

# The FRIEND

GENACROSS LUTHERAN SERVICES



VOLUME CVV No. 2 SPRING/SUMMER 2020

## GENACROSS RESPONDS TO CORONAVIRUS PANDEMIC

When March 2020 began, few could imagine the massive changes that the coronavirus (COVID-19) pandemic would bring to people's lives. Actions like social distancing, wearing masks, and washing hands frequently have become commonplace. The Ohio Governor's March 22 "Stay at Home" order set unprecedented guidelines as COVID-19 cases increased in the state and Ohio tried to "flatten the curve" of new infections.

Deemed an essential business, Genacross Lutheran Services has continued to operate during the public health crisis. The organization has responded in numerous ways to continue to serve residents and patients, many of whom are most vulnerable to the virus. Screening employees and taking temperatures before each shift and wearing masks when interacting with coworkers and residents are just a few of the changes.

"The health and safety of our residents, patients and team members have remained our top priorities," stated Rick Marshall, President/CEO. "We began to prepare for COVID-19 well before its arrival and have educated ourselves on new ways to provide compassionate care while fighting an unseen enemy that targets the older population we serve."

While many of the Genacross support staff have worked from home, direct care of the residents has moved forward under strict guidance from numerous government

agencies, including the Centers for Disease Control and Prevention (CDC), the Centers for Medicare and Medicaid Services (CMS), the Ohio Department of Health (ODH), and local health departments.

"Our employees are true heroes of caring," Mr. Marshall said. "They have really stepped up to care for our residents, patients and each other. I could not be more proud of their dedication and perseverance as the education, guidelines and restrictions evolved surrounding the virus."



*Large signs at the care campuses recognize the heroes of caring who work there.*

Since mid-March when the state ordered a no visitation policy for nursing homes and other congregate care facilities, Genacross has not allowed any visitors to its skilled nursing and assisted living ministries at the Napoleon, Toledo, Wolf Creek, and Bethany Place campuses. In addition, all public events were cancelled, dining rooms were closed, and group activities were suspended.

Without visitors and normal activities, staff members at the care campuses have been creative with finding ways to keep residents healthy and engaged. Activities for residents are continuing, with social distancing guidelines in mind. Visiting with loved ones has also evolved, with video chats and window visits becoming new ways of connecting.

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**Genacross Lutheran Services is celebrating 160 years of service. Each issue of The Friend in 2020 will have a special center section where we will share historic facts, stories and photos.**

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## OUR MISSION

Inspired by the Christian faith, we embrace individuals and families with compassionate care and services throughout life's journey.

## OUR VISION

Through our faith and work, we strive to be a forward-thinking, compassionate organization that improves the lives of current and future generations.

## OUR VALUES

Faithfulness to Christ  
Equality and Justice  
Wholeness of Life  
Integrity  
Quality of Service  
Stewardship of Resources

## OUR MINISTRIES

**Genacross Lutheran Services**  
*Napoleon Campus*

**Genacross Lutheran Services**  
*Toledo Campus*

**Genacross Lutheran Services**  
*Wolf Creek Campus*

**Genacross Housing &  
Community Services**

**Genacross Adult Day Center**

**Genacross at Home**

**Genacross Family &  
Youth Services**

**Genacross Lutheran Services  
Foundation**

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# A note from RICK MARSHALL

*President and CEO*



## God's Power and Love

Throughout our 160-year history, Genacross Lutheran Services has provided a beacon of hope to individuals during difficult times. It is during times like the COVID-19 pandemic that we are even more inspired by our Biblical calling to provide compassionate care and services. 2 Timothy 1:7 reminds us "For God has not given me a spirit of fear and timidity, but of power, love, and self-discipline." It is from this perspective that Genacross has approached COVID-19.

Our concern, first and foremost, has been the health and safety of our residents, patients, and team members. Genacross has taken extraordinary precautions to prevent the spread of the virus among everyone touched through our services. We have implemented visitation restrictions, health screenings, testing, and enhanced infection control procedures. We have non-clinical staff working remotely and many individuals taking on new duties to ensure the continued work of our ministry.

As we seek God's power and direction, we have also seen Him at work through inspiring stories of faith, creativity, and benevolence. This issue of *The Friend* features stories of how our team members have stepped up to find creative ways to meet the needs of those we serve. Community members have come along side us to provide food, masks, and a helping hand when needed. Families gather at windows to bring greetings and visit virtually through video calls. Spiritual care continues with our chaplains providing devotions, worship and one-on-one conversations.

