

# Providence

L I F E  S E R V I C E S

2019 ANNUAL REPORT

Butterflies  
Taking Flight

Park Place of  
St. John Phase II  
Grand Opening

Navigating the  
World of  
Senior Living

25 Years of  
House Calls

*The mission of Providence  
Life Services is to enhance the  
lives of those we serve in the  
name of Jesus Christ.*

# PROVIDENCE LEADERSHIP

2019—2020

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FROM THE PROVIDENCE BOARD

# ANNUAL REPORT: One Mission

*Each year, our Annual Report gives us an opportunity to reflect on a year of ministry, a time when we all worked toward the common goal of fulfilling the Providence mission: to enhance the lives of those we serve in the name of Jesus Christ.*

Inside these pages, you will read accounts of those who have enhanced lives in unique ways. You will also read about people who have done ordinary things in extraordinary ways. Each action, large or small, was an important act of service.

You will also read about members of the Providence family whose generosity gave us the opportunity to expand our ministry and to serve those whose resources have been depleted. Because of their gifts, people are able to live out their golden years with dignity.

If you look further, you'll read the testimonials of people who have been blessed by a Providence community or service. They found more than a place to live, more than healthcare services—they found a family, and they want everyone to know.

In whatever way you were a part of our ministry, we thank you, and we hope you will continue to serve alongside us in our mission.

ROBERT WORKMAN  
*Chair, Board of Directors*

JUSTIN KATS  
*Chair, Board of Governors*

RICHARD C. SCHUTT  
*CEO, Providence Life Services*

# Senior Living DIALOGUE



*“I’m exactly  
where  
I belong!”*



## RETIREMENT & ASSISTED LIVING

<i>Emerald Meadows (Grand Rapids, MI)</i>	(616) 954-2366
<i>Park Place of Elmhurst (Elmhurst, IL)</i>	(630) 333-4343
<i>Park Place of St. John (St. John, IN)</i>	(219) 351-5200
<i>Royal Atrium Inn (Zeeland, MI)</i>	(616) 772-1248
<i>Royal Park Place (Zeeland, MI)</i>	(616) 772-2224
<i>Saratoga Grove (Downers Grove, IL)</i>	(630) 971-1995
<i>Victorian Village (Homer Glen, IL)</i>	(708) 301-0800
<i>Village Woods (Crete, IL)</i>	(708) 672-6111

## AGING NAVIGATION

Providence Solutions	(708) 342-8090
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## REHABILITATION & SKILLED NURSING CARE

<i>Park Place Health &amp; Wellness Center (Elmhurst, IL)</i>	(630) 936-4100
<i>Park Place Health &amp; Wellness Center (St. John, IN)</i>	(219) 351-5205
<i>Providence of Downers Grove</i>	(630) 969-2900
<i>Victorian Village Health &amp; Wellness Center (Homer Glen, IL)</i>	(708) 590-5050

## IN-HOME SERVICES

<i>Providence At Home (serving Illinois &amp; Indiana)</i>	(800) 509-2800
<i>Providence Hospice (serving Illinois &amp; Indiana)</i>	(800) 509-2800

## MEMORY CARE

<i>Park Place Health &amp; Wellness Center (Elmhurst, IL)</i>	(630) 936-4100
<i>Park Place Health &amp; Wellness Center (St. John, IN)</i>	(219) 351-5205
<i>Saratoga Grove (Downers Grove, IL)</i>	(630) 971-1995
<i>Victorian Village Health &amp; Wellness Center (Homer Glen, IL)</i>	(708) 590-5050

[www.ProvidenceLifeServices.com](http://www.ProvidenceLifeServices.com)



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# Taking Flight

PARK PLACE OF ELMHURST HELPS PRESERVE ENDANGERED BUTTERFLY SPECIES

Some of Park Place of Elmhurst's newest and most popular residents are causing quite a flutter within the community. Each season, hundreds of monarch butterflies visit the two butterfly waystation gardens on the community's grounds, which were lovingly planted by Park Place resident Ruth LaBeau.



*The Memory Care courtyard is now home to plants and flowers that attract and nourish hundreds of monarch butterflies.*

Ruth and her husband, Dr. Arthur LeBeau, were two of the early residents to move into Park Place of Elmhurst when the community opened in 2012. Within a few months after moving in, Dr. LeBeau was diagnosed with Alzheimer's Disease. As his needs became more advanced, Dr. LeBeau moved to the Memory Care unit within the Park Place Health & Wellness Center.

The windows in his new room overlooked a courtyard and seating area. As an avid gardener and 20-year member of the Elmhurst Garden Club, Ruth took it upon herself to enhance the existing landscaping with colorful flowers. Over the years, beautiful flowers cultivated by Ruth began to attract monarch butterflies to the garden, which piqued Ruth's interest in how to draw in more of the fascinating and endangered creatures.



*Milkweed plants surrounding the pond, which has been designated as a certified Monarch Butterfly Waystation.*

The tiny butterflies, each weighing no more than a paper clip, are birthed at Park Place before embarking on a remarkable 3,000-mile migration to Mexico, where they will spend the winter in the warm climate. Essential to the butterflies' survival is the milkweed plant – the only food that monarch caterpillars will eat.

Ruth planted several types of milkweed in the garden along with some of the butterfly's favorite nectar-rich plants – such as coneflowers, black-eyed susan, and black and blue salvia. She expanded the project beyond the Memory Care garden, sowing milkweed and pollinator plant seeds around the large pond next to the Independent Living building. In 2017, both gardens were

officially designated as certified Monarch Butterfly Waystations by the conservation group, Monarch Watch.

With each passing season, both the flowers and the interest in the preservation initiative have bloomed. The tiny monarchs have captured the fascination of residents, who watch the metamorphosis process up close through a small tent in the Park Place living room. Once the butterflies emerge from their chrysalises, the community gathers for a joyous and prayerful send-off.

Park Place's conservation efforts have made a difference, too – on a warm summer day last season, close to a hundred monarchs were counted frantically feeding around the pond. ■



# A Friend for the Journey

Rev. Heino Blaauw radiates joy as he walks down the hallway, warmly greeting each person he passes. Chaplain Heino, as he's known, has been a familiar face around the Saratoga Grove and Providence Healthcare & Rehabilitation Center of Downers Grove campuses for nearly seven years.

"One of the simplest things I try to do is get to know everyone's name," he says. "People are surprised when I remember their names, but it ministers to them. It shows them that they are valued."

The former church pastor, who originally hails from Ontario, Canada, considers his most important work to be building personal relationships with each resident and patient. "A lot of pastoral care is just touching base with

***"I'm present first to say, 'I care about you,'" he says. "People are hungry for meaning in light of life change and loss. My role, through friendship and teaching, is to lead them toward knowing God in Christ Jesus, and knowing that they are loved by Him."***



*Rev. Heino Blaauw serves residents and staff at Saratoga Grove and Providence Healthcare & Rehabilitation Center.*

people, affirming them, getting to know them," he explains. Each day at breakfast and lunch he makes the rounds among the residents in the dining room, saying hello and finding out what's on their hearts and minds.

