



The four mile trip between Willow Brook Christian Village and Willow Brook at Delaware Run is familiar territory for the pool sharks at each, who travel between the two campuses for weekly billiards competitions. Pictured above left to right are Shirley Smith, Bob Johnson, George Wood, Al Stein, George Alexander, Charlie Hall and George Ankney.

I'm going to take a little risk here and tell you something no other CEO in America would want you to know about his or her senior care organization. They would worry that you wouldn't understand. I fear the same thing, but I'm confident you will stay with me long enough to learn of an inspiring backstory.

So here goes ... This spring we had an outbreak of the norovirus in the healthcare centers at our Willow Brook Christian Village. There, I said it. Now stay with me so I can tell you the good stuff.

The norovirus is a nasty gastro bug that is prone to outbreaks in closed communities like cruise ships, hospitals, and long-term care facilities. And it doesn't just choose the flophouses. After all, both our Village healthcare centers that came under attack – Cherith skilled care center and The Centrum assisted living wing – had earned flawless inspection reports this year from the Ohio Department of Health. Cherith is ranked by the Ohio Department of Aging among the top 25 nursing homes in Ohio (out of 940), and it has been awarded a five-star rating (the highest) from the federal government. What's more, Nicole Ketron, Village executive director and Cherith administrator, was named 2011 "Administrator of the Year" by a state association of activities directors.

Clearly, the norovirus is no respecter of venues. Even the best can come under attack. And it happens in more places than you might guess. Most just don't tell you about it in their newsletters.

This bug is mean. Please don't ask me to detail its symptoms. Google them for yourself, and don't do it while you're eating lunch. Suffice it to say that someone assaulted by the virus feels that they have

been the victim of a freight train hit-and-run. One of our nurses was in the middle of teaching a staff inservice when, in mid-sentence, she

pressed her notes into the hand of a surprised fellow nurse and sprinted off to the restroom. Bad, bad stuff this norovirus.

Heroes

by Larry Harris, CEO

We successfully fought it with severe hand washing (our staffers had lobster hands for a couple of weeks), keeping people separated (no communal meals or group activities), and wiping down everything with germ-killing solution (handrails,

door knobs, phone key pads, light switches, elevator buttons – everything). After two weeks, we beat it.

Now here's the inspiring part. For the duration of the siege, staff members reported for duty just like always, knowing full well they could catch the bug themselves. Many did. And they carried it home to

spouses and kids. In all, sixty-five nursing assistants, housekeepers, nurses, maintenance and laundry workers, activities directors and a social worker put themselves at considerable personal risk as they charged straight into the line of fire day after day and night after

night. Each would drive into the parking lot, walk up to the health center door, swallow hard, and just dive in.

These brave souls knew if they didn't show up, there would be no one to care for the precious residents in their charge. They were taking to heart the teachings of Jesus to look after our brothers and sisters on this earth. This was self-sacrifice at its inspiring best.

Even more, when the heartless little noroviruses are finished with a victim, they don't offer even short-term immunity from re-infection, as you expect from a cold virus, say. So we saw some staffers succumb to more than one attack.

After the last victim had recovered, and the all-clear was sounded, so to speak, I authorized a \$100 bonus in the paychecks of our 65 heroes. I was deeply moved by the depth of love I saw. A hundred-dollar bump in a paycheck seems scant thanks for two weeks of selfless valor.

That payday, as envelopes were opened in the hallways and break room, there was wide-eyed recognition that a grateful Willow Brook cared.

Thank you, heroes.

These brave souls knew if they didn't show up, there would be no one to care for the precious residents in their charge.



Larry Harris
lharris@willow-brook.org

Resident Cobert Collins, Willow Brook at Delaware Run

Unlikely Giant

Cobert Collins has always been an unlikely giant. His dad died when he was 11, so he quit school to set out traplines in the woods and took odd jobs to help feed his family.

Cobert was a paratrooper in World War II. After his college education, funded by the GI Bill, Cobert became a successful restaurateur in upstate New York. In 1971, he swapped a dinner and a drink for a welding lesson, and it changed his life. He sold his restaurant and moved to West Palm Beach, Florida, in 1977. During the next quarter century he became a prolific sculptor, creating art ranging from table-top size to public pieces 30 feet high.

“Dad developed a unique technique that married stainless steel and bronze, two metals that had never been considered compatible,” said his son, Mike. Many of his pieces use smooth, polished steel juxtaposed against a pitted bronze using an ancient lost wax technique that he discovered from his voracious reading.

Now the thoughts of a brilliant man who was a consummate reader, published three books, and discovered new art forms are dimmed.

During Cobert’s last major project, in 2003, his family recognized that the dementia that had been creeping into his life was quickly taking a firm hold. Cobert now lives in the healthcare center at Willow Brook at Delaware Run, where several pieces of his work were recently on display.

His family has established a memorial fund giving the Westerville, Ohio, Parks & Recreation Foundation rights to more than 30 pieces of his art for public viewing and purchase. The fund will see to its upkeep in the years to come.

Cobert’s figurative abstracts will be there for everyone to enjoy, a giant gift in memory of an unlikely giant of a man.



A piece from the Shadow Dancers series was recently displayed on the mezzanine over the Village Square lobby in Willow Brook at Delaware Run.



Even the belt of this 6 foot 4-inch tall lineman is made from cast bronze. He stands on a 25-foot pole, and the photographer was fortunate enough to catch the shot of the art at the very moment when real-life lightening streaked across the sky.



The piece entitled Listening captures the “importance and intricacies of multi-generational experiences” and “presents the affections of grandparent and child.”



