

The FRIEND

GENACROSS LUTHERAN SERVICES



VOLUME CVIV No. 4 CHRISTMAS 2019



Christmas is proof that
God loves us enough
to live in our midst and
to love others through us.

May the gift of love be yours this Christmas.

FIRST YEAR OF LEADERSHIP INSTITUTE SHOWS PROMISE



Genacross Promise tools used to celebrate employees include thank you cards and recognition cards for the five model behaviors.

Four times in the span of the past year, organizational leaders from all of the ministries of Genacross Lutheran Services have gathered at Leadership Development Institutes (LDIs) to learn new skills, share experiences, and work together to be catalysts for positive change.

It is part of the Genacross Promise, an initiative to ensure that the Core Values permeate everything done by the organization. The LDIs provide leaders with training to ensure consistent practices throughout the organization in how employees interact with customers and one another. Leaders then take the concepts back to their ministries and share them with their teams.

“Our leaders have embraced the principles taught in the LDIs, and we are seeing more consistent engagement with all of our team members,” stated President/CEO Rick Marshall.

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Connect with Genacross Lutheran Services on social media. We are now on Facebook and LinkedIn, providing new ways you can learn about, share, and comment on the latest Genacross news and events.

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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 Adult Day Center

Genacross at Home

Genacross Family & Youth
Services

Genacross Lutheran Services
Foundation

Connect on Social Media:



A note from

RICK MARSHALL

President and CEO



A Solid Foundation

The theme of our recent Donor Appreciation Dinner was "A Solid Foundation – An Empowered Future." The evening caused me to reflect on what foundations have enabled Genacross to be successful for nearly 160 years. While there are many, I believe there are three areas that are critical to our success.

First, our foundation is as a ministry of the church. From the moment Salem Lutheran Church Pastor Johannes

Doerfler accepted orphans into his home, we have been an expression of the Lutheran Church, providing valuable services not feasible for individual congregations working on their own. Today, we are certified as a "Social Ministry Organization" by the Evangelical Lutheran Church in America and as a "Recognized Service Organization" by the Lutheran Church–Missouri Synod.

Our foundation is also in innovation. Many years ago, an Ohio official viewed our orphanage programming as innovative when he noted: "It is to be regretted that more institutions do not inject into their life this combination of family with religious atmosphere." Intergenerational activities, which today are viewed as innovative, were embraced long ago when children from the orphanage would gather with residents of our Toledo Campus. For the youth, it meant security and nurturing, skills development and learned values. For the elders, it was an opportunity to impart wisdom and experience the joy of companionship.

Today, we continue to innovate. Our Senior Connect program links residents in our independent living communities with services that allow them to age in place. Likewise, our involvement in the Bridges program enables youth aging out of foster care to find jobs, housing, and continue their education. These are examples of how Genacross continues to lead the way in caring for those we are called to serve.

Finally, our foundation is built on the generosity of others. The land for our first orphanage building in 1862 came from generous members of Salem and First St. John's Lutheran churches. In addition to early monetary donations, church and community members provided food and clothing to support orphans and elders in our care. While our needs today differ, generosity continues to empower our future. In 2018, Genacross provided over \$5.7 million in charitable care and community benefit. It is through your generosity that we are able to bridge the gap in payment shortfalls and provide care for all those God entrusts to us.

Our solid foundation empowers a future of compassionate care and services.

Blessings,

THERAPY DOGS JOIN TEAM AT FAMILY & YOUTH SERVICES

Two furry friends, named Haven and Axel, are part of the Genacross Family & Youth Services therapy team. The two Australian shepherds are therapy dogs certified through the Alliance of Therapy Dogs. They take turns coming to work on Mondays and Tuesdays with their owner Laurie Nagle, a Clinical Therapist who works with individuals residing in the homes in East Toledo and Oregon.

Therapy dog teams have been around for many years in nursing homes, veteran's hospitals and children's hospitals, Ms. Nagle explained. "I thought why not have them with our kids who have significant PTSD issues? It really does make them happy to see the dogs. They relax and it allows for their needs to be met without having to talk."

