

PARK PLACE OF ELMHURST OPENS

OPENING DAY IS OUR LATEST ANSWER TO PRAYER

The first week of February saw a flurry of activity in Elmhurst, Illinois. At Park Place Christian Community of Elmhurst, our newest Providence community, resident handbooks were written, flowers were delivered, and closings were scheduled so that new residents could begin moving in on February 8.



All this activity was the latest answer to prayer in a process that has been unfolding providentially for the past eight

years. Thanks to hard work and God's blessing, this new community has become home to former bankers, accountants, and financial advisors from Elmhurst and surrounding communities, people who recognize Park Place as a place that delivers excellence consistently.

"Everything has always been done with excellence," says Gilbert Wolter. When he and his wife Vivian were ready to consider a retirement community, they looked at every option within a 50-mile radius of their home in Elmhurst. Nothing felt right. When

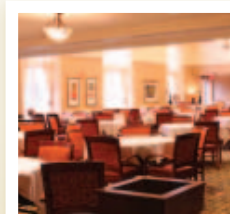
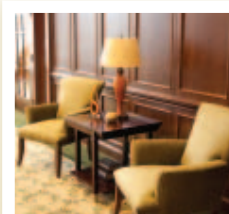
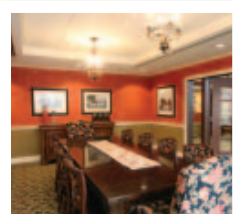
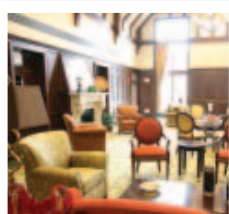


Park Place of Elmhurst is the newest community in the Providence Life Services family. It is located near Timothy Christian Schools and the new Elmhurst Hospital.

they saw the drawings for Park Place of Elmhurst, still in development at the time, they were intrigued enough to attend a few events — and they came away impressed. "There was no comparison," remembers Gil. "We knew this was the place."

But the first residents to move in were Joe and Barbra Vinci, of Lombard, Illinois. On moving day, their excitement was unmistakable, and their delight was contagious.

"This is what we've been working toward," said Don Engelsman, Executive Director. "All the details, all the decisions, all the planning — it's all so we can create a community that is an answer to prayer for people like the Wolters and the Vincis. That's exciting to be a part of. That's what makes it all worthwhile." ❁



A RESOURCE FOR CAREGIVERS

BECAUSE WE UNDERSTAND THE CHALLENGES



Successful healthcare relationships depend on good communication — between doctor, patient, and family members. That's why Providence Life Services developed a free downloadable Senior Health Info Kit for seniors and their families.

Caregivers can simply download the forms, fill in the information, and then store everything in an easy-to-grab binder or folder.

People take the Senior Health Info Kit with to every appointment with every doctor. It's a time-saving way to record physician instructions, jot down questions, keep track of an overwhelming amount of information, and make it available to other family members as needed.

Download the Kit free from SeniorHealthInfoKit.com.

And for more detailed instructions about how to use

the Kit, go to www.providenceliveservices.com and type "Senior Health Info Kit" in the Search field at the top right corner of the page. ❁



AFFORDABLE RETIREMENT

THOMAS PLACE OF ORLAND PARK MAKES SENIOR HOUSING AFFORDABLE

When Ryan Construction approached Providence Life Services about partnering with them to develop affordable housing for area seniors, we were quick to say yes.

Thomas Place of Orland Park will be an 80-unit apartment

building for people 55 and better. Construction began this spring at the northeast corner of Harlem Avenue and Wheeler Drive, with a goal of opening in March of 2013. "The site provides convenient access to shopping, medical services, dining, recreation, public transportation, and other senior services," says an article from Real Estate Communications Group.

Orland Park is the fourth location Ryan has chosen as a site for Thomas Place apartments. Thomas Place of Glenview opened in 2007, and Thomas Place of Fox Lake opened in 2010. Both are 100% filled. A building in Gurnee is currently under construction.

