

## Volunteerism: the hallmark of service

June 2011

*A pessimist, they say, sees a glass of water as being half empty; an optimist sees the same glass as half full—but a giving person sees a glass of water and starts looking for someone who might be thirsty. ~ G. Thomas Gale*

At Presbyterian Homes & Services, our vital corps of volunteers understands giving better than most. Volunteerism is one of the hallmarks of PHS. From the very beginning, local church members, children, service clubs, neighbors, resident family members and staff have volunteered in every one of our communities.

We are blessed to have a wide diversity of volunteers, some who are here once a year, and some who are with us every day. These volunteers complete a variety of tasks – reading to residents, assisting with activities, tending gardens, delivering mail, running errands and helping with office projects. Volunteers help to supplement the paid staff's efforts- to do the little extras and to spend valuable time with the residents. All of our volunteers lighten the work of the staff and brighten the days of our residents.

Words hardly express the deep appreciation and gratitude we have for all that our volunteers do but this much we can say with confidence: They are living examples of faithful, Christian service, and the residents are blessed by all they do. Our volunteers often express that they too are blessed in serving. **Please take time to thank a volunteer today.**

## Presbyterian Homes Hospice

May 2011

Hospice is a special kind of care that supports individuals in the advanced stages of an illness. The mission of Presbyterian Homes Hospice is to enrich the lives of our clients through service that reflects the love of God. We seek to exemplify the values of our Christian tradition to all faiths by addressing the physical, emotional, educational, social, and spiritual needs of the terminally ill and their loved ones.

Hospice care is delivered wherever the client resides whether it be in a private home, senior living community or long-term care center. Certified by Medicare in January 2011, Presbyterian Homes Hospice offers compassionate care, insight and guidance to our clients and their families to help them navigate through the end of life with dignity. Our comprehensive program is designed to achieve the best quality of life for our clients, their families and their caregivers through a comfort care approach. We work closely with our clients and their families to develop a personalized plan of care that promotes comfort and quality.

With the addition of hospice, PHS now extends the continuum of care to end-of- life services. Currently, we serve clients in Roseville and Arden Hills, MN and the surrounding area with plans to extend hospice services to all Presbyterian Homes locations during the next several months.

## Easter: The Never- Ending Story

April 2011

### Chaplain Kirk Statler, Highland Ridge, Williamsburg IA

Remember the movie, “The Never-Ending Story”? It was so named because, at its “conclusion,” it wasn’t over, but left to the unlimited imaginations of children to play out forever.

A familiar biblical story bears some similarities: Easter. It, too, at what appears to be its conclusion, is actually far from over (and we are eternally grateful for that!). As a pastor, it’s common to feel an urgency to create something fresh and new for Christian holidays – especially after preaching for years! But we don’t have to come up with something new...these stories are unchanging. Theologians call this “immutability” and we’d all be in trouble (and heart-broken) if our cherished faith histories were suddenly given altered endings!

I’ll never forget attending a “Passion Play” and at its climax, when Jesus is supposed to say, “It is finished,” the Christ-actor lifted his arms off the “nails,” stepped off the Cross and said, “I can’t do it!” Talk about a shocked audience...and a marvelous opportunity to reflect on “What If?”

No, the story of Easter is the never-ending, never-changing story of the God-Man, Jesus Christ, willingly giving His sinless life in perfect and complete payment for the sins of the world – and getting it back again! How thrilling to know that we don’t have to come up with something brand new to tell people April 17 -24...or any other day. No! Forever and ever –

“He lives! He lives! Salvation to impart;  
You ask me how I know He lives?  
He lives within my heart!”

## At PHS, We Value Service Excellence

March 2011

Sharon Klefsaas, Executive Director of Operations

Service Excellence, one of the six PHS values, is defined as “performing our duties and responsibilities with extraordinary diligence”. All of our staff, whether in housekeeping, nutrition, activities, chaplaincy, administration, human resources or clinical services, aim to do their very best to serve residents with excellence.

Colossians 3:17 instruct us to do just that - “Whatever you do, whether in word or deed, do it all in the name of the Lord Jesus, giving thanks to God the Father through Him.” Verse 23 of that same chapter says, “Whatever you do, work at it with all your heart, as working for the Lord.” We are instructed in the Bible to perform our jobs with excellence. Obviously, our residents deserve it!

