



*Quality*

*The Resthaven At Home team celebrates with community members Dorene and Sherwin Terpstra. Our in-home team members are experts in serving older adults.*

## Resthaven At Home Celebrates a "Perfect" First!

Every year, our State sends surveyors to inspect the quality of service we offer our *Resthaven At Home* in-home clients. For the first time ever, we are celebrating because the "impossible" has happened: *we had zero citations!*

"It is an extraordinary achievement," states Becky Israels, Director of Home Services for *Resthaven*. "The process is intense. Surveyors spend four days going on home visits and examining medical records."

"I have worked with the State of Michigan for over 10 years, and I have never left an agency without finding at least one area of citation," the surveyor said. "It's obvious to me that *Resthaven At Home* has clinically gifted staff members with truly caring hearts."

"Combine this with our patient satisfaction scores of 97% and it really validates our mission of service to older adults," states Becky. "We're celebrating!"

Resthaven  
**ENCORE!**  
Lakeshore Award  
**2 0 1 1**

### Who will you nominate?

Do you know an individual who has contributed to the betterment of the world after the age of 70? Nominate them to be a *2011 ENCORE! Lakeshore Award* recipient. Details are in the enclosed flier.



*Nurse Nancy Peerbolt and Boersma Cottage resident Viola McPeak enjoy each other's company. The highly successful Boersma Cottage was created based on principles of "Culture Change," where high value is place on building rich relationships.*

## Change, Culture, and Cap'n Crunch

*By Mark deRoo*

When I was young, my favorite breakfast food was cereal. More specifically, it was *Cap'n Crunch*. So, it was a sad day in 2000 when Quaker Oats decided to discontinue my favorite cereal. I still wonder why they didn't consult with me first.

I suspect you also have a favorite meal and a favorite food. In fact, you're probably unconsciously tasting it right now! So, what does Cap'n Crunch have to do with nursing homes?

Everything! It all has to do with a change that is going on in this country in terms of eldercare.

For many years, nursing homes were designed as mini-hospitals. In essence, hospitals birthed nursing homes with a very similar, rather institutional, DNA. Then there's the "Baby Boomer Factor." Boomers are beginning to experience their

retirement years, and their demands center on one thing: choice.

These two factors combine, and the "Culture Change" movement in eldercare was born.

This change is all about being person-centered. As such, it's about being less "institutional" and



## Thank you

to the

**Ford Foundation  
&  
Robert Wood Johnson  
Foundation**

for generous grants facilitating  
*Resthaven's* Culture Change journey.



## *Life Enrichment*

*In considering life stories of residents, there was a strong theme of enjoying sporting events—and the food associated with those events. Shirley Tarnosky and Marge Taske enjoy the great taste of bottled root beer during Hoops Happening at Maple Woods.*

more human, supporting a person's lifestyle, dignity, rights, and freedom.

At *Resthaven*, it begins with hearing and recording a resident's individual story. That story includes their life-long habits, preferences, joys, and even their favorite cereal! Whenever possible, it will be our privilege to make sure those choices continue.

Culture Change also begins with empowering our staff. With engagement comes higher employee satisfaction, directly affecting the quality of care for our residents.

I am personally excited about serving in my new role as Culture Change Coach. For the next couple of years, we will be working with PHI, a

national organization, building a true relationship-centered culture here at *Resthaven*.

So, we're committed to building our mission and allowing people to enjoy their experience as an elder... including their favorite bowl of cereal.



*Mark deRoo,  
Resthaven Culture Coach*



*Jake Meurer shares one of his carved ducks during a visit at the Care Center.*

## Vital to Happiness: Life's Simple Pleasures

Consider three things that bring you pleasure in your daily life. Do they include enjoying family? Pets? Reading, painting, or sports? What gives you joy?

Now, imagine that by nature of your age, you are no longer able to enjoy the small things you once loved. What would it be like to have those moments returned to you in some way? This is the focus behind the Simple Pleasures initiative at Resthaven.

For over 70 years, Jake Meurer participated in woodcarving clubs, carving birds, ducks, and other animals with impeccable detail. "At night, I'd work on my carvings until 1:00 A.M.," Jake recalls.

Today, when you visit Jake, his shelves are filled with beautiful carvings. Although he no longer has the steady

hand required to carve, he still has a passion for the process. So, in the days ahead, Jake will be joined by a volunteer who will be carving under his direction. He is definitely looking forward to their visits.



