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> Serving You with Christian Compassion Since 1906



Thank You

Hello all! First off, on behalf of everyone here apart of the Madrid Home Community, we would like to say THANK YOU THANK YOU THANK YOU! Your tireless support, endless dedication, and everlasting compassion for our staff and residents were evident throughout the year, and especially during the holiday season. We had a great turn out for our Fall Bake Sale and Bazaar, which helped turn our Avenue of Trees into a success! Also, we are extremely gracious for everyone that volunteered their time to help with the many activities we had planned during this time of year. From musical guests, to gift wrappers and everything in between, we appreciate every single one of you. Also, a thank you is in order for those who donated gifts for the residents. This year we were able to provide each resident at the Madrid Home, The Cedars, and Ballard Creek with 3 personalized gifts! The looks on some of the resident's faces while opening their gifts were priceless! Another thank you goes out to all of the member churches and area schools who brought their talented choirs to serenade our residents. Chaplain Carla made sure our Christmas services were beautiful and uplifting, and the Lord did his work on the rest. Once again thank you so much for the love and support we have received over the year. We wouldn't be able to do the things we do if it was for the supportive community around us!

"…and do not forget to do good and share with others, for with such sacrifices, God is pleased" – Hebrews 13:16

A Message from Keith Kudej, President/CEO

The Christmas season provides Madrid Home Communities many fantastic opportunities to celebrate the birth of Jesus Christ! On December 23rd we held Christmas parties on each floor at the Madrid Home that included the reading of Luke 2:1-20, Christmas carols, snacks and of course lots of presents. Residents new to our communities are always surprised when they receive three (or more) individualized gifts. This vear some residents were in absolute wonder as to how Santa's elves knew their particular likes, especially their favorite color. I told them Santa's elves are always watching! Our member churches, employees and generous donors made it all possible.

2016 was a tough year financially for Madrid Home Communities as we suffered a \$925,000 loss. The biggest reason for this loss was a decline in revenue due to low occupancy in the nursing home. Census in the nursing declined steadily home in 2015, starting with an average of 113 residents in January and ending the year with a daily average of 102 residents. In 2016 our daily average dropped to 92.5

residents. The biggest reason for the decline is our inability to accept individuals with challenging behavioral care needs. We reject these individuals to avoid issues with regulatory compliance. A friend commented to me that he didn't think this small drop in occupancy was a problem, until I explained the math. Our average monthly revenue per resident is about \$6,000. A drop in census by 20 residents equates to a drop in revenue of \$120,000 per month or \$1,440,000 per year. Obviously we were able to lower some expenses, but we can only cut so much.

So what are we doing about this? First, I want to state that we are not going bankrupt! We have been blessed with many generous gifts and our cash remains strong. But we need to react now or eventually we will lose our nest egg. We are in the process of entering into a strategic agreement Western Home with Communities out of Cedar Falls. Western Home will evaluate our systems and help us develop a strategic plan that includes a shortterm action plan to enhance financial performance and a long-term action plan that will include replacing our 67 year old nursing home building. The plans will help us improve our long term financial performance and solidify our competitive position in the market area.

Change will be difficult, but I am confident our ministry of service will become even stronger as we discover new ways to again meet the needs of hard to place people. Over the last 110 years the Madrid Home has overcome many obstacles, and I am confident God will guide us through our current challenge. Keep us in your prayers.

Sincerely,

Keith Kudej

Grant from Alma Pedretti Charitable Foundation Makes Third Floor Updates Possible

Last summer, a decrease in the number of residents at the Madrid Home gave management staff the opportunity to investigate ways to increase staff efficiency and improve resident supervision. One solution was to relocate residents from the isolated 4th Floor to other vacant rooms in the building. The 3rd Floor west wing had been previously vacated, with a plan to widen bathroom doors to allow access for mechanical lifts. Along with widening bathroom doors, the plan also included lighting improvements, installing handicapped toilets and

replacing outdated flooring. The updates on 3rd Floor were completed in late December making it possible for staff to relocate all 4th Floor residents in late December and early January. These moves not only created better staffing efficiencies, but also improved resident safety, since evacuating the 4th Floor during a fire would have required residents to be transported down steps as opposed to evacuating from one wing to another. The Madrid Home recognizes and thanks the Alma Pedretti Charitable Foundation for awarding us a grant of \$15,750 to help fund the \$23,665 project.

Questions? Not sure where to start?

For Independent Living and Assisted Living solutions, call **515-236-1960.**

For post-hospital rehabilitation or traditional nursing facility solutions, contact **Carol Mallory at 515-249-2637.**

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Christmas at the Madrid Home Communities



























Chaplain's Corner THE ONE WHOM JESUS LOVES

By Chaplain Carla Werre

I've been thinking a lot about grace lately. Maybe it's because of the divisiveness that's become prevalent in our country during the political campaign and the ensuing election. It seems many can't even agree to disagree and yet be able to maintain their relationships with friends and family who view things differently. So the rhetoric escalates, emotions run high and the volume of the conversation increases.

