

Fall 2017



THE WESLEY COMMUNITY

CONNECTION

Greater Health | Greater Life | Greater Saratoga



Employees in the
30-Year Club Recognized

The Wesley Community
Implements Embracing
Excellence Initiative

The Wesley Foundation Gala:
Bond Style a Success



Another summer has come to a close, and as sad as I am to see the warm weather go, I am always grateful for our changing seasons here in the Northeast. The colorful leaves and cool autumn are always a welcome sight, that is, until I have to rake.

Changing seasons are perhaps a good analogy for some major changes here at The Wesley Community that you will read about in this issue. In my more than 30 years of time working at Wesley, our newest initiative may be the most significant undertaking our organization has pursued.

A changing landscape for funding and policy regarding Medicaid Managed Care, changing preferences in long-term care solutions by consumers, and a competitive labor market for the foreseeable future create challenges and opportunities for organizations who care for older adults across the state and, furthermore, the nation. Led by the strategic leadership of the UMHH board of directors, The Wesley Community has evaluated its place in the community and in the market and is proactively pursuing a strategic plan that will lead the organization to continued success despite these changes and challenges facing the industry. This strategic plan, named "Embracing Excellence," will transform all aspects of the organization to address the changing demand for services that the older adult population will require many years into the future.

In order to effectively implement the Embracing Excellence initiative, The Wesley Community has restructured its senior leadership team and added a new director, which you will read about in detail. This highly competent team will shape the future of The Wesley Community by collaborating on the Embracing Excellence initiative.

The Wesley Community has served our area's seniors for almost 45 years. As an organization that cares deeply about its legacy, we thought it would be appropriate to honor those individuals who have been here through the changes over the years – 30 years to be exact. It is truly remarkable to have more than 20 employees across our campus who have been employed here for more than 30 years. Other stories recognize our award-winning employees, as well as residents, who have contributed to the long-term success of Wesley.

Thank you to those who have been a part of forming our legacy here at The Wesley Community and to those who continue to strive to make the next 45 years even better.

Now, it's time to find my rake.

Sincerely,

Brian Nealon

J. Brian Nealon, LNHA
Chief Executive Officer
The Wesley Community

Published by The Wesley Community
Operated by United Methodist Health and Housing
131 Lawrence Street, Saratoga Springs, NY 12866
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Our Community



COVER PHOTO: Jessica Florio, Administrator, and Walter Taylor, resident, talk about the history of The Wesley Community. Read more on this on page 3.

And They're Off!

For the second year in a row, The Wesley Foundation joined NYRA at the Community Outreach Booth at the Saratoga Race Course. Pictured is Alyssa Nealon, Foundation assistant, having fun with our Saratoga-inspired photo station.



Growing the Garden



In the midst of the sixth season of the Saratoga Springs Community Garden at Wesley, The Albany Guardian Society and Capital Roots presented at Woodlawn Commons to share tips, tricks and techniques for a successful growing season. Pictured is presenter Katie Doyle of Capital Roots.



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STAFF TRAINING IN DEMENTIA CARE MAKES A BIG IMPACT AT WESLEY HEALTH CARE CENTER

In 2015, The Wesley Community received funding from The Alfred Z. Solomon Charitable Trust to create the Alfred Z. Solomon Therapeutic Activity Program. This program focuses on training staff on techniques to best care for our residents who have been diagnosed with Alzheimer's or dementia. In addition, the grant helped to fund materials for Therapeutic Activity Lounge programs.

Many staff members have received training to date through the B.U.D.D.I.E.S. F.O.R.E.V.E.R. Dementia Communication Coaching model developed by Gemini Consulting. The acronym provides a clear process for staff to use to keep our residents engaged. The training also helps staff members calm residents during times of stress and agitation, which, when appropriately handled, can be quickly defused with the techniques taught. There are benefits to reducing these triggers and aiding in promoting endorphin boosts by creating friendly interactions and positive reactions. Simple actions based on the acronyms can make a big difference, such as **D**escribing what will happen next for our residents throughout the day or **E**ngaging with nonverbal skills to provide a calm atmosphere for our residents.

In addition to staff learning enhanced communication and care techniques, this program also offers activity-based stations for our residents.

These are specific to each individual's interests and functionality. A station may include sorting jewelry and scarves, working on puzzles and board games, and more. These stations provide the residents with an opportunity to use things that he or she has interest in, which engages the resident's mind and draws on familiarity.

Our trained staff also takes the time to share these practices and techniques with families as they visit our community. This helps maintain consistency with communication and engagement with our residents to continue to provide positive interactions with their loved ones.

