

Our Mission in Action



As I'm sure you are aware, the landscape of our country's health care system is changing rapidly. Health Care Reform has presented unprecedented challenges to hospitals and long-term care providers, as it seeps its way into our delivery system and everyday life. The significant cuts in governmental reimbursements have caused health care providers to work more cooperatively in order to be more efficient, and develop effective support for those in need. At the same time, this legislation molds the future of health care; we are seeing a steady rise in aging demographics and the demand for our high quality care. While keeping true to our mission and values, we have been adapting.

two weeks. Improved communication regarding diagnosis, aggressive goal-oriented therapy sessions and better coordination with home care providers have all been key to our success in this area. As a result, we are seeing over 600 admissions to Bishop Wicke Health and Rehabilitation Center during the course of a year. It wasn't so long ago that we treated about half as many patients. Despite all this change, we continue to maintain our 5-star rating, and are leading our peers, who are also challenged by Health Care Reform.

We are broadening our services. By now, many of you have seen our new Lifestyle Transitions Program at Wesley Heights, where we specialize in supportive programming in the assisted living setting. With spacious private rooms, intimate gathering areas and enhanced security systems we have designed a unique space for supportive services. But what really makes this program thrive is the quality of our staff. With onsite physician support and high quality, specially trained caregiving staff we are in the process of developing another award

winning program. We are planning to roll out supportive programming at our Middlewoods communities.

As we have unveiled in this edition of Window, we must now focus on supporting the community in a new way. You may be surprised to learn that we have waiting lists that total over 1,000 people for Wesley Village, not to mention the many others in the greater community struggling to arrange support for a loved one. As you can read in this edition, our vision is to help the community by better coordinating resources and partnering with agencies focused on providing supportive services in their home. By aligning resources with people in need, we will be expanding our mission beyond the walls of our communities. We are now in the planning phase of this development and can't wait to see what the future holds!

David

David M. Lawlor, President and CEO

Caregiver Link



Understanding what resources are available for you or an aging loved one can be complicated, especially during times of crisis. We are here to help. UMH offers a variety of programs and guides to help you navigate.

- **"Alzheimer's and Dementia Support Group"** - meets the third Thursday of each month from 2:00- 3:00 PM in the Lifestyle Transitions neighborhood at Wesley Village
- **"Sandwiched - A Caregiver Education Series"** - meets regularly at our communities
- **"Happily Ever Aging"** - check out our blog at <http://www.umh.org/assisted-independent-living-blog>
- **"Senior Living Readiness Quiz"** - visit <http://www.umh.org/senior-living-umh-readiness-quiz>

"The Untold Cost of Caregiving: Practical Solutions for Working Family Caregivers"

This educational program is offered to companies whose employees are struggling to balance work and caring for an aging loved one. To learn more, please contact Lisa Bisson, Director of Community Outreach for Wesley Village at 203-225-5024 or by email at lbisson@umh.org.

"10 Things Family Members Really Want to Know About Assisted Living"

This e-book is the winner of a 2015 Mature Media Award for web-based resources and tools for senior living. It provides helpful answers to ten common, hard-to-ask questions family members have when exploring assisted or independent living options for their aging loved ones. A few of the questions discussed in the e-book include: "How do I get my loved one to agree to move?" and "How much freedom does a resident have in a senior living community?" to "If money runs out, what should we do?" The book is intended to serve as a guide to navigating a few of the core issues encountered when making a move to a senior living community. Visit <http://offers.umh.org/10-things-family-members-want-to-know-about-assisted-living> to download this resource.



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Continuing a 125-Year Tradition of Service



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At Home... and On the Road



The Competition is Heating Up at Middlewoods!

Life is never boring at our Middlewoods Independent & Assisted Living Communities. Our Farmington & Newington residents recently joined the Connecticut Senior Will Bowling League and will be competing together from now until May. Follow their season on Facebook...

Facebook.com/MiddlewoodssofFarmington

Let's Go Team Middlewoods!

