MISSION IN FOCUS
FOR EMPLOYEES, RESIDENTS & FRIENDS

New Generations
NEW EXPECTATIONS

OPRS Top Chefs

MY INDEPENDENCE EXPANDS
Serving and caring for older adults isn’t just what we do... it’s who we are
As the temperature begins to warm, the sunshine blesses us with longer days and the seasonal rain nourishes the new growth around us, summer is truly blossoming. The same can be said of OPRS.

Backed by a diverse team of board members who support the more than 3,100 employees who provide outstanding care and support for OPRS residents, patients and clients, we continue to grow and strengthen our footprint throughout Ohio and beyond.

In fact, more than 30 percent of our nearly 800 skilled nursing beds are occupied by short-term patients – this is an all-time high for us.

These brief stays create an opportunity to introduce OPRS to our patients before they return to their homes.

We’re also expanding our independent living accommodations at Breckenridge Village with the addition of 24 units in the Landing at Grace Woods, scheduled to open in summer 2013. And, to date, we have more than 50 commitments for a new 68-unit independent living building on our Westminster-Thurber campus. In addition to skilled nursing and independent living additions, we have exciting opportunities to further our reach in the assisted living markets. Specifically, we’re expecting to build a new assisted living addition at Rockynol, which is currently in the planning stages.

Coupled with our campus expertise, I’m equally proud of our 33-year track record of providing home and community based services through Senior Independence – allowing us to complete our commitment to the community by offering our services to people in the place they call home, whether on or off our campuses. The My Independence program, launched last year, provides home health expertise and support on our Dorothy Love, Breckenridge and Park Vista campuses. We’re positioning ourselves to further this support on other OPRS campuses throughout the state. In addition to the My Independence program, our average daily census of hospice support continues to be record setting with 276 patients being cared for every day throughout Ohio!

Looking toward the future, we’ve been busy engaging ourselves with hospital systems, physician practices, insurers and other senior living providers for possible partnership opportunities. Our 48 certified counties in Ohio allow OPRS to have a value proposition which is second to none! Our ability to deliver a post-hospital stay continuum of care to our community is being well received throughout the state. In fact, our partnership opportunities are expanding beyond Ohio, as this past year we partnered with Saint John’s Lutheran and The Billings Clinic to introduce Senior Independence of Montana!

As we continue to grow and strengthen the company with new programmatic support and furthering the financial strength of OPRS, we remain fortunate to have a culture of excellence, which is embedded within the fabric of who we are. Through the hard work of the thousands of OPRS team members throughout the company and the tireless leadership of our volunteers who serve on our many boards of directors, we remain strong and excited for the opportunities of tomorrow!

Whether you’re a resident on one of our campuses, a client we care for in your own home, an employee assisting those we serve or a donor whose generosity helps us to expand our programs and campuses, you’re making a difference in the lives of many! You make the difference; you are OPRS!

Aspirational Language:

This past year, OPRS had numerous accomplishments:

- 19 new beds added to the rehabilitation center at Lake Vista
- 36 new beds added to The Rehab Studios at Westminster-Thurber
- Groundbreaking on a 30-bed skilled nursing addition to Cape May

Whether in Cortland, Columbus or Wilmington, we’re furthering our commitment to our communities.

Laurence C. Gumina • OPRS President/CEO
OPRS chefs from around the state recently competed in a fun and unique competition during the first OPRS Culinary Competition, held at the Columbus Culinary Institute. Chefs from each campus competed for gold, silver and bronze medals.

Chefs from Breckenridge Village, Cape May Retirement Village, Lake Vista of Cortland, Rockynol, Swan Creek Retirement Village and Westminster-Thurber Community participated in a fast-paced, timed cooking challenge. Each team was made up of two chefs from their respective community.

During the competition, chefs had 75 minutes to prepare, cook and present their entrees and sides. They had to submit recipes that fit into nutritional guidelines and cost less than $7 to produce.

This competition was spearheaded by OPRS Culinary and Nutrition Services Director John Andrews. “The contest’s aim was to highlight the fact that we have a strong, competitive culinary team, and that in retirement communities today, the food is an important attraction,” he said.

The chefs, the judges and the crowd who showed up to cheer on the competitors all had a fantastic afternoon that left many with their mouths watering. The competition was a great opportunity to show how OPRS chefs are breaking away from the more traditional comfort foods and beginning to introduce a more modern cuisine to residents.

Three OPRS Health Centers Ranked Among America’s Best

Congratulations are in order for three OPRS health care centers that earned a very prestigious award. Each received five-star ratings in U.S. News & World Report’s “Best Nursing Homes of 2013.”

