

Faithfully Focused

A Quarterly Publication



Spring 2024
Issue 21


Resthaven
faithfully caring.



With our mission top of mind, we are in the process of implementing new programs, buildings, and initiatives to serve seniors in our community well.

Together, We Grow.

Resthaven is in a season of growth. Just drive down 24th Street and you'll see The Farmstead campus coming together as construction continues. With our mission top of mind, we are in the process of implementing new programs, buildings, and initiatives to serve seniors in our community well. We continue to research what models of care, technologies, and design considerations will best meet the needs of those who currently, and will in the future, call Resthaven home.

Growth is important. It can only be done well, however, when as an organization we remain very clear on who we are and why we exist. Over the past several years, as we have evaluated opportunities and begun constructing new buildings, Resthaven's board members, leaders, and team members spent time reviewing and committing to our current mission statement. We also spent time refreshing our values: Know My Name, Walk With Me, Hold The Door. It has been a priority that decisions made are aligned with our unchanged mission and our refreshed values, and that these have a positive impact on the residents and employees of Resthaven - and our community at large.

In the past several months, we have requested feedback from residents, their families, donors, and team members to help us better understand what we are doing well, what we can improve upon, and what ideas they have for the future. Reviewing the results that these key stakeholders shared with us is exciting. The ideas and suggestions

we receive continue to help inform the strategic plan for Resthaven.

Resthaven's footprint in Holland is expanding. The way we do our work and the technology and systems we leverage continue to change as we try new things and learn from others in the industry. Change will inevitably continue at Resthaven as we respond to the national workforce challenge, the desires and expectations of those we serve, and the increasing demand for services that come with the aging Baby Boomer population.

Yet, amid this exciting era of growth for Resthaven, one thing remains unchanged: our unwavering commitment to *glorify God by providing a continuum of quality care and services that demonstrates the love and compassion of Jesus Christ.*

Thank you for all the ways you have Walked With Us in the past and your willingness to Walk With Us as we grow now and into the future.

A handwritten signature in black ink that reads "Deedre Vriesman". The signature is written in a cursive, flowing 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
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- 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.

Enhanced Clinical Support Across the Continuum.

Resthaven is excited to unveil our latest advancements in clinical support, tailored to meet the increasing demand for comprehensive healthcare services. Among these enhancements are our expanded transportation services and the introduction of two new and pivotal clinical roles.

Medical Transportation

Resthaven is among many providers noticing increasing need for medical transportation assistance among our residents, exacerbated by limited resources within our community. Many families struggle to coordinate transportation for their loved ones due to conflicting schedules and physical limitations.

In response, we've acquired two additional wheelchair-accessible vans and designated two full-time team members to meet this need for our skilled nursing residents. Our team is equipped and certified to provide door-to-door transportation services for residents attending medical appointments. This initiative not only alleviates the burden on families, but it also ensures timely access to essential care for our residents.

Beyond simply the transportation aspect, our team assists residents in scheduling and preparing for appointments. Perhaps most notably, we provide on-site support throughout the appointment itself, recognizing the complexities involved in some appointments. This level of assistance has earned us praise from

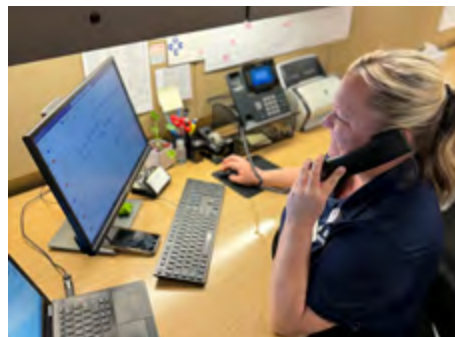
partners for our smooth coordination and support. A Corewell Cardio team member said, "Thank you for the easiest and most seamless process for getting your resident to and from multiple time-sensitive appointments in preparation for a procedure. In my experience, it is nearly impossible to coordinate this with other care facilities."

Care Advocate Coordinator

We are thrilled to welcome a Care Advocate Coordinator to our team, reinforcing our commitment to supporting residents and their families during transitions between levels of care. Recognizing

the challenges inherent in such transitions, we understand the importance of having a dedicated individual to guide families through this journey with empathy and expertise.

In addition to proactive support during transitions, our Care Advocate Coordinator extends our commitment to excellence through post-discharge follow-up calls. These calls, conducted at intervals following discharge from our rehabilitation services, demonstrate our dedication to the well-being and success of the aging adults we serve.



Lynn, Administrative & Transportation Services



Jamie, Care Advocate Coordinator and resident

Given Resthaven's size, fostering partnerships and collaborations with fellow medical providers in our community can sometimes be challenging. Therefore, our Care Advocate Coordinator plays a vital role in bridging the gap between our organization and our community partners, facilitating connections, and enhancing the overall care experience for our residents and their families.

Administrator of Nursing

As Resthaven continues to evolve, dedicated and strategic leadership focused on quality care throughout our continuum remains essential, and the announcement of the new Administrator of Nursing position reflects our commitment to maintaining and enhancing care standards as we grow.

