



BULLETIN

Senior Living by Lutherans for All

Winter 2018

ASSISTED LIVING Changes for the Future



This edition of the Augsburg Bulletin will highlight Assisted Living. The care is carried out in Augsburg's original buildings on Campfield Road dating back to 1929 and 1948. The connection to the history of Augsburg does not end there. The Assisted Living level of care at Augsburg is most like the care provided when all of Augsburg was considered an "old folks home". As you can see in the picture, some of the vestiges of the past century still exist—not only in what you see around Augsburg; but, in the special folks who provide the care.



Standing: Rhonda Meyers, Marketing Manager, AL; Sherry Volkmar, Activities Coordinator; Linda Galloway, CNA/CMT; Petronella Guthrie, CNA/CMT; Karen Averett, CNA/CMT; Karen Jackson, Unit Clerk; Yvonne Anderson, LPN, Charge Nurse. Seated: Midge Creamer, Administrative Assistant; Andy Braid, Dir. of Operations, AL

The Next Reinvention

I often joke with fellow staff members that I'm counting down to retirement. 3 years, 4 months, 7 days, 3 hours and 13 minutes. I don't have it down to that detail to be honest; however, after working at Augsburg for over 25 years, I know it's not gonna be another 25 years.



*Glenn Scherer,
Executive Director*

God has blessed me to be witness to much positive change in my time at Augsburg. When I first walked through the doors as an employee in January of 1991, Augsburg was a 164 bed nursing home with 61 independent living apartments caring for about 230 folks. Since then our building space has almost tripled, offering Independent Living; Assisted Living; Comprehensive Nursing Care and Rehabilitation. On any given day Augsburg serves 350 seniors. The Health Center is considered state of the art with over double the amount of space per resident. Independent Living had one

common area in 1991—a dining room. Today, Augsburg has a Town Center with a Café, Beauty Shop, Store, Health Suite, Gym and multipurpose rooms. And then there is Assisted Living. In 1991, 8 of the nursing beds were designated as domiciliary—meaning the folks really didn't need nursing care; but, need a place to stay. My first major task upon becoming Executive Director in 1995 was to build an extension to the Health Center and create Assisted Living in the "old" building. Assisted Living was a new concept, so new that when I submitted my proposed contract to the Health Department, they used it as a model for a time. Over the years, Assisted Living at Augsburg has become a central part of our Mission. It serves folks who can't live independently; but, do not qualify for nursing care. And often, while they have the need for Assisted Living, residents often don't have the funds to pay for it. When folks requiring nursing care run out of money, Medicaid steps in and

pays most of their costs. There is no reimbursement for Assisted Living; thus, it has become Augsburg's biggest area of charity care—averaging about 6 residents at all times. There are also lots of changes coming in Assisted Living with the Health Department making greater demands with regulations similar to Nursing Homes. Augsburg's Assisted Living enjoys strong census and has had excellent annual state surveys—but there is work to be done.

Our Assisted Living buildings are dated and in need of renovation and we hope to add some amenities. Over the coming year you will hear more specifically about our plans to "reinvent" Augsburg's Assisted Living and yes, we will need some help financially. Our vision is to create the "real home" or household environment that was successfully implemented in Augsburg's Health Center.

More to Come!

Welcome to Augsburg Andrea “Andy” Braid



I'm Andy Braid and am very happy to be the new Director of Assisted Living Operations for Augsburg. I joined the staff in late July. When I came for my

interview with Glenn, I knew immediately that Augsburg is a very special place. Everyone I encountered was so friendly. I felt right at home. It was intangible; but, there was little doubt in my mind that Augsburg was where I was meant to be. Thankfully, Glenn felt the same way.

I have spent my entire career in healthcare administration in a variety of settings in the Baltimore area. In 1983, I came to Baltimore for a job at Good Samaritan Hospital as VP of Administrative Services and later VP for Clinical Services. I

stayed at Good Sam for ten years. When I left Good Sam, I got my nursing home administrator's license, which I have maintained throughout the years. My first long-term care position was with Medlantic Manor in Silver Spring. Shortly after taking the position, I was offered the CEO position at Keswick Multi-Care Center, which was much closer to home. I stayed at Keswick for three years and then moved on to Rainbow Hall, the Baptist Home of Maryland/Delaware for just under two years. Unfortunately, Rainbow Hall closed. The last twelve years of my career was spent at Spring Grove Hospital Center, a State psychiatric hospital in Catonsville, serving as COO for nine and a half years and then CEO for two and a half years.

I too have seen much change over my 25 plus year career. And, I am very excited to be part of the next chapter in Augsburg's Assisted Living community. To better prepare me for this role, I just completed

an 80 hour AL Manager training program and am very pleased to write that I am now certified in Maryland and nationally.

The Assisted Living of the future is going to look very different. In the next 20 years, millions of baby boomers will be 80+ years old. There will be a greater demand for flexibility in how services are delivered, whether they be medical care, food choices, recreational activities, or other amenities. Technology will be incorporated in new buildings as in smart homes and medical monitoring. AL will be a place to “age in place” and there will be an emphasis on environmentally friendly green building.

