



REFLECTIONS

SUMMER 2004

Volume 26 Number 2

A Newsletter for



Willow Brook
Christian Communities
100 Willow Brook Way South
Delaware, Ohio 43015
Phone: (740) 369-0048

Delaware, Ohio

Willow Brook Christian Village

- Independent Homes & Apartments
- The Centrum Assisted Living
- Passages Alzheimer's Care
- Cherith Skilled Nursing Care & Rehabilitation Center
- Heritage Day Health Center Adult Day Care
- The Courtyard Restaurant

and coming soon:

*Willow Brook Christian Village
at Delaware Run*

A second retirement
community in development

Worthington, Ohio

Willow Brook Christian Home

55 Lazelle Road
Columbus, Ohio 43235

- Skilled Nursing & Rehabilitation
- Assisted Living - opening
Autumn 2004



www.willow-brook.org

Coming to Worthington

Assisted Living, with Willow Brook Style

When the expansion of Willow Brook Christian Home just north of Worthington is completed this fall it will have features unlike any other senior health facility in Central Ohio.

First, every room will be private. No overheard talks or accommodating visitors you don't even know. No differing sleep patterns or conversational preferences. You set the tone in your own room.

Once the new assisted living wing is complete work will begin on creating a new look for the skilled nursing and rehabilitation center, turning each room into a private retreat.

Willow Brook Christian Home expects to welcome new residents to its assisted living wing beginning in October, and with only 26 rooms available, advance reservations are essential.



Second, the dining experience in both assisted living and skilled care will be second to none. See the article about Chef Javier Alvarez on page 3 to learn more.

Third, sunlight! Vaulted skylights in lounges and nooks, outdoor patios and terraces, windows and courtyards, all bring a cheerful, warm glow to the building and to the soul.

It's the kind of home you want for someone you love.

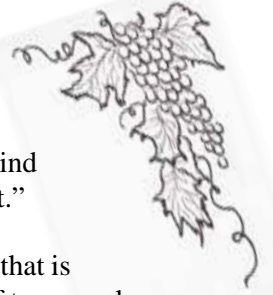
All rooms and suites are private.

Photo taken July 13, 2004.

Great changes are in store at Willow Brook Christian Home, but some things will never change: the loving care of long-term staff, the highest quality nursing and rehabilitation services anywhere, and the sense that at Willow Brook you are respected, honored and loved. What a wonderful place to call home!

Doing it Right

by Larry Harris, CEO



The other day I ran into the wife of a former resident, a man who had died a few months back at our Worthington-area nursing facility. She told me that before bringing him to Willow Brook, he had been in two other nursing homes. Disappointing experiences both, she lamented.

But she found a difference at Willow Brook. “You’re doing it right,” she said, “and you ought to be teaching others.”

They say you’re in trouble when you start believing the good things people say about you. Complacency lurks at the doorpost when compliments settle in as houseguests.

Yet I’ve heard so many kind words through the years that they’re beginning to ring true.

Why *do* we have such a good name? Why are Willow Brook’s ministries running at full capacity with waiting lists, when others are languishing with occupancy rates in the 70s, or worse? Why have so many staffers signed on for life? Why, why, why?

Well here it is. Bend close and I’ll let you in on our secret: *Willow Brook’s one and only purpose is people.*

There you have it. I know it sounds like the hollow boast of some slick marketing brochure. But it’s the simple truth.

In a host of business ventures, you don’t have to scratch deep to discover that the underlying motive is money. The business activity is almost irrelevant to the purpose of lucre. Manufacturing automobile tires, building shopping malls, assembling Tomahawk missiles, or running a nursing home. Whatever. It hardly matters so long as investors turn a buck.

At Willow Brook, we would have no reason to exist if not for our mission of service to old friends.

We are preparing to launch two bold new ministries this year. In both, the motive is people, not profit. We’re about to break ground on our second retirement community, Willow Brook Christian Village at Delaware Run, just three miles from our first.

This is a real grassroots response. Some months ago, several on the Village I waiting list asked if we couldn’t do something to accommodate them.

I responded, “If you’ll get behind us with deposits, we will do our best.”

They did, and we have.

The result will be a community that is good for the soul, with thousands of trees, and buildings designed in harmony with the land. We are doing it for the people. Any financial benefit to the greater organization hardly counts in the equation.

