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Washington

AWARDS OF EXCELLENCE

*Thank you to
our Sponsors!*



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HRS Health
Resource
Services



McKESSON



MERCURY
PHARMACY SERVICES



WASHINGTON STATE
HOUSING FINANCE
COMMISSION



Ziegler



LeadingAge™
Washington

forward

AWARDS OF EXCELLENCE AGENDA

- Board Chair
- Leader Emeritus Recognition
- Excellence in the Workplace
- Excellence in Leadership
- Community Service
- Dr. Herbert Shore Outstanding Mentor
- Excellence in Nurse Leadership
- The Greatest Thank You Poem
- Seniors Better Together
- Outstanding Advocacy
- Silver Stars
- Best Performance in Group Retro
- Board, Committee, Cabinet, Council, Advisory Group, Chairs & Conveners
- Scholarship Recipients
- Closing message from Carol Silver Elliott, President and CEO Jewish Home Family and LeadingAge Board Chair



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AWARDS OF EXCELLENCE

CHAIR AWARD

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CHAIR AWARD

LeadingAge[®]
Washington

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*Congratulations “Team”
LeadingAge Washington*

(B) Cassi, Pat, Laura, David

(F) Angie, Deb, Glen and Alyssa (holding little Miles)!

forward



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AWARDS OF EXCELLENCE

LEADER EMERITUS RECOGNITION

forward

2021 LEADER
EMERITUS
RECOGNITION

Jeff Crandall
*Presbyterian
Retirement
Communities
Northwest
(PRCN) now...
Transforming
Age*



Bob Howell
*Covenant
Living at the
Shores*



Mark Mullen
Transforming Age

Rick Milsow
*Rockwood
Retirement
Community*



PAST LEADER
EMERITUS
RECOGNITION

Bob Anderson, *Horizon House*

Anne Arakaki-Lock, *Covenant Shores*

David Crouch, *Foss Home & Village*

Joshua Gortler, *Caroline Kline Galland*

Jaak Juhkentaal, *Rockwood Retirement Communities*

Paul Opgrande, *Tacoma Lutheran Retirement*

Jon Rorem, *Columbia Lutheran*

Mary Lou Stuenzi, *The Hearthstone*

Anita Tallman, *Christian Health Care Center*

Rich Tomlinson, *Bayview*

Sam Wan, *Kin On*



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AWARDS OF EXCELLENCE

EXCELLENCE IN THE WORKPLACE AWARD

forward

EXCELLENCE IN THE WORKPLACE AWARD



EXCELLENCE IN THE WORKPLACE AWARD



EXCELLENCE IN THE WORKPLACE AWARD





Congratulations Warm Beach!
forward



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AWARDS OF EXCELLENCE

**EXCELLENCE IN
LEADERSHIP AWARD**

forward

KRISTINA SINGH

EXCELLENCE IN
LEADERSHIP



Administrator



Cascade Park
Communities



Congratulations Kristina!

forward



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AWARDS OF EXCELLENCE

COMMUNITY SERVICE AWARD

forward

SERVICE AWARD
COMMUNITY



Healthy Living Program





Congratulations Kin On!



forward



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AWARDS OF EXCELLENCE

**DR. HERBERT SHORE
OUTSTANDING
MENTOR AWARD**

forward

HEATHER LEWIS



Director of Nursing Services



DR. HERBERT SHORE
OUTSTANDING
MENTOR AWARD

HEATHER LEWIS

DR. HERBERT SHORE
OUTSTANDING
MENTOR AWARD





Congratulations Heather!

forward



LeadingAge™
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AWARDS OF EXCELLENCE

**EXCELLENCE IN NURSE
LEADERSHIP AWARD**

forward

CHRISTINA ANDREWS



Director of Nursing

EXCELLENCE IN NURSE
LEADERSHIP





Congratulations Christina!

forward

The Greatest Thank You

I am so tired my dear caregiver.

Thank you for being here.

Pouring out your love all over me.

Like a warm blanket and a giant hug. It was you who made me feel so loved.

You are remarkable because you chose to care for me.

COVID-19 tried to isolate me from you, but You cared for me.

You loved me.

You comforted me. You nourished me. You fought for me.

Remember before COVID-19 our beautiful times together?

If you close your eyes, can you see how it was you who caused my soul to dance?

