



-Kevin Peeler, Cindy Powell and Joe Neves

# We are Eskaton

## EMPLOYEE SPOTLIGHT

### LVN/Unit Manager at Eskaton Care Center Fair Oaks **Michelle Abernathy**

Eskaton Foundation Guardian Angel Michelle Abernathy grew up helping seniors. From an early age her mom taught her what giving back really meant. Michelle watched her mom support Girl Scout visits to local senior communities, lead the PTA and head up the Ladies Auxiliary at the local VFW. “Everything we did revolved around supporting others,” Michelle said. “If I could be half of what my mom is, then I’m doing ok.”

Now a mother and grandmother, Michelle shows her family what it means to be part of a community. She and her husband combine their favorite hobby with philanthropy through motorcycle charity rides. Michelle also supports seniors through Eskaton Foundation’s *Employees All In Campaign*. She began as a CNA at Eskaton Care Center Fair Oaks, and over the last 12 years has grown her career to be an LVN and unit manager. Michelle truly believes that *Seniors Matter*.



-Michelle as a Girl Scout



-Tammie and Shep

### **Tammie Medlin** Director of Resident Services at Eskaton Village Roseville

Six years ago, Tammie Medlin started at Eskaton Lodge Granite Bay as activities director. After two years, she transferred to Eskaton Village Roseville. Today, as director of resident services, Tammie oversees activities for memory care and assisted living residents, as well as Village homeowners. Tammie schedules transportation and manages volunteers, but her favorite part of the job is getting creative to build custom programs catering to the many resident interests. In fact, Tammie found her own talent for painting through art activities with her residents.

Tammie is often accompanied at work by her handsome black Labrador. Shep, a therapy dog, is adored by the residents and staff. Outside of work she volunteers with Guide Dogs for the Blind. “I love my job,” said Tammie. “I can’t imagine doing anything else.” She said the residents at the Eskaton Village Roseville inspire her (and Shep) to come to work each day. “We are lucky to have Tammie who brings 20 years’ experience to our residents and their families,” said Vicky Cross, executive director.

**PROMOTIONS**  
DEC 2016 to FEB 2017

**EHH**  
**ELISABETH MARTINEZ KOESTER**  
IT Trainer

**EJM**  
**DEREK WEBB JR.**  
Campus Patrol Supervisor

**ECCM**  
**SYLVIA JACKSON**  
Director of Nursing

**KAJAL JIT**  
Cook

**STEPHANIE TRIPP**  
RN Case Manager

**ECCFO**  
**JEANNENE CUSIC**  
Staffing Coordinator  
**TAMMICE SAMPLE**  
IP/QA Nurse

**ECCG**  
**JENNIFER VISAYA**  
IP/QA Nurse  
**WENDY SHIPLEY**  
Registered Nurse CHG

**BRUCE YANG**  
Cook

**ELCP**  
**LETHA GREENE**  
Resident Medication Asst  
**REBECA VOSPER**  
Resident Medication Asst

**ELGB**  
**NATHAN HAYDUK**  
Move-In Coordinator

**EFWL**  
**MINERVA CRUZ**  
Lead Housekeeper  
**KARI RICE**  
Resident Medication Asst  
**BRITNEY BUSH-HEREDIA**  
Resident Medication Asst  
**CHRISTOPHER GEISLER**  
Food Service Worker

**EADHCC**  
**EMILY WHITE**  
Program Aide II

**EVC**  
**ROBERT HOUGHTON**  
Maintenance Assistant

**NICHOLAS OGI**  
Food Service Worker  
**JONATHAN WOLF**  
Floor Person

**TP**  
**ANA ROMAO**  
Lead Wait Person  
**KATE TELLEZ**  
Resident Medication Asst

**EVP**  
**JANE YOUNG**  
Director of Resident Svcs  
**HEATHER THOMPSON**  
Resident Medication Asst

**JULIE TAYLOR**  
Memory Care Coord-LVN  
**MARICRIS RIGGS**  
Resident Medication Asst

**KELLY EDEN**  
Resident Medication Asst  
**SALVACION KASPER**  
Resident Care Assoc  
**CIMERI MILLER**  
Resident Medication Asst

