

Bethesda's Everyday Heroes

After receiving a concerned call from a family member on June 18, **Felinna Love**, General Manager of Village North Retirement Community, administered a wellness check. When there was no answer, Felinna entered the apartment and found the resident nonresponsive, purple and breathing irregularly on her bed.

Felinna called the front desk and instructed **Chelsea Callender**, the staff person who answered, to call 911. While waiting for EMS to arrive, Felinna administered CPR. She was joined in the resident's apartment by Chelsea, who just happened to be 37 weeks pregnant, in the CPR efforts until EMS arrived.

"The 911 dispatcher told me to keep going until someone could relieve me," Felinna said. "Fortunately, Chelsea was there for me, and I was there for her."

Thanks to Felinna and Chelsea's quick thinking and action, the resident was revived by the EMS team and has made a full recovery following a short hospitalization, returning to her home at Village North.

Of course, Felinna and Chelsea are just two of many heroes at Bethesda Health Group. Daily wellness checks are just one of the many ways Bethesda helps ensure resident safety.



Felinna Love (left) and **Chelsea Callender** took turns administering CPR on an unresponsive resident until EMS arrived.

"Bethesda's culture is very family oriented," Felinna said. "There is a lot of support at every level within the company and that directly translates to resident care."

For instance, when Bethesda Hawthorne Place had its one and only positive COVID-19 test result, Housekeeping Supervisor **Amy Willis** chose to stay at Hawthorne 24/7 for 10 straight days. She was determined to maintain the highest level of cleanliness to ensure the safety of the residents and her fellow team members.

When asked why she felt called to go above and beyond during the COVID-19 crisis, Amy said that she saw how challenged the team

was, and knew she had to be a true team player.

"It's not just a job to me," Amy said. "It's about the residents and the families. You learn from them and they become part of your family, too."

Lisa Reynolds, Executive Director at Bethesda Hawthorne Place, said during the initial crisis, when staffing was down in all departments, Amy was the first to volunteer to help wherever and whenever needed.

"One day, when our cook was having car trouble, Amy jumped right in and began cooking breakfast for all of the residents," Lisa said. "She has continued to

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Mary Goodwin, Admissions Counselor
Lori VanCardo, Admissions Counselor

Bethesda Meadow
322 Old State Road
Ellisville, MO 63021, (636) 227-3431
Wade Hachman, Administrator
Susan LeBar, Admissions Counselor

Bethesda Southgate
5943 Telegraph Road
Oakville, MO 63129, (314) 846-2000
Jennifer Popp, Administrator
Sarita Weldon, Senior Admissions Counselor

Alton Memorial Rehabilitation & Therapy
1251 College Ave.
Alton, IL 62002, (618) 463-7330
Daniel Vogel, Administrator
Hazel Morgan, Referral Coordinator

Christian Extended Care & Rehabilitation
11160 Village North Dr.
St. Louis, MO 63136, (314) 355-8010
Renee Cwiklowski, Administrator

Barnes-Jewish Extended Care
401 Corporate Park Dr.
Clayton, MO 63105, (314) 725-7447
Candice Brown, V.P. and Administrator
Brittany Minnich, Admissions Counselor

Assisted Living

Bethesda Hawthorne Place
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St. Louis, MO 63122, (314) 853-2551
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Lea Ann Coates, Residency Counselor

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(314) 446-0623, Denise O'Malley, Director

Bethesda Senior Support Solutions
(Formerly Bethesda Private Duty)
(314) 963-2200, Kristen Daniels, Director

Bethesda Rehab & Therapy Centers
(Short-Stay Medicare Rehabilitation)
(314) 277-9959
Thomas Miskle, Executive Director

Senior Independent Living

Robyn Duffey-Rogers, Sales Director

Bethesda Barclay House
230 South Brentwood Boulevard
Clayton, MO 63105, (314) 725-1000
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Jerry Ahillen, Sales Counselor

Bethesda Gardens
420 South Kirkwood Road
Kirkwood, MO 63122, (314) 965-8100
Kristyn Koehler, General Manager
Sarah Zimmerman, Sales Counselor

Bethesda Orchard
21 North Old Orchard Avenue
Webster Groves, MO 63119, (314) 963-2100
Todd Meury, General Manager
Eloise Capelle, Sales Counselor

Bethesda Terrace
2535 Oakmont Terrace Drive
Oakville, MO 63129, (314) 846-6400
Andrea Snyder, Senior General Manager
Marie Bartels, Sales Counselor

