



GOD AT WORK IN OUR MIDST

Stories of the Called Ministries of
Genacross Lutheran Services



October 2020

GENACROSS AT HOME

"Tina" was healthy and living an active life when she started feeling congested and developed a temperature. When her symptoms became more severe, her family took her to a local hospital where she tested positive for COVID-19 and was admitted immediately. Tina spent the next few days receiving in-patient treatment for her symptoms. As Tina's condition started to improve, she could not wait to return home. The hospital agreed to discharge her with home health services in place. Genacross at Home provided the care and services Tina needed to ensure she could quarantine in her home as she continued her rehabilitation from the virus. Genacross at Home staff members are honored that Tina and the hospital entrusted her care to them during the coronavirus pandemic.

FAMILY & YOUTH SERVICES

"Jacob" came to Genacross Family & Youth Services just before Christmas last year when his foster placement was disrupted. He and a foster brother did not get along. The family chose to keep the other boy in their home and to have Jacob seek treatment elsewhere. Jacob displayed very poor social skills and actively did his best to push others away to avoid building relationships. Jacob would say mean things and spit on people in an attempt to keep them away from him. He even used poor hygiene to push people away. The staff at the Wynn Group Home consistently showed Jacob the care and nurturing that he fought so hard to avoid. They cared for him and his safety despite his behaviors and his lack of hygiene. Little by little, Jacob began to form relationships with staff and peers. He no longer spits and now practices good hygiene. He also displays signs of affection for staff and engages in play with peers. Recently, Jacob learned that he would be able to return to his foster home, which meant he would be closer to his grandfather. While Jacob was excited to be closer to family and to return to the foster home where he had lived before, he was able to express that he would also miss the caring Family & Youth staff.



NAPOLEON CAMPUS

The Genacross Lutheran Services-Napoleon Campus management wanted to do something special for its residents and staff. After some deliberation, it was decided to have a parking lot party. The management team worked together to make sure the day was special. The Maintenance Department set up tables six feet apart to ensure social distancing. They also grilled hamburgers and hotdogs for everyone to enjoy. The residents raved about the wonderful aroma of the outdoor cooking. In addition, dietary staff made delicious side dishes and cookies for the event. Activities staff decorated and topped off the afternoon with some much needed outdoor entertainment. The management team served each table with exactly what each resident wanted, and then served staff as well. The Napoleon Campus team had felt the need to shake off the blues, and this day was just what the doctor ordered.

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

“Robert,” who is in his 80s, resides at one of the Genacross housing sites. Recently, he was a volunteer for a comprehensive medication management pilot program undertaken by Genacross Lutheran Services with Consana Pharmacy. Robert was a good candidate for this pilot program because he had overcome many obstacles with his health and well-being. He is very interested in doing research on topics he finds interesting, and the Genacross Service Coordinator knew that he had questions about his medications. Robert gave all the information to a pharmacist from Consana, but then refused to make a doctor’s appointment because he was worried about COVID-19. After some persuasion, the Genacross Service Coordinator was able to convince him to make an appointment with his primary care physician. This was beneficial for Robert, for whom a physical was long overdue. He also needed to talk to his doctor about his health and the medication changes recommended by Consana during his participation in the pilot program. Robert thanked his Genacross Service Coordinator for not giving up on him and for continuing to follow through with getting him the care necessary to remain living independently.

TOLEDO CAMPUS

The prevailing belief at the Genacross Lutheran Services-Toledo Campus is that all the employees are considered family. Recently, an employee was facing a difficult time in her life. “Savannah” had two small children for whom she was caring by herself. She did not have her own transportation and was relying on the TARTA bus or Uber rides to get back and forth to work. These options began to be a barrier for Savannah when the coronavirus pandemic changed their procedures. Savannah started to be late for her shifts and became anxious over losing her job. A manager at



the Toledo Campus noticed and had a meeting with Savannah. During the discussion, Savannah shared the challenges she was facing. She started to sob, telling the manager that she did not have a ride to pick up her children from day care. Without hesitation, the manager grabbed her keys and took Savannah to pick up her children. Savannah was flabbergasted by the kindness and compassion the manager had shown her and her willingness to help identify a solution to her ongoing transportation problems. This is one example of how Toledo Campus employees show compassion to each other. They are willing to give help to other employees who need it, because “We are a team, and, most importantly, a family, and family looks out for one another.”

WOLF CREEK CAMPUS

During the coronavirus pandemic, many nursing homes and assisted living facilities have struggled with COVID-19 outbreaks. In the assisted living section of the Genacross Lutheran Services-Wolf Creek Campus, there has been only one resident case of the virus. “Wilma,” who has been an assisted living resident since 2017, was diagnosed with COVID-19 in April, at the beginning of the pandemic. Since Wilma was a dialysis patient, staff members were worried about the potential outcome. She was in the hospital and on a ventilator for two weeks. When Wilma came off the ventilator and was released to go to a facility for rehabilitation, she chose to come to the Health Center on the Wolf Creek Campus. She had a two-month stay in nursing care where she received physical, occupational and speech therapy to help her recover. After two months, she was able to return to her assisted living apartment. Wilma has said she is so grateful for the care that staff was able to provide to her, enabling her to recover and return home. She thanks the Wolf Creek staff for all of their hard work and dedication to residents during the pandemic.