

# Legacy

Investing Today to Impact Tomorrow



"During *National Nursing Home Week* we celebrate our front-line and support staff dedicated to providing compassionate care for our residents."

Kory Hansen, Administrator/CEO

- ▶ **COVID-19 Proves Costly**
- ▶ **Front Line Staff Celebrated**
- ▶ **Compassionate Cottage Communication**
- ▶ **Child Care Scholarship Helps CNA**
- ▶ **Concerts Go Radio-Retro**
- ▶ **CARES Makes Giving Mutually Beneficial**



# 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

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.

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Traverse City, MI 49684  
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While the total impact is yet unknown, we remain grateful for the appreciation of the residents, their families, and the general community.

## The Cost to Protect and Provide Care



By Kory Hansen, Administrator/CEO

I think it is fair to say that since our last Legacy Publication the world is a much different place due to the coronavirus pandemic. Over the past few weeks, Grand Traverse Pavilions has been assessing the impact of related mandates from the Centers for Disease Control and Protection (CDC), Centers for Medicare

and Medicaid Services (CMS), the Michigan Department of Health and Human Services (MDHHS) and the Governor's Executive Orders as they relate to our organization. The cost for the essential preparedness measures far exceed our normal operational expenses. Even more significant, as a direct result of the pandemic, is that we have experienced an over 10% reduction in services/revenue over the past 60 days, and we must prepare for this loss for an undetermined duration. The Pavilions is committed to addressing this issue responsibly to mitigate the impact to our staff, our residents, and the overall sustainability of the organization.

Pavilions leadership acknowledges that layoffs, reduced hours and post COVID-19 rightsizing will equate to an inevitable reduction in staffing. Capital expenditures have also been suspended and deferred at this time. These immediate actions are in response to a dramatic decline in nursing home referrals from both the hospital and community. Additionally, community-based services, such as outpatient therapy, wellness classes and adult day/respite programming, suspended operations in mid-March to help preserve the safety of our

highly vulnerable aging adult population. It is undeniable that the early implementation of preventative decisions to limit the number of visitors, vendors and non-essential medical related services in the facility potentially saved lives of residents entrusted to our care. While these decisions were absolutely justified, they none-the-less have created a financial hardship.

While the total impact is yet unknown, we remain grateful for the appreciation of the residents, their families, and the general community. We are still in the process of evaluating the direct and in-direct economic impact of the cancellation of services and fundraising events that support many of the Pavilions services. The Grand Traverse Pavilions Foundation is preparing to announce an innovative approach to the 2020 Concerts on the Lawn, free outdoor music series. We unfortunately cannot responsibly consider an event that invites thousands of guests on to the Pavilions Grand Lawn if there is any risk of the COVID-19 virus for our vulnerable adult resident population. The potential impact is real, and the risk is simply too great. However, due to some creative thinking, we still may all be able to enjoy some music together, just socially apart.

Grand Traverse Pavilions, a public entity as a county medical care facility of Grand Traverse County, was not eligible for many of various Federal loan programs, such as the Paycheck Protection Program, providing financial relief to those organizations impacted by the COVID-19 pandemic. Our team, however, is seeking all available resources to help ensure the future viability of Grand Traverse Pavilions and the preservation of its services for the regions vulnerable aging population.

We promise to keep you informed, and while we decided not to print and mail this issue of Legacy, an electronic version is available for your review at our website [www.gtpavilions.org/foundation/legacy-magazine/](http://www.gtpavilions.org/foundation/legacy-magazine/). We encourage you to review this issue, a celebration of Caring and Caregiving during this medical crisis. We realize these are challenging times for all of us, however, if you find you are able, we ask that you please consider a modest on-line offering of support to help our organization continue to care for Grand Traverse Families and for future generations.

A handwritten signature in black ink that reads "Kory Hansen".

National Nursing Home Week, May 10 – 16, was extra-special thanks to TBAISD-Career Tech Center's Agri-Science program.





# CAREGIVING DURING COVID-19 at Grand Traverse Pavilions

BY DEBORAH ALLEN

This page reprinted from Grand  
Traverse Woman Magazine

## FIRST STEPS

Part of the sensitivity comes from our front-line leaders who work the floor shoulder-to-shoulder with the nursing staff.

"I wouldn't ask my staff to take a risk or do a job that I wasn't willing to do myself," says Rose Coleman, chief operating officer for clinical services.

