



# Charter Chatter

**April is springing up NEW happenings in Charter!**

## Welcome Aboard!

### Charter Senior Living of Glen Ellyn, IL

Charter bloomed on April 1st by getting to know wonderful new residents and staff of our 1<sup>st</sup> All Memory Care Community!

We are excited to announce the Glen Ellyn Team of Carolyn Maloney, Erica, Gina, Edie, Patty, Quin, and Raymond!



## Charter Senior Living of Hermitage Celebrated their Grand Reopening!

A lot of amazing teamwork made this day perfect! Exec. Dir. Wanda Palumbo, and her incredible team, Julian, Amelia, Itianna, Robin, Terri, Donna, Pam, and Mark! The residents, family, staff, Bowling Green Team, community professionals, and Executive Charter Team enjoyed being a special part of it all! Congratulations!



# Special Events for the Month of March!

## CHARTER SENIOR LIVING WINS BEST DESSERT AT CHOCOLATE FESTIVAL!



The Charter Senior Living Team, led by Chef Isaiah Whalum. Pictured from left to right: Courtney Pendleton, Brittany Woodcock, Isaiah Whalum, Kathy Granger, McKenzie Willard and Don Franks.

Defying all odds and taking on over 50 other contestants Chef Isaiah Whalum and his team took the top prize of "Best Dessert" at this weekend's Chocolate Festival.

Daring to buck the trend of a traditional dessert the Charter Senior Living team served "Chocolate Sloppy Joes" and swayed the distinguished judges with their sweet offering.

The Charter crew came out of nowhere to beat out several noted area restaurant chefs as well as senior living competitor, Arcadia, who went with a less risky dish which came up woefully short.

Chef Isaiah and his Charter crew proved beyond a shadow of a doubt that they can not only compete with the big boys on the block, they ARE the big boys on the block.

## BEST CHOCOLATE IN TOWN!

Way to Go Bowling Green! Who doesn't love Chocolate? Chef Isaiah knows just the secret to making it the "Best Dessert" at the BG Festival! Beating out many other renown competitors in the area! Can't wait to taste his Magic Recipe!

## St. Patty's Day was Irish Fun had by all!

CSL of Hermitage knows how to celebrate!

Michelle Ponto, New Lenox LED, found Leprechaun Balloon Fun for all the residents!



**Cedar Hill knows a Leprechaun or 2!**

**PAINTING, CRAFTING, ARRANGING FLOWERS, MAKING DECORATIONS, BAKING CAKES, and more...**  
**Charter residents do it all in Spring and all year round!**



### **Cedar Hill Residents Art Show**

Art & Color Therapy has been one of the most successful activities at Cedar Hill Senior Living. Many of the residents enjoy playing with paints and colors & just simply express their artistic freedom & create unbelievable artworks. It's been a year since Cedar Hill Arts Club has been formed, originally with only 3 members, then became 8.

Seven of them went to participate in an Art Exhibit in Skellenger Gallery, Cedartown Performing Arts Center, Cedartown, Ga.. We are very proud of these residents! Their talents are just amazing!



**Great Job  
Cedar Hill Team!**





**CSL of Davison is Crafty!**



**Cottages of Fox Lake  
Watercolors Wednesday's  
are bright with color!**



**Cottages of Perry Hall  
brings spring in with  
residents planting  
succulents!**

**Some of our CSL Residents, even like to bring in  
Spring feeling with a little bit of indoor golf!  
That's one way of getting active in the cold days  
of Michigan!**



## We love our Residents that Enhance their communities every day!

Meet Camellia Walk Resident **Evelyn Berry!**

Evelyn is one of the **“Welcome Committee Members”** Helping new residents get the “lay of the Land” and helps to make them feel at home!

The Classiest Couple Residents of Camellia Walk is **Tom and Freda Joyce**. They have lived at CW since 2015 and can't imagine living anywhere else!



Cute lil'  
Ms Sally

Meet New Lenox Resident, **Sally Hostert**, who always has a smile on her face and brightens up the room with her endearing warmth and kindness!

Cottage 5 resident, **Ms. Francis Graham**, is such a spirit of thoughtfulness to help include others by her way of setting the tables and being her wonderful self!

