

# Legacy

Investing Today to Impact Tomorrow

**BEST**  
NURSING HOMES

**U.S. News** & WORLD REPORT

LONG-TERM CARE  
2020-21

**BEST**  
NURSING HOMES

**U.S. News** & WORLD REPORT

SHORT-TERM  
REHABILITATION  
2020-21

“We are very proud and honored to be recognized by U.S. News and World Report as being one of the Best Nursing Homes in the country,” said Kory Hansen, Administrator/CEO for Grand Traverse Pavilions, “all of our team works very hard to achieve quality outcomes and this designation is a testament to their efforts.”  
Kory Hansen, Administrator/CEO

- ▶ **“BEST” Nursing Homes Awards**
- ▶ **Preparing to Reopen**
- ▶ **Circle of Life Recycle Programs**
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- ▶ **Careers of Caring**
- ▶ **Lights of Love Celebration**



# 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@gtpavilions.org](mailto:jcapriccioso@gtpavilions.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.



**Grand Traverse Pavilions**  
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You can help us make this year's season special by considering a gift to our "Lights of Love" gifts of remembrance program highlighted in this issue of Legacy.

## From Being Best...to Welcome Back!



By Kory Hansen, Administrator/CEO

**T**he Pavilions is honored to have been ranked by U.S. News and World Report as one of the nations "BEST" Nursing Homes for Long-Term Care and Short-Term Rehabilitation for 2020-21. We realize that while this recognition is a testament of the hard work and dedication of our staff, it does

not negate what has certainly been an amazingly challenging year for each of us, and for the elder-care industry, as well.

As we entered the pandemic last March there were efforts initiated by public health organizations such as the Centers for Disease Control and Prevention (CDC), Centers for Medicare and Medicaid Services, (CMS), Michigan Department of Health and Human Services (MDHHS) and the Governor's Executive Orders to help reduce the potential impact of the virus for Long-Term Care (LTC) facilities, including the Pavilions. As the pandemic has extended it has become increasingly evident that the equally devastating aspect of this disease is the self-isolation imposed on our vulnerable aging population.

With flu season approaching, we are extremely mindful that the pandemic is still a reality, which presents an added level of concern. While we realize it has been extremely difficult for our residents and their families who have not been able to visit in person, we know they understand that we have been, and continue to be, committed to maintaining the safety of those we have been entrusted to our care.

Earlier this fall the MDHHS directives were preparing skilled nursing facilities (SNF) to reopen their facilities and allow for visitors. The Pavilions was at the forefront of establishing policies to educate and inform family members of the steps required to implement a visitation plan. The Pavilions introduced new thermal imaging equipment to expedite the screening process, provided mandatory Covid-rapid testing of all visitors; updated the health screening processes, purchased masks and hand-hygiene supplies mandated for each

visitation. However, due to the increase in positive COVID cases, our county of the state was recently upgraded to Level E of the MISafeStart Map ([https://mistartmap.info/country\\_risk\\_levels](https://mistartmap.info/country_risk_levels)). Unfortunately, this level prohibits indoor visitations for Michigan based nursing facilities.

So while we are not able to open our facility to visitors at this time, and regrettably most likely through the upcoming holiday season, I'd like to share some guidance from the CDC, including some specific tips for events and gatherings, travel, and persons at high risk for transmission of COVID-19 so that you and your family can stay informed and safe. LeadingAge, the national organization and trusted voice for aging, recently published an article which outlines CDC and State Guidance on Thanksgiving: Travel and Gatherings.

Key points focused on "Who should not attend in-person holiday gatherings" stating "If you are an older person... you should avoid in-person gatherings with people who are not in your household." Interpretation of this for residents of aging services provider communities can vary, but many members have concluded that this means either 'residents who live together' or "residents of the same cohort," such as assisted living or the nursing home." The greatest risk for severe illness from COVID-19 is among those age 85 or older.