Our second effort is the expansion of our original nursing facility in Columbus, Willow Brook Christian Home. We are busy building all private rooms for our residents – no more roommates. Talk about a people-centered motive. Looking on without sentiment, it makes little financial sense. But we want those who come to us in the twilight of life to find peace.

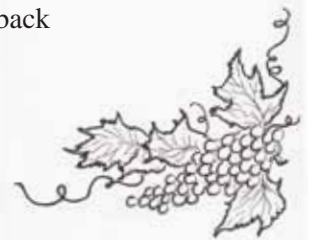
What’s more, in that undertaking we are constructing a new assisted living center under the same roof as our skilled nursing home.

“We are preparing to launch two bold new ministries this year. In both, the motive is people, not profit.”

I like to visit that construction site after hours, so I can wander alone with my thoughts. When I walk down the half-finished halls, I see evidence of our people motive. Private rooms and suites. Lots of common spaces (which, by the way, produce not one cent of revenue). Sky-lit lounges and nooks. Safe, protected outdoor patios, decks and terraces. And – get this – a “neighborhood cafe,” *The Grapeville Grille*, where an assisted living resident will be able to order what she wants for lunch – not just settle for some rubber-stamp tray of cafeteria food.

I believe that years up the line, after many hundreds of older lives have been made more rich, when grateful families surround us in the neighborhoods, I believe that people will look back and say that these were good things we did in this day.

Be with us.



Larry Harris
Chief Executive Officer
Willow Brook Christian Communities

The Grapevine Grille to offer Bistro Dining in Newly-expanded Home



Chef sees Home's Bistro as Upscale and More

*by Teri Ryan
Director of Community Relations*

Javier Alvarez knows his way around the kitchen. He also knows his way around Columbus restaurants. Besides being a full-time chef at Willow Brook Christian Home, Alvarez still spends several hours a week keeping current by cooking at Cameron Mitchell's trendy Cap City Diner in Grandview. He has been in the restaurant business for 14 years.

As chef at Willow Brook Christian Home, Javier has great plans for food service in the newly-expanded and remodeled facility.

"It is a bistro with an open kitchen," he explains. "It will be like that little neighborhood restaurant where they know who you are, they greet you warmly when you come in, and they serve you satisfying foods that change with the seasons and define regional, homey cuisine. A bistro is robust soups in the winter and seasonal fruits and vegetables all year around.

"And with the open kitchen, people will be able to watch as their meals are prepared. It makes people feel comfortable and important when they come to eat."

In his four years at Willow Brook Alvarez has learned to pay attention to the residents. "When someone doesn't eat, I go talk to her to find out what she likes. Then I make it for her. For example, she may say she likes Salisbury steak, but she wants the steak to be cooked a certain way. I take that extra step, then I give it a special twist that turns it from plain to upscale.

"People eat with their eyes first. Then they go to the next step. I think people feel special because I care about them, and I care whether they like the food and whether they eat it."

Of course, the menus must pass muster from registered dietitian and food service director Mary Lou Calpin. Her biggest concern is that the tasty meals that Javier prepares also meet the dietary needs of an older person who often has a chronic illness to be considered.



Chef Javier Alvarez is excited about plans for the open kitchen at The Grapevine Grille

Javier doesn't cut corners for his diners. New soups are made daily, from scratch, as is every item leaving the Willow Brook kitchen. "I offer food that's different. My poached salmon with roasted potatoes is something you would find in an upscale restaurant.

"I try to make our residents feel welcome here," he continues. "This is their home. I think we all do the best we can to make them feel good. I'm very excited about our new place. I can't wait for them to move into it."



Legislature Honors Willow Brook

State Representative Jon Peterson visited Willow Brook Christian Village recently and presented a proclamation congratulating Willow Brook Christian Communities for receiving the Delaware Chamber of Commerce's 2003 Large Business of the Year Award.

"We are blessed in this community to be able to offer such high quality services to our older members. It is a great example of a government-private partnership," said Representative Peterson.

"The good work Willow Brook does contributes greatly to the quality of life the residents enjoy. So many of the friends I had as I grew up now reside here, and when I visit I see the quality, the dignity and the respect for the residents. You can feel it. It's palpable; it's tangible; it's real."