The ongoing implementation of the B.U.D.D.I.E.S. F.O.R.E.V.E.R. communication skills program, along with the accompanying Alfred Z. Solomon Therapeutic Activity Program, continues to provide a caring atmosphere for residents. In addition, each floor regularly has engaging and fun activities for residents to enjoy. ■



RESIDENT STORY-WALTER TAYLOR

Retired minister Walter Taylor started his journey with The Wesley Community at its very beginning. As a minister with the Methodist Church within what was then known as The Troy Conference, Walter was present when the discussions to form a retirement community somewhere in the conference's geographic footprint became reality with the construction of Embury Apartments and, soon after, Wesley Nursing Home. Unbeknownst to him, he would have a hand in laying the foundation for a place that he would later call home.



New York, which was followed by 16 years as the director of Albany United Methodist Society in Arbor Hill, New York and West Hill, New York.

After a successful career as a minister, Walter found his way back to The Wesley Community with his wife, Lucille. They moved into Woodlawn Commons in April 2004 and called Woodlawn home for the next seven years. When Lucille was ready for the transition to Wesley Health Care Center, it took Walter less than a week to realize he could not live without his love, moving to share a room with Lucille.

Walter's work as a minister focused on aiding and assisting the lives of the less fortunate in difficult socioeconomic situations. Walter strived to build a career where he worked, as he says, to "treat each human being with dignity, no exceptions." This effort to communicate and elicit respect for all was carried out over the course of a 23-year tenure with the same church in Voorheesville,

Walter has embraced the campus in many ways and continues to enjoy his time in a place he once helped to envision. He continues to root for the Boston Red Sox and uses his kindness to put a smile on every person he encounters. He still focuses his energy on treating each individual with dignity and respect. ■



Row 1: Brian Nealon, Bob Yandow, Michael Salisbury, Patty Woodcock, Cathy Grabo, Pati Wade, Lynn Long, Katy Bergh

Row 2: Bert Killenberger, Diane Famiano, Charlene Howard, Carolyn Waite, Cliff Van Wagner, Linda Wilcox, Denise Rogner, Mary Thibeault, Leslie Fettingter

Not Pictured: Linda Longo, Mary Hansen, Deb Clute, Deborah McCarthy, Maria Brackett, Susan Asbell, Kelley Richmond

Thank you to this group of employees who have served with dedication and compassion for more than 30 years at The Wesley Community. Our residents, their families and your colleagues have all benefited from your commitment!



The Wesley Community implements Embracing Excellence initiative to enhance services for aging population

The Wesley Community, under the guidance of the UMHH board of directors and The Wesley Community CEO Brian Nealon, has embarked on a strategic plan that will transform all aspects of the organization to address the changing demand for services and continue to meet the needs of the older adult population in the future.

More than two years of research and planning has resulted in the Embracing Excellence initiative, which features a four-pillar approach that touches all aspects of the organization, from infrastructure investment to workforce development.

“The Wesley Community has evaluated its place in the industry and is proactively pursuing a multiyear strategic plan that will set our organization on a clear path to success,” Nealon said. “The Embracing Excellence

initiative will position our organization for the future while maintaining and expanding all of the services that The Wesley Community has established over the past several decades.”

A changing landscape for funding and policy regarding Medicaid managed care, along with changing preferences in long-term care solutions by consumers, has created both challenges and new opportunities for organizations that care for older adults across the state and nation.

This long-term strategic plan will allow The Wesley Community to remain as one of the preeminent organizations in the area caring for older adults, both on its campus and in their homes. The plan has set the key goals of creating a culture of excellence, expanding employee engagement, and wellness opportunities, renewing infrastructure and establishing new business development opportunities.

In order to effectively implement the Embracing Excellence initiative, The Wesley Community has restructured its senior leadership team as follows:

- **Shelly Amato**, Chief Strategy Officer (former CFO)
- **Dutch Hayward**, Chief Operating Officer (former Administrator)
- **Jessica Florio**, Administrator (former Associate Administrator)
- **Leslie Fettinger**, Director of Employee Engagement (former HR Director)
- **Katie Lahoff**, Director of Finance (former Controller)
- **Meghan Glowa**, newly hired HR Director

“This leadership team will shape the future of The Wesley Community by collaborating on each piece of the Embracing Excellence initiative to make sure all of our goals come to fruition,” Nealon said. “These administrative changes will allow

them to be able to help at a more strategic level and help expand the level of service we provide both on our campus and in the surrounding communities.”

The Wesley Community has not only been making changes to the leadership team but has also been investing in staff with more competitive salaries and educational programs at all levels, which opens up career development opportunities within the organization.

The strategic plan has been designed to enhance all aspects of working at Wesley – from the overall experience of frontline staff all the way to directors. The Wesley Community is looking to further establish itself as a long-term career destination by creating clear pathways for current and future employees. It will also expand the available training opportunities to include more focus on employee hospitality, accountability, skill development and risk management.

