



The Villager

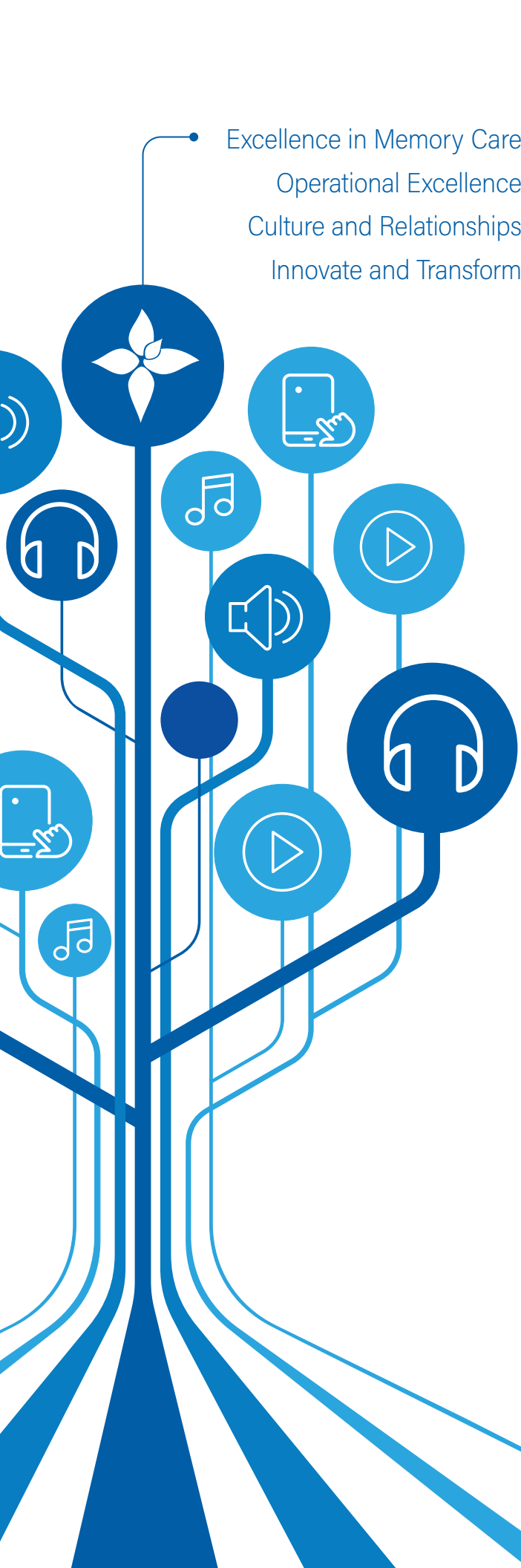
2018

THIS ISSUE:
Enriching Lives
Through
Technology

Using New Technology
to **Celebrate & Innovate**
Modern Senior Living

CBV Resident
Anne B.





Excellence in Memory Care
Operational Excellence
Culture and Relationships
Innovate and Transform

A Word from Our CEO Dawn Z. Mondschein

3, 2, 1... blast off!

2018 will be remembered as the year Central Baptist Village launched into the digital age!

And technology was just one of a constellation of achievements powered by our committed Board and staff. Thanks to their stellar efforts, we had another remarkable year at CBV. We made great strides towards our strategic initiatives and reaped many rewards along the way. We introduced several new resident programs, community support events and staff education to cultivate our Excellence in Memory Care.

We doubled down on Operational Excellence initiatives and **earned the highest government 5-Star rating and National Quality Honor Roll status**. We reached new heights in terms of Culture and Relationships and proudly **accepted the Chicago Tribune Top Workplace Award**. And finally, we adopted exciting new technologies, constructed a long-awaited entrance canopy and developed future business plans in our quest to Innovate and Transform our community.



“They say wisdom is wasted on the old, but I think technology is wasted on the young. Imagine the power of today’s technology and how transformative it will become for older adults.”

Dawn Mondschein, CEO

Amidst all the hard work there was plenty of play and technology took center stage. In midsummer, CBV hosted the iCelebrate fundraiser to raise money for state-of-the-art hearing and entertainment systems. It was amazing to see our residents explore and embrace technology. As we invested in this new high-tech landscape, I couldn’t help but notice the seismic shift taking place beneath us. The digital revolution is finally sweeping up the long-overlooked senior population and we are riding the wave!

They say wisdom is wasted on the old, but I think technology is wasted on the young. Imagine the power of today’s technology and how transformative it will become for older adults. Consider personal assistive devices like Alexa with answers on demand. Or senior-friendly socialization tools to stay connected with loved ones near and far; remote home-safety systems sending auto alerts to concerned caregivers; smart furniture reporting health and activity variances for early prevention. And how about a prescription for a dose of virtual reality to alleviate anxiety? This is good news for all of us. It’s an exciting time to be growing older in this digital age.

