The FRIEND

GENACROSS LUTHERAN SERVICES VOLUME CIX No. 2 SPRING/SUMMER 2023

BOARD MEMBERS ELECTED AT VIRTUAL ANNUAL MEETING

The Genacross Lutheran Services' 163rd Annual Meeting of Member Congregations, held on April 18, was a virtual-only event again this year. Among the attendees of the abbreviated annual meeting were 25 voting delegates representing 20 churches.

"While the virtual format is not ideal, we were able to handle the business we needed to accomplish," stated President/CEO Rick Marshall. "We are very grateful for the service of our retiring board members and excited to welcome the new ones elected to our boards."

President/CEO Rick Marshall presents his annual report during the meeting.

After a prayer and greetings from judicatories, Genacross recognized the following directors who had completed their terms on the Genacross Lutheran Services Board of Directors: Kathy Martin, Daniel Wakeman, Lynn Warren, and the Rev. Mark Wentz, MD.

Genacross also recognized members from ministry boards that were officially dissolved at the beginning of 2022. Burt Luring, Ed Mauntler, Clione Schneider, and the Rev. Lori Strang were recognized for their service to the Home & Community Based Services ministry board. In addition, Genacross honored Matt Crandall, Randy Elling, Gwen Howe-Gebers, Virginia Rettig, Nona Rupp, Eileen Stough, the Rev. Jim Wenger, and Pat Woods from the Napoleon Campus ministry board, and Jery Barton, the Rev. Steve Bauerle, Robert Kose, MD, Paul Nelson, Lynn Olman, and Jill Trosin from the Wolf Creek Campus ministry board.

Attendees then viewed a testimonial from the Rev. Ann Marshall, Pastor of St. Peter Evangelical Lutheran Church in Norwalk, Ohio, and member of the Genacross Board of Directors. In the video, Pastor Marshall talked about the long history between St. Peter and Genacross.

She shared that for at least 60 years St. Peter has been providing Genacross with financial assistance. She also talked about the church's meaningful relationship with the residents and staff of Luther Oaks senior community, which is located a couple of blocks from the church. From church members providing Bible study and preparing meals for residents to Sunday school youth cleaning up resident patios, Luther Oaks and St. Peter are connected.

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A video testimonial by the Rev. Ann Marshall plays during the annual meeting, as professionals from Markey's provide their production expertise.

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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
Wolf Creek Campus

Genacross Home & Community Based Services

Genacross at Home

Genacross Family & Youth Services

Genacross Lutheran Services Foundation

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A note from

Rick Marshall

President and CEO

Lessons learned

The Biden Administration recently declared an end to the Public Health Emergency (PHE) that was enacted at the beginning of the coronavirus (COVID-19) pandemic. While COVID-19 is still present in our communities and requires our diligence, the end of the PHE provides a time to reflect on a few things we learned during the pandemic – especially for serving older adults in such congregate care settings as skilled nursing and assisted living facilities.

First lesson learned is that isolation is severely damaging to the well-being of individuals in congregate care settings. In its effort to slow the spread of the disease, the Centers for Medicare & Medicaid Services (CMS) eliminated nearly all visitation to skilled nursing and assisted living residents for several months. While this policy was well intentioned, it brought the unintended consequence of loneliness, isolation, and fear among residents. The inability to see family members and have meaningful engagement took away one of the key elements of our residents' mental well-being and created extreme difficulties. Fortunately, it appears the CMS has learned the error inherent in its policies and will not repeat the same mistake in the future. I believe if we were to see another pandemic that more reasonable visitation policies will prevail.

Second, skilled nursing and assisted living communities must receive priority for personal protective equipment (PPE) such as masks, gloves, and gowns. In the early days of COVID-19, PPE was very difficult to locate and purchase. Hospitals received priority for PPE, leaving post-acute providers such as Genacross searching for supply wherever we could find it and paying exorbitant prices. While hospitals certainly deserve priority, skilled nursing and assisted living must be on an equal level. The government must maintain emergency supplies in the future and distribute them appropriately. Older adults in congregate care settings are more vulnerable to disease and have to be protected accordingly.

Finally, we all learned the value of infection control policies and procedures. Infection prevention is a key component of the work we do in health care. Never was it more evident as we saw the disease spread through facilities where residents and patients gathered. I believe that all of us have reinforced the need to never let down our guard to protect those that we are called to serve.