Providence is excited to be involved in a project that meets a growing demand. Seniors who live on fixed incomes need decent, affordable housing with minimal maintenance — and such sites are hard to find. Thomas Place apartments fill a gap by providing nice, safe living arrangements and basic amenities, at an affordable cost.

For more information about Thomas Place of Orland Park, contact Beth at (708) 342-8153 or bethc@provlife.com. ❁



Download the Senior Health Info Kit and organize all of your health information before you need it.

PROFESSIONAL RELATIONSHIPS

BUILDING A NETWORK OF CARING

The Providence Life Services family includes a broad spectrum of services — all delivered by qualified, compassionate staff. We make that commitment because we want to meet as many needs as possible.

That's also why we work hard to build relationships with other care providers who can benefit the people we serve. Our skilled nursing communities, for example, continually nurture relationships with all their surrounding hospitals, offering follow-up care for patients as they are discharged. And they partner with leading therapy providers — Marianjoy, Ingalls, and

Mary Free Bed — to get people rehabilitated and back home as soon as possible. Working together with these hospitals, we can develop strategies to lower hospital readmission rates, which is a major thrust of Healthcare Reform.



By reaching out to fellow healthcare providers, Providence is better equipped to serve the people who come to us — and we find ourselves better able to serve more people. We thank God for these new opportunities and pray for His blessing on these partnerships! ❁



ETHICS IN ACTION

HOW DOES WHAT WE BELIEVE IMPACT WHAT WE DO?

Providence Life Services has always been a Christian ministry. Responding to people's needs in the name of Christ is what launched this organization in the first place, and throughout our growth we've held fast to our Christian values.

But how those values play out in day-to-day healthcare decisions is not always a black-and-white issue. For example, what is legal may not be ethical. What is best for one resident may upset another. Or revealing details that could help people understand — well, that may be a violation of confidence.

So when Rich Schutt heard Ethicist Michael Gillette speak at a LeadingAge Conference, he invited him to speak to the Providence Board, Ethics Committee, and staff. Michael Gillette's presentation offered case

studies from long-term care situations, and he guided the group through a series of questions that can help isolate the issues at play.

“Our Christian values are paramount in defining who we are and what we do,” says Dr. Dave Beezhold, Chair of the Ethics Committee. “By providing opportunities to clarify those values in discussion with each other and with experts, Providence helps ensure that our judgements are God-honoring.” ❁

ENHANCING MEMORY SUPPORT

CAREFULLY DESIGNED TRAINING EQUIPS STAFF TO IMPROVE THE ALZHEIMER'S EXPERIENCE

The auditorium was packed with a mix of caregivers, housekeepers, dining staff, and Life Enrichment people. All had gathered to receive specialized training in understanding Alzheimer's Disease and other memory impairments. For 12 hours over 2 days, they learned about the pathology of Alzheimer's Disease, the behaviors that are often a symptom of memory loss, and best practices in caring for residents as well as their families.

The first four hours of this enhanced training program are designed for all Providence staff, whether they are in a direct caregiving role or not. "The more knowledge we have," says Deana Wilson, Community Manager at Holland Home, "the more confident we can be about offering the best care to our residents." A staff participant agreed: "I want to be better all the time."

Caregiving staff receive an additional eight hours of training that equips them to design creative programming that improves quality of life.

Meeting nutritional needs and managing pain are both particularly difficult when a person is not able to express himself. "Safety is an important concern," said one caregiver, "because the disease has robbed clients of their sense of judgment and their senses. We need flexibility and creativity to meet their needs successfully." Staff spent time role-playing, brainstorming, and problem-solving with each other during the interactive training.

Customized care plans are an important part of the enhanced Memory Support programming at Providence communities. Staff spend time researching each resident's interests and background in order to design activities that will be meaningful. A former

janitor, for example, might be invited to help clean the floors; a woman who raised nine children might spend time sorting laundry or setting the table.