*Some of Jake's favorite carvings from days past.*

"We're excited to be able to identify Simple Pleasures for each resident," Resthaven's Recreation Therapist Aubrie Meunier shares. "We're anxious to incorporate volunteers, and are really hoping to get the community more involved."

**You can bring simple pleasures to seniors!**

**Contact Sue Schurman  
Resthaven Volunteer Coordinator  
at (616) 796-3535  
volunteers@resthaven.org.**



*Maxine DeBruyn*

**2011 Good  
Shepherd Award  
Winner:  
Maxine DeBruyn**



A woman of unprecedented energy, talent, and determination, *Resthaven* is proud to recognize Maxine DeBruyn as the recipient of *Resthaven's* 2011 Good Shepherd Award.

For over 20 years, Maxine DeBruyn has voluntarily led exercise classes twice a week at *Resthaven's Warm Friend*, infusing a spirit of wellness into the community. Maxine has also volunteered at Evergreen Commons and has taught liturgical dance. She has served in many leadership roles in city, state, and national organizations, and is currently on the board of OAR and the Holland Area Arts Council.

Maxine and her late husband, Bob, have been long-time supporters of *Resthaven*, both as individuals and through the DeBruyn Foundation.

Retired from Hope College, Maxine served as the Dorothy DeLong Professor of Dance, department founder and chair, and a nationally recognized leader in the advancement

of health, physical education, recreation and dance. She has received meritorious service awards from professional associations, Hope College, U.S. Congressional Record, and the Michigan Legislature.

"I have always valued my relationship with *Resthaven*, its residents and its staff," Maxine shares. "I appreciate the organization's commitment to enhancing the lives of seniors in our community through activities, programs and resident-centered care."

**Previous Award Winners**

- Edna & G.W. Haworth
- Dr. Vern & Lois Boersma
- Dr. Richard Leppink
- Marjorie Hoeksema
- Dr. Darell & Mary Schregardus
- Jack Miller
- Elsa Prince Broekhuizen
- John and Marilyn Bright
- Dr. David & Carol Myers

## *Dear Friends of Resthaven,*

Each year we realize anew that our mission is vital to our community! Faithful support from people like you has helped our faith based, non-profit mission provide a range of services to over 1,000 seniors and their families each year. Today, the need is greater than ever with an expanding senior population, new health care mandates, and a struggling economy.

In 2010, we redefined one part of *Maple Woods* into a specialized area for 14 residents dealing with the challenge of memory loss. In addition, we expanded dementia training for staff throughout *Resthaven*. Our commitment to developing further dementia expertise helps us assist people in their own homes as well as in our specialized environments.

We continue to look for new ways to provide holistic, resident-centered care focusing on wellness, life enrichment, spiritual support, and even more choice and dignity. Our plans for a new Rehabilitation Cottage and the addition of a new Therapy and Wellness Center, Community Center, and Chapel at the Care Center are complete. Construction and fund-raising plans are in place, and we hope to break ground with Phase I in early fall.

*Resthaven* remains in solid financial condition with revenues exceeding expenses and a conservative debt level for an organization of our size. Our occupancy rates have been



*Ilse Saewert & Charlie Vander Broek enjoy the company of Boersma Cottage resident Ann Boerma. "We're all from different backgrounds here, but somehow we make a family," Ann shares.*

strong with demand for services increasing.

We give special thanks to our staff members who truly devote themselves to seniors, to the Board and other volunteers who give their service, and we thank you, our supporters, for your heart-felt dedication to the *Resthaven* mission.

Sincerely,

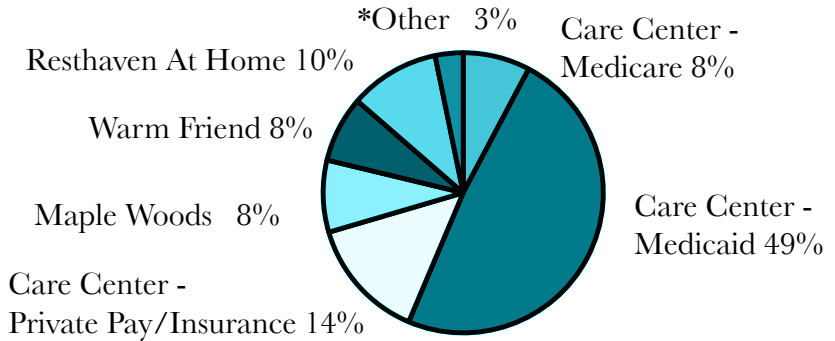
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# 2010 Statement of Financial Position