The two dogs have different personalities. Haven loves everyone and is not afraid to show it. "He will play fetch with the kids for long periods of time," Ms. Nagle said. "I have had to teach the kids not to be scared when he barks, because it only means throw the ball faster!" He is a real performer and knows over 10 tricks.

Axel is a little more shy and cautious, and loves to spend time with the population of kids on the autism spectrum. "He loves to be scratched on his chest, and when he likes you, he will roll over onto his back," she said. "He gives the best hugs when he is 1:1, and he is known for kissing the kids' entire faces."

Ms. Nagle brings the dogs into her individual counseling sessions, so the dogs can spend 1:1 time with the youth. She chooses clients who like dogs and are not nervous around them. The more the dogs visit, the

more comfortable other children become, and they are beginning to interact with the dogs, too.

The dogs know when to give hugs, when to sit down, and when to be quiet with the youth. As one young lady stated, "Axel is very talented; he knows just what to do."

Maybe most importantly, the dogs make the children smile. "They are so fun, upbeat and full of love," Ms. Nagle stated. "It's hard not to respond to them."

When the dogs are around, the children are not the only ones smiling. Staff members also enjoy therapeutic benefits, because they have a way to release tension and smile when they pet the dogs or watch the dogs interact with the children.



Therapy dogs Haven (top) and Axel prompt smiles and help kids and staff relax on even the most difficult days.

Leadership Institute - continued from front page

A significant portion of the Genacross Promise focuses on engaging employees and making them feel valued. To that end, leaders have received training on how to hold quick monthly meetings with employees to build personal connections, celebrate wins, hear feedback about what is working well and not so well, solicit new ideas, and recognize employees for their efforts.

"Our employees have valuable insights on how we can best care for our residents and patients," Mr. Marshall

said. "Through intentional efforts to gather their feedback, we ensure that we are living our values throughout the organization."

As the organization heads in to its second year of the Genacross Promise and the LDIs, Mr. Marshall says the emphasis needs to stay on empowering employees and working to get the culture change to become second nature to everyone. Then the real progress will take place.

NEW EXECUTIVE DIRECTOR TO LEAD TOLEDO CAMPUS

Genacross Lutheran Services announces the appointment of Cathleen Voyles-Baden as Executive Director for the Genacross Lutheran Services-Toledo Campus. Ms. Voyles-Baden will be responsible for the day-to-day operations, community outreach, and business development of the campus.

"It is truly a blessing to be employed in a faith-based ministry," stated Ms. Voyles-Baden. "The opportunity to serve others' health care needs is truly a rewarding profession, and it is my intention to make a difference in someone's life every day."

Ms. Voyles-Baden is a graduate of Lourdes University in Sylvania, Ohio. She graduated with a bachelor's degree in business administration and human resource management in 1997 and then completed a bachelor's degree in gerontology and long-term care administration in 2001.

She has worked in the health care profession for nearly 20 years and has been a Licensed Nursing Home

Administrator since 2002. In addition, she has a Specialist in Aging Certificate, is a Certified Dementia Practitioner, and has completed training on Reframing Dementia and Dementia Beyond Drugs from The Eden Alternative.



Cathleen Voyles-Baden

"Cathleen comes to Genacross with a wealth of experience and knowledge to share with our employees and residents," said Lorinda Schalk, Senior Vice President of Finance & Operations. "She is motivated to make every employee feel valued and wants to help them understand how, individually, they contribute to a positive experience for those we are privileged to serve."

Ms. Voyles-Baden lives in Rossford, Ohio, with her husband, Daniel, of 22 years, and is the mother of two sons, Ezra and John.

Wolf Creek Campus strives to increase family support

Moving into a nursing care, assisted living, or rehabilitation setting may be difficult for the individual involved, but what about the family members and caregivers who are affected by this life change? Many times, they have unanswered questions and are dealing with a range of emotions, and they do not have an effective place to express them.

The Genacross Lutheran Services-Wolf Creek Campus now offers an outlet for those family members and caregivers who need support. The Family Support Group meets monthly and is facilitated by Wolf Creek Chaplain Greg Olsen and Social Service Coordinator Anne LePla.