"We all were created with a sense of purpose," explains Linda Schutt, Vice President of Education and leader



of the Memory Support training team. "Adam and Eve were given jobs right away; that is part of our created design. We *need* to have something meaningful to do. When Providence caregivers recognize this, and when we know some of the person's history, we can

help nurture their sense of purpose."

In addition, creative programming tries to involve multiple senses in order to awaken old memories. Music, baking, art, story-sharing, exercise, pet visits, poetry, brain teasers — Memory Support at a Providence community might make all of these options available. Clients can choose which activities they would like to try on any given day.

"By enhancing the Memory Support we offer," says Tammy Virgili, Community Manager at Saratoga Grove, "we can ensure that our residents stay within the Providence family even as their needs become greater. That's what this ministry is all about." ❁

AN AWESOME AUSSIE VISIT

PROVIDENCE HELPS ADVANCE GLOBAL ELDERCARE



For 14 days last October, a group of 20 senior care providers visited sites in New York and Chicago — from Australia. The tour had been arranged by Studying & Advancing Global Eldercare (SAGE), and they asked leaders from Providence to spend a few days with the group.

Providence recognized this as a unique opportunity to live out our commitment to contribute to the broader Christian community, so we eagerly agreed.

The group began their three days in Chicago with a roundtable discussion at Providence headquarters in Tinley Park. CEO Rich Schutt gave an overview of different models of senior care in the United States, and the leadership team joined in to answer questions and present perspectives on finances, staff, and marketing.

As a visual follow-up to the discussion, the group toured our Victorian Village campus and learned about the new “small house” model of nursing care we are developing there. And they toured other not-for-profits in Homer Glen. The next day they spent time in South Holland, learning about our rehab services and our home and community based services.



Providence has had many opportunities to reach out to the broader community — but our visit with this group from Australia allowed us to reach across the globe!

“This is the third delegation from Australia we have met,” says Rich Schutt. “Through such collaboration, we learn from each other and discover how to serve our clients most effectively. They were a delightful group to host. It so often turns out to be true that in blessing others we ourselves are blessed.” ❁

UPCOMING MEETING NOTICES

SAVE THE DATE!

Friday, November 2, 2011

Providence Life Services' traditional Torchlight Celebration will return to the Shedd Aquarium this year! Reserve the date now, so you don't miss this unique event.

More details to come, but for now — mark your calendars!

Or call (708) 342-8108 to reserve tickets.

ANNUAL ASSOCIATION MEETING

The 2012 Association Dinner will take place on April 26 at 6:30 at:

*Midlothian Country Club
(5000 W 147th Street, Midlothian IL 60445)*

Board member elections for Providence Life Services will be held during the meeting.



To view a list of the 2012/2013 nominees to the Board of Directors, or to suggest a candidate to the Board, visit www.Association-Nominations.com.

AUXILIARY ACTIVITIES

Palos Heights Auxiliary Luncheon
— April 17, 12:00pm

Delicious food, uplifting fellowship, and an inspirational program performed by The Christian Heritage Players: “Zeroes to Heroes: the Story of Gideon”

Holland Home Tasty Treats
— May 19, 9:00am–2:00pm

Coffee and authentic oliebollen in the Holland Home Café, deliware and banket in the Gift Shop, and lunch in the Life Enrichment Center

Providence



HOME HEALTHCARE & MEDICATION SUPPORT

PROVIDENCE AT HOME WORKS TO KEEP YOU OUT OF THE HOSPITAL

Statistics show that if you are hospitalized as an older adult, you have a 20% chance of being re-hospitalized within 30 days of discharge. In some cases, the rate is as high as 73%.

Medication errors are the leading cause of re-hospitalization. At the hospital, patients are often prescribed new medications, and sometimes their current prescriptions are discontinued. Without proper education and follow-up, patients are likely to make mistakes with their meds when they return home.