As far as I can see, there are two key investments for CBV’s future—**workforce and technology**. It’s my hope that our winning culture, heart to serve and thirst for innovation will help us reap great rewards for our residents for many years to come.

Dawn J. Mondschein

Help Us Innovate & Transform Modern Senior Living

3 Easy Ways to Support:

1 **Donate online:** www.cbvillage.org/donate

[Click Here to Donate Online](#)

2 **Donate by phone:** 708-583-8500, ask for Carol

3 **Donate by mail:**

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4747 N. Canfield Avenue

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The Technology Fund enables us to bring state-of-the-art technology to enrich, engage and enhance our residents' lives.

Creative Arts Fund helps us grow our creative and therapeutic arts programs, including music and art therapies.

The Endowment Fund helps us fulfill our charitable mission and support our residents who have depleted their financial resources.

Employee Appreciation Fund enables us to recognize staff for the compassionate, professional, holistic care they provide our residents.





Enriching Lives Through Technology



Using New Technology Programs to
Celebrate & Innovate Modern Senior Living

Eversound® empowers residents to socialize, participate and engage.
SONOS® **Sound Experience** creates a relaxed, positive environment.
It's Never 2 Late® (iN2L) brings dignity through technology.





More than just sound...

Wireless headphones offer life-changing social interaction

Eversound®

More than 25 million older adults have some form of hearing loss, a primary cause of social isolation that negatively impacts social engagement, leads to cognitive decline, physical limitation and frailty. Hearing aids don't always work well in crowded rooms or small groups with ambient noise.

The portable transmitter allows the headphones to go anywhere—from a trivia game to book club to Bible study! At talks, a cordless microphone clips to the speaker's clothes and transmits clear audio to the headphones

"The benefits are phenomenal," says Kevin Bullens, IT Coordinator. "Residents can have one-on-one conversations without yelling to be heard."

"I have been living in a world of silence for probably 40 years," explains John Burch, a Central Baptist Village resident. "When I sit down with people, I tell them, 'I am not anti-social, I just don't hear a word you say, so I can't be a part of your conversation.'"

With support from Board, staff and Family Council, CBV introduced the lightweight, wireless Eversound® headphones specifically designed to deliver clear sounds directly into the ears of those with hearing deficiencies or who struggle to focus due to dementia.

"Not being able to hear is frightening. People with hearing loss are often nervous about being in groups," says CBV's Life Enrichment Director, Becca Galuska. "Not being able to hear makes it harder for our memory care residents who aren't easily engaged. Focus, comprehension, and language are difficult for them."

Many older adults give up, missing out on social opportunities to interact with friends simply because they can't hear.

"The Eversound headphones have truly answered prayers," enthuses 14-year resident Alice Powell, who distributes them at chapel services. "So many people use them every day. Now they're participating in all the activities where before they just sat out because they couldn't hear anything."

Flash forward and today Burch slides a pair of slim, streamlined headphones on and happily proclaims, "For the first time in eight and a half years, I hear every word."



It's Never 2 Late®
(iN2L)

iN2L with
Becca Galuska,
CBV Director of
Life Enrichment

Join us on our digital journey!
Get involved & stay connected.

Volunteer with Us

Go to www.cbvillage.org/volunteer or call our
Life Enrichment Director at (708) 583-8500

Stay in Touch

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No experience required! State-of-the-art computer system proves it's never too late to learn

Except that it isn't a television, it's a state-of-the-art computer system called iN2L designed for residents all along the care continuum and programmed to address the primary dimensions of wellness—physical, emotional, social, spiritual, and intellectual.

"I guess you could describe it as a sort of smartphone with thousands of apps," says Director of Life Enrichment Becca Galuska.

The good news is you don't even need experience using a computer! Everything is intuitive, simply press a button on the touchscreen and you're up and running. iN2L, or "It's Never 2 Late®," works well in large groups and individual sessions.

But the real beauty of iN2L is the incredible amount of content available, from brain exercises, educational and travel videos, games and drawing, puzzles, karaoke, history and trivia, classic radio and TV shows to hymns, sermons, meditation and relaxation exercises across faith groups.

Looking for a fitness challenge? Pedal along with a bike simulator or take an aerobics or Tai Chi class. There's even a flight simulator! There are web cams, oral history and reminiscing programs and, of course, you can safely and easily email, Skype or use a web camera to connect with far-flung family and friends.