That it was your warm smile and embrace that made me feel so loved?



forward

The Greatest Thank You *(cont.)*

There are never not enough words to say thank you.
Even the angels in heaven know this!
But now my dear caregiver, I need to comfort you.
Because you are exhausted and feeling empty.
Now it is time for me to care for you.

When you feel tired, picture me giving you strength.
When you feel alone and overwhelmed, picture me fighting for you.
When you feel saddened, picture all the glorious times you and I had together.
When you feel as if you have nothing left picture me pushing you forward.

So be kind to yourself my dear caregiver. You were born to care for elders like me.
Serve proudly and show the world what I see. Love.

Poem by: Arleen Smith, R.N.



“Patricia (Personal Concierge) was a jewel and angel combined as all of you were during COVID. As hard as it was not touching and hugging and being in the same space with Mom we all knew she was safe and loved. The window visits were the next best thing and thank you Patricia for all your loving efforts.”

The Williams family



FRANKE TOBEY JONES

Enjoy your age

**Some Heroes
Don't Wear Capes**



We have considered ourselves to be SO fortunate to be living at FTJ during the pandemic. The staff here is just wonderful—they go out of their way to make sure that we are well taken care of. And, they make sure that we won't forget the holidays (St. Patty's Day, Easter, Christmas, etc.). I especially appreciate the effort made to make the COVID vaccinations go so smoothly for us!

Residents: Mame and Mike Matteson



FRANKE TOBEY JONES
Enjoy your age

forward



“Being a personal concierge has been an amazing adventure!” says Terry Allman, a Concierge on our FTJ Admissions Team. “We are spending so much time with the residents, and I really enjoy that we get to know them on a more personal basis. So many of the stories I have heard are heartwarming; how they met their spouse, all about their kids, their travels, their careers, languages they speak and many of the ups and downs of their lives. It’s as though they take my hand and walk me through the journey that is their life. This has been a challenging time for them on so many levels, and yet they still smile and are so willing to share. It is a privilege and a time I will always fondly remember.”



FRANKE TOBEY JONES
Enjoy your age



forward



From Resident Family Member: Diana Ledesma

"Establishing the concierge program between Franke Tobey Jones, the resident, and their family has been invaluable during COVID and hopefully it will continue on in the future. It's a great model for other communities to follow. It's been very reassuring to know there is someone to touch base with about a concern and who will always go the extra mile to help. Words cannot express how much appreciation I have for our contact person. Thank you so much Terry, for everything you've done for us. *My dad appreciates you as much as I do.*"



FRANKE TOBEY JONES
Enjoy your age

forward



“The Concierge Service has been wonderful for our family in both the Health Center and The Tobey Jones residences. The Concierge team created a lifeline for our mothers to hear and see their families throughout this country and for family members living overseas. At a time of great stress, team members took on various challenges from facilitating Zoom family calls and computer assistance to delivering groceries and even recording a video greeting for a wedding that would be missed, all with a positive professional approach. The service continues to be of great value to our family! You all go above and beyond, and we’re very lucky FTJ has such caring employees!”

**From Resident Family Member: Linda Cohan - (2)
family members, one in skilled nursing and one in
independent living**



FRANKE TOBEY JONES
Enjoy your age



forward



I know that you and your staff are reporting to work in the midst of your own world of fear and uncertainty for yourselves and your loved ones. Please leave some energy to take care of yourselves too. I look forward to seeing everyone in person when it is safe to visit again. **Resident family member**

The FTJ Personal Concierge Team Members:

- Terry Allman, Resident Accommodations
- Elizabeth Alvarez, Executive Assistant
- Nalani Brown, Philanthropy Coordinator
- Christine Hall, Sr. Director Marketing and PR
- Shelley Harris, Director of Philanthropy
- Patricia Moore, Therapeutic Activity Supervisor
- Esther Norton, Medical Records Coordinator
- Michelle Olafson, Director of Admissions
- Amy Petschke, Accountant
- Shirley Robbins, Resident Accommodations and Garden Apartment Concierge
- Terri Ross, Accounts Payable
- Jessica Rueber, Social Services Coordinator
- Carole Velez, Community Liaison
- Heidi White, Director of Life Enrichment



