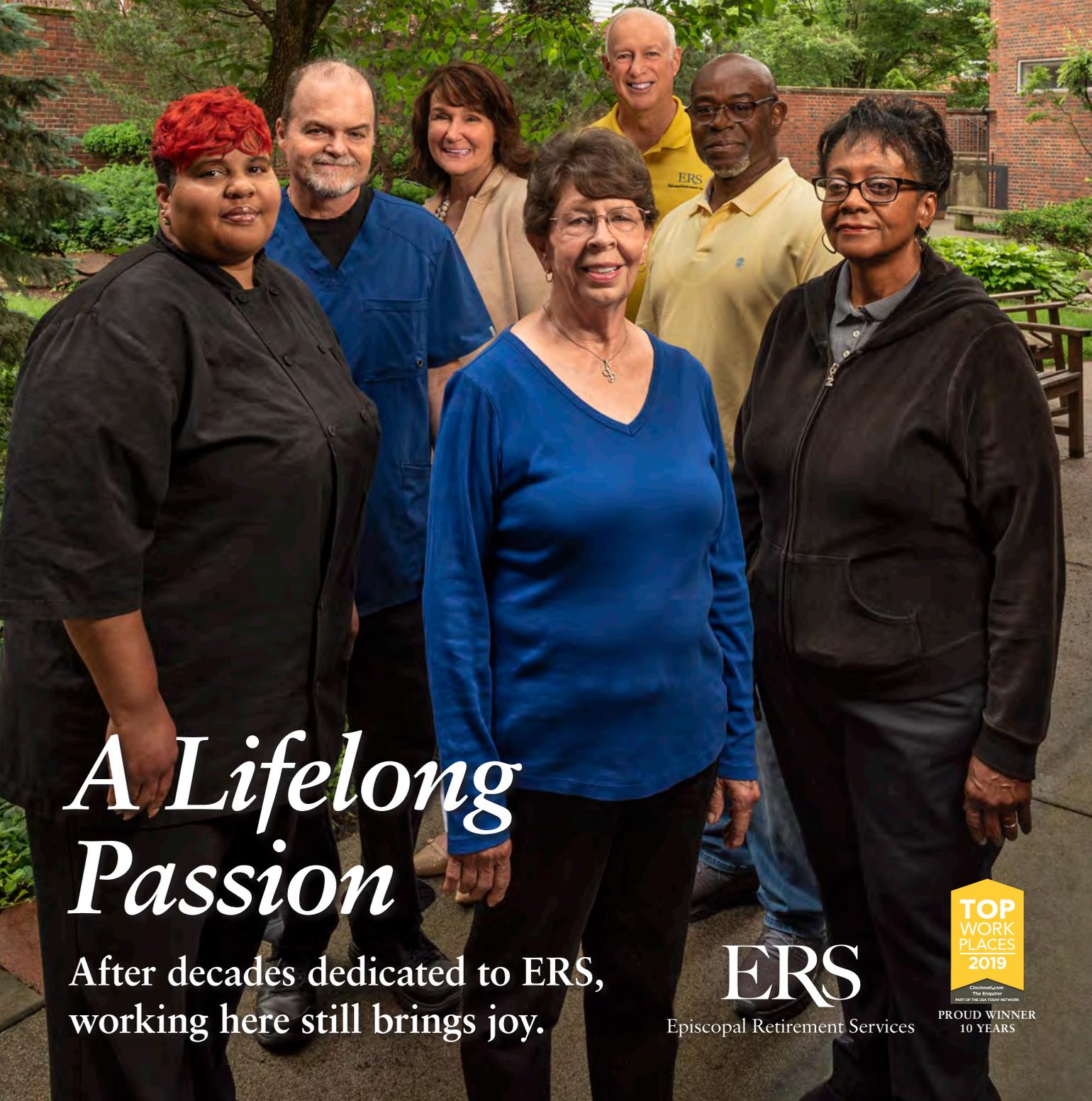




Summer 2019

Linkage



A Lifelong Passion

After decades dedicated to ERS,
working here still brings joy.