It's Never 2 Late® (iN2L)

"You could use the technology and walk away, I suppose, but the way we use it requires people. Technology is not a replacement for human interaction, it enhances the interaction, and gives us incredible resources, especially when the traditional means of communication are diminished."

- Becca Galuska, Life Enrichment Director

Residents have the freedom to access content however they prefer—in a linear fashion (taking a class on Chinese poetry, playing "Name That Tune," or watching a video about Aztec culture) or they can move spontaneously from one topic or activity to the next. A less structured approach works incredibly well for residents in CBV's memory care unit, Galuska says. "It's more improvisational, suggested by the residents as we go along. We might start off singing and then a resident remembers growing up on a farm, so we decide to watch a segment on farm animals which leads us to funny dog videos."



CBV Resident
Leif R.

CBV Resident
Beverly S.

CBV residents enjoy a wide range of music during meals in the dining rooms



With SONOS® Sound Experience... A uniquely special memory comes to life **through the power of music**

CNA Jeanette Castro describes one resident's reaction. "An Irish song came on one day and she sang the entire chorus, word for word," Castro recalls. "She was tapping her foot to the music, bobbing her head. It put her in a good mood and I was able to get her to eat."

Castro adds, "I will never forget that moment... it gave me a glimpse of her before the dementia."





Surround sound...
Sinatra & smooth jazz soothe diners

SONOS® Sound Experience

The high-performance speakers are WiFi-connected and controlled by a kiosk in each dining room or from a laptop or a smartphone anywhere on campus.

Using the streaming music service, Pandora, nursing staff can choose music based on the time of day, who is present and the desired atmosphere. Pandora will automatically suggest and play similar music.

Ian Verano, RN says the music at lunch is more upbeat, while soft, soothing instrumental music is often used at dinner to help residents wind down.

Joe Quintana, RN credits the Sonos® Sound Experience with helping him create and maintain a relaxed, positive environment, especially for first-floor residents with mid- to late-stage dementia who can become confused or agitated. “My focus is keeping everyone safe and calm. If there is any tension or agitation in the dining room, music changes the atmosphere,” says Quintana.

Before, staff could only play a handful of CDs on an old boom box that produced a thin, tinny sound. With the Sonos® Sound Experience, made possible by a generous donor gift, staff selects from thousands of songs in gorgeous surround sound.

“Smooth dinner jazz and Big Band...
what’s better than that! They love it.” - Joe Quintana, RN



CBV girlfriends
reminisce with
their favorite
Big Band oldies





Best buddies and cross-town rivals Nick & Lou share their love of Chicago baseball

CBV Resident Lou D. (and ultimate Sox fan!)

CBV Resident Nick S. (and ultimate Cubs fan!)

PHOTOS BY HEIDI WAGNER



WWII veterans John & Bob share memories of "The Greatest Generation"

CBV Resident John B.

CBV Resident Bob P.



Celebrating Resident Life

Celebrating Friendships

at Central Baptist Village

When planning to update our marketing brochure and refresh our website we thought it would be great to use our own residents as models. Why purchase photos of strangers when we have a community full of real people with stories, personalities and relationships?!

We found a wonderful photographer, Heidi Wagner. Heidi is extraordinary in her talent and she has a special passion for photographing seniors. She sees aging as an exciting time of life, filled with vitality and wellness, wherein each day ahead has purpose and fulfillment. She gave us the opportunity to see the vibrancy of our community through photographs.

In June we had a two-day resident photo shoot! What we saw were many strong bonds. So, recently we asked them about their friendships formed here at CBV...

What came through during the shoot are the **strong friendships** that our residents have developed living here.

www.heidiwagnerphotography.com

Have you found friends at CBV?

"Yes, yes, and yes!"

"I found a BFF here! I really didn't expect to but I surely feel blessed. We are so much alike, except I'm a lot louder!"

"I found a special friend and a great companion."

"Old friends have passed on, so it is good to find new friends and I find their stories very exciting."

"My friends here are family!"

CBV girlfriends
Barb, Julia,
& Margaret
get the giggles
sharing stories
of marriage!



CBV Resident
Barb E.



CBV Resident
Margaret A.



CBV
Resident
Julia R.

