



Campus leashes power of technology, remains competitive

With its April 1 implementation of a new maintenance management software system, St. Luke Homes & Services, Inc. shows once again that it is among those setting the pace in the growing senior living market across North America.

The Spencer-based campus – which includes The Highlands, Riverview Terrace, Hillside Terrace and St. Luke Lutheran Home buildings - is one of 70 forward-looking communities in the Midwest and nine in Iowa – using TheWorxHub to deliver exceptional services to seniors and their families.

“Our continuing care retirement community understands that tapping into the power of technology to clarify and systematize operations is not just the way of the future, but

what’s giving the best communities their competitive edge today,” said Terry Dandy, St. Luke Homes & Services’ CEO/administrator.

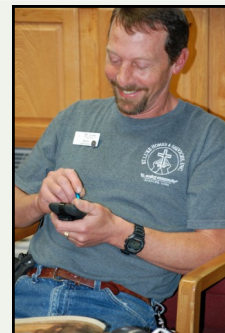
“Managing our campus’ maintenance department duties with TheWorxHub tells our residents and their families that we’re serious about caring for their comfort and safety, as well as maintaining our buildings and equipment on a well-thought-out, pre-scheduled basis,” he continued. “This not only means everything works as it should, looks great and will last longer in good condition, it also demonstrates responsible financial management.”

Instead of the random sticky notes collected, the verbal comments received in the hallways and the many paper-form requests for

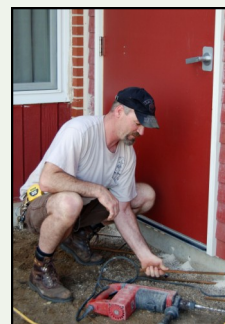
work formerly accumulated by the St. Luke Homes & Services’ maintenance department, TheWorxHub software has today’s work requests made online.

“It’s definitely helped us operate more efficiently. Work requests made now are recorded, prioritized and then scheduled,” explained Dale Meyer, St. Luke Homes & Services’ maintenance director. “Every request is acted on and nothing falls through the cracks with this system because the to-do lists created continue to bring forward all jobs not yet complete.”

Progress updates can also be tracked online through the



Shane Nielsen smiles as he reads the details provided in a job description on his iPod.



Rod Richardson is assigned to lay rebar courtesy of a request made on TheWorxHub.

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TheWorxHub
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2012 Board of Directors

**John Jensen..President
Mark Nothwehr....V.P.
Kaylan Abel..Secretary**

**Frank Halverson
Denise Kramer Tolzmann
Rev. Peter Maisenbach
Ron Muetzel
Don Helmkamp
Neal Drefke**

Resident Advocates

The following are volunteers from our community who are on the Resident Advocate Committee at St. Luke Lutheran Home. They are not employed by the facility. Their "job" is to visit with residents and families, and to work toward resolving issues of concern.

**Earl Angell.....Chair
Inez Rossiter.....Sec.
William Green
Roselyn Holmberg**

If you have questions about this committee or are interested in becoming a member, please call Chairman Earl Angell at 712.262.3008.

2012 Nursing Home Week: 'Celebrating the Journey'

In observance of Nursing Home Week, May 13-19, St. Luke Lutheran Home hosted a series of events designed to celebrate the lives and relationships of residents, family and staff. These special events included an ice cream social hosted by Iowa Hospice, a "Purse N Ality" style show presentation by Marcia Cheevers, a Bible study with Rev. Paul Hansen, Mardi Gras games and the crowning of Nursing Home Week royalty. Letters written by Spencer elementary students were delivered to residents. St. Luke staff also marked the week's theme of "Celebrating the Journey" with special dress-up days throughout the week.



A) Spencer Mayor Reynold Peterson signs a Nursing Home Week proclamation with Longhouse-Northshire CEO Tim Christy and St. Luke Lutheran Home CEO/Administrator Terry Dandy, right. B) Marcia Cheevers inspires during her presentation. C) St. Luke RN Lori Jensen displays her glittery "purse n ality." D) St. Luke resident Dorothy Chamberlain enjoys a dish of ice cream. E) Maintenance men Rod Richardson and Lee Henderson adorn their Chicago finery on Team Attire Day.