She acknowledges that difficult decisions were made by the Pavilions leadership in early March—the biggest one was to limit visitors, vendors and volunteers—were effective in protecting residents from the virus.

Rose and her nursing team—made up of Kristen Packard, director of nursing, and an Infection Control Team of experienced nurses—set the stage for an efficient and effective approach to managing the prevention efforts for COVID-19 as the crisis unfolded globally.

Daily, the team meets to review the most recent health mandates. One of the major challenges, shared by many healthcare organizations during the outbreak, was the limited amount of Personal Protection Equipment (PPE). We knew immediately that we had to be diligent and creative in securing and managing available PPE resources.

## THE SACRIFICES

Sometimes people forget that nurses have real lives too and are facing their own personal crises while putting others first.

Rose shares her personal heartache: "After my mom died last August, I began flying to Georgia to check on my dad about every six weeks," she says. "But I have not been able to do that since January due to all the restrictions. I miss him."

Kristen, who has a young daughter and needs to answer questions she has about

COVID-19 and its many restrictions, feels proud of the Pavilions staff.

"I am in awe of our staff members and the way they continue to work through this pandemic with positivity and passion for their work," says Kristen. "We all miss our residents' families and seeing the exchanges between them and our residents."

Kristen says that the staff has been pivotal in keeping the residents' spirits up. In addition, families have found creative ways to support the staff and the residents. Kristen has seen families encourage ambulation and look at photo albums via FaceTime, send homemade cards or snacks, and offer support in other ways.

And, sometimes, the sacrifice is much more than a regular weekly visit. Sometimes, it's the last visit.

"The most honorable family members have been those who sacrificed their final moments with a passing resident to prevent potentially spreading COVID-19. Their sacrifice has not

**OVER** the past two weeks, the American Medical Association (AMA) published resources for health care leaders to address the stress on the nation's healthcare workforce due to COVID-19. Stating, "Now more than ever, it's important for health systems and health care organizations to create and ensure an infrastructure and resources to support physicians, nurses and care team members."

While the implementation of telemedicine has made it more possible for physicians to work "from a safe distance," it is not the case for the direct care workers on the front lines, such as those here at the Grand Traverse Pavilions.

We take great pride in being able to offer programs and services such as childcare, shift options, take-home meal preparation and educational scholarship programs directed to help advance career options for entry-level healthcare workers.

been un-noticed, and we just want them to know that when they couldn't be there, we were," she says.

## WEEK #9

As of print date, Grand Traverse Pavilions is now in Week 9 of the no-visitor policy. Since the pandemic started in Michigan, several Pavilions residents and staff were tested for the virus as precautionary measures, with no cases of COVID-19 confirmed in the facility. With strict daily employee symptom and temperature testing, masking and social distancing efforts in place, the efforts are working.

We are all looking forward to reuniting residents with their families and friends, as soon as it is safe to do so, and when legally able to in accordance with the Governor's Executive Orders.

"As caregivers, we appreciate the healing significance of family connections" Rose says. "As healthcare workers, it is our number one priority to keep our residents and staff safe."



KRISTEN PACKARD



ROSE COLEMAN



DEBORAH ALLEN

*Kristen Packard serves as the Director of Nursing for Grand Traverse Pavilions. Rose Coleman serves as the Chief Operating Officer for Clinical Services, and Deborah Allen is the Chief Development and Community Engagement Officer. Reach the Pavilions at 231-932-3000 or [www.gtpavilions.org](http://www.gtpavilions.org).*



Technology has helped residents stay connected at the Cottages and throughout the Pavilions facilities.

## Cottages Offer Compassionate Communication

According to Shelby Mack, Residential Services Director for the Independent and Assisted Living Services at the Cottages of the Grand Traverse Pavilions admits “The Pandemic has definitely created challenges even for our most active and independent residents.” Life Enrichment Coordinator, Jane Cavender, who works with the Cottage Residents to support their mental and physical activity have been working to ensure that life milestones and daily interactions continue to be a part of the aging experience.

One example is how Jane is assisting residents with the utilization of technology. When Elsie Casey turned 100 years young on April 4, 2020, she was in for a surprise. Elsie’s daughter, Jackie, worked with Jane to coordinate a zoom meeting in order to make the milestone celebration extra-special for her mother.

Elsie was escorted into her room after a small gathering of residents sang Happy Birthday to her, and to her surprise twenty-one local family members and relatives from out-east were ready to make her day extra special through zoom. According to Jane “Elsie took to the technology right away and was thrilled that she got to see so many all at once!”

