

# Legacy

Investing Today to Impact Tomorrow

## Core Values



“Every day the Pavilions team remains committed to our mission, vision, and core values. In response to the COVID-19 our staff has been exceptionally vigilant, because at the end of the day, and the pandemic, what matters is the quality of care that we deliver.”

Rose Coleman  
COO Clinical Services

- ▶ National Older Americans Month
- ▶ Visitation Updates
- ▶ Give Seniors a Say
- ▶ Concerts on The Lawn
- ▶ Committed to Quality Campaign
- ▶ Keeping Connected



# 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.



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1000 Pavilions Circle  
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The Pavilions has indeed seen a significant reduction in entry-level workers, a trend confirmed by LeadingAge a national senior care industry organization with a chapter in Michigan.

## National Older Americans Month



By Kory Hansen, Administrator/CEO

As we submit this “Spring” issue of Legacy it is a time to bring awareness to the significance of acknowledging the most valued and vulnerable members of our society... our Elders! Recent census information states that “One out of every five Americans, some 72 million people, were 65 years of age

or older in 2020. Today this number is now more than 20 percent of the population. The age group 85 and older is now the fastest growing segment of the U.S. population.” (Source: [www.census.gov](http://www.census.gov))

May is National Older Americans Month as set forth by fellow Michigander, President Gerald

Ford, in 1976. It provides an opportunity to reflect on the contributions of older American’s and how they are impacting their communities nationally, not just during the one month that is set aside to recognize their value. The theme for Older American’s Month is “Communities of Strength” to reflect how elders enrich the communities that embrace and value their contributions. Just last month during Volunteer Appreciation Week, April 18 – 21, The Independent Sector, along with the Do Good Institute, announced that the latest value of a volunteer hour is \$28.54, up 4.9% from 2020. They reported that volunteers collectively contribute nearly \$200 billion annually to their communities. In 2020 the Grand Traverse Pavilions reported 1440 volunteer hours of service. Volunteer hours were down 85% from 2019 (a loss of \$221,163 in volunteer support) due to the COVID Pandemic. While this reduction in volunteer support is significantly higher than the national average, it is understandable in that as a skilled nursing facility (SNF) in Michigan the Pavilions was mandated to close our doors to visitors and volunteers.

According to the Independent Sector and AARP, “while it will take some years to assess the full extent of the impact from COVID-19, a recent study by Fidelity Charitable found that 66% of volunteers nationally have decreased the amount of time they volunteer or stopped entirely due to the pandemic.”

The significance of this decline in volunteering for organizations like the Pavilions is that there is also a significant shortage of health care workers nationally. The decline was significant prior to COVID with projections in 2019 stating that Michigan had a shortage of 35,000 direct line healthcare workers. The numbers since COVID have not yet been tallied, but it is anticipated that the essential worker shortage has at minimum doubled, and potentially tripled. The Pavilions has indeed seen a significant reduction in entry-level workers, a trend confirmed by LeadingAge a national senior care industry organization with a chapter in Michigan. Recently

the Pavilions participated in the LeadingAge National Legislative day to communicate with Congressman Bergman’s Office as well as both Senator Debbie Stabenow and Senator Gary Peters staff the critical nature of this issue for Northern Michigan families and aging adults.



The Pavilions is committed to providing quality of care for the aging adults we serve. Our current staffing levels directly impact the capacity of residents we can serve. We are seriously looking at all options to increase our ability to serve the community. For example, later this month the Pavilions will welcome two guest workers from the Philippines to support our current nursing staff. However, our greatest need is for Certified Nurse Aids (CNA).

So, yes, “we are hiring”, and would certainly encourage anyone, whether new to the workforce, or someone who wants to have meaning and pride in their work to consider entering the noblest profession - helping and caring for others! But, if you’re not looking for a new career, perhaps you would consider volunteering, or making a contribution by utilizing the giving envelope enclosed in this issue to support the Pavilions charitable mission of providing accessible trusted and compassionate care that enhances the quality of life of aging adults. Thank you in advance for your consideration!



# Celebrating, Remembering & Never Forgetting

By Deborah Allen

May is National Older Americans Month and the theme is “Communities of Strength” to reflect how elders enrich the communities that embrace and value their contributions. There are so many wonderful examples of how older American’s are-and-have impacted our community. Within the walls of the Grand Traverse Pavilions, we have retired WWII Veterans, Executives, Community Leaders, Artists, Musicians and Poets - all valued ELDERS!