The support group is open to all family members of the more than 200 residents and patients served within the continuum of care on the Wolf Creek Campus.

"We held our first meetings in October and November, and they were well attended by family members," Ms. LePla said. The meetings, which are confidential in nature, provide a forum to share thoughts and feelings about how to deal with such issues as long-term placement, rehabilitation, and end-of-life care."



Chaplain Greg Olsen and Social Service Coordinator Anne LePla meet monthly with family members to provide support.

"The dialogue at the meetings is healing for the individuals and allows us to expand our caring ministry to others," Chaplain Olsen added.

The next Family Support Group meeting is at 1 p.m. on Sunday, December 15. For more details, contact Ms. LePla at 419.861.5614 or Chaplain Olsen at 419.861.5449.

NAPOLEON CAMPUS UNDER NEW LEADERSHIP

Genacross Lutheran Services announces the appointment of Jessica Kirkendall as Executive Director for the Genacross Lutheran Services-Napoleon Campus. Mrs. Kirkendall will oversee the daily operations and development of the continuing care retirement community.

Before being selected to lead the Napoleon Campus, she worked for more than a year at the Genacross Lutheran Services-Wolf Creek Campus as Assistant Executive Director, where she oversaw the daily operations and



Jessica Kirkendall

budgets for the assisted living and care center services.

Mrs. Kirkendall has been a Licensed Nursing Home Administrator for two years. Her industry experience includes long-term care admissions and marketing, human resources, and working with dementia care residents.

"Jessica did a great job for us at the Wolf Creek Campus, and we are very excited to promote her internally to lead our Napoleon Campus," stated Lorinda Schalk, Senior Vice President of Finance & Operations. "She has a very hands-on leadership approach that has engaged her staff members, and she shows genuine care and compassion for the residents and patients."

Mrs. Kirkendall was raised in Lima, Ohio, by loving grandparents, which created her love for older adults and resulted in a career that serves this population. She graduated from Bowling Green State University with a bachelor's degree in gerontology, specializing in long-term care administration. She lives in Pemberville, Ohio, with her husband, Logan, and 6-month-old son, Beau.

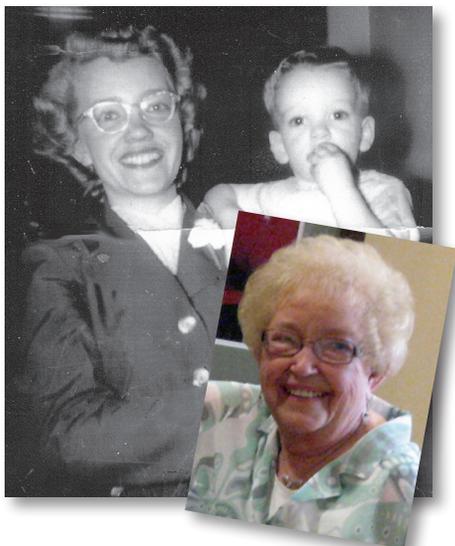
"I am excited to bring my experience and leadership to the Napoleon ministry," Mrs. Kirkendall stated. "I look forward to working with the administrative team to foster the Genacross mission every day."

In memory of Ilean Labuhn (1931-2019)

Genacross Lutheran Services lost a dear friend and a loving reminder of its history when Ilean (Thueme) Labuhn passed away peacefully on October 20, 2019. She was the partner, both in life and in ministry, of the Rev. Gerald Labuhn, former Executive Director of the Lutheran Orphans' and Old Folks' Home Society (now Genacross Lutheran Services).

At age 19, Ms. Thueme began working at the Lutheran Orphan's Home, where she directed the nursery and took care of the home's youngest charges. There are many stories of her caring and comforting the little ones, while teaching and living the love of Jesus.

One of these youngsters was Tom Hartford, who grew up in the orphanage. "I never did know my mother, but in her place God gave me a young, beautiful woman that has meant more to me than words can say!" he stated. "In a few words, God gave me my second mother."



Ilean (Thueme) Labuhn worked in the Lutheran Orphans' Home.