It is exciting to be on this journey to “reinvent” Augsburg's Assisted Living. I'm up for the challenge and looking forward to working with everyone toward this goal. If you find yourself in the main entrance lobby, please do stop by my office and say hello.

Reinvention

Just as the Health Center Transformation 8 years ago created something so improved and different for our Nursing Home residents, Augsburg's Assisted Living Reinvention aims to create more of a “real home” or household for residents. While we are excited that it looks like this project could proceed as early as next year, it is certainly overdue.

The Assisted Living Reinvention will be highlighted by a new building creating 26 units each with full bath. Rooms will be eliminated in our oldest building (1929); however, the space will be preserved and utilized as common areas for resident activities. The rooms eliminated are those first occupied by children who moved here from Lexington Street in 1929—including Min Geffert who returned to Augsburg 10 years ago and lives here to this day.

Back in 2005 I recall discussions that Augsburg must accomplish 3 goals: 1. Create a Town Center in our Independent Living that would make Augsburg competitive in the industry and provide the amenities expected and deserved by residents. 2. Transform Augsburg's nursing care, not just to improve the building; but, to create a new, innovative model of care—“the household model”. 3. Update Augsburg's Assisted Living much as would be done to the Health Center. We would have liked to have accomplished all three goals by now; but, we are excited that the time has finally come.

I ask for your prayers as we put together the final plans and secure the governmental approvals. I will also be asking Augsburg's friends to provide financial assistance as we plan a Capital Campaign. We hope to raise at least \$1,500,000 towards the total project costs of \$4,500,000.

We know this project will change the lives of our current residents and those to come. It is also hoped that this project will do more than improve a building; but, be an example to others of how Assisted Living can be truly reinvented.

– Glenn Scherer

Director of Marketing Suzanne Roos



In August, Suzanne Roos joined Augsburg as its new Director of Marketing. Suzanne comes to Augsburg with over 20 years of experience in marketing and five years recently spent in the senior living industry. Prior to Augsburg, Suzanne worked on a large

independent living expansion project as the associate director of marketing where she was responsible for sales, marketing and event planning.

At Augsburg, Suzanne is responsible for sales and marketing of our Independent Living community and advising on marketing issues throughout all the levels of care available at Augsburg. Since arriving in August, Suzanne shared that she has been warmly welcomed by both residents and staff, and added “I love the work that I do and in many ways, I feel I have the best job at Augsburg.” We are excited to have her on staff and look forward to all that she will contribute to the future of Augsburg.

Congregation Grants

Each year Augsburg awards grants to Member Congregations for programs that enhance the lives of seniors. At the recent Delegates meeting, three congregations were presented with this year's awards.

St. Philip's Evangelical Lutheran Church on North Caroline Street in Baltimore was awarded funds for its annual Seniors Christmas Dinner. The event is more than just dinner. It is an intergenerational activity that engages the congregation's youth with seniors of the church and the surrounding East Baltimore Community.

A second grant was awarded to Christ Evangelical Lutheran Church, Millersville. Funds will go towards the church's ongoing program called The Maintenance and Repair Ministry in which congregation members go to the homes of senior members and assist with home repairs that folks can't handle themselves. One example of a project is the installation of grab bars in bathrooms to allow folks more independence.

Finally, Calvary Lutheran Church was awarded a grant to support its community outreach program called Grace Place Community Center. While the Center provides services to the community at large; these funds will be directed to its senior programming. Grace Place is quite an impressive example of the extensive outreach Lutherans are making in their communities.



Left to right: Regina Patterson from St. Philip, Beverly Karageorge from Calvary, Donna and Robert Dennett from Christ, Millersville and Al Lietzau IV, Board Chair.

Augsburg Mission Advancement

Augsburg Lutheran Home of Maryland is blessed to have so many individuals, churches, corporations and organizations that are willing to join us as Partners in Mission. By financially supporting our ministry, we are able to provide quality care and services. Their generosity towards Augsburg is greatly appreciated.

Augsburg's Resident Care Fund is one way our Partners in Mission impact the lives of our residents. The Resident Care Fund is a restricted account that serves our residents who are unable to afford the cost of meeting their personal needs.

Financial support to the Resident Care Fund is used to purchase items of dignity, like hearing-aids, dentures and eye glasses. The fund also provides for the purchase of

wheelchairs and walkers, which allow residents to go to activities and attend church. Nowhere at Augsburg is this more important than in our Assisted Living community, which houses the highest percentage of residents who require financial assistance. When you donate to the Resident Care Fund, your gift directly supports an Augsburg resident, you meet their basic needs and you elevate their quality of life.

As the year draws to a close, please consider a gift that is worthy of the dear souls it will support. May God bless you and your family this Christmas season. As we reflect on the humble birth of our Savior, please remember our humble residents in need.

A return envelope is enclosed. Thank you.

– Matt Madden

Chaplain's Word

Losing but Gaining

The first thing that enters people's minds when they come to any assisted living facility is "What will I have to give up?" Selling one's house because it is too hard to take care of anymore can be traumatic.



