



The Rose

THE SAINT THERESE NEWSLETTER



GROWING OUR MISSION

WORKFORCE | DEMENTIA CARE | STORYTELLING | ENDOWMENTS | GRATITUDE REPORT

SPRING 2023

Dear friends,

We're nearly midway through 2023 and I'm very pleased to say that our plans for mission expansion this year are coming to fruition. We recently announced our intent to assume ownership of a full continuum of care community from the Sisters, Servants of the Immaculate Heart of Mary of Monroe, Michigan, through a proposed transfer of sponsorship agreement. This is part of our newly energized strategy to broaden our footprint and ministry in other markets with other mission-aligned organizations. You'll be hearing more about the IHM Sisters in the months ahead.



While we're growing and changing, one thing that has remained constant is that Saint Therese's residents, families, staff, volunteers, and donors are passionate and dedicated to upholding our mission.

For more than 55 years, we have been living the mission our founders laid the groundwork for: do ordinary things with extraordinary love. These are not just words, but rather a commitment to every person who walks through our doors, that we will do our utmost to provide compassionate care with loving hearts and hands. This commitment is what drives us to continually listen, evolve and seek opportunities that will touch more lives.

This issue of The Rose is dedicated to highlighting some of the ways we are listening and growing our mission. You will learn about our workforce initiatives, mentoring and nursing scholarships, and the impact they are having on our staff. You'll hear how our volunteers are central to our mission and are spreading joy through our storytelling groups. Finally, you will learn how your financial support through endowments and legacy giving enables us to fund critical programs.

There are many exciting things in Saint Therese's future that will take hard work in the coming months and years. As we move forward, we will be looking to you, our biggest supporters, for help to bring our vision to reality. We are so grateful to have you as part of our Saint Therese family!

Thank you for your continued support,

A handwritten signature in blue ink, appearing to read "C. W. Abbott". The signature is fluid and cursive, with a long horizontal stroke at the end.

Craig W. Abbott
President and CEO

TACKLING WORKFORCE CHALLENGES

Did you know that Saint Therese employs over 900 staff members? Our ability to provide quality senior care and services is only possible because of these incredible staff members. Since the onset of the pandemic, the healthcare industry has seen unprecedented staffing challenges. Over the last few months, we have done a tremendous amount of work addressing these challenges to make Saint Therese a wonderful place to live AND work.



Last October we made a significant workforce investment and rolled out a new compensation package which included market rate adjustments to several job classifications and enhanced benefits offerings to attract and retain employees.

Since implementing this initiative we've seen a monumental increase in the number of applicants and hires and significant decrease in the number of open vacancies.

To retain our amazing staff, we will conduct a bi-annual market wage and benefit analysis and will make necessary adjustments to ensure we stay on top of the current and ever-changing workforce environment.

As an additional benefit offering for our employees, in January, we increased our 403b contribution amount for all

employees along with our match starting on day one of the employee's hire eliminating the one year waiting period. We also waived the 3-month waiting period to access PTO after hiring and began offering same day pay for hourly, non-exempt employees.

After revamping our recruiting efforts, we also made changes to our orientation program for new employees to make orientation more interactive and bringing together multiple communities into one on-boarding class.

Recently, we conducted an employee satisfaction and engagement survey through an independent company. We had over 66% of our staff participate in the survey. Our staff's feedback is critical to our progress and this survey will serve as a benchmark for current and future initiatives.

These initiatives are just the beginning. We are committed to making additional positive changes on the workforce front. We will continue to focus on recruitment and hiring and creating an overall robust employee experience from orientation, on-boarding, retention, communication and diversity, equity, and inclusion.

Our staff is second-to-none and we are excited to see the headway these initiatives are making!

**OCT '22 –
APR '23**

Applicants
4,100+

Interviews
1,400+

Hires
347

“I’m extremely proud of the direction and commitment Saint Therese has made to keep our employee’s experience, engagement, and retention the center of our focus. Ultimately knowing the positive impact it has on the quality of care and experience our residents have day to day.”

— Kym Fisher
Chief Human Resource Officer

a comprehensive approach to **DEMENTIA CARE**

Since early 2022, Saint Therese has begun a significant effort to train all of its assisted living staff on the complexities of dementia care. The company-wide effort was started thanks to a \$40,000 unrestricted estate gift received in 2021.