Meet **Ray Brunk**, from Charter Bowling Green! Ray is a veteran and retired police officer. He is incredibly influential among the residents and his positive attitude in the dining room and resident council tends to keep a positive flow to even the most significant challenges. Ray is a true pillar to life and to Bowling Green!

### Charter Bay City has multiple residents that “Enhance the Spirit” of the community daily!

**Meet Phyllis Smith**, who has been a part of Bay City since day one! She is very active and loves to sew quilts, bags, and at times makes beautiful bibs for any resident that may need them for meals. She recommends ideas for the enhancement of the community and is quick to help, if ever needed!!

**Eileen Morse** is also very active, as this makes her perfect for the Ambassador for new residents to get acquainted. She is loved by residents and helps to be their voice as an advocate! Staff especially appreciate her being there to help!

**Marie Ososki**, is usually quiet, but was just featured on CSL Bay City Facebook page playing the Accordion in style! It is beautiful to hear her play and watch her shine!

**Patricia Klein**, is an independent resident that is loved for her no messing around business sense! She loves crafts and helping other residents! She's that resident we all know loves her BINGO! She really keeps staff on their toes with resident centered activities that she believes would enhance the young at heart! Loves happy hours, Wine & Cheese night, and Social gatherings! When making some of the calendars every month, we always think “What would Pat want to do!” We love our residents like that!



### The Great Staff of CSL of Bay City!

**Shining Star Schlicker!** Corrie, is a caregiver who is fairly new, but found her passion of being kind, dependable, hard working and awesome with the residents! List goes on, but she is the “I got this” breath of fresh air that is contagious!!

**Angela Betzold**, is 3<sup>rd</sup> shift supervisor that rocks it! Started as CNA, but by keeping it all in line with honesty and respect, she is a true leader!

**Lisa Gordon**, is 2<sup>nd</sup> shift Med Tech, a leader with impeccable communications and always gives of her time and love to the residents!

## Who is an Anchor Employee for your Community!!

### CHARTER OF ST. LOUIS HAS A FEW!

Charter Anchor Award and Employee of the Month goes to, **Cathy Evans**, CMT.

Cathy always goes above and beyond with a smile on her face!

Charter Cheerleader Award: **Lonna Portel**, Dining Services. Lonna is always planning fun events and buffets for our residents to enjoy! **Monica Wells**, CNA is always positive and jumps in to help her team wherever she can.

Managers recognized with individual certificates for their dedication: **Tim Hallquist**- ESD **Elaine Gibbs**-Housekeeping Supervisor, **Leatha Mason**- Sales and Marketing, **Ann James**-MCC, **Mary Scott**-BOM, **Martha Tambala**-Dining Director, & **Shay Leach**-LED



### CSL OF OAK OPENING'S

**Sharon Ybarra**, Housekeeper.

Takes cleaning personally, with keeping the Noro Virus bug under control!

**Margie Cousino**, Cook. She has a "Can Do" attitude! Co-workers describe her as Sweet, Kind, & Caring. Just like her baked goods!

### CAMELLIA WALK

**Antoinette Brunson**, Dining Dir. goes above and beyond everyday! Special meals for residents birthdays, tours, & keeps great relationships with vendors.

**Karen Bush**, CNA/Med Tech, is loved by residents since the day they opened! Her energy got her to Asst. Activities Dir.

### NEW LENOX

**Lisa Ferguson**, CNA, been 10yr veteran for ALWAYS being Ethical & Reliable employee!!

**Brianna Harrison**, CNA, ensures the positivity with stepping up and caring for the residents every need everyday!



Jim Britt-ED BG, Jayne Sallerson, Jason Engleman, Kim & Keven Bennema

### CSL OF BOWLING GREEN'S JASON ENGLEMAN GETS THE JOB DONE!

Jason, Business Office Manager, learned the 2018 system just in time to discard it and implement the new systems. He went from nearly drowning in that office to being out in front of every issue in a short period of time. He's taken over Staff meetings twice a month. Jason is an accomplished leader having retired from the US Navy as a Senior Chief. He will be an ED in this industry within the next few years. Jason went from being the new guy to the go-to guy!

