

The HEART

of Regina Health Center



Celebrating Twenty Years of Caring: 1993-2013

In the founding days of Regina Health Center, a new resident, Sister Miriam Therese, CSJ, walked through the front door for the first time, paused, looked around and said to those around her, "We are many congregations coming to Regina Health Center, but we will be one community."

Those words from the late Sister Miriam Therese set the stage for many other sisters, brothers, diocesan priests and lay residents who followed her lead—becoming part of the Regina Health Center community, sharing meals, friendships, activities and prayer each day.

Bishop Anthony Pilla stated at the dedication ceremony in May 1993, "Let's never forget why we are here, the individual women and men who will live here. Let us never forget the pain of their separation from their communities and their homes and their loss of independence." Bishop Pilla's words embody the strong culture of care and compassion at the heart of Regina Health Center's mission, vision and values. Twenty years later, his words remain evident in the loving care provided to all residents. •

SPRING 2013

Regina Health Center
provides excellence
in health care and
supportive services
that enrich your life or
the life of an elderly
loved one. We are
recognized as a center
that promotes wellness,
holistic health care,
education and research
in an atmosphere that
reflects the core values
of spirituality and
shared community life.

ANNIVERSARY EVENTS

Regina Health Center will be abuzz with activities to commemorate 20 years of care and compassion:

RESIDENT PARTY Regina Health Center's Friends of Regina will host a day of festivities for residents August 22.

STAFF PARTY The administrative staff is planning a staff party for later in the year.

FUNDRAISING GALA A festive fundraising event is scheduled for September 28 at the historic Silver Grille.

QUALITY and COMPASSION RUN DEEP



Here at Regina Health Center (RHC), we've been proud to promote the quality, faith-based care that has been our calling for 20 years. While we have been proud to talk about our staff and our accomplishments, it's the talking others do about us that speaks volumes—and lately there's been a lot of talking from our residents, their families, government agencies, academia and even a national magazine.

U.S. News & World Report listed RHC as one of the best nursing homes in the country in late February. *U.S. News* collected meaningful data and ratings about more than 15,000 nursing facilities and compiled it into a searchable database on its website so families can easily find information about safety, health inspections, staffing and more. The "Best Nursing Homes" report is available at www.health.usnews.com/best-nursing-homes.



When the Scripps Gerontology Center at Miami University was looking for top performing nursing homes in Ohio to conduct a study about direct care employees, RHC was one of only 12 nursing homes chosen from a pool of 948 facilities. The study, *Common Sense for Caring Organizations: Results from a Study of High-Performing Home Care Agencies and Nursing Homes*, is designed to give other nursing homes across Ohio insight into strategies used by high-performing organizations to support their direct care workers. The Scripps Gerontology Center is highly regarded in Ohio and around the country, so we were extremely honored to be invited to participate in the study.

FOR THREE YEARS IN A ROW, REGINA HEALTH CENTER HAS
MAINTAINED THE HIGHEST QUALITY RATING FROM THE CENTERS
FOR MEDICARE & MEDICAID SERVICES AND WE CONTINUE TO
RECEIVE AMONG THE HIGHEST FAMILY SATISFACTION SCORES.

RHC also maintained the highest Five-Star Quality Rating from the Centers for Medicare & Medicaid Services (CMS). The five-star rating is the most respected rating a nursing home can receive. Only 14 percent of all nursing homes in Ohio earned an overall five-star rating, and we've done it *three* years in a row. The CMS rating has been in place for five years and continues to gain traction as individuals and families use the information to analyze nursing homes. And, we continue to receive high family satisfaction scores through Ohio Department of Aging surveys. Our overall family satisfaction score in 2012 was 93.3 compared to a state average of 85.6, which ranked us 32nd among 948 Ohio

facilities and the highest of any facility in Summit County. Also notable is our deficiency-free rating in the annual Ohio Department of Health survey of licensed assisted living facilities.

