

ABUNDANT *Living*

Leading the Way & Sharing God's Love

PROJECT REVITALIZATION

EXCITING UPDATES TO CARE AREAS, PROGRAMS & ENTRANCES



PHASE 2 IS UNDERWAY!



LUTHER MANOR

2024

A MESSAGE FROM OUR CEO

Stephanie Chedid
President & CEO



2024 sees Luther Manor celebrating its 63rd year of sharing God’s love by enriching the lives of older adults!

Inside each one of the previous 62 years, there are countless stories of abundant life having been received and shared among Luther Manor’s residents, families, staff, donors, and volunteers. It is within each of those stories (and the stories that we may not know) that the heartbeat of Luther Manor’s mission, vision, and values beat the strongest!

Abundant Living is a “best of” collection of the stories we were privileged to tell in the previous year, and it is also a look ahead to the new year we’ve begun together. It is fun and inspiring to reflect deeply on where we’ve been and, at the same time, to trust that this year’s stories are taking shape right before our eyes with changed lives at the center of each one. Gratefully, we can all be a significant part of every story!

In this issue of **Abundant Living**, you’ll find inspiring stories of the community we share at Luther Manor found in the lives of our residents, their families, our staff, volunteers, and our many generous donors. You’ll get to look inside our daily activities, experience celebrations and see the many faces of those who make Luther Manor so special!

As always, I hope our publication inspires you to step boldly in faith to serve others as we fulfill Luther Manor’s mission together. Thank you for making Luther Manor a priority in your life and have a wonderful new year!

Stephanie Chedid



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OH, THE ARTISTS AMONG US



This past May, our independent living residents participated in the very first Terrace Art Show. Life Enrichment Coordinator, Amada Fullhart, recalled, "Being new here, I noticed that there were so many artists living in The Terrace, I thought it would be cool to showcase their talent. After asking around, I discovered that many of the residents had wanted to do an art show for some time. So I set a date, invited artists to show off their work, and encouraged fellow residents to enjoy their work."



Overall, 23 resident artists showed their art and dozens of their neighbors came to see the three-day show. Amanda concluded, "We'll be doing our second art show in 2024, and I hope to see even more resident artists participate!"



SHINING LIGHTS *for our* LOVED ONES

TENS OF THOUSANDS RAISED FOR OUR
CURRENT & FUTURE RESIDENTS

The results are in: with the help of our generous Luther Manor donors, **Luther Manor Foundation raised over \$27,000 from 185 donors!** Proceeds will help grow our resident support fund, which ensures that residents who have outlived their savings will receive the shelter, care, and community they deserve.

Aside from the fundraising, Love Lights 2023 included fellowship and fun across campus. Residents in The Health Care Center, The Courtyards, River Oaks at Luther Manor, and The Gardens enjoyed a tree-lighting ceremony followed by music and a special lunch. Residents in The Terrace gathered for their own tree-lighting ceremony, a special dinner, and musical entertainment.

If you were unable to attend these events, there are still ways to enjoy Love Lights 2023. Watch the tree-lighting ceremony on the Luther Manor Facebook page. Check out the large donor boards in The Terrace and Courtyards listing all of the 2023 Love Lights donations. AND, enjoy the beautiful "love lights" on our iconic tree on 92nd Street and around campus.

Finally, thank you to all who led the tree-lighting ceremonies in each of Luther Manor's care areas, to our talented volunteer musicians, and all our sponsors!

THANK YOU 2023 SPONSORS

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Visit luthermanor.org/lovelights to donate in honor or memory of your loved one!

THE CARESMART IS NOW OPEN

A UNIQUE BENEFIT FOR OUR DEDICATED & ESSENTIAL STAFF

On June 7, 2023, employees who work at Luther Manor were given a new option for picking up last-minute food items for meals before they leave campus at the end of a shift.