F) Rev. Paul Hansen, who is celebrating 58 years in the ministry, delivers a special scriptural message tied to the week's theme. G) St. Luke staff members Amanda Klein, Nicole Petersen and Ange Cohoon on Hawaiian Day. H) Laura Recher, Meryl Smith and Virginia Freeburg were crowned the week's king and queens.

Thank You notes

- Marc and I want to thank all who cared for John. From the registered nurses and aides to the food service and custodians, he enjoyed so many of you. How can you make someone living in a nursing home have so much fun? Thank you to everyone. You were a blessing to him and to us!

- Marc & Connie Heien



- Thank you so much for allowing us to have clinical in your facility. Your staff was very kind, patient and understanding. The students learned a lot and appreciated all of your help. Thanks for feeding us also. The food was wonderful!

- Milly Tillotson

Our mission is:

“To enhance the life and faith of all individuals we serve, and to maximize their potential through a high quality continuum of care in a Christian setting.”

Top to Bottom:

Students in Anita Donaldson’s classroom at Lincoln Elementary School help St. Luke residents play bingo.

Darlene Miller smiles and encourages others to do the same as they view the reasonably-priced antiques she displayed at the April 13-14 Campus-wide Garage Sale.

Clay Central-Everly and Spencer High School promgoers took time to show their formalwear to residents. Ali Meister, Jacob Johnson, Bliss Warren and Anna Dean posed for a SHS prom night photograph with Roseann Barger.

Beth Schulke, Charlie Rezabek and Malerie Quattlebaum are among the 11 Spencer High School CNA students who participated in clinical trials at St. Luke.

Georgia Wrightsman, Amanda Klein and Sue Juenemann serve the bounty of individuals attending a special brunch honoring St. Luke volunteers.

Vern Lyon shares the May Day basket he designed.

Irving Merrill swings at a piñata filled with treats during a Cinco de Mayo party.

Frankie Weier, Clara Wieben and Jackie Peterson enjoy each other’s company at the Mother’s Day Tea.



For more photos, view the St. Luke Homes & Services, Inc. Facebook page!

Hill Side Terrace Assisted Living

Many thanks to all who helped make our Campus-wide Garage Sale a big success with generous donations. We appreciate you.



Tenants and staff participated in our "Solo Cup" party. We enjoyed Solo Cup music by Cousin Jerr and Solo Cup creations by staff.

Orville Tronson tries his hand at making the "Solo Cup chicken" squawk!



Upcoming Events

- May: 28th – Ice Cream Social
- 30th – Birthday Party
- 31st – Miss Rodeo Iowa
- June: 19th – Men’s Barbecue

- May & June Birthdays:
- May: 1st – Marion Posthumus
 - 2nd – Craig Pierce
 - 31st – JoAnn Kemp
 - June: 19th – Evelyn Tigges
 - 30th – Dale Geerdes



With Memorial Day fast approaching, we would like to remember the many men and women who have given their lives for this nation. We also want to recognize and honor our veterans here at Hillside Terrace who served for our freedom. Thank you!

(Back row, L-R) Freeman Knudtson - Army, WW II; Maxine Thompson - Navy, WW II; Orville Tronson - Air Force, Korean War. (Front row) Marion Posthumus - Navy, Korean War; Craig Pierce - Navy, WW II; and Carl Abel - Army, WW II. (Not pictured) Lloyd Ahrenstorff - Navy, WW II.



Happy Mother’s Day!



May officially celebrates **Nurse Appreciation Week**, in which we give our nurses special recognition and thanks for all they do. Pictured at left is our full-time nurse, Kerri Kofoot. Our part-time nurse is Lori Jensen.

We are always very thankful for our nurses and our dedicated, loving personal service assistants!

Hillside Terrace is located at: 1209 12th St. SE; Spencer, IA 51301
 Call 712.262.5934 to schedule a tour or obtain further information.
 We value your questions, comments and concerns.
 Check out our webpage and Facebook page at: www.stlukelh.com.