Continuing a 125-Year Tradition of Service

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Building Community Connections

UMH is pleased to announce that we were awarded a grant from the State of Connecticut which will help cover the costs for planning a Community Resource and Welcome Center on the Wesley Village campus. The grant is a part of the State's "Strategic Rebalancing Plan" to partner with healthcare organizations interested in diversifying or establishing a new service model to support those in need of long-term care. We are in the midst of meeting with key stakeholders and soon will be conducting focus groups with all interested parties; finalizing the service plan and developing conceptual architectural plans for the Center.



continuum offers the largest array of living accommodations and support of any senior care provider in the area, and is an ideal location for this community resource. With this development, we are excited to make available even more choice for tomorrow's seniors.

Of course, the concept of the Center is also in keeping with the belief of UMH founders who knew there was a better way to care for the oldest among us. What began in 1874 as fellow church members caring for one another, quickly became a model of care that has expanded over generations. Our simple beginnings have grown to include Bishop Wicke Health and Rehabilitation Center, Crosby Commons, Lifestyle Transitions at Wesley Heights, Middlewoods of Farmington, Middlewoods of Newington and Wesley Heights. In these various settings, we are able to provide independent living, assisted living, memory care, rehabilitation services and skilled nursing care. We are honored to touch the lives of over thirteen hundred residents each year, in addition to countless family members that have come to rely on our relationship-centered brand of care.

Once completed, the Center will strengthen the network of service providers and better align support for families in need. The design of the Center will promote an improved network of providers as well as include space to in-service and gather support groups of families, caregivers and volunteers. The Wesley Village care

As we continue to steward the organization into the future, it is innovation and collaboration with other organizations who share a similar vision, that will help us to create services and supports that meet the needs of tomorrow's seniors.

"I am delighted that the United Methodist Homes' strategic plan to build a Community Center on our Shelton campus aligns with the State of Connecticut's desire to support seniors who wish to stay in their communities. We look forward to a successful project."

*~ Jay Nickse, Chairman,
United Methodist Homes, Inc.*

Setting the Standard



Heartfelt thanks and congratulations go out to our 2015 UMH Values in Action Award Winners!

Bishop Wicke Health & Rehabilitation Center:
Teresa Gecaj, Antoinette Rossi, Zachary Taylor

Crosby Commons: Alyssa Resnik

Wesley Heights: Graciela Lopez

Middlewoods of Farmington: Nabil Ali

Middlewoods of Newington: Aida Colon

Congratulations to our staff who received Outstanding Resident Service awards by the Connecticut Assisted Living Association (CALA) for 2015.

Kelly Coppola – Crosby Commons

Loretta Ward – Middlewoods of Farmington

Aida Colon – Middlewoods of Newington

UMH was also the winner of three national Mature Media Awards for 2015:

"10 Things Family Members Want to Know About Assisted Living" (ebook), **"Making Sense of the Veterans Aid & Attendance Pension"** (infographic), and their website, www.umh.org. Awards were presented by the Mature Market Resource Center.



Our Middlewoods of Newington community was voted **"Best Senior Care Provider"** for the 2nd year in a row in the 2015 Newington Chamber of Commerce "Best of Newington" Awards.

Stories & Spotlights – Lifestyle Transitions

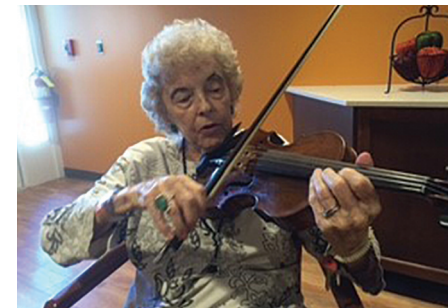
Meet **Miriam Giannone**, a resident at Lifestyle Transitions at Wesley Heights, and previously Crosby Commons. Miriam loves the many opportunities she has to connect with others, especially when it involves a great intellectual conversation. She enjoys social events, especially celebrating birthdays with her friends at Wesley Heights.