We have also sought to utilize our expertise and facilities to be a resource to our communities. Genacross was among the first providers in the state to establish a COVID-19 unit to care for individuals discharging from hospitals and needing continuing care before returning home. We have also worked alongside the Erie County Health Department to make our closed Sandusky Campus building available to hospitals if additional capacity is needed.

As this crisis has unfolded, I could not be more proud of everyone at Genacross. We appropriately refer to our team as "Heroes of Caring." They have embraced our commitment to provide compassionate care to everyone we are called to serve during the COVID-19 crisis – not out of a spirit of timidity and fear, but through God's power and love.

Blessings,

*P.S. A new date has not been set for the 160th Annual Meeting of Member Congregations. Stay tuned for more information.*

## CHAPLAINS EMBODY FAITHFULNESS TO CHRIST VALUE

This is a time in the history of Genacross Lutheran Services when the Mission and Core Values are, in many ways, more important than ever before. In fact, this year's featured value, "Faithfulness to Christ," can provide inspiration and guidance.

When looking at this value, what often comes to mind is spiritual care and the work of the Genacross chaplains. The organization has three faithful and creative pastors, each with unique gifts that fit the care campuses they serve. Pastor Lee Genter is the veteran, having been at the Napoleon Campus for many years. Pastor Greg Olsen serves the Wolf Creek Campus, and Pastor Annette Griffin began at the Toledo Campus on March 1, just before the coronavirus hit locally.

With no group worship allowed at any of the campuses, Chaplain Griffin is getting to know residents and staff as safe distances allow. As she visits, she distributes prayers and devotional materials. Daily, she also hands out placemats for dining services to use at mealtimes that have activities on both sides, including devotions.

Visiting residents is the center of Chaplain Olsen's day, with special attention to those in hospice care. He distributes large-print devotions and, each Monday, publishes a large-print newsletter with devotions, pictures, and notes on happenings around campus.

Chaplain Genter has the advantage of being able to broadcast his worship and devotions from the chapel to each resident room through closed circuit TV. He sings familiar hymns during worship and Bible study, which many residents seem to treasure.

As pastors, these chaplains join many other staff members to assure residents and patients that they really matter and are not alone. Through laughter, prayer, and having fun, they share hope and joy. This is critical for the health and well-being of the residents, especially since they are unable to have visits from family and friends.

"So it is that perhaps the primary purpose of our first core value, both now and when this difficult time is behind us, is to remind us that as we do our work faithfully, with compassion and care, we are being faithful to Christ," said the Rev. Dr. Jim Dumke, Vice President for Mission Integration. "It is the way of living, loving, and serving to which our Lord has called us."



*Chaplain Lee Genter does TV broadcasts of worship services.*

## Coronavirus response - continued from front page

At the point this publication went to print, Genacross ministries have experienced minimal cases of COVID-19. An isolation unit has been established in The Labuhn Center on the Toledo Campus to handle residents with suspected symptoms and those who have tested positive for COVID-19. Staff work exclusively in the unit and wear full personal protective equipment.

"Genacross made the decision in mid-April to begin admitting COVID-19 patients from local hospitals," Mr. Marshall explained. "This is a service to the community at large and aligns with the Genacross mission and values to serve individuals in need. We wanted to be a community resource to help patients recover from the debilitating effects of COVID-19."



*Family members visit Napoleon Campus resident Betty Bartel.*

To date, The Labuhn Center on the Toledo Campus has served 36 patients from area hospitals. "The team at our Toledo Campus is doing some amazing work with recovering patients," Mr. Marshall said. "Their compassion and dedication are to be commended."

Genacross has been supported during this unprecedented time by many member congregations, local businesses, individuals and family members. "There have been countless donations of items for residents and staff, including masks, personal care items, food, and flowers, and we are grateful and feel blessed for each donation," Mr. Marshall said.

*See related articles throughout this issue for more details on the Genacross response.*

# GENEROSITY AT HOUSING SITES LIFTS RESIDENTS' SPIRITS

**During the recent months** when COVID-19 has affected the lives of so many, the residents and staff at the various Genacross senior independent living housing sites have been the recipients of considerable generosity. Residents, who have been sheltering in place with little interaction with the outside world, and staff members have been supported by communities rallying together. All housing sites having been blessed to receive donations.