I'm reminded of my travels in Europe. I'd seen an American trying to make himself/herself understood by a person who didn't speak English. Invariably, the American would end up shouting, as if by speaking louder the hearer would magically be able to understand English. What makes us think that yelling matches, vicious rants and comments on social media will make anyone change his/ her mind?!

Grace. The word hit my conscious mind this time (I think the Holy Spirit had been doing some preliminary work on my spirit!) when I was at my dad's house after Christmas. He had a book by Phillip Yancey sitting on his coffee table: What's So Amazing about Grace? It was published in 1997 and I'd read it then, or at least excerpts of it, but I was drawn to it again; I picked it up and started reading.

Grace is one of those words Christians use or hear frequently; yet many of us haven't stopped to define it or think about what it means. I'd always heard from sermons or Sunday school lessons that mercy is not getting what we deserve and grace is getting what we don't deserve. That's a pretty serviceable if somewhat murky definition. I like Yancey's better: "There's nothing I can do to make God love me more, and nothing I can do to make God love me less." The holy God, who can't look upon sin, loves me, loves you, sinners though we be.

John, in his Gospel, doesn't refer to himself in the first person. Generally, he describes Jesus' life and ministry and tells what he witnessed, naming other disciples; when he speaks of himself, he says "the disciple whom Jesus loved." Four times in the Gospel he says that. Now some might look at that and think he's boasting. I believe this was his identityhe doesn't say, "I was reclining next to him" or "Jesus told me to take care of his mother"; it was "the one whom Jesus loved."

What would happen if we all view ourselves this way, if we see others this way--the one whom Jesus loves? Would it change how we act, how we respond to those who may be different from us? We may not see eye to eye with them, but this is someone whom Jesus loves. Let's get down to the nitty-gritty of this: God has shown us grace, how can we not show grace to others? Every day at Madrid Home Communities we minister to those with physical, emotional, spiritual concerns. It's more than just a job -we do it because we care about those whom Jesus loves.

Friends of the Madrid Home Project Update

Every year we evaluate the condition of every campus. With hundreds of older adults served, our surroundings become worn and in need of updating. Residents, family, and/or staff suggest projects that are worthy of a Friends fundraiser. 100% of all money raised is applied to the identified project.

PROJECTS WE ARE WORKING ON:

- We plan to redecorate the Madrid Home's dining room facilities
 - Renovating and remodeling 3rd floor of the Madrid Home
- Purchase new dining room chairs for The Cedars Assisted Living in Madrid
- Apartment renovations and remolding at Ballard Creek Assisted Living in Huxley+

GET SIGNED UP TODAY AT ANY OF OUR FACILITIES OR MEMBER CHURCHES!

MISSION STATEMENT

"Madrid Home Communities strives to follow Christ's example of humble service by offering each older adult served the choices and compassionate support they need in surroundings that feel like home"

Serving You with Christian Compassion Since 1906

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CONNECTIONS

Faithfully Serving the Lord

Laura Kruse/Krueger has lived a life of service from the beginning. Born and raised on her family's farm in Boyden, Iowa, she learned the value of hard work and determination. To this day, she still remembers washing the discs that separated the cream from the milk provided by her family's dairy cows while they were trying to produce butter for the family.

Growing up in Boyden and attending the community schools, she was very active in her congregations youth program, Luther League. She would even write to the organization's headquarters and ask for ideas and tips on what programs and projects



she could implement. Even the program's executive director was challenged by Laura's tenacity to come up with certain ideas and principles.

When it came time for college, a school with Lutheran beliefs was very important to Laura. Augustana University, a Lutheran based school in Sioux Falls, SD only 60 miles away from home. Upon graduation, she became a certified teacher, ready to go out and impact the world.

After graduation, her sense of adventure took her out west to Southern California. She started to teach at a Lutheran elementary school, and even though the salaries were modest, she was doing something she loved, and there was nothing that would take that away from her.

This was a life-changing experience for Laura, however her adventure was just beginning. In 1952, she packed up her bags and travelled north to Vancouver, British Columbia, Canada, where she joined forces with her executive friend of Luther League, Dorothy Lange. Dorothy and her husband Herman Diers, a pastor a mission congregation to in Burnaby, a suburb of Vancouver, took her in and helped her grow spiritually.