Technology has helped residents stay connected at the Cottages and throughout the Pavilions facilities. During the “no visitors” mandates for nursing and healthcare facilities, from state and federal agencies, the use of technology has been essential



Willow Cottage staff were provided special mask with a clear “window” to allow hearing impaired Resident, Marcy Bauer, the ability to read their lips to effectively communicate.



to allow residents to have live chats with their families via google duo, face time and zoom. Family members are able to coordinate virtual visits by contacting their assigned Social Worker or Life Enrichment Coordinator.

Unfortunately, not all residents can use technology to communicate with their family members. As the COVID-19 requirements for nursing home staff to wear masks evolved, it became clear that some residents were frightened by the new masking requirements. However, for a few

others, it meant being totally cut-off from how they communicated with others. Marcella ‘Marcy’ Bauer, a Resident of Willow Cottage, has lived on our campus for over a decade. The week of April 6, 2020, mandatory masking was implemented for all Pavilions staff. This is when Marcy’s family reached out to Cottage leadership to inquire about new ways staff could accommodate her disability. Marcy lost her hearing at a very young age. She can sign and reads lips to communicate. Leadership was able to find a company, Harris Communications out of Minnesota, which specializes in products for deaf and hard of hearing patients. They offer a surgical mask with a clear window, allowing you to see a person’s mouth, helpful for someone who reads lips. The masks were ordered, and today, two employees on each shift at Willow are wearing the masks, one person is passing meds the other is doing personal care.

# CNA Child Care Scholarship

Anyone who has a loved one in a nursing home knows the importance of proper staffing. The caregivers are vital to the wellbeing of both residents and their family member piece of mind. Certified Nursing Assistants (CNAs) support nursing staff by helping residents with daily tasks like bathing, grooming and eating. CNAs are also in charge of assisting with activities, helping with daily exercise, and reporting any changes or concerns to a registered nurse on duty. Despite the need for qualified nursing assistants, there is a shortage of CNAs in nursing homes across the country.

To address this issue, Grand Traverse Pavilions has initiated free CNA training for employees who have an aptitude for caregiving. One such employee is Nicole Wolf. Nicole joined the Pavilions in 2019, and she received her certification a few months later. She shared that "I've always felt comfortable caring for the elderly, and as a teenager I had the opportunity to work as a helper in a nursing facility that was owned by a family friend." Her experiences there helped her realize that she could make a career out of doing what she loved. The only challenge, Nicole has a preschool children who would need daycare. Many young families struggle with the availability and high cost of childcare, but at Grand Traverse Pavilions, childcare is available for employees. Human Resources nominated Nicole for a Childcare Scholarship so she could completed her CNA training. This allowed Nicole to complete her training, comfortably knowing



Certified Nursing Assistant (CNA), Nicole Wolfe, was able to attend certification training thanks to "Child Care Scholarship" for her preschool child, Percy. A Grant from the Zonta Club of Traverse City made the scholarship available.

that her son was just a few steps down the hall. Once Nicole successfully received her CNA Certification she also received a pay increase. The Childcare Scholarship was possible through a grant from the Zonta Club of Traverse City, a women's organization that supports the advancement of women.

## CARES Makes Donations Mutually Beneficial

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.



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





# Concerts on the Lawn

Grand Traverse Pavilions is pleased to work with Serra Subaru of Traverse City, the Michigan Council for the Arts and Cultural Affairs, and Midwestern Broadcasting, to bring you weekly Concerts "Radio-Retro." Now offered in a free broadcast format on WCCW 107.5FM Thursday evenings at 7pm. While we cannot gather on the Grand Lawn for concerts this summer... we can enjoy the music of local performers in the comfort and safety of our own homes, just like families used to do in the 1920's....

