



PRESIDENTIAL UPDATE

March 2011

Dear Friends of *Resthaven*,

We have a lot to celebrate right now at *Resthaven*, and I'm glad I have the chance to share good news with you. Here are a few highlights....

The "Perfect" Inspection

The *Resthaven At Home* home care team is very happy that they passed their annual survey (inspection) by the State of Michigan with absolutely no "citations" (things needing correction). "You are to be commended," said the Lead Surveyor for Home Care organizations in Michigan. She is a nurse who has been working in this area for over 10 years, and could not remember any organization ever receiving zero negative citations.

Not only does *Resthaven At Home* offer great quality, those who use our services have graded us at 98% satisfaction. Combine great clinical skills and a caring heart, and our nurses and aides offer something truly special!

Upgrades to the *Resthaven Care Center*

The details of Health Care Reform are uncertain, but we do know that the need for post-hospital care, rehabilitation, and short term stays for older people will rise rapidly in the next few years. *Resthaven* is preparing for improved post-hospital care by building a new 16-unit Rehabilitation Cottage. This will look different than anything you have seen before.

The plans are to make this cottage very comfortable. It will be equipped to provide the most up-to-date and effective therapy for older people who need help after episodes such as stroke or hip replacement, requiring a

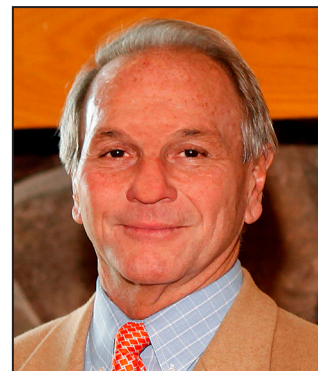
short stay before returning home. The “wellness gym” will be a pleasant place for physical, occupational, and speech therapy.

Another phase of our renovations include a new entrance, a small café, and a Chapel. The other huge benefit from these additions is that another 16 private rooms will be created for those in long-term care in our original building.

Due to needed state approvals our time line is not completely established. Construction drawings are prepared, our \$3 million fund-raising campaign will begin soon, and we hope to break ground this fall. We’ll keep you informed!

Welcome Glenn Lowe to *Resthaven*!

We are delighted to announce that *Resthaven*’s new Director of Development is Glenn Lowe. Glenn is joining us with experience at Clark Retirement Community, the Reformed Church in America, and Hope College. He is a member of Christ Memorial Church and the Holland Century Club, among other community organizations. Glenn and his wife, Jane, live on Holland’s north side and have three adult children, Catherine, Carrie, and Jennifer. Join us in welcoming Glenn to *Resthaven*!



Glenn Lowe,
Resthaven's new
Director of Development

After serving as our Development Director for the past 10 years, Mark deRoo is excited to shift his considerable energy to leadership training and staff development — a great opportunity both for employees and the seniors they serve.

The GREEN HOUSE® Philosophy

After 2-1/2 years of life at our *Vern & Lois Boersma Cottage*, based on the Green House philosophy, we’ve learned that nursing home care can be extraordinary! The *Boersma Cottage Green House* really does provide residents with companionship, dignity, and support.

It starts by creating a home first, and then brings in medical care as needed...rather than structuring all of life around medical care. "Home" may mean adding living plants, pets, children, and gardening...enjoying dinner together at a farmhouse table and serving chocolate cake to your neighbor...creating beautiful things...baking and cooking, cleaning and folding...celebrating and mourning together, as a family. That's what the Green House philosophy entails...its LIFE!

It's exciting, and we're spreading what we've learned throughout *Resthaven*. Look for more details to come in our next *Reflections* newsletter.

Wireless at Resthaven

Every *Resthaven* building now has at least one hotspot for wireless internet service. Going wireless allows efficiencies for staff, and allows the ability to stay connected for residents, their families, and their visitors. Skype is also gaining popularity. Elders find it quite fulfilling to see their loved ones as they speak to them over the internet. It's amazing that it's free, as well! Technology is definitely enriching lives at *Resthaven*.

Resthaven: 97% Satisfaction Overall!

Resthaven has consistently measured our customer satisfaction every year for the past four years for our *Care Center*, and for the past three years for other *Resthaven* entities. We employ an independent company to benchmark us against hundreds of other facilities serving seniors all over the country. We have watched our satisfaction numbers grow every year. It is particularly gratifying for me to watch the increase in "Excellent" scores through the years.

As a part of the package, we receive a list of actions for each building that will make the largest impact on quality of life and satisfaction scores. We take that list and turn it into measurable goals for the year. "There's always a better way," is a favorite saying of one of my best friends. At *Resthaven*, we are always looking for ways to increase the quality of life for residents.

Winter Wonders

Winter can be challenging to a 24-hour operation like *Resthaven*. As storms approach, staff members coordinate schedules, order additional supplies, and work out 4-wheel drive transportation. Extra staff report to work, and many spend the night to be certain that they are available to our Elders when needed. They are cheerful, bending over backward to serve, and are simply amazing! I wish all of you would be able to thank each of these rare and wonderful people. *Resthaven* has an awesome staff.

Resthaven's Donations Remain Strong in 2010

You stood solidly beside us last year even with the economic challenges our area is facing. With your help, we were able to continue to provide over 300 seniors with comfortable, safe places to live, and to help hundreds more remain safely in their own homes through *Resthaven At Home*. Thank you, from the bottom of our hearts, for your faithful support!



Charles Vander Broek
President/C.E.O.