On May 1st, The Grand Traverse Pavilions Foundation recognized the thoughtful commitment of one such amazing elder, Clara Belle McManus (and her faithful husband Sen. George McManus) who made “service to others” a life’s mission. George and Clara helped break ground on the Pavilions new facility in 1996, and Clara was one of the Charter Trustees of the Grand Traverse Pavilions Foundation in 1997. Clara made her mark on the organization by championing a campaign to challenge other community leaders to support the very first premise of the Pavilions mission

to provide **accessible**, trusted, and compassionate care to enhance quality of life for aging adults. The Clara McManus and Friends Fund was established to support an endowment fund to be held at the Grand Traverse Regional Community Foundation entitled the Benevolent Fund to ensure financial support for those aging adults in our community that would need assistance for their care. Clara encouraged friends and donors to generously give \$50,000 each to provide the financial support essential to ensure aging adults in our community would continue to have a community based facility with a charitable mission of providing for their care.

Clara Belle McManus passed away in January 2020, but she will forever be known as a “Champion of the Elderly”, for supporting the growth of Grand Traverse Pavilions, and for serving as Co-Chair for the Program of All Inclusive Care for the Elderly (PACE) North Campaign. Her efforts ensured and expanded the way we care for elders to our community.



Tree “living memorial” to honor Clara McManus.

“PACE is an important element in the continuum of care for elders in our region by allowing them to live with independence and grace in their own homes for as long as they are able” Shared Allen. Grand Traverse Pavilions Foundation President, Dennis Prout added “Today, we celebrate Clara’s memory, and we honor her contributions by establishing this “living memorial” plaque in the Pavilions Plaza. Here among the trees that were initially planted as part of the original design of the facility she helped support, they will continue to bear witness to the Pavilions mission throughout time and for future generations.”

Below, George McManus, far right, gives wave of thanks to Pavilions CEO, Kory Hansen, during recent ceremony in memory of Clara McManus.



# Visitations: Change is Constant

By Rose Coleman

Did you know it is said that when you compare the policies and mandates of Nuclear Power Plants and Skilled Nursing Homes there are more restrictions for the latter. Certainly, caring for people is the most important profession, and it is not easy. But, to share that it is often more regulated than nuclear fusion is not an exaggeration. So when you add in the complexities of managing the care of aging adults during a global pandemic... it becomes more complicated than rocket science! A large amount of my time over the past year has been spent reviewing and interpreting the often daily updates from the Centers for Medicare & Medicaid services (CMS), the Centers for Disease Control and Prevention (CDC), the Executive Orders from Michigan's Governor, and mandates from the Michigan Department of Health and Human Services (MDHHS). This was just one part of my day. Numerous hours were spent trying to find and secure potentially life-saving Personal Protection Equipment (PPE) for our staff and residents, in addition to answering hundreds of calls weekly from concerned family members regarding the status of their loved ones under our care. Then there were the concerns from staff, and the unfortunate reality that many front-line care givers made the difficult decision to leave the profession at the height of the pandemic; some out of fear, others out of necessity for their-own or their loved ones well-being. The nurse's motto is "Every day is one more accomplishment..." I can honestly share that there were days over the past year that it was very difficult to find encouragement in these words. I do however, find comfort in the fact that the Pavilions has had no "loss of life" due to COVID, and I honestly could not be more proud of the Nursing and Caregiving Staff that have continued to provide the very best care possible to the aging adults the Grand Traverse Pavilions is honored to serve. We don't provide this care in a vacuum, the entire organization plays a role in our residents care – and we are thankful to work with such dedicated and amazing individuals who take pride every day in the work they do for others.

As the mandates lifted, and we were able to start providing visitations with the residents it became clear that the process of managing the visits while meeting the required



guidelines, and conforming to the testing and safety requirements – as well as, communicating this ever changing information to our staff and resident families was another hurdle to overcome. Staff needed to be pulled from resident care to provide testing of family members coming into the building to insure the safety of the resident and staff population. Other staff had to be assigned to monitor the visitations, and barriers had to be constructed to meet the social distancing restrictions. Additionally, as positivity rates fluctuate new requirements and concerns emerge. If just one of the 330 staff members of the Pavilions or of the 170 residents in the skilled nursing units test positive, we are required to cancel visitations either in process or scheduled.