The Oaks at Bethesda
Big Bend & Berry Road
Oakland, MO 63122, (314) 372-5839
Kristyn Koehler, General Manager
Sarah Zimmerman, Sales Counselor

Village North Retirement Community
11160 Village North Dr.
St. Louis, MO 63136, (314) 355-8010
Felinna Love, General Manager

Charless Village

5943 Telegraph Road
St. Louis, MO 63129, (314) 606-9891
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Choosing Bethesda during a Pandemic

When **Jo Manion** was considering a move to a retirement community, she didn't expect it would take place during a pandemic. But after an unexpected fall in her home, moving to a place where she could remain independent with help nearby if needed felt like the safest option.

After Jo expressed interest in Bethesda Terrace, **Marie Bartels**, Sales Counselor, scheduled a FaceTime tour to look at some one-bedroom apartment options. However, Jo still needed a bit more convincing to feel confident in her decision, and physical tours were still not a safe option.

"I suggested we look through the window," Marie said. "I pointed out where everything could go while she told me what kind of furniture she had. We just got creative with it."

A few weeks later, once the Bethesda visitation restrictions were softened slightly to accommodate prospect tours, Jo was able to physically tour the apartment, and ultimately signed a contract to move in.

Due to COVID-19 safety precautions, the new normal for apartment tours includes virtual tours over FaceTime and phone calls with families. Marie said she tries her best to give potential residents and their families the full picture of living at Bethesda, but some things cannot fully translate over the phone.

"What makes Bethesda special is that we treat our seniors and their families as a part of our family," Marie said.



Jo Manion (right) stands with **Marie Bartels** next to her new apartment in Bethesda Terrace. Marie helped Jo decide on the apartment through a window tour when the pandemic made indoor tours unsafe.

There are many factors to consider when choosing a move to independent living. Marie said the most important factors are safety, amenities and socialization. Bethesda makes all three top priorities, paying particular attention to activities and socialization.

"I had a lady tell me that her TV had become her best friend until she came here," Marie said.

"When you come to Bethesda Terrace or any of the Bethesda independent living communities, you sit down to meals with your friends instead of by yourself."

For more information on housing options at Bethesda, as well as information about our "Moving with Ease" program, please visit <https://www.BethesdaHealth.org/our-communities/>. ■

Alton Memorial Rehab & Therapy Award

Members of the Alton Memorial Rehabilitation & Therapy team celebrate the announcement that the facility was named "Favorite Senior Living" by the readers of the *AdVantage News*. "This is a tribute to the hard work and commitment of everyone who works tirelessly to take care of our patients," says **Daniel Vogel**, Administrator. ■



Mary June King Scholarship 2020 Recipients

Congratulations to **Olivia Robinson**, LPN at Bethesda Dilworth, and **Qiana Robinson**, LPN at Alton Memorial Rehabilitation & Therapy! Each was named a recipient of the Mary June King Scholarship Fund.

Established by Ms. King’s daughter, **Mary Brown**, the scholarship annually assists one or two Bethesda employees in their pursuit of a post-secondary education of college-level study. It can be used for book purchases, computer or any resource they need to assist them on their educational journey.

The scholarship is awarded annually to eligible Bethesda employees. Both Olivia and Qiana are planning to take classes to become registered nurses (RNs). ■



Left to right, **Kathy Joslin**, Senior Vice President of HR, **Olivia Robinson**, **Qiana Robinson** and **Mary Brown**.

Bethesda Dilworth’s Dynamic Duo

Kathleen Swindell and her daughter, **Susan**, are Bethesda Dilworth’s newest mother-daughter duo. They share a room and spend their days doing what they’ve always done at their previous home of 44 years. The circumstances on how they came to share a room, however, are quite unique.

After Kathleen suffered a fall and spent time in a rehab facility recovering, the two were apart for the first time in Susan’s life.



Susan, who has Down syndrome, could not live at home alone, so she moved in with her sister, **Linda Casper**.

After it became clear that Kathleen could no longer live safely in her home, Linda was determined to keep the two together. After looking into a variety of options for Susan and Kathleen, Linda spoke with **Lori VanCardo**, Admissions Counselor at Bethesda Dilworth. Linda said Lori was instrumental in reassuring her this would be a good place for her mother and sister.

“She took the time to talk to me about my concerns and wishes for my mother and sister,” Linda said. “I always felt more comfortable after talking with Lori.”

After spending eight weeks apart, Kathleen and Susan were reunited at Bethesda Dilworth.