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Episcopal Retirement Services

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Table of Contents

Making a Difference

Refresh Your Soul 20193
 Meet the Board4

Features

Ways of Working.....6
 A Lifelong Passion for Service8
 An Inside Look at Horticultural Therapy10
 Striving to Meet Demand12

Walking the Walk

ERS Donor Profile:
 Dr. Tom and Diane Todd.....14
 ECH Donor Profile:
 First Christian Church.....15

ON THE COVER

David Binkley, Anna Lyle, Judi Dean, Carol King, Jay Kittenbrink, Chuck Reed, and Gwen Goldsby have each served ERS more than 25 years. Together they represent 250 years of career longevity. Photograph by Gary Kessler.

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Linkage is a resource to address issues and interests of older adults, providing a link between ERS's programs and the community. Since 1951, Episcopal Retirement Services (ERS) has dedicated itself to improving the lives of older adults from all faiths through innovative, quality living environments and in-home and community-based services delivered by experienced and compassionate professionals.

CORRECTION: We regret that the Chair of the ERS Foundation Board of Directors was printed in error in the spring edition of *Linkage*. William C. Knodel is the Chair of the ERS Foundation Board of Directors.



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Refresh Your Soul 2019

“Living Well with Purpose” *By Baibley Gentry*



Parish Health Ministry Director Jeanne Palcic and RYS keynote speaker Kathryn Spink.

Mother Teresa once said, “Not all of us can do great things. But we can do small things with great love.” This sentiment shaped the heart of the Refresh Your Soul conference, themed “Living Well with Purpose,” which brought together nationally recognized speakers, medical professionals, and authors to talk about how it’s never too late to pursue a life of meaning, health, and joy. This year, the conference welcomed 700 care partners, seniors, and healthcare professionals to Xavier University’s Cintas Center, where they enjoyed a day of inspirational presentations.

Keynoting the event was Kathryn Spink, whose *New York Times*–best-selling biography of Mother Teresa was born out of a 17-year involvement with the modern saint and her philanthropic work.

Spink talked about doing “small things with great love,” particularly those in caretaking roles.

Featured speaker Rabbi Abie Ingber, the rabbi-in-

residence at Christ Church Cathedral in Cincinnati, chose his own favorite quote as the theme and title of his presentation: “The purpose of life is a life of purpose,” famously said by author Robert Byrne. Ingber’s parents survived the Holocaust, and he spoke in depth about the insightful lessons he learned from them about fostering the integration of spirit, heart, hands, and mind in one’s day-to-day life and career.

Other featured speakers included Leah Sarris, RD, LDN, Executive Director at New Orleans Culinary & Hospitality Institute, whose session, “Food as Medicine,” covered food-first nutrition education and how to cook healthfully. And Kay Frances, a motivational humorist and author, gave tips on coping with stress—and doled out laughs—during her closing speech on “Aging with Zest and Vigor.”

“Refresh Your Soul is a great event that offers such excellent education,” says Candy Hart, RN, Seniority Administrator at TriHealth, the title sponsor of this year’s conference in partnership with Xavier University. “It addresses so many different things: dementia, health, inspiration. [It was a good reminder that] you never know who you’re touching [with things you say or do], how far that’s going to go in the future, or what kind of impact that will have in the world, beyond your own little office.”

The annual Refresh Your Soul conference benefits Parish Health Ministry, an ERS outreach service dedicated to promoting wholeness of mind, body, and spirit. PHM has been partnering with churches and other organizations for the last 21 years to host a range of programs dedicated to promoting health and well-being. ■

Save the Date: Refresh Your Soul 2020 — Positive Aging will be held on Monday, March 16, 2020, at the Cintas Center on the campus of Xavier University. The keynote speaker for the conference is Nick Buettner, who played a key role in the research for the best-selling book *Blue Zones Solution*. Visit Refreshyoursoul.conference.com for a complete line-up of speakers.

Meet the Board

ERS Board members bring a wide range of skills and experience to the organization that help ERS excel in its mission to create communities for older adults that are the gold standard in the industry. “ERS will address the broader community’s needs and aim to provide the highest level of aging services and quality of life for older adults,” says JoAnn Hagopian, Chair of the Board.

ERS welcomes new board members Elizabeth Lilly, Jenny Payne, and Arnie Austin.

