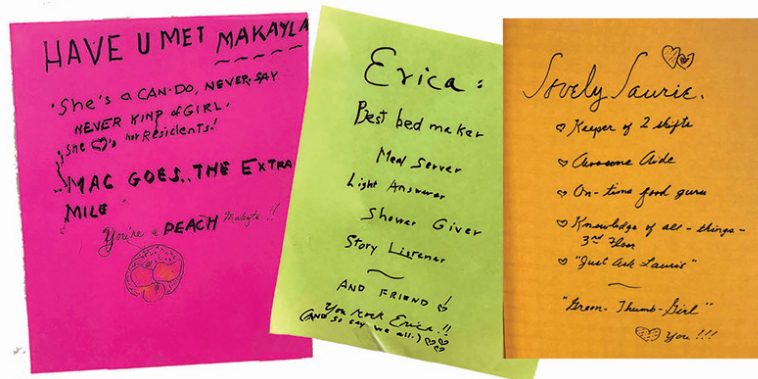
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Permit No. 387

## TOLEDO CAMPUS RESIDENTS ENCOURAGE EMPLOYEES

**Many gifts of the heart** are evident on the Genacross Lutheran Services-Toledo Campus during the coronavirus pandemic. Often, caregivers have had to handle situations where residents did not understand or want to comply with social distancing, mask wearing, visitation rules, or other restrictions placed upon them. They have responded to residents with priceless gifts of patience, love, understanding, creativity and fun.

While many residents have experienced social isolation, caregivers have tried to fill in for absent loved ones and friends. Social distancing when many of the residents have hearing or visual challenges has led to some depression and discouragement. Masks have also affected the residents' ability to hear or even recognize their caregivers. Staff members continue to respond in positive ways that residents recognize and appreciate.

Recently, in the halls of the Toledo Campus, especially in the areas where caregivers frequent the most, handwritten signs have appeared. Written by residents, these messages thank individual staff members for their love and care.



The signs contain such words as "lovely," "awesome," "knowledgeable," "best friend," and "favorite STNA." Other signs declare "best bed maker and story listener" or "can-do never-say-never kind of girl." Phrases like "music to our ears," "charm never ends," and "kindness we cheer" show that residents see the efforts of caregivers, even if they cannot see the smiles behind their masks.

"Gratitude continues for our fantastic caregivers, who truly give so much of themselves to make a difference in the lives of others," said Cathleen Voyles-Baden, Toledo Campus Executive Director.



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