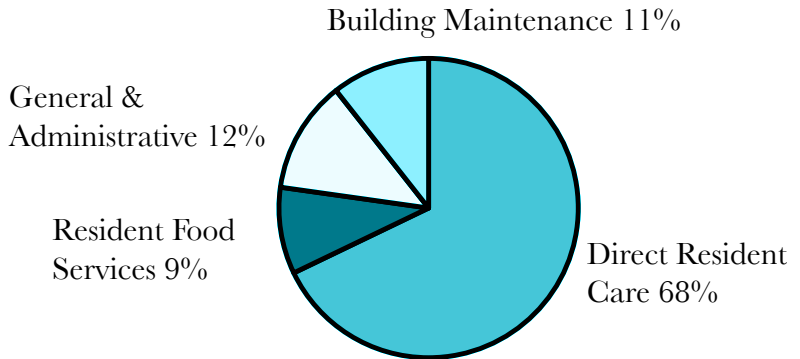
**Total  
Operating  
Revenue:  
\$16,896,761**



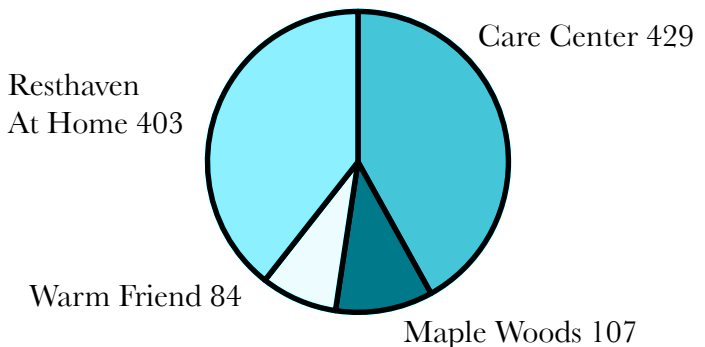
**\*Other Income  
Detail: \$543,654**

Donations	\$408,978
Investment Income	\$16,366
Other Rental	\$118,310

**Total  
Operating  
Expenses:  
\$16,635,408**



**Residents  
& Clients  
Served:  
1,023**



***Volunteers have contributed  
8616 hours to enrich the  
lives of Resthaven seniors.***

Audited financial statements are available upon request.



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*"We strongly support Resthaven. You do such a superb job of caring for the elderly," shared Carla Masselink, pictured holding a photo of her mother and sisters.*

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*Joyce & Art Wyma with Geraldine Reed enjoying life at The Warm Friend.*

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 Pete & Nancy Timmer  
 Randall Timmer  
 Ronald & Linda Timmer  
 Arnold & Thea Toonstra



*“As I think about my time at Resthaven, I am filled with joy,” states Justin Warren, Hope College volunteer.*

Gary & Betty Truax  
 Mildred Tuneff  
 Edward & Virginia Ubels  
 Donald & Mary Ann Van'tHof  
 Donald VanArk  
 Brian & Debra VanderKamp  
 John & Joanne VanderSchaaf  
 Deanna VanDyke  
 Gerrit & Laura Vandyke  
 Orley & Betty Vandyke  
 Scott & Stacey VanDyke  
 Gerald VanHam  
 Craig & Connie VanHekken  
 Elaine VanLaanen  
 Earl & Ingrid VanLiere  
 Henrietta VanLiere  
 Everett & Gloria VanMalsen  
 Janice VanOss  
 Gloria VanVels  
 Glenn & Jackie VanWieren  
 Jean VanWieren  
 Lester & Geneva VanWieren  
 Hermina Veldhoff  
 Kenneth & Judith VerBrugge  
 Lonnie & Marlene Vis  
 Sophia Volkers  
 Fred & Judy Waanders  
 John Waanders  
 Donna Wagemaker  
 Julia Wall  
 Keith & Mary Louise Watkin  
 Richard & Lavina Weerstra  
 Yvonne Wentzel  
 West MI Oral & Maxillofacial Surgery  
 Ted & Julia Wevers  
 Sheila Whitaker  
 Carla Wierda  
 Glenn & Alice Wiersma  
 Gloria Wiersma  
 Warren & Eleanor Wolters  
 Irene Wood  
 Betty Woodwyk  
 Darla Ykema  
 Zeeland Farm Services