While I hope and pray that we never see a pandemic like COVID-19 again, I am confident that organizations and agencies responsible for caring for others will be better prepared if there is a next time.

Blessings,

Rick Marshall

NAPOLEON CAMPUS CELEBRATES SKILLED NURSING CARE

Napoleon Campus residents and staff celebrated National Skilled Nursing Care Week with themed days like Luau Day (top) and Western Day (left).

"Cultivating Kindness" was the theme for the 2023 National Skilled Nursing Care Week, held May 14-20. The Genacross Lutheran Services-Napoleon Campus embraced this week, as it is a time to celebrate the hard-working employees and the bond between residents and staff members.

Each day of the week had a theme: Monday was Sports Day, Tuesday was Luau Day, Wednesday was Pajama Day, Thursday was '70s Day, and Friday was Western Day. There were coordinating activities or games to go with the each day's theme. Other highlights of the week included a coffee truck, cookout, and, on Thursday, staff cleaned up the campus by power washing and planting flowers. Residents also enjoyed musical entertainment, as well as dressing up with staff for the themed spirit days.

"We really wanted to take this time to let our staff know we appreciate them, as we are blessed with an amazing staff," said Casey Amonette, Executive Director of the Napoleon Campus. "We, of course, also wanted to celebrate the best part of our jobs, the residents! They are the reason we do what we do."

Annual Meeting - continued from front page

"We find that serving at Luther Oaks is a fulfilling way for us to express our faith in a very tangible way," Pastor Marshall said. "It's also a great opportunity for us to show our children...the importance of serving others in Christ's name."

Mr. Marshall then began his CEO Report by sharing some highlights from the past year, including the opening of the Adrian Group Home, which began serving youth in April 2022. Other highlights of the year were Genacross providing breakfasts for the veterans traveling on the Flag City Honor Flights, holding its first annual Day of Giving, and selling Bethany Place senior living community in Fremont.

He went on to speak about some of the challenges Genacross faces. Like many health care operators, these include staffing, Medicaid reimbursement, inflation, and the availability of capital to put back into aging infrastructure. He also discussed areas Genacross is focusing on moving forward, which are affordable housing, memory care, affordable assisted living, home health and caregiver support, adult day services, and the reduction in long-term care.

"A consistent theme that runs throughout our focus areas is providing care in the least restrictive environment possible," Mr. Marshall said. "We want to wrap services around individuals to allow them to remain independent and thrive as they age. This supports the desires of our residents and patients, while also being the most cost-effective."

While there was no new business for congregational delegates to vote on, they did elect four members to the Genacross Board of Directors: the Rev. Steve Bauerle, Zion Lutheran, Waterville; Steve Bowe, St. Mark's Lutheran, Bowling Green; Maria Cook, Holy Trinity Greek Orthodox, Toledo; and Jeff Dempsey, St. Joseph Catholic, Sylvania.

Delegates also elected three members to the Genacross Lutheran Services Foundation Board of Directors: Arlene Gerig, All Saints Lutheran, Toledo; Ian Malhoit, St Patrick's Historic, Toledo; and Stephanie Sieben, Holy Trinity Greek Orthodox, Toledo. In addition, four candidates were elected to one-year terms on the Nominating Committee.

The evening ended with a closing prayer by retiring Board of Directors Secretary Lynn Warren. Next year, the organization plans to return to an in-person format where attendees can enjoy food, fellowship, and entertainment, in addition to conducting business.

SERVICE COORDINATION AT LUTHER PINES CREATES BONDS

For more than 10 years, resident Anita Burden has lived at Luther Pines senior community in Lima, Ohio. In order to remain living independently in her Genacross apartment, Ms. Burden needs assistance, and that is where Luther Pines' Service Coordinator Lanette Briley comes in the picture.

"We talk all the time," Ms. Briley said. "Sometimes we talk three or four times a day to help Anita deal with things in her life that cause her anxiety." Items Ms. Briley has helped her with include renewing her Medicaid, handling correspondence, and setting up a weekly home health aide through the PASSPORT Medicaid waiver program.

"Lanette takes care of many of my important papers," said Ms. Burden. "I've been relieved of so many things that I couldn't do myself, but thanks to Lanette I can always count on her taking care of it. I can't put into words the satisfaction I receive from Lanette when I need her help."

Luther Pines Service Coordinator Lanette Briley (left) and resident Anita Burden have formed a close relationship over the years.

