

# Legacy

Investing Today to Impact Tomorrow



**Weekly drive-up coronavirus testing for Pavilions staff is the new norm.**

“As a skilled nursing facility (SNF) in Michigan the Grand Traverse Pavilions is mandated to complete weekly COVID-19 testing of our staff.”  
Rose Coleman, RN and Chief Operating Officer for Clinical Services

- ▶ **The New Norm...For Now**
- ▶ **Guest Article from Heidi Gustine, AAANM**
- ▶ **COVID-19 Testing and Reporting**
- ▶ **Music Therapy Goes Radio-Retro**
- ▶ **Tree Huggers Encouraged**
- ▶ **MAKE IT GRAND-Parent Video**



# A Grand Mission



The mission of the Grand Traverse Pavilions is to provide accessible, trusted and compassionate care that enhances quality of life for aging adults. As the region's first and only public, nonprofit Continuum of Care the Pavilions features:

- Long-term Skilled Nursing Care
- Short-term Rehab
- The Wellness Center: Inpatient and Outpatient Therapy
- The Cottages: Independent and Assisted Living
- Overnight Respite and Adult Day Services
- Onsite Dialysis Services

Among the top employers in Grand Traverse County with over 450 employees, The Pavilions injects more than \$30 million into the local economy making a significant economic impact in our community. Grand Traverse Pavilions has operated financially self-sufficient for over 30 years and does not rely on allocation of county general funds or an operational millage while providing \$4.4 million worth of charitable care annually to some of the area's most vulnerable citizens.

With residents, participants, therapy patients, volunteers, and staff, Grand Traverse Pavilions is more than just a nursing home. It's a grand community of caring for generations.



## Grand Traverse Pavilions

A COMMUNITY CARING FOR GENERATIONS

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Legacy is a publication of the Grand Traverse Pavilions Foundation. If you no longer wish to receive mail from us or to change your contact information please contact Jena at [jcapriccioso@gt pavilions.org](mailto:jcapriccioso@gt pavilions.org) or call (231) 932-3019. We would also love to add you to our email list. Please share your email with us so we can keep you better informed of what's happening here at Grand Traverse Pavilions.

THE NEW NORM...FOR NOW 2  
By Kory Hansen

PAVILIONS RECOGNIZES STAFF LONGEVITY 3  
Employee Milestones

AREA AGENCY ON AGING OF 4  
NORTHWEST MICHIGAN: WHAT'S NEXT  
By Heidi Gustine

WINDOW VISITS 5  
Let the Smiles Shine In

CONCERT WRAP UP RADIO-RETRO 6  
By Deborah Allen

COVID-19 TESTING; NEW REALITY 8  
By Rose Coleman

THERMAL IMAGING EQUIPMENT 9  
ENHANCES SCREENING PROCESS  
By Robert Barnes

MAKE IT GRAND-PARENT 10  
Video Charity Challenge



**Grand Traverse Pavilions  
FOUNDATION**

1000 Pavilions Circle  
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We at the Pavilions are passionately committed to preventative and precautionary efforts to protect our residents and staff.

## The New Norm...For Now



By Kory Hansen, Administrator/CEO

For the past five months, Grand Traverse Pavilions has had to rethink how we care for frail elderly residents and our staff due to COVID-19. We have had to adapt to changes in safety, sanitation, PPE procurement, staffing, activities, events, meetings, as well as, the organizations budget. Really, there is not a single aspect of how we operate that has not been impacted.

Already one of the most regulated industries, nursing homes because of the pandemic, have been in the spotlight and scrutinized more than ever. It is understandable that there would be great concern over the safety and care for such a vulnerable population, however, the concern has translated with only modest support in funding, essential medical supplies and testing for these care facilities.

We at the Pavilions are passionately committed to preventative and precautionary efforts to protect our residents and staff. The clinical and support teams have been working diligently to preserve life and prevent the spread of the virus. As one of the first skilled nursing facilities in the region to implement preventative measures, such as a no visitation policy, daily employee temperature screenings, mandatory masking, as well as, travel restrictions, which have all been in place for nearly six months now.