The Fairmount Health and Rehabilitation Center at Breckenridge Village, The Living Center at Llanfair Retirement Community and The Health Care Center at Swan Creek Retirement Village were given this recognition based on health inspections, nurse staffing and quality of care. The nursing centers provide short- and long-term care, rehabilitation and memory support. Swan Creek’s Health Care Center also earned the same five-star rating in 2010, 2011 and 2012.

U.S. News ranked more than 15,000 nursing homes for the study, and only 14 percent of all nursing homes in Ohio received the same five-star rating as OPRS’ centers. “To have three OPRS nursing centers receive five stars – the federal government’s top ranking – it’s clear our team puts caring for residents first,” says Connie Tostevin, vice president of nursing services and clinical operations.

OPRS Communities President Dan O’Connor added, “This report guides families toward the best options, but a visit will give you a real sense of and feel for our communities – our reputation for excellence, our loving staff, our innovation.”

OPRS is immensely proud of this major accomplishment – to have three health care centers making up a portion of the 14 percent is a great honor!
After reading an article about national “Make Your Dreams Come True Day,” Cape May Retirement Village’s Marketing Director Cathy Koerner thought, “Why couldn’t we do something like that here for our residents?”

Staff talked and distributed flyers to residents asking them to submit a simple, realistic wish that Cape May staff could make come true for them. After all entries were put into a “Dream Jar,” several were picked and staff began the necessary preparations to make these dreams come true.

Roy Collins was one of the lucky residents. He had asked for a dozen red roses to give to his wife, Shelba, as a surprise to commemorate their wedding anniversary. Roy no longer drives, so he knew this would be a fantastic surprise for her. They were engaged 53 years ago on February 7; he had planned to propose on Valentine’s Day, but just couldn’t wait!

Connie Hardie’s dream was also selected. Being new to Cape May, she wished that her son and his family, who hadn’t seen her new home yet, could come for dinner and tour the campus. Cape May made all the arrangements and Connie and her family had a delicious dinner in the private dining room.

Among the other dreams that were fulfilled was Evelyn VanDerVoort’s. She wanted to make it to her 100th birthday. So, Cape May staff created a countdown calendar, marking off each day until April 8th. Like the other residents, Evelyn’s wish came true and she celebrated with a big party that her children, grandchildren, great- and great-grandchildren – 53 in all – and their families attended.

Residents and staff alike are still talking about how special the “Make Your Dreams Come True Day” was for all involved.

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OPRS is always looking for ways to improve its services and amenities so we can continue to offer those we serve the highest quality of living, whether it’s through the addition of new programs or campus renovations. Here are a few recent enhancements from around the state:

Park Vista of Youngstown finished the remodel of the 1. Stambaugh Lobby and the 2. Florence S. & Ward Beecher Dining Room. The beautiful new spaces feature comfy couches, a gas fireplace built into the wall separating the lobby from the dining area and a private dining room at the back of the dining area.

Swan Creek Retirement Village completed renovations on the 3. assisted living and 4. skilled nursing dining rooms, which has allowed the 5. culinary team to move to a cook-to-order program for these areas.

Cape May Retirement Village recently broke ground on a 30-bed skilled nursing center.
Senior Independence has brought a new program to its hospice staff and patients.

Comfort Touch® is a style of massage that focuses on the physical and emotional needs of the elderly and ill. Developed by Mary Kathleen Rose, a certified massage therapist, this program’s main goal is to give comfort through acupressure that will help relieve pain and promote relaxation.

One thing that makes Comfort Touch® so special is that it can be used in any type of setting, whether the patient is in a hospital bed, a wheelchair, a normal bed or in a chair. Because Comfort Touch® is so versatile and needs no special equipment, it can also be practiced in a number of locations including hospitals, the patient’s own home and skilled nursing facilities.

Senior Independence Hospice staff has been undergoing training to learn the techniques of Comfort Touch®, and is using Comfort Touch® exclusively on the hands.

Thanks to this special training, our hospice staff are now better able to comfort the people we serve.

Since it began in 2009, Senior Independence’s Make it Happen® program has been bringing moments of joy to those nearing the end of life by fulfilling precious wishes. Ed, a hospice patient, had his wish to visit his favorite breakfast spot fulfilled through this program.

Ed had been a regular at Tommy’s Diner, a quaint little place just west of downtown Columbus. With stainless steel walls, neon lights, and red vinyl booths, Tommy’s gives its customers an authentic diner experience. However, Ed hadn’t been to the diner in years. That’s why the local hospice team decided to take him to Tommy’s for a special visit.

