



spring 2011

Generations

newsletter for residents, families, and friends of Rae-Ann

Rae-Ann Celebrates Westlake's Bicentennial

Seniors Cruisin' Through Time Event to be held May 17



Westlake is buzzing with bicentennial fever....and with three facilities located in town, you can be sure Rae-Ann has caught the fever!

As part of the year-long observance of Westlake's bicentennial, Rae-Ann will serve as a gold-level sponsor for *Seniors Cruisin' Through Time*, an event created and chaired by Rae-Ann owner Cindy Griffiths-Novak. This unique day will honor the valuable role seniors have played throughout the city's 200-year history.



On May 17, coinciding with National Senior Citizens' Day, seniors will gather at LaCentre Banquet facility on Detroit Road to enjoy a luncheon with Mayor



See Mayor Dennis Clough at the event

Dennis Clough and live music by Frank & Dean. Local weather personality Eileen McShea will serve as Mistress of Ceremonies. Several Westlake senior-related businesses will

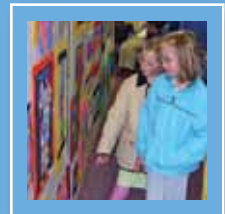
sponsor activity stations. Rae-Ann will host a wine tasting, serving vintages in a commemorative glass from Westlake's only winery. Other activities include "senior salsa" dancing, mini-spa services, a roulette wheel, and Wii® games. Partygoers will also be able to participate in arts and crafts, cupcake decorating, and a cooking demonstration.

"*Seniors Cruisin' Through Time* is our way of making sure the seniors of our

community are recognized during this year of bicentennial celebrations," observed Griffiths-Novak. "Westlake's senior living communities have pulled together with very generous sponsorships, to make this a one-of-a-kind event for our seniors."

A limit of 400 paid reservations will be taken for *Seniors Cruisin' Through Time*. Reservations must be made at the Westlake Center for Community Services at 29694 Center Ridge Road in Westlake or at City Hall.

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Rae-Ann Skilled Nursing & Rehabilitation Facilities
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Art Show takes on Bicentennial Theme

The Fourth Annual "Bridging Across Generations, a Youth Art Show," which begins Tuesday, April 19 at Rae-Ann Suburban Skilled Nursing and Rehabilitation Center, will join in celebrating Westlake's 200th birthday by taking on a bicentennial theme.

Featuring the artwork of students in kindergarten through 12th grade from the Westlake Public Schools, this year's exhibit will include a special award for the best bicentennial design. Rae-Ann Suburban residents,

along with students from all the Westlake public schools, will work together to decorate bicentennial lap quilts using squares in the city's signature colors, green and cream.

Public viewings for the juried youth art show are scheduled for Tuesday, April 19, Wednesday, April 20, and Thursday, April 21, from 8:30 a.m. to 7:30 p.m. Professional artists will be judging two- and three-dimensional



artwork submitted from each grade level. Best of Show

winners, including the best bicentennial piece, will be announced during a special Meet the Artist Reception on Tuesday, April 19 from 5:30 to 7:30 p.m.

Rae-Ann:
Celebrating Westlake's Past,
Embracing Its Future

Westlake founding father Leonard Porter made an excellent choice in choosing where to settle 200 years ago. If he could visit Westlake today, we think he'd be proud of the City and its residents — and that he'd have good things to say about Rae-Ann, too.

Our award-winning, family-oriented facilities — The Belvedere of Westlake, Rae-Ann Westlake and Rae-Ann Suburban — have delivered expert, compassionate care to countless surroundings, to generations of Westlake families.

Discover why Rae-Ann is Westlake's first choice for assisted living and skilled nursing and rehabilitation.