Through these conversations, Chaplain Heino gets to know people who are often dealing with major life changes - whether it's a widow who recently moved to the community, leaving behind a house full of memories, or a rehabilitation patient in their mid-50's who is learning that they can no longer walk without assistance. Chaplain Heino is there to guide them through deep questions of meaning and purpose. He is just one of many living examples of our Providence mission, serving in the name of Jesus Christ. |

# PROVIDENCE

## Hallmark of Caring

Each year we recognize outstanding individuals from our communities whose dedication and service to fulfilling our mission sets them apart with our Hallmark of Caring event. Our staff are the reason we can keep providing the outstanding service we aim for at all of our communities, and we put high importance on letting them know they are valued. We rolled out the red carpet in

each community, and then these 85 honored employees from Indiana, Illinois, and Michigan were transported to Navy Pier and enjoyed a relaxing day on the lake. We thank all those who serve our residents and clients with selfless compassion. We are truly blessed to have the opportunity to work alongside them.



# 2019 EVENTS

## PROVIDENCE OPEN 2019



The 22nd annual Providence Open was again the hottest event of the year so far. One hundred fifty-two golfers braved the sun, humidity, and heat at the beautiful Butterfield Country Club in Oak Brook, Illinois. Together, we raised significant funds for our Memory Care residents and staff training

programs that allow us to provide high-quality care for our residents, clients, and their families. In the 22 years of holding the Providence Open, we've raised more than two million dollars of support. We're thankful to all our golfers and sponsors that help us support this vital ministry.



## Pastors Masters

The 25th Annual Pastors Masters was held at Ruffled Feathers Golf Club on May 15. This event is held annually to honor our area pastors and

raise money for our chaplaincy program. Golfers enjoyed an absolutely beautiful day, delicious food, and warm fellowship.





# PROVIDENCE LIFE SERVICES GENERATIONS 2019

The second annual Generations event was hosted in May at the Chicago Athletic Association Game Room, with over 100 guests gathering to celebrate the upcoming generation of young adults who are engaged in our ministry.

The word “generations” is mentioned 137 times in the Bible. Psalm 145:4 says “One generation commends your works to another; they tell of your mighty acts” (NIV). At Providence Life Services, we have taken this scriptural mandate to heart, ensuring that our 100-year heritage is preserved as we advance the ministry from one generation to the next.

Attendees gathered at the historic Chicago Athletic Association to enjoy light refreshments, fellowship, and some friendly competition with activities such as bocce, pool, and shuffleboard.

They also received a glimpse of Providence’s ministry for the future where each generation blesses another as our CEO, Richard Schutt, presented a brief ministry message.

Many of the evening’s guests have long-lasting family ties to the Providence ministry, and all have a special heart for caring for the older generation. “Generations of my family have been cared for by Providence,” said attendee Joanne Gritters. Not only did several of her grandparents and great-grandparents receive care at Providence facilities, but her grandmother Lena Keizer was



also the first president of the Providence Downers Grove Auxiliary. And her family’s legacy of caring continues today – Joanne’s fourth-grade son is pen pals with a resident at Park Place of Elmhurst, thanks to an intergenerational program through Timothy Christian School.

“It’s beautiful to see the connections between generations,” Joanne said. “It’s important for my children to learn their responsibility to take care of the older generation, just like I did with my grandma.”

The evening held the promise that continuing generations of the Christian community will indeed be faithful. We welcome the opportunity to celebrate all generations as we work together to serve the older adults and their families who trust Providence with their care. |

# A Legacy of Care

PROVIDENCE LIFE SERVICES



## THE FIFTY-NINTH ANNUAL TORCHLIGHT DINNER

The Union League Club of Chicago was home to our 59th Annual Torchlight Dinner, held November 1, 2019. We hosted a full house for an evening of fun, fellowship, ministry message, and more. Everyone enjoyed the unique artwork and atmosphere that the club provided. We look forward to a very special 60th Torchlight Celebration in 2020.



# U.S. News & World Report Names Providence Communities Best Rehab

**BEST  
NURSING HOME**

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

SHORT-TERM  
REHABILITATION

**2019-20**



All Providence skilled nursing care communities received the highest performing ratings of Best Nursing Home with a Short-Term Rehabilitation Stay from **U.S. News and World Report's 2019-2020 Ratings**. Additionally, Park Place Health & Wellness Center of St. John and Park Place Health & Wellness Center of Elmhurst also received the highest Overall Rating.

U.S. News & World Report measured 546 nursing homes in Indiana, and **Park Place Health & Wellness Center of St. John** was one of only 20 communities to receive the highest Overall Rating. They were named in the top 4% of nursing homes in the state.

U.S. News and World Report measured 727 nursing homes in Illinois, and **Park Place Health & Wellness Center of Elmhurst** was one of only 63 communities to receive the highest Overall Rating. They were named in the top 9% of nursing homes in the state.

**Victorian Village Health & Wellness Center in Homer Glen and Providence Healthcare & Rehabilitation Centers of Downers Grove** were also awarded with the ranking of Best Nursing Home with a Short-Term Rehabilitation Stay.

All Providence communities offer compassionate care in a friendly environment, with specially-trained staff to assist our residents, whether they are here for short-term post-acute rehabilitation stays or are part of our long-term skilled care community.

The Small House style of care at **Victorian Village Health & Wellness Center** and **Park Place Health & Wellness Center of St. John** offers unique care in an environment that looks and feels like home.

To learn more about our style of post-acute rehabilitation, contact us today.

# Twenty Years of Victorian Living

## VICTORIAN VILLAGE CELEBRATES TWO DECADES OF SERVICE IN HOMER GLEN

In 1996, Providence Life Services began construction on a new community in Homer Glen. That community, known as Victorian Village, soon became a campus offering many levels of care. The Victorian Courts Townhomes opened first. These homes feature two-car garages, maintenance-free landscaping, a clubhouse for meetings, and a warm community of neighbors.

That sense of family spread to the rest of the community when, in 1999, Providence held Victorian Village's Grand Opening. The apartments featured three levels of care: Independent Living in the Grand Victorian, and Assisted Living and Memory Care in the Victorian Inn. The two buildings are connected, making for easy transitions from independent living to assisted living, should the need arise. The Victorian architecture of the building catches the eye of many people driving past, but the trademark Providence family feeling gives seniors a special place to call home.

Then in 2015, Victorian Village Health & Wellness Center opened to offer Post-Acute Rehabilitation and Skilled Nursing Care — all in the innovative “Small

House” setting. The Victorian Village Small Houses were the first of their kind in Illinois, with a new, more personal approach to skilled nursing care. Hope House and Faith House are used for long-term residents, with ten private bedroom suites. The Rehabilitation Small House is larger, with two floors and a maximum of 30 patients, and features a large, state-of-the-art rehabilitation gym.

Victorian Village Community Manager Dave Tiemersma has seen firsthand the sweet spirit of family enjoyed by so many. “I’ve been a witness to how quickly residents feel at home once they move in. It’s been a pleasure to be a part of this special community.”

Victorian Village is blessed to offer its residents care on the 18-acre campus, and we look forward to the next 20 years of service. ■

*At the Victorian Village Groundbreaking, pictured L-R: Terry Blummer, Art Jansma, Neil Verhagen, Roy VanEck, Rich Schutt, Kurt Nelson, Don Engelsman, John Wigboldy, and Ralph Engelsman.*







# Grand Opening!





## PHASE 2 EXPANSION

# Grand Opening

## PARK PLACE OF ST. JOHN WELCOMES NEW RESIDENTS

Anticipation was in the air in July, when almost 150 people attended the Phase II Grand Opening celebration at Park Place of St. John. They celebrated the expansion of a community that has been life-changing for so many of the residents who call Park Place home.