Luther Oaks in Norwalk, Ohio, has received generous support from St. Peter Lutheran Church. According to Service Coordinator Melanie Churchill, "The church has volunteers who cheerfully check each week to see who needs groceries, and then each Saturday they deliver a meal to any resident who calls requesting one. They bring it to each resident's patio door, and there is no charge."

"The residents have been so thankful," she added. "For some, I believe the interaction, even with wearing masks and social distancing, means more than the actual meal right now."

A local nursing care facility has also put together goody bags for the residents. The bags, which included snacks, puzzle pages, tissues and other needed items, have been dropped off multiple times to the residents' individual patios. The unexpected surprises have truly been appreciated.

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**"For some, I believe the interaction, even with wearing masks and social distancing, means more than the actual meal right now."**

Melanie Churchill

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Covenant Harbor in Oak Harbor has received donations of personal care items from local congregations, masks to keep residents and staff safe, and a ham dinner from a resident's family. In addition, employees of Kozy Corners Restaurant used their personal funds to provide a special lunch of homemade chicken noodle soup, sandwiches and cookies.

"It is so wonderful to know we have such kind people who think of others before themselves," said Sue Perrin, Covenant Harbor Manager. "We are all very thankful and feel blessed for the donations received. It's wonderful to see the residents' smiles and how the gifts make their days brighter!"

Bethany Place, a senior independent living and assisted living community in Fremont, has also seen an outpouring of support from staff and the local community. Staff members have been very creative in devising ways to brighten up the residents' days spent in isolation. One example of staff creativity involved a homemade ice cream truck made from a bicycle, complete with costumes, treats and music to cheer up the residents.

"I thought it was super, and the other residents did, too," said Resident Anna Brockschmidt. "Everyone got a kick out of them pedaling around on the bicycle inside our home and delivering ice cream."

A few examples of community support include businesses donating to re-carpet the front patio and purchase new outdoor furniture; the local rotary club providing

*continued on page 5*



*St. Peter Lutheran Church in Norwalk delivers groceries and meals to Luther Oaks residents.*



*Employees from Kozy Corners Restaurant donated lunch to residents of Covenant Harbor in Oak Harbor.*



*Bethany Place resident Anna Brockschmidt was delighted with her ice cream delivered by creative staff.*

## LIFE GOES ON FOR YOUTH RECEIVING SERVICES

The coronavirus pandemic and subsequent shelter-in-place order has changed how things are done at Genacross Family & Youth Services, but not what is done. Staff members are working every day to keep youth active, learning, and engaged, while still providing the care and therapeutic services they need.

Previously, youth participated in several large therapeutic groups each week. Now that they are staying home, the clinicians are interacting with them in smaller groups in order to provide the same therapeutic value in a safer way within each program. Staff responded well to the challenges of completing the academic school year. Learning continued in each group home and was integrated into the home's daily schedule.

Youth have spent time on many activities and crafts, including residents of the Oregon Group Home, who participated in an activity that promoted kindness to seniors living in one of the nearby Genacross housing communities. With one of the therapists, they painted flowers on card stock and positive sayings on rocks. The girls completed their social-distance delivery of their gifts – delivering their paintings with hand-written notes that stated, "Thinking of you while we are tucked away."

The boys then walked over to complete the second delivery to residents. This time, several housing residents

walked out and, while still maintaining their social distance, waved to the boys to thank them. Since that time, the youth have taken several walks on the property, where they can see that many of the residents still have their paintings hanging on their patio doors.

Youth at the Wynn Group Home also participated in activities to promote kindness. They created empathy cards for staff, decorated a kindness flower bouquet, and presented star awards to staff members. With the help of a clinician, youth got a break from the packed lunches provided by their school district each week. A cooking group was held each Thursday, where the youth helped cook lunch. Menu items consisted of grilled cheese sandwiches, quesadillas, macaroni and cheese, salads, and occasionally baked brownies or cookies.



*Housing residents received paintings from youth in care.*

At the Maumee Youth Center, the youth were asked to choose topics they wished to explore. One group chose budgeting and careers, while others chose to learn about ways to stop bullying and how to protect animals. Each group researched their respective topics and made a plan to put into practice what they had learned.