"I have developed a special relationship with Anita over the past several years, and I enjoy being a support person for her and helping her with many tasks," stated Ms. Briley, who works to provide the Luther Pines residents with the supports they need to continue living in their homes.

Wolf Creek Campus resumes community events

Much to the excitement of staff and residents community events are back at the Genacross Lutheran Services-Wolf Creek Campus. While community outreach has always been important at the campus, COVID-19 restrictions placed on congregate care settings like the Wolf Creek Campus prevented holding events the past few years.

The Senior Self-Defense class held in February was so popular that another session is planned for July 13.

The first event held for community members was a Senior Self-Defense class in February. The response was so great that another class is scheduled for Thursday, July 13, at 1:30 p.m. in the Wolf Creek Chapel. Watch for details on the Wolf Creek Facebook page.

Next up was a visit from the Easter Bunny on April 1. The event featured professional photographs, an egg hunt, coloring contest, glitter tattoos, and balloon animals. "Residents were excited to see all the children and families enjoying the activities on campus," said Director of Marketing Lacey Kozak, who also planned a Designer Purse Bingo in early June.

"The Wolf Creek Campus is so excited to bring back events, because we want to showcase our dedication to the community," she said. "They also allow us to create awareness of Genacross and how we can provide support for the local aging population."

Resident Nancy Churchill has her photo taken with the Easter Bunny, one of the many activities at the community Easter event.

INTEGRITY CORE VALUE CAN BUILD TRUST

In the world of engineering, structural integrity means a product stays together under stress or load. The Genacross Lutheran Service Core Value of "Integrity" means holding together expressed values and actions. When a Genacross caregiver makes a promise to a resident, family member, or colleague, keeping that promise is a matter of integrity. Holding that integrity over time creates trust – the currency of caregiving.

Stories from the Bible teach the scarcity and power of integrity. People, even people of faith, often yield at the least amount of ethical pressure. The great Abraham is untruthful in Egypt about being married to Sarah, fearful that Pharaoh will kill him for his wife. Jacob, the father of the twelve tribes, is a known trickster who lies to his dying father to gain a blessing meant for his brother. King David was publically faithful in many things, but his values fell apart in his personal life.

However, Ruth – a foreigner among God's people – is a model of integrity. She remains faithful to her mother-in-law even when they face destitution, rejection, and starvation. Despite falling into fear and anger at times, Elijah is so steadfast God sweeps him into heaven. Then there is Stephen, the first martyr, who prays forgiveness for his enemies even in the face of death.

Christians see Jesus as an individual of perfect integrity and the fulfillment of God's integrity. "Imperfect integrity in this life has a value among us in building up reservoirs of trust," said the Rev. Greg Olsen, Chaplain at Wolf Creek Campus.

"When we are consistent in doing what we say we will, the reservoir grows," Chaplain Olsen added. "Later, if we cannot keep our word – because of outside forces or human frailty – the reservoir is sufficient to preserve relationships and trust."

Inspired by the Christian faith, the goal at Genacross is to practice integrity – knowing it will be imperfect. However, by paying attention to how words and actions are joined together, the ministry will build trust and stand the test of time.

Generous donors provide youth with fun event

Thanks to the kindness and generosity of donors Chris and Kathy White, the youth served in the Genacross Family & Youth Services program were treated to a special event at Urban Air on Good Friday, April 7.

Mrs. White, owner of Anderson/Miller Insurance Agency, and her husband rented out the entire Urban Air facility as a private event for two hours of fun. The youth jumped on the trampolines, completed the obstacle courses, rode the zip line, drove the go-karts, played on the equipment, climbed the rock walls, and so much more.

They also enjoyed free pizza and soft drinks. More than 30 Genacross team members attended the event to support the nearly 100 youth, and some employees even jumped and participated in the many activities.

Many staff reported that youth had a great time and were very well-behaved. They were impressed with the youth and their choices and actions while there. "It's amazing to see our kids just be kids, and for a brief time, be free of the burdens of the trauma they have endured," said Laura Hasyn, Director of Compliance.

The donors have graciously arranged for this to be a recurring event that happens twice a year, and everyone is very excited and cannot wait until the next Urban Air fun day. As one youth said, "This was the best day of my life. Seriously, this was so fun. I loved it!"