Because of the pandemic, we will not be able offer the traditional Holiday Dinners this season for families. However, we will make every effort to provide a special dinner and festivities to let our residents know that they are being remembered, especially, during what I'm sure will be a very different Holiday Season. You can help us make this year's season special by considering a gift to our "Lights of Love" gifts of remembrance program that is highlighted on the back page of this issue of Legacy.

We hope that you will utilize the tips given in the above referenced article, so that when we are authorized to welcome you back to the facility you will be healthy and able to enjoy a face-to-face visit with your loved one. Until then, wishing you and yours the most precious gift of all... good health!

A handwritten signature in black ink that reads "Kory Hansen". The signature is written in a cursive, flowing style.

# “Best” Ranking Awarded to Grand Traverse Pavilions Long-Term Care and Short-Term Rehabilitation



Deborah Allen  
Chief Development and  
Community Engagement Officer

U.S. News and World Report recently announced their annual ratings for the nation's more than 15,000 nursing homes. U.S. News assigned two separate

ratings for the nursing home industry, either Short-Term Rehabilitation or Long-Term Care. A total of 3,251 facilities were recognized by U.S. News as Best Nursing Homes – 1,638 in Short-Term Rehabilitation and 907 in Long-Term Care. Only 706 nursing homes received this designation in both Short-term Rehabilitation and Long-term Care – Grand Traverse Pavilions was one of these select facilities.

On any given morning this year, over 1.3 million individuals, including 1 in 10 individuals age 85 and above, will wake up in a U.S. nursing home. The quality of care provided at U.S. nursing homes, also sometimes called skilled nursing facilities, varies widely. Since their inception in 2009, the U.S. News Best Nursing Home ratings have relied on data from Nursing Home Compare, a program run by the Centers for Medicare & Medicaid Services, the federal agency that sets and enforces standards for nursing homes.

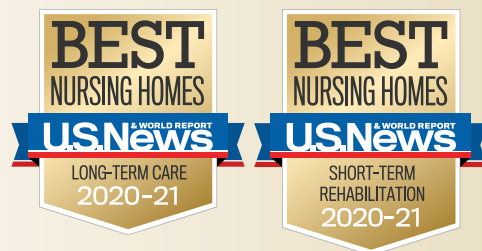
All Medicare and Medicaid-certified nursing homes that were part of the July 2019 CMS nursing home provider census that was made available in August 2019 were evaluated by U.S. News.

To be eligible for a Short-Term Rehabilitation, Long-Term Care or overall rating, a home must have met the following inclusion criteria:

- Received reimbursement from CMS in July of 2019.
- Had sufficient data to evaluate quality in that rating.

Facilities were considered by U.S. News Best Nursing Homes if they were rated “high performing” in either Short-Term Rehabilitation or Long-Term Care. The Short-Term Rehabilitation rating is based on 10 quality measures focusing on staffing, outcomes, resident complaints and processes of care. U.S. News used scientific literature review, expert consultation and statistical modeling to select these measures. The Long-Term Care rating is based on U.S. News’s assessment of nine quality measures, however, this rating designates nursing homes as high-performing, average or below average in the care they provided to residents who spent more than 100 days at a nursing home. The two rating systems used completely different methodologies.

All data used in the U.S. News Best Nursing Home ratings came from publicly available sources published by CMS. Data used in the Short and Long-Term ratings analysis were evaluated over time intervals that vary based on the particular component being measured. In any industry, there are multiple organizations that conduct ratings. The CMS rating for example are based on CMS-assigned star ratings in several domains, such as



health inspections and quality measures. By contrast, the U.S. News Best Nursing Home ratings are based on the methods described above and do not use the CMS star ratings. Staffing data and performance on key outcome measures are more important in determining a nursing home’s U.S. News Best Nursing Homes rating than in the CMS star rating.

U.S. News provides the Best rankings to help families’ research facilities and find a nursing home that excels in the type of care they need. The U.S. News Best Nursing Homes Short-Term Rehabilitation, Long-Term Care and overall ratings offer individuals and families a starting point in their search for a nursing home, whether they are in need of short-term rehabilitation care or long-term care.