Providence At Home (the in-home care branch of Providence Life Services) works to avoid medication conflicts for clients returning home after a hospital stay. “We spend time and make sure they understand how and when to take their medications,” says Brandy Shiftteh, VP of Home and Community Based Services.

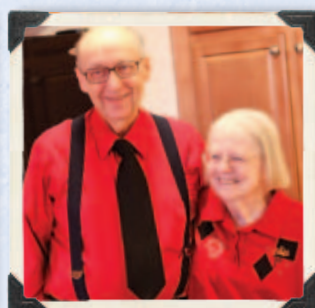
“We explain what each medication does and how they all interact with each other. And we develop an easy-to-follow medication schedule, which is very helpful to already-overwhelmed patients.”

In addition, Providence At Home serves as a liaison between patients and their doctors. “If a client needs to be admitted to the hospital,” says Brandy, “we provide the doctor with a complete medication list. When the client returns home with new medications, we confirm there is no conflict with other prescriptions, and we work with the doctor to ensure a complete medication reconciliation.” Brandy credits her staff’s commitment to education and communication as a main reason re-hospitalization rates have been reduced. ❁

If you or a family member is scheduled for surgery, take steps now to plan a safe return home. Contact Providence At Home: (800) 509-2800.

Family Photo Album

PARK PLACE OF ELMHURST



MOVING DAY
Joe and Barbara Vinci (above) were the first residents to move in to Park Place of Elmhurst. The new community began welcoming residents in February.

PROVIDENCE CHEFS WIN GOLD

GOLD MEDALS
Chef Kevin Risner (left), Mark Trnka, and Chef Tom Corley took the gold at the Midwest Culinary Challenge.



Life Style

GIFT ANNUITY CALCULATOR



The screenshot shows a web form titled "Gift Annuity Calculator". It includes fields for "First Person", "First Age", "Income Tax Rate" (with radio buttons for 10%, 25%, 28%, 33%, and 35%), "Value of Property \$", and "Cost Basis \$". There are also radio buttons for "Annuity Type" (One Life, Two Lives) and "Payment Frequency" (Monthly, Quarterly, Semiannual, Annual). At the bottom, there are buttons for "View Presentation", "Clear All Fields", and "e-Mail Presentation".

PLANNED GIVING ONLINE

WWW.PROVIDENCEGIFTS.ORG
PROVIDES TOOLS, NEWS, AND PLANNING TIPS

Tucked away on the Providence Life Services website is a little-known section that is rich with helpful financial information. The site's interactive tools allow people to design planned gifts that meet their current income needs, provide for their beneficiaries, and still contribute to this ministry we share.

In addition, users can check the stock market, read example testimonies, and access news from Washington. A Planned Gifts Calculator allows you to choose the type of planned gift vehicle, input data specific to your situation, and receive a customized presentation of what your payments will be.

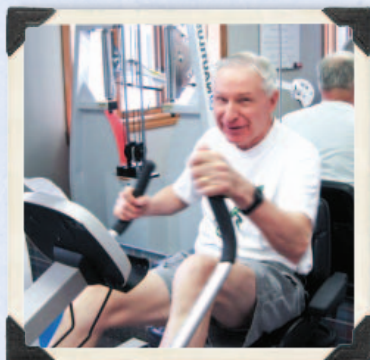
To access the site, click the "Give" menu at www.providenceliveservices.com and select Planned Giving, or go directly to www.providencegifts.org. Then bookmark the page and keep referring back to it!