Marti Rosacker, Director, marti.rosacker@stlukelh.com
Kerri Kofoot, RN, kerri.kofoot@stlukelh.com
Frankie Weier, Service / Activity Director, act.coord@stlukelh.com

Hillside Terrace is a division of St. Luke Homes & Services, Inc.



Riverview Terrace Assisted Living

A division of St. Luke Homes & Services, Inc.

RVT Tenant Highlight

Wi-Fi fits at RVT



Helen Andersen moved back to her roots in northwest Iowa from California last year. She is originally from Sioux Rapids and decided to return and came to Riverview Terrace in July of 2011. Helen had a computer in California and had used a desktop for the last 10 years. She decided she really missed having such technology, so she asked her grandson to ship her a computer that would be easy to use. Helen's grandson from San Rafael, Calif., knew we had the Wi-Fi interface, so he knew a laptop would be all his grandmother needed. Helen was thrilled to get herself back on-line this last month. She has been playing solitaire and other games her grandson put on her desktop. She is really excited about visiting with her son and grandson via Skype and corresponding by email.

Activity Highlights



Elmer Dykstra and Ruth Fieselman work diligently on the flower beds around the pavilion.



Over 90 people were served at the Ladies' Day Luncheon on Saturday, May 12. Bobbi Travis enjoys the afternoon with her daughter and granddaughter.

A delicious treat was had by all at the new frozen yogurt parlor, Bon Bon. Vera Nelson, Lois Maurer and Alice Carlson.



Upcoming Events

Men's Night Barbecue June 19

Birthdays & Anniversaries

- June 2 Bill DeVos
- June 12 Glenn Neve
- June 14 Bonnie Newman, P&A
- June 15 Dorothy Strawn
- June 22 Mary Rodgers, P&A
- July 5 Leila McEid
- July 6 Joy Smith
- July 12 Arlene Crowe
- July 13 Ann Myers, LPN
- July 14 Lisa Hansen, Act. Coord.
- July 17 Lucille Hansen
- July 18 Bud Fisher
- July 31 Lester Miller

We may have an apartment for you or your loved one. If you need to find a place to call home with caring, dedicated staff to provide services and tender loving care, just give our staff a call at 712-262-5932 or send an email to nancy.ketcham@stlukelh.com.

Nancy Ketcham
 Lisa Small
 Cathy Kirschbaum
 Kim Robinson
 Lisa Hansen

Director
 Registered Nurse
 Health Care Coordinator
 Service Coordinator
 Activity Coordinator

HIGHLIGHTS FROM



THE HIGHLANDS

Schmid at home in The Highlands

Dorothy Schmid's written application to reside at The Highlands is dated Nov. 10, 1988.

She and her husband, Carl, moved into their first-floor, two-bedroom independent living suite Aug. 14, 1991. The couple joined Lee and Dorothy Holt, Margey Newel, Pauline Grey, Art and Mildred Rottunda, Adele Follows, Marvin Kruse, Roger Lundberg, Bertil and Marian Carlson as the inaugural residents of the newly-opened building's east wing.

The Schmid's decision to downsize from their farmhouse near Fostoria was unanimous once they saw a sample living room setting Mary Ann Moon, The Highlands' former marketing/sales director, had on display at Southpark Mall in Spencer.

"We had a big house and a big yard. It was just too much for us," Schmid

recalled. "Today, I wouldn't want to live anywhere other than The Highlands. I enjoy the security, independence, pleasant surroundings and companionship. To me, it's home - and I'm staying here until I have to be carried out."



But Schmid's ties to the continuing care retirement community began in the 1970s, when she started donating her time as a shampoo volunteer for St. Luke nursing home residents. Over the years, she watched The Highlands grow. (Its west wing was built in 1993.) Schmid also witnessed the inception of the River-view Terrace and Hillside Terrace assisted

-living facilities, an aquatic center and a system of connecting hallways between three of the campus' four residences.

She, meantime, has continued to stay active within the community, especially on the St. Luke campus. At 99 years of age, Schmid's weekly calendar remains filled with activities such as swimming in the St. Luke Homes & Services pool, walking The Highlands' hallways, attending St. Luke Auxiliary meetings and participating in various First English Lutheran Church activities.