CARESmart, a new convenience store in our Wauwatosa campus, carries products like milk, cereal, boxed pasta and other essentials for free or at low-cost prices. Developed by the Luther Manor CARES Committee, the CARESmart concept follows the life plan community's core values of Compassion, Accountability, Respect, Everyone Matters and Service to God, and was influenced by a one-time donation given to workers during COVID-19.

"Our healthcare workers were essential during the pandemic," recalled Patrick Hansen, Luther Manor's Chief Resident Experience Officer. "People couldn't get supplies and many staff leave work late at night because of our 24/7/365 operation. So, we put together a CARES bag for more than 300 staff containing toilet paper, paper towels, hand sanitizer, bleach and a treat. It was a 'thank you' to them for their amazing dedication and brining a sense of calm to our daily routine."

When a former CIO suggested offering this assistance on a more permanent basis, the CARESmart idea was born. In the past two years, Luther Manor has secured grants from The Green Bay Packers Foundation (\$5,500), Anon Charitable Trust, (\$5,000) and the Siebert Lutheran Foundation (\$43,000) to cover the gutting and renovation of a former pharmacy on campus, and operating costs to make CARESmart a reality.

"As we renovated, our next need was where can we get the products?" said Hansen. "A past board member suggested a partnership with Just One More Ministry (JOMM), a conglomerate that helps disperse groceries to organizations in the metro area. JOMM will

provide 80% of our items for us to pick up on a weekly basis, things like macaroni and cheese or spaghetti sauce. We will supplement other necessary food items at a reduced cost."

Hansen says CARESmart is another employee benefit that can help attract and retain employees in what remains a tight job market.

"About 34% of our employees earn \$15 or less an hour. CARESmart helps supplement what they need. The store is not intended to replace their preferred supermarket for shopping. It's just an affordable and convenient option to grab a box of cereal or other staple for the family."



Current and future grants will allow Luther Manor to pay one part-time staff member to manage the CARESmart store and remain self-sustainable for the future.





INTRODUCING VST BALANCE

AUTOMATED FALL RISK ASSESSMENT FOR RESIDENTS

VSTBalance is an automated fall-risk assessment tool using Artificial Intelligence (AI), which provides education on the residents' fall risk and mobility level by evaluating deficits in balance, gait, and function. Program Manager, Lisa Knoblauch, explained, "We print and provide the results, highlighting key points, to encourage a discussion between the resident and their family and physician. While everyone has a risk of falling, residents want to know their personal fall risk percentage and are engaged in their options to help decrease their risk, leading to improved safety and quality of life."

VST BALANCE:

- Reduces post-acute care falls by 78%.
- Improves mobility for IL & AL residents by 85%.
- Reports with objective data to assist in identifying early deficits that can be addressed by skilled treatment.
- Engages in biofeedback activities that seniors love while assisting in reducing falls and improving mobility.



PROJECT REVITALIZATION

EXCITING UPDATES TO CARE AREAS, PROGRAMS &

If you've visited our Wauwatosa community sometime in the last few months, you know that our **\$8-9 million dollar "Project Revitalization"** is now **fully underway!** This project touches every area of our community in different ways, some more than others. We are officially in Phase 2 of our three phases. As of early January 2024, we have seen the demolition of the previous main Terrace entrance which allowed for the installation of beautiful, decorative concrete and the steel erection of what will be the new covered Terrace entrance. Our brand new therapy gym just to the north of our Welcome Center has been framed in and light fixtures are being installed. In the Courtyards, our new indoor entrance and cafe space has undergone ductwork installation, the walls are sanded, and water piping has been installed. Every week brings us closer and closer to a finished product!

You may have also seen that the two homes just to our north have been demolished and the ground has been prepared for our new 92nd street entrance, which is part of our third phase of revitalization. Project Revitalization should see completion by the end of 2024.