Representative Jon Peterson (center) presents an Ohio House of Representatives Proclamation honoring Willow Brook to CEO Larry Harris (left) and Board President Jon Raymond (right) on an outdoor patio overlooking the pond at Willow Brook Christian Village.



Perfect Score!



Centrum staff members celebrate "Zero Deficiencies" at a pizza party held in their honor.

The State of Ohio Department of Health in May conducted an unannounced inspection of Willow Brook Christian Community's Centrum, the Assisted Living wing of Willow Brook Christian Village.

After an exhaustive, two-day review of charts and records, inspections that included contents of refrigerators and a search for dust behind dryers, and interviews with both residents and staff, inspectors granted The Centrum a perfect score. Zero deficiencies. This highly prized evaluation result is achieved by very few skilled or assisted living organizations, and is one Willow Brook Christian Communities has received twice in the past two years. No wonder the staff is celebrating!

The Johnsons do their Research



Bob and Betsy Johnson know Delaware Run far better than most people. They have picnicked near the lake and Bob has fished from its shores. He found a deer antler near the brook in the valley, and coincidentally, they have selected the Deerbrook style option as their future home.

Bob and Betsy met on a blind date nearly 51 years ago. Bob was a second-year divinity student at Yale, and Betsy was working at the Yale Medical School.

Bob is a retired minister of the Trinity United Church of Christ in Wadsworth, Ohio, where they raised their four children and have lived for more than twenty years.

One of the reasons they selected Willow Brook for their retirement home is because it is closer to several of their children. "We made up a list of retirement communities in the Columbus area," said Bob, "and we visited all of them."

"We were impressed with the grounds of Willow Brook Christian Village," agreed Betsy, "We loved the trees and how everything was kept up."

"Then as we got to know the staff," Bob continued, "that cemented it. We were impressed with Larry's [Willow Brook CEO Larry Harris] environmental concerns, as well."



Bob & Betsy Johnson inspected the site of their new retirement home during a recent visit that included a picnic on the grounds.

Bob and Betsy were among the first to select their new home site at Delaware Run. "We chose our site because it has a nice view of the woods, it's not too far from the lake, and it will be handy to get to the central buildings that will hold the restaurant and other amenities," explained Betsy.

As a minister, Bob is something of an expert on church-related retirement centers. "During my ministry I visited the homes of parishioners and became familiar with several church-related retirement centers. I feel a certain attitude can be found in a church-related institution, and we want that in our lives."

He also served on a committee that founded a retirement community in northeast Ohio. "I knew pretty much what to look for," he stated.

According to Bob, the most important factors in their decision were:

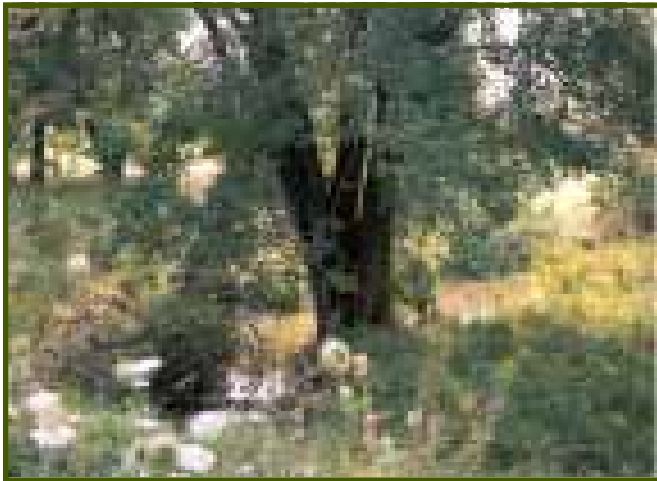
- ♥ Staff
- ♥ The quality record of the health care unit
- ♥ The fact that twin single homes were available
- ♥ The beauty of the site
- ♥ The church relationship

"I was on Willow Brook's planning committee," Bob continues. "We came down several times to participate when the Willow Brook staff tried ideas on their prospective residents. The current residents also added their questions and comments. I was impressed that they tried ideas on prospective residents."

And Willow Brook appreciates the well-informed involvement the Johnsons will bring to the Village at Delaware Run.

Home Selections Under V





Willow Brook at Delaware Run

The lush hills of Delaware, on the north side of SR 36 east of Hawk Road will soon have homes among the trees. The natural setting will be preserved despite development of the new retirement community, and two thousand trees are being grown at a nursery right now in anticipation of their planting at Delaware Run, says Willow Brook Christian Communities CEO, Larry Harris.



