



CONNECTIONS

1440

A newsletter committed to **honoring** the employees who serve residents and their families. This newsletter is an opportunity for everyone to collaborate by sharing their ideas, experiences and dreams.



BE ACCOUNTABLE THE PURSUIT



WHAT PEOPLE ARE SAYING ABOUT US

We all know the importance of reputation and how hard work translates into happy residents and families. Thank you for your relentless dedication to our purpose. Your efforts do not go unnoticed. Take a look at what people are saying about us!

Review of StoryPoint Grove City | June 2018



This community is very beautiful. The residents have many activities to participate in on a daily basis and the food prepared by the culinary staff is phenomenal. I encourage anyone looking for a new home for their loved one to look at this wonderful community.

Review of Independence Village of Plymouth | July 2018



I give a round of applause to the team that does our laundry - bedding, bathroom, and kitchen towels. Faithfully early every Thursday they pick up the bag and return it in the afternoon, clean, nicely folded, shrink wrapped, and with new tags on any new items. They do it week after week without fail. Hooray for their dedication and diligence.

Review of StoryPoint Saline | June 2018



Love living here, first class all the way!

Review of Independence Village of Grand Ledge | July 2018



Friendly staff who care about every resident! Always clean and a good environment to be in.



Q1 WINNERS

Inspire: Ann Arbor

Empower: Frankenmuth

Q2 WINNERS

Inspire: Ann Arbor

Empower: Grove City

Inspire: Saline, Aurora, Avon Lake, Grand Ledge, Midland, Portage & Rockford

Empower: Brighton, Frankenmuth, Grove City, Petoskey, Plymouth, Troy, Waterstone & White Lake



ENJOY IT

EMPLOYEE SPOTLIGHT

We are lucky to have the best, most dedicated and caring employees. However, there aren't enough opportunities to brag about your hard work. We want to say "Thank You" and display our immense gratitude by showcasing a few of our stellar employees here. These employees are 1440 in mind and spirit. We are so proud of them. To learn more about these rock stars, like what their favorite emoji is and who mentors them best, read below. We asked all of them these questions:

While at work, how do you normally "Enjoy It"?

What is a fun fact about yourself?

Which of your co-workers has made the most significant impact on your life?

What is a podcast, book or movie you recommend?

Their responses were quite thoughtful. Please, Enjoy It!

STORYPOINT ROCKFORD

TALIAH STANLEY, LEAD CAREGIVER



1. I am most enjoying work when I get to participate in activities with the residents. Even if I just get to be there and watch the residents have fun. It really makes me happy to see them get out and enjoy what we can do for them..

2. I have 3 nieces and 2 nephews! I am also a pretty good dancer.

3. Curtis, in particular, is someone I can always guarantee great mentorship from. He continues to show such a positive attitude and outlook on things, and it is

something I have greatly appreciated because it inspires me to do the same. I can honestly say the leadership meetings that Curtis and Wayne put together are something I really enjoy and highly recommend for every community. Not only do we get to know our co-workers better, but we also get to learn so much more about ourselves and how to become great leaders..

4. I Can Only Imagine / Miracles From Heaven.

Favorite Emoji:





INDEPENDENCE VILLAGE OF PLYMOUTH
CC CARTER, LEAD CAREGIVER & RECEPTIONIST

1. When I am at work, I love actually curling the ladies' hair. When I am done, their expressions are priceless. Then when I remind them that I am a hairdresser, they are simply amazed.

2. I started my weight loss journey on 5/15/2017. I set a goal to lose 100 pounds in one year. By 5/15/2018, I had lost 92 pounds.

3. I have learned so much from my boss, Michelle Hatfield. From the beginning, she has seen me go through ups and downs. She has watched me grow as a person and a leader. Michelle has helped me countless times. She saw the best in me and helped me bring it out. Michelle has been the perfect mentor.

4. Nursing Podcast

Favorite Emoji: 🤪

While at work, how do you normally "Enjoy It"?
 What is a fun fact about yourself?
 Which of your co-workers has made the most significant impact on your life?
 What is a podcast, book or movie you recommend?

1. I love to hear all the residents' stories and tell them mine. It really helps me enjoy my job, even more, when I understand the residents, and I can relate and have more in-depth conversations.

2. I am really into singing. I have been in plenty of musicals and plays.

3. I have learned so much from this company since I started. Chef Jamie has been there since the day I started and is always there to help me when I am stuck.