In a review of her 21-year history as a resident at The Highlands, Schmid chuckled, "Oh my goodness. I was kind of young, wasn't I?"

"But, that's the advice I give to people: That's the time to do it," she

answered. "Go while you're still able to enjoy the activities. And, if you have a husband or wife, go while you can still enjoy each other's company here. If he or she becomes ill, like Carl did, he or she can go over to St. Luke."

Schmid, who will mark her 100th birthday Sept. 10, plans to celebrate the occasion with her family during a week-long get-together this summer at Triggs Bay Resort in Arnolds Park. Her immediate family, which numbers 44 members currently, includes sons Robert, of South Dakota; Lawrence, of Florida and Missouri; and David, of Georgia.

Hmmm...

Do you have a master plan for your active retirement years? It's never too early to look at the whole picture and simplify your life.

By the year 2030, 57.8 million baby boomers are projected to be between the ages of 66 and 84. This statistic means competition for health care and retirement facilities. And, according to a U.S. Census report, there were only 4,041 continuing care retirement facilities in 2003.

Do you have a master plan in place?

In our next issue, we will cover the amenities you may want to consider and the services you will want to have in place when you need

Contact Information

The Highlands ➤ 1211 St. Luke Drive ➤ Spencer, IA 51301

To Schedule a Tour

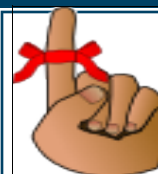
Mavis Leinen, Sales & Service Coordinator

Office: 712.262.5404

Cell: 712.260.1950

Email: mavis.leinen@stlukelh.com

A division of St. Luke Homes & Services, Inc.



JUNE ACTIVITIES

Picnic Barbecue.....June 11
Lunch at new Italian restaurant.....June 19

Enhanced Fitness Class.....
Every Tuesday and Thursday at 3 p.m.

Staff loyalty appreciated

We are proud of the work and commitment of all our employees. St. Luke Homes & Services, Inc. is grateful for the dedicated service of the following employees, who from May through June have served in five-year increments:

Five Years of Service.....	Chaplain Mike Sharp
15 Years of Service.....	Lori Jensen
20 Years of Service.....	Cindy Hahn
25 Years of Service.....	Mavis Leinen
30 Years of Service.....	Linda Sterling

New employees

Welcome to the following individuals who recently joined the St. Luke Homes & Services, Inc. staff.

Peyton McGuire.....	Nurse Aide
Ashleigh Belless.....	Personal Service Assistant
Katie Watkins.....	Nurse Aide
Beckey Gagnon.....	Dietary Cook
Kaleb Dandy.....	Dietary Aide

St. Luke Management Team

T erry Dandy.....	Administrator
Greg Meeter.....	Controller
Pastor Michael Sharp.....	Chaplain
Nancy Mills.....	Director of Health Services
Amanda Klein.....	Activities Director
Kim Krause.....	Office Manager
Georgia Wrightsman.....	Social Service Director
Dale Meyer.....	Maintenance Director
Kay Meyer.....	Dietary Director
Linda Manwarren.....	Laundry Supervisor
Becky Thong.....	Housekeeping Supervisor
Jill Sears.....	Receptionist
Kris Todd.....	Public Relations & Marketing Director

We'd like to pass along what you appreciate most about the St. Luke campus facilities, programs and staff members. Consider sending an email to kris.todd@stlukelh.com or drop something in the mail to St. Luke Lutheran Home; 1301 St. Luke Drive; Spencer, IA 51301. Please don't forget to include your contact information and affiliation with the campus.



Welcome New Residents

Simon Sikora.....	May 16
Minnie Vance.....	May 9
Marie Dirksen.....	May 4
Curtis Jacobson.....	May 4
Glory Majeres.....	April 28
Elizabeth Markley.....	April 25
Bev Dunkelberger.....	April 14
Delila Johnson.....	April 13
Shirley Mason.....	April 12
Thomas Johnstone.....	April 12
Marjorie Frad.....	April 9
George Johnson.....	April 3
Jeanne Johnson.....	April 3
Raymond Krause.....	March 29
Thomas O'Brien.....	March 22
Arlene Crowe.....	March 22
Charlene Graham.....	March 20
Hjelmer Huberg.....	March 15
Dorothy Huberg.....	March 15