Laura saw an opportunity to continue her teaching in the name of the Lord when she

saw the Barnaby community overflowing with children with kindergartens available no in the immediate province. Because of this, she suggested that the congregation could serve the community well by offering kindergarten to the neighborhood residents. Dorothy and Herman loved the idea, however deemed that it would be too expensive to start. On the spot, Laura decide to quit her job in California and start the kindergarten as a volunteer, with the parents only paying the cost of supplies. Before long, she had two kindergarten shifts every day, and you could tell the impact this had on the congregation and community was drastic.

In the end, she stayed in Canada long enough to establish a Day School that offered classes up until 3rd grade. While in Canada, she also looked after Dorothy and Herman's, three boys. She still has fond memories of these kids, taking pride in the stories she has from her time with them. After her time in Canada had come to an end, she ended up down in Arizona, a somewhat exotic place for a farm girl from small town Iowa. While in Arizona, she taught in more Lutheran schools, and met her future husband, Ed Krueger, a pastor that was well-known and wellrespected across the state.

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Laura enjoyed the wedding bliss and had an exceptional relationship with Pastor Krueger, until he suddenly passed due to a heart attack 9 years after they wed.

Following her husband's death, she returned to Waverly, Iowa to serve as the principal of St. Paul's Lutheran School, which was K-8th grade at the time. Following her stint in Waverly, she moved back to southern California to teach in Lutheran schools once again. Besides teaching while she was there, she got involved in the lives of immigrants and refugees from the country of Eritrea and made a big impact in the Eritrean community. She even hosted one of them in her apartment for a short time! She also became an oncall Counsellor at Chrystal Cathedral, helping people who were deeply depressed,

in danger, or contemplating suicide.

After time, Laura's heath and energy deteriorated until it reached a point where she couldn't live on her own, and wouldn't you know it, the Eritreans were the first to come to her assistance until she was willing to "come home" from her lifelong adventure. Her family welcomed back this "Lutheran Mother Theresa" back to Iowa with open arms, and did their best to find a suitable place for Laura to live. After living in the Quad Cities for a brief time, her family went to work again trying to find the right place for Laura. Laura's oldest niece, Colleen Mawdsley, saw the Madrid Home as a perfect safe haven for Laura. It is a home of deep commitment to serving with Christian beliefs, a beautiful chapel, and a caring and skilled staff. Colleen's family is no stranger to our facility, as her husband, Mark, was a member of the Board of Directors, and also spends countless hours volunteering his time to the staff and residents.

Now a days, Laura has found stability and comfortability here at the Madrid Home. Even with continuous health problems and growing dementia, she has not allowed the frustration and her limitations to overcome her. She sees the home as a blessing, giving her a place to age comfortably in the hands of the Lord. She has lived such a rewarding life of selfless generosity, and we see it as a model for us all.

THANK YOU!

The 2016 Fall Bazaar and Bake Sale had an astonishing outcome! We had a great turn out of people who donated baked goods or little trees for the silent tree auction. The total amount of earnings came to a little more than \$2,500! The proceeds from this event will go to expanding the Music and Memory program to include all residents of the Madrid Home. Everyone here at the Madrid Home greatly appreciates everybody who donated either their time, their wonderful baking skills, or money to our amazing cause. It's so fulfilling to see so many people supporting the projects encouraged by the Friends of the Madrid Home Communities!





Introducing New Staff Members Leanne Howard **RN/Director of Nursing**

I grew up in the Slater/Alleman community and attended Iowa Wesleyan College in Mount Pleasant, Iowa where I received my Bachelor of Science in Nursing degree. I have worked in numerous different work settings over the years, including hospitals, assisted living communities, and home health care firms prior to accepting the position as Director of Nursing here at Madrid Home. I actually got my career in healthcare started here in Madrid many moons ago as an aide, and I have a long personal and family history of support of the Madrid Home. I am so excited to be back working here in Madrid for the mission and values we strive for here in our community. Personally, I am married with 2 grown children, and I will be expecting my first grandchild sometime this spring! When I have a few extra minutes of spare time, I enjoy reading, needlework, and quilting! My husband and I have two cats, one fat cat, and a cute tiny kitten, who we love to spoil now that my children are out of the house! I am so glad to be back home in Iowa, and I am anxious to re-explore the state and home communities around us! I also look forward to getting to know and serve each of our residents, their families, our staff, and supporters of the Madrid Home. Please feel free to stop by my office, my door is always open!

Mission - Vision - Values

OUR MISSION...serving you best.

Madrid Home Communities strive to follow Christ's example of humble service by offering each older adult served the choices and compassionate support they need in surroundings that feel like home.

OUR VISION...meeting your needs.

Madrid Home Communities will continually identify and pursue the changes in services and physical environment that are necessary to anticipate and meet the needs of the customers we serve.

OUR VALUES...setting the standard.

Madrid Home Communities value stewardship, integrity, dignity, privacy, a sense of purpose for employees, a sense of belonging for residents, and a Christian environment.

