

May 2011

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Concord Communicator

The Lutheran Home at Concord



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The offering for Mothers whose sons
"totally forgot."

Concord Communicator
A newsletter for
Employees of Concord Reserve



Save the date: May 21st Car Show on Campus

The LHCR Special Events committee has a real treat in store for all employees, residents and family members. From 1 to 4 p.m. on Saturday, May 21, a Classic Car Show will be held in the back parking lot.



Frank LeManna, local Car Cruisin' celebrity DJ will spin the tunes. Other fun activities will include face painting, kid-crafts, bake sale, 50/50 and Chinese Raffles.

Several staff members and resident's families have already registered their cars for the show.

The fee is a bargain at \$2 or two canned goods for the Westlake Food Cupboard.

All vintage, hotrods, antiques, classics & muscle cars are welcome. Black top parking is available for all cars. Dash plaques will be presented to the first 50 registered.

Lunch will feature \$1 Hog Dogs. Hamburgers and Veggie Burgers will also be on the menu.

Proceeds of the 50/50 Raffle will kick off fund-raising for our Concord Cruisers Walk Team to End Alzheimer's. Any employee or friend of LHCR who is available to walk on September 25 (see article below) is welcome to join the team.

The Special Events Committee is Chaired by Cindy Rudolph, and includes Janice Snyder, Liz Germano, Nancy Smith and Margie Krause.

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Concord Cruisers Will Walk to End Alzheimer's

The Concord Cruisers is the new moniker of our walk team for the 2011 Walk to End Alzheimer's this coming fall.

I know there are a lot of important dates floating around this time of year, but I ask all LHCR staff members to please SAVE THE DATE, Sunday, September 25 for this

important fundraiser.

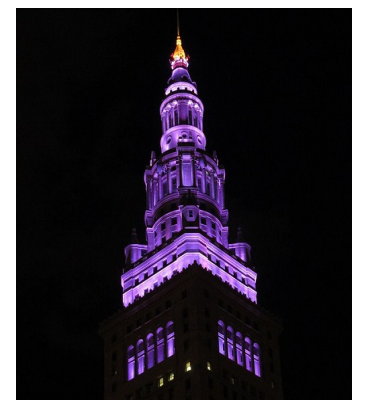
The walk route is 3 miles and kicks off at Tower City Center in Cleveland. There is also a 1 mile "short cut".

There are many ways to support this cause, including participating in the Car Show 50/50 Raffle, and purchasing

Alzheimer's Association Forget-Me-Nots and elephants to decorate our campus in honor of loved ones.

If you have any questions, please call me at ext. 2152.

—Submitted by Cindy Rudolph, VP of Campus Community Relations,



Cleveland's Terminal Tower glows purple in recognition of Alzheimer's awareness. To learn more visit www.alz.org/cleveland

CAR SHOW

Saturday, May 21 from 1-4 p.m.

A FUN family event
on our campus

50/50 Raffle Benefits Walk to End Alzheimer's

Bake Sale * Chinese Raffle * \$1 Hot Dogs

Face Painting * Kid Crafts * Vote for your favorite car!

Celebrating Westlake's Bicentennial

For more information,

Call Cindy Rudolph ext.. 2152, or Janice Snyder ext. 2154



Frank LaManna Presents, Inc.

Coming soon!

check out our new Website

www.concordreserve.org

PEOPLE



Each year AOPHA (the Advocate Of Not-For-Profit Service For Older Ohioans) honors non-management staff that “shine” in their daily devotion to those they serve. This year our Lutheran Home “Stars” are (left to right): Carol Maudsley, Mirela Manolache, Ruth Nkulu, Laurie Work, Doris Lopez, Ledian Tosca, shown with LHCR Administrator Jean Hollenbeck. The group enjoyed an Employee Recognition Luncheon—followed by ice cream at Mitchells.



A Little Taste of Italy was the theme of the **49th Annual Concord Reserve Volunteer Appreciation Banquet**. The dinner was recently held in Village Square. Nearly 130 volunteers were recognized at the Awards Ceremony following the dinner. Kudos to the **Management and Leadership teams, Laura Larkin, Christine Saner & the Life Enrichment staff, and Chef Tim & the Dietary staff** for their time and dedication. The food and service was amazing!