**LWH**  
**ELIZABETH MEUSER**  
Senior Care Navigator



-Cindy, 1972

-Cindy, today

# CELEBRATING 45 YEARS! AND GOING STRONG

It's 1972, and Cindy is graduating midterm from Foothill High School in Sacramento, where she was the first to be trained and hired through the school's Regional Occupational Program. She is 17 and her only job experience is babysitting, but she interviews at Eskaton American River Hospital and gets the job. Her boss later tells her that the skeptical Human Resources interviewer was reluctant to hire her. "She's young. She'll never last," she said. Cindy has a single weekend between her last day of school and first day of work.

Fast forward to today. More than 45 years later, Cindy is Eskaton's longest-term employee. As general services manager, Cindy handles multiple jobs to keep things humming along; from office manager, purchasing and courier services to mail room, off-site storage and confidential shredding.

When Cindy started her job, there was little automation, but times were changing. "I ran the posting machine — a new way to automate manual work," she said. "It was like a gigantic typewriter." She also remembers a pneumatic tube system that propelled capsules through networks of tubes via partial vacuum to move documents from one area to another.

**"I grew up with Eskaton. Through good times and sad, my Eskaton family has always been by my side."**

-Cindy Powell

"Cindy is dedicated," said Todd Murch. "45 years with one organization is truly unique in today's world. For that loyalty alone I hold Cindy in the highest regard."

## AND THE SATISFACTION SURVEY SAYS...

HERE ARE SOME 4TH QUARTER 2016 RESULTS:



ESKATON CARES ABOUT THE EXPERIENCE OF EMPLOYEES, RESIDENTS AND FAMILY MEMBERS.

In October 2016, we partnered with Vital Research, a third-party research firm, to begin a monthly process of surveying 10% of employees, residents and family members every month. Paper surveys and phone calls are used to collect anonymous feedback. Each executive director has real-time access to online dashboards to help identify areas of strength and areas of opportunity.

Each quarter, we publish survey results for leadership to share with their teams.

★ PRIDE ★

These are some of the many employees recognized each month by their peers and residents.



**Allyson Clink**

Resident Medication Associate  
Eskaton Lodge Cameron Park

“Always taking the time to be with me when she gives me my medication.”

-Marilyn, resident



**Annum Khalid**

Care Navigator  
Live Well at Home

“Thank you for all that you do!”

-Illuminada, client



**Bo Yewnetu**

Maintenance Assistant  
Eskaton Jefferson Manor

“He fills in any and everywhere he is needed. If it wasn’t for him we wouldn’t have the bus.”

-Barbara, resident



**Danielle Colon**

Resident Care Associate  
Eskaton FountainWood Lodge

“Going above and beyond on a regular basis. Thank you!”

-Sadie, team member

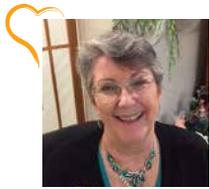


**Christine Lawson**

Housekeeper  
Eskaton Clearlake Oaks Manor

“Christine is the most caring and nice person. She never turns down anyone.”

-Shirley, resident



**Debbi Duval**

Office Mgr / Occupancy Asst  
Eskaton Lincoln Manor

“She works day in, day out with a myriad of people at different stages of their lives.”

-Francisco, resident



**Jessie Fordham**

Maintenance  
Eskaton Wilson Manor

“Jessie cares about residents, and goes out of his way to help in any way he can.”

-Christen, team member



**Steffan Coombe**

Licensed Vocational Nurse  
Eskaton Care Center Greenhaven

“For always being there to lend a helping hand and for making all of us laugh.”