Recognizing the prevalence of dementia in older adults — especially with the aging of the large baby boomer population — Saint Therese leadership made the decision to use the gift to fund Dementia Capable Care (DCC) Training by Milwaukee-based Crisis Prevention Institute (CPI).

Jessica Gier, Vice President of Clinical Operations, and Dinah Martin Kmetz, former administrator and leader of a dementia task force, worked to get this effort off the ground. They chose DCC because of its hands-on training and its focus on person centered care.

While dementia training has long been required by the State of Minnesota, the new Assisted Living licensure requires all new hires to have eight hours of dementia training if they work in a community that has residents with dementia.

Gier said the DCC training is unique because its core philosophy embodies an abilities-approached to care, rather than a focus only on the limitations dementia may create for a person. Students learn strategies for matching care approaches to cognitive levels/dementia stages and facilitating a person's best ability to function.

Among the many things addressed in training is the use of language, for instance, people shouldn't identify people with a diagnosis. CPI trainer Sharon Jackson said, "I'm not a person with high cholesterol, but

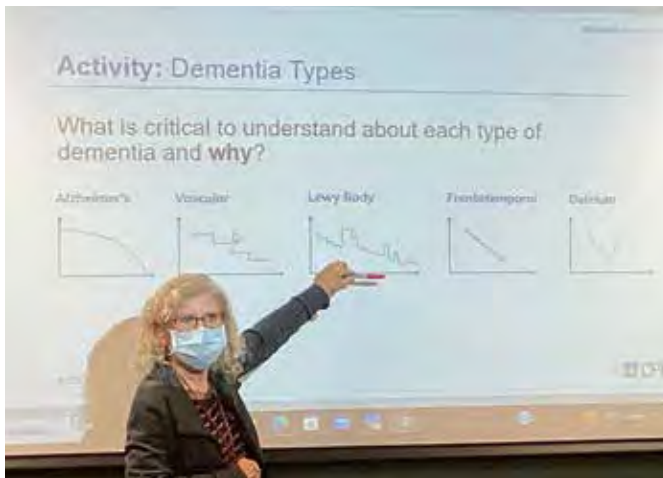
we say, 'she's a woman with Alzheimer's.'" Jackson also doesn't like the word "sundowning," because it's not a diagnosis; these people are trying to communicate something. "If we change our words, we will change our action."

Training began in April 2022 to "train the trainers." Jackson spent two days with the administrators and nurse leaders at Saint Therese of Oxbow Lake, Saint Therese of New Hope and Saint Therese of Woodbury, to ground them in the essence of "Dementia Capable Care."

Training is offered to all staff and consists of four hours of computer based training and four hours of classroom training.

Barb Hanle, staff development director at





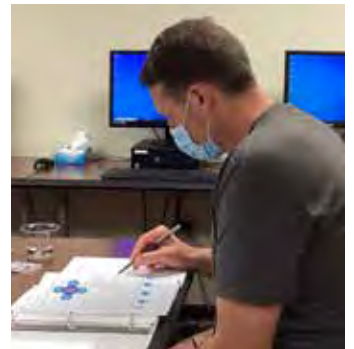
understand the levels of dementia and the behaviors that it can cause.

There are two important outcomes from DCC said Martin Kmetz. “The ultimate goal is to help our residents with dementia be as successful as long as they can. And we also want to retain good staff; in order to do that we need to give them the tools to help our residents achieve that success.”

Saint Therese also purchased a different component of DCC that is for families of those with dementia. To learn about that training, contact the Housing Director at your community.

Oxbow Lake, trains employees on DCC and fully appreciates its value. “I am passionate about dementia training for a few reasons, my mother lived at Saint Therese of New Hope and had dementia. Watching her progress through the stages of dementia was difficult for my family. I believe helping staff be prepared and have the tools to work with seniors with dementia is going to improve the quality of life for the residents,” she said.

Joe Linhoff, maintenance technician at Oxbow Lake, took part in training last fall. He said that while he doesn’t provide care to residents, he interacts with them every day and the training helped him better



When you include Saint Therese in your estate plans you make senior care part of your legacy and ensure we continue to impact the lives of those we serve well into the future. To learn more visit our website at sainttherese.org/give



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It isn't simply an advertising line – it's the only way we know how to do business. It means we give our customers the best value for their money while maintaining the highest standard of quality and integrity throughout the entire planning and construction process.