Kathleen Swindell (right) has three grandchildren and six great-grandchildren. **Susan Swindell** (left) is holding Johnny, the youngest great-grandchild.

Linda said her mother and sister have continued doing all the activities at Bethesda Dilworth that they loved at home. Susan enjoys painting with watercolors, and she continues to paint in the activities center and in her room. Kathleen took organ lessons until she was 88 years old, and she participates in sing-alongs and other musical activities.

“I’m happy they can still do all of their favorite things, and I feel blessed that they have a room together,” Linda said.

According to Lori, this type of living arrangement with a younger resident is unusual for Bethesda. Given the circumstances, however, she was happy to bring them back together again.

“It’s a good feeling knowing I helped bring this family back together amidst the pandemic,” Lori said. “At Bethesda, we were able to provide the care that they both needed to stay together.” ■

A Wedding in Bethesda Dilworth's Courtyard

Like so many other brides set to get married during the global pandemic, **Jenny Conkright** found herself in quite a dilemma when their original venue—a local park—could not accommodate them.

Instead of rescheduling their July 11 wedding, Jenny and her fiancé, **Andy Myers**, decided to

pursue a new location. Jenny had always envisioned an outdoor wedding, but finding the right place was proving difficult.

Jenny, a Certified Nurse Assistant at Bethesda Dilworth, brainstormed her options with her co-workers. When someone suggested the Bethesda Dilworth Courtyard, Jenny initially considered it nothing but a joke. But after thinking it over, she began to take the idea seriously. Once **Mark Jeffries**, Bethesda Dilworth Vice President and Administrator, agreed, the couple decided to move forward.

"I always knew that Bethesda supported and took care of their employees, but I never

Jenny Conkright wore a "Bride" mask throughout the ceremony while **Andy Myers** wore a "Groom" mask and **Amanda Jones** wore one that read "Officiant."

thought I'd be in a position to take advantage of that kindness and generosity," Jenny said.

Thanks to the Bethesda Grounds team, the Courtyard looked immaculate. Thanks to the Bethesda Dilworth team, Jenny received the support she and Andy needed.

Approximately 25 people attended the ceremony—family members, Jenny's co-workers and a couple of the residents for whom she provides care. The wedding was officiated by one of Jenny's good friends—**Amanda Jones**, who used to work in Activities at Bethesda Dilworth and now works at Bethesda Meadow.

"I am so happy with the way everything turned out," Jenny said. "I can't thank everyone at Bethesda Dilworth enough for what they did." ■



"We Honor Veterans" Program Earns Highest Level of Achievement

In February, the "We Honor Veterans" program at Bethesda Hospice Care reached Level 5, the highest level of achievement in this national program offered by the National Hospice and Palliative Care Association (NHPCA).

According to the NHPCA, organizations that achieve Level 5 represent the pinnacle of understanding, training and experience in dealing with the unique needs of aging Veterans.

Leslie Schaeffer, Support Services Manager at Bethesda Hospice Care, said this achievement will help the Bethesda community

better serve its Veterans through knowledge and compassion.

"This program does vital work educating civilians about just how much our Veterans deserve, especially as they age," Leslie said. "We have to be ready to provide the highest quality of care to our Veterans."

Bethesda offers its Veterans a number of "We Honor Veterans" services, including VA benefits support, memorial celebration services, support groups, Veterans Day ceremonies and more.

With Leslie's leadership, Bethesda Hospice Care became the first program in Missouri and Illinois to achieve Level 5 status.



A group of Veterans who attended the 2019 National Vietnam War Veterans Day Recognition Breakfast, which was sponsored by Bethesda Hospice Care. The event is part of the criteria for securing the We Honor Veterans—Level 5 designation.

For more information on the "We Honor Veterans" program, please contact Leslie Schaeffer at LLSchaeffer@bethesdahealth.org. ■

Fun Times at Bethesda

Residents and staff have flexed their creativity to still have lots of fun while incorporating masks and social distancing! Here are just a few of the exciting, socially distant events we've held over the past few months.

If you would like to see more examples, please visit the Bethesda Facebook pages listed on page 8.



Gift donation by Dollar Tree



Celebrating National Smile Month



St. Paul's United Church of Christ recognizing Bethesda Southgate caregivers with gift cards and sponsoring a hot dog cart



Pizza party sponsored by Amen, Gantner and Capriano



Celebrating Hawaiian Day

Virtual Bethesda Hospice Care 5K/1K Walk/Run

Through the pandemic, Bethesda is keeping as many beloved traditions alive as possible. The Bethesda Hospice Care Memorial Walk/Run is no different: this year, the 8th annual event is going virtual.