# 2010 Volunteers

Peggy Aalderink  
Raquel Altamira  
Anderson Family  
Beverly Anderson  
Mary Kay Andrew  
Peter Appel  
Amy Arendsen  
Wayne Arens  
Linda Armijo  
Donald Avery  
Andy Baer  
Barbara Baldwin  
Phyllis Baldwin  
Barbara Becksford  
Susan Beebe Muzzy  
Myra Berry  
Nancy Best  
Jean Beyer  
Ron & Jean Beyer  
Todd Boer  
Jean Boes  
Marge Boeve  
Larry Boonstra  
Tyler Boonstra  
Ruth Borr  
Claire Bos  
Randy Breuker  
John Bright  
Ester Brower  
Judy Brower  
Karen Brown  
Marcie Brown  
Kathryn Brownson  
Bonnie Bruursema  
Susan Buikema  
Donald Bultman  
Calvary Youth Group  
Caroline Carter  
Central Wesleyan Church  
Richard Christensen  
Fred Church  
Sharon Church  
Ashley Clark  
Margaret Clark  
Lily Cole  
Russell Conlon  
Donna Cook  
Jennifer Cook  
Mary Cory  
Jack and Joy Cote  
Marilyn Cox  
Brad & Monica Crandell Family  
Olive Davies  
Maxine DeBruyn  
Elmo DeLeon  
Amy Dennis  
Rev Harold & Dorothy DeRoo  
Randy DeWaard  
Helen DeWeerd  
John Dice  
Kathy Dickema  
Lamont and Ruth Dirkse  
Carol Disselkoe  
Veronica Dollison  
Amy Doolgaard  
Harry and Barb Dornbos  
Ken & Jean Dozeman  
Irene Dyke  
Deb Dykema  
LaVonn Elhart  
Len Fazio  
Barb Flagel  
Jeremy Fogg

Allen Fraam  
Heidi Gibbons  
Becky Gibbs  
Glerum Elementary School  
Mary Gleason  
Matt Graham  
Bev Groenheide  
Kristina Grote  
Ashley Hackney  
Jonathan Haggerty  
Holland Christian Middle School  
Holland Christian High School  
Holland Garden Club  
Patricia Heasley  
Carla Herweyer  
Cynthia Herweyer  
Holland High School  
Janet Hietbrink  
Nanci Hirdles  
Barbara Hochstetler  
Mckenzie Hoegen  
Neely Hoegen  
Reese Hoegen  
Lisa Hoeve  
Joshua Hoeve  
Amy Hoffiman  
Wanda Hoffiman  
Sabrina Hooper  
Edgar Hop  
Hope College  
Marge Horn  
Sandy Hough  
Rev Ralph Houston  
Karen Howard  
Kay Hubbard  
Susan Hutchinson  
Reka Jellema  
Jessica Jimenez  
Peg Jipping  
Jennie Johnson  
Judy Johnson  
Yvonne Johnson  
Andrew Jonker  
Flora Kalkman  
Kandu Industries  
Haley Kerstetter  
Cynthia Knickle  
Becky Kooienga  
Ruth Kooiker  
Don & Caryl Koopman and  
Grandchildren  
Heather Krystecki  
Karen Kuiper  
David & Barbara LaHaie  
Linda Lampen  
Gerene Langejans  
Audrey Lemmen  
Pedro Leos  
Ivan Lootens  
Elizabeth Lyles  
David Maat  
Jordan Madrigal  
Katie Maloney  
Leonardo Mandujano  
Mildred Mans  
Jan Marcus  
Greg McCoy  
Lexie McGregor  
Ian McKnight  
Tracy McKnight  
Cheryl McNeely  
Veronica Mease  
LeeAnn Millard