THE TERRACE ENTRANCE



THE COURTYARDS ENTRANCE



THE COURTYARDS SALON



92ND STREET ENTRANCE

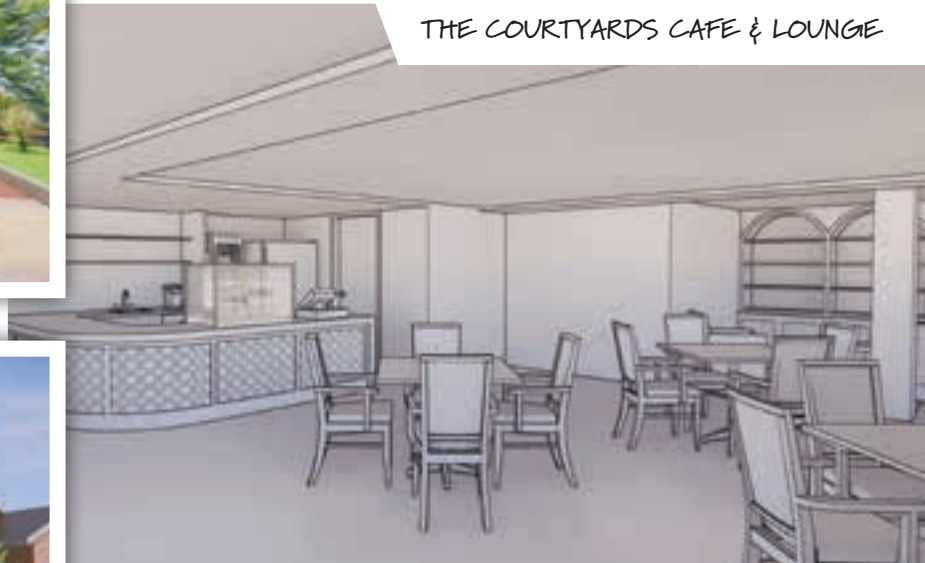


PHASE TWO IS UNDERWAY!

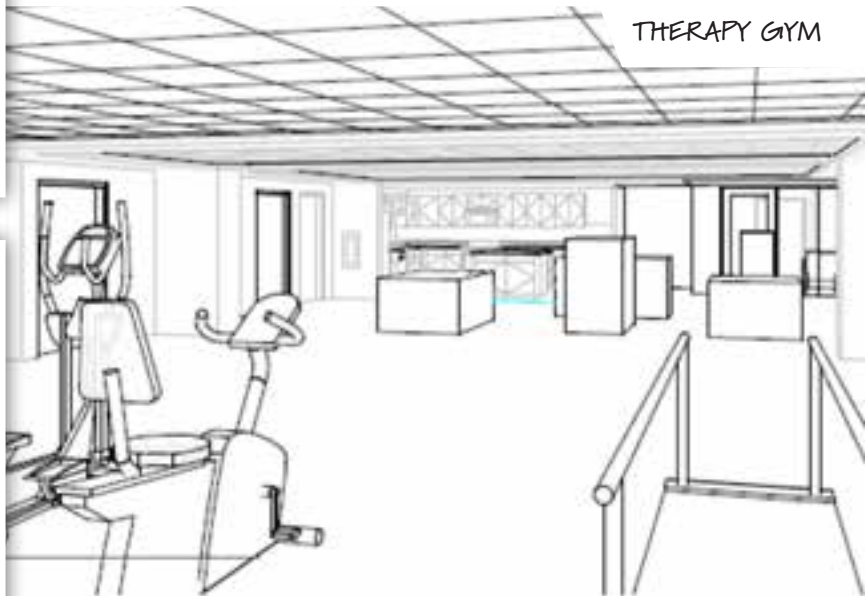
HEALTH CARE CENTER DINING & ACTIVITY AREA



THE COURTYARDS CAFE & LOUNGE



THERAPY GYM



A FLAWLESS REVIEW

THE COURTYARDS RECEIVES A DEFICIENCY FREE STATE EVALUATION

Congratulations to the entire team in our assisted living community in Wauwatosa, the Courtyards, on achieving a deficiency-free annual survey! This is no easy feat and it comes with a lot of hard work, sticking to our processes, and remaining diligent in our care and commitments.



