

# The FRIEND

GENACROSS LUTHERAN SERVICES



VOLUME CVIV No. 3 SUMMER/FALL 2019

## EMPLOYEE EVENT AT TOLEDO ZOO RECOGNIZES SERVICE

Genacross Lutheran Services celebrated a number of its most loyal employees at the ministry-wide Staff Appreciation & Recognition event on August 8. This year it was held at the Malawi Event Center at the Toledo Zoo, adding a new twist to the fourth annual event.

Nearly 100 employees, board members, and their guests enjoyed dinner, an awards ceremony, and the animal exhibits on the smaller, north side of the zoo. Attendees even had the opportunity to hand feed the Giraffes in the Africa! Exhibit.

During his opening remarks, President/CEO Rick Marshall noted that if you added up the years of service of the 23 employees being recognized it would total 557 years. "This loyalty and dedication is a large part of what makes Genacross Lutheran Services a great place to receive care and services," Mr. Marshall said.

"When individuals work for an organization for that long, it shows that their jobs are really callings, and that they put their minds, bodies and souls into providing excellent care and service," he added.

The Rev. Keith Hunsinger, Chair of the Genacross Lutheran Services Board of Directors, was Master of Ceremonies for the evening. After opening remarks, a prayer, and dinner, employees were recognized for their service, ranging from 15 to 43 years. Each staff member received a plaque commemorating their years of service.



*President/CEO Rick Marshall (far right) commends Genacross award winners (left to right) Marvin Brock Sr., Employee of the Year, and Dana Riker and Shanita Williams, both recognized as Servant Leaders. Not pictured: Kim Granger, Minister to Others honoree.*

### Years of Service Awards

The following employees were recognized: Deborah Hill, 15 years, from Ministry Support; Kenneth Ivy, 15 years, and Patricia Byers, 25 years, from Housing & Community Services; and Scott Slee, 15 years, Craig Thames, 20 years, and Joel Haberland and Laurie Nagle, both 25 years, from Family & Youth Services.

In addition, these employees were honored: Andrea Ankney, 15 years, and Melissa Rentz, 20 years, from the Napoleon Campus; and Sierra Diaz and Sheila Haggerty, both 15 years, Lorie Screptock, 30 years, and Kim

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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 Housing &  
Community 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*



## Employee Engagement

One of my favorite evenings of the year is the night we hold our annual employee appreciation event. It is a special time when we honor these employees who have achieved longevity milestone anniversaries and those who have earned special recognition through nominations from co-workers, supervisors or residents.

As I reflect on the qualities of those who are honored, I am convinced that God has called them to the positions they fill at Genacross. Many of our team members have roles in direct patient or resident care, touching lives and bringing healing and hope to those they serve. Others hold positions that are behind the scenes, working in the business office, laundry, or housekeeping and performing tasks that are not always visible but still vitally important.

At Genacross, we often talk about employee engagement. Those who we honored at the event personify engagement. It implies not just showing up, but bringing your whole self to the task at hand. You engage when something is important to you. You engage when you care deeply about someone or something. You believe in a mission – in this case living out the Genacross mission daily.

It is this level of engagement that motivates Marvin Brock Sr., our Employee of the Year. He clocks in by 5:30 each morning to prepare to transport our residents and patients to appointments and events. It is also what has driven Kim Lombardo and Cynthia Wade to serve individuals on our Toledo Campus for 40 years. We celebrated their stories and many more at our employee recognition event.

Genacross is intentional about enhancing our employee engagement through the Genacross Promise program. Organizational leaders value the opinions and input of all of our employees. Those closest to the ones we serve are in the best position to know how to meet their needs. Through intentional feedback sessions, we strive to gather input from our team members and recognize their contributions.

By building a culture that fosters employee engagement in our operations and decision-making processes, we continue to enhance our service to others. As we value employees and their contributions, we will find many more folks like Marvin, Kim, and Cynthia who live out our mission every day as they respond to God's call for their lives.

Blessings,

[GenacrossLutheranServices.org](http://GenacrossLutheranServices.org)

## Employee Event - continued from front page

Lombardo and Cynthia Wade, both 40 years, from the Toledo Campus. Karen Griffin and Daina Logina-Lewis, both 15 years, and Brenda Banks and Bob Burns, both 20 years, were recognized from the Wolf Creek Campus.