The Belvedere of Westlake
Assisted Living & Senior Care

Rae-Ann Westlake
Skilled Nursing & Rehabilitation

Rae-Ann Suburban
Skilled Nursing & Rehabilitation

Rae-Ann
Visit raeann.com or call (440) 852-3004

Bicentennial Inspires Ad Campaign

In the spirit of bridging Westlake's past, present, and future, Rae-Ann borrowed the talents of local historian and actor Mel Maurer for its latest ad campaign. Dressed as Leonard G. Porter, one of the most devoted citizens of early Westlake (then "Dover"), Mr. Maurer and a lucky Belvedere resident graced the back cover of *Westlake Magazine* seated in a vintage car owned by The Belvedere's receptionist, Phyllis Jones.

New Care-A-Van Debuts



Though many services are available onsite at every Rae-Ann facility, there are times when a resident needs medical transport to an offsite location.

The Rae-Ann fleet now boasts a stylish Dodge Caravan fully equipped with a wheelchair lift. The sleek, roomy “Care-A-Van” is available for use by all residents. This is a huge convenience for residents needing special transportation to everything from doctor and lab visits to dialysis centers or another Rae-Ann facility.

“Enabling a wheelchair-bound resident to instantly board a vehicle and move around the city in comfort and safety is a convenience we are proud to provide,” says Katie Swiggett, Administrator at The Belvedere, “but I have to admit, it makes the trips to Crocker Park for shopping and ice cream pretty easy, too!”

Rae-Ann Partners with St. John Medical Center to Sponsor Free CE Programs

In partnership with St. John Medical Center’s Community Outreach Department, Rae-Ann is proud to be sponsoring free continuing education (CE) classes for nurses, social workers, and counselors.

Led by Jackie Mueckenheim of North Coast IT Group’s Professional Development Division, each course provides 1.0 CE credit. Jackie weaves humor into each informative session, held at each of Rae-Ann’s Westlake facilities. In January, Jackie covered such topics as “Growing Older with Grace... and a Golden Buckeye Card,” exploring the many benefits of laughter as we grow older, and “Make Peace, Not Chaos,” teaching conflict resolution strategies for clients and coworkers.



For more information, call (440) 827-5440.

The idea for the ad came after Cindy Griffiths-Novak, owner of The Belvedere, attended the bicentennial kickoff event and met Mr. Maurer. He appeared at the party dressed as Leonard Porter to roll out a cake donning 200 lit candles for Mayor Dennis Clough to blow out, signaling the start of the year-long bicentennial celebration.

Leonard Porter’s contributions to the formation of the city in the 1800s include his donation of land for Dover Academy, funding and books for the city’s first library, and his service as Township Trustee and Justice of the Peace.

Look for the ad on the back cover of *Westlake Magazine’s* bicentennial issue!





Rae-Ann Sponsors

HOOPS FOR HUNGER



Old rivalries die hard, but what if their competitive spirit can be channeled for the good of others?

Hoops for Hunger combines the efforts of Rocky River and Bay Village School Districts by adding a “giving back” twist to the longstanding rivalry between the two schools’ boys varsity basketball teams. Throughout February, each school holds a food and funds drive benefiting the Cleveland Food Bank, culminating in the February 18 basketball game that is televised on the Sportstime Ohio cable channel.

For the second year, Rae-Ann was a major sponsor for the drive, donating 4,000 meals. In a halftime interview with Sportstime Ohio’s Jeff Smith, Cindy Griffiths-Novak, who played basketball for Bay High, said, “We grew up in Bay, and Rae-Ann is our family business, so we felt that this was a great cause that’s close to home.”

Amazingly, Hoops for Hunger was started by an eighth grader, Rob Hendricks, now a sophomore at Rocky River High School. Three years ago, with the help of classmates as well as RRHS

Faculty Advisor Peg Liberatore (also a Bay High basketball alum), he designed the student-run drive that this year brought in \$34,000 for the Cleveland Food Bank.

The Cleveland Foodbank was founded in 1979. It distributes food and essential non-food items to more than 600 hunger programs in six counties.



The vital link between food & hunger.

Play Ball!

The Belvedere of Westlake is looking forward to hosting a Lake Erie Crushers player for the third summer in a row! At this printing, the final team roster is forming and host family assignments have not been set, but stay tuned!