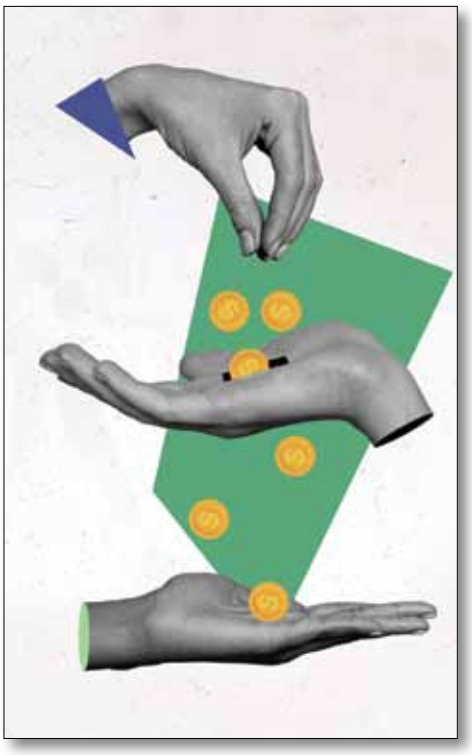
Donors Chris and Kathy White pause for a moment while youth enjoy the activities at Urban Air.

DISCOVER EASY WAYS TO SUPPORT GENACROSS

Amazon shoppers may have heard that the company stopped its popular AmazonSmile program, which provided an easy way for customers to support their favorite charities. While this program is gone, there are still other ways to support Genacross Lutheran Services Foundation.

Kroger Community Rewards: This program makes fundraising easy by donating to local organizations based on the shopping individuals do every day. Once a Kroger Shopper's Card is linked to Genacross Lutheran Services Foundation, all you have to do is shop at Kroger and swipe your Shopper's Card. We will receive the benefit. Here's how it works:

1. Create a digital account at www.kroger.com. A digital account is needed to participate in Kroger Community Rewards. If you already have a digital account, simply link your Shopper's Card to your account so that all transactions apply toward the organization you choose.
2. Link your Card to Genacross Lutheran Services Foundation. The simple steps to do this can be found at www.kroger.com/i/community/community-rewards



Thrivent Choice®: Through this program, clients with membership can contribute to organizations and causes they care about and influence how Thrivent distributes some of its charitable grant funding through Choice Dollars®.

1. Clients can make a personal donation to their favorite enrolled organization through Thrivent's online giving platform. Thrivent pays the processing fees so members' entire donation goes to their cause. Genacross Lutheran Services Foundation is one of the choices available.
2. Eligible clients with membership can also direct Choice Dollars to their favorite organizations or nominate an organization to be a part of the program. For more information, go to www.thrivent.com/about-us/membership/thrivent-choice.

Visit the Genacross Lutheran Services Foundation website at www.genacrosslutheranservices.org/foundation to learn about additional ways to give:

- Honor or memorial gifts
- Monthly giving
- Corporate matching gifts

There are many more ways to support the ministries of Genacross. For more information, contact Foundation Executive Director Mike George at MiGeorge@Genacross.org or 419.861.4964.

IN MEMORY OF

January 1 - March 31, 2023

Mr. & Mrs. Donald R. Boyd by Joette Boyd-Randall

Our granddaughter, Ashley Case, by Herb & Jackie Roder

Marie Eberle of Napoleon Alpine Village by Diane & Rob Morgan

Earl & Evelyn Gerkenssmeyer by Mr. & Mrs. Calvin Nelson

David Joehlin by Mary Jane Joehlin

Julius & Emma Kahrs by Lillian Keller

Rev. Gerald & Mrs. Ilean Labuhn by Mr. Misael & Mrs. Roseanne Martinez

Robert & Catherine Lemmerbrock by Roger & Carol Blackburn

Richard & Hilda Lipstraw by Helen Nowak

Christopher McKay by Nancy Hardin

Mr. & Mrs. William Murray by Mr. & Mrs. William E. Nelson

My dear family by Sharon Ann Wheeler

Joe Olman by Dave & Sue Kimmet

Todd Ritterbach by Jeff & Nancy Wellman

IN MEMORY OF
January 1 - March 31, 2023

David Roberts by Mr. & Mrs. Charles Gilsdorf, Pamela Roberts, Jeff & Nancy Wellman

Mama & Papa Steinbrecher by Dorothy Mae Garst

Thomas D. Tadsen by Mr. & Mrs. Charles Gilsdorf

Edith Turner by Jean Winkelman

Carol Westgate by Anonymous, Bethel English, Toledo, Jill Hollander, Jennifer & Gerald Lagger, Brenda Mossing, Christine Mossing, Randy & Karen Sobel, St. Paul, McClure, St. Peter, Norwalk, Peter Ueberroth

Tom & Carol Westgate by Barbara & Dick Hillyer

Mary Alice Witte by Irene Glore

If we have failed to list your name or have listed it incorrectly, please accept our apologies and contact Mickey at 419.861.4965 to correct our records.