4. Deadpool

Favorite Emoji: 🎯

STORYPOINT PORTAGE
CHARLIE MARSH, SERVER



INDEPENDENCE VILLAGE OF AURORA
NOLAN LANE, ASSOCIATE COMMUNITY SPECIALIST

1. I am able to help and serve families and their loved ones who are coming to our communities from situations where they were not safe or properly taken care of. It gives me the best feeling to know that I have helped them get themselves or a loved one into a community where safety, socialization and needs are all being met.

2. I have a twin brother and sister, two sets of twin cousins, and triplets in my family.





INDEPENDENCE VILLAGE OF GRAND LEDGE
SARAH HAYSLLETTE, COMMUNITY SPECIALIST

1. I really enjoy connecting with people. Everyone has a story, and I find it fascinating.

2. I have a three-year-old pug, Dexter, that I adore.

3. Stephanie McCarty is an amazing leader and is always looking to encourage and inspire. My entire Independence Village of Grand Ledge team is always giving it their all to get us to 100%. I couldn't do it without them.

4. The Notebook / The Goonies

Favorite Emoji: 

1. I truly enjoy moments when I can provide good coaching to a staff member, and it sticks. They run with an idea, and I see them put it to use or they come back to me with a success story because they tried something new.

2. I have to admit I have a ridiculous phobia of fish; however, I love going fishing.

3. First and foremost, I would say Leslie Rowe. Not only has she believed in me, but she has supported me, pushed me and inspired me. I would also say Lisa Iacobelli is someone I surely aspire to emulate professionally. She is such a warm, fun, kind, compassionate and knowledgeable professional. Finally, Laurie Kuhl, the new Executive Director. There is never a time that this amazing woman doesn't have a great idea.

4. Step Mom

Favorite Emoji:



INDEPENDENCE VILLAGE OF FRANKENMUTH
TONYA CARTER, WELLNESS DIRECTOR

3. I have learned so much from all of the Community Specialists that I have spent time working with. If there were one that I had to pick as a mentor, it would be Shaun Smock. He was nice enough to take me under his wing. He has been such a big help in providing me with all of his expertise.

4. Extreme Ownership: How U.S. Navy SEALs Lead and Win

Favorite Emoji: 



INDEPENDENCE VILLAGE OF WATERSTONE
CULLEN CARD, SERVER

1. There is one thing that I enjoy more than just about anything else, and that is simply making people happy. Putting a smile on someone else's face is the best way to put one on your own.

2. I love to travel. I have been to 18 states so far, China and Ireland next February.

3. It helps to have a humorous story to tell to keep the residents entertained while they wait, as I learned from Michael Hewitt, one of our leaders. He is probably the one that taught me the most about keeping the residents happy.

4. Incredibles 2

Favorite Emoji: 😂

While at work, how do you normally "Enjoy It"?
 What is a fun fact about yourself?
 Which of your co-workers has made the most significant impact on your life?
 What is a podcast, book or movie you recommend?

1. Every single day, my biggest reward is the residents. They've come to count on me. We laugh, and we cry. They're interested in my life. They appreciate it, and I appreciate it.

2. My hobbies include gardening and being outside.

3. Marie Bush was my mentor because she taught me everything. She taught me that this is far more than just a cleaning job. She encouraged me and listened to me. Laura Brown does this for me now. She really gives me the support and encouragement that I need.

4. The Unforgiven/Jaws

INDEPENDENCE VILLAGE
OF BRIGHTON VALLEY
CATHY MCCLEARY,
HOUSEKEEPER



INDEPENDENCE VILLAGE OF WHITE LAKE
AMY JAMBECK, LIFE ENRICHMENT DIRECTOR

1. Every morning when I enter our community. Nothing starts my day out better than smiles, hugs and good morning greetings from 15 or so people who are genuinely happy to see me (and vice versa)!

2. I was given the "Miss Quiet" award in preschool. My parents were dumbfounded. Anyone who knows me now would understand how laughable this is.





HAVE COURAGE CHALLENGE US

HONOR FLIGHT : CELEBRATING OUR VETERAN RESIDENTS

In April, StoryPoint had the opportunity to send four of our resident veterans on the trip of a lifetime: Honor Flight Dayton. Honor Flight is a non-profit organization whose mission is to take veterans to Washington, D.C. to visit the memorials that honor their service. Our four StoryPoint residents had the opportunity to fly to Washington D.C. to embark on an all-day adventure throughout the city.