One of the primary ways we have communicated the status of the weekly, and often twice weekly testing of staff based on regional infection rates, is through the establishment of a communication tool titled "Family Weekly Updates" that are posted on the Pavilions website on the home page along with our most recently revised visitation policies.

Please know we are extremely grateful for the trust and patience that our residents have demonstrated over the past year, and for their families that are eager to see, hold, and hug their spouses, siblings, parents and friends. We are eager for that too! The staff has been the resident's surrogate family and friends. There have been beautiful bonds formed, but we all long for the day when we can sit on the Grand Lawn and enjoy a concert, or share a meal together. Until then, we ask for your continued support. We sincerely urge the public to get vaccinated, practice good hand hygiene, social distance, and wear a mask... so that we can lower the regional COVID infection rate, reduce the risk to our vulnerable residents, and welcome our resident families back to the Pavilions with open arms!



Michigan seniors are a vital part of our families, our communities and our economy. All too often, senior voices are dismissed as irrelevant, even when it's about their own care.

# “Give Seniors A Say” – Advocacy

By Deborah Allen

For many aging adults, and perhaps for all of us, 2020 was “The Lost Year!” There have been many articles about how K-12 Students have been impacted academically and mentally by the pandemic. Certainly the workforce has been impacted. The jury is still out on the equity of the unemployment payments and how it has added to the workforce shortage. For one group the impact has gained very little attention, but may have the most devastating implications on the elders in our community. Let's face it, when your older your more keenly aware that you have limited time left, so to lose an entire year of hugs, kisses, and social exchanges can be devastating emotionally. This sadness was compounded by the fear for one's own mortality associated with the potential of catching COVID-19. The media was relentless at the onset of the pandemic, focusing on how the aging population seemed to be the demographic that was most significantly attacked by the disease.

The Journal of Gerontology reported in their February 2021 issue (Volume 76, Issue 2) on a study conducted with 93 older adults in the US prior to the pandemic regarding their social networks and loneliness. These same individuals were then contacted by phone between April and May 2020 regarding any changes in their previous responses since the “shelter in place” requirements were instituted as a result of the pandemic. The older adults all reported higher depression and greater loneliness following the onset of the pandemic. Loneliness positively predicts depression. The study concluded that “COVID-19 pandemic negatively affected older adults' mental health and social well-being in the short term.” In June of 2020 it was being reported that “Older adults in the United States have been the age group hardest hit by the Covid pandemic. They have suffered a disproportionate number of deaths; Covid patients eighty years or older on ventilators had fatality rates higher than 90 percent.” According to the Centers for Disease Control and Prevention (CDC) report (as of 4/28/2021), 80% of the related deaths in the US were in the age group of those 65-and-over. Additionally, 65% of these deaths were reported by Hospitals or Other Inpatient Health-Care Settings, while 19.5% were reported from Nursing Homes or Long-Term Care Facilities.



Regardless of where the deaths were reported, the governmental mandates created substantial fear, isolation, and depression among the aging adult population. This was a complete 180, or reversal in the current culture of care for aging adults that was prevalent prior to COVID that was described as “person centered care.” In this philosophy the focus of care is making sure that the person or resident is given the greatest level of respect and decision making. It is one of the key indicators that State Survey Inspectors

are trained to confirm and ensure. However, this philosophy was unfortunately minimized by the governmental entities mandating nursing homes to accept COVID patients, issuing “Stay at Home” orders, and restricting visitations of families in nursing homes.

According to LeadingAge Michigan, a not-for-profit corporation formed in 1969, with a purpose to provide advocacy and education for mission-driven, not-for-profit senior care providers. It's time for seniors to be heard. Michigan seniors are a vital part of our families, our communities and our economy. All too often, senior voices are dismissed as irrelevant, even when it's about their own care. It's the mission of **Give Seniors a Say** to change public perception of seniors and give them a voice in the issues that affect them most. Specifically, it has been documented that seniors in residential communities are experiencing psychological and physical health consequences from the policy of limited or no visitation. Research shows that social isolation significantly increases a person's risk of premature death. With declining positivity rates, abundant availability of PPE, consistent testing, and most importantly, vaccinations of residents and staff, there needs to be a change in visitation policy. Thanks to the efforts of the LeadingAge Michigan team, the Give Seniors A Say campaign was introduced to the Health Policy Committee by WellSpring President and CEO Dave Gehm on Wednesday, February 24th. Deborah Allen, Chief Development and Community Engagement Officer for Grand Traverse Pavilions is a member of the Leading Age Michigan Policy Committee, and the Pavilions is committed to advocating for seniors rights regarding their care.