*Many people have chosen Retirement Living at Park Place of St. John, not only to simplify their lives, but to improve and enrich their lives as well.*

Beth Cunningham, Park Place Community Manager, has seen first-hand how Park Place has made a difference in the lives of its residents.

“People will comment when they visit that there’s something special about Park Place,” she says. “You sense it almost immediately when you walk in the doors.”

Those who live at Park Place agree. Carol Zandstra was one of the first residents to move in when Park Place opened three years ago. Carol loved it immediately, and became involved in many activities with her neighbors. She also enjoys weekly visits from her

family, including her great-grandchildren who stay overnight in her spare bedroom.

“You can be as active as you want here,” Carol says. “It’s the best of both worlds—living in your own home, and letting someone else do most of the work. I truly enjoy it.”

For Grace Haan, Park Place offered more than just an active lifestyle; it provided her with a loving community of friends when her husband passed away.

“He always wanted me to be safe, and I am,” she says. “I know that he would be happy to see me here.”

Park Place is located within the Gates of St. John, and first opened in 2016. The Retirement Living apartments quickly filled up, so Providence answered the need for more units by building the Phase II addition. Park Place has expanded from 60 Retirement Living apartments to 114, allowing even more people to enjoy life at Park Place.

“By January 24th, we had 43 move-ins,” says Park Place Community Manager Beth Cunningham. “Everyone here was excited to help our new residents feel at home.”



Visitors to the Grand Opening toured the furnished model rooms, and remarked at how much space they had for entertaining guests. Others made plans for turning second bedrooms into offices or guest rooms for visiting grandchildren.

“We’re finding that more and more people want to simplify their lives, and we help with that here,” Beth says. “They get to enjoy their retirement, so we have very happy residents.”



*Furnishings courtesy of DeYoung Furniture*



*Furnishings courtesy of DeYoung Furniture*





## PROVIDENCE SOLUTIONS

# Helping Families Navigate the World of Senior Living

Many families don't know the benefit of working with a care management service like Providence Solutions. But once they experience the personalized, one-on-one attention, they wonder how they ever lived without it.



*Providence Solutions client Susan enjoys breakfast with her father, Walter. Although Susan lives out-of-state, she knows she can count on Providence Solutions to help her stay up-to-date on her father's care.*

## *“It’s a relief to speak with her.”*

Like many adult children, Susan faced the challenge of balancing a busy professional career with her desire to be a supportive daughter and caregiver to her father, Walter – all while living 200 miles away. “I try to get out there as often as I can, but I also travel a lot for work,” she explained. “I wanted someone to check in on my father between visits.”

But she didn’t want just any caretaker. Knowing that her father was in the early stages of dementia, it was important to find a healthcare professional who could handle his disease as it progressed. When an acquaintance suggested she call Providence Solutions, Susan knew it was the right fit for her family’s needs. “I tell people it’s like Terri literally fell from the sky, like Mary Poppins,” she says. “It was perfect.”



She connected with Providence Solutions Vice President Terri Maxeiner, who besides being an experienced geriatric care manager is also a certified dementia practitioner. Terri makes regular trips to check in on and visit with Walter, and communicates frequently with Susan about her father’s care.

“If I’m struggling with how to make a good decision, I know I can call her at any time and bounce ideas around with her,” Susan says. “It’s difficult to find someone with the level of professionalism and experience that Terri offers, plus being a kind person, all wrapped up in one. She’s one in a million.” |



[www.ProvidenceLifeSolutions.com](http://www.ProvidenceLifeSolutions.com)





# Tulip Party

## A CELEBRATION OF SPRING AT ROYAL PARK PLACE

The Holland Tulip Time celebration is a special tradition for the city of Holland, Michigan, and the surrounding areas, including Zeeland. Holland came to Zeeland this past April when Royal Park Place held its Tulip Party, celebrating all things Dutch.

The afternoon started off with Zeeland High School's Dutch Dancers performing in front of the Royal Park Place building. Then, after enjoying Dutch refreshments and fellowship, Gwen Auwerda, Executive Director of Holland's Tulip Time Festival, shared the history of the Tulip Time Poster Contest, and the 2019 poster winner also shared her story.

The community also had an opportunity to honor the generosity of David Dirkse. Shortly after David's parents (and Royal Park Place residents) Alvin and Sena Dirkse passed away, David spoke with Jeff Zylstra, Community Manager. David told Jeff that he had been

purchasing the "artist autographed" Tulip Time Posters since the mid-nineteen nineties and had the idea to find and purchase those that preceded his collection. By putting the word out in Holland and on WHTC's Talk of the Town, he eventually had them all: 1982-2008. David later decided to ask Royal Park if they would accept the posters as a gift and display them in their hallways. And, of course, Royal Park Place gratefully accepted.

In honor of his parents, David has generously continued to purchase and donate all of the winning Tulip Time posters from 1982-2019. David told Jeff, "It feels good to bring the new one in each year, with all the great memories of my Mom and Dad, living in such a secure, clean, and well-run establishment." The posters were on display in the main lobby of the building for a week to allow the community time to come see the beautiful art that is woven into the history of the area residents. █



## A Celebration of Ministry in Palos Heights

After strategic long-range planning and a thorough review of Providence’s fiduciary responsibilities, Providence Life Services’ Board of Directors and Board of Governors agreed to divest ownership of Providence Healthcare & Rehabilitation Center of Palos Heights on Central Avenue.

“This decision did not come easily,” says Richard Van Hattem, who was Providence Life Services Board Chair at that time. “After diligent consideration, we determined that this decision offered Providence the opportunity to better serve more people in the future.”

The new owners agreed to keep all of the staff who have so compassionately and faithfully served at Providence. We are grateful to

those who lived our mission daily and tirelessly enhanced the lives of our residents there.

Our Palos Heights building was our first community, known as Rest Haven when it opened in 1960 with 50 beds. Seven hundred people attended the Open House and Dedication, and Rest Haven was full to capacity immediately upon opening its doors. In 1963, a 49-bed addition was opened and immediately filled. In 1968, “Unit 2” of Rest Haven opened for business, offering 96 more beds.

In 1978, Richard Mulder, Providence’s first Executive Director, whose passion spurred the completion of Rest Haven, was honored by the Women’s Auxiliary for 20 years of leadership. The Rest Haven chapel was re-named the Mulder Chapel in honor of his service.

After providing the community with compassionate long-term skilled nursing care for 35 years, Rest Haven Central (as the Palos Heights building was now known) began offering sub-acute rehabilitation services in 1995. In 2008, the name changed to Providence Healthcare & Rehabilitation Center of Palos Heights.

After six decades, the building design of Palos Heights no longer fulfilled the needs of our growing ministry, and the difficult decision was made to move ahead towards the future of senior living. We are grateful for the mission accomplished at our Palos Heights location, where thousands have been well-served for generations. |

# Testimonies

## IN THEIR OWN WORDS

We often hear about outstanding Providence experiences from our residents and their families, and they are eager to share their stories. Read on, and you will see why our communities are unique and extraordinary, right from the people who experience Providence life firsthand. |



### A ROYAL ATRIUM INN TESTIMONIAL

“I’ve made  
new friends.”