Participants are invited to complete a 5K or 1K walk/run anytime and anywhere they choose September 1-20; a virtual memorial ceremony will take place September 26. If you would like to participate, registration opens on Aug. 7 online at www.BethesdaHealth.org/care-services/hospice-care/rsvp/. During online registration,

participants can share the names of their loved ones they are walking/running for and choose a preferred ribbon color for the virtual ceremony.

During the walk/run, participants are encouraged to take photos and share them with Bethesda Hospice Care prior to the ceremony. Though virtual, the ceremony remains the same in spirit: loved ones will be remembered, and the preferred ribbon with the loved one's name will be placed on the celebration wreath. The ceremony will also showcase the submitted photos from the walks/runs.



Bethesda Terrace resident **Bob Hynes** walks with members of his family in memory of his wife, **Delores**, at the 2019 event.

“Even though we aren’t able to gather as a community, we will still be able to reflect and remember our loved ones who have passed,” said **Leslie Schaeffer**, Support Services Manager, Bethesda Hospice Care.

For more information, please contact Leslie at LLSchaeffer@bethesdahealth.org. ■



Not Your Everyday Birthday Celebration!

A scorching hot sun could not keep Christian Extended Care & Rehabilitation resident **Jessie Trice-O'Bryant** or members of her care team from enjoying her 106th birthday celebration! Family and friends participated in a drive-by car parade in her honor—and Miss Jessie waved and said hello to each car that passed by! ■

Bethesda's Everyday Heroes

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assist with everything from delivering hall trays due to communal dining restrictions to moving entire apartments full of furniture.”

These unprecedented times have been met with extraordinary dedication and resilience from our Bethesda team members. They have coordinated creative solutions to keep residents engaged and happy while routine activities have been put on hold to ensure everyone's safety. In addition to Amy, Felinna and Chelsea, many others have gone above and beyond to keep our residents and patients safe and healthy.

We are all motivated by a shared commitment to supporting one another through times of adversity as well as times of celebration and accomplishment. We will continue to ensure the highest levels of safety for our residents and staff in the uncertain months to come.

“We really are a family,” Felinna said. “You look out for your family.” ■

Did You Know...

... that **Kiel Peregrin**, Senior Vice President, Operations, was named to prestigious 2020-21 class of Leadership St. Louis? Only 56 individuals were selected to participate in the class, which comprises a nine-month curriculum that explores issues such as economic development, racial equity, education, criminal justice and poverty within the St. Louis region.

... that the Bethesda Respite Care program can provide you with a well-earned rest while providing your senior loved one with socialization and daily activities?

... that the 2020 Norwood Award recipients have been announced? Find out who the recipients of Bethesda's most prestigious award are in the next edition of the *Pulse*. ■

BETHESDA

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Social Media Platforms Provide Numerous Resources for Loved Ones

These unconventional times are causing many of us to use social media more than ever to keep up with our senior loved ones. For those interested in "following Bethesda," we are active in many platforms:

 facebook.com/BethesdaHealthGroup

 twitter.com/BethesdaHealth

 youtube.com/user/BethesdaHealth

 linkedin.com/company/bethesda-health-group/

We publish 2-3 blogs per week on a variety of senior-related topics. Please access our blog library by going to www.BethesdaHealth.org/blog/.

And in July, we unveiled "Wisdom with Age," an electronic newsletter filled with "News You Can Use" about senior living, care and services. That newsletter can be accessed at <http://BethesdaHealth.org/WisdomWithAge/July2020>

But we'd love to send Wisdom with Age to you every month! To sign up, visit www.BethesdaHealth.org/WisdomWithAge/Sign-Up



In many cases, a community has its own Facebook page. Here are the links to those pages:

www.facebook.com/BethesdaDilworth

www.facebook.com/BethesdaMeadow

www.facebook.com/BethesdaSouthgate

www.facebook.com/BarnesJewishExtendedCare

www.facebook.com/ChristianExtendedCareRehab

www.facebook.com/AltonMemorialRehabTherapy

www.facebook.com/BethesdaHawthornePlace

www.facebook.com/VillageNorthRetirement

www.facebook.com/BethesdaRetirementLiving
(for all retirement communities except Village North)

Thank you for your continued interest in Bethesda, and please "Like," "Follow" and "Share" the posts on our social media platforms!