The Crushers’ season kicks off in May with the first home game on May 27 against the Joliet Slammers.



The Virginia Sprinkle Award

This award for nursing excellence was established in 1988 in honor of a long-time Rae-Ann nurse who infused dignity, kindness, and hope into her care of residents.

2010 Winner: Mary White R.N., Rae-Ann Geneva

Mary is a dedicated and competent nurse who makes it her mission to keep residents comfortable. She is an excellent leader who always maintains a sense of calm even when the going gets tough. She rarely takes a break, always putting the needs of residents first. As an afternoon charge nurse, Mary embodies the Rae-Ann philosophy and upholds Virginia Sprinkle's legacy.



The Raymona Cottom Award

This award was established in 2005 in memory of a beloved 21-year employee who embodied the "universal worker" philosophy of going above and beyond the call of duty.

2010 Winner: Kathy Potter Housekeeping Supervisor, Rae-Ann Geneva

Kathy is a team player in every sense of the word. She is always willing to lend a hand to help with whatever is asked of her, whether it's clearing the dining room, answering phones, or accompanying residents on outings. She has really come into her own as Housekeeping Supervisor, quietly going about her work without asking for praise or recognition. Thank you, Kathy!

2010

Rae-Ann Employees of the Year

Each year, Rae-Ann recognizes and honors employees who best exemplify our commitment to excellence. Congratulations to the 2010 winners!



Elizabeth Eison

STNA, Rae-Ann Westlake

A warm and wonderful employee, Elizabeth is ready to pitch in and help wherever she is needed. Whether she's joining Dietary as a dining assistant, or helping Activities during the holidays, she is kind, encouraging, and patient.

Elizabeth never misses a day and always wears a smile for residents and coworkers.

Sam Harris

Grounds Keeper, Rae-Ann Suburban

Sam is hard-working, honest, and a reliable asset to the Rae-Ann team. Rae-Ann Suburban has received many awards from the City of Westlake for our landscaping during Sam's tenure. He is kind and patient with residents and staff. He has done a great job mentoring our developmentally disabled kids from the West Shore area.



Josiea Shaker

LPN, Rae-Ann Center

Josiea is a hard-working individual who quietly comes in, never misses a day, and never asks for anything, yet gives everything when at work. She started at Rae-Ann Center as an STNA six years ago and recently passed her boards

to become an LPN. Josiea is an outstanding nurse and an amazing person.

Tammy Lewis

Receptionist, Rae-Ann Geneva

Tammy is the bright, smiling face you see when you walk in the front door. She is always willing to stop what she is doing to help someone else. Her pleasant voice, on the phone or in person, cheers residents and coworkers on the dreariest of days.



Reyna Weese

Resident Assistant, The Belvedere of Westlake

Reyna always gives her 100% best to residents with a professionalism that is simply beyond measure. During her six years with Rae-Ann, she has maintained her professional demeanor while focusing on residents' needs above

all else. Her kindness and compassion for those in her care is unwavering. Always thorough, she gives her all each and every day.



Annual Family Survey Results



An Outstanding Overall Family Satisfaction Rate of **96.4%**

The results are in, and Rae-Ann facilities scored big with residents and families alike!

Each year, we poll our residents and families in our continuing efforts to maintain the highest quality of care and resident satisfaction. Here are some of the highlights:

100%

- You are satisfied with the administration at the facility.
- You are satisfied with the nursing assistants who care for your loved one.

99%

- You were told and shown a sufficient amount about the facility and its programs prior to or upon admission of your family member.
- You feel welcome when you visit the facility.
- You feel the staff is qualified and capable of providing good care in a timely manner.
- During the week, a staff person is available if you need it.
- You are treated courteously and efficiently when you contact our business office at the facility.
- The staff maintains an atmosphere of warmth, personal interest, and positive emphasis.
- The social worker follows up and responds quickly to your concerns.
- You would feel comfortable recommending Rae-Ann to a family member or friend.