✿ Rika VanderPloeg, *Royal Atrium Inn Resident*

“



his is the best place around Holland,” Rika VanderPloeg says. Rika had been looking for the right place to live, but the other places she saw weren’t quite right. She knew Royal Atrium Inn was the best place for her.

Rika has taken advantage of many of the activities, including singspirations and slide shows, and she exercises on her own.

“We have devotions here,” Rika says. “It’s the first place I saw where they acknowledge religion.”

She’s also expanded her social circle. “I’ve made new friends here. I eat with three lovely ladies who have become very good friends,” Rika says. “I never run out of people to spend time with.”

She also gives the staff credit for being kind and helpful. “They are very caring,” Rika says. “They try hard to satisfy you.”

Her family is happy that Rika has found such a great place to get the assistance she needs while still enjoying life.

“I’m so glad I came here,” she says. “It’s a beautiful place to live.” ✿



A PROVIDENCE HOSPICE TESTIMONIAL

“What they provide goes well beyond medical knowlege, and that is what got me through this.”

Jean Pauga, *relative of three Providence Hospice patients*



Jean Pauga completely trusts the compassionate care Providence Hospice provides, which is why she turned to them not once, nor twice, but three times for end-of-life care for her beloved family members.

“As they declined, I knew I couldn’t handle it alone,” Jean says. “But it was clear I needed a hospice company that believed that this wasn’t going to be about death, but a need to treat them with the dignity and respect they deserved in their final days.”

Jean lost three family members over the course of a few years: Bill and Mary Pitt, her aunt and uncle, who were Park Place of Elmhurst residents, and then her mother, Lois Lavin. She says that the support she received from Providence Hospice gave her a new perspective on death. Jean speaks highly of the comfort and care Providence Hospice staff provided for her loved ones, and also for her.

“They treated me like I was family,” she says. “They made sure I knew I was doing my very best for all of them. They reminded me to take care of myself so I would be at my best for my loved ones. I felt like I could walk away and take a break because someone trustworthy and caring was staying with the people I loved.”

The nurse and social worker who worked the most closely with Jean and her family have a special place in Jean’s heart. They continued to check on her, even after the passing of her loved ones. “I knew they really cared, that it was more than a job,” she says.

Jean appreciates that Providence Hospice did so many little things that made a big difference, and that is what has won her trust. “You can find plenty of people who have the medical knowledge to give hospice care,” she says, “but what they provide goes well beyond, and that is what got me through this.” ❁



## AN EMERALD MEADOWS TESTIMONIAL

“You’re not going to find better **memory care.**”

✿ Sue, daughter of Emerald Meadows Memory Care Resident Colleen Treece.



hen Colleen Treece was first diagnosed with dementia, her daughter Sue thought the family could deal with it on their own.

“We moved in with her,” Sue says, “because our first wish was to keep Mom with us. But as her dementia progressed, it became clear that we needed to find a community where she could be safe and have a Memory Care program that could keep her mind stimulated.”

They looked at several communities, but Sue knew Emerald Meadows was the right fit. “We liked Emerald Meadows because it was small,” Sue says. “She needed something small, where she wouldn’t be overwhelmed.”

Sue feels that, while the community is small enough to afford Colleen a great deal of individual attention, it’s also large enough to be comfortable. “Mom gets lots of visitors,” Sue says. “Her room is big, with spacious common areas where people can visit. I can walk Mom around and take her to the courtyard. They have their own common area back there.”

But for Sue, it’s about more than the amenities. “She’s developed relationships here,” Sue says. “Everyone is so accommodating and welcoming.”

Colleen loves music, and Sue appreciates the music and dancing her mom has been enjoying, as well as other activities, like their annual prom. “Emerald Meadows has a great Memory Care program. She does all the activities and is very busy.”

Sue is thankful she found Emerald Meadows. “You’re not going to find a better memory care facility, this kind of atmosphere and environment,” she says. “The setting is great, and it’s just the right size for her.”

“I love it here,” Sue says. “I wouldn’t change it for the world.” ✿

# PROVIDENCE AT HOME

## 25 Years of House Calls

Providence's first-ever home healthcare division was established 25 years ago to respond to the changing needs of our community, and has continued to grow and evolve over the past quarter-century.

Although house calls from visiting nurses were common practice as early as the nineteenth century, the home healthcare model as it is known today emerged during the healthcare reforms of the 1990's. Changes to insurance payment systems resulted in the traditional hospital stay being drastically shortened. Patients needed follow-up care, and Providence

was there to meet the need with nursing services, physical therapy, and other forms of help in people's homes.

In 1994, Providence Home Health Care was licensed by the state of Illinois to provide in-home care for people who were not ready to move in to a retirement or care community. The division recorded 1,500 home visits in its first year, far more than anyone had envisioned in such a short time – emphasizing the need for care that met people right where they lived.





Two years later, Providence added private duty services to its offerings, making life easier for older adults by providing bathing, dressing, light housekeeping, and other non-skilled assistance. Hospice services were later established in 2002.

Now 25 years later, our Providence At Home division serves people in Illinois and Indiana in their own homes, in our retirement communities, in skilled nursing and assisted living venues — wherever we are needed.

“Those who depend on us for care are changing, and they will continue to change in the coming years,” says Susan Enright, Vice President of Home and Community-Based Services. “Our team of professionals will continue to combine top-notch clinical skills with a sense of ministry to accommodate the needs of our clients in the years ahead.”

We look forward to many more years of service and care — in your home or ours. |



# Questions Answered

## PROVIDENCE HOSTS 'ASK AN EXPERT' EVENTS

When it comes to decisions about aging issues, we all have questions. This year, Providence Solutions collaborated with Village Woods and other Providence communities to provide answers to the community in an “Ask an Expert” event.

Over 100 people filled the banquet room at Glenwood Oaks to hear from experts in elder law (Heather Voorn from the Law Offices of Delaney, Delaney and Voorn), financial issues (Doug DeGroot, Executive Vice President and Trust Officer at Providence Bank), and care management (Terri Maxeiner, Vice President of Providence Solutions).

“This event was wonderful for many reasons,” says Rick Molenhouse, Village Woods Community Manager. “It allowed the greater community to ask any questions about aging care that they needed to, and many said they’d never had an opportunity to do that



*Terri Maxeiner, Providence Solutions; Doug DeGroot, Providence Bank; Heather Voorn, Law Offices of Delaney, Delaney, and Voorn.*

before. It also allowed us to meet many new people in the area and talk about how Village Woods could meet their family’s needs.”

After the event, several people met with Village Woods representatives to schedule a visit to the friendly community.

“We want to help people find solutions,” says Terri Maxeiner, Vice President of Providence Solutions. “We see that need met over and over again at our Ask an Expert events, and we plan to hold more of these events in the future.” ■

For information on finding the right experts to meet the needs of you or a family member, contact Providence Solutions at (708) 342-8090 or [info@providencelivesolutions.com](mailto:info@providencelivesolutions.com).



# A Friendship for All Ages at Victorian Village

Victorian Village resident John Swaagman saw intern Austin Um- lauf buying lunch every day. One day, John stopped him.

“Why don’t you just come by and let me make you lunch?” John offered, and Austin accepted.

Since then, John and Austin spent a great deal of time together until Austin’s internship ended last fall. “He reminds me of my grandpa,” Austin says. “But I think of him as my friend.”