Facilities that earned a High Performing rating for either Short-Term Rehabilitation or Long-Term Care (or both) earned eligibility to display a U.S. News-trademarked Best Nursing Homes award “badge” (logo). Only 21% of U.S. nursing homes earned at least one badge. Facilities such as Grand Traverse Pavilions that earned Best recognition in both categories represent the top 5% of the nation’s nursing care facilities.



At Grand Traverse Pavilions we have been “super vigilant” with our ongoing COVID-19 testing of staff and residents, as well as, mandatory masking and hand hygiene processes.

# Pavilions Preps for Visitations

By Rose Coleman

Opening facilities to visitors during the extended COVID-19 pandemic has admittedly been the concern of every Nursing Care facility and Healthcare organization dedicated to caring for vulnerable individuals who have established compromised health conditions. “At Grand Traverse Pavilions we have been “super vigilant” with our ongoing COVID-19 testing of staff and residents, as well as, mandatory masking and hand hygiene processes. We’ve also implemented advanced thermal imaging and assessment technology to assist us in establishing an effective hands free temp check and screening process for employees and look to implement the same technology for visitors, when we are able to welcome guests back to the facility.” Shared Rose Coleman, COO/Clinical Services for the Pavilions.

Grand Traverse Pavilions is preparing to reopen the facility to families, visitors, volunteers and vendors,

however, due to the local increase of confirmed positive cases the COVID Level has been upgraded to “Level E” on the States start map ([https://mstartmap.info/county\\_risk\\_levels](https://mstartmap.info/county_risk_levels)). Which means we are unfortunately now at a level that prohibits indoor visitations for Michigan based nursing facilities. This mandate will be in force until there is a decrease in the number of confirmed positive cases, regardless of the Pavilions weekly COVID testing results.

Until then, the Pavilions remains committed to preparing for the potential of family visitations as soon as possible, and has drafted a formal visitation policy available for review on the Pavilions Website ([gtpavilions.org/family-weekly-update](http://gtpavilions.org/family-weekly-update)). The Policy will be made active as soon as authorization has been granted to allow visitors.

Visitors can expect changes. They will be required to undergo rapid COVID testing and screenings prior

to being able to visit with residents. The use of thermal imaging equipment along with security software will help ensure the health and safety of residents and staff. An initial thermal imaging unit was made possible from the Grand Traverse Regional Community Foundation “Urgent Needs Fund” and is currently being installed in the Pavilions main lobby.

The solution to fully-automate the check-in process for staff and visitors with Thermal Imaging technology has been paired with security tracking software. LUX, a Michigan based company, took a small idea and created user friendly software that will not only work for our original need of a security tracking system, but also quickly adjusted the software to work for the COVID-19 Pandemic requirements. Coleman stated “The ASK software from LUX will allow us to administer our custom screening questions, track temperatures, and monitor the areas visited. This new way of screening will aid our

facility’s infection control process and help us to be proactive and diligent in keeping our vulnerable resident population safe during the pandemic and in the future.”



What went out as waste, now returns to us as a fantastic compost material that will be a huge bonus for the plant life in the courtyards.

# Recycle, Repurpose, Regenerate

By Robert Barnes

For over a year, Grand Traverse Pavilions and Sodexo, the food services contractor for the Pavilions, have collaborated to help reduce waste that goes into a local landfill. Partnering with local business “Food For Thought”, all food waste is now being converted into compost.



James Hunter and James Steffen.

“It is important that we take every opportunity we can to be good environmental stewards.” said Kory Hansen, Administrator/CEO at the Pavilions. Caring is in our DNA, so the environment is a natural extension of that.” The Pavilions recently worked with the Watershed Center of Grand Traverse Bay on a project to restore the creek and to install several rain gardens to filter and clean ground water runoff.

This year, the “circle of life” has been completed with Food For Thought providing compost to the Pavilions for use in the courtyards. Ben Steffen, Environmental Services Manager, is the point person in the recycling initiative. According to Steffen, “compost has already been utilized in the Pavilions courtyards where residents spend lots of time during the summer. What went out as waste, now returns to us as a fantastic compost material that will be a huge bonus for the plant life in the courtyards.”