One measure of our performance in Service Excellence is Wellness Participation. We know how important it is for older adults to be active in all dimensions of wellness. We measure the percent of independent living residents who participate in different forms of physical wellness. Our standard is 65% participation at least three times a week and the best practice is to have at least 75% participation. Organization-wide, we currently have 55% physical wellness participation.

Many of our communities have beautiful WINGS Wellness Centers and specially trained Regional Wellness Directors. These directors lead wellness classes and design programs for residents. It is so very important for our residents to work on general strength training and balance to minimize some of the affects of aging and to prevent falls. Learn more about how you can participate in wellness programs at your community and encourage others as well.

## Creative Senior Dining: Offering Choice to Older Adults

February 2011

Bill Hagstrom, Director

Creative Senior Dining (CSD) a program of PHS, provides home-delivered meals to older adults and gives them choices of what they eat, when they eat and how often they want support visits. Because we offer choice while operating an effective and efficient program, CSD was awarded the Title III contract for Washington and Ramsey Counties to provide meals to low-income older adults. The blessing to serve low-income adults has come with challenges as we coordinate transitions with former providers.

In Washington County, the transition with Human Services Inc. (HSI) has been smooth and service continues to its 225 older adult clients without interruption. Jeremy Miesner, former HSI meals supervisor, is now employed by CSD and continues to oversee operations and volunteers for Washington County clients. Jeremy brings leadership and a passion for older adults, and has been instrumental in the transition. In 2 months, CSD is already growing, now serving 285 seniors in Washington County.

CSD began serving Title III meals for Ramsey County in January 2011. Although the transition with the 10 former provider organizations has seen its challenges, CSD welcomes partners who share its commitment to low-income and homebound seniors. CSD is partnered with the Jewish Community Center to serve kosher meals and also began serving daily hot meals to over 60 Hmong seniors. CSD has added nearly 100 clients and expects an additional 25 new clients per week.

CSD currently serves over 4,000 seniors, offering 60,000 home-delivered and congregate dining center meals each month. Home-delivery clients have the choice of once a week delivery with a supportive visit, or volunteers may come in daily to heat meals already delivered. Daily hot-meal delivery with a supportive visit is also available. CSD home-delivered meals are also available for general purchase by calling (651) 746-8200 or online at [www.creativeseniordining.org](http://www.creativeseniordining.org). CSD is committed to offer older adults choice and serve the best possible meal, ensuring that clients are consuming the nutrition they need to remain healthy and independent at home.

## Presbyterian Homes & Services Strategic Plan: Preparing for Tomorrow Today

January 2011

We live in exciting times with opportunities to have more community impact and serve in more and different ways. That's what the 5-year Strategic Plan developed by Presbyterian Homes & Services (PHS) Board of Directors is all about. It establishes a long-term destination and provides us with a map to arrive there. Our current plan includes the following initiatives:

**Structure and Leadership:** Recruit and develop leaders who are focused on the future and demonstrate our core Christian beliefs and values.

**Home and Community Based Services:** Increase the number of people in a variety of settings who are served by home and community based services.

**Second Geographic Area:** Select a second metropolitan area where the need for senior services is high and open a Hub and Spoke system very similar to the PHS service model in the Twin Cities area.

**Continue Development of Traditional Services:** Develop new campuses on a modest scale and experiment with smaller communities that are well connected to the services of the entire PHS system.

**Improve Financial Position:** Improve efficiency in operations and aim to increase liquidity, reduce long-term debt and grow the endowment.

**Optimize Fundraising:** Grow philanthropy to build endowment, strengthen mission benevolence and assure quality of life programs like spiritual care and wellness.

**Low Income Older Adults:** provide more services for very low-income older adults, integrating and/or coordinating those services with existing PHS communities.

These strategic initiatives are driven by an enduring commitment to our mission to enrich the lives of older adults through services and communities that reflect the love of God. Those we serve, and those who serve with us, make fulfilling this mission a joy every day. We have good reason to look to the future with enthusiasm and hope.

The mission of Presbyterian Homes & Services is to enrich the lives of older adults through services and communities that reflect the love of God.

[www.preshomes.org](http://www.preshomes.org)