

Faithfully Focused

A Quarterly Publication



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Issue 19


Resthaven
faithfully caring.



We are honored that the team members who have chosen to work at Resthaven now and in the past have done so while living out our values.

Cover photo: Resthaven resident enjoying fellowship with others.

A Word of Gratitude.

For more than three years, every meeting, seminar, conference, and lecture I've attended in the senior living industry has focused primarily on one thing: labor shortages. Post-pandemic, almost every industry has felt the effects of the shrinking workforce. Healthcare organizations and senior living communities have felt these effects more intensely than others. For communities like Resthaven, not having the ideal number of team members with the ideal expertise, training, and commitment to our mission has a direct impact on our residents.

We are honored that the team members who have chosen to work at Resthaven now and in the past have done so while living out our values. Throughout the years, caregivers have touched the lives of countless seniors, becoming companions, confidants, and pillars of strength. From assisting with daily activities to coordinating engaging social events, their presence fills the lives of seniors with joy and purpose. The connections they forge with residents and their families are built on trust, empathy, and a deep understanding of the unique needs of each individual.

Every day, caregivers in senior living communities embark on a mission of kindness and support. They are the warm smiles that greet our seniors in the morning, the attentive ears that listen to their stories, and the gentle hands that provide comfort and assistance. Their unwavering devotion to enriching the lives of residents goes beyond mere professional duties; it springs from a genuine desire to create a nurturing and loving environment for those in their care.

Seth Weener, Resthaven's CFO, recently shared a letter with our staff detailing some of the steps we're taking to continue to try to build our workforce and retain our current, valuable team members. We have also

carefully invested in technology to improve efficiency. While technology can and does help us be more efficient, no technology can replace the relationships our staff build with residents. It is what makes us different and what puts our mission into action.

Every team member at Resthaven has been asked to care for residents in different ways — both during the pandemic and now — as we adjust to the changes in the workforce. It has taken a lot of energy, adaptability, and new mindsets, and learning new systems, technology, and routines. This effort and commitment has not gone unnoticed by Resthaven's leadership and Board of Trustees. And, most importantly, by our residents and their family members who often approach me to give specific praise to a certain housekeeper, recreational therapy assistant, caregiver, nurse, or maintenance worker.

Their dedication and compassion deserve our deepest appreciation and respect. As we stand united in fostering a caring community, we also make it our collective mission to honor and thank these remarkable individuals who touch the hearts of our seniors every day. At the beginning of July, Resthaven provided every team member an appreciation bonus as a tangible expression of the gratitude from the Board of Trustees and Resthaven's leadership team.

Please join me in thanking and encouraging our team members as they answer the call to serve seniors while continuing to live out our mission.

A handwritten signature in black ink that reads "Deedre Vriesman". The signature is fluid and cursive, written in a professional but personal style.

Deedre Vriesman
President/CEO



Daily life at Resthaven campuses.

BOARD OF TRUSTEES

Resthaven's Board of Trustees is a dedicated group of community volunteers who share their expertise in a variety of areas.

- Nate Baumann
- Bob Carlson
- Hannah Clark
- Doug DeLeeuw
- Barb Kleinheksel
- David Lutz
- Haans Mulder
- Annie Sterken
- Kevin VanderKlok
- Pam VanPutten



Our Mission

To glorify God by providing a continuum of quality care and services that demonstrates the love and compassion of Jesus Christ.

Faithfully Caring Cards can be located in the lobby of all of our campuses as an opportunity for you to thank a specific Resthaven team member for demonstrating our mission and values.

Honoring a Special Resident with a Dedicated Educational Series.

Over its 78-year history, Resthaven has been and continues to be home to extraordinary people. Phil Van Eyl was one of them. Albeit a humble and modest man, Phil was a trailblazer, a visionary, a forward-thinker, and a devoted educator. Resthaven is proud to announce, 'The Phil Van Eyl Lecture Series,' established by a long-time friend and student of Phil's, Alisa Crawford.

Phil, born in Haarlem, the Netherlands, has an extraordinary life story. At age two, Phil and his parents moved to the Hague. The family lost all their worldly possessions during a Nazi invasion, yet managed to survive the Hunger Winter, which resulted in thousands of casualties. In the last year of the war, Phil joined the Dutch Resistance at age 17.