Congratulations to St. Therese – we are honored to be working with you again on this wonderful Senior Housing Facility.



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Volunteers Help to Drive Storytelling

The benefits of volunteering have been widely documented — it provides people with a sense of purpose, a sense of community and improves self-esteem, among many other things. We obviously know all about that in Minnesota where our state ranks third in the country¹ in the number of residents volunteering.

And at Saint Therese, we also know a thing or two about volunteering. We've written and talked a lot about how valuable our volunteers are and how we wouldn't be who we are without them.

Such is the case with our writing and storytelling groups at Saint Therese of New Hope and Saint

Therese at Oxbow Lake, which were started by — you guessed it — volunteers.

Mary Ellen Bruski began volunteering at New Hope in 2011 and started the writing group that same year. "I am not a writing teacher, but writing is part of who I am. And I wanted to encourage others to do the same," she said.

The group at New Hope is relatively small in numbers, five or six residents take part at most, but not in spirit. Most of the stories that are shared are those from the residents own lives. It has evolved from a "writing group" to what's now called the "Writing & Storytelling Group." The change was made

because it became harder for participants to write longhand. And there also may have been a misconception that you had to be a good writer to participate.

"This group is for everyone who wants to tell stories. If writing is a hangup for someone, that's fine, but we can all tell stories, all the days of our lives," said Mary Ellen.

Each month Mary Ellen chooses a topic for the monthly meeting. Recently, the topic was "what is on your bucket list?" The answers included visiting a brother-in-law in New Prague, attending a wedding in Madison, and becoming a pastoral minister.

1 "Volunteering and Civic Life in America," United States Census Bureau and AmeriCorps



Research has found health benefits from storytelling include **mental stimulation, improved memory, positive social connections, and increased activity among older adults** (Sierpina & Cole, 2004). Some studies were conducted using life story writing classes others used verbal storytelling, each with similar outcomes (East et al., 2010; Sierpina & Cole, 2004).

At Oxbow Lake, a resident and a volunteer started the writers' group five years ago. Alice Ellison had wanted to record some of her family history and thought others would as well. She received guidance from her daughter-in-law, Joanie Jarvis Ellison, who is a published Minnesota author and twice met with the group to offer pointers on how to get started and how to encourage one another. Jarvis Ellison still keeps in touch and cheers them on.

Alice said they usually have about seven people attend their meetings which often have a suggested topic, like "early school experiences" or "what do you remember about the Towers going down on 9/11."

She talked about one resident who wrote about the history of a table that had been in the family for many years, a table that now is in her apartment at Oxbow Lake. The resident brought pictures of the table to the meeting, and eventually sent the story to other members of her family. Alice wrote about her brother who she'd lost at age 25 and also sent the story in a letter to her family.

Alice said she started the group because

she realized everyone comes from different backgrounds and it was interesting to hear about the distinctions. For instance, how growing up on a farm was so different from growing up in the city.

Like New Hope, the Oxbow Lake group changed its name to the "Storytellers" because, said Alice, "residents thought we were teaching writing and it discouraged participation."

"I think it's really valuable to preserve these stories," said Alice. "It's history and if we don't write it down, it will be lost. We need to save those stories about our collective history too, such as Pearl Harbor and when President Kennedy was killed."

Alice is so passionate about the stories written, and told, that she is determined to gather the stories, type up those that are in long-hand and either put in a binder for others to read, or turn it into a book.

Her vision will likely become a reality because our Volunteers team is currently searching for — you guessed it again — volunteers, to type up those stories and gather into a compendium of Saint Therese Stories.

THANK YOU TO OUR AMAZING VOLUNTEERS

In 2022, **433 individuals volunteered 12,489 hours** in our communities! We are blessed to have such a committed group of volunteers who share their time and talents with our residents and staff. To learn how you can volunteer with Saint Therese, visit **sainttherese.org/volunteer**.



Alice Ellison and Nadyne Balke

ENDOWMENTS

GIFTS THAT KEEP ON GIVING

“IT TAKES A NOBLE PERSON TO PLANT A SEED FOR A TREE THAT WILL ONE DAY PROVIDE SHADE TO THOSE WHOM HE MAY NEVER MEET.”