Ed was so excited that he was ready and waiting for the team an hour before they were scheduled to leave for the diner. Once at Tommy’s, Ed chose the French toast without hesitation — and he ate every bite! Tommy, the owner of the diner, even made a special trip in that morning for Ed’s visit.

“I never thought I’d see this place again,” Ed said. He was thrilled with his breakfast and his special visit. And, the Senior Independence team was happy they could “Make it Happen.”
My Independence is Expanding

The My Independence program, a collaboration between Senior Independence and OPRS Communities, was launched last May. This program offers OPRS Communities independent living residents services at an affordable cost while living in their spacious apartments or homes. These services include light housekeeping, accompanying the resident to an activity or meal, helping with morning or evening routines, moving in, managing medication and much more.

My Independence was first introduced at Dorothy Love, followed by Breckenridge Village, and most recently at Park Vista. This program will also be coming to additional OPRS Communities in the near future.

Senior Independence Receives National Jewish Accreditation

As with all OPRS entities, Senior Independence welcomes and respects people of all religions and faith backgrounds. In order to fully achieve this inclusiveness, our organization must make an effort to learn the end-of-life traditions of various faiths.

In that spirit, Senior Independence Hospice received accreditation through the National Institute for Jewish Hospice (NIJH). This organization was founded in 1985 by Dr. Rabbi Maurice Lamm to help alleviate serious and terminal illnesses, and serves as a resource and educational center for anyone involved in the treatment and care of the Jewish terminally ill.

As an accredited Jewish Hospice agency, Senior Independence recognizes the unique traditions and practices of the Jewish faith, supporting patients and their families with integrity and understanding.

“This accreditation and training gives us the opportunity to provide a better quality of care for our patients at the end of life,” said Cheryl Withrow, executive director for Senior Independence’s Southwest and Miami Valley Regions.

Sheila Flannery, executive director of the Akron/Canton Region, adds, “The training will help staff to understand the importance of making sure that all patients’ needs are honored in their end-of-life journey, including their spiritual needs.”

Senior Independence is proud of this accreditation and the impact it will have on our patients.
What she's done for the residents of the campus is unprecedented. Beginning when she and her husband, Clem, first moved in, Verla has quietly provided decades of support for her friends and neighbors at Mount Pleasant.

Verla has always held the residents of the health care center close to her heart. Early on she saw a need to improve the interior of the health care center so that it would feel more like home to its residents. Ultimately, Verla funded the renovation of much of the center, room by room, wing by wing, over the course of several years. This has made such a difference in the happiness and well-being of those who live there, and is the reason the health care center was named after her.

Elsewhere on campus, Verla has continued to make a significant difference in a quiet and humble manner.

Thanks in large part to Verla, residents today have the ability to swim, exercise and walk indoors in the Quisno Wellness Center. With her considerable support, residents no longer attend chapel services in the dining room; now they worship in the lovely Kittredge Chapel. And because of Verla's compassion, Mount Pleasant is better able to help its residents who rely on the Life Care Commitment because they ran out of the funds meant to see them through.

More than 100 of Verla's friends and neighbors joined her in celebration at the formal dedication of the McClure Health Care Center on October 19, 2012. Plaques recognizing her are hung in the main lobby and second floor lobby of the center. OPRS and Mount Pleasant are delighted to honor Verla with this well-deserved recognition.

Mount Pleasant Dedicates McClure Health Care Center

Campus Honors Donor’s Lifetime Giving

Mrs. Verla McClure, a 31-year resident of Mount Pleasant Retirement Village, has received one of the highest honors the organization can bestow – the naming of a health care center in her honor.

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It’s no surprise that today’s adults age 65 and older are very different from those of decades ago. And just as lifestyles and values change from one generation to the next, so do feelings about charitable giving.

So, to keep up with changing donor expectations, the OPRS Foundation assembled a Generations Task Force.

With the help of a national consultant, the task force studied the values, attributes, behaviors and motivations of past donors, versus those of the donors of today and tomorrow. Armed with this new information, the task force compared the OPRS Foundation’s current approach to donors and prospects to these new expectations and preferences, and suggested changes to close the gap. These recommendations have been incorporated into the OPRS Foundation’s Strategic Plan.

Donor generosity has been critical to the growth and success of OPRS, and will continue to be for years to come. It is vital to keep pace with the evolving expectations and desires of those who care about the OPRS mission to continue to earn the support of donors into the future.

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**Unique Fundraising**

Breckenridge Village Executive Director David Schell thought of a unique way to raise money for the daughter of a Willoughby police officer who was killed in the line of duty last year. The donations raised will help send 3-year-old Olivia Gresko, the daughter of fallen Officer Jason Gresko, to the Clapp Children’s Center on Breckenridge’s campus.