For more information about LeadingAge Michigan “Give Seniors a Say” program and efforts and to download the “Give Seniors a Say” Guide visit <https://www.leadingagemi.org>

# Shortened Concerts on the Lawn Season

By Adam Dennis

Certainly, 2020 brought some significant challenges to life... as well as, live music performance – quite frankly, the concert series last year almost didn't happen. However, with some amazing support from our community partners, Serra Subaru of Traverse City, the Michigan Councils for the Arts and Cultural Affairs (MCACA), Midwestern Broadcasting, and many others; we were able to continue our Concerts on the Lawn series in 2020 over the airwaves of 107.5 WCCW in a "Radio Retro" format.

This year, we have high hopes that we'll be able to return to the Grand Lawn for our community-beloved concerts. We hope you are as excited as we are with the 2021 concert line up and sponsorship support featured on the



Crowd favorite The Gordon Lightfoot Tribute performs Thursday, July 8 on the Grand Lawn.

adjacent page. While we are moving ahead with plans for this year's concert series, we are also keeping an eye on the trajectory of public health in our region and the need to be flexible is still a reality. So while there are many things we still don't know, we anticipate there will be several changes for this year, including; extra precautions (masking and social distancing), an abbreviated concert season (running each Thursday night in July and August), the elimination of the golf-cart transport assistance of guests, as well as, the possibility of not being able to provide food concessions this year. These changes are based on current CDC guidelines and restrictions related to social distancing and community health. We will make every effort to adjust our plans if these restrictions are lifted. However, what is certain... we are looking ahead with cautious optimism to warm summer Thursday nights and musical tones reverberating through the Grand Traverse Pavilion's historic Grand Lawn once again!

## Do You Have the Time?

Remember when everyone had a watch? When asking the question "Do you have the time?" meant someone pushing up their shirt sleeve rather than digging out their cell phone? People under the age of 30 don't remember a time when cell phones weren't commonly used. Many of our residents remember when having one phone in your house was a luxury!

If you want to learn about history, or just want to get to know some amazing people, consider volunteering at Grand Traverse Pavilions. Volunteering with the residents here can be a truly rewarding experience. Open positions include helping with Bingo, Crafts, Activities, and assisting with Outings! We are always interested in volunteers willing to share their talents, from music to art to just good old conversation, and time with us. Time commitment is flexible and minimal, from as few as 1-2 hours a month.

Visit [www.gtpavilions.org/volunteer-opportunities](http://www.gtpavilions.org/volunteer-opportunities) to find out more!





Free Music!

# 2021 Concerts

## On the Lawn

Grand Traverse Pavilions

THURSDAYS @ 7:00PM

Enjoy a summer evening with great music, family and good friends. Note that parking is often limited so feel free to catch a free ride complimentary of BATA's Bay-line Bus. For those unable to join us, please consider live streaming the event!

- JULY 1 ELVIS TRIBUTE
- JULY 8 THE GORDON LIGHTFOOT TRIBUTE
- JULY 15 REMEMBERING PATSY CLINE  
FEAT. JUDY HARRISON
- JULY 22 THE PETOSKEY STEEL DRUM BAND
- JULY 29 PETER, PAUL, AND MARY REMEMBERED
- AUG 5 BAY AREA LITTLE BIG BAND
- AUG 12 K. JONES & THE BENZIE PLAYBOYS
- AUG 19 THE BACKROOM GANG
- AUG 26 MIRIAM PICO & FRIENDS

Fun For Families!

\*Concerts are subject to change due to inclement weather.

Support the powerful work of the foundation.

Freewill donations at the concerts will go directly to supporting the Grand Traverse Pavilions Foundation's efforts to care for the elders in our community.