In other major news, we are very pleased to welcome the Ursuline Sisters to RHC. As Sister Miriam describes later in this newsletter, the Ursuline Community has chosen RHC to provide God-centered, high quality care for their Community. It is a blessing to serve the Ursuline Community and we look forward to helping them make RHC their home.

RHC is also celebrating a major milestone—20 years. The theme of our anniversary is "Fulfilling the promise of compassion and care," with a number of celebration events planned throughout the year.

We'll keep talking up the quality, faith-based care that we've provided for 20 years. But, it's the recognition we continue to receive that proves it's not just talk. Everyone at RHC and all of our supporters are an integral part of living our anniversary theme every day of every year as we fulfill our mission and our promise to provide compassion and quality care.

Brian J. Flannery, NHA, MBA

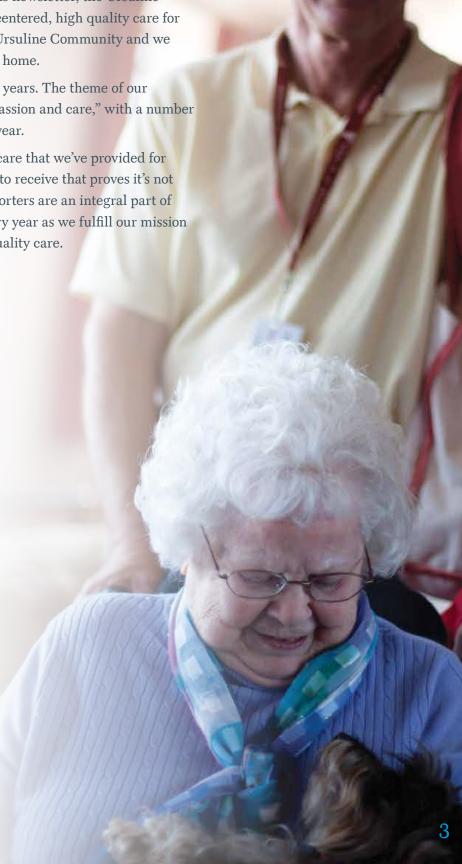
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RHC WELCOMES URSULINE SISTERS WITH OPEN ARMS

By Sister Miriam Erb, CSA, Congregational Leader

When four missionaries from the Sisters of Charity of St. Augustine (CSA) came to Cleveland from France in 1851, the Ursuline Sisters welcomed them into their home. Now 162 years later, we are pleased to return their graciousness by welcoming them into our home.

In December, the Ursuline Sisters made the difficult decision to close Saint Angela Center, which cared for their aging sisters. We were thrilled that they chose Regina Health Center (RHC) to provide the same quality care. Nearly 30 Ursuline Sisters and one Carmelite Sister have already joined us at RHC and more sisters will be coming to our assisted living and nursing facilities soon.

CSA sisters have been doing their best to make our new residents feel welcome. As Ursuline Sisters arrive, CSA sisters are very involved, ensuring they have everything they need and spending time with them to help them feel at home. One CSA sister has even been putting candy on their pillows at night. The RHC staff have also extended a warm welcome to the new sister residents and tried to make them feel comfortable. On the other hand, Ursuline Sisters have jumped right into daily life at RHC, going to social events to meet other residents, attending

liturgy every day and doing readings at Mass—which is a good sign that they feel welcome in their new home. They are also finding ways of praying together with their own sisters who are at RHC, of being present with one of their sisters at the time of death and of enjoying the visits/birthday parties of their leadership team and many other Ursuline sisters who come to visit.

It is truly a blessing and delight to have the Ursuline Sisters here to join with the many other congregations, including the many congregations who collaborated 20 years ago to form this loving place of quality care. All collectively add to our sense of community and to the deep prayer life at RHC. The Ursuline Sisters also bring their unique life experiences to us, which enrich us in many ways. We will continue to do all we can to make them feel that RHC is their home. Truly this is a gift. •

REGINA HEALTH CENTER VALUE STATEMENT

As a Catholic, faith-based organization, Regina Health Center extends the healing mission of Jesus to all of God's people. We are committed to these principles:

- 1. The dignity of each person is at the heart of Regina Health Center's mission.
- 2. Each individual has the right to live fully, participating in the community life and in the personal life and in the personal decisions that affect one's well being.
- 3. Collaboration at all levels.
- 4. Respect and a spirit of compassion promote holistic health care delivery and quality of life.
- 5. All who participate in the mission of Regina Health Center are called to nurture the values of hospitality, simplicity of lifestyle and shared community life.