This adventure was too good not to document, so we brought along 3 videographers to help capture this monumental day. We want to share this magical experience with you all. Please visit this link to see what a magical day it was: www.storypoint.com/veterans



3. My biggest mentor at IV White Lake is Mary Menosky, our Executive Director. I depend on Mary for honest advice and direction, she is a great example of what a leader should be. Most importantly, she is an inspiration with her willingness to jump in and help in any area needed.

4. Wait For It by Mariana Zappata

Favorite Emoji: 😂



DREAM BIG

As humans, we all have dreams and aspirations. We interviewed some employees who have worked very hard in different positions in order to move closer to their dream job. When considering these employees and their commitment, we wanted to know:

What is your Dream Big?

Who inspires you most?

What is a fun fact about you?



INDEPENDENCE VILLAGE OF BRIGHTON VALLEY JILL MCGINNIS, LIFE ENRICHMENT DIRECTOR

Jill McGinnis is a jack of all trades. She has worked at Independence Village since 2002 and taken roles in every department to learn everything about the business of serving seniors. Her dream was always to be in Life Enrichment, and now she is the Director.

- My Dream Big is to be an inspiration to every senior that comes through our doors.
- My sister Julie who works in the kitchen is my cheerleader and best friend. Cassie McDonagh has been my biggest inspiration to Dream Big.
- I am an interior decorator.

INDEPENDENCE VILLAGE OF AVON LAKE AARON HUSSEY, EXECUTIVE CHEF

Aaron Hussey has established himself in the roots of the Independence Village of Avon Lake family. He was hired as a dishwasher 15 years ago and has since taken many roles, such as Shuttle Driver, Receptionist, Line Cook, Sous Chef and now Executive Chef. Despite working in many departments, his heart always brought him back to the Culinary Team.

- My Dream Big would be to see my Lead Cook move up to Sous Chef and someday Executive Chef. He has great potential.
- I have learned the most from Chef Phil and Chef Rich. Chef Phil pretty much taught me how to cook over the years. Chef Rich really supported me when I was promoted to Executive Chef.
- I never planned for a career in culinary. I actually went to college for Law Enforcement and have a Criminal Law degree.





STORYPOINT ROCKFORD ELLEE OSBOURN, ASSOCIATE DIRECTOR

Ellee Osborne has been a rock for the StoryPoint Rockford Team working just over two years as the Restaurant Manager. While continuing in her current role, Ellee has been accepted into the Assistant Director program which is a new, multi-year training and development program that prepares existing employees for leadership roles. We are excited to see how she elevates our hospitality.

- My Dream Big is to make the biggest impact I can.
- From the second Curtis Avison introduced me at Saline's Grand Opening, he took me under his wing. Kimberly Tripp has grounded me and helped me with goals and focus.
- I am a bit of a daredevil. I love skydiving and have been many times.

INDEPENDENCE VILLAGE OF PETOSKEY AARON BUCKINGHAM, EXECUTIVE DIRECTOR

Aaron Buckingham has been an integral part of the success at Independence Village. He has held many important roles, often simultaneously. He previously held the positions of both the Business Development Specialist and the Property Administrator. He has very recently accepted the role of Executive Director, and we couldn't be happier to have him take this on.

- My Dream Big is to serve more residents at our community.
- Joelyn Gutherie and Lori McCracken have both coached me on how to build professional relationships. Kristi Lepird has been incredible both working alongside with and as my regional. Now, as the Executive Director, I have the great support of Sarah Fenton.
- We are currently growing three varieties of hops at our house.