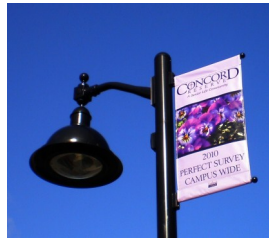
As part of our campus commitment to **Mission Outreach**, a donation was made by LHCR to the **Red Cross** to help the victims of the earthquake and tsunami in **Japan**.



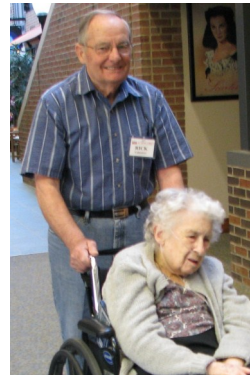
The **Employee Morale/Team Building Committee** wants to hear from you! Two suggestion boxes have been installed; one near the vending machines and the other at the Assisted Living Entrance. Please tell us what’s on your mind...

An aspiring Westlake Eagle Scout chose the design and oversaw the construction of a portable miniature golf course for Porter Library as his Community Project. LHCR sponsored the 6th hole at a recent Mini Golf event held by the **Friends of Porter Library**.

New banners in a variety of colors celebrate significant accomplishments around our campus.



There is a great need for **volunteers** to help transport residents from their suites to the chapel on Sundays for the worship services at 10:15 a.m. and 1:30 p.m. If you can help, please contact Chaplain Jim Kulma, ext. 2145.



Volunteer Rick Merbler

On the Saturday before Easter, **Chaplain Jim Kulma** was quoted in the **Cleveland Plain Dealer** about his new **Caring Cross** project, small wooden crosses presented to residents facing heavy burdens or the final stages of life. Local volunteer woodworkers, including **Rick Merbler**, and Life Enrichment Director **Christine Saner’s** father **Jim Saner** and her uncle **Bill Sutherin**, cut pocket-sized crosses out of poplar and oak. [The crosses] “remind us of Christ’s love, even in our darkest hour,” said Kulma, who is also a woodworker. “Folks just love them.” **Trinity Lutheran, Cleveland** is an affiliated partner with the Lutheran Home and used parishioners’ skills to contribute 150 crosses for our campus project. The Church liked the crosses so much, they made more for their own use during Lent.

You Are the Face of the Organization

Professionalism *does* matter.

Depending on the environment in which you work, there may be certain norms or guidelines as to how you are to present yourself.

Sometimes, the rules are very clear, and other times there are gray areas. Regardless of the organization’s handbook policy, it is important that you are perceived in a way that will help, and not hurt, your career.

With that said, how might your co-workers perceive you? Have you ever considered that it may be very different than you perceive yourself?

In the upcoming weeks, think about the full picture of “you.” Are you polite and respectful when speaking to others? Does your workplace wardrobe consist of appropriate attire? Do you practice appropriate hygiene? Do you respect authority?

There is a fairly clear tie to inappropriate dress and discipline, harassment and lack of career advancement. Different companies have different norms in regard to business dress. If you are not “dressed the part,” you may give the impression you are incapable of the job and instead have to work to counteract the negative impression made by your attire.

Consider Judy, the Payroll Clerk

sporting sweatpants who’d love to be CFO someday, or Jim, the Stockroom Associate always covered in stains who wants to apply for Distribution Manager.

If you want to get the part, look the part. Trying your best to dress appropriately, speak and act your part will help guide you in the right direction.

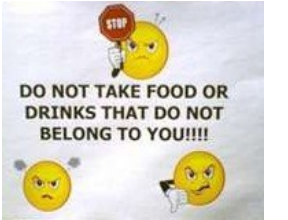
If you’re not sure if your organization has a professionalism or dress policy, ask your Human Resources Department or check your employee handbook.

And remember, lack of a written policy is not an excuse to neglect acts of “maintenance,” including personal hygiene. Your routine doesn’t have to be high-maintenance in order to act and appear capable and dressed for the job.

If you struggle with your outward or “inward” appearance, don’t hesitate to call Ease@Work for a confidential consultation with a clinician... we can help!
Go to www.easeatwork.com/easey with our user name (LHCR) and password (EASE), or call 216/241-3273 or 800/521-3273

—Submitted by Stephanie Balser, VP of Human Resources

In a survey 4 out of 5 employees said that swearing in the workplace was unacceptable. Other offensive behaviors cited by TheLadders.com:
98.7%: Eating someone else’s food from the refrigerator
95.6%: Bad hygiene
88.2%: Bad habits
82%: Wastefulness
63.5%: Sneaking peaks at mobile devices during meetings



More than just doing your job

You can demonstrate professionalism in every job. Ask yourself the questions below. Answering “False” or “Sometimes” can signify an area to improve upon.