IN HONOR OF
January 1 - March 31, 2023

Cindy Bartley by Anonymous

Jesus, the Savior of the World by John Weislmeier

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

ORGANIZATIONAL DONATIONS
Jan. 1 - March 31, 2023

AmazonSmile Foundation, Seattle, WA
Charities Aid Foundation America, Andover, MA
Kroger Community Rewards, Columbus
Ed & Sue Stehulak Charitable Fund, Monroe, MI
Thrivent - Choice Dollars, Appleton, WI
TOPS #1648, Erie, MI
Trust Company Family Offices, Holland

INDIVIDUAL DONATIONS
January 1 - March 31, 2023

Anonymous
Bev Apel
Judy & Ronald Ashley
Rev. Dr. Gerald Bauer
Jason Beyer
Terry Bossert
Stephen & Deborah Bowsher
Kari Bucher
Christina Burnette
Janus Burton
Rev. Charles & Mrs. Jeri Campbell
Elizabeth Cannon
Robert & Darlene Cook
James F. Cordy
Tamara Dawson-Kynard
Carl & Barbara Dierksheide
Cindy Dunne
Richard Feusse
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Victoria & Demetrius Harris
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Mary Satterfield
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Amanda Schroeder
Jeff & Paige Schulte
Jane Sharp
Scott Slee
Carol Slemmer
Ladina Suber
Carol Taylor
Lynn & John Warren
Linda Weaver
Carol Wiemken
Katie & Jay Zawisza

NON-CASH
Jan. 1 - March 31, 2023

Bev Apel
Melanie Moore

CONGREGATIONAL DONATIONS
January 1 - March 31, 2023

St. Martin, Archbold
Christ, Bowling Green
St. Paul, Bowling Green
Bethlehem, Defiance (Okolona)
St. Paul, Defiance
Zion, Edgerton
St. Mark, Fremont
Zion, Lafayette
St. Matthew, Lima
St. Peter, Martin
St. Paul, Maybee, MI
St. Peter, Norwalk
St. John, Oak Harbor
St. Michael, Ottawa Lake, MI
Church of the Master, Perrysburg
Shepherd of the Valley, Perrysburg
Zoar, Perrysburg
St. John's, Stony Ridge
St. John, Stryker
St. Paul, Sulphur Springs
Bethlehem, Toledo
First St. John, Toledo
Holy Trinity, Toledo
Messiah, Toledo
St. John, Toledo
Community of Christ, Whitehouse
Solomon, Woodville

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THE FRIEND

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Kari Bucher, Editor
Bev Apel, Graphic Designer

Please send address changes to:

The Friend
2021 N. McCord Rd.
Toledo, OH 43615-3030
P: 419.861.4990

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2021 N. McCord Road
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SNAPSHOTS FROM AROUND OUR MINISTRIES

Every day, the ministries of Genacross Lutheran Services are busy creating memories, celebrating life's moments, embracing team members, and having fun. Our Facebook pages are the easiest way to stay connected with what is happening around Genacross.

Like one or more of our Facebook pages today:

- Genacross Lutheran Services (includes housing updates)
- Genacross at Home
- Genacross Family and Youth Services
- Genacross Lutheran Services-Napoleon Campus
- Genacross Lutheran Services-Wolf Creek Campus
- Genacross Lutheran Services Foundation

The Wolf Creek Campus kicked off National Skilled Nursing Care Week with Decade Day. Staff dressed up in the decade of their choice.

Resident Bona Stone of Luther Ridge senior community in east Toledo plays bingo, courtesy of United Healthcare.

Bavarian Village residents on the Napoleon Campus celebrate Cinco de Mayo with fun props and yummy treats.

Mother's Day on the Napoleon Campus mirrored the beauty of a life well lived. Resident Marlene Leitner strikes a pose for the mirror.

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

GenacrossLutheranServices.org