New Endowment Fund Established

REGINA HEALTH CENTER POISED TO FACE FUTURE FINANCIAL CHALLENGES

The Regina Health Center Board of Directors passed a motion March 19 to establish the Regina Health Center Endowment Fund. The fund is designed to promote the long-term sustainability of Regina Health Center (RHC). "It is appropriate that as we celebrate a milestone year of caring for the aging religious and laity, that our board has the foresight to plan for another 20 years and beyond by establishing a sustaining fund," said Brian Flannery, RHC executive director.

The residents and staff thank our board of directors for having the foresight to create this new enduring fund for the future.

Please join us *Saturday, September 28* at the historic Silver Grille at the Higbee Building in Cleveland for Regina Health Center's 20th anniversary celebration, where RHC Board Member Bishop Roger W. Gries, O.S.B. will deliver a very important message about RHC's new endowment and what it means for the future of RHC.

+ L YEARS

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RESIDENT SPOTLIGHT

A Winding Path Leads Sister Genevieve Lane to RHC

Sister Genevieve Lane, CSJ, has been helping others realize their dreams for years, from giving dance lessons to teaching at the highest levels to providing independent living for developmentally disabled adults. Born in Cleveland to a Ukrainian family, religion and dancing were important influences growing up.

CALLED TO DO SOMETHING SPECIAL

Before entering the convent in 1945, Sister Genevieve was a dance instructor at an Arthur Murray dance studio on Cleveland's Public Square, which she fondly remembered. "I loved to dance. Being a dance instructor was a very happy experience." She hung up her dance shoes to join the Congregation of St. Joseph (CSJ) as a sister, which is something she never dreamed of becoming. She had read a book about the life of Madame Curie, which inspired her to do something great in life. She just wasn't sure what. That changed when she visited a friend in Cincinnati who was a nun. Her friend asked her if she ever thought about becoming a nun. Without thinking, she said yes. "I'm still not sure why. But, the more I thought about it, the more I realized this would allow me to fulfill my wish of doing something special for others."

Sister Genevieve had an interest in helping children from an early age. She received a bachelor's degree from John Carroll University in 1953 and a master's degree from the University of Notre Dame in 1957. She was instrumental in starting a school for special needs children at Our Lady of Angels School in Cleveland. She then went on to earn a doctorate in special education in 1972 from St. Louis University.



Sister Genevieve Lane, CSJ

She also spent an academic year overseas at London University in a program for special education. While visiting her brother and his wife in California, her mother superior suggested she seek a teaching position at the university level. She was hired as a professor of special education at the University of San Diego.

A LASTING LEGACY

Returning to Ohio several years later, she founded a group home for developmentally disabled adults in 1981 in Lakewood. Sister Genevieve said, "This is one of my most satisfying accomplishments since I had met many parents who feared for their children



"The most wonderful thing is how the residents of Fontbonne have advanced."

Sister Genevieve Lane founded a group home for developmentally disabled adults in 1981 in Lakewood, Ohio. The home moved to Bay Village in 1990. Pictured here is the original Fontbonne Home in Lakewood.

once they were gone." Fontbonne Home offered an alternative to institutionalized living. She served as the home's director and lived on site with its three female residents. She recalled that a student nurse who was at the home one day commented, "When I entered the building, I felt love." Fontbonne moved to a house in Bay Village in 1990 to increase capacity to five residents. Although she is retired, Sister Genevieve's legacy lives on through the residents who live and work there.

"The most wonderful thing is how the residents of Fontbonne have advanced. They have jobs and are thriving community members. It has always been a very rewarding experience and the home is still going strong. The board of directors is even planning to open another home."