## Join us for "Concerts on the Lawn Goes Radio-Retro."

Grand Traverse Pavilions *Concerts on the Lawn* (COL) have grown from a music therapy offering for its elderly residents and their families into a thirteen week long free outdoor summer concert series for the entire community. Thursday evening crowds for concerts in 2019 topped 5000 guests on the Pavilions "Grand Lawn" to enjoy local talent, such as the Petoskey Steel Drum High School Band. This year, amid the COVID-19 pandemic, the Pavilions leadership was prepared to cancel the performances in recognition of the vulnerable adult population it serves. "To bring thousands of community members and guests on to the Grand Lawn would be nothing short of irresponsible for the Pavilions to consider as the largest continuum of care for vulnerable aging adults in Northern Michigan," admitted, Deborah Allen, Pavilions Chief Development and Community Engagement Officer. To Pavilions' leadership credit, Allen and was given permission to present a new and creative approach before calling off the 2020 concert season. Out of initial discussions with Concert Title Sponsor, Serra Subaru of Traverse City, and Media Sponsor Midwestern Broadcasting, a new concept emerged. With sponsorship secured and performer funding confirmed from the Michigan Council for Arts and Cultural Affairs (MCACA), it was feasibility to pay the local performers as contracted for the 2020 season. "Our sponsors and the local performers we spoke with agreed that not only our residents at the Pavilions, but "everyone" in our community could benefit from some *music therapy* right now!" shared Allen. The questions still looming were; where could bands perform if the Grand Lawn was not an option, and how could they meet if the Governors

Executive Order prohibited "gatherings." Then, on May 18<sup>th</sup>, the Governor lifted the previous Executive Order that prohibited gatherings allowing Chris Warren, General Manager at Midwestern Broadcasting, and longtime family supporter of Grand Traverse Pavilions, to offer their facilities to record and broadcast the performances on WCCW 107.5FM, Thursday evening at 7pm starting in June. According to Allen, "We simply could not have planned this." It is only through old-fashion community Can-Do-Spirit and cooperation with sponsors and supporters that the Grand Traverse Pavilions Concerts on the Lawn performances will continue in a "Radio-Retro" format... *just like what families used to listen to in 1920 on their radio!*



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# Concerts on the Lawn Goes Radio-Retro

**Thursdays @ 7:00 pm**

Join us for a summer of great music, shared between family and friends through our new virtual format. Bringing you recorded concerts from our Grand Lawn directly to your own lawn, couch or kitchen table through the radio airwaves on WCCW 107.5FM.

## Support the powerful work of the Foundation

Free online goodwill donations during the concerts will go directly to supporting the Grand Traverse Pavilions Foundation in efforts to care for the elderly in our community.

[www.gtpavilions.org/donate](http://www.gtpavilions.org/donate)

- TRAVERSE SYMPHONY ORCHESTRA BRASS QUINTET
- MIRIAM PICO & FRIENDS
- JAZZ NORTH
- GORDON LIGHTFOOT TRIBUTE
- PETER, PAUL & MARY REMEMBERED
- PETOSKEY STEEL DRUM BAND
- K. JONES & THE BENZIE PLAYBOYS
- REMEMBERING PATSY CLINE, FEATURING JUDY HARRISON AND REBOOTED
- GRAND TRAVERSE PIPES & DRUMS
- JIMMY BUFFETT TRIBUTE, FEATURING JIM HAWLEY
- THE BACKROOM GANG
- DIG A PONY: A BEATLES TRIBUTE
- ELVIS TRIBUTE: ARTIST JAKE SLATER

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# COVID Community Donations

According to Deborah Allen, Chief Development and Community Engagement Officer for Pavilions “Community support regarding donations to ensure the safety of our residents and staff have been overwhelming”. Items have ranged from vital Personal Protection Equipment (PPE) including cloth masks made by our staff and community members, to protective Shields made by the TBAISD (3-D printer), alcohol based hand-sanitizer from the local distilleries, and other safety/cleaning supplies donated by the Traverse City Lighthouse. Other items of note, “Essential Workers” stickers for employees’ cars to inform public safety workers that these individuals are traveling to and from work during the Governor’s “Stay Home” Executive Order.



## Signs of the Times

Community support helps raise the spirits of our front-line and support staff during the crisis.





# Care and Caregiving Post Covid-19

The biggest challenges for most organizations/businesses continuing to operate during the COVID-19 Pandemic are those related to meeting the Centers for Disease Control and Prevention (CDC) guidelines that ensure employee safety and prevent the potential spread of the virus. This has certainly been the concern of every Nursing Care facility and Healthcare organization dedicated to caring for individuals who are already vulnerable due to compromised health conditions. At Grand Traverse Pavilions, several employees have been trained to screen employees, specifically at shift-change, but must also be available throughout the day as employees come and go from the facility. These “checkers” must currently manually temp check those coming to work, administer the symptom checklist, secure the staffs signature and hand out the daily “pass” sticker, all why diligently trying to adhere to social distancing require-