—David Elton Trueblood, Quaker scholar

Donors play an integral part in ensuring the vitality and financial stability of Saint Therese through many ways of giving. One of them, is through permanent endowments — a simple, sustainable, and manageable way to ensure the future of Saint Therese.

What is a permanent endowment? A permanent endowment consists of funds permanently set aside for its stated purpose. Each year, a portion of the income earned on our permanent endowments goes back to Saint Therese, but the principal amount stays intact and invested. Saint Therese can only

use these earnings for the stated purpose of the endowment. The principal amount of the endowment grows from investments over time and through additional outright gifts to the endowment.

Over the years, donors have established named endowments in honor of their loved ones or to support and sustain programs that were close to their hearts.

For 10 years, Mathilda Newinski called Saint Therese of New Hope home. Her children visited her often and the care center became a gathering spot for the family. After she passed away in 1993, her sons remained active in supporting Saint Therese through a variety of ways, including attending fundraising events and serving on various committees. In 2010, they decided to deepen their support by establishing the

Mathilda Newinski Family Fund, which will provide general support for Saint Therese.

When asked why they started this fund, Roger Newinski said, **“We were grateful for the care our mother received. She was a good mom. We like that the fund will last forever and that we can donate over the years toward the fund. It’s a good way to support Saint Therese.”**

We are grateful for our endowment donors, like the Newinskis, who affirm the work we are doing and provide hope for the future. You can join our endowment donors’ vision for the future of Saint Therese by making a gift to one of our existing endowments. A gift in any amount will go directly to the principal of the endowment and assure an ongoing source of income for the endowment’s stated purpose far into the future.



ESTABLISHED ENDOWMENTS

The Saint Therese Pastoral Care Endowment

Since our inception, pastoral care has been a core value for Saint Therese. The Board of Directors established this fund in 2008 to support this important ministry.

The Monsignor J. Jerome Boxleitner Endowment Fund

Created in 2012 to assist residents who have outlived their financial resources.

The Jerome and Ursula Choromanski Pastoral Care Fund

Saint Therese founder, Jerry Choromanski, along with his wife Ursula, established this fund in 2009 to provide spiritual care to the individuals served by Saint Therese.

The Edward and Julie Hudoba Family Fund

In 2008, Edward Huboda created this fund in gratitude for the care and support offered by Saint Therese. This fund supports the landscaping and beautification of our communities.

The Donna Stelmaszewski Auxiliary Endowment Fund

Created in 2017 by the St. Therese Home Auxiliary, this fund supports resident parties, activities and therapeutic recreation at Saint Therese of New Hope.

The Barbara A. Rode Endowed Fund for Quality Care and Innovation

Created in 2020 to honor the legacy of Barbara Rode, former President and CEO of Saint Therese. This fund supports the advancement of quality care and innovative solutions and programs in senior care.



The Mathilda Newinski Family Fund*

Will provide general support of Saint Therese.

The Frances and Munn Scherer Family Pastoral Care Fund*

The Vandergon Family Fund for Oxbow Lake*

Will support the pastoral care program at Saint Therese at Oxbow Lake.

The Sochacki Family Fund*

Will assist residents who have outlived their financial resources.

*Saint Therese's endowment funds policy requires a minimum gift or pledge of \$25,000 to establish a named family endowment. These funds were established with initial gifts or pledges but have not yet reached the minimum funding threshold.

EDUCATING & MENTORING THE NEXT GENERATION

As a leader in the senior care field we are extremely proud to provide nursing education opportunities and train new healthcare professionals in the complexities of geriatric care. Each year, Saint Therese awards scholarships to employees who want to commence or further their nursing education and improve upon their knowledge of senior care.

Our senior communities in Woodbury, Oxbow Lake and New Hope have hosted Rasmussen University nursing students for their clinical rotations. And, we also have staff who spend considerable time to help mentor and shape current and future professionals.

One such person is Morganna Moon, RN, MSN, Director of EMR and Education for Saint Therese, who has trained countless nurses. She recently mentored a student in Walden University's doctorate program for nurse practitioners, where she focused on organizational and leadership development.

"I know how hard it is to find preceptors and how valuable they are," said Moon. "I'm very passionate about it, especially now when we can't get people into nursing." (A preceptor is an experienced licensed clinician who supervises nursing students during their clinical rotations. Their role is to help students translate theoretical learning to clinical practice.)