Sodexo General Manager James Hunter, is excited about recycling the food waste. “It is estimated that every week there is approximately 900 pounds of food waste after meals. That waste now goes into a bin which is picked up weekly and converted into compost.” said Hunter. Previously, the waste was hauled away in large garbage bags, mixed in with all the other trash. Another advantage of the recycling program is employee safety. Before the recycling program, Sodexo employees were required to lift garbage bags out of garbage totes and place them in the trash bins. “These garbage bags are filled with food waste

which often are very heavy, creating a potential injury from lifting.” said Hunter.

Food For Thought owner, Timothy Young, is also happy with the arrangement. Located in northern Michigan, the company produces compost for local growers and “collaborating with the Pavilions has been a real win for both of us.” Said Young. “The employees have done a great job of separating the waste so that what should go in the compost bin does, and what shouldn’t go in the compost bin doesn’t. I get a very clean product from the Pavilions which in turn, allows me to produce a very high quality compost.

## PMA Proudly Supports The Grand Traverse Pavilions



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At PMA, we know that building a vibrant community starts with dedication. As part of our commitment to the future of the Grand Traverse region, we are proud to support of the Grand Traverse Pavilions Foundation. Insuring the security of your business is our job and ensuring the strength of your community is our passion.



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# CARES ACT Make Modest Giving Mutually Beneficial

The impact of the pandemic will never be referred to as “positive,” however, as a result of COVID-19 the CARES Act provides Charitable Giving Incentives allowing taxpayers to deduct up to \$300 of their charitable donations in 2020 without needing to itemize deductions. The incentive was designed to assist non-profit charitable organizations like the Grand Traverse Pavilions Foundation who have been devastated by the pandemic. It guarantees that the generosity of donors is rewarded during this difficult time. The Temporary Universal Charitable Deduction can even benefit taxpayers who don’t itemize their deductions, by allowing a one-time deduction of up to \$300 for gifts made to charitable organizations in 2020. The deduction is ONLY for gifts of cash/checks 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 or visit: <https://afpglobal.org/news/cares-act-charitable-giving-incentives>



## Veterans Honored at Pavilions

Grand Traverse Pavilions joined the Department of Veterans Affairs (VA) Community Care Network (CCN) to expand services for our regions Veterans earlier this fall. Through this agreement with the VA CCN, the Pavilions will help Veterans receive care in their local communities by providing another local choice for services. The Pavilions is a participating

provider for the Department of Veterans Affairs (VA) Community Care Network (CCN) for both skilled nursing and outpatient services. The Veteran must be enrolled in the CCN to be eligible for services. The VA Medical Center is responsible for making a referral.

The CCN contracts are awarded by the Department of Veterans Affairs (VA) to help ensure health care services are available for Veterans who are unable to receive care at a VA Medical facility. The VA will ultimately determine the eligibility of Veterans to receive care from a community provider. A referral from the VA will be necessary to be eligible for the services. Helpful information and more can be found at: <https://provider.vacommunitycare.com>.

Grand Traverse Pavilions is the region’s largest continuum of care for vulnerable aging adults and is therefore proud to be able to provide additional services for our regions veteran population. For more information call 231-932-3000 and ask for Admissions.

GTP resident Veterans who were comfortable video chatting participated via FaceTime with active duty servicemen from the U. S Army 82nd Airborne division on Veterans Day this year. They were presented with commemorative medals in honor and recognition of their service to our country and were able to share their stories of when and where they served in the military. A special thanks to Dean Amos (Environmental Services) who provided the military contacts and presented the medals to our Veterans in person.





There is no nobler of a profession than providing compassionate care for the needs of another human being.

