

VOLUME 40, NUMBER 1, 2016

UMH

Caring Relationships & Enriching Lives

Window

UNITED METHODIST HOMES

Continuing a 125-Year Tradition of Service



Our Mission in Action



As many of you are aware, at UMH we have been focused on all that is changing in serving seniors and their families. In the last edition of Window we talked about health care reform, and its impact on care delivery systems. In this issue, we share our vision for broadening our mission to serve seniors in the greater community with our AgingUnited Network.

The senior population (those over 70 years of age) in the greater Shelton area is expected to increase approximately 30%, or from around 70,000 people to over 90,000, by 2025. In response to the swell in demographics, there are many small and large scale real estate venture

firms seeking profit by serving seniors. These planned developments are by young and inexperienced organizations who often do not understand the complexities of health care reform, and what it takes to provide a high quality care continuum. We are therefore seeing considerable confusion among families navigating the many options available.

The AgingUnited Network will help families find solutions to navigation difficulties. By partnering with organizations serving similar missions, we will ensure that families have a trusted resource to rely upon in their planning process. Although still in its planning stages, we are excited about the future of AgingUnited Network and the solutions we are forming with Griffin Hospital, Valley Parish Nurses and TEAM Inc., among many others, to serve seniors and their families. By working together, we will help families coordinate necessary supportive care, as well as find fulfilling social interaction and community engagement.

On a parallel course, we are planning the future for the facilities and programs of Wesley Village. We have been blessed with a rich legacy of service which enables us to anticipate the needs of the families we support. We are in active discussions with architects, construction professionals and financial advisors, and we look forward to sharing our plans in 2017. Although there is much work ahead, we are up to the task and excited about what the future holds. Stay tuned! In the meantime, we will continue the joy and fulfillment we find in serving the residents of our communities and strengthening our commitment to our mission and values. On behalf of our residents, families, staff and volunteers, thank you to all who make the mission of UMH possible.

David M. Lawlor, President and CEO

Living Our Mission



Congratulations to our 2016 Values in Action Award Winners! These employees were nominated by their peers at UMH for living our Mission every day; caring for our residents and building relationships with fellow employees and the families of our residents.

Bishop Wicke Health and Rehabilitation Center:

Beth Cairone, John DiPoalo and Angela Gaites

Crosby Commons:

Hector Velez

Middlewoods of Farmington:

Linda Midwinter

Middlewoods of Newington:

Zofia Kempna

UMH:

Vicky Dompierre

Wesley Heights:

Angelo Costantini



UMH was also the winner of three National Mature Media Awards for 2016!

Happily Ever Aging - Digital Publication/ Blog

Caregiver Link - Online Digital Resource category

Five Questions Family Members Have About Assisted Living - Web-based Resources/Tool

Middlewoods of Newington was recently awarded **"Best Senior Care Provider"** by the Newington Chamber of Commerce for the third year in a row!

Connecticut Assisted Living Association (CALA) Awards: Congratulations to:

- **Jeanie Gomez** from Middlewoods of Newington, recipient of an award for "Outstanding Resident Service"
- **Hector Velez** from Crosby Commons, recipient of the "Chopped Award" in the Chef Challenge competition
- **"Best Practices Award for Staff Recruitment & Retention"** was awarded to UMH for its "Mission, Values & You" in-servicing program



Expanding our Mission of Service to the Community



In the last edition of Window, we announced that we were the recipient of a grant from the State of Connecticut as part of their “Strategic Rebalancing Plan” to partner with healthcare organizations interested in diversifying or establishing new service models to support those in need of long term care. This grant was a huge step forward in achieving one piece of our strategic plan in alignment with the mission of UMH; the creation of our Community Resource and Welcome Center to be located on the Wesley Village campus in Shelton.

Over the past year, we have focused on defining stakeholders, conducting focus groups and surveys, identifying gaps in services and supports in the eleven town area defined in the grant proposal and developing a formal business plan for the community center which has been submitted to the State for approval. As part of the plan, we have received memos of understanding and are continuing discussions with partners in the grant:

- Griffin Hospital
- Valley Parish Nurses
- TEAM, Inc.
- Alzheimer’s Association, Connecticut Chapter
- South Central VNA
- Constellation Health Services

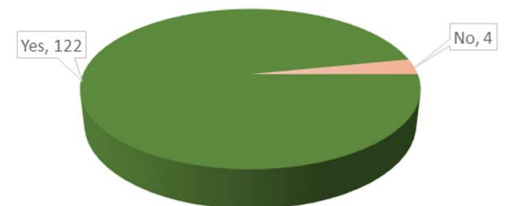
We have also received letters of support from United Way of CT, Valley Community Foundation, Valley Transit District, Valley Chamber of Commerce, and Valley United Way. This support serves to strengthen our outreach to help seniors living at home.

Through the process of creating the business plan we met with over 500 individuals representing seniors, families, area nonprofits, senior centers, faith communities and health and human service providers. Some of the key findings were:

- Seniors and their caregivers are struggling without coordination and in-person navigation of services.
- Caregivers are a key link for seniors aging-in-place and in need of support.
- Senior service agencies are over-stretched and under-resourced.