By Kathleen Doane | Photographs by Gary Kessler



Elizabeth Lilly

*Alternate Resident Representative,
Marjorie P. Lee*

Former occupations: Textbook editor at Scott Foresman Publishing Co., community relations for Illinois Institute of Technology and Cincinnati Country Day School, Executive Director of Colorado Opera Festival

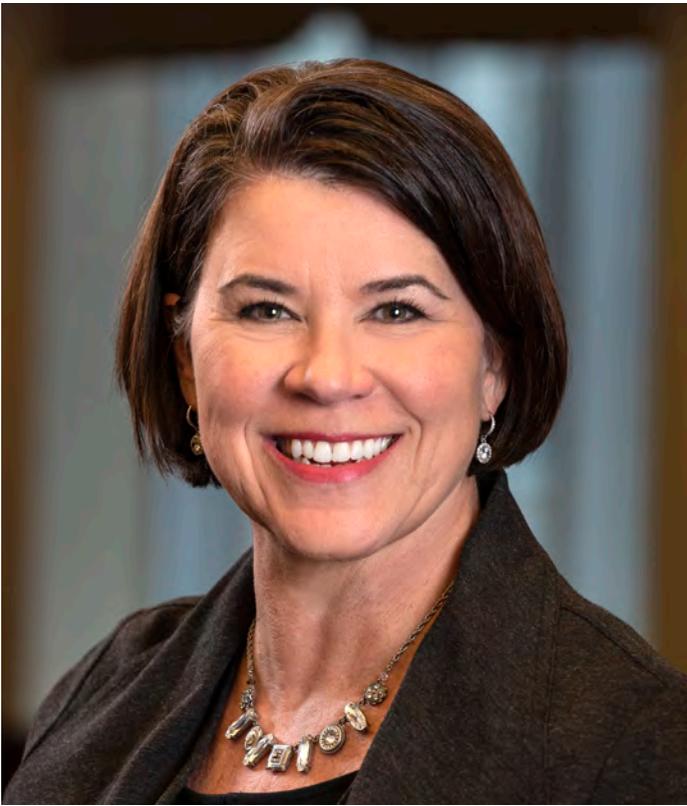
Areas of expertise: Fund-raising strategies

Why do you volunteer on the Board? I just really enjoy it and like to know about all the things that are going on.

Most rewarding part of being on the board: Learning about ERS’s affordable living communities

How do you spend your free time? Reading and walking outside. I also love going to the symphony, opera, and Linton Series.

Something people might not know about you: I started singing in church choirs at age 7, and with just a few breaks, have been part of a church choir, college glee club, and now the Marjorie P. Lee chorus, ever since.



Jenny Payne

*Board Member, Vice Chair
of the Marketing Committee*

Occupation: Founder of BrandSanity

Areas of expertise: Marketing, brand strategies and innovation

How did you get involved? I met Laura Lamb about a year ago, and we had a great conversation. The next thing I knew, I had been recommended to the board.

Why do you volunteer? There is such a need to bring promise, thoughtfulness, and joy to elders. This organization is person-centric in every detail. I know I can help the staff and leadership team with strategies and marketing.

How do you spend your free time? Playing pickleball, gardening, and spending time with my family, including a new granddaughter.

Something people might not know about you: I had a decorating business for about four years and wrote a book about marketing for interior decorators.

Arnie Austin

*Alternate Resident Representative,
Deupree House*

Former Occupation: Procter & Gamble, technical trainer for sales staff servicing medical community

Areas of expertise: Management

How long have you been with ERS? My wife and I have lived at Deupree House for five years, and she was on the board 25 or 30 years ago. We've always had great familiarity with the organization and what it does.

Most rewarding part of serving on the Board? I enjoy understanding everything that is happening with the communities and being part of the decision process.

How do you spend your free time? I do a lot of reading, mainly biographies, history, and mysteries. I'm also an avid golfer.

Something people might not know about you: I'm a Cubs fan. I was born and raised in the Chicago area.

Ways of Working

This is the fifth story in a series that illustrates our Core Values. “Engagement” is envisioning all to be in relationship with those we serve and work. We participate in decision making to improve elders’ lives, our work environment, and the services we offer. *By Kristin Davenport*

An engaged person is fully involved in and enthusiastic about our organization. Genuinely engaged employees or residents are attracted to and inspired by it. They are committed to the success of our mission, and they love being involved. Employees who are engaged are willing to invest extra effort to make sure the services they offer, the care they give, and the work they do will help the organization succeed. Study after study has shown that engaged employees are much happier and much more productive. Our most engaged residents and employees want ERS to succeed because they identify with our mission, purpose, and values on a personal level.

Some innovative programs have been successful in engaging students, staff, and residents at the ERS support offices. These programs began at a time when the organization was revisiting the Core Values and added engagement as one of the six.