Title Sponsor



Headliner Sponsor



Media Sponsors



The Pavilions is very excited to celebrate the potential of getting our residents out into the community again to engage in social activities, such as dining and shopping, as well as, art and cultural experiences like ballgames, movies and local theatre performances.

# Committed to Quality – Campaign

By Deborah Allen

As shared in the previous issue of Legacy the Pavilions Foundation is embarking on a comprehensive Campaign titled “Committed to Quality: Quality of Life and Quality of Care” to ensure that our community, the residents families and friends, along with our volunteers and staff, help insure the very best use of the time our residents have with us.

**Quality of Care Update:** Stay-at-home orders and social isolation have limited mobility, ability, or interest in exercising. While many of us may joke about the “COVID-19 Pounds” we’ve put on during the pandemic, for older Americans’ who already have compromised health conditions the challenges can be life threatening. This can lead to increased susceptibility or severity of diabetes, balance issues, strength, and even osteoporosis (the frailty of bones). All of which add to the potential for fall risks.



Deborah Allen  
Chief Development and  
Community Engagement Officer

Here at Grand Traverse Pavilions we have seen a similar scenario that has been reported across the country, that the residents and rehabilitation patients have demonstrated a greater decline in mobility and core strength as a result of the pandemic. Thanks to grant funding provided by the Les and Anne Biederman

Foundation the Pavilions has recently purchased several lifts that will assist staff to secure residents during treatments and provide support to help them build back muscle mass lost during extended sitting or bed stays. Additional rehabilitation equipment was funded to support sit-to-stand and step therapy. The equipment will be especially helpful for individuals treated in the rehabilitation unit after knee, hip, back surgeries or strokes, to regain their strength and prevent falls. Deborah Allen, Chief Development Officer shared, “This is one example of how the Pavilions Foundation is working with our community partners to provide an enhanced “quality of care” for our residents and those entrusted to our care, we are indeed grateful to the Les and Anne Biederman Foundation board for their continued support of our mission of compassionate caring.”

**Quality of Life Update:** As the comments above related to the stay-at-home order and social isolation have impacted mobility, there is equally compelling data that demonstrates the impact on depression and mental cognition decline.

The Pavilions is very excited to celebrate the potential of getting our residents out into the community again to engage



The new transport bus will provide opportunities for Pavilions residents to ride in safety and style when going to community based appointments and events such as baseball games, shopping trips and cultural experiences.

in social activities, such as dining and shopping, as well as, art and cultural experiences like ballgames, movies and local theatre performances. The purchase of a new 18 passenger adjustable configuration bus will allow for multiple wheelchair and walker assisted residents to partake in activities. The purchase of the new bus was made possible by the generous grant funding made possible from two local family foundations; the Hayden Foundation and the Art and Mary Schmuckal Family Foundation.

For those residents who may not be as mobile or able to go out for social events and gatherings as easily, there now some joy that we can bring to them. Joy for All Pets were secured through a grant from the Michigan Long Term Care Ombudsman Program (MLTCOP) and Aging and Adult Services Agency (AASA) to receive animatronic puppies



Equipment made possible by the support received from the Les and Anne Biederman Foundation to enhance resident mobility and safety such as; two Maxi Move Mobile Lifters, a Neurogymtech Sit-to-Stand trainer and a Pendulum Stepper unit.





The adoption of 23 new pets took place at the pavilions in March thanks to a grant provided by the Michigan Long Term Care Ombudsman Program (MLTCOP) and Aging and Adult Services Agency (AASA).

and kittens for our residents who met the criteria of those living with dementia or cognitive decline; and/or, those who are feeling isolated and/or lonely especially due to current activity and visitation restrictions. Kari Belanger, Recreational Therapist at the Pavilions was notified in mid-January that the Pavilions grant proposal was approved, and the puppies and kittens arrived at GTP in mid-March. While the animals were in a quarantine period (per the agreement for the grant), 23 residents were carefully selected to “adopt” one of these animatronic puppies or kittens based upon their personal history (if they enjoy animals, raised or had puppies/dogs/kittens/cats at home prior to moving to GTP) and how we could recall their own facial expressions and interactions when we were able to have dogs and cats visiting the building pre-COVID. When the adoption process took place, some residents came up with names immediately for their new pet, many are names of pets they previously had and loved. According to Belanger “We observed residents immediately smiling, laughing and talking to their pet when we told them that the puppy or kitten was theirs; some residents even shed a few little tears and were quite thankful. We purchased colored collars for each of the pets to wear and are currently waiting for the individual name tags being provided by a local middle school student.”