We are delighted to announce the appointment of Lina Jacobs as our Administrator of Nursing, a key role dedicated to overseeing quality care delivery across our organization. In her new role, Lina will focus on fostering a culture of excellence within our nursing programs. From refining policies and procedures to evaluating nursing models, she will ensure that Resthaven's nursing care meets the highest standards of quality and excellence.

"Lina's extensive experience and over two decades serving Resthaven in various clinical capacities make her ideally suited for this role," says Deedre Vriesman, Resthaven's President/CEO. "We are confident that her skills, experience, and leadership will serve Resthaven's residents and staff well in this capacity."



Lina Jacobs

In summary, these enhancements are the truest examples of the way that Resthaven evaluates and responds to the needs of our residents and our community in accordance with our mission.

Meet Rosie the Robot!

Resthaven is committed to innovation by incorporating cutting-edge technology, best practices, and ongoing training opportunities to enhance senior living across our five campuses. In late 2023, Resthaven purchased a hospitality robot to elevate the dining experience at The Warm Friend.

Named through a resident voting process, the robot has become a valuable asset to our dining team. Its role in streamlining tasks such as shuttling between the dining area and the kitchen has enabled our staff to focus more on in-person customer service, enhancing the overall dining experience for our residents. The

robot has been particularly beneficial during instances of team member illness or vacation, allowing our dining team to continue to provide consistent and high-quality service.

The residents at The Warm Friend have been supportive of this initiative. As Linda Gebben, a resident since 2016, enthusiastically notes, "It's quite entertaining to see the kitchen door open, and Rosie roll out with plates of food, programmed to go to the correct table. Aside from that, it's a help to the dining team." This feedback reinforces our efforts to leverage automation for the betterment of senior living at Resthaven.



Resthaven's Recreational Therapy Receives Award.

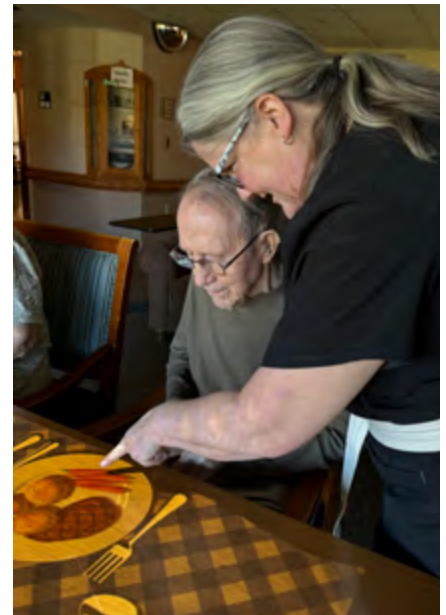
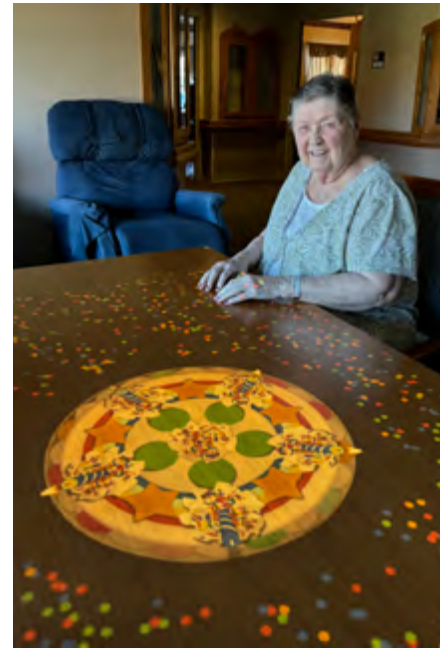
Resthaven is proud to announce that our Recreational Therapy team won the Leading-Edge Care & Services Award by LeadingAge Michigan. This award recognizes a senior living organization for programs and services that exemplify innovation and excellence and contribute significantly to the quality of life of the individuals served.

Resthaven's Recreational Therapy team was recognized for their implementation and use of the Tovertafel, an interactive projection device that offers a variety of engaging games specifically designed for aging adults and those experiencing cognitive changes. These thoughtfully designed games and activities address the social, cognitive, physical, sensory, and emotional needs of seniors, furthering our commitment to enhancing their overall quality of life. Resthaven was the first senior focused organization in West Michigan to offer this technology, and the second in the entire state of Michigan.

"On behalf of the LeadingAge Michigan board of directors and the entire membership, we are proud to acknowledge Resthaven and the Recreational Therapy Department as our 2024 Leading-Edge Care & Services Award winners," says David E. Herbel, President & CEO, LeadingAge Michigan.

LeadingAge Michigan is the principal organization at the state level to represent the full continuum of mission-driven senior care. Founded in 1968, the Michigan chapter of LeadingAge represents a new era of integrated services, innovation, and collaboration to enhance member value and improve the lives of Michigan seniors.