The first program brings residents from our Cincinnati campuses to our organization’s reception area to provide clerical support and hospitality services. CEO Laura Lamb saw an opportunity when she moved her office from Deupree House to the support offices. Something was missing, and it felt as though she was disconnected from residents. “I was used to seeing residents every day and noticed the difference in tone and pace immediately,” Laura says. “We all benefit from slowing down and listening to our elders; it is beneficial in our community settings and just as crucial in our support office.”

Resident volunteer Ginnie Smith lives at Marjorie P. Lee and quickly responded when the letter came inviting interested residents to become volunteers. “I have always been an active volunteer,

and this sounded perfect for me,” Ginnie says. “I enjoy the activity in the reception area, welcoming the staff and guests, and helping out with whatever might be needed.”

Kay Hauer from Deupree House volunteers every week as well, lending her talents by proof-reading written materials. “This has been an opportunity for me to offer my skills and learn more about our organization,” Kay says. “I appreciated what we do, but even more so now, seeing the day-to-day work that is done by the staff.” The engagement of our residents in our mission not only strengthens our resolve, but also extends our reach and makes more work possible.

Once the resident volunteers settled in and started working with staff, another opportunity was identified. Students from DePaul Cristo Rey began working as student interns for the 2018–2019 school year. Interns worked not only at the support offices of ERS but also in the Marjorie P. Lee and Deupree House communities.

We welcomed the students to not only help support our staff but also to learn from the residents. Engaging the variety of generations is a true reflec-



CEO Laura Lamb introduced the Resident Volunteer program to engage support office staff with residents.



De Paul Cristo Rey student Josh, MPL Administrative and Volunteer Services Manager Katrina Traylor, Deupree resident Kay Hauer, and MPL resident Ginnie Smith offer much more than administrative support to ERS staff. They are engaged in the work of our teams and can add important perspectives to any task.

tion of our commitment to ending ageism. There are many valuable lessons to be learned when a teenager, a 20-something, and an octogenarian work together on a project.

Katrina Traylor is happy to work most days with either a resident volunteer or a student intern. “We have support from our residents and the students, and they bring different skills and help each other,” Katrina says. “What might not be a strength for one is a good fit for the other. It’s a great combination for getting projects done.”

“Not every organization can make that kind of teamwork happen, but it occurs very intentionally yet naturally here at ERS,” Laura says. “Our Core Values and ways of working require us to think and work together this way, and these two programs show how beautifully it can happen.”

As an organization, ERS staff invests the time to listen to one another, accepting who we are and valuing our unique gifts, and share with the broader community our passion for serving elders. ■

A Lifelong Passion for Service

ERS enjoys exceptionally high career longevity from its employees. What's the secret? *By Elizabeth Miller Wood*



From the Cincinnati team: David Binkley, Mary Johnson, Daisy Henderson, Brenda McEntyre, Anna Lyle, and Jay Kittenbrink. Not pictured: Karen Buecker, Denise Bowell, Gwen Goldsby, Susan Vossler, Carol King, Bonnie Green, Diana Kutz, Shauna Gaines, Judi Dean, and Barbara Rapp. All have served ERS more than 25 years.

Judi Dean still remembers her first day at ERS. “It felt so different because of the people—welcoming, compassionate, dedicated to caring for the residents,” she recalls.

That was 30 years ago. Dean has been the Director of Nursing at Marjorie P. Lee for the entirety of her career—through raising her family, juggling the balance of a career and motherhood, and navigating milestones over three decades of life. Through it all, ERS has been an unwavering support.

“ERS believes in taking care of their employees so they, in turn, can take care of the ERS family,” Dean says. “You have to have leadership that believes and understands that not only are we family, but we also have our own families that need us.”

The supportive leadership—from the top down—is just one reason Dean has remained at ERS for three decades. The culture is another.

“You are here to serve these amazing residents who have been a part of our history,” she says. “When you all have the same goal, it’s easy.”



From the Louisville team: Dorothy Holt, Carolyn Barrett, Chuck Reed, and Cece Copperwheat. Not pictured: Missy Knight, Kellie Wintress, Stephanie Bell, and Angela Ferman. All have served ERS more than 25 years.