Maria Misovich  
Ellic Moerland  
Kae Moes  
Kathryn Mokma  
Cathy Monroe  
Ivy Moser  
Joyce Mostrom  
Joel Motman  
Dan Mutschler  
Velma Myrick  
Trudy Neldon  
Britt Nelson  
Shelley Nieboer  
Amber Nienhuis  
Dionna Nikkel  
Shirley Nivison  
Sarah Noorman  
Patricia Oetman  
Pam Olson  
Melissa Ortmann  
Deanna Palmer  
Connie Perry  
Grethen Petroelije  
Gary Piatak  
Gretchen Plewes  
Jo Polinsky  
Kris Porter  
Marcia Pothoven  
Sandra Price  
John Priesman  
Alyce Prins  
Brian Puruleski  
Katie Raak - Kandu  
Geraldine and Joe Reed  
Ron and Shirley Rhoda  
Cathy Rink  
Christina Rithamel  
Vada Rosenberger  
Ilse Saewert  
Danielle Salas  
Kimberly SchAAF  
Isla Schipper

Tim Smoes  
Sandy Stielstra  
Kathy Stites  
Marilyn Stob  
Judy Storey  
Doris Sullivan  
Stephen Swierenga  
Todd Swieringa  
Jean Sybesma  
Sandy Taylor  
Travis Terpstra  
Dani Thomas  
Hazel Tibbe  
Megan Tiemeyer  
Barbara Timmer  
Elizabeth Travis  
Fannie Tubergan  
Diane Tuessink  
Mary Tuinsma  
Cara Underwood  
Mike and Mae VanArk  
Bob VanderHam  
Melissa VanderZwaag  
Phil VanEyl  
Stephanie VanHarn  
Abigail VanKempen  
Laurie VanLoon  
Nathan Vannette  
Ellen VanRaalte  
Amy Veenhoven  
Jan Ver Helst  
Marlene VonIns  
Clarence Walters  
Waukazoo Elementary School  
Jessica Weidenhamer  
Eric Weronko  
Dennis Whitaker  
Dan Wicks  
Joyce Wierenga  
Carolyn Willaman  
Bill Willink  
West Ottawa High School



*Don & Caryl Koopman and Jean & Ken Dozeman enjoy the annual Resthaven Volunteer Open House at The Warm Friend*

John Schmidt  
Ryan Schmuck  
Stephen Schout  
Donna Schultz  
Lisa Schutter  
Charlotte Siegers  
Jane Slager  
John Slendebroek  
Gladys Slotman  
Jessica Smallegan  
Daniel Woodwyk  
Arthur and Joyce Wyma  
Angie Yates  
Matt Yount  
Nicole Zeinstra  
George and Joan Zuidema  
Nicole Zwagerman  
Phyllis Zwagerman  
Joyce Zwiers

**We have carefully reviewed all of the names listed. However, if we have inadvertently omitted or incorrectly listed your name, please accept our sincere apology and bring the error to the attention of Glenn Lowe at (616) 796-3510 or glenn.lowe@resthaven.org.**

# Reflections



To make a tax deductible donation to Resthaven, please visit [www.resthaven.org](http://www.resthaven.org) for secure, online giving.

## UPCOMING EVENT:

**Maple Woods Open House**  
*Saturday, June 18*  
*9:30–12:00 noon*

Discover assisted living and memory care at *Maple Woods* Tours, treats, and the chance to win a flat-screen TV!

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**Our Mission to Seniors:** To glorify God by providing a continuum of quality care and services that demonstrates the love and compassion of Jesus Christ.

## LEADERSHIP

**Charlie Vander Broek**, President and C.E.O.  
**Bev Donahue**, Director of Finance  
**Barbara Huls**, Director of Human Resources  
**Becky Israels**, Director of Home & Community Based Services  
**Mike Jalacki**, Care Center Administrator  
**Glenn Lowe**, Director of Development  
**Jeannie Slenk**, Director of Marketing

## BOARD OF TRUSTEES

**Ilse Saewert**, Chair  
**David Lutz**, Vice Chair  
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**Greg McCoy • Tracey McKnight**  
**Scott Patchin • William Ryckbost**  
**Rev. John Schmidt • Dr. George Zuidema**

If you choose not to receive this newsletter in the future, please call 616-796-3510 and leave your name, address, and phone number. Thank you!

**Resthaven Care Community, 9 E. 8th Street, Holland, MI 49423**  
**(616) 796-3500 • [www.resthaven.org](http://www.resthaven.org)**