"The youth in care are continuing to thrive during the restrictions of the pandemic, thanks to the ingenuity and dedication of our incredible staff," said Katie Zawisza, Executive Director.

## Generosity at housing sites - continued from page 4

lunch for the staff and artwork for the residents; and a local church delivering goodie bags to be distributed to residents.

"The outreach from the local community, along with the positive attitudes of the staff, have been reassuring," said Amber Burnett, Bethany Place Senior Level Service Coordinator. "Their willingness to pull together to make lemonade from a sour situation for these residents has made me proud to be part of the team."

The staff members at the senior housing sites have worked hard to be there for residents – providing education, emotional support, and necessities to help them continue living independently. "It's times like these that the little things you do make a tremendous impact on an older adult's life," said Lauren Holub, Genacross Senior Level Service Coordinator. "The most simple of gestures can make the most significant of differences."



*Genacross housing residents have received many donations of needed supplies from local congregations.*

# CELEBRATING OUR 160<sup>TH</sup> ANNIVERSARY (1911-1965)

Genacross Lutheran Services is celebrating its 160<sup>th</sup> anniversary in 2020. From 1860 to today, the organization has been growing and changing to meet the needs of society. This Spring/Summer issue focuses on highlights after the organization's 50th anniversary until the closing of the orphanage.

## 1914

The first issue of the *Lutheran Orphans Friend* newsletter was published in German in November. The second issue was written in English. This monthly alternating of languages went on for the first five years of publication.



*The front of the dime bank featured an orphan.*

## 1916

With the orphanage filled to overflowing, a new building was needed to better serve the children. At the 1916 annual meeting, a Building Fund Committee was formed to raise \$100,000 for a new building, and the Society embarked on its first capital campaign aimed at the general public. As part of the campaign, Sunday school children carried around dime coin banks to collect funds.

## 1918

June 4 - The Society broke ground for the new Lutheran Orphans' Home. Within 60 days, the cornerstone was laid by Pastor Frederick Schmeltz, who had faithfully served the Society as Director for almost 20 years.

The Spanish flu pandemic touched the children in care. The November issue of the *Lutheran Orphans Friend* reported that three children had taken ill, although not seriously. All children in the Home were given three rounds of vaccine shots.

## 1919

April 6 - The new Lutheran Orphans' Home building, also known as "The Dormitory," was dedicated. An estimated 4,500 people attended the festivities. Described "as modern in every way," the three-story, 39,000 square-foot brick building was designed to house 100 children and their attendants.

## 1924

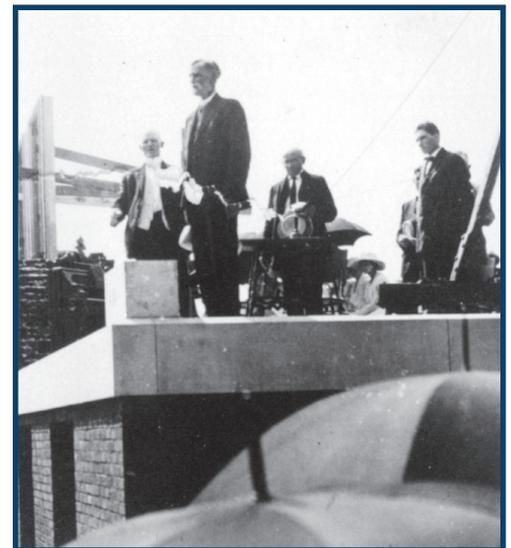
A powerhouse was built behind the orphanage and director's home. At one time, it heated the Orphans' Home, the Old Folks' Home, the director's residence, and even First St. John Church. The building also provided a large, modern laundry area for the Society.

## 1945

With the end of World War II, the orphanage served several years as a stop-over for displaced children, primarily from Latvia and Germany.

## SOCIETY DIRECTORS

1911-1913	Rev. Herman Brandt
1913-1916	Rev. Frederick Schmeltz (returned)
1916-1919	Rev. F.W. Dietz
1919-1923	Chris Mahnke
1923	Dr. Charles C. Dreyer (acting)
1923-1927	Rev. Albert Hueter
1927-1964	Rev. Harry Schalkhauser
1964-1994	Rev. Gerald Labuhn



*A ceremony was held to celebrate laying the cornerstone for the new orphanage.*



*The Dormitory still stands at 2411 Seaman Street in east Toledo.*

1952

September 28 – The cornerstone was laid for the new Old Folks’ Home only a couple of months after ground was broken for the building. The Home had reached its capacity in the 1930s, but the hardships of the Great Depression and World War II forced the Society to wait.