-Teresa, patient

👉 = Eskaton Foundation Guardian Angel. Learn more about the Guardian Angel program at [eskaton.org/angels](http://eskaton.org/angels)

CELEBRATING LONGEVITY APRIL THROUGH JUNE 2017



20 Years

**James Shott**

Maintenance Supervisor  
Eskaton Washington Manor

“I was extremely grateful to find meaningful employment where I was raised. The organization and staff have made it a worthwhile adventure.”



25 Years

**Linda Owens**

Care Center Business Office Mgr  
Eskaton Village Carmichael

“I am happy for all the ways I have been encouraged and allowed to grow through the years, both as a person and as a professional.”



25 Years

**Steve Simpson**

Maintenance Supervisor  
Eskaton Care Center Manzanita

“When I talk to family members and residents, away from work and at work, I feel proud to let them know that I work at Eskaton.”



30 Years

**Helen Raynor**

MDS Coordinator / RN  
Eskaton Care Center Fair Oaks

“Eskaton has been a platform that has allowed me to grow. I started as a CNA, LVN, and now an RN.”

# INTRODUCING THE WELL-BEING PROJECT



The Parkview staff at a Well-Being retreat

Ten years ago Eskaton teamed up with the Alzheimer’s Resource Center from Connecticut to create Dawn of a New Day. Eskaton recently invited The Resource Center back to share a new and innovative best practice. This approach, called The Well-Being Project, strengthens relationships and communication between staff, residents and family members. While the intention of the program is to change the mindset of staff in our memory care areas, The Well-Being Project will impact the entire organization.

## NINE ESKATON COMMUNITIES KICKED OFF THE WELL-BEING PROJECT BY PARTICIPATING IN QUARTERLY “RETREATS” LED BY ADAM HILL AND THERESE TEN BRINKE. HERE ARE WHAT SOME STAFF MEMBERS ARE SAYING:

Emily Villaluz an RCA at EVC explained the initiative is helping staff to become more in tune with residents living with dementia. Ashley Sylve, an RCA/RMA at EVC, said, “We are learning how to adapt our understanding and approach in every aspect to improve the quality of living for everyone.”

“The Well Being Project means talking and finding a way to better yourself, the residents, and the entire community,” said Karina Valadez, ELGR. Jenny Gomno, ELGR, said she is learning to be a good listener, more patient and better at communicating.

“This project promotes autonomy and individuality, allowing our residents to hold onto the qualities that make them who they are,” said Pristina Zhang, MC activity coordinator at EVC. “I am a strong believer that knowledge is power and I want our staff to be as empowered as possible,” emphasized Tammy Alves, MCC at EVC.

For more information about the Well-Being project, contact [Adam Hill](#) or [Therese ten Brinke](#) at 916-334-0810.

# FREE ADVICE FOR EMPLOYEES AND THEIR LOVED ONES

## DO YOU NEED ACCESS TO QUALITY COUNSELING? GOT QUESTIONS ABOUT CHILD OR ELDERCARE? ARE FINANCIAL OR LEGAL SITUATIONS CONCERNING YOU?

Sometimes it’s hard to find work-life balance. Challenges of everyday life can be overwhelming. The good news is that Eskaton employees\* have access to free information, referrals and short-term counseling. You can count on the Concern Employee Assistance Program (EAP) for fast, confidential help. Many of your co-workers have depended on these services and reassure us that the 800 number representatives are professional and compassionate.

“I used the maternity services, attorney referrals and counseling services. Customer service was great and the professionals were helpful,” said Tristin Benjamin, EML.

“They directed me to knowledgeable professionals for counseling and legal services. I recommend the service to other employees all the time,” said Kristy Moore, ECCG.

“I contacted EAP for counseling on several occasions. It was easy to navigate the website. My counselor was very understanding and caring,” said Sarah Alvarez, ECCM.

Call 1-800-344-4222 or visit [www.concern-eap.com](http://www.concern-eap.com)

*\*On-call and temporary positions not eligible. For questions about this benefit and others, call [Sylvia Bohrer](#) in Human Resources at 916-334-0810.*



Tristin and her children, Eskaton Monroe Lodge