## Pavilions Employee Survey Offers Insight

Activated Insights has coordinated the Best Place to Work rankings across the country and is affiliated with the Fortune 100 “Best Workplaces 2021” designation. Grand Traverse Pavilions agreed to survey its employees to establish a baseline of feedback from the employees to help address any issues or concerns, acknowledging that this past year has been one of the most challenging for the organization and for its essential workforce. The survey was conducted with the intent to accomplish three goals; engage employees, assess employee attitudes and concerns and celebrate successes.

The official kick-off of the survey was held on Wednesday, March 17, 2021 in conjunction with St. Patrick’s Day. A “We’re Lucky to Have You” video was created by the Marketing/Development team to provide a positive and light-hearted St. Patrick’s Day themed message from the Pavilions leadership to demonstrate their sincere appreciation for the staff in acknowledgement of the exceptional efforts made to care for the Pavilions resident population over the past year in response to the COVID-19 Pandemic. Daily drawings were held for employees who participated, and a listing of the winners were published in the employee newsletter. The Pavilions employee survey window was closed after a two weeks with a confirmed Response Rate of 55%. The response rate for the Best Place to Work Fortune 100 designation is 55%.

Employees rated their work experience at Grand Traverse Pavilions high in the areas of Confidence, Respect and Pride in their work. Staff ranked “confidence” as the highest trust indicator” as indicated by the question regarding staff being given a lot of responsibility generating a score of 85%. Additionally, three of the top five ranking were related Pride: “My work has special meaning: this is

not “just a job”; “I feel good about the ways we contribute to the community” and “I feel I make a difference here”. Each of these response were within several points of similar responses from 2020 Fortune 100 Best Workplaces. Additionally valuable, were the areas designated as Recommended Focus Areas, the majority of which were related to “Camaraderie. Comments related to giving extra to get the job done; being a “fun” place to work, and acceptance when working on other units. “These comments are certainly understandable” shared Human Resources Director, Diane Mallory. “Over the past year staff have been asked to go above and beyond every day, make extreme sacrifices by accepting mandated shifts to accommodate the workforce shortage exacerbated by the pandemic. We knew there would be concerns addressed, we wanted to give our employees the opportunity to tell us how they felt. The important thing is we heard our employees, we understand their frustrations, and we are in the process of developing an action plan to address the recommendations. We are looking forward to celebrating our share Pride in our work, and we are all excited to soon move past the all-consuming impact of the pandemic, to focus on what our staff does best... “CARING”; caring for our residents, our community... and each other!”



On St. Patrick’s Day A “We’re Lucky to Have You” video was created by the Marketing/Development team to provide a positive and light-hearted St. Patrick’s Day themed message from the Pavilions leadership to demonstrate their sincere appreciation for the staff in acknowledgement of the exceptional hard work to care for the Pavilions resident population over the past year in response to the COVID-19 Pandemic. Youtube <https://youtu.be/VYOZ1EQ1q0>

# Keeping Connected - Weekly Family Updates

By Jena Capriccioso

Older adults residing in long-term care facilities have been especially vulnerable for severe illness or death from COVID-19. However, since the inception of the pandemic, in efforts to contain the transmission of the virus, Grand Traverse Pavilions issued strict visitation guidelines, restricting most visits between residents and all visitors, including family members per Department of Health and Human Services (DHHS) and Centers for Medicare and Medicaid Services (CMS) guidelines. The results have been clear, the Pavilions has had no COVID related deaths.

Information and mandates required during the pandemic continue to evolve, often on a daily basis, therefore, Grand Traverse Pavilions felt it integral to implement a new medium to update its messaging to ensure that residents and family members have the most up-to-date information about our staff and resident's health and safety. To stay informed, a *Family Weekly Updates* tab was created on the navigation bar of the Grand Traverse Pavilions website, and the content is frequently updated. To keep connected and informed on any new mandates and visitation policies visit <https://www.gt pavilions.org/family-weekly-updates/>



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