**LIVING BY THE BELL**

After the opening of the new building in 1919, life in the Orphans’ Home remained basically the same for many years. Duties and celebrations changed with the seasons, but daily life literally was lived by the bell.

A typical weekday began when the children were awakened at 6:15 a.m. The orphans made their beds, dressed, tended to personal needs, and perhaps completed a chore. By 7 a.m. the entire Orphans’ Home family assembled in the dining room for breakfast. The meal was preceded by the saying of grace and followed by short devotions.

After breakfast at 7:30 a.m., there was time to finish a chore (or re-do it if not found satisfactory), complete homework, or relax before school, which started at 9 a.m. After morning classes, dinner was served at noon, with a half hour break before afternoon classes resumed at 1 p.m.

At 3 p.m., the bell rang to mark the end of the school day. While many of the orphans had free time then, older girls and boys often were assigned chores on the farm or in the kitchen. The sharing of chores helped the family function and taught cooperation and a strong work ethic.



*Evening activities in the “Big Girls” room.*

The supper bell ran at 5 p.m. to gather up the children. After supper, children could complete homework and participate in many different planned or unplanned activities. Bedtimes varied, depending on the age of the child. The nursery children went to bed around 7 p.m., and the younger boys and girls (age 6-11 years) went to bed between 7-8 p.m. An attendant or one of the older children might read a story or sing with the younger ones before their bedtime prayers. The older boys and girls were able to stay up until 9 or 10 p.m.

1953

October 25 - The new 83-bed Old Folks’ Home or Home for the Aging was dedicated. Over 3,000 people attended the ceremony and toured the Home, which provided a new standard of care for the elderly. It featured private rooms, a chapel, and recreation areas.



*What was once the new Old Folks’ Home is now the assisted living area of the Toledo Campus.*

1960

The Society celebrated 100 years of ministry. As part of the Centennial celebration, a new auditorium/shelter house was dedicated in the picnic grove during the Annual Festival. The new shelter house, named Centennial Hall, replaced the shed buildings and primitive sanitary facilities that had been there for many years.

1963

With an expanding elderly population and an increased need for nursing care, an addition to the Old Folks’ Home was necessary. The addition, built to the north of the existing Home, was dedicated in November. The 60-bed nursing care facility, known as “the Annex,” included 28 semi-private rooms, one ward, a living room, kitchen and dining room. In just over 10 years, the Old Folks’ Home grew from the original 28-bed Altenheim to a modern 143-unit rest home and nursing facility.

1964

As adoption and foster care programs became the preferred methods of dealing with orphaned children, instead of congregate care, the Society reluctantly suspended children’s services “as currently being rendered” and undertook a study to explore future models of service to children. When the Lutheran Orphans’ Home closed its doors, the Society’s new Executive Director Gerald Labuhn and his wife, Ilean, took four boys (two sets of brothers) into their home. This echoed the actions of founder Johannes Doerfler and his wife, who took in two orphans into their home 104 years earlier.

## THE LABUHN CENTER TRANSFORMS INTO ISOLATION UNIT

**On April 13, 2020**, The Labuhn Center was designated the COVID-19 isolation unit at the Genacross Lutheran Services-Toledo Campus. The preparation of this specialized unit took a great deal of time and dedication by the Toledo Campus team members.

From maintenance changing the airflow system to the administration and nursing management teams determining where to enter and exit the unit and where to don and remove personal protection equipment (PPE), the logistics were daunting. In addition, the dietary department had to design a new meal delivery process, and housekeeping and laundry had to determine the best practices for delivering their much needed services. The activities team was integral as well, providing inspiring ways to enrich the lives of the residents in isolation.

"We knew the residents and patients who were showing symptoms of COVID-19 needed us, and while it was scary going forward with the unknown, we continued to educate ourselves," stated Cathleen Voyles-Baden, Executive Director. "The next step was to find dedicated nursing staff who would serve the needs of these residents."

The nursing staff working in the isolation unit wear full PPE for four hours at a time with no breaks. "We were very fortunate to find several Toledo Campus employees who said 'yes' to the call to serve our residents in isolation," Ms. Voyles-Baden said. "This shows a high level of commitment from these employees, and we are grateful to have them on our team."