- I do the job to my best ability.
- I take pride in my work.
- I make a difference; People are better off because of the way I do my job.
- I start my workday neat and clean.
- I report for work on time and stay for my entire shift or workday.
- I honestly earn my pay.
- I treat residents, their family members and my co-workers with respect and dignity.
- I use good manners in my interactions with others.
- I keep my mind on the job I’m doing.
- I have respect for my work and myself.

E-mail etiquette tips

Most people recall the rules for writing a formal business letter, but in the age of quick correspondence via email, it's easy to forget that rules of etiquette apply to those business communications also.

Before you hit send the next time, be sure you've applied the basic rules below:

- **Manners**—Say "Please" and "Thank you" and don't forget to address people using Mr., Mrs. or Dr., unless they've given you permission to use their first name.
- **Watch your tone**—While it is difficult to express tone in writing, you

want your e-mail to sound friendly and respectful. You don't want to sound curt or demanding.

- **Be concise**—Get to the point of your e-mail as soon as possible, but don't leave out important details.
- **Be professional**—This means don't use abbreviations or emoticons—smiley faces! Don't use a suggestive e-mail address for business communications.
- **Use correct spelling and proper grammar**—Use a dictionary or spell check, but don't rely on spell check to catch improper word usage. It's OK to write in a conversational tone,

but stick with the basic rules of grammar.

- **Ask before you send an attachment**—Some people will not open attachments for fear of allowing a virus into their computer system. Before sending an attachment to someone you have not communicated with before, ask if it's OK.
- **Wait to fill in the "To" e-mail address**—Never fill in the "To" address until you have completely re-read and proofed your e-mail. This ensures that your correspondence is exactly how you want it before sending.

CEO's Corner



As team members we all are responsible for each other and those we serve. Remember to say thanks to your teammates, for without them, we miss the opportunity to be the service family we are all capable of being. I thank all of you for choosing to serve mankind and making a positive difference in the lives of those we touch every day.

Blessings, Charlie



Our Leadership Team strengthens resident, family & staff services.

Diabetes & Exercise: Introduce Physical Activity into your Life!

Diabetes affects more than 18 million people and at least half of those are undiagnosed. The disease increases the risk of heart attack and stroke by three-fold and is the leading cause of new blindness and end-stage renal disease.

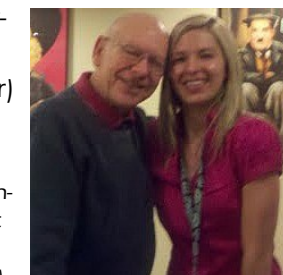
Exercise plays an important role in managing diabetes, but increasing weight loss, and improving risk factors for cardiovascular disease. It

also lowers your blood glucose levels, so it is very important to check your levels when you exercise.

Other benefits of exercise are increased balance and flexibility, better mood and attitude, and improved bone density. It also promotes restful sleep.

If you have diabetes, you should exercise one to three hours after a meal, but it is not recommended to exercise in the evening, because you leave yourself vulnerable

for hypoglycemia (low blood sugar) while you sleep. (From a presentation given at the Westlake Senior Center.)



—Michelle Parrett PT, DPT, C/NDT, CSCS

Healthy Recipe Corner— Easy Olive Tapenade (serves 8)

OLIVE TAPENADE

(Pronounced "top-en-odd")

Tapenade is a rich olive spread popular in the Mediterranean & quite easy to make at home.

Ingredients:

- 1 can black olives
- About the equivalent of 1/3 – 1/2 can of green pimento-stuffed olives
- 1/2 cup pine nuts
- 1 four ounce jar of capers

4 garlic cloves (more or less, depending on size and your taste)

6-8 grinds of black pepper (if you don't have a grinder, use 1/4 - 1/2 teaspoon, try 1/4 tsp. and see if it is enough, it is easy to add, impossible to subtract!)

1/4 cup fresh parsley (or 1/8 cup dried)

1/2 cup olive oil (start with 1/4 cup, then add to taste)

Grind all ingredients carefully in a food processor, taking care not to get the pieces too small, especially the olives (use the "pulse" setting rather than "on".)

Serve on baguette slices, crackers, chips, pasta, or anything you think might be a good combination with the tapenade. Refrigerate and use within two weeks.