As we honed in on areas of greatest need, we recognized the importance of not replicating existing services; instead finding a way to connect those resources and provide a central space for those individuals and organizations committed to helping seniors; honoring their preferences while keeping them safe at home for as long as possible. After much discussion, focus groups, and consultation with a marketing and branding agency, we have come up with a name for this

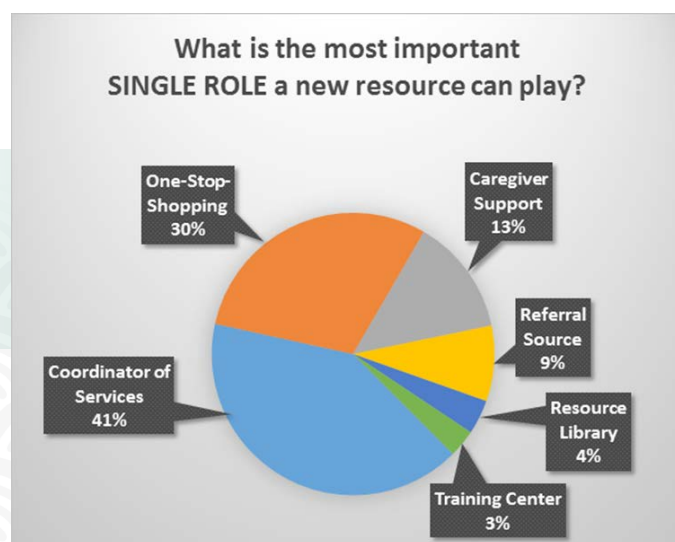
Would a New Resource to Support and Coordinate Senior Care be Useful?



collaboration of partners with the common goal of helping seniors in need to navigate the complexities of successfully remaining in their homes... AgingUnited Network!

In the coming months we expect to solidify partnerships and submit the renderings of the Community Resource and Welcome Center for approval. This fall, we will be applying for a grant through the State of CT Department of Housing to support the construction of the Center, which will provide physical space to coordinate services for the AgingUnited Network and serve as a hub of information. It is an exciting time at UMH as we find new ways to collaborate with other organizations to work toward meeting the needs of seniors today and into the future.

What is the most important SINGLE ROLE a new resource can play?



Honoring our Residents for Their Accomplishments

On April 27, three UMH residents were among twenty-one seniors from across the state honored by the **Connecticut Assisted Living Association (CALA)** with the Distinguished Resident Accomplishment Award at a luncheon and ceremony held at Wesley Heights. **Jim Nies** from Crosby Commons, **Cal Kaiser** from Middlewoods of Farmington and **Mildred Gallegos** from Middlewoods of Newington were nominated to receive this prestigious award because they are extraordinary examples of aging and have made exceptional contributions to their communities.

Jim Nies (pictured left) was nominated by **Lori Pisani**, Executive Director of Crosby Commons. "Jim is really an amazing individual. At the age of 96, he still drives, travels, volunteers and remains as active as ever. Jim is not afraid to try new things and never lets technology intimidate him. He offers his experience as a mechanical engineer to implement new projects within the community and his genuine concern for his fellow residents is evident at all times. We are thrilled to be able to honor him in this way."

Middlewoods of Farmington Executive Director, **Katie Mauriello** and her team nominated Cal Kaiser (pictured right). "Cal is a true gentleman. He and his wife moved to our community over three years ago and spent many months together enjoying their new home. When Cal's wife later became



ill and passed away, he was devastated, but slowly began to rely on the support and connections at Middlewoods to move forward. He now volunteers as the Resident Council President and is one of Middlewoods' most talented Wii Bowlers. He never misses an outing or a trip and regularly shares his life experience as a marketing

professor with our staff; offering tips and advice and talking with prospective residents about making the move to senior living."



"Mildred Gallegos (pictured center) is a pleasure to know and has brightened up our days," shares **Stacy Kesl**, Executive Director of Middlewoods of Newington. "She joined our community with great apprehension but has truly embraced life in her new home, becoming a vital member of our family and making each day count. Mildred maintains a daily walking routine and volunteers, folding napkins for our mid-day meal. When we held our 13th Anniversary Party at Middlewoods, which featured a 1940s USO dance in the Pacific, Mildred, her daughter, and a family friend came to the party dressed in their best 1940s garb and were the hit of the party."

Congratulations to these inspiring residents! It is an honor to have you living and thriving at our UMH communities.

Always Raising the Bar

As UMH continues to grow our focus on living the mission of our organization, we began forming work teams made up of staff from all departments, levels and communities to find ways to improve the resident, family and staff experiences. The results have been wonderful! In April, we launched a **"New Resident Preference Survey"** that is given to our new residents and their families to complete prior to moving in. It was designed to support the individuality of all who choose to call our communities home. The focus is on getting to know particular likes and dislikes, customary routines and hopes and dreams for the future.

A **"Family Welcome Binder"** was implemented in July as a resource for families of new residents. We

understand how overwhelming the moving process can be and created and organized the binder to give families quick and easy access to most frequently asked questions about all aspects of life in our communities.