In the beginning, individuals in the isolation unit were not showing severe symptoms of the virus. As time



*Toledo Campus nurses answer the call to serve patients recovering from the coronavirus.*

progressed, and the Toledo Campus began taking patients from area hospitals who were positive for COVID-19, the residents in The Labuhn Center were weaker and needed much more assistance. These were patients who had been recently weaned from ventilators and respirators, and they were coming to Genacross for much needed recuperation.

"This has proved to be taxing on our nursing staff, as they easily become weary from elevated body temperature from the PPE and emotional from seeing individuals suffering from the virus, some who slowly rehabilitate and others who return to the hospital for further treatment," Ms. Voyles-Baden explained.

These dedicated team members are walking with the residents through the journey of this pandemic and have provided physical healing, as well as emotional and spiritual support. "They are selfless caregivers, and we are so proud of them," Ms. Voyles-Baden stated.

## Genacross at Home moves forward during pandemic



*Aide Dawn Stearns safely cares for clients in their homes.*

**D**uring the coronavirus pandemic, it has been (mostly) business as usual for Genacross at Home, the home health care agency operated by Genacross Lutheran Services. Staff has made a few minor adjustments to accommodate orders from the Ohio Department of Health and other government agencies, but most infection control practices were already in place.

"We would really like for everyone to know that we have always washed our hands at the beginning and end of each visit, worn proper PPE, and sanitized our shared equipment for vitals after each direct use," stated Tanya Trapp, Director of Home Health. "We are always prepared to care for those with viruses and infections, and we take great pride in our skills and the education we provide our patients."

Additional precautions implemented in the past few months include staff checking and logging temperatures and answering a COVID-19 questionnaire before each shift, and wearing a mask at each home visit.

## KUDOS BOARD PRAISES WOLF CREEK STAFF EFFORTS

Staff members at the Genacross Lutheran Services-Wolf Creek Campus are used to going above and beyond every day for residents, and their actions during the COVID-19 pandemic have been no different. One way that staff members are recognized for their good work is being mentioned on the Kudos Board, located on the first floor by the nursing care entrance.

Even though the campus implemented the Kudos Board a while ago, it has become a focal point recently as an important way to raise up employees for their dedication



*A very full Kudos Board shows that staff and residents are taking the time to recognize each other and share support.*

to keep residents healthy and safe during the pandemic. Co-workers, managers, residents and family members can post a note about staff members.

“Even though there have been no visitors allowed since the middle of March, very full April and May boards show that the staff are taking time to praise each other during this hectic time,” said Emily Sweeney, Associate Executive Director. “In addition, we are getting letters and emails from family members thanking the staff and are able to hang those on the kudos board to share with everyone.”

Numerous family members, in many different words, have praised the staff’s hard work and dedication in caring for their loved ones. A resident wrote a thank you to an aide for “going above and beyond caring for me... She keeps coming to my room to check on me. I appreciate her care.” Many staff members have thanked each other for “being a team player” and “keeping the smiles alive.”

“During this challenging time it’s the little things we can do for each other to show that we are in this together,” Ms. Sweeney said.

## Local florists provide cheer for Napoleon Campus residents

The support from individuals, churches and local businesses for the Genacross Lutheran Services-Napoleon Campus has been heartwarming. From the donations of home-made masks to the delivery of meals for caregivers, the community has been supportive in many ways. Two local florists have stepped up to brighten the days of residents.

Just before Memorial Day, Artistic Roots in Napoleon donated flowers for the residents. Owner Mel Wilson has a soft spot for the Napoleon Campus, because her grandparents received wonderful care when they lived there several years ago.

“Mel called me up and asked me if we had empty vases,” explained Brooklyn Pedroza, Community/Resident Liaison for the Napoleon Campus. “We had several vases, so she said she would take them and fill them with flowers for the residents. She plans on refilling the vases regularly with extra flowers from her shop.”

Many of the empty vases were from an earlier promotion that Artistic Roots ran before Easter called Send a Smile Bouquet. For \$10, community members could send

flowers to residents in local nursing homes. Some people purchased flowers for a particular resident and others just donated to brighten someone’s day. Over 20 bouquets of flowers were distributed to Napoleon Campus residents.