Chad Moore Marketing, Sales, and IL/AL Coordinator

Hey everyone! My name is Chad Moore and I took over as the new Marketing, Sales, and IL/AL Admissions Coordinator here at the Madrid Home in November 2016! I was born and raised in Galesburg, IL, a town of roughly 35,000 people about 3 and a half hours from the Des Moines/Metro area. Growing up, I loved to play sports and hang out with my family and friends. In high school, I was a member of our school's golf team, where I won a state championship. After high school, golf brought me to Indianola, Iowa, where I would continue my athletic and academic careers at Simpson College. After 4 years, I graduated from Simpson with a degree in Marketing and Business Administration. After graduation, I decided to stick around the Des Moines area and see if there was a life for me here in Iowa. With this being my first job out of college, I am excited to keep learning and growing as a person, and I feel that the Madrid Home Communities will be a great place to accomplish that. Please feel free to stop by and say hi!

Darla Ugolini Retires

Madrid Home Communities would like to extend a special Thank You to Darla Ugolini, who retired from the Cedars Assisted Living in January. Darla served our community with great pride, compassion, and dedication. Her love for the residents and staff will be greatly missed!



CONNECTIONSWINTER 2017 • 9Activities at Ballard Creek and the Cedars





Our Assisted Living Communities are flourishing! Residents have been keeping busy this winter! Whether they are having someone give a presentation, having a party, or competing against each other in Wii Bowling, everyone is doing well! I think they are ready for spring time though.





4th Quarter 2016 A.C.T.S. Donations

Thank you for your donations to Madrid Home Communities in memory or honor of someone you love.

Gifts to Sanborn Chapel and Chaplaincy

Anderson, Larry and Colleen Hainline, Beverly Hight, Hazel Horn, Fern Johnson, Mae Longnecker, George Nelson, Carol Nelson, Larry Zenor, Helen

2016 Christmas Gifts

Diersen, Lowell and Mary Garden Prairie United Church of Christ, Madrid Immanuel Lutheran Church, Ogden

Madrid Home Renovations

Alma Pedretti Charitable Foundation Herring, Paul Jensen, Ted Kilzer, Paul and Sharon

Huxley ACTS Fund

In Memory of LaVona Cairns Herrold, Lyle and Gloria

In Memory of Wanda Halverson Halverson, Bruce and Sandra

In Memory of Roxann (Tesdall) and Derek Harmon Tesdall, David and Verda

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In Memory of Marvin and Ruby Thompson Thompson, Brian and DeAnn

In Memory of Mabel Weeks Weeks, Glenn and Janet

In Memory of Barbara Woods Anderson, Paul and Jean Sarff, Sheryl

Other Huxley **ACTS Donations**

<u>In Honor of All</u> **Ballard Creek Residents** Britton, Bill Chelsvig, Ronald Couser, Richard and JoAnn Grove, Jonathan and Janice Kruse, Steven and Frances Lanczos, Eva Larson, Steve and Louella Ledet, Arlo and Joann Mortvedt, Wendell and Marilyn Newman, Jerrol and Phyllis Onken, Tina Ouverson, Paul and Carol Purcell, Lynn and Deb Rimathe, Don and Cathy Wright, Della and Wallace Jr.

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Bethany Lutheran Church Women, Kelley Bethlehem Lutheran Church Women, Slater Fjeldberg Lutheran Church, Huxley Palestine Lutheran Church, Huxley Salem United Church of Christ, Alleman Slater United Methodist Church

Madrid ACTS Fund

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> In Memory of Robert Hainline Hainline, Beverly

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> <u>In Memory of</u> <u>Katherine Schutt</u> Schutt, Howard and Debi

In Memory of Gordon Shoeman Peterson, Roger and Jan

In Memory of Dorothy Swanson Neumann, Ray and Janet

In Memory of Minnie Swim and Eva Nelson Nelson, Larry

> <u>In Memory of</u> <u>Gwendolyn B. Sydnes</u> Sydnes, Sandra

In Memory of Ruth S. Tuttle. McMenamin, Jeff and Barb

In Memory of Louise Wade Ortmann, Ray and Wendy

Other Madrid ACTS Donations

In Honor of All Madrid Home and Cedars Residents Adolph and Rosetta Peterson Foundation Albright, Kathy Anderson, Gerald and Karen Athene % Don Catus Barrow, Brenda Bingman, James and Rhonda Brower, Troy and Michelle Carlson, Mathelle Dennler, Marilyn



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Madrid Home Communities

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Wills & Estates

We are thankful to anyone who has supported Madrid Home Communities through wills and estates.

If you wish to contribute in this way, please contact: Keith Kudej, President/CEO Madrid Home Communities, 613 W. North St. Madrid, IA 50156 - 515-795-3007

www.madridhome.com

Email addresses for supervisory staff can be found on our website.