Our Sympathy

Shirley Steuben.....	May 16
Sandra Barrett.....	May 12
Lorraine Anderson.....	May 1
Esther All.....	April 29
Lucille Ollinger.....	April 23
Clayton "Cap" Jones.....	April 20
John Heien.....	April 12
Hjelmer Huberg.....	April 9
Elli Clifford.....	March 20
Robert Nelson.....	March 18

Discharges

Charlene Graham.....	May 9
Marie Dirksen.....	April 30
Lois Fliss.....	April 28
Maggie Joynt.....	April 26
Marjorie Frad.....	April 21
Muriel Johnson.....	April 17
Clayton "Cap" Jones.....	April 15
Marianne Freking.....	March 31
Georgieann Kingery.....	March 30
Thomas O'Brien.....	March 29
Arthur Rhodes.....	March 23
Evelyn Winterboer.....	March 19

Upcoming Events



Dancing Kids
2:30 p.m.
Tuesday, June 5 at St. Luke



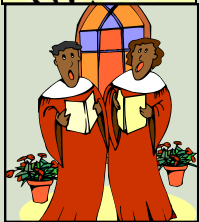
Walking Tacos served
11 a.m. - 1 p.m.
Wednesday, June 6 at St. Luke



Cowboy Jim
2 p.m.
Thursday, June 7 at St. Luke



Men's Barbecue
5:30 p.m.
Tuesday, June 19 at St. Luke



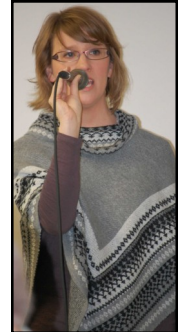
Sonrise Singers
2:30 p.m.
Thursday, June 21



2012 Volunteer Brunch

Every year, we like to honor our volunteers with a special brunch. The volunteers at St. Luke Lutheran Home are very special to us because many things we do wouldn't be possible without their hard work and dedication. We would like to thank everyone who provides volunteer services throughout the year.

Our Volunteer Brunch, hosted April 28 at the nursing facility, was a great success. Around 40 volunteers attended. The menu included fresh strawberries and French toast bake. Nicole Petersen of St. Luke Lutheran Home's activity department, our entertainment, made the room come alive with her vocal talents.



Nurses: Advocating, Leading, Caring

National Nurses Week is celebrated May 6-12. This year's theme, "Advocating, Leading, Caring" reflects the positive impacts nurses make to the lives and well-being of those they come in contact with. St. Luke Homes & Services, Inc. nurses representing St. Luke Lutheran Home, Riverview Terrace, Hillside Terrace and The Highlands, at left, are among those nursing professionals who serve with passion for the profession and with a strong commitment to patient safety.

Gifts and Memorials

Special Gifts Fund:

St. Luke Auxiliary.....	\$300
Marjorie Batcheler.....	
(Memorial for Loyd Batcheler).....	\$100
St. Luke Auxiliary.....	
(For flowers and landscaping).....	\$500

Charitable Donations:

Bethany Lutheran Church.....	\$650
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Memorials with Special Designations:

Dr. Rex Jones & Dr. Elizabeth Kressin....	
(Memorial for Clayton “Cap” Jones -	
Riverview Terrace PA system).....	\$50
Caroline & Mary Ann Kressin.....	
(Memorial for Clayton “Cap” Jones -	
St. Luke benches).....	\$50

Wish List for Residents

You may be able to help St. Luke Lutheran Home with several needs. This list includes items identified as contributing to the quality of care our residents deserve. Please know that your gifts and donations, which are tax-deductible, continue to enhance the lives of the residents and continue to make St. Luke Lutheran Home an extension of the social ministries of area Christian congregations.