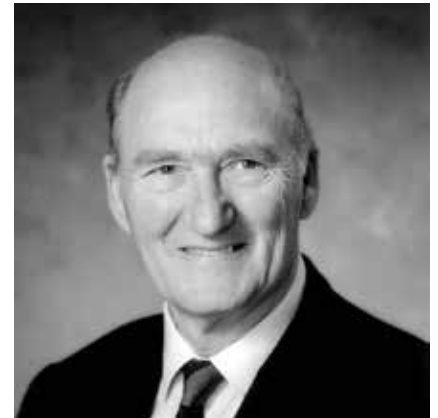
Several years later, Phil immigrated to the United States. Shortly after his arrival, he was drafted into the U.S. Army, and following discharge, he attended Hope College. Phil and his wife then moved to California, where Phil attended Claremont graduate school, from which he earned a Master's Degree and PhD in experimental psychology.

Phil returned to Hope in 1959 as a member of the emerging Psychology Department. He recalls having had other offers from more established psychology departments, but chose Hope, in part, because he knew Hope could do better and build a

nationally recognized liberal arts psychology department. During his 33 years in the psychology department at Hope, he founded Hope's first psychology laboratory, developed a more scientific curriculum, served as chair of the department, and taught the department's first courses in research design, aging, and environment psychology, as well as established Hope's chapter of Psi Chi- the International Honor Society in Psychology- still an active chapter today. Phil also directed Hope's summer school and Hope's first summer program for Japanese students from Meiji Gakuin University.

While at Hope, Phil established the Hope College men's soccer program. His contribution wasn't just starting the soccer program, but more so the ripple effects. The soccer team gave international students who were often on the sidelines of the Hope community an opportunity to be a part of something. This not only improved the connectivity to the Hope community, but also improved grades and uplifted spirits of students who were longing for something familiar in a new place.

In 1968, Phil and his family began a two-year adventure living abroad. Phil loved to travel, which he was able to do more in retirement, visiting all 50 states and seven



Phil Van Eyl



Phil Van Eyl with Alisa Crawford

continents, and more than 60 countries. He also continued to be a devoted educator in retirement, something that brought him great joy and meaning in later life.

One of those students whom he helped earn great accolades is Alisa Crawford. Alisa is a trailblazer in her own right. She is the first and only person in the Americas to have become a Dutch-Certified Miller, and the first woman admitted into the Traditional Grain Miller's Guild of the Netherlands. Although she paved the way for other women to have been admitted to the guild, she remains the only member outside of the Netherlands.

But let's not get ahead of ourselves, because before the exams, practicums and certifications, came some good "Dutch Bingo."

Alisa's journey in Dutch Miller's training started with a tour she gave to a man, Mark Langerhorst, from the Netherlands at our very own DeZwaan windmill. Alisa sometimes wondered if she had any Dutch counterparts – other women who were passionate about windmills and milling. The Dutch tourist, Mark, was the one to connect her to a female Dutch miller, Aggie Fluitman. During a training trip to the Netherlands, Aggie encouraged Alisa to go through the Dutch Miller's training for windmills. Once the Dutch Mill Society agreed to this unusual request, Aggie traveled to the United States for one month with two thick training books in tow to launch Alisa on her training journey.



Phil Van Eyl and Alisa Crawford



Alisa at the DeZwaan Windmill

As expected, it took more than a month for Alisa to learn a new language while simultaneously studying the course material for her exams. She happened to share her plight with a couple at her church, Herb and Ann Weller. Nearly instantly, Herb suggested Alisa contact his cousin, Phil. Alisa and Phil connected, and she once again shared her story and need for learning the Dutch language. "Dutch Sundays with Phil" commenced shortly thereafter, and each Sunday after church, Phil and Alisa would go through the thick training books chapter by chapter. Alisa learned Dutch, and Phil learned about mills.

"Dutch Sundays with Phil" went on for three years as Alisa continued her training. Even as Phil spent his winters in Florida, he would record the lessons on tape and mail them to Alisa so she could continue her studies. Alisa recalled that after those three years, their relationship really shifted from teacher-student to Phil being a mentor and friend.

"Achieving goals is a journey, and you don't accomplish them alone. I couldn't have done it without Phil, Herb, Aggie, or even Mark the tourist from the Netherlands," remarks Alisa. With all that Phil did for Alisa, she wanted to honor him in a way that celebrates their friendship and his impact on her life. 'The Phil Van Eyl Lecture Series' was established, and beginning in 2024, residents of Resthaven's The Warm Friend and other Resthaven campuses will be invited to attend quarterly lectures covering a variety of topics and interests. "We are incredibly grateful that Alisa chose to honor Phil in this way. The lecture series continues Phil's legacy and promotes the importance of lifelong learning," states Abby Waldo, Administrator of The Warm Friend and The River Place.