It was at the Home that Ms. Thueme first met Gerald Labuhn, who was in charge of the Home's "Big Boys" department while serving as student pastor at First St. John Lutheran Church. They fell in love and were married on June 5, 1954.

In 1964, after 10 years of parish ministry, first in Toledo and then in Detroit, the Labuhns returned to Toledo to serve for many years the ministry now known as Genacross. When the Lutheran Orphan's Home closed in late 1964, Pastor and Mrs. Labuhn took in four boys (two sets of brothers) to raise with their own children. Over the years, they were blessed with three sons and three daughters and served as foster parents to six boys and two girls.

For many years, Mrs. Labuhn was a faithful volunteer, serving in the Toledo Home's gift shop, delivering for the Home's Mobile Meals program, and visiting with residents. She also was co-founder of the Lutheran Home Guild.

Mrs. Labuhn, whose husband preceded her in death, is survived by her children and several generations of a large and loving family. A funeral service was held at First St. John on October 28.

DONOR GIFTS IMPACT RESIDENT CARE AND SERVICES

The **Genacross Lutheran Services Foundation** presented its 9th annual Donor Appreciation Dinner on October 3 at Parkway Place in Maumee, Ohio. This event, which is funded through the generosity of corporate and individual donors, celebrates the generosity of donors, as well as their partnership with the Foundation.

The evening included stories from three individuals who have experienced Genacross care and services. Pat (Krueger) Myers spoke of her memories while growing up in the Lutheran Orphans' Home, which provided a home for more than 1,000 children before closing in 1964. The second speaker, Roz Goodwin, related how her mother, Hubie Pitts, enjoys her time spent with other participants of the Adult Day Center, a cheerful destination for those who are unable to be alone during the day. Kellie Brown, who presented the final story of the evening, shared the journey of how she and her daughter, Tori, found the Genacross Family & Youth program to treat Tori's multiple behavioral issues successfully.

The excellence of care received by Pat, Hubie, Tori and numerous residents and care recipients served by Genacross ministries, depends, in part, on donor contributions. Each donor's financial gift assures the continuation of quality resident care, today and in the future.

Last year, Genacross provided \$5.7 million in charitable care to residents who did not have the financial means to cover their care. Each year, expenditures for charitable care rise. We need more donors who will provide the financial means to assist with funding needed services.



(Left to right) Pat Myers, Kellie Brown, and Roz Goodwin spoke at the donor dinner hosted by President/CEO Rick Marshall.

Please consider a gift to ensure the level of excellent care continues. In addition, remember Genacross when preparing your will and estate plans. Many planned giving options exist to meet your situation.

For more information on ways you can donate through cash gifts and planned giving, please contact Foundation Executive Director Kathleen Lemmerbrock at 419.861.4964 or KLemma@Genacross.org. The Foundation is grateful for each gracious gift.

IN MEMORY OF July 1 - Sept. 30, 2019

Kenneth Behrens by Cheryl & Gary Daman

My Mom, Dorothy Sattler Boos, by Jeff & Nancy Wellman

Jo Ann V. Boyd by Judi & John Csomos

Marilyn Buksar by Lori Buksar, Louie Gonzalez, Cindy Hall, Michael Moskalick

Vicky Chambers by Beverly Apel, Dave & Pam Roberts, Rolf Goffman Martin Lang Co., LLP, Jeff & Nancy Wellman

Hazel Cherry by her heirs

Richard Deacon by Joanne Brinkman, Mark Cooper, Jeff & Lucy Giesler, John & Kathleen Konieczny, Theresa & Francis Konwinski, Deborah Lauer, Gene & Judy Michel, Ann & Bob Oehlers, Gwen & Jim Piercefield, Roger & Paulette Rasch, Donald Rodenhauser

My parents, Martha & John Ebright, by Marti Huepenbecker

Francis & Marguerite Falkenberg by June Ide

Virginia Feusse by Richard Feusse

Theodore Fritz by Norbert & Sharelle Fritz

Kathy Genzman by St. Paul WELCA, Clyde

Mary Gibson by George Gibson

Richard Heisler by St. Paul WELCA, Clyde

Doris Hoesman by Kermit Hoesman

Lois Holas by Sherry Herrick

Rev. Gerald Labuhn by Dave & Pam Roberts

Myrtle LaForge by Cheryl & Gary Daman

Rayner Lark by Patricia Lark

Son, Christopher Kent Libke, by Sharon Libke

Eleanor & Carl Mock Sr. by Dr. & Mrs. Michael Roetter Sr.