Meet your Board



Richard Mason, Lisbon, Ohio

Richard Mason, of Lisbon, Ohio, retired from a multi-hospital system in northeastern Ohio at the end of June. He has spent the past 27 years in health facility administration.

Mr. Mason and his wife, Marjory, met when their two small high schools consolidated to become Fairfield Waterford High School. They dated for six years before marrying and eventually having a son and daughter.

Mason has lived on his family farm since the age of four, and says “I’ll probably die here.” His family is close by, as is Marjory’s, their children and four grandchildren are within just a few miles. As he says, “We are content here. We enjoy the climate and our family, and the Lord has blessed us richly.”

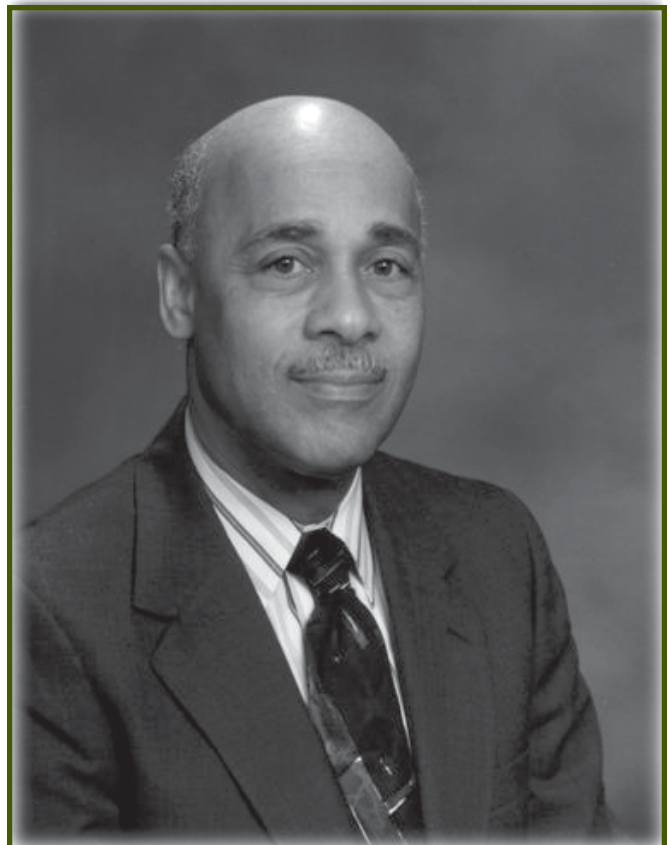
Willow Brook is eager to tap into Richard Mason’s expertise in health facility management to assure that all three of the Christian Community campuses continue to provide the finest in retirement living for Willow Brook residents.

Some people fall in love on starry nights under a moonlit sky. **Carl Ward**, however, found love at McDonald’s. A widower who had lost his wife to cancer four years earlier, Mr. Ward was standing behind the counter of one of six McDonald’s franchises he owned, when he met Sharon, a beautiful Sioux widow from South Dakota. “There were sparks from the beginning,” he says.

It had been a tough four years. His two children were teenagers, and he found himself trying to play the mother role, even shopping for a prom gown with his daughter.

Now he has two more children, step-children Sharon brought to the marriage, plus “five grands and another one on the way. Our family circle is growing.”

Over the past few years Carl has sold most of his stores. “At my age that was too much drama and stress,” he states. Now he’s down to one McDonald’s property. “I’m having a lot more fun now,” he says. And now he has time to cook up plans for Willow Brook and its communities.