“We are looking to build, educate and engage our staff to make sure we continue to provide strong quality care to both seniors and their families,” Amato said. “We want to truly elevate the skills of our staff, and we are taking the necessary steps to create the champions of our industry.”

The Wesley Community is also looking to make several investments across its continuum-of-care campus

in Saratoga Springs to better meet the needs of residents and staff. Some of those changes would include the creation of more private rooms, renovations to the existing facilities, home care improvements and equipment upgrades.

The leadership team at Wesley has also been noticing a societal transition where many aging adults now prefer to receive health-related services in their homes. As a result, Wesley previously acquired home care provider Senior Solutions to provide new services for both current and future clients.

Wesley Senior Solutions provides an alternative option beyond the traditional residential care currently available on campus and brings the same level of service to clients who wish to remain in the comfort of their own homes. Nealon said due to both consumer demand and fiscal challenges, he believes the home care model will experience the biggest growth in the senior Health Care Center industry over the next several decades.

“The landscape is changing for elder care, and we need to make sure we are positioned to be a successful retirement community for both the current and future generations,” Nealon said. “We are aware of the increasing demand for more private rooms and in-home services, which is exactly why we are taking the necessary steps today to create a better tomorrow.” ■



Shelly Amato



Dutch Hayward



Jessica Florio



Leslie Fettingter



Katie Lahoff



Meghan Glowa

NEW ROLES FOR SENIOR STAFF

THE WESLEY FOUNDATION'S DONOR PROFILE SERIES

The Wesley Foundation's Donor Profile Series focuses on individuals and businesses who have shown their support and commitment to the mission of The Wesley Community. Ruth Pouliot, Wesley Society member, discusses her connection to The Wesley Community and why making a planned gift was so important to her.



Q: Tell us about your career.

RP: I have been retired for 16 years and am enjoying every minute of it. I was a production manager at Time Inc., the magazine publisher, for 35 years. As a member of the production department, my colleagues and I supervised the printing, binding and distribution of our many publications. It was never boring!

Q: Now that you are retired, what do you do like to do?

RP: I have been truly blessed in retirement to be able to play

golf, bowl, travel and pursue my love of the piano. I also have a vast network of friends who have become family. I volunteer in several ministries at church; my favorite is playing piano at the Spanish Mass. In the last year, I even made my musical theater debut! I was privileged to be in two musicals with the Saratoga Children's Theatre, another great organization that I volunteer for and support.

Q: Tell us how you first got involved with The Wesley Community

RP: My first exposure to the Wesley Community was through the Adult Day Care Center. I was caring for my mother who, at 95, had a hip replacement and was showing signs of dementia. I was trying to do it all myself, 24/7, and needed a break. One of my friends told me about the Adult Care Day Center and Mom was accepted. The staff was incredible with her, keeping her occupied for the several hours she was there each week. And I got a little time to myself.

Q: What was your lasting impression of The Wesley Community?

RP: I also knew several people whose family members were residing in the skilled nursing care facility. They spoke very

highly of the care they were receiving. Wesley was also right in my backyard, so to speak. Its reputation for care and concern convinced me that when the time came, I didn't want to have my mother anywhere else. She spent three happy years there. I have never regretted my decision to have her at Wesley. And that is my lasting impression of Wesley – the love, respect, treatment and dignity shown to her right up to her last day.

Q: What has surprised you most about The Wesley Community?

RP: What surprised me most about the Wesley Community, and what I would like others to know, is the scope of its services. There's total independent living at Embury, independent and assisted living at Woodlawn, and skilled nursing care in the Springs, Victoria and Hathorn buildings. Wesley can meet almost any long-term care need that people require. It also continues to explore other options of long-term care to meet the community's needs. And let's not forget the wonderful people who work there – the nurses, aides, kitchen, laundry, maintenance staff. They are what make the Wesley Community successful.

Q: You are a long-time donor to The Wesley Foundation. When

Continued on page 7

Employee Awards

The following Wesley Health Care Center employees were honored recently after a vote from all departments.

Congratulations to these dedicated employees!



HUGO KORSCHOW

The Employee of the Year for 2017 from the combined housekeeping, laundry and floor care departments at Wesley Health Care Center is Hugo Korschow. Hugo received this award for his positive attitude, continual effort to do the best by the residents and his co-workers, and willingness to work as a team player.



JO-ANN TRAPP

Jo-Ann Trapp was named the 2017 Nursing Assistant of the Year for her patience, reliability and commitment to The Wesley Community. Whether it is helping to calm a resident or her willingness to pick up an extra shift, she is always someone you can count on.