Genacross also recognized five employees for non-milestone years of service: Janet Westhoven, 31 years, and Jane Schnipke, 33 years, from the Napoleon Campus; and Donna Nelson, 32 years; Mary Adkins, 33 years; and Cindi Muir, 43 years, from the Toledo Campus. Employees with more than 30 years of service receive invitations to each year's employee recognition.

### STARS Awards

Following the years of service awards, the LeadingAge Ohio Stars Award winners were recognized by Mr. Schulte, and the recipients received 2019 Outstanding Employee plaques. These individuals attended an award luncheon at the end of May and were featured in the spring/summer issue of *The Friend*.



*Genacross Family & Youth Services Safety Coordinator Joel Haberland (center) and Genacross Board Member Chris Spohn (right) feed a giraffe prior to the awards dinner.*

### Genacross Employee Awards

To wrap up the evening, the annual employee awards were presented to several deserving individuals. Kim Granger, a State Tested Nursing Assistant (STNA) at the Napoleon Campus, received the **Minister to Others** award, and her nomination referred to her as "a blessing to our ministry." Her nomination praised her strength and compassionate interactions with everyone she meets, and noted she was "especially gifted when assisting our residents and their family members as they transition to their heavenly home."

Two Genacross employees shared the **Servant Leader** award this year. Dana Riker, Maintenance Manager at Covenant Harbor I and II and Luther Meadow senior communities, and Shanita Williams, a licensed

practical nurse (LPN) at the Toledo Campus, were both commended for their leadership and service.

Mr. Riker's nomination described him as "highly respected by his peers, and he goes out of his way to help his co-workers so they are successful." In addition, "...he will go above and beyond to help make our residents feel comfortable and most importantly, respected in their homes."

The nomination for Ms. Williams, who has transitioned from an STNA to a LPN within her year of Genacross

service, recognized her for "a fantastic job of taking the leadership position on the floor." She also "makes the residents feel like family – joking, laughing and singing with them. She brings life to her unit."

The final award of the evening was the **Employee of the Year**, which is presented to the employee who embodies the Genacross Mission and Values to the fullest extent. This

year's honoree was Marvin Brock Sr., Driver for the Wolf Creek Campus. He drives the large bus that transports residents/patients to and from appointments all around the Toledo area. Co-workers praise him for his dedication, communication skills, and attention to detail.

Mr. Brock clocks in early, so he can organize his schedule for the day. "I don't want it to be a rush thing, because that's when errors happen," he explained. His nomination also noted that he "greet every person with a smile and does the little things to brighten the days of his passengers."

Congratulations to all the members of the Genacross family recognized during the evening's festivities.

## SUMMER YOUTH PROGRAM VISITS HOUSING SITES

**Children in the Summer Youth Program** at Redeemer Lutheran Church in Toledo spent the days of June 28 and July 10 with residents of several Genacross independent living communities. Residents of Luther Crest and Luther Woods in west Toledo and Luther Grove, Luther Hills, and Luther Ridge in east Toledo participated in the intergenerational fun.

More than 25 youth and chaperones, as well as a servant leadership group from Wisconsin visiting Redeemer, spent hours both days with residents and Genacross staff. Together, they did crafts, sang songs, played games, ate lunch, and learned more about each other.

“The kids really had a great time,” said the Rev. Lori Strang, pastor of Redeemer and a board member on the Genacross Housing & Community Services ministry board. “Visiting Genacross exposed them to older adults who have had very different life experiences. Our summer camp tries to expand the kids’ world so they can experience new ideas and things.”

“The residents who chose to participate seemed to enjoy themselves immensely,” said Meg Stieber, Director of Management. “They were amazed at the amount of energy and enthusiasm that the kids brought with them each day, and they have been sharing stories ever since.”