If you are interested in contributing to lifelong learning and enriching opportunities at Resthaven, please connect with Lindsey Zona, lindsey.zona@resthaven.org, 616-796-3512, or visit our website, resthaven.org/help-us-serve

Alisa's award winning book, *DeZwaan: The True Story of America's Authentic Dutch Windmill*, is available at Reader's World in Holland, along with a new children's book, *Jack and Jill Went to the Mill*.

Future Focused, Mission Minded.

Resthaven has grown from a single home that accommodated 11 residents to five campuses serving over 1,000 residents annually. With our mission and values at the forefront of each decision, we are grateful that we are in a position to explore opportunities and dream of how we can further provide the quality continuum of care that is rooted in our mission.

Despite the many changes and challenges that the senior living industry has experienced in the last several years, and the ones we anticipate with the changing demographics over the next 20-30 years, Resthaven remains well positioned to meet this growing and ever-changing need. With support from our Board of Trustees, Resthaven is committed to remaining intentional, thoughtful, and purposeful when planning for our future.

We are grateful for our long legacy in the city of Holland and the support of our donor community that allows us to follow where we discern God is leading us.

Today, Resthaven continues to grow. We opened Maple Woods Cottage in 2017. We opened The River Place in 2022. We intend to open The Farmstead in 2024. Those projects equate to an additional 48 assisted living units and 125 independent living units. We have been paying attention, learning, discerning, and responding to the changes around us.

The graphics below represent statewide and nationwide data regarding the forthcoming age demographic shift and industry trends. As the senior population grows exponentially in the next several decades, and the needs and desires of those seniors evolve, Resthaven will not be stagnant, and will continue to respond to the call to live out our mission in new and unique ways as God calls us to do, just as we have done for the last 78 years.

Demographics and Forecasts

First Baby Boomers
will be 80 years old in 2026

80+ age group will have
118% growth by 2040

10,000 people
turning 65 each day

State of Michigan

1 in 4
Michiganders will be
aged 65+ in the next
twenty years

Michigan's median age
is more than a **full year**
higher than the
national average

Aging and Technology

Today's seniors are
prioritizing wellness
and quality of life

Increased investment
in technology

Nationally, senior living
organizations are **increasing**
assisted living and
independent living
options.

Workforce Challenges

69% of skilled
nursing facilities hired
temporary agency staffing

36,000 direct care
workers are currently
needed in the state of
Michigan, and 203,900
needed by 2026

While One Door Closes, a New One Opens.

Resthaven has purchased the 2.5-acre property adjacent to the Maple Woods campus, formerly home to Bethany Christian Reformed Church. This decision came about when Bethany's Legacy Committee approached Resthaven, their longtime neighbors, in the fall of 2022 with the news that the church was closing. This is a rare opportunity that allows for growth on the Maple Woods campus. In the meantime, Resthaven will rent the buildings to a local non-profit organization, and a local growing church congregation.

**Q&A with President/CEO,
Deedre Vriesman, and Board Chair,
Nate Baumann:**

Why did Resthaven purchase the former Bethany Christian Reformed Church property?

Given the proximity of the land to Resthaven's Maple Woods campus, the Board of Trustees felt it was wise to secure the property for future redevelopment of the Maple Woods campus. Resthaven officially purchased the property in May 2023.

How does the purchase of this property further Resthaven's mission?

In the short term, by purchasing the property, Resthaven is able to bless others in our community by offering the use of the church to a newer congregation that isn't able to purchase their own building. Ultimately, the purchase allows Resthaven to envision how the additional land may be used to serve seniors on the Maple Woods campus in the future.

What are the dreams for the property?

The Maple Woods legacy building was built in 1955. It was the first Resthaven campus, and we are grateful for the commitment of Resthaven's founding Board of Trustees to see this project through for our community. It has served thousands of residents over the years. While this building has been a wonderful home to many, it also has some design limitations that hinder Resthaven's ability to meet many of the needs of today's seniors. We have explored renovating the legacy building, but quickly learned that this was not a viable option. We are exploring ways that we could use the entire property for a redesigned assisted living program to replace the legacy building.

How does this impact the current residents at Maple Woods?

Our commitment is to the residents who call Resthaven home. We will not decommission the Maple Woods legacy building until we have a Resthaven home for each resident who resides there at the time. Our goal would be to use the recently purchased land to give the residents of the Maple Woods legacy building a refreshed home that is conducive to their physical, cognitive, and emotional needs as they age. We are also exploring whether we need to expand the number of units on the site to meet the growing demand for assisted living care in the Holland community.