FRANKE TOBEY JONES
Enjoy your age

forward



Franke Tobey Jones, Personal Concierge Program



FRANKE TOBEY JONES
Enjoy your age

forward



Congratulations



FRANKE
TOBEY
JONES

Enjoy your age

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AWARDS OF EXCELLENCE

**OUTSTANDING
ADVOCACY AWARD**

forward

OUTSTANDING
ADVOCACY AWARD

ANNIE ZELL



**Health Services
Administrator**





Congratulations Annie!
forward



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AWARDS OF EXCELLENCE

**SILVER STARS 25-40+
YEARS OF SERVICE
TO A MEMBER COMMUNITY**

forward

SILVER STARS 25-40+
Years of Service

Bayview, Seattle

Caridad Castillo, 30 Years

Chris Cabler Sr, 35 Years

William St. Rose, 42 Years

**Christian Health Care Center,
Blaine**

Kathy Miller, 26 Years

Lisa Osborn, 26 Years

Deanna Miller, 30 Years

Mary Wynstra, 30 Years

**Columbia Lutheran Home,
Seattle**

Pema Choezing, 25 Years

Tashi Paldon, 25 Years

Victoria Divina, 30 Years

Lisa Duangprasaert, 35 Years

Shallum Legaspi, 35 Years

Foss Home and Village, Seattle

Christina Frieboes, 25 Years

Ernesto Lagahit, 25 Years

Eduardo Jimenez, 30 Years

Sage Roberts, 35 Years

Joseph McCormack, 40 Years

Franke Tobey Jones, Tacoma

Linda Tonjann, 32 Years

Christy Santos, 40 Years

Hearthstone, Seattle

Askalu Habteslasie, 25 Years

Frewinnie Kidane, 25 Years

forward



SILVER STARS
Years of Service 25-40+

Holman Gardens, Spokane

Linda Hubble, 32 Years

Horizon House, Seattle

Brian Hultz, 25 Years

Venita Martinez, 25 Years

Judson Park, Des Moines

Natalie Wilcox-McCann, 25 Years

Sabina Gallardo, 25 Years

Kin On, Seattle

Alan Poon, 25 Years

Ruth Lingat, 25 Years

Kline Galland, Seattle

Athena Padua, 30 Years

Tamene Kassa, 30 Years

Kline Galland, Seattle (cont.)

Teresita "Tessie" Gumiran, 35 Years

Vicenta "Vessie" Gestoso, 35 Years

Living Care Retirement, Yakima

Michelle Cruz, 25 Years

Christina Ramos, 26 Years

Steve Leonard, 26 Years

Susan Rogers, 26 Years

Diana Ramey, 30 Years

Katie Jacoby, 30 Years

Eileen Henley, 35 Years

Tami Beason, 35 Years

Jodyne Fletcher, 45 Years

forward



SILVER STARS 25-40+
Years of Service

Martha and Mary, Poulsbo

Tracie Walthall, 30 Years

Lila Dollar, 35 Years

Sharon Schell, 40 Years

Pacific Regent Bellevue

Shirley Johns, 26 Years

Matvey Gindlin, 28 Years

Francisco "Jose" Aguilar, 29 Years

Rockwood South Hill, Spokane

Bruce Burns, 25 Years

Kim Cederholm, 30 Years

Lisa Barnes, 30 Years

Tom Bishop, 40 Years

Toni Mitchell, 40 Years

**Rockwood at Whitworth,
Spokane**

Todd Collins, 25 Years

**Washington Odd Fellows,
Walla Walla**

Selma Castillo, 30 Years

Wesley, Des Moines

Marlene Knoppi, 25 Years

Frank Harding, 30 Years





LeadingAge™
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*Congratulations
to our
2021 Silver Star
Recipients*

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AWARDS OF EXCELLENCE

**BEST PERFORMANCE
IN GROUP RETRO**

forward

BEST PERFORMANCE



forward



Life Plan Community-Loss Ratio: .07



Congratulations!

BEST PERFORMANCE



forward



Nursing-Loss Ratio: .04



Congratulations!

BEST PERFORMANCE



forward



Assisted Living-Loss Ratio: .04



Congratulations!

BEST PERFORMANCE



forward



Housing-Loss Ratio: .04



Congratulations!

Let us also recognize.....