*Youth from Redeemer Lutheran Church visited several Genacross housing sites for crafts, games, food, and more fun with residents.*

## Toledo Campus Looking for Vendors for Annual Craft Show

**Fall  
Craft Show**  
*...and more*

**Saturday,  
October 26, 2019**  
9 a.m. - 3 p.m.

Community Room  
Genacross Lutheran Services  
Toledo Campus

**Crafts**  
**Baked Goods**  
**Refreshments**

**C**alling all crafters! The Genacross Lutheran Services-Toledo Campus is hosting its 20th annual Fall Craft Show on Saturday, October 26, 2019. The event will run from 9 a.m.-3 p.m., and organizers are now seeking area crafters to display and sell their handmade items.

“We are always looking for new vendors with creative, handcrafted items to sell,” stated Diane Cline, Director of Activities and Volunteers. “With this being our 20th year of the show, we want it to be bigger and better than ever!”

The show is a Toledo Campus Guild fundraiser. Deadline to register as a vendor is Friday, October 4. Interested crafters must have a vendor license. For more information, call Ms. Cline at 419.724.1738.

## TOLEDO CAMPUS DIETARY WINS TOP SPOT AWARDS

The Genacross Lutheran Services-Toledo Campus won not one, not two, but three 2019 Top Spot awards from the Toledo Lucas County Health Department. The Toledo Campus was recognized for its excellence in food service operations for the Health Center, assisted living, as well as The Labuhn Center.

The annual Top Spot Award recognizes exceptional food operation establishments based upon inspections,



sanitation, food safety, training of staff, and being complaint-free. It is a voluntary program for which establishments must apply to be considered for the award.

“Winning these awards takes dedication and great attention to detail,” stated John Campos, Toledo Campus Dietary Manager. “It was a combination of hard work by my dietary team, myself, and Jane Sharp, who was my predecessor and now my regional consultant.”

This year, there were 103 recipients of the Top Spot Award. A reception for the winners was held at the St. Luke’s Hospital Auditorium on June 20. Mr. Campos represented the Toledo Campus, accepted the certificates of excellence, and had his photo taken with the Health Commissioner. In addition, he received window decals to display on the campus.

*Regional Dietary Manager Jane Sharp (left) and Dietary Manager John Campos are pleased with the three 2019 Top Spot awards won by the Toledo Campus.*

## Napoleon Campus Designated an Employer of Choice

For the second consecutive year, the Genacross Lutheran Services-Napoleon Campus has been named an Employer of Choice by LeadingAge Ohio. The Napoleon Campus received the bronze level of distinction for 2018-2019 and now 2019-2020.

The Napoleon Campus is one of only 23 organizations statewide from LeadingAge Ohio’s 400+ members to receive an Employer of Choice designation. This is the third year for the program, which awards gold, silver and bronze-level designations.

The Employer of Choice program recognizes providers of aging services who demonstrate leadership in employee development and engagement. The program establishes standards for workforce practices and acknowledgement for those who treat their employees with the same care and respect they want their employees to provide to residents.

“We are pleased that the Napoleon Campus has once again been recognized for its employee culture and commitment to excellence,” said Amy Bains, Director of Human Resources. “This distinguishes us from

competitors on metrics related to employee satisfaction and staffing-related outcomes.”

The Napoleon Campus, like several Genacross ministries, is a member of LeadingAge Ohio, a nonprofit trade association that represents over 400 long-term care organizations and hospices, as well as those providing ancillary health care and housing services.



*Director of Human Resources Amy Bains (center) celebrates the Employer of Choice award with numerous Napoleon Campus employees.*

# ANNUAL DINNER HONORS LOYAL SUPPORT OF MINISTRIES

**Donors are the heart** of any non-profit organization, including Genacross Lutheran Services. The steady income of financial gifts sustains Genacross' mission of assisting individuals and families who need a helping hand. As our mission suggests, Genacross is dedicated to serving people "throughout life's journey."

Genacross Lutheran Services Foundation celebrates our faithful donors every October at the Donor Appreciation Dinner, to be held this year on Thursday, October 3. Generous corporate sponsors provide the financial resources necessary to honor and thank the individuals, businesses and organizations that enable Genacross to continue its ministry today and into the future.

At last year's dinner, three guest speakers shared their experiences. An assisted living resident from the Wolf Creek Campus spoke about her appreciation for her "wonderful new home," while a long-term care resident of the Toledo Campus shared her determination to lead a full and productive life. In addition, a mother discussed her family's lengthy struggle to find a successful treatment program to address her daughter's multiple behavioral issues. Following intensive treatment with our Family & Youth program, her daughter has now graduated from high school, is employed, and lives in her own home with support services from Genacross.