The Tovertafel has proven to be a valuable addition to Resthaven's robust Recreation Therapy program. We've been delighted by the positive response from both residents and visitors, and have observed significant benefits for our residents who engage with the device. Our Recreational Therapy team has embraced this new technology, not only incorporating it into daily offerings, but also sharing its benefits with other departments. It serves as an interdisciplinary tool in addressing a range of challenges that residents may face, such as depression, anxiety, apathy, as well as physical symptoms such as pain and discomfort.



Residents and team members enjoying the Tovertafel.

Welcome, Jason Bucher.

We are thrilled to welcome Jason Bucher to Resthaven as the Administrator at the Care Center, as of July of 2023.

With nearly two decades of experience in senior living, Jason brings a wealth of knowledge and a passion for compassionate care to our community.

Originally from West Virginia, Jason's journey in senior living began long before his professional career. He grew up immersed in a family deeply involved in senior living and health care administration, with his father recently retired as an administrator and his grandfather serving as a medical director and founding board member of a non-for-profit senior living organization. These familial roots instilled in Jason a lifelong dedication to serving aging adults and their families.

Reflecting on his role, Jason emphasizes his appreciation for the relationships he has the opportunity to build with residents and their families as he guides them through the complexities of long-term care decisions and journeys.

"Throughout my time in senior living, I have not seen a greater commitment to the mission, the people served, and the entire community than at Resthaven," Jason says. "This commitment exists at every level of the organization."

Jason and his wife have three children, aged 8, 10, and 13. In his spare time, Jason enjoys reading, cooking and baking, hiking, camping, and hunting.

Please join us in extending a warm welcome to Jason!

Jason spearheaded the photo competition and exhibit "Bringing the Outside, In" that debuted in February. Photographers were invited to submit photos that resonated with the theme of this year's competition, "Close to Home." We received just shy of 100 entries from over 50 photographers for the curated and gallery exhibits.

The Honorable Ed Post served as Judge for the 2024 juried competition. Twenty photographs were selected for the curated exhibit and 15 for a gallery exhibit. Prizes will be awarded to 1st, 2nd, and 3rd place Judge's Choice winners, along with a People's Choice award. The selected images will be printed and adorn the halls of the Care Center for residents, team members, and visitors alike to enjoy.

The Competition's Unveiling is Thursday, April 18th, 6-7:30pm at Resthaven's Care Center. For inquiries or to RSVP for the event, please email photos@resthaven.org.





Together, We Grow.

Please join us for our Celebration of Caring fundraising event.

Be a part of our commitment to the greater Holland region as we increase our investment in our communities, cultivate our team, and help the people we serve thrive.



Celebration of Caring

by Resthaven

Wednesday
May 15, 2024 • 6PM

At the **IVY HOUSE** in Saugatuck
3291 Blue Star HWY, Saugatuck, MI 49453

RSVP at resthaven.org/celebrationofcaring
or by calling (616) 796-3512

Corporate Sponsors

Thank you to these 2024 sponsors for their support of Resthaven's mission.



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Your Generosity Helps Us Thrive.

As we welcome the vibrancy of spring, we are surrounded by the beauty and promise of new beginnings. I always feel a sense of renewed excitement for what is to come when the birds are chirping, the sun shines a bit longer, and the flowers start to peek out. This season serves as a poignant metaphor for the growth happening at Resthaven.

Over the past several months, Resthaven has experienced remarkable growth in both the services we offer and the impact we have on the lives of aging adults in our community.

As we eagerly await welcoming the first residents to The Farmstead in just a few short months, it is essential to recognize that our progress transcends the physical addition of a new campus. The expansion of our nursing and transportation services reflects our steadfast commitment to meeting the evolving needs of our community's aging adults. The adoption of cutting-edge technology enhances our efficiency, ensures continuity of care, and elevates the overall customer service experience. At the heart of Resthaven's growth are the dedicated team members who embody Resthaven's commitment to providing mission-driven care and services.

As we reflect on our journey of impact and the increasing number of lives touched by Resthaven, we are profoundly grateful for the role that you play in our continued growth as a not-for-profit organization. It is the generosity and unwavering support from our community that empowers Resthaven to build upon our nearly eight decades of commitment to aging adults and their families, evolving into the organization we are today.

Together, We Grow.



Team member Natalia and a resident enjoying a beautiful spring day.



Progress on The Farmstead



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

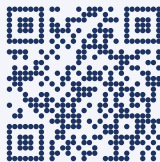
Donate online by clicking below:
resthaven.org/help-us-serve

Donate by Venmo at:
[@resthaven-mi](https://www.venmo.com/@resthaven-mi)

Donate by check:

Please send checks made out to "Resthaven" to:

Resthaven
948 Washington Avenue
Holland, MI 49423



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.



Next doesn't have
to wait another day.

Thinking about what's next? At Resthaven, so are we. Whether it's a warm, welcoming space to host family gatherings, or a place to receive care when you need it, Resthaven exists to ensure you're living your best life.