For people who prefer more traditional methods of research and information-gathering, Providence Planned Giving staff are also available by phone, mail, or email:

MINISTRY ADVANCEMENT AND PLANNED GIVING

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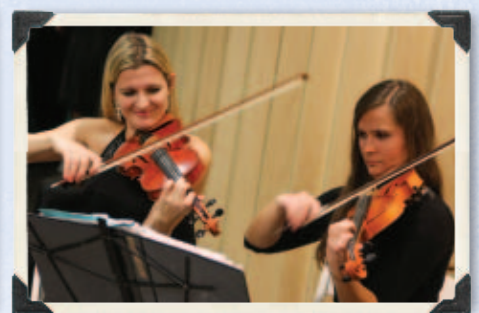
SENIOR FITNESS PROGRAM



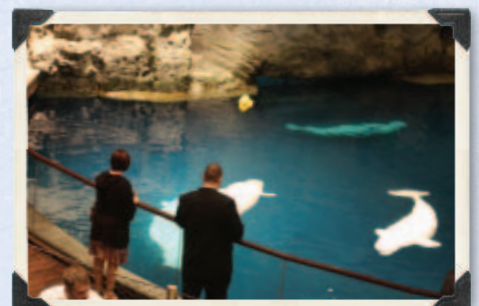
WORKING OUT
People who take advantage of the SeniorFITness program at our communities are experiencing more strength and better balance as a result.



TORCHLIGHT 2011



SHEDD AQUARIUM
Last year's Torchlight Celebration was so much fun, we've decided to return to the Shedd Aquarium this year. Reserve November 2 for the occasion!



Providence LifeStyle



WHO SPEAKS FOR THE WIDOW? YOU DO!

A MESSAGE FROM RICHARD C. SCHUTT, CEO

It was heartwarming for me to hear — and see — people's response as they participated in the first

viewing of Who Speaks for the Widow? at last November's Torchlight Dinner. This is Providence's newest ministry video, and in just four short minutes, it presents the Biblical case for this work we do, for this ministry we share.

That message resonates with me. Judging from the responses I've received, it resonates with many of you as well.

You see, God tells us in His Word that widows and orphans are close to His heart. Though He mentions widows and orphans specifically, we understand that they represent all who have needs.

And we understand that being in Christian community means the work we do is supposed to meet those needs, not simply serve our own consumption.

So Providence speaks for the widow, and you do too. Together we minister to those whose voice is weak. Together we form a community around those with few relationships and limited resources. Together we give, and pray, and visit, and care.

Church members at Providence communities are receiving rehab and medical care, and they are enjoying the peace of mind that comes with being in a secure Christian community. They receive visits from pastors, deacons, fellow church members, family, and old friends.

That's the value of sharing this ministry, of working together, of being a community. Together we can do so much more than any of us could alone.

And together we can ensure that people whose resources have run thin toward the end of their life can continue to receive the care they need.

Religion that God our Father accepts as pure and faultless is this: to look after orphans and widows in their distress and to keep oneself from being polluted by the world. (James 1:27, NIV)

Providence Life Services is committed to practicing religion that is "pure and faultless." We are committed to looking after "widows in their distress."

We are able to do this because of you.

As you participate in this ministry, will you contribute a financial gift? By sharing in this ministry, you empower us to provide the quality care our clients need. Your partnership ensures that God's people are treated with dignity, respect, and Christian compassion. ✿

Richard C. Schutt, CEO

P.S. The video is available on our website, or a copy can be obtained by calling our Ministry Advancement office — (708) 342-8108. We heartily recommend this video for viewing by different church groups and ministries.

THE PROVIDENCE FAMILY

GIFTS RECEIVED AND RECORDED FROM AUGUST 10, 2011, TO FEBRUARY 10, 2012

*To view the comprehensive list of the Providence family —
and be able to search for specific names — visit:*

www.providenceliveservices.com/partners/



PROVIDENCE TRIBUTE DONATIONS

Honor a special person, a special occasion, or a special memory by making a donation to Providence Life Services. An envelope is included in this newsletter, and you may request a supply of envelopes to make available at occasions (such as funerals) where you may wish to request donations rather than gifts or flowers. A Providence Tribute donation is a caring way to honor a loved one while making life better for Providence residents.

To request your free Providence Tribute Envelopes, contact Joan Schutt:

(708) 342-8108, jschutt@provlife.com

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Charles & Anna Overzet

Ms. Carol Overzet

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