These inspirational stories are typical examples of ways that Genacross helps others. Attendees at this year's



*Each year's donor dinner is an elegant event showcasing how donor giving positively impacts the lives of individuals and families.*

dinner, themed "A Solid Foundation...An Empowered Future," can expect to hear more stories of how Genacross ministries improve individuals' lives. We celebrate them each day, but particularly on this special occasion when we also celebrate the individuals who support our programs and services.

The loyal support of our donors is the lifeblood for successfully funding our wide range of programming. Donors should have received an invitation to the Donor Appreciation Dinner in early September. We hope you will join us for this year's celebration.

Any questions about the event can be directed to Anne Biel at 419.861.4965 or [ABiel@Genacross.org](mailto:ABiel@Genacross.org).

## INDIVIDUAL DONATIONS

April 1 - June 30, 2019

Kevin & Carol Abbey	Vicky Chambers	George Gibson	Rick & Janet Marshall	Mary Satterfield
Anonymous	Angela Clay	Elaine Gruetter	Kathy & Kevin Martin	Jeff & Lorinda Schalk
Rev. Dr. & Mrs.	Diane Cline	Victoria &	Carol L. Meuser	Amanda Schroeder
Gerald Bauer	Rev. Dr. & Mrs.	Demetrius Harris	Melanie Moore	Jeff & Paige Schulte
James Beardsley	Terry Cripe	Wendy Holub	Weldon Mueller	Jane Sharp
Jason Beyer	Jenny & Matt Darr	Mr. Leslie Johnson	Rev. & Mrs.	Scott Slee
Anne Biel	Tamara	Jim & Joan Keeler	Frank Paine	Leora & Rich
Harlan & Lois Billow	Dawson-Kynard	Bernice Kline	Rev. Dr. Tim & Mrs.	Stainbrook
Patricia Blankenship	Alan & Mary Ann	Ms. K. Linden Kuhn	Kate Philabaum	Meg & Dennis Stieber
Stephen & Deborah	Draves	Dan & Julie Kunos	David & Linda Polzin	Carol Taylor
Bowsher	Dr. Jim & Dawn	Kathleen B.	Jeff & Sharon	Dorothy Tebbe
Lanette Briley	Dumke	Lemmerbrock	Przysiecki	Wyatt Vaughn
Kari Bucher	Bruce Flory	Burt & Mary Ann	Lester & Arlene	Lynn & John Warren
Ruby Burkey	Ron & Mary Lou	Luring	Ramler	Linda Weaver
Christina Burnette	Gabel	Rev. & Mrs. Steve Lutz	Dave & Pam Roberts	Katie & Jay Zawisza
Elizabeth Cannon	Randy Germann	Beverly Mackey	Jon Russell	

**IN MEMORY OF**

*April 1 - June 30, 2019*

**Lawrence & Anna Avers** by Dale Avers

**My beloved Andy** by Phyllis Ballas

**Sigmund Bauer** by Freda Lang, Richard N. Snyder

**Elaine Bess** by Anonymous, Lisa White

**Don Biehler** by Marjorie Biehler

**Glenn & Dorothy Boos** by Jeff & Nancy Wellman

**Susan, Michael & Megan Brown** by Mary Schimming

**Marilyn Buksar** by Industrial Valve & Universal Machine Valve Co., Jean & Reginald Lewicki, Charlotte Palmer, Debra & Richard Palumbo

**Parents, Richard & Daisy Carter**, by Leora & Rich Stainbrook

**Kathleen Conrad** by Cheryl & Gary Daman

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

**Mary Jane Eding** by Mary Billow

**Norma Jean Gast** by Mr. Terry L. Gast

**Emilie Gerken** by Marna Lou Bechtol, Ken & Arlene Freytag, Betty Meyer, Edwin & Betty Panning, Randy & Sheri Schliesser, Karen Weichers

