



# GOD AT WORK IN OUR MIDST

Stories of the Called Ministries of  
Genacross Lutheran Services



July 2021

## GENACROSS AT HOME

“Bill” and his wife went to the emergency room because of a wound on his foot that was causing it to become irritated and his toes to swell. In the emergency room, it was determined that Bill’s wound was severely infected, and the oral antibiotics he was taking were not addressing the infection. The ER doctor decided that a PICC line was needed to administer IV antibiotics so the infection could be properly treated. Bill chose to return home for his infusion services with skilled home health care through Genacross at Home. Staff worked with the infusion company to coordinate the delivery of the supplies for the PICC line and the antibiotics he needed. The day after he returned home from the emergency room, a Genacross at Home nurse came to begin Bill’s infusion services. He did great, and his wife, who is a nurse, received training so she could help administer and monitor his treatments over the next several weeks. Bill will now continue with ongoing visits from Genacross at Home until the infection improves and he no longer needs infusion services.

## NAPOLEON CAMPUS

“Dawn” has resided with her husband in their Bavarian Village condominium on the Genacross Lutheran Services-Napoleon Campus for several years. When her husband fell ill recently and was admitted to the hospital, she was left without her support system and someone to care for her. Dawn’s family resides out of state and reached out to the campus’ nursing care team for suggestions. The team worked with family members to arrange a respite stay for Dawn at the Health Center on campus. This allowed for 24-hour care, three meals a day, and peace of mind for everyone involved, while her husband was recovering. The admissions team processed her paperwork, while the campus van made its way back to the condo to pick up Dawn. Her respite stay lasted for three weeks, and she returned home when her husband was released from the hospital. They both still live independently as members of the Bavarian Village family.



## TOLEDO CAMPUS

When “Rosemary” found herself in need of rehabilitation services, she chose the Genacross Lutheran Services-Toledo Campus. Previously, her husband had been in The Labuhn Center for rehab, and Rosemary had been impressed with the quality of the therapy services he had received during his stay. “I really like the therapists; they are conscientious and knowledgeable,” she said. In Rosemary’s case, the arthritis in her shoulder had become very painful. She was also having some difficulty walking. She worked hard in therapy, with the goal of getting back home to her husband. She accomplished that goal and reports that she is getting around well at home using her walker. Rosemary is grateful for the wonderful care they both received at The Labuhn Center. It has enabled them to continue living at home together, which makes both of them very happy.

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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## HOME & COMMUNITY BASED SERVICES

“Gary,” a resident at Kettle Run senior community, has been experiencing a decline in his health and has needed more help with his daily activities. He was not showering appropriately or eating much beyond the one home-delivered meal he received each day. He also had issues with his finances, and he was depending a great deal on the help of staff and neighbors. Gary met with the Genacross service coordinator, and they completed a PASSPORT referral to the local Area Office on Aging. Gary was denied, and over the next year the service coordinator submitted two more PASSPORT referrals. Each time, Gary was denied for being too independent. This was very frustrating since his health decline was evident, and he clearly needed help. Recently, Gary was put on oxygen, and a home health nurse began coming in once a week. Soon, the home health’s social worker got involved and discovered Gary had a qualifying diagnosis for hospice care. The Genacross coordinator and the home health social worker discussed this with Gary and let him make a decision. Gary agreed, and, following a hospice assessment, was approved for a daily home health aide, a nurse case manager twice a week, a social worker, and therapy services if needed. The cost of his oxygen is now covered, which was an expense he had previously been paying out of pocket. Gary is doing better and has the help he so desperately needs to remain independent and in his home. Advocating as a team to provide the care and services he needs is what service coordination is all about.

## FAMILY & YOUTH SERVICES

As school began to wind down for the youth at Genacross Family & Youth Services, for the three young adults who graduated from the Liberty Education Center (LEC) it meant big changes. Since COVID-19 still restricted the graduation celebration, the staff at Family & Youth’s Maumee Youth Center and the LEC worked hard to make graduation special and memorable. They also worked to help prepare these young adults for the next step of their journey. Each young adult began visits to their next home as they prepared for graduation. The young adults were shown that this step to adulthood, although a bit scary, could also be very exciting. “Zoey” was able to return to an adult program owned and operated by her former foster parents, with whom she had a very special connection. After visiting several adult homes, “Alicia” was able to choose the one she thought was right for her and was able to move into a home close to her father. She also reunited with another former Genacross client who had chosen to live in the same home. The two were excited to be housemates again. “Wayne” had been with Genacross for almost four years, so, initially, he had a hard time adjusting. However, with much encouragement from staff, Wayne became excited for the move to a home where he would be living with other young adults. One of the hardest jobs for Family & Youth staff members is preparing the youth in care for the time they must leave and say good-bye.



## WOLF CREEK CAMPUS

Recently, residents “Rose” and “Helen” were enjoying their morning near the front entrance of assisted living on the Genacross Lutheran Services-Wolf Creek Campus. They were watching the continuous spray of the pond fountain, enjoying the beauty of the many trees lining the drive, and observing the people coming and going in the parking lot. Rose was in her powered chair, but Helen was sitting in one of six rocking chairs spread across the front walk. These rocking chairs are a gathering spot for residents to enjoy nature and the company of one another. Helen had joined Rose after the “Red, White, and Blue Sundae” event on the back patio. The red was for strawberries, the white for ice cream, and the blue for blueberries; although Helen said that she decided to put caramel on her ice cream instead. They shared the news of the moment, especially the positive changes being implemented by the new dietary manager. They also discussed the family of geese that have inhabited the campus this spring. They have watched the goslings get almost as big as their parents. A year ago, locked down to protect residents and staff from COVID-19, this whole scene could not have happened. Now it can, and in such moments as this, Wolf Creek residents can see God at work in renewed life.