When Saint Therese expanded its relationship with Rasmussen, Lisa Kalla, Chief Operations Officer and Jessica Gier, Vice President of Clinical Operations & Reimbursement, immediately thought of

Morganna as someone who could help mentor students who were highly motivated and autonomous.

She mentored Susan Maranga who has worked at Saint Therese of New Hope for more than 20 years and just finished her bachelor's degree in nursing at Rasmussen. Susan spent 45 hours learning leadership skills under Morganna's guidance.

Incidentally, Susan is the recipient of a White Rose Scholarship that helped fund her Rasmussen education.



Morganna Moon (right) with Saint Therese of New Hope nurse, Susan Maranga

The staff members, like Susan, that are awarded a White Rose Scholarship are gaining valuable new skills that will help to advance their nursing careers while also improving the quality of care our residents receive. It serves as both affirmation of our employees' importance and our commitment to quality senior care. The White Rose Scholarship Fund is supported completely by charitable donations and grants.

"I thank Saint Therese and the donors for this scholarship. It was very, very helpful and played a big role in my ability to finish my education," said Susan.

Since 2017, Saint Therese has awarded scholarships totaling \$89,108 through the White Rose Scholarship Fund for staff to pursue their nursing education. And thanks to a Minnesota Department of Health grant valid through June 2025, we are able to offer twelve nursing scholarship awards in the amount of \$10,000 each.



Gratitude Report

January 1, 2022 - December 31, 2022

With your support, Saint Therese continues to do ordinary things with extraordinary love for the residents we serve and their families. We are so grateful for the many ways our community has stepped up and are pleased to share information on our work with you.

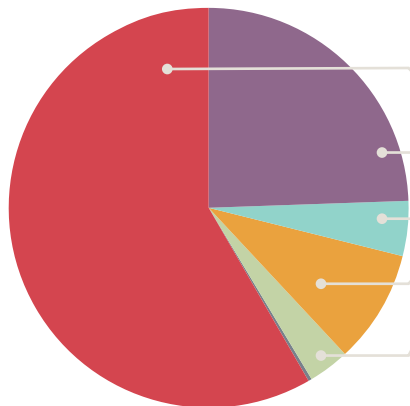
Total funds raised: **\$539,160.79**

2,794
gifts by
649 donors

Employees
donated
\$16,198.78

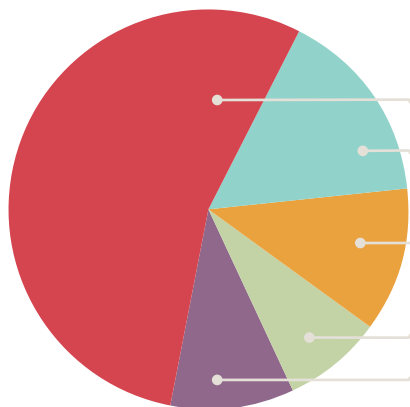
425 tribute
gifts totaling
\$67,017.61

1,162 pastoral care
gifts totaling
\$69,205.82



WHERE YOU SUPPORTED

- 59% Saint Therese Foundation
- 24% Saint Therese of New Hope
- 5% Saint Therese of Woodbury
- 9% Saint Therese at Oxbow Lake
- 3% Saint Therese at St. Odilia
- <1% Ascend Rehabilitation



HOW WE INVEST IN OUR COMMUNITIES

- 55% Resident programs
- 16% Administrative and general
- 12% Depreciation and interest
- 8% Team benefits and payroll tax
- 10% Plant operations and property expense

Our donor list is available online at sainttherese.org/annual-report.
For a printed copy, please call our staff at 952.283.2219.



Saint Therese

1660 South Highway 100, Suite 103
Saint Louis Park, Minnesota 55416



**With a legacy gift to Saint Therese
you can help us serve seniors for
generations to come**

Simple ways to make your mark on the future of Saint Therese

- Make a gift through your will or trust
- Name Saint Therese as a beneficiary in your retirement or insurance plans
- Donate appreciated stock
- Give from your IRA
- Set up a charitable gift annuity

Contact us to learn more

Jen Bettencourt
Vice President of Philanthropy
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FOUNDATION