Life Plan Community (CCRC)

- Heron's Key at Gig Harbor
- Warm Beach Senior Community
- Riverview Terrace

Nursing

- Christian Health Care Center
- Martha & Mary
- Kline Galland Home

Assisted Living

- Quail Park Memory Care Residences of West Seattle
- Northaven Assisted Living
- Quail Park of Lynnwood

Housing

- Hilltop House
- Canterbury Manor
- Harbor View Manor

..for their outstanding performances!



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AWARDS OF EXCELLENCE

**BOARD, COMMITTEE,
CABINET, COUNCIL,
ADVISORY GROUP,
CHAIRS & CONVENERs**

forward

EXCELLENCE



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2020-2021 Board of Directors

Glen Melin, *Skyline*, Chair

Lynette Ladenburg, *Martha and Mary*, Chair-Elect

Jay Woolford, *SHAG*, Immediate Past Chair

David Hoffman, *eliseo*, Treasurer

Tracey Groscost, *Kline Galland*, Secretary

Torsten Hirche, *Transforming Age*, Director-at-Large

Charles "Bill" Strader, *Panorama*, Director-at-Large

Fred Wahlgren, *Park Place*, Director-at-Large

Jennifer Mack, *Nightingale Healthcare*, Strategic Appointment

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Governance Committee

Jim Bennett, *Skyline, Transforming Age*

Judy Dunn, *Franke Tobey Jones*

Jane Hanson, *MultiCare Adult Day Health*

Kathy Williams, *Harbor View Manor*

Bob Howell, *Covenant Living at the Shores*

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Committee, Cabinet, Council and Advisory Group Chairs and Conveners

Carol Foltz, Skyline, Assisted Living Cabinet Chair

David Hoffman, eliseo, Finance/ Audit Committee Chair

Jay Woolford, SHAG, Governance Committee Chair

R. Kevin McFeely, eliseo, Life Plan Community Cabinet Chair

Doug Bault, Garden Village, Nursing Home Cabinet Chair

Jessica Visserman, Martha & Mary, Alex Candalla, Wesley Des Moines, Workforce Solutions Council Co-Conveners

Michelle Olafson, Franke Tobey Jones, Nani Paulivaati-Mounga, Wesley Des Moines, Education Planning Advisory Group Co-Conveners

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Town Hall Conveners

Tim Graves, *State Convener*

Dennis Malgesini, *Living Care Retirement Community, Yakima*

Gary Dewhirst, *Warm Beach Senior Community, Everett*

Bob Beckham, *Franke Tobey Jones, Tacoma*

Jim Maxwell, *Rockwood Retirement Community, Spokane*

Ryan Miller, *Skyline, Transforming Age, Seattle*

Heather Dart, *Martha and Mary, Bremerton-Peninsula*



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AWARDS OF EXCELLENCE

**2021 SCHOLARSHIP
RECIPIENTS**

forward

2021 SCHOLARSHIP RECIPIENTS



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Congratulations!



Lorena Campos-Rodriguez, CNA
Washington Odd Fellows
\$1,000

Richard J. Howard
Scholarship Award \$500



Heather Hartman, Community
Outreach Liaison,
Warm Beach Senior Community
\$1,000

2021 SCHOLARSHIP
RECIPIENTS



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Angelica Meza, CNA
Washington Odd
Fellows
\$1,000

Congratulations!



Josephine
Caring Community
One Heart. Many Hands.

Fullness of *life.*



Madelin Moglebust, CNA
Josephine Caring
Community
\$1,000

Edna A. Owuoth, CNA
Josephine Caring
Community
\$1,000

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2021 SCHOLARSHIP RECIPIENTS

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Congratulations!



**Kayla Poppe,
RN Supervisor,
Washington Odd Fellows
\$1,000**



**Kifle Shewangizaw, LPN
Foss Home and Village
\$1,000**

2021 SCHOLARSHIP RECIPIENTS



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Congratulations!



Charlie Vo, LPN
Pacific Regent Bellevue
\$1,000



Sara Wasser,
Social Service Advisor
Panorama
\$1,000

A Special Message to our LeadingAge Members

Carol Silver Elliott
President and CEO
Jewish Home
Family,
LeadingAge Board
Chair



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LeadingAge™ Washington

*May your heart be happy,
may your days be bright,
may your roads be smooth,
may your burdens be light,
may you find your dreams,
may you touch the stars,
may you never forget how special you are.*

Message from Glen Melin, Immediate Past Board Chair