# Careers of Caring

“In life, we leave a legacy to our children, we leave our footprints wherever we travel, and we leave our fingerprints on every heart we touch.” Have you ever wondered how many lives you could or have impacted during your lifetime? Perhaps this is a question most often pondered by more mature adults as they assess the value of their life. However, there is one group of individuals who don’t have to wait until they are in their golden years to feel the riches of the relationships they enjoy on a daily basis – they are the “Caregivers”.



media effort to educate and inform individuals of the rewarding careers in the senior care industry. “The Area Agency on Aging of Northwest Michigan (AAANM) is honored to support the new regional initiative, Careers in Caring. Through this collaborative effort of aging service providers - nursing homes, assisted living facilities, adult foster care homes and in-home service agencies - collectively we strive to raise awareness of the important and meaningful work performed by paid caregivers in these settings.

The demand for paid caregivers in the United States is at an all-time high, which is in great part due to the aging of the baby boomers (born 1946 – 1964), which make up more than 20% of the U.S. population. As families discuss job opportunities with soon to graduate high school or college students, or between young parents returning to the workforce, careers in caregiving will provide a solid career path for the decades ahead.

To help bring greater awareness to the opportunities of caregiving as a career, Grand Traverse Pavilions is partnering with the Area Agency on Aging of Northwest Michigan (AAANM) and Midwestern Broadcasting to launch “Careers in Caring,” a multi-

Caregivers (whether a Certified Nursing Assistant or CNA, a universal aid, an in-home or direct care worker) make a tremendous difference in people’s lives every single day. AAANM, through federal CARES Act funding, is proud to financially sponsor this effort and I want to personally extend my gratitude to the Grand Traverse Pavilions for their continued leadership in our community.” Shared Heidi Gustine, Executive Director, Area Agency on Aging of Northwest Michigan.

For those who may be considering a degree in nursing, starting out as a Nurse Aide is one of the best ways to get paid for on-the-job-training that will be valuable when navigating nursing school. Many facilities, like the Pavilions offer free Certified Nurse Assistant (CNA) training, educational scholarships for college level courses, and flexible hours for those pursuing a degree.

For those who are just starting out on their career path or unsure of a profession, an entry-level position in caregiving provides opportunities to determine if healthcare is the right choice for them. For older job seekers who may simply want to do something more meaningful with their life – caregiving is a wonderful way to gain personal gratification by caring for others. There is no nobler of a profession than providing compassionate care for the needs of another human being.

If you’re interested, or know someone who would benefit from hearing more about Careers in Caregiving, visit [career-sofcaring.com](http://career-sofcaring.com), or call the Pavilions at 231-932-3000.

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**Please visit  
[gtrpavilions.org/jobs](http://gtrpavilions.org/jobs)  
to submit an application.**

# LIFE May Look Different in 2021

**B**y year end, Grand Traverse Pavilions Foundation's Grand Event: LIFE, which previously featured teams playing and themed prizes related to the Hasbro Board Game "LIFE", will finalize plans for the May 22, 2021 event. So much is in limbo as restrictions to hold gatherings limits the options.

Several ideas are under consideration, but until there is a COVID-19 vaccine available, more "virtual" options are being explored. But after all...That's LIFE!



## Volunteers Send Encouragement

Each month Grand Traverse Pavilions would have countless volunteers in and out of our facilities providing a variety of services for our residents. Prior to the COVID pandemic volunteers provided, on average, 650 hours a month. They would read, talk, sing, pray, play games and put together puzzles with residents to help ease loneliness for residents who may not have family in the area. Once the no-visitor mandates were issued there was little that staff could do to make up for this huge loss in personal contact. The activities staff requested puzzles, games and coloring books to help ease the time during the isolation and the community responded generously. Over the last few months, volunteers, including members of the Zonta Club of Traverse City, have been asked to engage with residents by sending notes of encouragement and "thinking of you cards." We are all very eager for the day we can welcome back our invaluable volunteers into our facilities to help make the lives of our residents and staff – more joyful.

# LIFE...

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# Lights of Love 2020

November 4, 2020

Dear Friends of Grand Traverse Pavilions:

When there are challenges and uncertainty in our lives we can often find comfort in family, community, and traditions! We hope the Grand Traverse Pavilions Foundation's **Lights of Love** celebration will become part of your Holiday gift giving tradition.