PATRICIA MONSAT

The 2017 Nurse of the Year is Pat Monsat. Pat was awarded this honor for her compassionate care, stellar performance throughout her career and impeccable work ethic. Pat takes the time to get to know each of her residents and has established a great rapport with fellow staff.

THE WESLEY FOUNDATION'S DONOR PROFILE SERIES | Continued from page 6

you last made a donation, how did that make you feel?

RP: I always contribute to all the Wesley Foundation fundraisers because the money raised goes toward improvements in the physical plant and also goes toward enrichment programs for the staff. This gives me the ability to feel that my money is always put to good use and will provide a better future for those who need long-term care.

Q: You have decided to leave a legacy at The Wesley Community by making a planned gift to benefit

The Wesley Foundation. Why was that important to you?

RP: Several years ago, I made the decision to give back to Wesley by making a planned gift to benefit the Wesley Foundation when I am gone. I believe strongly in what the Wesley Community does not only for the elderly and the physically challenged currently, but its vision of continuing to find solutions for long-term care within the Saratoga Springs community and beyond. My hope is that this contribution will ensure that Wesley remains

a premier provider of care. I also believe that when my time comes for long-term care, Wesley will take good care of me.

I encourage anyone reading this article to consider donating to the Wesley Foundation – the amount isn't important. You should consider it an investment in and social responsibility to people who need our help. We can't provide the necessary medical or physical care, but we can make certain there are funds available to continue Wesley's legacy. ■



GRANT HELPS WESLEY HEALTH CARE CENTER RESIDENTS

A \$5,000 grant from the J.M. McDonald Foundation Inc. was awarded to Wesley Health Care Center for the Increased Mobility and Independence for Residents Project. The grant monies aided in purchasing two BRODA chairs, which are a helpful tool for staff members and a therapeutic resource for our residents. The chairs provide capacity for resident mobility, allows them to sit independently, and aids many residents in the relief of chronic pain. The Wesley Community is grateful to the J.M. McDonald Foundation for its support of our mission. ■

NEW BOARD MEMBERS ANNOUNCED



JANET ENRIGHT

Janet Enright has been appointed to the board of directors of The Wesley Foundation, the philanthropic arm of The Wesley Community.

A New York native, Enright most recently served as assistant to the design manager at Newport News

Shipbuilding, where she oversaw cargo-operation testing. She is a graduate of SUNY Maritime College at Fort Schuyler, NY, with a degree in Marine Transportation Management.

Enright is an active volunteer with the Saratoga Rowing Association. She enjoys spending time with her family, gardening, sailing and bicycling.



TIMOTHY PEHL

Timothy Pehl has been appointed to the board of directors of The Wesley Community. As a managing member at Luther Forest Wealth Advisors, LLC, and a senior partner at Kumlander, Donofrio, Hay & Pehl, CPAs, LLP, Pehl brings both comprehensive leadership

and financial skills to The Wesley Community. He currently is a member of the board of directors and past president of The Saratoga Springs Lions Club Foundation, Inc.

He previously served as chairman of the board of directors of the Saratoga County Chamber of Commerce and president of the board of directors of Transitional Services Association, Inc., a Saratoga Springs-based nonprofit organization, as well as treasurer and board member of the Saratoga Center for the Family. He is also the former treasurer of both the Gore Mountain Ski Club and Saratoga Springs Alpine Ski Team.

BOND STYLE

THE WESLEY FOUNDATION GALA:



The Wesley Foundation hosted its annual gala at the Saratoga Golf and Polo Club on Saturday, May 20, 2017, with Tom and Kristie Roohan serving as honorary chairs.

In addition, the event's presenting sponsor was The Adirondack Trust Company. Now known as the theme party of the spring season, this year's gala did not disappoint with its Bond-style influence. A success by all accounts, the evening was beautiful and set a record, with \$95,000 in net proceeds raised. This money will be utilized for the Resident Activities Room renovation at Wesley Health Care Center. The room serves

as a social hub for residents and provides a venue for performances, religious services and other social gatherings.

"The Wesley Foundation continuously helps the many seniors who depend on the outstanding services available at the Wesley Health Care Center," said Kristie Roohan. "We were honored to help organize the annual celebration, which will further assist The

Wesley Community in meeting the needs of its residents who require daily care and support services."

The Gala Committee, led by Tim Busch, included Winnie Baden, Eliza Bianco, Alicia Butler, Geriann Eddy, Seth Guistimbelli, Judy LeCain, Charlotte Mosso, Lorrie Shilling and Kimberlee Williams.

The Wesley Community thanks the many sponsors, attendees and donors for their support! ■

The Wesley Community thanks the many gala sponsors, attendees and donors for their support!



Ray Martin/
Crescent Hill Partners LLC.





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