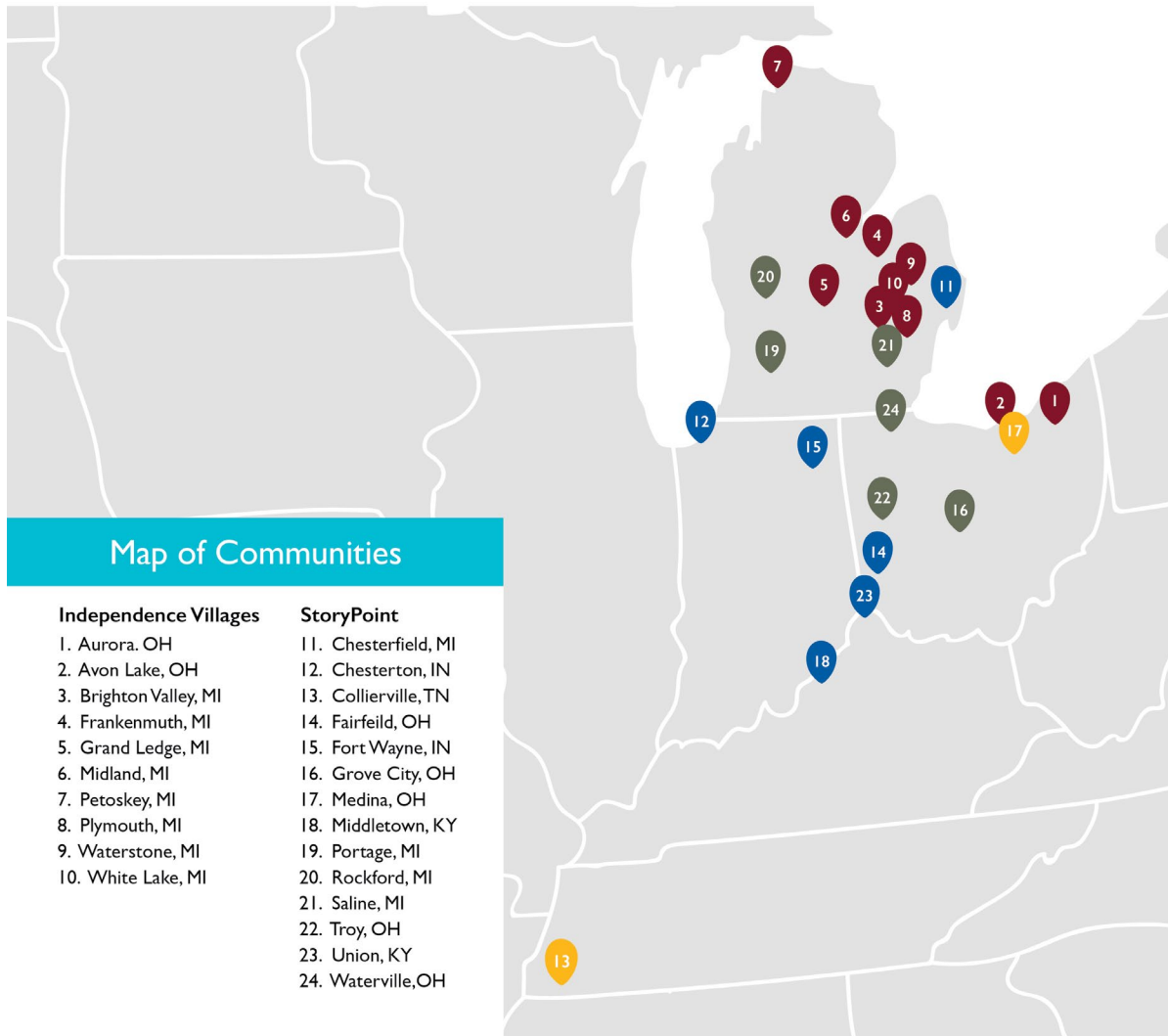


FRIENDLY FORK FOOD TRUCK KYLE WALTERS, EXECUTIVE CHEF

Kyle Walters has made a considerable impact in both the Independence Village and StoryPoint realm. He started his culinary career with us in 2011 at Independence Village of Frankenmuth and made the jump to StoryPoint Rockford. After showing constant dedication to our purpose, he recently accepted the position of Executive Chef on the Friendly Fork Food Truck. After winning two Food Truck competitions, only time will tell what he and his team will accomplish next.

- My Dream Big is to continue to grow within this company.
- I have learned the most from the Chefs I have worked under. Chef Toby taught me a lot about food and how to properly make it. Chef Jon Bastianelli has mentored me and taught me the best way to run the kitchen. Both of these Chefs have made it possible for me to grow within the company and without them, I wouldn't be here today.
- I'm planning on running an animal rescue and adoption program in the winter. I currently have 6 pets right now.

OUR COMMUNITIES



SPECIAL FEATURE

CHEF KEVIN PENN



When did you start cooking?

Right out of high school in 1995. I was working as a laborer at a construction company on a restaurant renovation. When the job ended, I got a job at the restaurant.

What is your favorite kind of food to cook?

I cook a lot of spicy Thai food at home. Kow Pad, Pad Prik, Drunken Noodles, Green Curry, etc. The hotter the better!

What are some recent awards / certifications you have received?