As Austin got to know John better, he learned of his life story. For over 30 years, John was a laborer, particularly skilled in creating works with his hands. But at Victorian Village, he has spent much of his time cultivating their community garden.

Staff learned that he had worked with his church to grow a community garden, whose vegetables were used as a gift to those in need. John says that the garden



*Victorian Village resident John and intern Austin share a warm friendship, despite their age difference.*

grew 2,600 pounds of produce, all donated to those who needed it in Blue Island. That garden is still going strong today, leaving John’s legacy of hard work, generosity, and growth for his community.

While Victorian Village already had a garden, it grew mostly flowers. With John’s help, the garden now grows produce. “I want to do as much as I can while I stay healthy,” John says.

Austin looked forward to his

meals with John and learning more about his new friend. John also enjoys spending time with Austin and showing him a little bit of his handyman skills.

They both expect to continue this friendship, even though the internship has ended. “Age isn’t important in friendship,” Austin says, and John agrees. “Sometimes God just brings the right people together when they need it most.”

“Age isn’t important in friendship,”  
Austin says, and John agrees.  
“Sometimes God just brings the right  
people together when they need it most.”

# Financial Information

Providence Life Services is able to provide a variety of services to thousands of people because of the abundant generosity of a broad Christian family. A copy of our audited financial statements and the independent auditors' reports thereon may be obtained by contacting:

Barry VanderGenugten, Chief Financial Officer, at 708.342.8100.

## Providence Life Services Corporate Facts | 2018

### CAPACITY

Retirement Housing	840
Skilled/Sub-Acute	475
Assisted Living	405
Home Care	300

**CURRENT CAPACITY** **2,020**

**TOTAL CLIENTS SERVED IN THE YEAR** **6,845**

### EMPLOYEE STATISTICS

# of Employees at Year End	1,600
Total Payroll	\$54,156,000
Total Hours Paid	2,084,400

### GENERAL STATISTICS

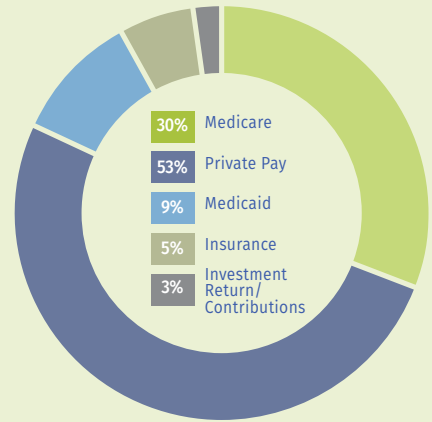
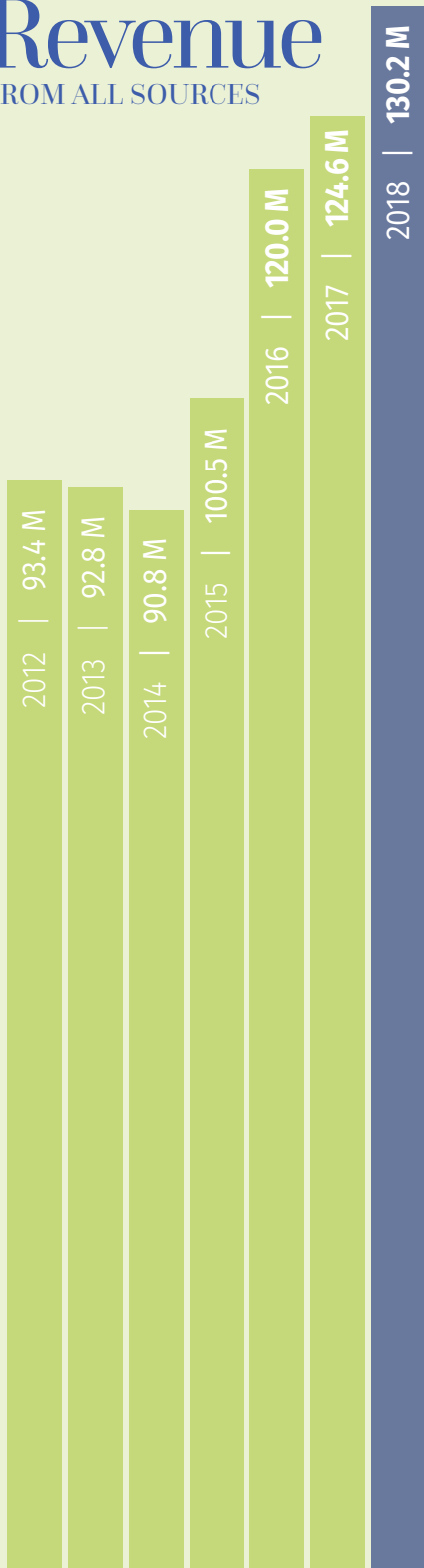
Total Acreage of Land <i>(9 campuses)</i>	127 acres
Total Square Footage of Buildings	1,565,979
Land for Future Development	33 acres

### AVERAGE AGE OF RESIDENTS

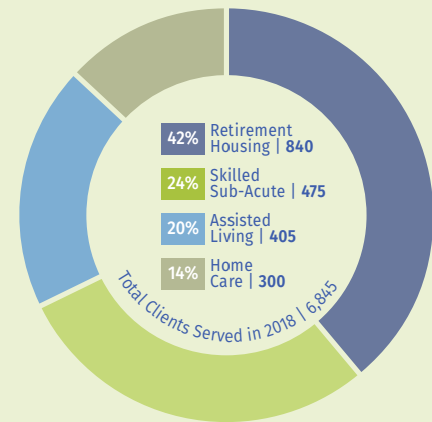
Providence Palos Heights	81
Providence Downers Grove	81
Village Woods	88
Saratoga Grove	88
Victorian Village	85
Royal Park Place	90
Emerald Meadows	86
Park Place Elmhurst	84
Park Place of St. John	81

# Revenue

FROM ALL SOURCES

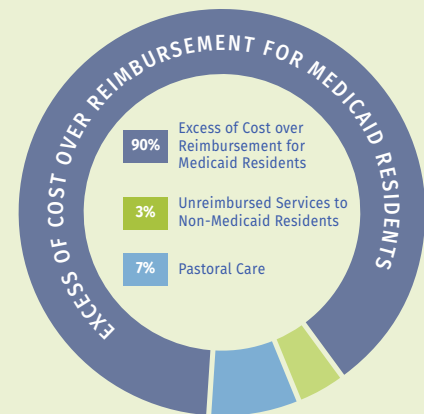
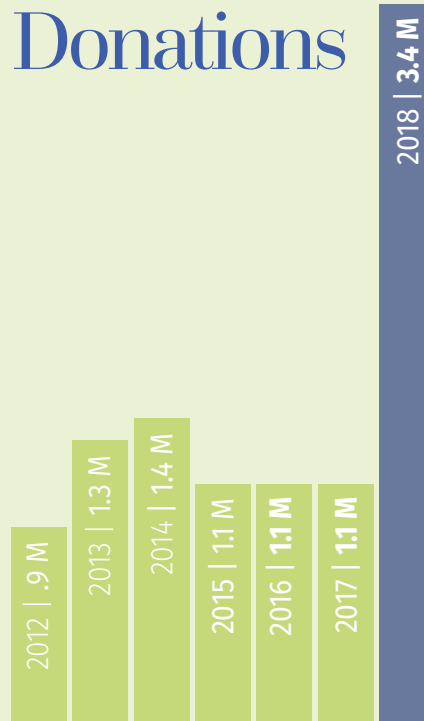


Source of Revenue



Current Capacity  
BY SERVICE PROVISION

# Donations



Charity Care

# Generous Community



*Give, and it will be given unto you. A good measure, pressed down, shaken together, and running over will be poured into your lap. For with the measure you use, it will be measured to you.*

LUKE 6:38

January 1, 2019 -  
December 31, 2019

## GIFTS FOR PROVIDENCE

2019 Donors Report

Edward & Kristine Abbott

Tim & Deborah Abbring

Art Ahlgrim

Alarm Detection Systems, Inc.