Pastor Ray Rogers

Surrendering the car keys because you no longer feel safe on the highway is another major loss. Having to down-size and part with that comfortable chair or precious collection tugs at one's heart-strings.

I don't want to minimize the pain that comes with these changes, but I also want to share two of the benefits that come with moving into a facility like Augsburg. The other day, after one of our weekly Bible studies in the original chapel, a resident came up and told me what she most appreciated about her move to assisted living. She mentioned a single word: "safety." With the onset of dementia, a family member's behavior had become increasingly unpredictable, and their move together into Augsburg meant that both would be living in a safe and secure environment.

Children and grandchildren often have to move all around the country in pursuit of work. They worry about Mom and Dad's welfare living alone. It's a great comfort for them to know that Mom and Dad are cared for by people who view their service at Augsburg as more than a job; but, as a calling from God, an opportunity to show His

compassion and love. For our residents we try to make Psalm 4, verse 8 a reality: "In peace I will lie down and sleep, for you alone, LORD, make me dwell in safety."

The second and most important benefit of life in Assisted Living or in any part of Augsburg, is that we gladly acknowledge the vital place that spiritual well-being plays in the life of our residents. If all we could offer were palatial surroundings, gourmet meals, and a long list of other amenities; but, made no provision for the spiritual life of our residents, something would still be lacking. Andrea Braid, our new Assisted Living Director, said to me in regard to the care offered to a particular resident: "We want to do everything possible to enhance his quality of life."

Advancements in medical science have made possible longer life spans; but, the mere quantity of our days is nothing without quality of life. Jesus speaks of this quality of life in John 10, verse 10, where He says: "The thief does not come except to steal, and to kill, and to destroy. I have come that they may have life, and that they may have more abundantly." Gathering in the Momberg Chapel, which is attached directly to Assisted Living, we sing hymns, probe the Scriptures and share the Lord's Supper two days a week, in addition to Sunday morning Chapel Services for the entire village in the Worship and Community Life Center. I can't think of a better way for us to forge true and lasting friendships, not only with one another; but, also with our Lord.

– Pastor Ray Rogers

MARKETING CORNER *~* VISIT THE VILLAGE!

This winter the marketing department welcomes you to drop in on the second and fourth Wednesdays of each month for a hot cup of coffee or tea and to take a peek inside our comfortable independent living community. We'd love for you come and take a mini-tour of one of our apartments and chat with a few of our wonderful residents. No appointments necessary, just walk-in between 10 a.m. - 2 p.m. on a second or

fourth Wednesday through March 27, and meet with our marketing team for your personal tour. Can't make it on Wednesdays? Call today to schedule a personal tour that works best for your schedule and to discover how you can become a resident of Augsburg in 2019.

Coming this spring, plan to join us for our Augsburg Senior Living Speaker Series, focusing on downsizing, caring for aging parents

and an overview of the paperwork you need to have in place as you age. To ensure that you receive an invitation to this series, please contact our marketing team to add your name to our guest list:

Suzanne Roos,
Director of Marketing, 443-471-0513
Makenna Hardy,
Marketing Coordinator, 443-471-1020
or visit us online: www.augsburg.org

Augsburg Lutheran Home of Maryland, Inc. is owned and operated by about 80 member churches from the Evangelical Lutheran Church in America, Delaware-Maryland Synod and from the Lutheran Church-Missouri Synod, Southeastern District. Member congregations have three Delegates each who attend the Annual Meeting of the Corporation in May of each year and who elect a 15-member Board of Directors who are responsible for the Corporation. Membership is open to any interested Lutheran congregation. Please send all inquiries to the address at right. Augsburg's Executive Director is Glenn Scherer. The Chairman, Board of Directors is Al Lietzau, IV.

Augsburg Lutheran Home of Maryland, Inc. is also pledged to the letter and spirit of U.S. policy for the achievement of equal housing opportunity. We encourage and support affirmative advertising and marketing programs in which there are no barriers to obtaining housing because of race, color, religion, gender, handicap, familial status or national origin. Augsburg gives priority to Lutheran applicants, but does not exclude other applicants.

The *Bulletin* is published quarterly for friends and residents of Augsburg Village. Questions should be directed to Matt Madden, Publisher at 410-486-4573. If you would like to be removed from our mailing list, please call Makenna Hardy at 410-486-4573.



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Augsburg Lutheran Home of Maryland, Inc.
6811 Campfield Road
Baltimore, MD 21207

RETURN SERVICE REQUESTED

Visit us at www.Augsburg.org

To schedule a tour or for admissions information call:

Independent Living:
Suzanne Roos

Assisted Living:
Rhonda Meyers

Health Center:
Jacqui Burgess

Rehabilitation:
Jacqui Burgess

410-486-4573

TTY for disabled /Maryland Relay Service
1-800-735-2258

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Senior Living by Lutherans for All



Caring for our residents as if each one were the Lord Himself.

WINTER
2018

www.Augsburg.org