I invite you to join me in supporting **Lights of Love** with a gift in recognition or remembrance of a parent, spouse, friend or caregiver who has made a lasting impression on your life. Each gift of \$25 or more will be represented symbolically on the beautifully decorated Holiday Tree in the main lobby of Grand Traverse Pavilions.

The tree will be adorned with lights and holiday ornaments of lights, hearts, and stars, with each a symbol of remembrance, honor, and love for someone special. A listing of gifts made will be included in the Pavilions **Lights of Love** Listing as part of our Holiday Well-Wishes.

In appreciation for your generous support, we hope you will find comfort in knowing that your gifts will allow us the opportunity to provide our residents with a celebration of community and remembrance during this upcoming holiday season.

We hope you will agree... "Giving brings healing and hope... while helping others." A portion of funds raised will allow us to purchase Holiday Gifts for our Pavilions and Cottage residents who may not be able to celebrate with family or friends this season. Thank you in advance for your thoughtful consideration to support the Pavilions **Lights of Love** Holiday Celebration.

Warm Holiday Wishes,



Kory Hansen  
CEO/Administrator

***One Pavilions Donor shared -***

*"I'm looking forward to honoring those I love dearly through this unique and meaningful remembrance celebration – which will ultimately help the elders cared for by the Pavilions."*

*To confirm your support complete and return the form on the back of this letter along with your gift by **Friday, December 11, 2020** to insure your listing will be included in this wonderful new community holiday tradition.*

***Holiday Tree and Tea for our residents on Friday, December 11, 2020 – the idea would be to have a gathering in the Multi-Purpose Room and to live stream the tree lighting in the lobby (through facebook) on the TV screen/and through Osborn if a group gathering is not possible.***



LeadingAge, the organization that is “The trusted voice for aging”, advocacy and legislative support agency against ageism has just announced the recipient of the 2020 LeadingAge Award of Honor, please take a moment to watch this... I believe it will give you a very unique perspective of what our front-line and support staff at the Pavilions have been, and most likely will be enduring in the weeks and months ahead (grab a Kleenex, or two)... but first, here are a few comments from Katie Smith Sloan, president and CEO of LeadingAge about the award, “Every year, we bestow this award on one member who has provided nationally significant, transformative leadership in aging services. This person shows vision, mission, compassion, and courage every day in their communities.

This year, in the face of great adversity and overwhelming tragedy, you [our member senior care agencies] have all risen to the occasion and demonstrated remarkable leadership and unbelievable courage in what will likely be remembered as the hardest year of your life. Thank you for all you’ve done and that you continue to do. I am proud and honored to call you friends and colleagues.”

Please take a moment to visit:  
<https://leadingage.org/2020-leadingage-award-honor>



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# Lights of Love 2020

Please complete this form and return in the enclosed reply envelope, or send to:  
**Grand Traverse Pavilions**  
1000 Pavilions Circle  
Traverse City, MI 49684

**Please check desired ornament(s):**

- \$500 - Angel
- \$250 - Gold Star
- \$100 - Silver Star
- \$75 - Red Heart
- \$50 - Silver Heart
- \$25 - Lights

**Check/Cash: \$** \_\_\_\_\_  
**is enclosed.**

(Please make checks payable to Grand Traverse Pavilions Foundation)

**Or visit our website to submit request:**  
[gtpavilions.org/foundation/gifts-of-gratitude/](http://gtpavilions.org/foundation/gifts-of-gratitude/)

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**Please clearly print your commemorative message(s) below:**

In Memory of: \_\_\_\_\_

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**Person(s) to be notified of your commemoration gift:**

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Address: \_\_\_\_\_

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*If you wish to be removed from future mailings from Grand Traverse Pavilions please notify Grand Traverse Pavilions Foundation by calling 231-932-3018 or email [communications@gtpavilions.org](mailto:communications@gtpavilions.org) with your contact information and request.*