Jim Alderden

Amber Mechanical Contractors,  
Inc.

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Angela Anello

Vicki Arbuckle

Donald Ardito

Maria Assensi

Assurance Agency, Ltd.

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Kiersten Baker

Dianna Bakker

Thea Bakker

Gail Balluff

Thom & Lucette Bamford

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Joan Baratta

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Ed & Janice Beatty

David & Jill Beezhold

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Leona Benak

Julie Benda

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Bethel Christian Reformed Church  
of Lansing

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Howard & Gladys Blacquiere

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William & Karen Blaser

Jean Blauw

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BMO Harris Bank

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Janna Boger

Mae Bolt

Timothy & Beth Bolt

Richard Bonnema

Ruth Bos

Alvin & Marilyn Bosma

Bernice Bosma

Ruth Bosman

John & Sharon Boss

Kevin & Pat Botma

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Leanne Boylan

Belinda Bratcher

Marga Breckenfelder

Otto Brettschneider

Mackenzie Bronkema

Richard & Connie Brott

Richard & Carol Brouwer

Hal & Cheryl Brown

Bernard Bruinius

David Brummel

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Bill & Gert Buikema

Rev. Derek & Aubrey Buikema

Edward & Yvonne Buikema

Keith Buikema

Laverne Buikema

Buikema Law Group

Robert & Danette Buikema

Ruth Buikema

Sara Buikema

Peter & Maribeth Bultema

Sylvia Bulthuis DeJong

Theodore & Sharon Bulthuis

Michael & Jane Burke

Amy Bywater

Michael Calligan

Calvary Church - Orland Park

Carol Candell

Carden, Tracy & Stolberg

Kymerlee Carr

Margaret Casey

Jack & Peggy Cashman

George & Shirley Castor

Kirk & Jean Cavanaugh

Tanya Caverl

Centier Bank

Krishna & Ananda Chakrabarty

Chapel Lawn Funeral Home

Allison Charette

Lawrence Charette

Nancy Charters

Rod & Suzanne Chatterton

Chicagoland Senior Care

Anne Chilstrom

Leonard Christensen

Mark Clandra

Clarence Davids & Company

Hyun Clark

Warren & Virginia Clark

Kenneth Cliff

Barbara Cobb

Joanne Coleman

Colley Elevator

Luis Colon

Colonial Chapel

Ken & Charlene Cook

Kenneth & Lisa Cooper

CORE Construction Indiana, LLC

Tom & Helen Corley

Lorraine Cornelius

Cornerstone Protestant Reformed  
Church - Dyer

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Robert & Jane Crane

Richard Darnell

Darwill, Inc.

Bill & Debra Davids

Matt & Julie Davidson

Dan & Kathy Davis

Tom & Carolyn Davis

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Corky & Roz De Boer  
 Dorothy De Boer  
 Jack & Jennifer De Boer  
 Paul & Pam De Boer  
 Victoria De Boer  
 Brian De Groot  
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 Gerald & Cindy De Young  
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 Lillian DeBartolo  
 Gary & Wendy Deckinga  
 Nijole & Vilja Dedinas  
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 Marjorie DeSombre  
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 Margaret Dokter  
 Don & Brian Stolper  
 Henry & Doris Doorn  
 Henry & Karen Doorn  
 James & Lynn Drenth  
 Kenneth & Bonlyn Dry  
 Theresa Duran  
 Trinidad Duran  
 John & Jeanne Dwarshuis  
 Mark & Susan Dyer  
 Cheryl Dykstra  
 John & Deanne Dykstra  
 Kathryn Dykstra  
 Michelle Dykstra  
 Economy Disposal  
 John & Carol Edgar  
 Edward Jones Investments - Jack Mudde  
 Eenigenburg Quality Water  
 Jean Egan  
 Marissa Ellebruch  
 Don & Janis Engelsman

Enquire Solutions  
 Mark & Heidi Enright  
 Susan Enright  
 Rev. Gerry & Carol Erffmeyer  
 Dale & Judy Eriks  
 The Estate of Alice Flasman  
 The Estate of Frank Hovinga  
 The Estate of Ben & Kathleen Taming  
 The Estate of George & Alice Van der Molen  
 The Estate of Ida Bilthouse  
 The Estate of John & Joni Van der Aa  
 Margaret Euwema  
 Evenhouse & Co.  
 Bernard & Janice Evenhouse  
 June Evenhouse  
 Faith Christian Reformed Church - Elmhurst  
 Faith Christian Reformed Church - Tinley Park  
 Faith Church - Dyer  
 Diane Fixel  
 Anthony Ferraro  
 Bradley Fierce  
 Fifth Third Commercial Bank  
 First Church (PCA) - Lansing  
 Dian Fitzgerald  
 Douglas Fitzgerald  
 Marcia Fleming  
 Rindert & Fae Flisyn  
 Theresa Folkerts  
 Wilma Folkerts

Michael & Marsha Ford  
 David & Jane Foulser  
 Dorothy Frantz  
 Joseph Frasor  
 David & Christine Gabrielse  
 James & Susan Gagliardi  
 Lucille Gearhart  
 Robert Gehrt  
 Georgio's Banquets  
 Paul Getz  
 Diane Giglio  
 Patricia Gilmartin  
 Carl & Marlene Gizynski  
 Sue Glintborg  
 Carl & Debra Goodfriend  
 Goodheart-Willcox Publisher  
 Gordon Food Service  
 Tina Governale  
 Annie Gras  
 Henrietta Groenboom  
 Jacob & Kimberly Groenewold  
 Jake & Linda Groenewold  
 John & Barbara Groenewold  
 The John & Phyllis Groot Foundation  
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 Frank Guajardo  
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 Law Office of Jack L. Haan, PC  
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 Carol Hart  
 Leo & Jane Harty  
 Dave & Brenda Harvey  
 Ann Havel  
 John & Susan Heemstra  
 Roger & Kendra Heerema  
 Bill Heikema  
 Bob & Carol Heikema  
 Bonnie Heirendt  
 Carole Hendrick  
 Aileen Henkel  
 Shirley Henricksen  
 Vicki Hildebrand  
 Charles & Margaret Hilding  
 Margaret Hilgendorf  
 Shirley Hill  
 Jacqueline Hilt  
 Noreen Hindson  
 Tim Hoeksema  
 Byron & Pat Hoekstra  
 Fred & Barb Hoekstra

*This is what the Lord Almighty  
 said: "Administer true justice;  
 show mercy and compassion to  
 one another."*