Sister Genevieve has lived at Regina Health Center (RHC) for a little more than a year. She remains active through the variety of activities offered at RHC and by remaining involved with the Fontbonne Home.

IRA Rollover Extended

TAX-FREE CHARITY DISTRIBUTIONS PERMITTED TO END OF YEAR

The recent tax bill extended the provision that permits tax-free distributions to a charity from an individual retirement account (IRA) through December 31, 2013. The requirements to qualify are:

- 1. The individual must be $70\frac{1}{2}$ years or older.
- 2. Any amount up to a maximum of \$100,000 per taxpayer per year may be transferred.
- The charity must be a public charity, not a donor-advised fund or supporting organization.
- 4. Distributions must be for outright gifts and not life-income gifts.
- There is no charitable deduction, however that should be offset by not paying taxes on the distribution. Please consult with your tax adviser.
- 6. The gift must be transferred directly to the charity to qualify.

If you'd like to make a tax-free contribution to Regina Health Center from your IRA, please contact your IRA administrator or call Maureen O'Neill-Laszlo for more information at 330.659.5132. Thank you for all you do to support Regina Health Center.

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THANK YOU LOYAL SUPPORTERS

Your generosity in 2012 helped Regina Health Center (RHC) raise \$637,200 to support our mission of caring for the religious and laity in a God-centered home.

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A special thanks to our most generous donors whose accumulated lifetime giving has exceeded \$25,000 for individuals and \$50,000 for foundations and organizations.

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Annual Appeal

APPEAL DONATIONS VITAL TO BRIDGING REIMBURSEMENT GAP

Thank you to the many supporters who made gifts to the Regina Health Center 2012 annual appeals. In contrast to Regina Health Center's (RHC) new endowment fund that focuses on preservation of the fund principal, the annual appeal is critical for raising ongoing operational expenditures. Gifts to the annual appeal help bridge the gap between the immediate cost of health care for residents and Medicaid and Medicare reimbursements. In 2011, more than \$500,000 came directly out of RHC's operations budget to cover the cost—and that amount is expected to increase. Raising ongoing funds for RHC is necessary to continuing the vital care for the aging religious and lay residents' health care needs. RHC celebrates donors who made gifts of \$100 or more in 2012 through recognition in this spring newsletter and on RHC's new website at www.reginahealthcenter.org.

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Regina Health Center thanks the Regina Society members who have thoughtfully included an estate provision for RHC through either a bequest, charitable gift annuity or accumulated giving. They include:

Joseph G. and Ruth H. Graskemper

ACCUMULATED GIVING \$10.000-24.999

Mr. and Mrs. Brian Flannery, NHA

Most Reverend Roger W. Gries, OSB

Mr. and Mrs. Philip J. Guban

Mr. and Mrs. John A. Haag

Mr. and Mrs. Lee C. Howley

Mr. and Mrs. John Hrobsky

Mr. and Mrs. Robert C. Maynard, Esq.

David and Pamela Erb-Melville

Mr. Nacy A. Panzica

Most Rev. Alexander J. Quinn

Mr. and Mrs. Paul G. Schloemer

Mrs. Barbara K. Sheffler

Dr. Elizabeth P. Macintyre

and Dr. Joseph A. Sopko

Mr. and Mrs. John F. Wilhelmy

Donors who made gifts to the 2012 Holy-In-One Golf Outing are listed at a level that represents the tax-deductible amount. We regret if we have inadvertently excluded or misspelled any names. Please call RHC's fund development office at 330.659.5132 so that we can correct any errors. Thank you.

10 11



RHC DINING SERVICES CATERS TO EACH RESIDENT TO DISH OUT DELICIOUS FOOD

As the old proverb goes, "The way to a man's heart is through his stomach." Executive Chef and Dining Services Director John Bush and his dining services staff have found the same is true for residents at Regina Health Center (RHC), where dining is an important part of the care provided.