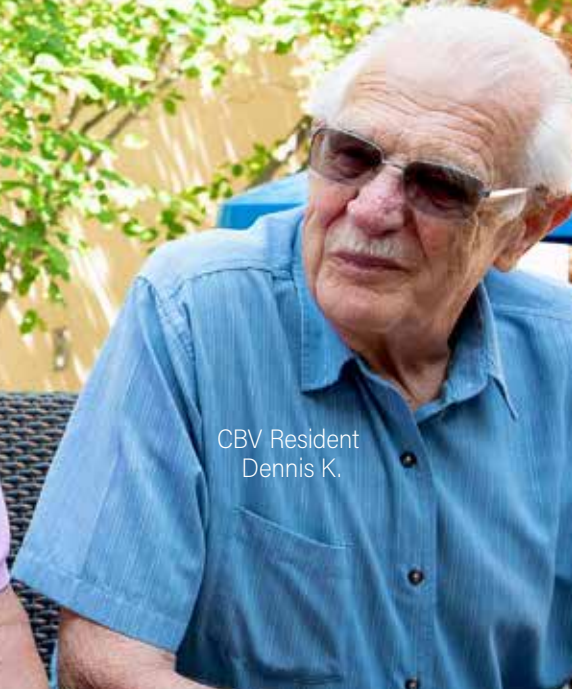
PHOTOS BY HEIDI WAGNER



CBV Resident
Paul W.



CBV Resident
Mo B.



CBV Resident
Dennis K.

CBV pals
Mo, Dennis & Paul
enjoy a sunny day
on the patio

Volunteer Spotlight: Carolyn Johnson

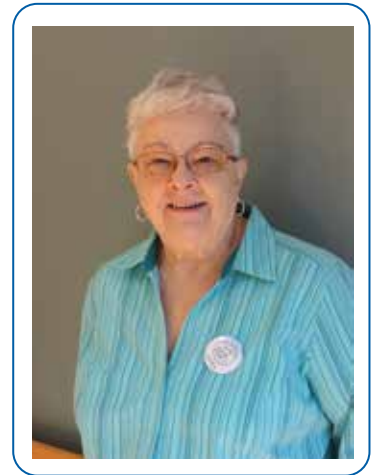
Carolyn Johnson doesn't consider herself much of a people person, which is surprising given that she spends a lot of time talking to people, sometimes even complete strangers. Then again, one thing that quickly becomes clear about Johnson is that she pushes herself to move outside of her comfort zone.

"I worked for many years in the trust department at Moody Bible Institute, managing portfolios for clients and eventually helping many of my trustors to find a retirement community. That's how I became aware of Central Baptist Village," Johnson says. "I was really impressed with the campus and the administration. The staff are wonderful, and residents love them."

After she retired it seemed a natural fit to join the CBV Board of Directors as a member of its finance committee. Numbers are her thing, after all, but she wanted to get out from behind a desk and try something new, something that was out of her comfort zone.

Now, once a week, Johnson volunteers as a prayer walker. She walks through the Pavilion, stopping to chat and visit with Central Baptist Village residents, reminiscing, catching up with them about their children and grandchildren, sometimes praying with and for them.

And listening. Johnson is nothing if not a good listener and it gives her deeper insights



The power of prayer is all about **listening**

"I've kept a prayer journal for 30 years. When someone asks me to pray for them, I want to be able to say with conviction that I did. And writing down who and what I'm praying for helps me remember.

My number one goal is to make residents realize that someone cares about them, shows an interest in their lives."



CBV Resident
Helen L.



CBV Residents
M. & Mrs. Muscarella



Volunteer Spotlight: Gini Kokinda

When Gini Kokinda found a home at Central Baptist Village for her sister, Rita, she didn't realize she'd also discovered her own mission as a volunteer. Kokinda explains, "I must have looked at more than 25 different places!" She remembers sunlight through the windows on her first visit, how clean it was and how kind and welcoming the staff were. You can hear the smile in her voice as she says, "It's just a structure, you know... it's the people here who make it so much more."

From the day her sister moved in, Kokinda felt like she was a part of the CBV community and wanted to contribute. "I told them, 'I have no intention of just dropping her [Rita] off, so tell me what I can do to help.' They asked me to be on Family Council and I haven't looked back."

Fourteen years later, Kokinda is still on CBV's Family Council. In fact, her husband has now joined!

And now she is a member of the Threshold Choir that sings for bed-bound residents, those in hospice, and at the special Celebration of Life services that honor the lives and deaths of former residents.

The choir was just forming when she was asked to join. "At first I thought to myself, 'That sounds a little morbid.'" A friend encouraged her to come anyway and that first experience showed her what a comfort the sound of human voices could be to residents and their loved ones.



Long-time
volunteer
brings comfort
and solace
through **song**

"We were singing to a woman who hadn't been responsive for nearly a week. That's common in hospice. Well, we gathered around her bed and began singing softly, quietly. All of a sudden, the woman smiled, opened her eyes and held out her hand! That was such a gift."



Trust in God's unchanging Truth.