**Christine Hahn** by Michael & Beverly Amstutz

**Debra Hecklinger** by Robert W. Hecklinger Jr.

**George Hocutt** by Janice Rohrs

**Fred Koster** by Irene Glore

**Keith R. Kruse** by Mr. & Mrs. William E. Nelson

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

**Alice Lowery** by Jean Winkelman

**Janet Maibach** by Michael & Beverly Amstutz

**My grandson, Christopher McKay**, by Nancy Hardin

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

**Alma Mueller** by Lynn & Joyce Olman

**My wife, Mary**, by Weldon Mueller

**Forest & Elizabeth Paulsen** by Judy Paulsen

**My parents, Rev. George & Mrs. Emma Plamann**, by Paul Plamann

**Todd Ritterbach** by Jeff & Nancy Wellman

**Clyde Sandrock** by Mary Schimming

**Milton Schimming** by Mary Schimming

**Parents, Anna & Oscar Stainbrook**, by Leora & Rich Stainbrook

**Phyllis Sullivan** by Bill & Linda Cupps

**The Ward Family** by Robert Ward, Sr.

**Ross & Arlene Wellman** by Jeff & Nancy Wellman

**CONGREGATIONAL DONATIONS**

*April 1 - June 30, 2019*

St. Jacob, Anna  
St. Martin, Archbold  
St. Paul, Blissfield, MI  
Christ, Bowling Green  
St. James, Bradner  
Bethlehem, Defiance (Okolona)  
St. Paul, Defiance  
St. John, Deshler  
Grace, Fremont  
St. Mark, Fremont  
Zion, Gibsonburg  
St. Matthew, Lima  
Emanuel, Napoleon  
Lutheran Women Missionary League, Napoleon  
St. Peter Evangelical, Norwalk  
St. John, Oak Harbor  
St. Michael, Ottawa Lake, MI

Bethlehem, Pemberville  
Church of the Master, Perrysburg  
Zoar, Perrysburg  
Resurrection, Port Clinton  
Resurrection, Sandusky  
St. John's, Stony Ridge  
St. Paul, Sulphur Springs  
Olivet, Sylvania  
First St. John, Toledo  
Messiah, Toledo  
Trinity, Wauseon  
Solomon Women of the Church, Woodville  
Solomon, Woodville

**IN HONOR OF**

*April 1 - June 30, 2019*

**Howard Sommers' 100th birthday** by Jim & Louise Sommers

**Parents, Mr. & Mrs. Kenneth J. Favro**, by Sharon Libke

**The love of our Father for His children** by John Weislmeier

**NON-CASH**

*April 1 - June 30, 2019*

Anonymous  
Beverly Apel  
Robert Damschroder

**ORGANIZATIONAL DONATIONS**

*April 1 - June 30, 2019*

AmazonSmile Foundation, Seattle, WA  
Benevity Community Impact Fund, Safety Harbor, FL  
Harrison Arbor #275 of Gleaner, Napoleon  
Kroger Community Rewards, Columbus  
New Hampshire Charitable Foundation, Concord, NH  
Thrivent Financial, Appleton, WI  
TOPS #1648, Toledo

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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## ROACH FAMILY FOUNDATION GRANT PROVIDES OUTDOOR FUN

Genacross Family & Youth Services is a 2019 grant recipient of the Roach Family Foundation. The \$5,000 grant was used to install a large playset at the Wynn Group Home, reflecting the ministry's commitment to enhance its programming with more kid-friendly activities.

The manner in which Family & Youth Services received the grant is an example of how seemingly random events can come together to create a positive outcome. Singer/songwriter Kerry Patrick Clark entertained attendees at this year's Genacross Annual Meeting in April. During the meeting, he heard President/CEO Rick Marshall talk about the meaningful work of Genacross Lutheran Services.

A few days after the Annual Meeting, Mr. Clark reached out to Genacross. As it turns out, he is one of the Trustees for the Roach Family Foundation, and he encouraged Genacross to apply for a grant. Family & Youth Services submitted a grant request to purchase and install the playset and the shredded rubber material placed under and around the structure for safety.

"The playset has been a wonderful addition to our Wynn Group Home," said Executive Director Katie Zawisza, who is very appreciative of the grant funding. "The children living here are very excited and have used it almost every nice day since it was installed in late July."



*The play area at the Wynn Group Home is enhanced by a playset purchased with grant money.*