"This (retreat) was a gift from UMH."

"I enjoyed all of them (activities). Each one from start to finish built on each other. Invite me back!"

"The back-to-back (communication game) was great to demonstrate how you communicate and how you listen – I loved it!"

As we looked at further incorporating our mission into the staff experience, we enhanced the portion of our Employee Orientation to delve deeper into educating new members of our

team on the importance of our mission. We have also spent several months crafting a **"Supervisor Training Retreat"** for all supervisors, which we just launched in September. This day-long retreat places an emphasis on building relationships, understanding blocks to listening, improving verbal communication and learning to provide feedback to staff in ways to help them maximize their potential. The day was created to be a combination of learning, role playing and fun!

We look forward to building upon these successes and utilizing work teams to identify and explore opportunities to improve the experience for all those who interact with our UMH communities now and in the future.

Same Smiling Faces, New and Renovated Spaces!

This year provided us with the opportunity to look at how the needs and interests of our residents have changed and view our gathering spaces with fresh eyes. As Crosby Commons and Middlewoods of Farmington were in need of freshening-up, our Executive Directors collaborated with staff and residents in their communities to solicit feedback and create living spaces that would help to further our mission of promoting relationships. The environment has everything to do with how residents, families and staff interact and build rapport!



At Crosby Commons, our residents have been so pleased! New carpet has been installed in the Lobby, hallways and Library. Many areas also received a fresh coat of paint, including a few splashes of color. The Lobby received a facelift, with all new seating areas designed to facilitate conversation, tables and artwork. We identified a need for residents and their families to gather together for special celebrations and refurbished one of the first floor lounge spaces and created a lovely Private Dining Room. In honor of long-time, former Executive Director, Lois Poutney, we transformed the Sunset Lounge on the second floor into a game room, equipped with a pool table, darts and more! The Library also has a new look with window treatments that enhance the scenic view while providing glare protection, and new seating!

If you walk into Middlewoods of Farmington, you are in for a treat. Phase One of the renovation is complete; keeping with the character and charm one would expect from a community located in this historic town. Beautiful, new carpets and flooring grace the hallways and common spaces of most of the first floor. The Country Kitchen has been totally renovated with new flooring, cabinets, countertops, and appliances. The focal point of this area is the large farmhouse table which is a favorite spot for residents to sit and chat. With the help of a new seating arrangement that is more conducive to conversations, the Living Room has been transformed into a premier gathering area. In the Dining Room, a separate and noise-protected work space was

built to improve service for our residents. New flooring and wall-coverings pull the entire space together. The former Tea Room down the hall has been transformed into a Theater Room, with larger and more comfortable seating so residents can enjoy sitting and watching a movie on the new, state of the art flat screen TV. The Second Phase which includes new carpet on the second and third floors is slated to begin in the coming months.

To stay updated on improvements and upgrades, be sure to follow our communities on Facebook!



"I've had a constant flow of residents telling me how much they like the renovations. They are thrilled that the new décor has enhanced the charm of the community. We are delighted to see so many residents enjoying these spaces, especially those who have not come out to visit in the past."

– Katie Mauriello, Executive Director of Middlewoods of Farmington

Name

Address

2nd Address line

City

State, Zip

Phone number

E-mail address

Enclosed is my contribution of:

- \$1,000 \$500 \$250
 \$100 \$50 \$35
 Other \$ _____

My gift is in honor of:

My gift is in memory of:

Please list my name for recognition purposes as:

- I prefer to give anonymously.
- I have included UMH in my estate plans.

I would like more information about the following gift options, with no obligation on my part:

- Making a gift through my will or a trust
- A gift annuity that will pay me a lifetime income

My date of birth _____

Spouse or other income recipient's date of birth (if applicable)

Return this form to:

Office of Mission Development
 United Methodist Homes
 580 Long Hill Avenue
 Shelton, Connecticut 06484
 203-925-4952

UMH

Caring Relationships + Enriching Lives

Office of Mission Development • United Methodist Homes
580 Long Hill Avenue • Shelton, CT 06484

NON-PROFIT ORG.
U.S. POSTAGE
PAID
Bridgeport, CT
Permit No. 347

Window

**Would you like to receive
periodic updates by email?**

If so, please email your current
information to info@umh.org.

United Methodist Homes • 203-925-4952

www.umh.org



FOR EVENT UPDATES AND COMMUNITY NEWS, VISIT OUR AWARD-WINNING WEBSITE/BLOG AT WWW.UMH.ORG
OR FOLLOW US ON FACEBOOK: [FACEBOOK.COM/UMHCARING](https://www.facebook.com/UMHCARING) OR TWITTER: [@UMHCARING](https://twitter.com/UMHCARING)



Save the Date!
Mark Your Calendar for the
13th Annual TEAM Festival of Trees and
Wesley Village Craft Fair held at Wesley Heights.
Saturday & Sunday, November 19th and 20th
10:00 AM – 3:00 PM
We hope to see you there!



Window
UNITED METHODIST HOMES
Continuing a 125-Year Tradition of Service

Caring Relationships + Enriching Lives
UMH