**ZECHARIAH 7:9**



# Generous Community

William & Linda Hoekstra  
 Howard & Kim Hoff  
 Lenore Hoff  
 Homewood Disposal Service, Inc.  
 Hoogendoorn & Talbot, LLP  
 Hope Christian Reformed Church  
 Florence Hoving  
 George Hoving  
 Inger Hughson  
 Heidi Huizenga & Family  
 PJ & Abigail Huizenga  
 Fred & Janet Huizinga  
 Fred & Flo Huizinga  
 Richard Huizinga  
 Matt & Alexis Hull  
 Janice Huskisson  
 Martha Ireland  
 Todd & Melinda Jabaay  
 Felicia Jackson  
 John Jacobsma  
 Mathew & Mary James  
 Catherine Jamison  
 Connie Jaros  
 John & Gwen Jellema  
 Mary Jane Jenkins  
 Natalie Jenne  
 Eric & Evelyn Johnson  
 Ernst & Mary Jo Jolas  
 Donald Jones  
 Marya Jordan  
 Donald Joyce  
 George & MaryKay Kacmarek  
 Scott Kallemeyn  
 David & Donna Kamp  
 Henry & Grace Kamp  
 Judy Kamp  
 Bert & Lori Kamp  
 Timothy Kamphuis  
 Jacqueline Kamps  
 Brian & Patrice Kamstra  
 June Kanta  
 Jean Karlson  
 Justin & Stacie Kats  
 Paul & Lois Kats  
 Sandra Kays

Todd & Deb Kelderhouse  
 Peter Kempfer  
 Ted Kendzora  
 John & Mary Beth Kerlin  
 Lee & Marian Kickert  
 Denise Kielanowicz  
 Scott & Patricia Klein  
 Paul Kline  
 Richard & Judy Klompmaker  
 John & Donna Kloosterman  
 Meghann Klotz  
 Robert & Jill Knisley  
 Bastian & Joan Knoppers  
 Joyce Knuepfer  
 Ann Knutson  
 Arnold & Sandra Koldenhoven  
 Vonda Kooima  
 Wesley & Glenda Koops  
 Rev. Michael & Trudy Kooy  
 Larry & LeAnn Kooyenga  
 William & Nancy Kort  
 Meredith Kosek  
 Dr. Oommen & Dr. Mabel Koshy  
 William & Joan Kretz  
 Cynthia Krystozek  
 Sonja Kuhn  
 Hilda Kuiken  
 Jerry & Dawn Kuiper  
 Faith La Velle  
 Helen Labarge  
 Darlene LaChappelle  
 Lagestee-Mulder Construction  
 Dorothy Lakes

Charlie & Betty LaLiberte'  
 Joan R. Lamie  
 Joseph LaMonica  
 Scott & Valerie LaMorte  
 Linda Landry  
 Hal Landt  
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 James & Ruth Langland  
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 Rich & Lora Leskovisek  
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 Stephanie Litka  
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Joan Lynch  
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 Craig & Linda Matthews  
 Helen Maurer  
 Diane McGinnis  
 Therese McGrath  
 Timothy McKenna  
 Joe McManus  
 Emily McMaster  
 Donna R. Medema  
 Mr. & Mrs. Michael Medema  
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 Medline Industries  
 Kenneth & Marcia Mels  
 Scott & Deb Mels  
 Beverly Meyer  
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 Edward & Jeannette Meyer  
 Gary & Joy Meyer  
 John & Margaret Meyer  
 Scott Miller  
 Gilbert & Shirley Mitchell  
 Helen Moffit  
 Dick & Pixie Molenhouse  
 Sharon Monson  
 Kathleen Moore  
 Suzanne Morales  
 Amy & Mark Mosoriak



*Learn to do right; seek justice.*

*Defend the oppressed. Take*

*up the case of the fatherless.*

*Plead the case of the widow.*

ISAIAH 1:17

# Generous Community

Jeff & Beth Mukamal  
 Dr. Keith Mulki  
 Mark & Barbara Mulliner  
 Thomas & Margaret Murphy  
 Mark & Karen Myers  
 Shirley Myers  
 Thomas & Shirley Myers  
 Raymond Myles  
 Joseph & Eileen Nape  
 William Naughton  
 Dr. Mark & Betty Neerhof  
 Kurt & Beverly Nelson  
 Stephen Neuhaus  
 New Life Christian Reformed Church  
 Milton & Janet Nichols  
 Mary Nockels  
 Joseph Nowak  
 Mike & Cindy Nylen  
 David & Joann Ogdon  
 Deborah O'Kane  
 Carol Olsen  
 James & Joanne Olthoff  
 Jeff & Diana Olthoff  
 Wendell & Lois Oman  
 OnePoint Patient Care  
 William & Joan Ooms  
 Karen Oost  
 Dennis & Patricia Oostman  
 Orland Park Christian Reformed Church  
 Victor Ortuno  
 Robert & Nancy Osbrink  
 Glen Ostdiek  
 Lawrence & Patricia Ostrowski  
 Henry & Mary Otte  
 Larry & Johnna Otte  
 Rodney & Jeana Otte  
 Grace & Bill Ouellette  
 Daniel & Mary Owczarski  
 Frank & Lisa Owen  
 Aaron & Amy Ozinga  
 Ozinga Brothers, Inc.  
 Paul Ozinga  
 Ralph & Margene Paarlberg

*For he will deliver the  
 needy who cry out, the  
 afflicted who have no  
 one to help.*

PSALM 72:12



Palos Heights Christian Reformed Church  
 Jeanne Panuncialman  
 Barb Park  
 Dorothy Park  
 Chris & Patricia Parker  
 Lawrence Passow  
 James Patterson  
 Salvatore Pellegrino  
 Sharon Peters  
 Joan Philip  
 Karen Phipps  
 Emeline & Ronald Pickands  
 Elizabeth Pierce  
 Barbara Pizzotti  
 Plante Moran  
 George Pluister  
 Lillian Pochowicz  
 Burt & Helen Polk  
 Daniel Porch  
 Premier Outdoor Environments  
 Rev. Mark & Linda Prestriedge  
 Proven Business Systems  
 ProviNET Solutions  
 Kathleen Quinlan  
 Patricia Radell  
 Jim & Kristine Ravesloot  
 Gayle Reinsma  
 Lance & Karen Reinsma  
 Noelle Repetto  
 Resource Management Companies  
 Stephen & Eden Richards  
 James & Susan Ricker  
 Clarence & Joan Ridder  
 James & Carolyn Ridder

Andrew M. Ridderhoff  
 Bryan & Rachel Rieger  
 Linda Ries  
 Robert J. Workman, CPA  
 Burton Robinson  
 Caryl Rohlfing  
 Jon & Abby Romano  
 Andrew & Dawn Rousonelos  
 Darlene Roy  
 Sharon Roy  
 RSM US LLP  
 Ruff, Freud, Breems & Nelson, Ltd.  
 Brooke Runnion  
 RYAN Companies  
 Howard & Edna Rynberk  
 Jennifer Sacatropz  
 Carol Sack  
 Frederick & Helene Sales  
 Deanna Samson  
 Laura Santoro  
 SAS Architects & Planners  
 Craig Satrum  
 Michael Savio  
 Virginia Savio  
 Terance & Susan Saxsma  
 Tim & Nancy Scheeringa  
 Henry & Ann Schenkel  
 Schepel Auto Group  
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 Kimberly Schroeder  
 Raymond Schrottenboer  
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 Steven & Kathi Schroyer  
 Paul & Cathy Schultz