I personally am committed to remaining focused on our organizational mission, "To provide accessible, trusted and compassionate care that enhances quality of life for aging adults," through the pandemic. We remain committed to accessibility, although understandably, community placement into the nursing home and assisted living under the current restrictions has significantly resulted in declining census. Other community-based services temporarily closed per the Governor's Executive Order, such as Adult Daycare and Outpatient Rehabilitation, have reopened. While we receive ongoing praise for being trusted in our approach to keeping our residents and employees safe, these constantly evolving protocols undeniably come at an emotional cost to our staff, our residents and their loving families.

A commitment to compassionate care has been at the cornerstone of our organization for decades, and the recent restrictions to limit face to face visits, gatherings for meals and social activities, has been exceptionally difficult on our residents, as well as, staff.

In late June, all Skilled Nursing Facilities (SNF) in Michigan were required to conduct baseline testing of both residents and staff, which for Grand Traverse Pavilions and the Cottages totaled more than 700 tests done over a two-day period. Although we prepared for positive test results, we have had no active cases of COVID-19 in our facility. The influx of positive cases across the state triggered weekly testing of all nursing home staff. All of these new mandates have certainly affected the quality of life of our residents, their families, and our staff, in ways that we could have never imagined.

The fact that the Pavilions, as the largest county medical care facility in the state, has had no active cases is a testament to the commitment of our entire team. The ability of Department Directors to adjust processes and procedures on a seemingly daily, if not hourly basis, to meet the ever-changing mandates, has been nothing short of heroic. Faced with an abundance of these challenges, our team has truly been amazing!

Honestly, I could not be more proud of the resiliency of our leadership team, our staff, our residents and their families, who have understood and accepted, although sometimes disparagingly, that this new restrictive environment is necessary to preserve the health of our residents and staff. I was admittedly pleased about the temporary \$2 per hour increase for direct-care workers through Senate Bill 690. Likewise, I was equally grateful to the Grand Traverse County Department of Health and Human Services (DHHS) Board for approving the recommendation to extend this increase to all staff throughout our organization. There is simply no other segment of the workforce that has been asked to give so much, for so long, at both personal and emotional cost, than those who are caring for our communities' most vulnerable aging adult residents.



Verry-Cherry Cottage Porch decorations celebrate National Cherry Festival Porch Parade July 1st - 12th.

# CONGRATULATIONS

Grand Traverse Pavilions believes our employees are our most valuable asset. With 450 staff members, the Pavilions is recognized as one of the largest employers in Grand Traverse County. The longevity of our employees demonstrates their ongoing commitment and dedication to providing the best possible care to our residents each and every day.

## Congratulations to the Following Employees Celebrating Milestone Years Of Employment:

### 40 YEARS OF SERVICE

Samantha Neahr, CNA

### 30 YEARS OF SERVICE

Jennifer Johnson, Administrative Secretary

### 25 YEARS OF SERVICE

Elizabeth Maya, Universal Worker

### 20 YEARS OF SERVICE

Daniel Butler, Information Systems Director  
Rebecca Corby, RN  
Shannon Downey, CNA  
Nicole Eason, CNA  
Jeanie Hickman, CNA  
Penny Hultman, CNA  
Gretchen Limbocker, Housekeeper

### 20 YEARS OF SERVICE (continued)

Kristin Mikowski, Human Resources Technician  
Amanda Prance, Scheduler  
James Wakefield, Housekeeper

### 15 YEARS OF SERVICE

Kari Belanger, Recreational Therapist  
Derek Councilor, Maintenance  
Carrie Delk, Admissions Coordinator  
Oksana Postaychuk, Housekeeper  
Laura Richard, CNA  
Stephanie Talaga, Occupational Therapist

### 10 YEARS OF SERVICE

Brean Harris, LPN  
Kristen Packard, Director of Nursing  
Edward Potrafke, CNA  
Judy Sheffer, CNA

### 5 YEARS OF SERVICE

Deborah Allen, Chief Development & Community Engagement Officer  
Marcey Boven, RN  
Jacob Dean, LPN  
Rachael Favela, RN  
Erica Gary, CNA  
Sheila Gorsuch, CNA  
Nicole Hamner, LPN  
Shanley Harrigan, LPN  
Tanyshea Johnson, LPN  
Sara Maddern, RN  
Rose Marinello, RN  
April Marsh, RN  
Susan Olsen, CNA  
Ame Rica Palacpac, Physical Therapist  
Anca Potroanchenu, RN  
Shea Poulisse, Launderer  
Adam Sargent, CNA  
Kimberly Silvas, CNA  
Michael Symons, Custodian



**Grand Traverse Pavilions**

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# What's Next - Finding a New Normal?