Denise Bowell

In Good Company

Dean's story of career longevity isn't uncommon at ERS. In fact, some of those very people who made her first day so memorable are still working alongside her today. By the end of 2019, 29 ERS staff members will have surpassed 25 years of service

with the organization. The list includes staff members of all levels, such as President and CEO Laura Lamb (25 years), Affordable Living Director of Compliance Denise Bowell (31 years), LPN Missy Knight (41 years), and Resident Assistant Carol King (50 years).

In an industry known for burnout and high turnover, it's particularly special that even employees working in direct care with residents are choosing to call ERS home for decades upon decades.

When asked why she stayed at ERS for 50 years, Carol King responded simply: "The residents. When I came to Marjorie P. Lee, I knew it had to be a special place. And I stayed!"

And not only are employees sticking around, they're loving their time in the ERS family. ERS has been voted by employees as a Top Workplace for 10 years in a row, and the organization has adopted the mantra, "When you love what you do, it shows!"

Ask residents or family members and they'll agree:

It shows in the staff's smiles, attention to detail, and compassionate care—all day, every day.

"The secret to our employees' career longevity is their relationships with the residents," says Joan Wetzel, VP of Human Resources. "They really are caregivers at heart, and they love what they do."

"Our staff becomes our residents' family very quickly," adds Molly deJesus, Director of Organizational Development and Learning. "Having our residents see the same faces day after day is very important to us."

Creating a Caring Culture

A healthy work culture doesn't just happen by accident, as Wetzel attests. "We put a lot of time and energy into defining what we want our desired culture to be, and it stems from our values," she says.

Those values include collaboration, kindness, and helpfulness toward fellow coworkers. "We have an onboarding process that teaches new employees about aging services and our expectations around care and hospitality," deJesus says. "Those expectations are clearly defined and discussed to help them be successful."

Career longevity has become a highly valued tradition at ERS thanks to a engaged leadership team and loyal employees. ■

An Inside Look at Horticultural Therapy

By Kristin Davenport

A growing body of evidence attests to the many benefits of gardening for older adults. The ERS Horticultural Therapy program is aimed at helping our residents remain healthy and independent, and is a natural extension of our commitment to the six dimensions of wellness and positive aging. Here's a closer look at why horticultural therapy matters, along with how we're putting it to work in the Deupree House community.

The Benefits of Horticultural Therapy

Anyone who's ever worked in a garden knows it's a great form of exercise. Gardening may also be a remarkable defense against Alzheimer's. Recent studies suggest it could cut older adults' dementia

risk in half by improving brain volume as well as boosting memory and cognition. For people already living with Alzheimer's, gardening may offer benefits for improved quality of life.

Even older adults with limited mobility can reap the benefits of gardening by being in nature. Research has shown that as little as 10 to 15 minutes of daily exposure to fresh air and sunshine lead to significant health benefits in older adults. That's because sunshine increases vitamin D production, which helps build bones and muscles, prevents rickets, and decreases the risk of chronic inflammatory and autoimmune diseases. Daylight can also regulate the body's internal clock, supporting better sleep.

Gardening can also be an excellent opportunity



ERS's Horticultural Therapy Program was first launched as a pilot program at the Deupree Cottages. It then expanded to Marjorie P. Lee's Memory Support Households and, most recently, to Deupree House.



When it comes to boosting health and well-being through activities for seniors, horticultural therapy is a powerful strategy. The approach is to focus on mindfulness and to engage all of the senses during the projects.

to form social connections. Simply watching and enjoying the activity of others, as well as observing the changes of light, shade, sun, and clouds, and the growth of plants and wildlife is uniquely stimulating and engaging.

When it comes to boosting health and well-being through activities for seniors, horticultural therapy is a powerful strategy.

Horticultural Therapy at Deupree House

While there's no denying that older adults benefit from gardening, many remain disconnected from nature and therefore miss out. ERS's Horticultural Therapy program was conceived to bridge this gap. First launched as a pilot program at the Deupree Cottages, it then expanded to Marjorie P. Lee's Assisted Living households with Memory Support and, most recently, to Deupree House.

"The goal of the program is to help those individuals who may or may not be able to get out into nature be more connected to it," explains Robert Evans, President of AARROWOOD Plants & Flowers, LLC, who developed the horticultural therapy program with staff and family members

and now leads the classes. "This is achieved by working with individuals or groups in projects related to horticulture."

"We use seasonal potted plants and fresh-cut flowers in our sessions," he adds. "Sometimes we use supplemental videos of gardens. The approach is to focus on mindfulness and become as aware as we can of our sensations during our projects. Often, it brings up memories that are shared with the group. It also provides an awareness of the changing of seasons. The program is always changing based on the needs of the participants."