ments. With more than 450 employees working at the Pavilions this daily task has become exhaustively time consuming, and costly. The Pavilions Foundation submitted a grant request to the Grand Traverse Regional Community Foundations “Urgent Needs Fund” to assist with a solution to fully-automate the check-in process. The funds requested would support the purchase of American based Thermal Imaging technology currently being tested in healthcare settings based on the new CDC employee monitoring requirements. The technology may very well reshape and revolutionize the workplace of the future. Unfortunately, equipment demand is causing significant delays in purchasing and delivery times. The Pavilions order is pending, and it is unknown how long it will take to fully-implement. In the interim, staff will continue to be monitored manually as they enter the Pavilions facility through a standard checkpoint.

# Volunteer Services

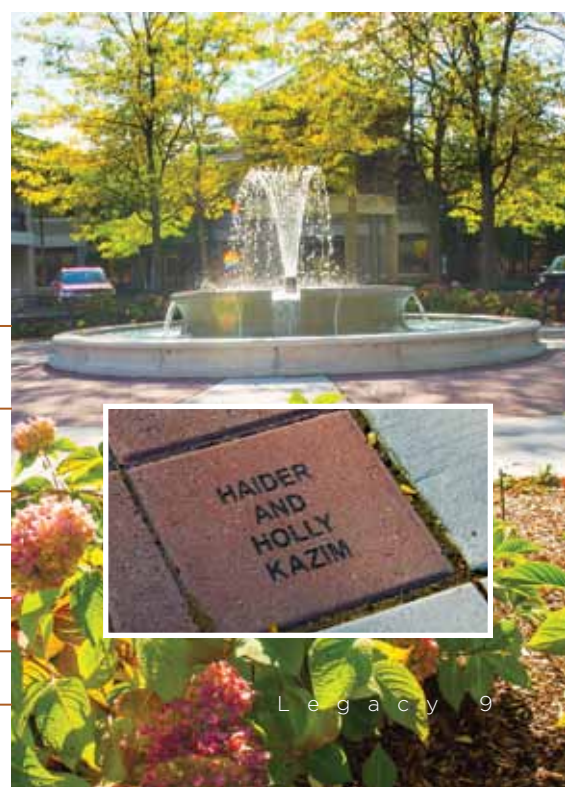


Volunteer services were suspended at the Pavilions due to the pandemic the first week of March. Leadership, to ensure the safety of our residents and staff, adopted a “No Visitor/No Volunteer” position. This early and ongoing policy has undeniable helped to prevent the spread of COVID-19 in the facility. In 2019, Pavilions volunteers provided at total of 9,577 hours. Based on the 2019 “value of a volunteer hour” at \$25.43, Pavilions volunteer efforts were valued at \$243,543. “The lack of volunteers helping the Pavilions staff with Resident activities will certainly have an impact on their quality of life.” Admits, Jessi Weir, who tracks volunteer services for the facility. It is anticipated that volunteers, once able to return, will meet new safety requirements, including daily symptom/temp checks and mandatory masking, as well as, continued social distancing.

## Memorial and tribute gifts

For information on how you can establish a memorial or tribute gift at the Grand Traverse Pavilions, as listed in the gift chart below, please contact Deborah Allen, Chief Development Officer at 231-932-3018 or email her at [dallen@gtpavilions.org](mailto:dallen@gtpavilions.org)

Memorial & Naming Opportunity	Gift Level Options	Lines/Characters
4" by 8" Engraved Brick in Pavilions Plaza	\$100	2 lines of 15 characters each
8" by 8" Engraved Brick in Pavilions Plaza	\$250	4 lines of 15 characters each
Living Memorial (Tree or planting)	\$500	3 Lines of 20 characters each
Park Bench	\$1000	3 Lines of 20 characters each
Picnic Table	\$2500	3 Lines of 20 characters each
Courtyard	\$5000	A personalized plaque



## 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.



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# Family Caregivers Conference

**Saturday, October 24, 2020 | 9am to 3pm**



Join us for the updated 2020 Family Caregivers Conference - a seminar devoted to topics of interest to family caregivers caring for their loved ones.

This years conference is scheduled to include professional speaker, author, storyteller Breeda Miller providing the luncheon key note "Take a Break - Before You Break"

Conference will be located in Traverse City at the Harry and Jeanette Weinberg-PACE Center on Garfield Road North.

Register at [gtpavilions.org/caregivers2020](http://gtpavilions.org/caregivers2020)

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