How will it impact the surrounding neighborhood?

For the immediate future, we don't anticipate that Resthaven's purchase of the former Bethany Christian Reformed Church property will have any impact on neighbors. The non-profit group and church that intend to lease the buildings will use the buildings for a similar purpose to when Bethany owned the property. Though we are considering the possibility of having more homes for seniors on that site, we would have many discussions with both our neighbors and the city planners before any of those plans would be finalized.

Statement from Dan Walcott, member of Bethany Christian Reformed Church's Legacy Committee:

"When Bethany came to the painful realization that it was time to close our doors, our decision to give Resthaven the first right to purchase the property was a relatively easy one. Bethany and Resthaven have been neighbors for years, and many of our members have been cared for at Resthaven, including some who reside there now. Resthaven purchased our parsonage with the adjoining land when they built the beautiful cottages, and at that time, we were asked to consider them if we were ever to decide to sell our property. What sealed the deal was Resthaven's commitment to using that location to serve the underserved. The people at Bethany have a strong desire that ministry continues on the corner of 32nd and Central Avenue and we are confident the vision and mission of Resthaven will do just that."

Expansion of Chaplaincy Better Supports Our Residents.

Very few statistics exist showing how many chaplains are employed in senior living communities like Resthaven. In existing research, senior living often gets lumped in with “other healthcare facilities” and, therefore, we are lost in the numbers.

In my experience, I have seen very few nursing homes and assisted living facilities that employ chaplains. Of my 20 or so peers from clinical chaplain education, I am the only chaplain employed by a senior living community.

Two years ago, Resthaven made the decision to expand our Spiritual Care program by hiring a second chaplain. In a culture where many elders receive chaplain care from volunteers (or none at all), Resthaven stands in a position to provide expert care to meet the spiritual needs of our residents. Research suggests positive outcomes for patients and residents who receive spiritual care versus those who do not.¹ Our hope is to thrive in caring for our residents — mind, body, and spirit. By employing well-trained, professional spiritual caregivers, Resthaven is ready to care for all our residents’ needs.

In his short article, Chaplain Tom McQueen shares a tragic story of a time when a Catholic nursing home resident in Florida was dying, and the family requested “Last Rites.” Unfortunately, the nursing home did not employ any chaplains or spiritual care staff. This resident died without this very important ritual being completed.²

Several months ago, I received a call from the family of a resident living at Resthaven’s Care Center. Their loved one was also dying, and they requested we call for a priest to administer “Last Rites.”



I immediately called the on-call priest phone at St. Francis De Sales Catholic Church, and within two hours, a priest was at the Care Center ministering to the resident and their family. The amazing part, though, was that St. Francis had no priests available at the time — but because I had built a rapport with our contact there, he was able to have another area priest come.

I share this to remind you of what a great benefit it is to support Resthaven’s Spiritual Care program. We are given the responsibility to care for the spiritual needs of residents, families, and staff. I am so thankful to the leadership at Resthaven who saw the crucial need to employ chaplains. I am equally thankful for all of you who have supported Resthaven. We are better able to care for residents because we recognize that spiritual needs can be just as important as the needs of the body and mind.

¹ <https://journals.sagepub.com/doi/10.1177/15423050211073571>

² <https://www.linkedin.com/pulse/chaplains-3-reasons-your-nursing-home-needs-one-tom-mcqueen/>

A Warm Welcome to Our New Board Member.

Hannah's diverse experience in healthcare will provide the Board with valuable expertise and a helpful viewpoint.



Hannah Clark

Resthaven's Board Chair, Nate Baumann, announces the appointment of Hannah Clark to Resthaven's Board of Trustees. "We are very fortunate to have Hannah join the Resthaven board," he says. "Her diverse experience in healthcare will provide the Board with valuable expertise and a helpful viewpoint. Resthaven will benefit greatly from Hannah's addition to the Board as we continue our work to support the Resthaven team and our residents."

Hannah Clark, MSN, APRN, FNP-BC, NCMP is a family nurse practitioner at the Women's Specialty Care office of Holland Hospital. Her background is in internal medicine, where she practiced for six years before transitioning to women's health. She also has experience serving in urgent care, occupational medicine, and emergency medicine.

She is a 2009 graduate of Hope College's nursing program, and completed a master's in nursing from Michigan State University in 2015. Hannah is a member of the National Comprehensive Cancer Network, North American Menopause Society, American Association of Nurse Practitioners, and American Academy of Nurse Practitioners. She is a dedicated member of Fellowship Church of Holland, where she has served as Elder on the consistory board and various committees.