According to Tarrah Pickard, Director of Life Enrichment at Deupree House, the horticultural therapy program is a perfect fit for the community. "The residents have particularly loved Robert's class," she says. "They love getting their hands dirty and like being able to take something home with them."

Horticultural therapy is restoring mind, body, and spirit for our residents. You can ensure the continuation of this impactful program by volunteering or donating. Learn more about donating at: episcopalretirement.com/donate ■

Striving to Meet Demand

Growth and expansion continues with Affordable Living by ERS communities. Here are the latest updates. *By Val Prevish*



Paul Scheper and Kathy Ison-Lind recently visited the Scheper Ridge site. The suburban, wooded site is on a hilltop overlooking U.S. 42 as it heads through Boone County toward the city of Union.

ERS continually pursues its goal of increasing access to affordable, safe senior housing that offers the opportunity for an enriching life. In keeping with that mission, several new regional projects are unfolding that will offer area seniors the high-quality lifestyles they deserve.

With six projects in the works encompassing five communities—including two in Kentucky—ERS is working to expand the residential choices available for seniors so they can age in place with dignity. These projects include hundreds of apartments in

existing or new locations where ERS has secured low-income housing grants to enable the renovation or construction of affordable units.

Kathy Ison-Lind, VP of Affordable Living and In-Home Services, says the goal is to open 50 new low-income units per year to seniors in the region. The need is great, she says, and the choices are often few. The planned remodeling and construction will eventually bring the number of units ERS offers in the region to 1,800.

“Data shows that more than one in four seniors

lives in sub-standard housing,” Ison-Lind says. “There is a tremendous shortage of affordable options. Our goal is to help seniors age in place through quality housing and on-site activities for wellness, spirituality, and enrichment.”

She says ERS welcomes partnerships with local churches and home care companies to help bring valuable programming to residents that enables them to live a more rewarding and healthy lifestyle.

New in Northern Kentucky

For the first time, ERS will offer a community in Northern Kentucky through a project set to begin construction in early 2020 on Gunpowder Road in Florence. Scheper Ridge will include 48 apartments, plus community space and outdoor recreational areas. The community will be named for Paul Scheper, who joined ERS in 1982 and retired last year as Chief Financial Officer.

“We are very excited to be in Northern Kentucky,” Ison-Lind says. “These are going to be brand new, beautiful apartments for the seniors living in that area.”

Historic Property to Become Senior Apartments

In Cincinnati, one of the most exciting developments is a project in the former Manse Hotel, which was designated as a historic landmark earlier this year. If you’ve seen the movie *Green Book*, you’ve viewed the history of this storied structure. It was once a hotel for African Americans at a time when services such as hospitality were completely segregated.

Located on Chapel Street near Gilbert Avenue, the Manse Hotel was built in 1876 as a single-family home. It was later converted to a boarding house and was ultimately purchased in 1931 by a black businessman named Horace Sudduth. He converted the building into a hotel where African American community members held weddings, meetings, and other social gatherings.

The hotel played host to numerous famed African Americans during the days of segregation. Frank Robinson, Cincinnati Reds first baseman and rookie of the year in 1956, lived in the hotel during that year. Music artist James Brown stayed many times in the 1950s, as did Duke Ellington. In addition, the

hotel was the site of the post-match press conference after boxer Ezzard Charles defeated Joe Louis for the world heavyweight title in 1950.

The Model Group is working to secure federal historic preservation tax credits that will help finance the renovation of two existing buildings and construction of a new building on the property that, combined, will offer 60 apartments for low-income seniors. The former ballroom at the hotel will become the new community room.

“This project helps broaden our reach in Walnut Hills,” Ison-Lind says. “We already operate Walnut Court Apartments, and this will expand our offerings.”

Other Updates Underway

Also in the works from ERS, Westminster Court in Blanchester and Prairie Oaks Village in Wilmington will be renovated using low-income housing tax credits. Construction will take place in phases and is expected to last about 18 months.

In New Carlisle, the Sunrise Terrace and Rachel Court apartments will be updated with new flooring, plus updated kitchens and bathrooms. A new exercise room will be added and the community room will also be updated.