Bingo prizes	
Bedside tables.....	\$60-\$70 each
Realistic male and female baby dolls	
Clothing for realistic baby dolls	
Nurse Rosie (5).....	\$500 each
Supplies for two weighted blankets (baby	
blanket or lap robe size).....	\$100
Blood pressure cuffs.....	\$20
Straight back chairs (5).....	\$550 each
Transfer sheets (lift/slip).....	\$200 each

The Controller’s Corner



Greg Meeter

St. Luke Homes & Services, Inc. is a non-profit corporation. Our 501(c)(3) organization was established in 1963 by 15 area Lutheran churches. The advantage of being a non-profit with this designation is that any donations made to the organization are tax deductible.

There is a misnomer about being a non-profit organization. Some think this means the business is not supposed to show a net income; but this is not the case.

There are two things that can distinguish us from a for-profit organization. First, any profits generated by the business are reinvested in the expansion of services or the improvement of the physical environment. St. Luke Homes & Services, Inc. is a prime example of how this is accomplished. The organization was originally established as a 56-bed nursing home which opened in 1967. By 1976, services were expanded to include an additional 60 nursing home beds at St. Luke Lutheran Home. In 1991, we opened Phase I of The Highlands, a 29-unit independent living complex. Phase II of The Highlands opened two years later with an additional 20 suites.

St. Luke Homes & Services, Inc. again expanded services in 1999, when we opened Riverview Terrace assisted living with 25 apartments. Subsequent expansions added 42 more units to Riverview Terrace and 25 assisted living units in Hillside Terrace. An expansion of services accompanying Hillside Terrace, our second assisted living building, was the introduction of an aquatic center, built to provide therapy opportunities for the residents of all divisions.

The other way St. Luke Homes & Services, Inc. has reinvested any profits is in updates to its buildings. Over the past several years, all of the resident rooms on campus have been updated with new floor coverings, window treatments and lighting. Many of the previously shared rooms have been converted to semi-private rooms and hallway floor coverings in much of the nursing home have been updated. All these update projects were accomplished without any additional borrowing.

The other distinguishing difference between a for-profit and a non-profit is that no one person is benefitted by the organization’s success. This can help set management philosophies that provide better care for the residents.

While St. Luke Homes & Services, Inc. is a non-profit organization, we cannot rely solely on contributions to provide much benefit. The annual budget for all divisions is just over \$7 million; but we only budget \$5,000 in contributions, with much of this coming through the St. Luke Auxiliary. So, yes, the organization can always use contributions - especially to purchase items on the “Wish List for Residents,” at left. These items, while beyond the scope of the current budget, would improve the quality of care provided if the funding were available.

If God has blessed you, please consider St. Luke Homes & Services, Inc. in your philanthropy. We can assure you that your contributions will be used for the improvement of the quality of life and the quality of care that we provide to our residents at every level of care in our continuing care retirement community.

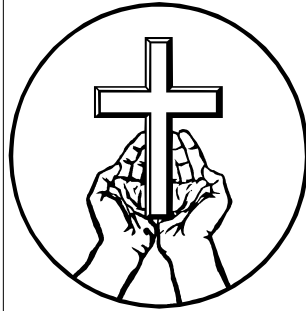
TheWorxHub

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user-friendly, web-based software. Within its first eight weeks on the St. Luke campus, over 1,000 work requests were placed by staff members on TheWorxHub.

“I’m delighted that St. Luke Homes & Services, Inc. has so fully embraced TheWorxHub,” Jo-Anne Kempe, president of Windmill Software Inc., said. “While our product is software,

our real business is making it possible for senior living communities to reliably deliver excellent service. We get our satisfaction from working with them to improve resident and staff satisfaction.”



Assigned maintenance tasks find Torrey Krause laying tile and Marc Watts roto-tilling a garden plot and mowing the St. Luke Homes & Services campus grounds.



St. Luke Homes & Services, Inc.

1301 St. Luke Drive Spencer, Iowa 51301

Phone: 712.262.5931 Fax: 712.262.4743

Email: stlukelh@stlukelh.com Website: www.stlukelh.com

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The St. Luke View is published bimonthly by St. Luke Homes & Services, Inc., a nonprofit organization that provides housing and healthcare services to senior citizens. The publication is free and published by the St. Luke Homes & Services, Inc. public relations/marketing department. To be included on our mailing list or to share newsworthy information, contact Kris Todd at 712.262.5931 ext. 646 or by email: kris.todd@stlukelh.com.