Alma Mueller by Lynn & Joyce Olman

My wife, Mary, by Weldon Mueller

Parents, by Gilbert & Dona Sonnenberg

Rev. Norman Ritterling by Dave & Pam Roberts

Tom Rosebrock by Marilyn Rosebrock

Doris Ruby by Cheryl & Gary Daman

John & Brodie Schmich by Debbie & Brandon Schmich

Leo "Butch" Shafer by Cheryl & Gary Daman

James F. Sommers Sr. by Colleen Ault, Jeff & Sherry Doepker, Clyde & Patricia Duncan, Eric & Cindy Johnson,

Pamela Knestrick, Rick & Jackie Metz, Howard Sommers

Harvey E. Sterling Jr. by Helen Sterling

Mary Thornton by Diane White

Renata Von Deylen by Cheryl & Gary Daman

Lucille Wells by Cheryl & Gary Daman, Lynette K. Flowers, Richard & Marilyn Pratt, Ronald & Barbara Walker

My family: James F., Helen E. & James J. Wheeler, by Sharon Ann Wheeler

Rev. Tom Wilson by Mrs. Frances Wilson

Jim Wing by Jason & Cheryl Fisher

ORGANIZATIONAL DONATIONS

July 1 - Sept. 30, 2019

AmazonSmile Foundation, Seattle, WA
 CWS Environmental, Perrysburg,
 Genacross Lutheran Services-Napoleon Auxiliary
 GlynnDevins, Richmond, VA
 Hylant, Toledo
 InFaith Community Foundation,
 Minneapolis, MN
 Kroger Community Rewards, Columbus
 Marshall Melhorn, LLC, Toledo
 Plante & Moran, PLLC, New York, NY
 Roach Family Foundation, Maumee
 Signature Bank, N.A., Toledo
 Teamsters Local 20, Toledo
 The Employers' Association, Maumee
 Thrivent Financial, Appleton, WI
 Thrivent Financial - YourCause Trustee,
 Plano, TX
 TOPS #1648, Toledo, OH
 Trust Company Family Offices, Holland

NON-CASH

July 1 - Sept. 30, 2019

Beverly Apel Athole G. Hubbard
 Tina Bostic Melanie Moore

IN HONOR OF

July 1 - Sept. 30, 2019

Nicholas D. Bogdan Sr. by Michael & Karen Bogdan
Parents, Mr. & Mrs. Kenneth J. Favro by Sharon Libke
Genacross staff by Dave & Pam Roberts
Rev. Albert Nelson's ordination anniversary by Dave & Pam Roberts
Our Heavenly Father from whom all blessings come by John Weislmeier
Our Heavenly Father, who in Jesus' name hears our prayers by John Weislmeier
Donna Reardon by James Reardon
50th wedding anniversary for Jerry & Cecily Rohrs by Janice Rohrs
Mr. & Mrs. Michael Stolz's 50th wedding anniversary by St. John's WELCA, Oak Harbor