David had been growing a beard since January and residents had been expressing their opinions on his facial hair since he started growing it. So, he decided to ask residents to donate to Olivia’s scholarship, but also added to the fun. He told residents they could vote “for” or “against” his apparently controversial beard. The beard was voted down, and Ray, from Breckenridge’s barbershop, shaved it off during the annual St. Patrick’s Day Pancake Breakfast. David even dyed his beard green to add to the festivities!

**Two Great Additions**

When The Vineyard on Catawba expanded their assisted living building, The Chalet, two years ago, they knew one challenge they would face was delivering first-class meals in their beautiful, new building with the existing staff. They needed to add some new employees to help raise the bar and provide exquisite meals for the residents to enjoy.

Today, The Vineyard has two part-time cooks who plan the meals, shop for groceries, keep the kitchen clean and provide excellent meals for the assisted living residents. Sandra Hudson has been a full-time nurse aide at The Vineyard for the past 10 years, but now she enjoys cooking at The Chalet a few days a week. Mary Salyers came to The Vineyard in spring 2012 with more than 20 years in food and dining services. These two ladies make an excellent team and provide fantastic meals to residents at The Chalet.

**Employee Ordained**

OPRS Church Relations Director Cassie Wolfe recently had the honor of being ordained as a Presbyterian pastor. Cassie is OPRS’ church relations director for our northeast region, and she serves one day per week as the associate chaplain at Breckenridge Village. Some Breckenridge residents and staff attended the service, and Associate Vice President of Mission & Outreach Anne Johnson and Breckenridge Chaplain Don Grauer participated in the service.

Thanks to all of the employees within the OPRS family — for all of their contributions, the ones not so obvious and the ones gloriously evident.
1. Rockynol Director of Sales Kelly Price (left) received a Distinguished Sales & Marketing Award® from SMEI Akron/Canton.  
2. New Executive Director Cheryl Withrow leads Senior Independence’s Southwest and Miami Valley Regions.  
3. Park Vista Communications Media Liaison Beth Ann Tabak received “25 Under 35” Award from The Mahoning Valley Young Professionals.  
4. Bob Stillman appointed as new Chief Financial Officer for OPRS.  
5. New Vice President of Business Development for Senior Independence Mica Rees.  
6. Lake Vista’s new Executive Director Rich Miller.  
7. Rockynol’s new Executive Director Kara Hanzie.  
8. New Gift Planning Director Tom Barry, serving Westminster-Thurber and Dorothy Love.  
9. New Gift Planning Director Nancy Hamilton, serving Swan Creek and The Vineyard.
OPRS is the largest and most experienced not-for-profit provider of continuing care retirement communities and services in Ohio. A faith-based organization with headquarters in Columbus, Ohio, OPRS serves more than 90,000 people in 40 Ohio counties annually through its wholly owned subsidiaries.

- Ohio Presbyterian Retirement Services (www.oprs.org)
- OPRS Communities (www.oprscommunities.org)
- Senior Independence (www.seniorindependence.org)
- OPRS Foundation (www.oprsfoundation.org)

Senior Independence: Providing home and community based services

**Akron/Canton Region** 330.873.3468
- Serving Medina, Portage, Stark, Summit & Wayne Counties

**Central Ohio Region** 614.433.0031
- Serving Delaware, Fairfield, Franklin, Licking, Madison, Pickaway & Union Counties

**Greater Cleveland Region** 440.953.1256
- Serving Ashtabula, Cuyahoga, Geauga, Lake & Portage Counties

**Mahoning Valley Region** 330.533.4350
- Serving Ashbula, Carroll, Columbiana, Jefferson, Mahoning, Portage, Stark & Trumbull Counties

**Miami Valley Region** 937.415.5666
- Serving Allen, Auglaize, Champaign, Clark, Darke, Greene, Logan, Miami, Montgomery, Preble & Shelby Counties

**S.W. Ohio Area Region** 513.681.8174
- Serving Butler, Clermont, Clinton, Hamilton & Warren Counties

**Greater Toledo Region** 419.865.1499
- Serving Erie, Fulton, Henry, Lucas, Ottawa, Sandusky & Wood Counties

**Ohio**
- Kendal Northern Ohio • 440.731.8801
  - Serving Lorain County
  - McGregor • 216.851.8200
  - Serving Cuyahoga County

**Pennsylvania**
- Southwestern Pennsylvania • 724.864.7388
  - Serving Westmoreland & Allegheny Counties

**Montana**
- Senior Independence of Montana • 406.655.5800
  - Serving Yellowstone County

**Virginia**
- Westminster Canterbury Lynchburg • 434.386.3800
  - Serving South Central Virginia – Based in Lynchburg