The staff of nearly 25 work hard to balance nutritional and special dietary needs with flavor, while trying to cater to the preferences of each resident. John meets with each resident within 48 hours of their arrival to understand their likes and dislikes, which guides decisions for menu choices, recipes and staff training. Each resident's preferences are noted on individual cards that are kept on the floor where food is served. In addition to offering two entrees at each meal, residents can order from a menu if they want something that's not being served, and fresh fruit and fresh salads are always available.

"Dining is a highlight of many residents' days, both the food and the chance to socialize," said John. "We want everyone to leave satisfied in more ways than just satisfying their appetite."

John and his staff prepare 15,000 meals per month, each prepared with high quality ingredients and most items prepared from scratch as close to serving time as possible. John has been the executive chef at RHC for five years and previously worked at Rockynol Retirement Community in Akron. He volunteers his time and talent every six months at the Graduate Showcase Dinner hosted by the hospitality management program of the University of Akron's Summit College, where John received a degree in culinary arts in 1993. He competes in culinary competitions and judges high school culinary competitions. John and his staff also provide meals for the Meals on Wheels program of Richfield, Ohio.

He said he likes serving the elderly and supporting the mission of RHC. "We provide person-centered care, which includes the dining experience. I view myself as a resident representative to my staff and from my staff to our residents. If they want change, it's my job to meet their wishes," he added.

RHC Executive Director Brian Flannery said residents really appreciate the quality of food John and his staff prepare and their willingness to please each resident. "He is continually assessing the needs of the dining environments and planning upgrades that will make a positive difference in the quality of the dining experience," said Brian. •

Pictured above are Executive Chef and Dining Services Director John Bush (second from right) with residents Brother Gerard Hickey, SSS, Sister Claudia Klyn, OSU, and Grace Kisch.

Holy-In-One on its Way to Making History Again

THERE IS STILL TIME TO JOIN US ON JUNE 17!

RHC's 14th Annual Holy-In-One Golf Outing is set to tee off Monday, June 17 at Westfield Group Country Club. With the top sponsorships already sold out, this year's event is expected to be another record-breaker. Thanks to Dairymens and Donley's for again being event sponsors. Yanke Bionics is sponsoring the popular Pebble Beach raffle. With only 150 raffle tickets available at \$100 each, they sell fast. Sign up today for this fun-filled day of golf and camaraderie to support Regina Health Center. Register online at www.holyinone.com. For more information, contact

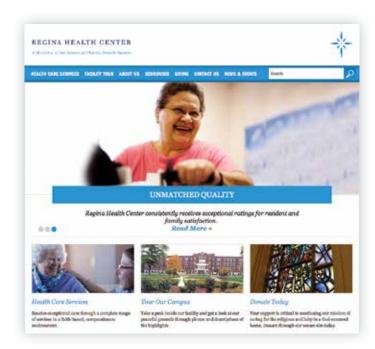


RHCnews

RHC'S HOME ON THE WEB GETS A MAKEOVER

Regina Health Center (RHC) recently redeveloped and re-launched its website, which can be found at www.reginahealthcenter.org. The updated site is easier to navigate and easier for visitors to find important information about RHC. It includes information about RHC's services, news and testimonials, a virtual tour through photos of the facility and grounds, Holy-In-One registration, a secure online donation area, newsletter back issues, calendars and more. The redevelopment of the RHC website was made possible through generous grants from the William J. and Dorothy K. O'Neill Foundation and an anonymous foundation.

Visit www.reginahealthcenter.org to see the new site.



SUMMIT COUNTY COUNCIL MEMBER DONATES PORTION OF SALARY TO RHC FOR "MATURING SPIRITUALITY" PROGRAM



Summit County Council Member At-Large Bill Roemer has donated a portion of his salary to Regina Health Center (RHC). Roemer promised to donate half of his council salary to local nonprofits if the county did not balance the 2012 budget. RHC's request for funding for program costs for a "Maturing Spirituality" seminar series was approved and funded.

The program was launched in 2009 by the Institute for Maturing Spirituality at the Dominican Sisters of Peace Martin de Porres Center in Columbus. The program, which is open to the public, will be held at RHC and will examine spiritual growth

and the issues of aging and dying. "We feel very fortunate to be a recipient of this grant and thank Council Member At-Large Roemer for his generous gift. We look forward to inviting our residents, families and the community to participate in this worthwhile program," said Brian Flannery, RHC executive director for Regina Health Center.