I won 2 silver medals at the Winter Dorsey Culinary Salon and Became a CEC (Certified Executive Chef) in May.

Any fun facts related to your cooking career?

I am a hobby Beekeeper and Homebrewer and have done demonstrations of both with the residents at Independence Village of Brighton Valley and StoryPoint Saline.

MULLIGATAWNY SOUP

Yield: 1 gal Servings: 16 Serving Size: 1 cup

Ingredients:

4 tsp	Butter
3/4 cup	Onion, diced
3/4 cup	Celery, diced
3/4 cup	Carrot, diced
1 1/2 tbsp	Garlic, minced
3 tsp	Curry powder
2 tsp	Paprika
2 tsp	Ginger, ground
4 tsp	Lemon juice
5 1/2 oz	Lentils
1 1/2 cup	Potatoes, diced
1 each	Rotisserie chicken, off the bone, shredded
2 1/2 fl oz	Chicken stock
1 1/3 cup	Heavy cream
2 tsp	Cornstarch, as needed

Instructions:

1. Sauté the vegetables and garlic in the butter until tender. Add the spices and cook until fragrant.
2. Add all remaining ingredients except the cream and cornstarch and bring to a simmer.
3. Cook until the potatoes and lentils are very tender, about an hour.
4. Add the cream and bring back to a simmer.
5. Mix the cornstarch with an equal amount of water and drizzle it into the simmering soup while whisking.
6. Return the soup to a full boil until thickened and serve immediately as is or garnished with a dollop of plain yogurt, chopped cilantro, and/or fresh squeezed lime juice.

COMPANION AUTHOR CORNER

DESCRIBE YOUR BEST DAY

It was intended to be a fun-filled day at a centennial farm with all of the elements for enjoyment: a petting zoo, a tractor-pulled wagon ride, a 1900's one-room schoolhouse, a 1930's home and fun on the farm! That was what we set out to do.

Lila and Ken were newer residents who didn't venture out much. On this particular day, their grandson encouraged them to go along for a much-needed change of pace and a little fresh air! Lila, who was in a wheelchair, was transferred onto the bus via a wheelchair lift. As the platform was raised, she nervously looked down. Our driver saw her and quickly smiled at her and asked, "So how's the view up there, Lila?" She smiled a small smile and said it was fine. Ken, on the other hand, was not fine and was not smiling. He was worried and openly disgruntled. Despite his qualms, Ken was persuaded to get on the bus. Our adventure was just beginning.

First up at the farm, a petting zoo! Everyone seemed to enjoy the animals, and Lila especially enjoyed petting the sheep. She scratched their heads and laughed as the small one baad loudly! Ken was still grumbling and just wanted to get on with it so they could get back home. Next, came a tractor-pulled wagon ride that was equipped with a ramp so that Lila could get onboard too. And off we went across the farm field! The wagon soon stopped at an old 1900's one-room schoolhouse. We went in and marveled at the well-preserved

architecture and mementos. It was as if we had stepped into a time capsule. Suddenly, Ken's mood changed as he reminisced about his own days spent in a similar small school. "I lived here for 20 years and never once visited this farm," Ken exclaimed. Meanwhile, Lila and her grandson were admiring the old hickory stick once used by the old schoolmasters. Lila held the stick up in the air and broke into a mischievous smile as she beckoned Ken to come nearer. We all laughed at her humor and then we realized... Ken was laughing too! Ken had forgotten his worries as he saw Lila enjoying herself, and he was genuinely enjoying himself too!

A couple of hours on the farm visiting the animals, riding in a farm wagon and reminiscing about life during simpler years allowed all of us, especially Lila and Ken, to enjoy life for a moment without the burdens of limitations, worry or fear. The smiles on everyone's faces as we returned at the end of the day said it all; they had a blast! And Ken's "Thank you, it was good after all," as he got off the bus made me realize that we had given them a gift...the gift of a wonderful day. And this was a gift we all had the pleasure of sharing together!



by Christiane Keilhofer, Life
Enrichment Director, Independence
Village of Frankenmuth

I first met Gwen with her daughter Debbie, and she shared with me her passion for music and her ability to play the organ. Gwen first learned to play the piano and then the organ at the age of 10. Music had always been a piece of her life. As a team, we knew this transition might be tough for Gwen, and we decided it was best that we brought her organ to StoryPoint.