Carl Ward, Reynoldsburg, Ohio



Gifts from the Heart



May 14 - July 14, 2004

TRIBUTES

Pearl Burch
Andrew & Joann Beal

Margaret Crider
John & Shelley Hubbell

Dorothy Kelsik
Kay Hoagland

Carol Sheets
Margaret Beard

Lawrence and Joan Fletcher
Randy & Judith Mobley
Taylor & Reid Mobley

Helen Franek
Arthur Norton

Dorothy Gerber
Richard & Patricia Marrah

Grandson
Thomas & Anna Lasley

Leo Griffin
Thomas & Shirley Griffin

Ferd Hall
Ruth Camden
Mike & Angela Willman
Edwin & Dorothy Wright

Bernadine Hoskin
Harold & Ruth Patrick

Beryl Johnson
Barbara Johnson

Daniel Johnson
Barbara Johnson

Mary Jordan
Wesley & Bonnie Jordan

Paul Landefeld
Geneva Landefeld

Bertha Lengacher
John & Deloris Suppes

Loved One
Carol Riley

Jerry Martini
Eugene & Terry Martini

Frank McInturf
Ola McInturf

L. E. McReynolds
Virdean McReynolds

Earl Mizer
Eileen Stimpert

Viola Mizer
Eileen Stimpert

Wallace Noel
Shawn Hayes

Parents
Thomas & Anna Lasley

John Renner
Uleta Allman

Rex Scarbrough
Ruby Scarbrough

James Schlarb
Marjorie Schlarb

Inez Scholl
Robert & Nancy Gates

Veronica Smith
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Marjorie Schlarb

Delores Wenger
Jane Miller

Hoyt Whitney
Laura Whitney

Farrow Wylie
Eugene & Terry Martini

Margaret Wylie
Eugene & Terry Martini



CORRECTION

The last edition of Reflections mistakenly gave Barbara Phillips all the credit for a gift in memory of Bessie Akers, when in fact it was a gift from both Barbara and Bob Phillips. We regret the error.

MEMORIAL GIFTS

Robert Allman
Uleta Allman

David and Mary Anderson
Olive & Marilyn Russell

Margot Bailey
Shawn Hayes

Avis Bleakmore
Eugene & Bev Zollars

Woodrow Buchanan
Mary Waugh

Florence Bumpus
Robert & Maxine Hamler

Clyde Cochran
Mary Cochran

Nora Daily
Bernard Daily

Anna Daub
Richard & Marcia Childs

Peg Dougan
Edwin & Dorothy Wright

Joseph Edgerly
Jeffrey & Lynn Haag
Edwin & Dorothy Wright

Glenn Ellzey
Donna French
Geneva Landefeld

Willow Brook Sponsors Senior Festival

Willow Brook Christian Communities was a proud sponsor of the Delaware Council for Older Adults Summer Festival, held in June at the County Fairgrounds.

The festival attracts thousands of elders and youngsters alike to the fairgrounds each year for a health fair, entertainment, and a pig roast.

Nurses from The Cherith Care Center and The Home conducted pulse oximetry tests on visitors to the health fair, and leaders of The Village and Delaware Run were on hand to show visitors our plans for Willow Brook Christian Village at Delaware Run.

The Council for Older Adults is responsible for planning, coordinating and funding senior services in Delaware County. Its Senior Choices is a one-stop clearinghouse for information and referrals for older adults. For more information about the Council for Older Adults, you can call them at 740-363-6677, or go to their web site: www.growingolder.org.



*Theresa Agyepong, RN
Willow Brook Christian Home*

Willow Brook Nurse Honored by Hospice

Willow Brook Christian Home nurse Theresa Agyepong, RN, was presented with the Compassionate Care Award for 2004.

The recipient of the award, presented during National Nursing Home week by Hospice at Riverside and Grant, is chosen by the hospice staff for “outstanding ability to promote and provide excellent comfort care to residents.”

Recipients of this award are considered exceptional advocates for the residents they serve, according to hospice officials. “They work with the hospice team in collaborative ways to meet the physical, emotional and spiritual needs of both the resident and the family.

“The hospice team considers it a privilege to work with these Compassionate Care providers, and highly values their partnership in end-of-life comfort care.”

We’re proud of Theresa, and we’re proud of ourselves, for having staff members who are recognized by others as being the best!



Helen Reppart, Willow Brook Christian Village manager, showed all who stopped by our Senior Festival booth the plans for Willow Brook Christian Village at Delaware Run.



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*If you wish to remove your
name from the Reflections
mailing list, please contact
Lynn Zizzo at 740-369-0048.*

Informational Rally

Willow Brook Christian Village at Delaware Run

Thursday, August 12, 2004

2:00 pm

in the Terrace Room of Willow Brook Christian Village



*Hear the latest project updates
and learn how you can secure
your apartment or home as a
future Willow Brook Christian
Village at Delaware Run resident.*

RSVP to Helen Reppart at (740) 369-0048 by
August 10th if you plan to attend, or register online
at www.willow-brook.org