It is not new news to say that the COVID-19 pandemic has touched the lives of just about everyone. We are living in a new paradigm that can be challenging and is changing all dimensions of our society – from the role of government and our economic systems, to how



By Heidi Gustine, MPA  
Executive Director, Area Agency on  
Aging of Northwest Michigan

we provide healthcare and long-term care, to the structures and routines of our daily lives. Congregate long-term care facilities, like the Grand Traverse Pavilions, have been in lockdown for several months now. This time has been challenging for residents, family members of residents, and staff alike. Our community is blessed to have organizations like the Grand Traverse Pavilions who are taking proactive steps to prevent the spread of COVID-19 including continuously reviewing and implementing the latest safety protocols, and deploying new innovations like thermal imaging technology to take the temperature of staff, families and other visitors without touching a thermometer.

At the time of this writing, positive COVID-19 cases are increasing in our region, impacting all age groups. In our role as a regional planning entity for the needs of older adults, the Area Agency on Aging of Northwest Michigan (AAANM) continues to monitor and assess the impact of the pandemic on the health and wellbeing of older adults, families and caregivers in our region, and the workforce that provides direct care and support to older adults. Conver-

sations are shifting from “when the pandemic is over” to the pandemic may be a longer-term state and how do we adapt to changing conditions, continue to pivot how services are delivered, build resiliency, and care for our communities all at the same time? I am continually amazed

by the passion, compassion, strength and innovation of organizations and individuals supporting older adults during this time.

In our emerging “new normal,” two themes keep arising in the aging services sector that demand our attention!

First, the impact of social isolation during these times is tremendous. In addition to causing anxiety and depression, social isolation may contribute to rapid declines in health. As the pandemic continues, and especially as we go into the cold winter months of northwest Michigan, we need to be creative as a community about maintaining our relationships and social connectivity – for all ages – while being safe and preventing further spread of COVID-19. Older adults, whether in a congregate setting like the Grand Traverse Pavilions or living at home, are at high risk for feeling alone and isolated.

Second, we need to recognize and embrace those working on the front lines in congregate facilities (nursing homes, assisted living facilities, adult foster care homes) or providing care directly in homes. These individuals

are choosing to provide personal care (bathing, dressing, feeding, assisting with meal preparation) and other support while risking contraction of the virus; or they are providing care to older adults with the virus. The work they do is vital to the quality of life and wellbeing of older adults in our communities.

As we continue to adapt together, I want to thank the Grand Traverse Pavilions for their service and leadership in our community. And I wish everyone health and wellbeing. For more information about the Grand Traverse Pavilions, please visit [www.gtpavilions.org](http://www.gtpavilions.org). For information about community resources and services for older adults and caregivers, please contact the Area Agency on Aging of Northwest Michigan at 231-947-8920 or [www.aaanm.org](http://www.aaanm.org). To learn more about the COVID-19 pandemic and resources, please visit [GTCountyCovid-19.com](http://GTCountyCovid-19.com).

## Are you over 70½?

Individuals over 70 and a half years of age can make a charitable rollover gift from their individual retirement account (IRA). Your gift will count toward the required minimum distribution and will not be taxed. Please consider this opportunity to support programs and services for less fortunate elderly in our community by contacting the Grand Traverse Pavilions Foundation at (231) 932-3019.

# Window Visits; Let the Smiles Shine In

A Window Visit Policy was initiated in early June in response to resident family requests to find alternative ways to “visit” with their family members while social distancing and state mandates restricted the ability to meet face-to-face. The window visits are in addition to scheduled electronic visits (such as Skype, FaceTime, and Zoom) being coordinated by the Pavilions Social Workers to ensure connectivity, communication, and compassionate care by allowing families and friends to visit virtually or at a safe distance with residents during the COVID related restrictions. According to Deborah Allen, Chief Development and Community Outreach Officer, “Families and friends of our residents have found creative ways to stay connected and “see each other” in this visit restrictive environment. Everyone realizes these safeguards are for the protection of our vulnerable population. So, it is extra-joyful to witness the joking, smiles, and even helpful tips for the cross-word puzzle, shared between the glass during the window visits.”