She and her husband, Aaron, live in Holland and she is mother to two boys, Dawson (6) and Emory (3).

Volunteer at Resthaven

From sharing hobbies to calling Bingo, volunteers make a huge impact by working alongside our dedicated team members to fulfill our mission each day. If you have interest in volunteering in any of the capacities listed below, please contact **Jodie Zegunis at 616-796-3524 or Jodie.Zegunis@resthaven.org**

Beauty Shop Assistant

Wednesdays, 9:30-11:30am

Bingo Caller

Mondays, Wednesdays, Fridays, 2:00-3:00pm

Friendly Visitor

Flexible Daytime and Nighttime Hours

Independent Living Driver

Dates and Times Vary

Knitting Partner

Mondays, 1:30-2:30pm

Manicures and Hand Massages

Fridays, 10:00am-12:00pm

Pianist

Sundays, 2:00-3:00pm

Walking Partner

Flexible Daytime Hours



Your Generosity Helps Us Thrive.

Summer emerges in West Michigan and life seems to flourish. The view of Lake Macatawa from the fifth-floor of The River Place transitioned from ice-covered to boat filled. The benches in front of The Warm Friend fill with residents chatting and watching the bustling streets of downtown. The fountain at Maple Woods contributes a peaceful and serene sound to the landscape that is rich with color. The blooming hydrangeas at The Care Center reach out to welcome all who enter. The building progress at The Farmstead shows promise for the community that is to come.

This life is possible because of the generosity of our donors and supporters. The Resthaven Board of Trustees and leadership team work diligently to lead Resthaven through the lens of our mission, and be good stewards of the resources we have been blessed with. This dedication is evident in how well Resthaven is positioned for today, and the future. In a time when an unprecedented number of senior living communities are either closing or being sold to for-profit companies, Resthaven remains the only non-profit senior living provider in the Holland area, and what a privilege that is. It's a privilege to witness the life that abounds here.

Our non-profit status truly allows Resthaven "To glorify God by providing a continuum of quality care and services that demonstrates the love and compassion of Jesus Christ."

Rather than focus on a return on investment for shareholders, Resthaven has the benefit of offering benevolent care for seniors who outlive their resources, providing care and services that are otherwise not covered or offered, investing in building improvements and changes, offering opportunities for staff development and training, and responding to the changing needs of our community.

Our donors and supporters allow us to continue to lean into our mission, our non-profit status, and the flourishing life on our Resthaven campuses. We remain committed to serving seniors well, and responding to the growing and changing needs of the senior population. If not us, who?

Join us.



Lindsey Zona
Fund Development Manager

Connect with Lindsey

lindsey.zona@resthaven.org
616-796-3512

 ResthavenMI

 resthavenmi

Keep the momentum going.

Providing opportunities for life enrichment for all residents requires the support of our community. As a non-profit, we are dedicated to ensuring quality of life for all residents. Consider a donation today to join our mission of providing a true home and a vibrant life to those in our care.

\$3,000

Support Benevolent Care for one resident per month at The Care Center.

\$1,000

Support Benevolent Care for one resident per month at our Maple Woods campus.

\$100-\$500

Support our expansion of the Pastoral Care program.

Ways to donate

Donate online at:

resthaven.org/help-us-serve

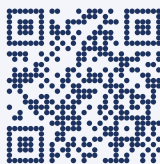
Donate by check:

Please send checks made out to "Resthaven" to:

Resthaven
948 Washington Avenue
Holland, MI 49423

Donate by Venmo at:

@resthaven-mi



Donate stock through a Donor-Advised Fund at:

resthaven.org/help-us-serve

Have you graciously included Resthaven as a beneficiary in your estate or trust? Let us know so we can welcome you to our Legacy Club!

Your gift helps support:



Benevolent Care

Your gift supports care to residents even when longevity or level of care required exceeds financial capabilities.



Sustainability and Growth

Your donation can help us provide quality activities, events, and outings that focus on bringing joy to our residents' days.



Pastoral Care

With your generous contribution, we're able to honor our mission, supporting residents and their families in their faith and through life's transitions.

Resthaven
948 Washington Avenue
Holland, MI 49423

Helping seniors live their best lives

Resthaven is a dedicated resource and advocate for seniors, offering a full continuum of healthcare and services, based on the excellent care you need and the lifestyle you desire.

Discover the care and support services you need to thrive at resthaven.org.