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 Jennifer Schutt  
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 David & Kathy Schuurman  
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 Terrence Schwitt  
 Calvin & Nancy Scott  
 Rev. Peter & Becky Semeyn  
 Diane Sexton  
 William & Joanne Sha  
 Ed & Cathy Shea  
 Thomas & Noline Shields  
 Alexandra Shloss  
 Beatrice Short  
 Dorothy Shotola  
 Jim & Renee Sierra  
 Rosen Silva  
 Edward Slack  
 Chuck & Deborah Slager  
 Mary Small  
 Charles & Marilyn Smith  
 Diane Smith  
 Kevin & Shelly Smith  
 Smits Funeral Homes, Ltd.  
 Russell Snella & Barbara Van Kampen  
 Robert & Rena Snyder  
 Catherine Solle  
 Evelyn Souders  
 South Suburban HVAC  
 Southwest Town Mechanical  
 Rose, Charlie & Rosie Spaar

# Generous Community



*A father to the fatherless, a  
defender of widows, is God in his  
holy dwelling.*

PSALM 68:5

Roy & Jane Spangler  
Hank & Jackie Speelman  
Mary Speiser  
Nicholas Spoolstra  
Lonny & Jane Staal  
State Farm Companies Foundation  
Ronald & Shirley Stavinga  
Joanne Steif-Nazimek  
Henrik & Christa Steiner  
Morna Stewart  
Nancietta Stocking  
Carol & Mike Stogin  
Lisa Stoik  
Jacob Stoll  
Arnie & Barbara Stolte  
Stolte Enterprises, Inc.  
Laura Stoub  
Jack & Amy Strong  
William & Jean Strong  
Scott & Mary Studebaker  
Virginia Studebaker  
David Sullivan  
Marvin Sussman  
Virginia Swan  
Daniel & Earline Sweeney  
Charlene Swierenga  
Jack & Cassie Swierenga  
Vicki Sylvester  
Symbria  
Daniel Sytsma  
Leslie Sytsma  
Donald & Debbie Szachowicz  
Steven Szot  
Joel & Rhonda Tameling

Neal & Lori Tanis  
William & Stephanie Tarczon  
TAZ Leasing, LLC  
Louis Tazelaar  
Marlene Tegmeyer  
Nancy Teng  
Megan Tengerstrom  
Virginia Tenzis  
Robert & Elaine Terp  
Donald & Mavis Thomas  
Dave & Amy Tiemersma  
TimberCrest Landscaping  
Shirley Tirado-Moran  
Dr. Nader & Nabeela Tobia  
Clara Togtman  
Carl & Margaret Toren  
Nicholas Trojanowski  
Rosemary Twomey  
Amy Unger  
Dan & Janine Valkema  
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Pierson & Lu VanAlten  
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Don & Gerry Van Dyk  
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Alden & Bethany VanSolkema  
Andrew VanSolkema  
Kevin & Renita VanSolkema  
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Harley Ver Beek  
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Mervin & Sharon Visser  
John & Mary Voorn  
Andrew & Jane Voss  
David & Pam Voss  
Brian & Jori Wachowiak  
Debbie Wade  
Fran Wall  
Bernadine Walsh  
Muriel Walsh  
Walt's Food Centers  
Sue Warmann  
Elaine Warnke  
Don & Sandy Waterlander

Beth Welch  
Jacqueline Werle  
Western Springs Christian  
Reformed Church  
Wheaton Christian Reformed  
Church  
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Steven & Donna Workman  
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Nancy Wyman  
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Frances Yonco  
Kyle & Heather Yonker  
Tom & Judy Yonker  
Wendell Yonker  
Leatitia Young  
Elizabeth Zander  
Bill & Judy Zandstra  
Carol Zandstra  
Neil & Johanna Zandstra  
Evelyn Zeilstra  
John & Janice Zeilstra  
Marcus & Jessica Zeilstra  
Van & Lois Zeilstra  
Pete & Laurie Zeman  
Ziegler  
Daniel Zielezinski  
Kathleen Ziesmer  
Jon Zimmer, Sr.  
Judith J. Zukowski





*The Providence Life Services Board of Directors presented CEO Rich Schutt with a framed copy of the article that honored him.*

# Honored for Dedication

At the last Providence Life Services Board of Directors meeting of 2019, CEO Rich Schutt was presented with a framed copy of an article published about him in “McKnight’s Long-Term Care News,” December edition. McKnight’s Long-Term Care News is known to the senior living industry as a leading national news source for those in the long-term care field. The Board presented this gift as a way of thanking Rich for his dedication to senior living and care.

The article outlined the four decades of service that Rich has worked to improve the lives, not only in the nearby communities that Providence serves, but on a global level. It included quotes from LeadingAge leadership, outlining Rich’s vision and compassion, as seen in his work as former chair of LeadingAge and his current role as chair of the Global Ageing Network, the international arm of LeadingAge. |



**You can read this article online by searching the McKnight News web site at [www.mcknights.com](http://www.mcknights.com).**

# Providence Certified as a Great Place to Work®



Great Place to Work Institute has honored Providence Life Services with certification as a Great Place to Work. The certification process considered more than 1,000 employee surveys from across Providence communities and services.

Great Place to Work, an independent research and consulting firm, evaluated more than 60 elements of team members' experience on the job. These included employee pride in the organization's community impact, belief that their work makes a difference, and feeling their work has special meaning. Rankings are based on employees' experiences, no matter who they are or what they do.

Providence Life Services has made it a priority to provide an employment culture all its own, and leadership is proud that the organization has been recognized for being a great place to work. Recently, in addition to a competitive benefits package, Providence instituted a 3 percent increase for starting wages for several direct care positions, in an effort to attract the very best employees in a competitive market. These dedicated staff have served

on the front line of care, and truly help exemplify the Providence Life Services mission to enhance the lives of those we serve in the name of Jesus Christ.

"We applaud Providence Life Services for seeking certification and releasing its employees' feedback," said Dr. Jacquelyn Kung, of Great Place to Work's senior care affiliate Activated Insights. "These ratings measure its capacity to earn its own employees' trust and create a great workplace for high performance."

Providence Life Services offers a full range of services for families in Illinois, Indiana, and Michigan who need retirement living, assisted living, rehab, skilled nursing, memory care, respite care, as well as care management, home healthcare, hospice, and other help at home. If you are wondering if Providence Life Services is the company you want to work for, ask our employees. Many have stayed at Providence for decades, and we're proud of our staff retention.

*“For he will deliver the needy  
who cry out, the afflicted who  
have no one to help.”*

PSALM 72:12 (NIV)

# An Appreciation FOR GIVING



PLEASE CONSIDER A GIFT TODAY TO HELP OUR RESIDENTS.  
*At Providence Life Services, our mission is to serve people in a way that helps meet the needs of the whole person: socially, emotionally, spiritually, intellectually, and physically. Your gift helps provides quality, complete care to our residents.*

[www.DonateToProvidence.com](http://www.DonateToProvidence.com)  
[www.VolunteerAtProvidence.com](http://www.VolunteerAtProvidence.com)

PROVIDENCE  LIFE SERVICES

Providence Life Services is a 501(c)3 not-for-profit organization