Lutheran Home Mission Outreach Stock the Summer Pantry 2011 FOOD DRIVE

Supporting the
Westlake
Assistance
Program
Food Cupboard

Employees & Volunteers are invited to donate non-perishable food items to support the Westlake Assistance Program. During the summer months the Food Cupboard is depleted when low-income students don't have access to their school's meal program.

Please help **Stock the Summer Pantry** as an expression of our faith & Mission Outreach to support the needs of our community & partner with local agencies.

Specific items include:

- *Canned Meats, especially chicken & turkey
- *Canned Pastas: Spaghetti O's & Ravioli
- *Boxed Cereals
- *Peanut Butter & Jelly
- *Canned Fruit
- *Juice Boxes
- *Snack Items: granola bars, breakfast bars

**It is important to check the expiration dates*

Drive begins Sunday, May 1st and ends on Wednesday, May 25th

THANK YOU!

Place donations in the
Blue Bins
near time clocks
and entrances
Questions? Call Pr. Jim Kulma
ext. 2145

NOTES FROM HR—Family Medical Leave Act Information

By now employees who are FMLA eligible have received notices at home explaining an exciting new partnership with CareWorks USA Disability Management Solutions to help us better manage our employee leave of absence program.

CareWorks will work closely and confidentially with you should you need to take a leave of absence from your

position with LHCR. It is a simple process: Call your Supervisor to report your absence. *(Failure to contact your supervisor may result in policy violation)*

Call CareWorks USA, toll-free, at 1-888-436-9530 *(Failure to contact Careworks, USA may result in a delay or denial of your claim)*

Complete and return infor-

mation provided to you as soon as possible.

If you did not receive this information in the mail and you are interested in learning more, please stop by the HR office.

As always, if you have any questions or concerns, don't hesitate to let us know!

Stephanie Balsler Ext. 2190

Debbie Mance Ext. 2173

Reminders from Accounting

401K:

Please note that if you have one year of service that you are eligible to enroll in the Lutheran Home 401K plan. Enrollment forms can be obtained in the Human Resources office and turned in the payroll department. You are also able to make changes or discontinue contributions by completing a new salary deferral agreement and returning it

to payroll. You can enroll or make changes at any time during the year.



Holiday Pay

Just a reminder about Holiday Pay:

Due to the upcoming Memorial Day Holiday, we are asking all employees to please review the Holiday Pay Policy posted by the time clocks.



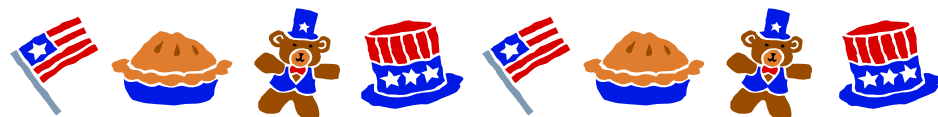
—submitted by Gayle Castro

Life Enrichment Wish List



Life Enrichment is seeking donations of some personal CD players, used or new. Short-term rehab residents would like to borrow the players while they are here, and we can also use them for 1:1 relaxation groups with long-term residents.

If you can help, contact Christine Saner, ext. 2184.



Bake Sale

Calling all bakers to donate baked goods for

The Car Show

May 21, 2011

1-4 p.m.

All proceeds from the Bake Sale go to the Resident Activity Fund

Donations can be dropped off

May 20th in Accounting or day of the event

We need your help!

Volunteers are needed to work the booth & serve during the car show

For more information

please contact

Liz Germano at ext. 2151



Sharon Bennett is our AFLAC rep. She is on Main Street on the 2nd & 4th Wednesday of each month from 11 a.m. to 4 p.m.

Employees can buy AFLAC, ask questions, and/or get help with claims.

Contact: Sharon-bennett1@juno.com

cell 216-798-3990

office 440-746-0873

MASSAGE THERAPY

Releases tight & sore muscles

Helps relieve nerve compression or entrapment

Decreases Pain & Inflammation

Alleviates Stress & Improves Circulation

Calms the Nervous System

Increases Flexibility & Range Of Motion

Improves Posture & Coordination

Helps to prevent future chronic pain conditions

Massage therapy is available on campus twice a month

as a service to our EMPLOYEES

To schedule your appointment with

Cathy Lanese LMT

see Ann in the Wellness Center/Nursing Office

or call ext. 2191



RATES

15 MINUTES-\$12.00

30 MINUTES-\$28.00

45 MINUTES-\$40.00

1 HOUR-\$50.00