**The Cottages of Fox Lake** is just over their 1 Year Anniversary since joining Charter Senior Living. With almost \$1,000,000 renovation completed! What a time to endure all new management, culture, & amazing leadership! Fox Lake Team is Sailing for the summer occupancy to be an all 'tide' high led by **Alda Tole, Exec. Dir.** and all her amazing staff that are too many to mention! (Wanda, Andrew, Deana, Trista, Cathy, Julieanne, Anila, Florinda) Alda, goes above and beyond for all her staff, residents, and families!

**Erica Sota**, is a caregiver that has been there for 5 years and loves the new changes! She endearingly "Loves" her residents to take care of everyday!

**Taylor Johnson**, returned to Fox Lake, from previous ownership due to a call out from "Wanda" the healer Dir. of Nursing. Taylor loves the changes and loves what she does now everyday!



## "Their Stories" that get me every time!

### A Letter from Kim Bennema



Hello to all of our Charter Communities,

As I wind down and reflect on another Charter Chatter chapter there is not enough words to say **"Thank You!"** to you all for doing "Senior Life" with having your own life going on alongside it! Just seeing the faces and hearing the stories of all the news in each of your communities, just gets me every time! 😊

***I want to take this opportunity to just stop for a second, close our eyes, breathe in and out, and just think about this "Senior life" we do with so many wonderful Seniors and with hardworking coworkers enhancing each of those lives!***

The stories that we hear from our resident's lives are happy, sad, powerful, the list of emotions is endless! For it is their stories that makes our stories enriched. The **'stories from their heart'** are the **'Why'** we love what we do!

I've been reflecting on an email from Bill Young, Exec. Dir. of Cottages of Perry Hall, that he sent to his team last month. It was an email of having heavy loss and hardship they all had endured at the cottages. I felt the emotions from the responses of his team...*they were honored to be doing what they do, together, taking great care of residents!*

Your Charter Executive Team had gathered together for 2 days in Nashville with an agenda of revising a mission, vision, and values to be better and present with all of you with meaning and purpose! During these 2 days, we got to improve our connections and communications with each other to enhance our Residents and staff in healthy ways!

Charter's Executive Life Coach, Glen Wagner, helped our team get the game moving forward for a successful 30-60-90 day plan! **"Anchors Up"** Charter Communities were sailing to "Enhance the Human Spirit" by serving with heart, purpose, courage, community, and have fun while serving!

#### **Thank you from your Charter Team**

Keven & Kim Bennema, Jayne Sallerson – Pres. Of Ops,  
Allen Wooten-VP of Clinical, Carol Simbeya-VP of Sales,  
Hilary King & Cathy Hampton-Regional Ops  
Maura Feaheny-VP of Development, Joy Wegand-MC Dir.  
Kelley Steiner-Admin Asst. & Glen Wagner-Executive Coach



#### **"HELLO & Good-Bye's"**

We sadly say "Good-Bye" to **Mark Heuer**, our Executive Director of The Cottages of New Lenox. Mark has worked for Charter over 2yrs & has helped taken New Lenox to the top! Charter and a new investor partner recently purchased The Cottages. Mark, who is invaluable consultant to Focus Investors will be continuing his career to turn around another Focus Community. We "Thank you" Mark for all that you have done and send you best wishes in the future!

**Tim O'Neil** is joining The Cottages of New Lenox, as Exec Dir, with over 16 years' experience in Assisted Living, Memory Care, Skilled Nursing, Geriatrics, Behavioral Health, Intellectual and Developmental Disabilities. Welcome!!

**Theresia Metz**, is newly appointed Executive Director of CSL of St Louis. Theresia comes to Charter a very experienced Senior Living Director! She is compassionate, caring, and fun for her residents and staff! Congratulations!

**Leatha Mason**, is also a new Sales and Marketing Director for CSL of St Louis that we are excited about with her enthusiasm to sell and share stories with her residents and families. We know their hurdles, but you got the talent!

**Laurie Shooltz**, is a new face to CSL of Bay City giving her enthusiasm and heart to Sales and Marketing with the Bay City Team! Welcome Laurie! You're a great addition to Bay City!

**Donna Backman**, is kicking it up in CSL of Hermitage. Her Sales have been on fire since joining the Hermitage Team! And she is enjoying every minute of it! Thanks Donna!

**Carolyn Maloney**, is the latest hire for Charter, she is the New Executive Director of CSL Glen Ellyn. She comes to us from a very experienced background in AL and a heart that is eager to help! Transitions are hard, but she's got this!