The Window Visit policy can be found at <https://www.gtpavilions.org/family-weekly-updates/> and then click on the June 2, 2020 Window Policy.



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# Thank You Concerts on the Lawn Radio-Retro Sponsors!

The Grand Traverse Pavilions found a “silver lining” to the coronavirus pandemic, which ultimately caused the cancelation of the traditional 2020 Concerts on the Lawn outdoor music series, by rethinking the live concerts into a pre-recorded Retro broadcast format.

The continued sponsorship support from Title Sponsor - *Serra Subaru* of Traverse City, along with the *Michigan Council for the Arts and Cultural Affairs*, Broadcast Media Sponsor - *Midwestern Broadcasting* (and their collection of stations), Print Media Sponsor - *The Record Eagle*, along with the Headliner sponsors, made it possible for the Pavilions to meet its objective of providing music therapy for the Pavilions residents. The sad reality is that we were not able to enjoy the music in person with the community, however, on a positive, we were able to share the experience of enjoying local Michigan musicians with a much larger listener-ship through the new broadcast format on WCCW 107.5FM. We certainly look forward to returning to our normal outdoor format in 2021!” Stated Deborah Allen, Chief Development and Community Engagement Officer.

## Title Sponsor



## Headliner Sponsors



## Media Sponsors





# Essential Michigan Direct Care Workers Rewarded

As of July 1, 2020, Senate Bill 690 approved the disbursement of \$120 million of the \$3.1 billion in CARES Act funding received by the State to provide a temporary \$2-per-hour pay increase for direct care workers in nursing homes.

The temporary increase will be offered to Pavilions staff from July 1, 2020 through September 30, 2020. While the CARES Act distribution was specifically approved for direct care workers, the Grand Traverse Department of Health and Human Services (DHHS) approved the allocation for all Pavilions staff acknowledging that the mandates issued from the CDC, CMS, and the Governor's Office have impacted not just direct care workers, but everyone that supports their efforts to provide care to the Pavilions residents.

The impact on all of the Pavilions workers couldn't be more evident, than by the mandatory nasal swab testing that started July 1, 2020 and is required to be completed weekly until further notice."

# CARES ACT Offers Charitable Incentive

You have heard it said, "We're all in this fight against the Coronavirus together". Well, now there is a way that you can help non-profit charitable organizations like the Grand Traverse Pavilions Foundation, and your generosity will help you as well. *The CARES Act: Charitable Giving Incentives* allow taxpayers to deduct up to \$300 of their charitable donations in 2020, without needing to itemize deductions. According to the Association of Fundraising Professionals (AFP), the Temporary Universal Charitable Deduction can benefit Taxpayers who do not itemize their deductions, by allowing a one-time deduction of up to \$300 for gifts made to charitable organizations. The provision is intended only for the year 2020; however, in the text of the bill, it states taxable years "beginning in 2020 ..." and does not include a sunset date, thus it conceivably could extend beyond 2020. The deduction is ONLY for gifts of cash made in calendar year 2020 and does not cover other types of gifts or contributions made to donor-advised funds or private foundations. For more information, please seek the advice of your Tax or Financial Advisor.

## The Convenience of On-Site Dialysis.

The Dialysis Den at Grand Traverse Pavilions now offers on-site dialysis for their residents. Whether at the Pavilions for short-term rehab or as a permanent resident, life sustaining dialysis treatment is available.