Ivy League Florist and Design Studio in Napoleon also donated items for residents before Easter, dropping off candy, cards and silk flowers. They also have offered free delivery of floral arrangements to the campus.

“When we deliver the flowers and other items to our residents and tell them how people in the community are thinking of them, their eyes light up,” Ms. Pedroza said.



*Flowers from Artistic Roots brighten the days of Napoleon Campus residents.*

# WE CAN ALL BE HEROES OF CARING

**A**mid all of the disruptions of daily life in the past few months, the nurses, aides, and other frontline health care workers at our Genacross ministries are dedicated, as always, to ensuring the health and safety of residents and care recipients.

Many of these Genacross employees – our Heroes of Caring – don their personal protective equipment (PPE) and deliver the hands-on care that each of our residents need and have come to expect. Residents know, amid these challenging times, that they are held in the protective hands of caring staff.

Providing care in the midst of the coronavirus (COVID-19) pandemic presents many challenges and has incurred additional expenses, such as the increased costs of PPE, staffing, and cleaning, to the already conservative budgets of each Genacross ministry. Because no one could have foreseen the current circumstances, these costs and others are beyond existing budgets. Others costs associated with new health care delivery provisions are to be expected. These costs must be covered through other funding.

Recognizing these challenges and many others faced by families, businesses, and organizations, the \$2.2 trillion Coronavirus Aid, Relief and Economic Security (CARES) Act was signed into law at the end of March. This measure contains a number of provisions regarding donor contribution allowances. For the tax year 2020, the limitation of how much of charitable donations can be deducted, has been lifted. Previously, it was a maximum of 60% for cash donations and 50% for non-cash contributions. Additionally, a cash donation of up to \$300 can be made whether it is itemized or not.

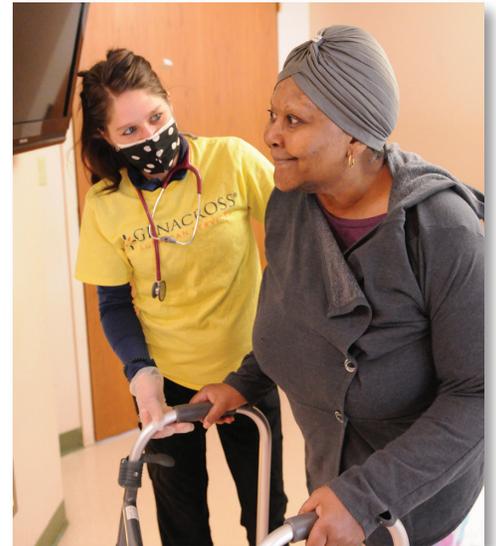
Your contributions will assist in covering the additional costs incurred because of the virus. Your generosity will also show our Heroes of Caring that each one of you, as a Genacross donor, appreciates the care they provide and support them as a partner in care.

I ask that you consider a donation to help Genacross meet the unforeseen coronavirus-related expenses. The ways you can give are listed on the donate page of the Genacross website.



Kathleen Lemmerbrock, Executive Director  
Genacross Lutheran Services Foundation

*Wolf Creek resident  
Shirley Blackshear (right)  
is well cared for by  
Megan Windle, LPN.*



419-861-4965

[GenacrossLutheranServices.org/Foundation/donate](https://GenacrossLutheranServices.org/Foundation/donate)

## INDIVIDUAL DONATIONS

Jan. 1 - March 31, 2020

- |                              |                      |                             |                                    |   |
|------------------------------|----------------------|-----------------------------|------------------------------------|---|
| Anonymous                    | Kari Bucher          | Ron & Mary Lou Gabel        | Carol L. Meuser                    | Amanda Schroeder                          |
| Beverly Apel                 | Ruby Burkey          | Glenn Geldien               | Callie Minier                      | Jeff & Paige Schulte                      |
| Jim & Judy Armbrust          | Christina Burnette   | David & Carol Gerwin        | Melanie Moore                      | Jane Sharp                                |
| Joyce E. Asmus               | Elizabeth Cannon     | Norma Jean Hall             | Mark Muller                        | Scott Slee                                |
| Rev. Dr. & Mrs. Gerald Bauer | Angela Clay          | Victoria & Demetrius Harris | Scott Nelson                       | Louise Sommers                            |
| James Beardsley              | Diane Cline          | Dan & Julie Kunos           | Frank & Diane Paine                | Meg & Dennis Stieber                      |
| Jason Beyer                  | James Cordy          | Kathleen B. Lemmerbrock     | Rev. Dr. Tim & Mrs. Kate Philabaum | Carol Taylor                              |
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| Stephen & Deborah Bowsher    | Lori Fields          | Beverly Mackey              | Jon Russell                        | Mr. John Wilmore & Dr. Elizabeth Halloran |
| Lanette Briley               | Bruce Flory          | Rick & Janet Marshall       | Mary Satterfield                   | Katie & Jay Zawisza                       |
|                              |                      |                             | Jeff & Lorinda Schalk              |   |