When sharing with Gwen my love for music and learning to sing with my grandparents in Nursing Homes as a child, Gwen began to smile from ear to ear. She asked me what I wanted to hear, and of course, it was the "Old Rugged Cross." While sitting there, we began to sing and were so in the moment that we drew a crowd around us. Soon we had a sing-along and sang all the Old Hymns she had once played on the organ pipes of the churches and the audiences she once performed for.

When I look back at this day, I begin to think of the legacy we are leaving and the joy that organ brings to Ms. Gwen every time she sits and recites her favorite hymns. These are her memories, and her Story Lives on at StoryPoint Every day!



by Kristy Osting,
Business Development Specialist,
StoryPoint Troy



NEVER FORGET THE MADNESS

In case anyone forgot, Cookie Madness was absolute madness. We want to shout out all of our teams at each community who went out of their way to make this 8-week long campaign possible. Communities were featured by both local and national news via radio stations, news networks, online forums and more. On top of that, Cookie Madness allowed 200+ residents to express themselves in new ways, reminisce about family memories and recreate recipes with their community's culinary team.

We are so lucky to have Martha's Fresh Glazed Apple Cookie as our Friendly Fork Food Truck's signature dessert. This would not have been possible without all hands on deck. We thank you. Our Food Truck thanks you. Our residents and their families thank you.



WELCOME OUR NEW TEAMS



TEAM GROVE CITY

“StoryPoint is the new language in senior community living. With every new opening, each new team needs a playbook, a manual, a focus; The location may change, but the focus does not. The team at Grove City, with support from New Development and Home Office, no matter what the adversity, has stood firm to our focus and values.”

Jody Shockley, StoryPoint Grove City Executive Director

TEAM WATERVILLE

“I want to start out by saying how blessed I am to be working with such top-notch leaders in the senior living industry. We have had the advantage of getting to know each other through several team building activities prior to the opening of the community.

We appreciate the support of the home office and the ongoing training we are receiving. Each of us have been to other communities to see how they operate and love getting different ideas from their leaders and employees. It is apparent there are no corporate boundaries as each building operates a little different.”

Linda Johnson, StoryPoint Waterville Executive Director



“OUR ENTIRE LEADERSHIP TEAM AT STORYPOINT WATERVILLE IS COMMITTED TO BEING THE BEST OF THE BEST.”

LEADERSHIP MESSAGE

Thank you! When was the last time you heard a heartfelt “thank you” for all you do? If you haven’t heard one lately, please let this one really soak in.

There are so many reasons to appreciate each of you. From the way you care for our residents to the way you care for each other. Many of you have picked up shifts for a sick teammate, come in early or stayed late to cover an exceptional day or went above and beyond the call of duty to help a resident. You have encouraged others when you were hurting, and you put others first on days you didn’t feel up to it. You go out of your way to make sure the person on the other side of you feels well cared for. So we thank you!

Appreciation and gratitude are so important. Especially in our industry where we know that tomorrow is not a promise. No matter how frustrating one day may seem when things don’t go as expected, or we feel someone has let us down, there is always

something to be thankful for. Whether it’s the warm smile of a resident or the help of a teammate before we even have to ask, there is always something good to savor.

Not only does gratitude lift the spirits of those around you, but it benefits you too. Here are 7 Proven Benefits of Gratitude:

- #1.** Gratitude opens the door to more relationships. Not only does saying “thank you” constitute good manners, but showing appreciation can help you win new friends.
- #2.** Gratitude improves physical health. Grateful people experience few aches and pains, and they report feeling better than other people.
- #3.** Gratitude improves psychological health. Gratitude reduces a multitude of toxic emotions, ranging from envy and resentment to frustration and regret.
- #4.** Gratitude enhances empathy and reduces aggression. Grateful people are more likely to behave in a prosocial “all-for-one” manner, even when others behave less kind.

#5. Grateful people sleep better. Reflecting on what you’re thankful for and writing in a gratitude journal improves sleep and feeling well rested.

#6. Gratitude increases mental strength. For years, research has shown gratitude not only reduces stress, but it also helps overcome anxiety and trauma.

#7. Gratitude improves self-esteem. Gratitude has been measured to reduce social comparisons and increase self-esteem.

Please know that you make an impact, and we appreciate you! Things like department names and job titles will not matter in the long run, but the smiles you give, the care and service you provide, the kindness you offer, the extra mile you go, they all add up to a life well spent.



- Claudia McIntyre,
President of Laurus
Home Care

Independence
Village



STORYPOINT™