In third grade, she learned to play the violin and fell in love with music, which greatly influenced her life. She then went on to further her education and received her Master's

Degree at Eastman School of Music in Rochester, New York. For Miriam, one of the best parts about aging is looking back at the wonderful memories and experiences she has had during her life which include her family, her hobbies, and her travels, just to name a few. Miriam invites us all to "Cherish yesterday, live today, plan for tomorrow, and seek the life beyond."

Miriam was interviewed by Wesley Village and Lifestyle Transitions volunteer, Janet Girardat.

We are pleased to share our residents' stories in a special feature on our blog called "Stories & Spotlights". <http://www.umh.org/assisted-independent-living-blog/topic/stories-and-spotlights>



Welcome to the Family!

We are pleased to welcome the following into key roles in our organization:

Danita Alberti, R.N. – Director of Carelink for Wesley Village

Zvonimir Jukic – Assistant Controller for UMH

Stacy Kesl – Executive Director at Middlewoods of Newington

Cathy Nickse – Coordinator of Spiritual Care for Wesley Village

WELCOME NEW BOARD MEMBERS

UMH Board of Directors

– Daniel Wollman, MD, PhD

Wesleyan Foundation of Health and Aging

– Nancy Johmann, Rob Lesko and Jack O'Donnell

Donor Dedication

It gives me great joy and delight to feature an amazing couple in this issue of the Window. **Olle and Elaine Haggstrom** are longtime friends, benefactors and stewards of the United Methodist Homes family. Shown below in a recent photograph, as well as a picture from their wedding day, Olle and Elaine recently celebrated 65 years of marriage! What an incredible blessing.



Elaine recounts being introduced to the UMH community when she attended the ground breaking of the Bishop Lloyd Wicke Health and Rehabilitation Center in the early 1960's with longtime friend **Dolly Woerner**, a fellow faithful UMH supporter. She was hooked on UMH and the care provided to seniors in need. Elaine was drawn to the mission of our organization. Alongside her devoted husband, Olle, a retired General Electric executive, the Haggstroms have faithfully supported UMH's mission financially every year since 1992, including a named fund in our Foun-

ation. They are active members of our Wellness Center at Wesley Village, where they particularly enjoy using the pool.

We all are inspired by the Haggstrom's generosity and kindness. More importantly, we are touched by their spirit of caring. They each display a strong desire for seniors to be taken care of with compassion, concern and loving professional care. This does not happen without a commitment to our mission and cultivating a culture of caring. As they celebrate 65 years of marriage, we celebrate them! Thank you for your faithful stewardship of our organization. We could not do what we do without you!

I invite you, too, to become partners with United Methodist Homes on our journey of caring for seniors. It is indeed a noble cause to join fellow stewards like Olle and Elaine in financially supporting United Methodist Homes. Your contribution today will make a real difference in the lives of our residents. I look forward to hearing from you.

Most sincerely,

Carlene Rhea,
Director of Mission Development

Living Our Mission - A Staff Experience

This fall, we launched our new Mission and Values training initiative. A committee of staff from various departments, shifts and buildings, spent the last eighteen months working together and with the Mission Development Department to create a series of in-services designed to educate and inspire our staff to continue to do their best in the most honorable work of caring for our residents. Through this training, we will explore a wide array of subjects including: the physical realities of aging; working together as a team, spirituality and aging; effective communication strategies, aging sensitivity and coping with loss.

Our staffs' understanding of the mission and values of UMH is vitally important to delivering the high quality of care that our residents have come to expect and

deserve. More than words on paper, our Mission is alive and well through the actions of our staff each day.

We always appreciate feedback from our staff, as noted from a recent in-service on coping with loss:

"Sometimes in our busy lives we forget the importance of letting our residents know how much we appreciate and love them."

"Thinking about how the losses our residents experience could happen to me someday inspires me to be more aware and to spend more time talking with them"

"I need to be aware of my feelings of love and respect and apply it to my work with our residents"

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