A dozen of Willow Brook's direct care staff members were named Stars at a LeadingAge Ohio luncheon in Columbus this spring. Nominated by residents, families and their peers were (left to right): Michelle Washington, Philomena Sunny, Amie McKenzie, Valerie Sullivan, Steve Ennis, Rodney Roof, Ginger Keim, Grace Lackey, Sandy Maxfield, and Joy Lackey. Not shown are Steffanie Jaccand and Kathy Miller. LeadingAge Ohio is the state association of not-for profit providers of senior health and housing services.



Opportunities to Give

If the people on these pages inspire you to share your own gifts with those our generation owes so much, here are some suggestions:

- Designate Willow Brook's charitable care in your will.
- Make a gift to honor or memorialize someone special.
- Donate real estate
- Bequeath stocks
- Go to our web site (www.willow-brook.org) and check out the gift registry.

And if you are blessed with more time than treasure, you could share a little of that instead.



Pieces of ribbon fluttered to the ground at the grand opening celebration of the the completion of Willow Brook at Delaware Run's Village Square apartments.

Pictured left to right are: Holly Quaine, President, Delaware Chamber of Commerce; Larry Harris, Willow Brook CEO; Carl Ward, Board Chairman; Tom Homan, Delaware City Manager; Rick Brown, Brown Calabretta Architects; Jeff Copeland, retired president of Elford Construction; Jeff Ehrenfried, Construction Site Manager; and Becky Gerhart, Willow Brook Director of Housing.

Three Volunteers Receive Gift of Love Award

More than 150 volunteers attended a Friday afternoon reception in the Summit Room of Willow Brook at Delaware Run to receive our thanks for their service to the residents of Willow Brook Christian Communities. They also learned of the Gift of Love Award recipients. The award is presented to one volunteer from each of Willow Brook's three campuses whose volunteer service is truly a gift of love. The winners are shown at right.

Worthington resident Saritha Gutti volunteers three afternoons a week at Willow Brook Christian Home on Lazelle Road in Worthington. Affectionately called "Cookie" by the residents in assisted living because she so frequently brings them treats, Gutti visits, polishes nails, runs errands, and helps folks get to and from activities.

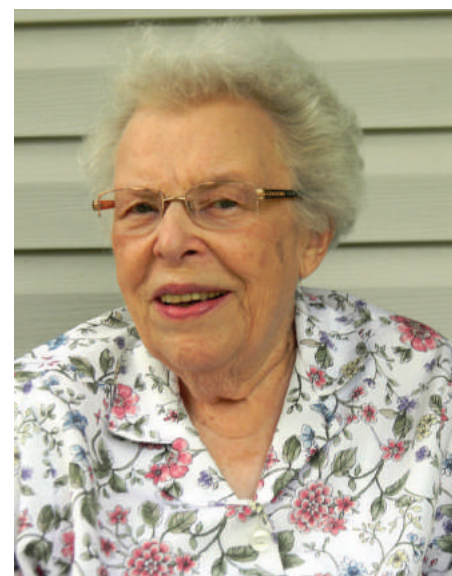
Jean Flahive has been a driving force among the independent residents of The Village, with "a personal mission to make new residents feel at home," said Marlene Andersen, the director of resident life activities. "She is a goodwill ambassador to visitors and a blessing to us."

Marilyn Schroeder, at Delaware Run, is a retired librarian who runs the campus library in the most professional yet exceedingly user-friendly way. "She obviously loves the written word, and life is richer here because of her," said CEO Larry Harris.

The names of the award recipients are inscribed on plaques in the lobby of each Willow Brook community.



Saritha Gutti, Home



Jean Flahive, Village



Marilyn Schroeder, Delaware Run

Peace Starts with a Smile

Senior Sharing Time

*A day of spiritual nourishment
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Tuesday, October 9, 2012, 9 am - 2 pm

Willow Brook at Delaware Run, Delaware, Ohio

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for reservations call Helen Reppart at 740-363-0686

Memorial Tributes

Gifts made February 16 - June 16, 2012

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Lawrence Fletcher
Randy & Judith Mobley

James B. Frick on our 66th
Wedding Anniversary
Virginia Frick

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Tony & Judy Black

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Larry & Janet Harris

Gloria L. Hartsough
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We're having a great year:

Five Healthcare Centers Five Perfect Scores

Okay, we know it's unseemly to brag, but my, oh my, our chests are sticking out to *here* and buttons are bursting off our shirts in every direction!

We are always proud to announce when one of our healthcare centers achieves a perfect score after inspectors from the Ohio Department of Health come by for their annual unannounced reviews, but this news is just too wonderful not to share: *Every single one* of our five healthcare centers this year had a deficiency-free nursing survey!

We never know when they're coming; they have a "window" of six months, so we must always be prepared. Our charts are in order, our personnel records complete, and the entire building spotless and filled with happy and contented residents. Yet we know that as good as any center might be, even the best can have a bad day.

And there's more: Cherith Care Center at Willow Brook Christian Village has been ranked by the Ohio Department of Aging as one of the top 25 skilled nursing facilities (out of 940) in Ohio because of its high scores in the state's resident satisfaction survey! If state inspectors think so, our residents and their families think so, we must be doing something very, very right. What a great year!



Willow Brook Christian Home's skilled nursing, rehab, and assisted living centers were the most recent to receive perfect scores from their Ohio Department of Health survey. Margery Pitts, above, spends some special one-on-one time with nurse April Jackson in the assisted living center.



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A monarch at Willow Brook Christian Village, by resident Joyce Stambaugh