Psalms 119:89 says, "Your word, O Lord is eternal; it stands firm in the heavens." **And cling to God's unchanging Son.** Hebrews 13:8 teaches, "Jesus Christ is the same yesterday, today and forever."

Perhaps our
changeless
God intends to
change *you*.

A Word from Our Chaplain "Embracing Change"

When our sons were in elementary school, I chatted with them one day about a few things that were different for me at their age. Afterward, our middle boy looked at me bewildered. He asked, "Dad, when you were a kid, was New Mexico a state?" Our whole household was born and raised in the Midwest. Yet he linked my youth to what he was learning about the Southwest. Maybe he thought I was equally old.

I think his young mind was trying to process what older minds wrestle with. That is the reality of CHANGE. Upbringings change. Countries change. Technologies change. It is exciting to see CBV invest in cutting-edge equipment designed to improve—*change*—the lives of seniors. It is thrilling to watch more and more delighted residents benefit from the latest tools.

We know they have faced many transitions since their own childhoods. Some people welcome change. Others resist it. A few fear it. Mark Twain remarked that *there is only one person who actually likes change. That is a wet baby.* Wouldn't you agree? Even then, babies put up a fuss!

Do you need power to let go of an old situation? Do you need wisdom in navigating a new one? Change is not always easy. Or in the right direction. Yet it can be good and positive!

So when did New Mexico become a state?
January 6, 1912. How do I know? I Googled it.

Change, we embrace you.

Thank You to Our Donors!

Thank You to Our Donors! Gifts to Central Baptist Village help support the many special projects and grow the funds that benefit all the people we serve. We are grateful for your generosity and thoughtfulness. Thank you for sharing our mission. The following gifts were received December 1, 2017—October 31, 2018:

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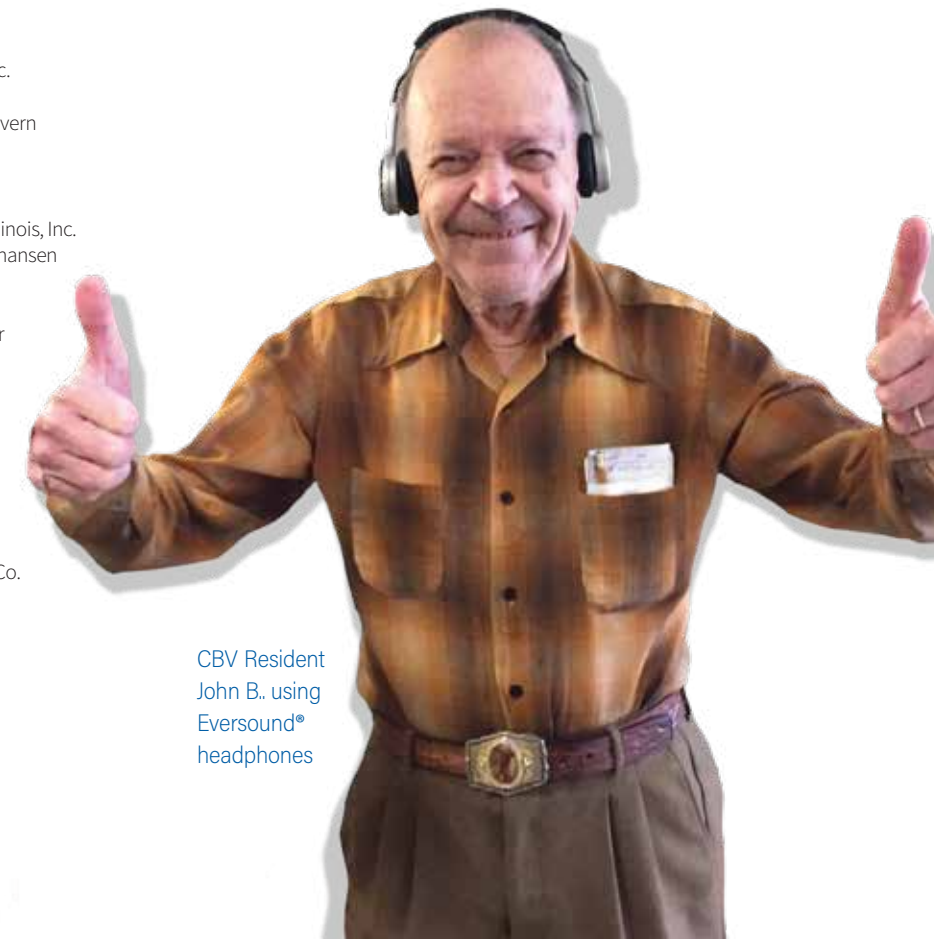
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CBV Resident John B. using Eversound® headphones