Visit www.reginahealthcenter.org for more information about program dates and times. The first of the "Maturing Spirituality" series is at RHC May 15 and is open to the public.



RHC upcoming events

May 2 Holy-In-One Tee Off Party (for 2012 and 2013 golf supporters) Regina Health Center 6:00 p.m.

May 15 "Maturing Spirituality" series begins at RHC (open to the public)

June 17 Holy-In-One Golf Outing Westfield Group Country Club 8:30 a.m. continental breakfast; 10:00 a.m. shotgun start; 3:30 p.m. social hour and dinner

Aug 21 Car Cruise at Regina Health Center (open to the public) 6:00 p.m. or 28

Aug 22 20TH ANNIVERSARY CELEBRATION FOR RESIDENTS AT REGINA HEALTH CENTER

> Regina Health Center's Friends of Regina will host a day of festivities for residents Thursday, August 22. The day will begin at 11 a.m. with Mass celebrated by The Most Reverend Richard G. Lennon, Bishop of Cleveland. Residents will be treated to a special dinner followed by casino games, raffles and prizes.

"We will have birthday cakes on every floor and prizes for all of the residents, especially those who are confined to their beds. It should be a wonderful day for all." — RITA BURDICK, PRESIDENT OF THE FRIENDS

Sept 28 20TH ANNIVERSARY FESTIVE CELEBRATION The Silver Grille at the Higbee Building 6:00 p.m.

> A Fundraising Gala—a festive fundraising event is scheduled for September 28 at the historic Silver Grille at the Higbee Building in Cleveland. The evening will include dinner, catered by the Ritz-Carlton, cocktails, music by Mike Petrone, casino games with instructors, silent and live auctions, and a special message by the Most Reverend Roger W. Gries. All funds raised will help grow the new Regina Health Center Endowment Fund. Serving as chairpersons of the event are Bishop Roger W. Gries, honorary chair, and Katie Koch, chair. Please watch for your invitation in the mail and join us September 28 for what is sure to be a wonderful celebration.

Nov 6 Volunteer Recognition at Regina Health Center (time to be determined)

Please call the activities department at 330.659.5154 or the development office at 330.659.5132 for more information or to confirm dates. Or visit www.reginahealthcenter.org



REGINA HEALTH CENTER

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${f WISH}$ list

The following items will help enhance the lives of residents. From the last "The Heart" newsletter, gifts from donors enabled "Wish List" purchases of decorative items for resident lounge areas, a large TV for a resident lounge area, new bedside lamps for resident rooms and many other items. Please consider making a gift for Wish List items. You can designate your gift to the department that is in charge of the Wish List item. Any amount is gladly appreciated.

PASTORAL CARE DEPARTMENT

- iPod and docking station to download spiritual music for resident listening
- iTunes gift cards to purchase music for Pastoral Care iPod
- One annual Missalette subscription
- Hosts for one month
- Altar wine for one week

- Sanctuary lamps for one month
- Paschal candle
- Advent candles
- Organ maintenance
- Organist and song leader for Sunday
- Flower fund for Easter, Christmas and holy days $\,$
- In honor of/in memory of a loved one

ACTIVITIES DEPARTMENT

Digital Cameras (two needed) for pictures of resident programs that are posted throughout the building. Residents and families also love to have copies. Additionally, the camera is used for staff appreciation events, employee of the month/year and any other administrative photo needs within the building. A camera is also needed to take pictures of volunteers interacting with residents and volunteers performing their jobs. All volunteer jobs either directly or indirectly impact the residents.

PLEASE NOTE: We will make every effort to apply your gift to the Wish List item of your choice. At times, we receive an overabundance for a particular item or it is underfunded, in which event, your gift will be applied to the general fund to support the vital mission of RHC. Thank you for your thoughtfulness and generosity.



REGINA HEALTH CENTER