The state surveyor remarked on the quality of our grievance process, the nice condition of our common areas and resident rooms, and was very pleased with her interaction with staff. She also spent a lot of time talking with residents who shared their compliments and overall satisfaction with living at Luther Manor.

Thank you and congratulations to every member of the team who makes this assisted living program so special. Achieving this outcome is simply exceptional!!

SOUNDS of the 60s

A TRIP BACK IN TIME WITH THE TERRACE SINGERS

Our wonderfully talented "Terrace Singers" is a choir consisting of independent living residents (and a few other friends). They perform several different themed concerts throughout the year

for fellow residents and visiting groups. Their newest concert "Sounds of the 60s," got everyone singing along while they enjoyed some 1960s-inspired clothing and hairdos! The audience was also treated to tunes by a barbershop quartet of Terrace residents. It was a wonderfully fun and musical trip down memory lane!



VOLUNTEERS

VOLUNTEER BANQUET 2023

THANK YOU TO ALL OUR VOLUNTEERS FOR "PITCHING IN"

We are so blessed and thankful to have such a dedicated group of volunteers who give their time to ensure our mission of "Sharing God's love by enriching the lives of older adults" is a home run! In September, nearly 100 of those volunteers gathered for our first in-person **Volunteer Appreciation Banquet** since 2019. It was a baseball-themed night filled with friends, food, fellowship, and lots of fun!



Make a difference in 2024 & volunteer with us!
luthermanor.org/volunteer

THE GRAND OPENING OF THE GARDENS

WELCOME HOME CHARTER MEMBERS & FUTURE RESIDENTS

The first residents and charter members of **The Gardens at Luther Manor, our brand new memory care center**, moved in last summer to receive an enriching life full of personalized and compassionate care.

Offering a multidisciplinary, individualized program designed to enhance the quality of life of every resident, private apartments, thoughtfully designed spaces, and “The Sanctuary,” a large, enclosed courtyard with a lush garden.

Residents are getting situated into their beautiful, supportive environment while focusing on engagement, encouragement, safety, and life enrichment activities like arts and crafts, gardening and golfing.

THE GARDENS
AT LUTHER MANOR



A POSITIVE APPROACH TO CARE

LUTHER MANOR PARTNERS WITH TEEPA SNOW

Teepa Snow's
Positive Approach to Care®

"Until There's A Cure, There's Care" is the mantra of Positive Approach to Care (PAC), led by its founder Teepa Snow. PAC is a framework of care that enhances the life and relationships of those living with brain change by fostering an inclusive global community. **Luther Manor is partnering with the PAC philosophy to equip those caring for someone with dementia with a greater understanding of the disease, self awareness, and critical skill sets.**

This past fall, as part of Luther Manor's investment in this philosophy, Kenny Stelpflug and Rachel Stokes of Luther Manor's Training & Development Department began training as teachers of PAC. "We'll be 2 of approximately 30 program teachers worldwide, which is pretty special," said Stelpflug. "We are excited to be able to train and support our internal teams and, eventually, the greater Milwaukee community. We intend to train every team member who regularly engages with memory care residents."

Kenny continued, "Early into our training and implementation, we've already seen many 'lightbulb' or 'a-ha' moments that have increased the confidence of our team as they interact with our residents with greater success. Seeing and hearing such positive feedback from those who have moved through the courses and begun using PAC is so rewarding."



Kenny and Rachel of Luther Manor's Training and Development team began the process of becoming program teachers and, during training, were able to meet with Teepa Snow herself.



Mission Possible is an employee recognition program that celebrates employees who exemplify Luther Manor's mission in action.

It is intended to bring the highest recognition for a specific act performed by an individual or individuals that demonstrates the care, compassion, and sharing God's love that makes Luther Manor great.



LUTHER MANOR
A Life Plan Community

MISSION: POSSIBLE

Below is a Mission Possible story from 2023

that was submitted by the Director of Human Resources, Reggie Miller.

