



# GOD AT WORK IN OUR MIDST

Stories of the Called Ministries of  
Genacross Lutheran Services



November 2020

## TOLEDO CAMPUS

"Dorothy's" family inquired about the Genacross Lutheran Service-Toledo Campus before making a decision to bring her there for rehabilitation. While the decision was made to have Dorothy come to the Toledo Campus, it was made more difficult due to the COVID-19 restrictions. Dorothy was not happy about coming to rehab where she would not be able to visit with family. She wanted to be home, but she needed extensive therapy and assistance with her activities of daily living when she first arrived. Daily, staff members encouraged her to stay focused so she could return home after a few weeks of therapy. The first week was a struggle for Dorothy, because of her numerous health issues and not wanting to do the needed therapy. The nursing staff continued to care for her and encouraged her to participate in therapy. Therapists began working with Dorothy on such simple tasks as being able to get to the side of the bed and dress herself. She began to see some results from the therapy and worked hard in her sessions. She made huge strides in her recovery and was very thankful for the nursing and therapy staff's hard work and encouragement. Dorothy was able to return home with her family to continue her therapy at home.

## NAPOLEON CAMPUS

"Rose" has been a nursing care resident for a couple of years. She is an outgoing, friendly person, who lights up any room she enters. Before the coronavirus pandemic, her husband came to visit her every day. During the many months when "Jack" could not visit her at the Genacross Lutheran Services-Napoleon Campus, his health deteriorated, he stopped taking care of himself as he should, and he grew depressed. Eventually, Jack became ill enough to need hospitalization. When he was discharged, he chose to come to the Napoleon Campus to continue his recovery. He worked hard in therapy and successfully completed his short-term rehab stay. He had the choice of going home with home health services or moving into assisted living, but he chose to stay with his wife in the Health Center. Now, Rose and Jack share a room, eat together, and get to see each other every day. They are both happy living at the Napoleon Campus.



## GENACROSS AT HOME

"Jill" was admitted to the hospital following a fall in her home. Her family had also noticed that she had been experiencing increased memory loss. The hospital kept Jill for a few days to observe her and regulate her medications. When she was released from the hospital, she returned home with nursing care services through Genacross at Home. During the initial assessment with Genacross at Home, the family shared their concern about Jill's increased memory loss and cognitive delays. The Genacross at Home nurse worked with Jill's primary care physician to obtain orders for speech and occupational therapy services. Speech therapy and occupational therapy will work together to help Jill improve her memory and cognitive responses. These additional supports are giving Jill's family the reassurance they need that returning home for her recovery is the best option.

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

“Bob” is an elderly resident living at one of the Genacross housing sites. His health has been declining, and, recently, he started to present with signs of disorientation and confusion. One day, a staff member found water in the hallway, and the Service Coordinator knocked on Bob’s door to check on a possible problem. Bob answered the door and was very ill and confused. The Service Coordinator immediately called 911. Bob was hospitalized, but was able to return to his apartment a few days later with skilled nursing and therapy services from Genacross at Home. After he settled in, the coordinator completed a PASSPORT application and accompanied him to the subsequent interview. He qualified for PASSPORT services, and the coordinator suggested an aide to assist Bob with some personal care and housekeeping tasks. Bob is a veteran, so he also receives services through Veteran’s Affairs (VA). The coordinator contacted the VA’s social worker and discussed Bob’s situation. The social worker is working on getting an order from the doctor and will coordinate aide services for Bob through the VA. The social worker will also notify the PASSPORT caseworker about the number of hours they can provide and then PASSPORT will pick up the rest. With this coordination of services across different agencies, Bob will be able to receive the care and assistance he needs to stay in his home.

## WOLF CREEK CAMPUS

Living at home, “Tina” was unable to manage her own care. She was struggling with her medications and her overall well-being. She came to the Genacross Lutheran Services-Wolf Creek Campus in August 2020, moving into an assisted living apartment in the midst of the pandemic. Tina was scared and anxious in the new and unfamiliar environment. Due to the pandemic, she could not have visits from family and friends. “When I got here I was overwhelmed, I struggled with all of the new faces and new activity, especially with not being able to have my family come in,” Tina said. She is now doing very well, with staff members agreeing that she has adjusted wonderfully to assisted living. Tina says she is feeling great and no longer feels anxious or overwhelmed. “The staff has been wonderful; they have helped me so much!” Tina stated, as she was getting ready to go socialize with friends in the common area. The Wolf Creek Campus staff is very grateful to be able to help Tina in her time of need and to care for her so she can be healthy and thrive again.



## FAMILY & YOUTH SERVICES

Stories about what Genacross Family & Youth Services does to reflect God’s work are plentiful. They tell of the youth served in group homes, and young adults served through the Bridges program and the ministry’s homes for individuals with developmental disabilities. Recently, Family & Youth recognized some of the staff members who act as God’s servants in this work. A small, socially-distant gathering was held outside to celebrate these staff with food and awards. Seven staff members were recognized for their milestone years of service. Jon Russell and Jeremy Killam celebrated 15 years, and Tamara Dawson-Kynard, Lillian Dailey, Dennis Neubert, and Rushie Grice celebrated 20 years of service, while Kelli Ratliff was acknowledged for 25 years of loyal service. Four staff members were also recognized as Outstanding Employees for their strong work ethic and positive attitudes. They were Lillian Dailey, Kar-Re Glenn, Terrence Highsmith, and Chloe Jackson. In addition, Lillian Dailey was celebrated for being named the Genacross Employee of the Year and Nancy Squires was presented with the Steve Plottner Child Advocacy Award. Both were recognized for their hard work and dedication to the youth in care. While COVID-19 prevented the big celebration that staff deserved, all of these individuals were shown how much they are appreciated.