For information about how to donate to ERS and its mission of providing quality low-income housing to seniors, visit episcopalretirement.com and click on Support ERS. ■



ERS is partnering with developer The Model Group to revitalize The Manse in Walnut Hills. Our Affordable Living by ERS team will manage the community and provide life-enriching services to the seniors who will call the historic landmark their home.

ERS Donor Profile:

Dr. Tom and Diane Todd



Glendale couple Dr. Tom Todd and his wife, Diane Todd, have deep and continuing family ties to Episcopal Retirement Services. Close family members have served on ERS boards and committees, or have lived in Marjorie P. Lee or Deupree House. Some of those same family members also relied on ERS rehabilitation services as they recovered from serious health challenges.

Dr. Todd's mother, in particular, had a special relationship with ERS. Ruth Todd lived at Marjorie P. Lee until she passed away at the remarkable age of 107 years old. Two of their family members, Emmie Todd and Pat Landen, live at Deupree House.

"ERS has cared for our family members so well," Diane says. "My mother-in-law had a nice upstairs apartment and really enjoyed living there."

Those deep familial ties are why the couple decided to give back to ERS through a Charitable Remainder Trust (CRT). A CRT is a convenient and tax-efficient way to donate to charitable causes while potentially receiving decades of income from your investment.

Here's how it works. A CRT is an irrevocable split-interest trust in which a donor contributes assets to the trust. The donor or other non-charitable current beneficiaries receive income from the trust for a period of up to 20 years or for the duration of their lives.

There are several types of CRTs. The Todds chose a charitable remainder unitrust (CRUT) that distributes a percentage of trust assets each year. The remainder of the trust assets is then distributed to a charity selected by the donor upon termination of the trust. In the Todds' case, they contributed highly appreciated stock, on which they otherwise would have had to pay a capital gains tax.

The Todds set up their CRT in the late 1990s. ERS is grateful to be one of more than two dozen planned recipients of the trust. "It's a way to give back to an organization that has given so much to our family," Dr. Todd says.

According to Diana Collins, ERS Manager of Donor Relations, "CRTs are most appealing to people with highly appreciated assets such as stock or real estate. Rather than incurring significant capital gains from selling these assets, a donor can contribute these assets to a CRT and receive an immediate charitable deduction. The CRT can then sell these assets and avoid a significant tax liability. Individuals with a high net worth can use a CRT to avoid estate taxes regardless of the status of the lifetime estate tax exemption." ■

—*Feoshia Davis*

If you are interested in learning more about creating a Charitable Remainder Trust, please contact Manager of Donor Relations, Diana Collins, at (513) 979-2307, or e-mail her at dcollins@erslife.org.

Learn more about other donation options online at: episcopalretirement.com/donate

ECH Donor Profile:

First Christian Church



First Christian Church has donated funds to ECH to create a sensory garden and to provide comfort pets for residents in our Memory Care Center of Excellence.

Through the Wholeness Grant program at First Christian Church, Episcopal Church Home (ECH) residents have received some exceptional gifts. ECH received grant funds to purchase small weighted blankets, soft fabric pillows, and a variety of life-like pets, some of which move and breathe like live animals. These items can help soothe and comfort our residents while bringing smiles to their faces.

For adults with pronounced cognitive impairment resulting from advanced dementia, having comforting objects to hold produces a calming effect that goes a long way to ease their anxiety.

Cheryl Cabbage, Social Worker at ECH in the Marmion and Memory Care neighborhoods, saw the importance of these gifts when she gave a restless resident a soft blanket to hold. Within minutes the resident was relaxed and at peace.

Non-pharmacological therapies are preferred in treating the feelings of anxiety, restlessness, and helplessness that often accompany advanced stages of dementia, but it's often challenging to match options with individual needs.

So when Cheryl saw the dramatic effect holding

the blanket had on the resident's demeanor, she wanted to find a way to secure a variety of objects that could be used to provide therapeutic support for other residents.

First Christian Church grants have helped advance the excellent work of more than 100 charities. Through this program, the church provides enriching and healing resources to ministries working to make communities whole all around the world.

This is the third grant that ECH has received from First Christian Church. The church has also given ECH funds to create a sensory garden for residents and to purchase an ice cream machine. We are incredibly grateful for the ongoing generosity of First Christian Church and proud to be part of an initiative with such far-reaching impact. ■



Cheryl Cabbage

—Bethany Heckel

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For more information, contact Kim Harrison at 513.979.2306 or by email at kharrison@erslife.org
or visit the website: episcopalretirement.com/gala-2019