"Medical Emergency! All hands on deck!" Nurses and medical personnel frequently make and hear similar calls throughout their careers. For Reggie Miller, Director of Human Resources at Luther Manor, making that call to the front desk with those directions was a brand-new experience.

"I was meeting with Brenda, our Nurse Supervisor when suddenly Shemara ran in to let her know there was an emergency," Reggie remembers. "Before we left the office and turned the corner, the clinical staff, Shabre, and Linda, arrived in the resident's room and began providing emergency care. It felt like a director was choreographing the whole thing. Even though tensions were high, no one panicked, and everyone made contributions toward the procedure."

After requesting the emergency alert, Reggie went to find additional nursing staff to assist. He found Herminia, Deedra, another nurse, and a CNA who were in the residents' Fireside Lounge. Before Reggie could explain what was happening, Deedra grabbed her med cart, an IV monitor, and another nurse and began running toward the resident's room. Once the paramedics arrived and joined our nursing staff, they were able to stabilize the resident and head to the hospital for continued care.

Reggie excitedly reported, "It was astonishing to see CNAs, new LPNs, and nurse techs behaving as though they had done this kind of thing for 30 years. The urgency they demonstrated, coupled with composure, was truly remarkable."

Please join us in congratulating and thanking our clinical team of Shemara, Herminia, Shabre, Linda, Deedra, and Doral for making our mission possible. They have exhibited Luther Manor's values in showing incredible accountability, great compassion, service to God, and demonstrating that truly everyone matters!



WE LOVE OUR VETERANS

GETTING TO KNOW DAVE MYERS, OUR VETS CLUB FOUNDER

LM: Tell us about your history and personal experience with the US Armed Forces.

DM: I had two stints in the US Army. One from 1959-1969 as a Staff Sergeant in the Army's Transportation Corp as a locomotive engineer. My second was from 1982-1996 as a Master Sergeant in the Army's Public Relations & Public Affairs Department. Around that time, I became active in local veteran's organizations such as the American Legion, VFW, USO, and DAV.

LM: How did you first come up with the idea behind Luther Manor's Vets Club?

DM: Vets Club was born of my military service, the appreciation and respect I believe our veterans deserve, and my own recognition that veterans, in many ways, speak a language all their own and need the support and friendship of fellow veterans.

When I first got here and was asked to help get Luther Manor's train room going, I said I would if we could do something for our veterans. So, in 2014, I began knocking on every resident's door and discovered that Luther Manor had over 300 resident veterans! It was upon that discovery that Vets Clubs began.

LM: What kinds of things does the Vets Club do?

DM: Our Vets Club purpose statement makes clear that the group is comfortable and informal for the purpose of establishing friendships, but it's been much more than that. It has also served as a natural connecting point and resource for new residents who may not know the other veterans who live around them or how to access the local veteran resources available. We are also incredibly proud of the veteran's memorial we helped get commissioned, funded, and built for past, present, and future veterans which currently adorns our Welcome Center.

The Vets Club has monthly meetings in The Terrace (our independent living community) as well as in The Courtyards and Health Care Center (our assisted living and skilled nursing communities), where we discuss current military and veteran news and affairs, watch movies, and hear service stories from our resident veterans. We enjoy around three outings yearly, whether a group lunch at a local restaurant, visiting a military museum, or field tripping to a historic military site. Finally, one of our most significant and most appreciated events is our Veterans Thank You Luncheon, which we host annually around Veterans' Day.

Currently, Luther Manor is home to 75 veterans representing each of the military branches. Most of our residents used to be World War II or Korean War veterans, but as it stands today, most of our vets served during the Vietnam War. We even have members who served non-US militaries, which always makes for fascinating discussions! It goes to show that Vets Club has been, and will remain, a home for anyone who has served their country and calls Luther Manor home.



2023 DONORS

Love Lights

FRIENDS OF LUTHER MANOR



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at Luther Manor
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Luther Manor Residents
& Employees
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Wanda Tischner, My Mother
Jill Lindberg

William & Hazel Jarchow
Carol Evert

William Johnston
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