

A MESSAGE *from* MINA

QUARTERLY
UPDATE



Hello!

In the past we have sent out communication pieces to our residents and families a couple of times per year. By the time we have the piece printed and mailed it is old news. This year we are trying something different—a quarterly email. The purpose of the email is to give you an update of what is happening throughout the organization.

Overall Last Year Summary

Holland Home/CLS is in position with our goal of perpetuity into the future. The board of directors developed and approved *Vision 2030* which outlines our vision for the future, our quality of care and services remain excellent, and have a quality dedicated employee team in a very competitive employer market.



Fulton Manor Transition

All of the Holland Home residents have been transitioned out of Fulton Manor to either the Breton or Raybrook campus. Care Resources (PACE) will remain at Fulton until their new location has been renovated, which is expected to be completed in May. Family Promise has signed a lease for a portion of Fulton Manor through December 2019 for the use of emergency housing for families. Holland Home is pleased to be able to offer this option as the building is available and it meets a great community need.

At this time there are 28 families living at Fulton. High-chairs and children's booster seats have taken the place of wheelchairs and walkers in the dining room. Happy, warm children are playing, and the sound of laughter and giggles fill the air.



Raybrook Master Plan

In 2016/17, a detailed master plan for rejuvenating the Raybrook campus was developed and approved. In 2018 we renovated wings A and C of Raybrook Manor which will provide state of the art living for residents now and in the future.

Construction and renovation work on the Raybrook Manor entry, lobby, and courtyard is complete. They officially opened on January 25, 2019. This project also included renovations of the 2nd floor “C” Wing, which will serve as offices and 16 level one assisted living rooms.

In the next 1-3 months The Cook Unit will be renovated/updated and will include a new secured patio off the dining room as well as a courtyard for walking. Bids for the project have come in and plans are being finalized.

The following projects are in the planning and design phase. These projects will begin once fundraising dollars are received (no firm date).

- Planning and design is under way for the renovations of the main dining room at Raybrook.
 - Planning and design is under way for the Rehab Gym as well as 3rd and 4th floor nursing.
 - Planning for the renovation and redecorating of the DeVos Assisted Living wing.
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Breton Rehabilitation and Living Centre and Raybrook Nursing

The Raybrook and Breton Skilled Nursing Facilities are both 5-Star Facilities in the Overall 5-Star Rating and the Quality 5-Star Rating.

U.S. News named Breton Rehabilitation and Living Center Best Nursing Home for 2018-19.

Raybrook and Breton Skilled Nursing Facilities continue to meet the required clinical outcome measures required to be a preferred provider with Spectrum Health, Mercy Health, Metro Health/U of M, and Orthopedic Associates of Michigan.



Atrio Home Care

Atrio Help at Home continues to grow, and Atrio Home Health was awarded the HomeCare Elite Top Agency award for 2018! Only the top 25% of Home Care agencies in the country receive this award.



Faith Hospice

Faith Hospice earned their first star in the *We Honor Veterans* program, which is a collaboration between the National Hospice and Palliative Care Organization and the Veterans Administration. The program provides education on veterans issues and available resources.



Teepa Snow Event

Holland Home Vibrant Living™ and the Cook Foundation sponsored an evening with Teepa Snow, world renowned speaker on dementia, at the Forest Hills Fine Arts Center on February 6. This was open and free to the community.

At Holland Home, we are dedicated to enhancing the lives of those living with memory loss, wherever they call home. We are here to provide the right care, support, compassion, and expertise to help those we care for be as engaged, active, and joyful as possible—improving quality of life.

Reliance Community Care Partners

Reliance Community Care Partners opened the Integrated Wellness Center on the first floor of the corporate office building at 2100 Raybrook Street. The Integrated Wellness Center provides counseling and psychiatric medication management services to its clients and the public, through a team of counselors, nurse practitioners, psychiatrists, and medical assistants. The focus is long term health and wellness, and collaboration with each client's other care providers. The clinic participates with most insurance plans.



Employees

As employees are the backbone of our organization, we continue to focus on our employee engagement, wages, and benefits due to the near-term and long-term labor shortages in our local markets. We are also in the process of developing an employee wellness program. We are happy to report that employee turnover rates for all CLS companies are well below average compared to like companies



New Year Focus

2019 will focus on the implementation of our *Vision 2030*. Here are some of the highlights:

- Implement self-operated dining program throughout Holland Home
- Determine future use of Fulton campus
- Continue the implementation of Phase One Breton Homes North project and business plan
- Continue implementation of the Raybrook master plan
- Continue Raybrook *Keeping the Promise, Securing the Future* campaign.
- Faith Hospice at Trillium Woods plan for the lower level
- Employee focus—recruitment and retention

“Do to others as you would
have them do to you.”

Luke 6:31

Each year we select a focused passage and share thoughts and ideas related to the passage quarterly with all of our employees. This year our passage is **Luke 6:31 “do to others as you would have them do to you.”** Our mission statement reads that we will serve with love and compassion. That means how we serve our residents/clients and how we treat each other will be with love and compassion.

We thank you for choosing Holland Home to be your home and look forward to continue serving you!



Mina Breuker
President & CEO, Holland Home