INDIVIDUAL DONATIONS

July 1 - Sept. 30, 2019

Anonymous	Alan & Mary Ann Draves	Rev. Dr. Tim & Mrs. Kate Philabaum
Beverly Apel	Dr. Jim & Dawn Dumke	Rev. David Proctor
Joyce E. Asmus	Gayle & Sandy Duty	Jeff & Sharon Przysiecki
Rev. Rita & Mr. Bruce Bair	Lori Fields	Erich Riehl
Rev. Dr. & Mrs. Gerald Bauer	Bruce Flory	Dave & Pam Roberts
James Beardsley	Ron & Mary Lou Gabel	Barb Rock
Phyllis Bensch	Glenn Geldien	Julia Roehl
Jason Beyer	Don & Donna Genzman	Jon Russell
Anne Biel	Victoria & Demetrius Harris	Mary Satterfield
Harlan & Lois Billow	Herbert & Pat Hoehing	Jeff & Lorinda Schalk
Patricia Blankenship	Athole G. Hubbard	Rev. & Mrs. Logan Scheiwe
Hilde Boes	Dan & Julie Kunos	Amanda Schroeder
Chuck & Karen Botzko	Kathleen B. Lemmerbrock	Jeff & Paige Schulte
Stephen & Deborah Bowsher	Rev. & Mrs. Steve Lutz	Jane Sharp
Kari Bucher	Beverly Mackey	Scott Slee
Christina Burnette	Rick & Janet Marshall	Margene Spring
Elizabeth Cannon	Carol L. Meuser	Tammi St. John
Vicky Chambers	Melanie Moore	Robert & Janis Stein
Angela Clay	Paul Nelson	Meg & Dennis Stieber
Diane Cline	Rev. Greg & Kristen Olsen	Rev. Lori Strang
Robert & Darlene Cook	Emma & George Oravec	Carol Taylor
James Cordy	Loren & Judy Pfaffenberger	Dorothy Tebbe
Jenny & Matt Darr	Bob & Sue Pfefferle	Bethany Watkins
Tamara Dawson-Kynard		Linda Weaver
Joyce Douglas		Judy Wilson
		Katie & Jay Zawisza

CONGREGATIONAL DONATIONS

July 1 - Sept. 30, 2019

St. Paul, Blissfield, MI	Bethlehem, Pemberville	Olivet, Sylvania
St. Paul, Bowling Green	Church of the Master, Perrysburg	St. Luke's Endowment Fund, Temperance, MI
St. Paul, Defiance	Shepherd of the Valley, Perrysburg	Concordia, Toledo
Grace, Fremont	Zoar, Perrysburg	First St. John, Toledo
St. Mark, Fremont	Zion, Petersburg, MI	Memorial, Toledo
St. Matthew, Lima	Resurrection, Port Clinton	Messiah, Toledo
Zion, Luckey	St. John, Rocky Ridge	Zion, Waterville
St. John Lutheran School, Napoleon	St. John's, Stony Ridge	Trinity, Willard
St. Peter, Norwalk	St. Paul, Sulphur Springs	Solomon, Woodville
St. John, Oak Harbor		
St. Michael, Ottawa Lake, MI		

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.

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Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-546-7745 (TTY: 1-888-546-7745).

Chinese: 注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 1-888-546-7745 (TTY: 1-888-546-7745)

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GENACROSS MINISTRIES PARTNER WITH TERRA STATE

Two Genacross Lutheran Services' ministries – Bethany Place senior community in Fremont, Ohio, and the Toledo Campus in East Toledo/Oregon, Ohio – have partnered with Terra State Community College to bring lifelong learning opportunities to older adults, age 50 and beyond.

A few months ago, Terra State's Coordinator of Community Education Holly Hoffman approached Bethany Place Administrator Brenda Peiffer about hosting a Life Scholars on the Road program. Life Scholars is a membership organization for active adults who enjoy learning, and it offers a variety of classes and events during the year.

The result was the educational program held at Bethany Place on October 29. The topic was the "History of Sandusky County," presented by author and local historian Larry Michaels.

"The Life Scholars on the Road program went very well," Ms. Peiffer stated. "It was very interactive, and the nearly 30 residents and family members who attended seemed to really love the topic. Residents brought old photographs of their own and shared stories from their



Historian Larry Michaels discusses the history of East Toledo with engaged listeners at the Toledo Campus.

past about the county, providing them with an afternoon of reminiscing."

Not only does Ms. Peiffer want to schedule another program, but she also referred Ms. Hoffman to the Toledo Campus to coordinate a Life Scholars on the Road program there. That program, titled "People and Places in the History of East Toledo," was held on November 18. More than 30 individuals listened to the presentation by Mr. Michaels.