98%

- Staff members ask for information and your advice concerning your family member's background and the best way to care for your family member.
- The facility is well maintained.
- You feel the nurses are compassionate, friendly, and approachable.
- Telephone calls are handled in a private and efficient manner.
- All staff has a high level of respect for the residents they take care of.

97%

- Since the day of admission, the facility has met your expectations.
- You know whom to contact in the facility if you have a question or concern.
- The facility is very clean.
- You feel the family conference meetings are informative, timely, and worthwhile.
- All staff members are gentle with residents while providing care.
- The resident is empowered by individual choices.

“The nurses and nursing staff are compassionate and understanding and able to help the residents.”

96%

- The resident is able to get up in the morning and go to bed when he/she likes.

95%

- You are satisfied with the frequency and variety of activities for residents.
- The personal laundry is cleaned and returned in a timely manner to your family member.
- You feel the physical, occupational, and speech therapists spend enough time with the residents.
- You are satisfied with the medical care received under the direction of our physicians.

“The entire staff is wonderful and the residents are treated with dignity and respect.”



Former Patient *Adelaide Heeley* Donates to Locks of Love



With one snip, Adelaide Heeley fulfilled the mission she had begun four years earlier. In her hands, she held a 14" ponytail of medium dark brown hair streaked here and there with grey. "There are a lot of things I can't give, but this is something I can do, a need that I can meet," she shared. And with a smile, she packaged up her ponytail and mailed it to Locks of Love, the Florida organization that collects donated ponytails to provide free, custom-fitted hair pieces to kids who have lost their hair due to battles with cancer, or who are recovering from alopecia.

But what is most amazing about this 60-year-old woman's donation is that it comes at a time in

her life when she is facing a battle of her own. When she began growing her hair four years ago after learning of Locks of Love from friends at church, she had no idea that by the time her hair reached the required length for donation, she would be fighting cancer herself. This past November, following a cancer-related hospitalization, Ms. Heeley transferred to Rae-Ann's Garden Gate, a private skilled nursing facility specializing in post-acute care and rehabilitation. While she was a patient at Garden Gate the staff helped measure and cut her hair and delivered it to the post office according to the special requirements of Locks of Love.

Ms. Heeley's donation is a remarkable gift from a truly remarkable woman.

"There are a lot of things I can't give, but this is something I can do, a need that I can meet."

— Adelaide Heeley





Rae-Ann Suburban Again Named One of America's Best Nursing Homes

For the second year in a row, **Rae-Ann Suburban has been named one of "America's Best Nursing Homes"** by

U.S. News & World Report. Rae-Ann

Suburban received five stars, the highest overall rating from the federal government's Centers for Medicare and Medicaid Services (CMS), placing the facility in the top of the nation's nursing facilities.

CMS analyzes data on thousands of Medicare or Medicaid enrolled nursing homes nationwide in the areas of health inspections, nurse staffing, and quality measures.

Rae-Ann Westlake also earned distinction in the U.S. News survey with a five-star rating in the fourth quarter of 2010.



Help Rae-Ann Win "Best of the West!"

Come to the Best of the West party at LaCentre on April 12 from 6 to 8 p.m. to cast your vote for Rae-Ann. **Tickets are free if you contact us and get on our VIP list.** Call Vicki at (216) 267-5445 or email her at vfurin@rae-ann.net.

Rae-Ann Skilled Nursing and Rehabilitation Facilities

The Belvedere of Westlake



Assisted Living & Special Care

Rae-Ann Westlake



Skilled Nursing & Stroke Rehabilitation

Rae-Ann Suburban



Skilled Nursing & Orthopedic Rehabilitation/Wound Care

Rae-Ann Center



Specialized Alzheimer's & Dementia Care

Garden Gate



Private Skilled Nursing & Post Acute Care/Rehabilitation

Rae-Ann Geneva



Skilled Nursing & Rehabilitation



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