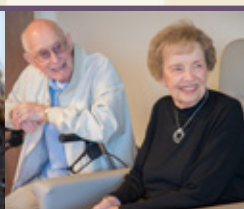
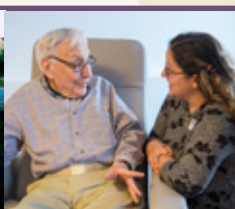


The Dialysis Den  
Grand Traverse Pavilions

For more information please contact:  
Grand Traverse Pavilions Admissions  
(231) 932 - 3000

### Benefits of this program include:

- **Convenience** – eliminates the time, effort and cost of transportation to and from a dialysis center.
- **Safety** – eliminates the exposure to viruses, illnesses and fall risks from harsh weather conditions.
- **Flexibility** – in scheduling around visitors, rehabilitation, medications, medical appointments, meals and activities to enjoy a more fuller life.
- **Frequency** – Offers shorter, more frequent and tolerable treatment options as medically determined, typically leading to improved recovery time and increased energy.



# COVID Testing an **Ongoing Reality**

**O**n June 15, 2020 the Michigan Department of Health and Human Services (MDHHS) Director Robert Gordon, issued an Order requiring regular testing, timely and accurate reporting of cases, deaths, personal protective equipment and staffing shortages.

The Order required Michigan nursing facilities to conduct the following COVID-19 testing for residents and staff:

- Initial testing of all residents and staff.
- Testing of all new or returning residents during intake unless tested within 72 hours of intake.
- Testing of any resident or staff member with symptoms or suspected exposure.
- Weekly testing of all previously negative residents and staff in facilities with any positive cases among residents or staff, until 14 days after the last new positive result.
- Weekly testing of all staff in regions of medium or higher risk on the MI Safe Start Map (<https://www.mistartmap.info/>)
- Testing of all staff in Regions 1 through 5 and 7, at least once between the date of this order and July 3, 2020.

In response to these orders, on June 16, 2020 Grand Traverse Pavilions posted in the Weekly Family Update, a web-based update for residents and

responsible parties during COVID-19, that “We are working through the mandates and developing our testing plan for submission on June 22, 2020 to the state of Michigan as required. We hope to have a solid draft by end of the week to share with families, resi-

dents and staff. There is much to take into consideration. Please know we greatly appreciate your patience and understanding as we sort through the mandates and required processes. This is one of the requirements that we will need to complete before we are given any orders or guidance on when we can open our facility to families and visitors.” according to Rose Coleman, Chief Operating Officer (COO) Clinical Services for the Pavilions.

Coleman shared, “The required baseline testing was completed on June 30, 2020, and we continue to conduct the weekly testing as required based on the regions classification as a moderate risk region for COVID-19.” Coleman admits “This is a huge undertaking for our staff, in addition to the increased requirements and preventative measures that we have implemented to maintain the safety of our residents and staff. The key aspect that I would like to share is... We continue to monitor our residents and staff, and have no symptoms of COVID-19 in our facility.”



After thoughtful consideration, the Pavilions has decided to utilize a different lab than initially contracted, with a goal of receiving results quicker, which would in turn decrease the potential for exposure. The lab would be able to have results within 48 hours from when they receive them [the samples]. We hope that this will provide greater peace of mind knowing that results will be received in a considerably shorter timeframe.

According to Kory Hansen, CEO/Administrator for the Pavilions commended staff, stating “We have been compliant and transparent regarding our efforts to maintain the safety of our residents and staff, and have remained diligent since the onset of the Pandemic. We are continually looking to implement new technology and best practices that have been proven to reduce exposure and prevent potential risks. Our entire staff has remained committed to the required testing processes and committed to the care of our residents through these new and evolving mandates, and for that we are extremely grateful!”

# Beautification

## Tree Hugger Living Memorials

Grand Traverse Pavilions is taking an eco-friendly approach in creating a living legacy to memorialize or pay tribute to a loved one by incorporating “tree hugger” plaques on the campus as part of a Campus Beautification initiative. The plaques, also called “tree bracelets” are custom engraved on 4” x 6” military grade bronze acrylic material that can stand up to subzero temperatures and won’t release any harmful toxins or chemicals into the environment. The plaques are equipped with encased springs that gently wrap around the tree and will expand without harming the tree as it grows.



As part of the Beautification Initiative, the tree plaques will be assigned to an existing tree on campus for a ten-year minimum. After which, the plaque will be safely delivered back to the individual

who made the contribution or they will have the option to recommit their support – creating a lasting memorial that everyone can enjoy for decades to come!

For more information on how you can establish a memorial or tribute gift at the Grand Traverse Pavilions, please visit our website at <https://www.gtpavilions.org/foundation/beautification-project/beautification-contribution/> or contact Jena Capriccioso at 231-932-3019 or email [JCapriccioso@gtpavilions.org](mailto:JCapriccioso@gtpavilions.org).

# Thermal Imaging Equipment Enhances Screening Process

Each day, the new normal at Grand Traverse Pavilions is that every employee is screened for signs and symptoms of COVID-19 before they are allowed into the facility. This process has been taking place since early March, when the initial mandates from the Centers for Disease Control and Prevention (CDC) issued guidelines to ensure employee safety and prevent the potential spread of the virus. While this practice is not specific to the Pavilions, what is unique is the use of technology, made possible through several community based grants. The Grand Traverse Regional Community Foundations “Greatest Needs Fund” has issued two grants to assist with a solution to fully-automate the check-in process for staff.

The Pavilions has nearly 450 employees, without the use of an automated system this daily task was quite time

consuming, delaying staff start times, and requiring administrative staffing support for screening process verification. According to Robert Barnes, Chief Operating Officers of Facilities, “The new technology has fully automated the check in, screening, and verification process. With any variances from acceptable temperature ranges being alerted to the employee, and to Nursing Administration, to avoid any poten-

tial exposure to residents and staff.” Additional funding support for the equipment and to expand its use to the Adult Day Program at Willow Cottage was provided by a grant from the Area Agency on Aging of Northwest Michigan (AAANM). “The Pavilions is incredibly grateful to our community partners for helping us find solutions to challenges during the COVID-19 pandemic.” Shared Barnes.





## Make it Grand-Parent

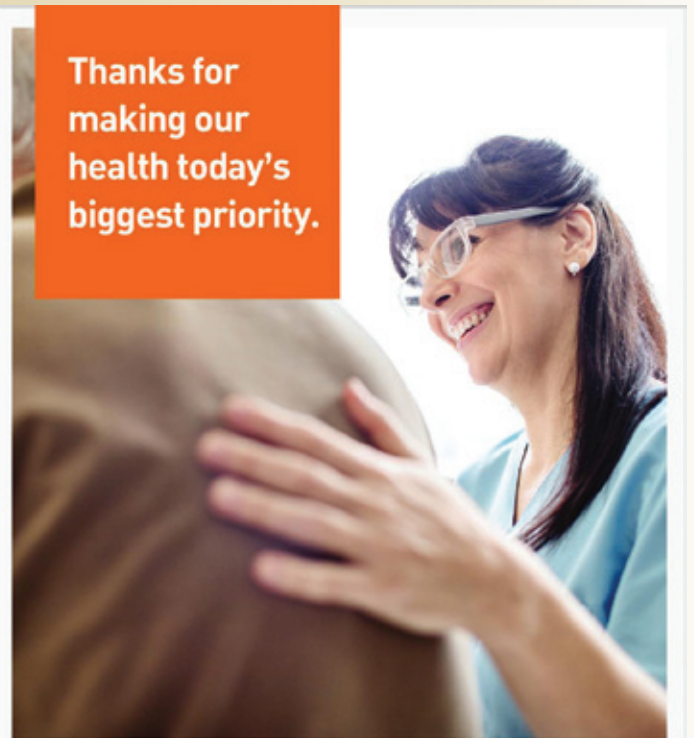
The Make it Grand-Parent Video Charity Challenge is a digital fundraising event that both celebrates aging adults and helps provide for their care. Presented by Grand Traverse Pavilions Foundation, this event will take place over the remainder of the summer, culminating in the announcement of the winning GRAND-parent video on National Grandparents Day, September 13th, 2020. For information on this event please visit the links below:

### EVENT Page on Facebook:

<https://www.facebook.com/events/1000208110403328/>

### VOTE/DONATE on the Pavilions Web Site:

<https://www.gtpavilions.org/vote-make-it-grand/>



The well-being of a community hinges on the health of the people who live there. We're proud to acknowledge Grand Traverse Pavilions for helping our community be a healthy place, one person at a time.

For help with your financial well-being, call to make an appointment at a local Traverse City branch.  
231-935-1111  
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CCN PDF 0618-0106