**IN HONOR OF**

*Jan. 1 - March 31, 2020*

**Mary Anne Clough** by Willis & Elaine Smith

**God's Heavenly angels who praise and glorify Him** by John Weislmeier

**Our 65th wedding anniversary**  
by Roland & Marilyn Henderson

**65th wedding anniversary of Mr. & Mrs. Ronald Krieger** by St. John's WELCA, Oak Harbor

**Husband Andrew's 99th birthday**  
by Andrew & Helen Nowak

**The Nungester Families**  
by Mr. & Mrs. Kenneth Nungester

**Our Heavenly Father, whose love for us endures** by John Weislmeier

**Nelson Roberts' birthday**  
by Dave & Pam Roberts

**Gustav & Else Roll** by Associated Eye Physicians and Surgeons, P.C., White Oak, PA

**IN MEMORY OF**

*Jan. 1 - March 31, 2020*

**Stephen Brown** by Michael & Beverly Amstutz

**Stanley H. Burt** by Patricia Burt

**Sons, Barry & Tim,**  
by Bob & Norma Carsten

**My son, Walt Churchill III,**  
by Nancy Churchill

**Mary Anne Clough**  
by Willis & Elaine Smith

**Fred & Marge Dais**  
by William Fred Dais, Ed.S.

**Bill Deetz** by Bethany Watkins

**Thelma Driggs** by Carol Gutierrez

**Irene Ewing** by Mr. Charles A. Ewing

**Francis & Marguerite Falkenberg** by Beverly Rowell & Family

**My husband, Pat Florio,**  
by Bernadine Florio

**Janet Freeman** by Anonymous, Cheryl & Gary Daman, Richard

& Suzette Hamlin,  
Elmer & Pat Maassel,  
Nancy Schink

**Irene Garrow** by Cheryl & Gary Daman

**Geri Haase** by James Bradford

**Helen Heacock** by Dennis & Jo Hagey

**Erma Jacobs** by Carol Jacobs

**Mary Jane Johnson**  
by Jean Winkelman

**Merici Krieger-Harms** by Mr. & Mrs. Gerald Armstrong, Cheryl & Gary Daman, Mr. & Mrs. Rex Keller & Family

**Robert Kuckuck** by Jean Winkelman

**Ilean Labuhn** by Deborah Dempsey, Matthew & Amanda Kotes

**Robert Linder** by St. Paul WELCA, Clyde

**Barbara Metz** by Anne Biel, Kathleen B. Lemmerbrock, Louise Sommers

**Alma Mueller** by Lynn & Joyce Olman

**My wife, Mary,**  
by Weldon Mueller

**Alice Oberly** by Jean Winkelman

**Our parents, Gladys Swingle & Ralph & Irene Roder** by Herb & Jackie Roder

**Parents** by Dave & Pam Roberts

**Glenn Pocock, my husband,**  
by Molly Pocock

**Helen H. Post** by Robert & Janet Dorr

**Donna Reardon**  
by James Reardon

**Todd Ritterbach** by Jeff & Nancy Wellman

**Cathy Roberts** by Dave & Pam Roberts

**William Rowell** by Beverly Rowell & Family

**Connie Saffran**  
by James Saffran

**Franklyn Schaper** by Anonymous, Jack & Sheryl Boyd, Marvin & Marlene Jones

**Minnie Shick** by Jeannette Kubitz

**Ruth Sprunk** by David Goll, Trustee

**Anna Yunker** by Mary Jane Joehlin

**ORGANIZATIONAL DONATIONS**

*Jan. 1 - March 31, 2020*

AmazonSmile Foundation, Seattle, WA  
Kroger Community Rewards, Columbus  
New Hampshire Charitable Foundation,  
Concord, NH

Thrivent, Appleton, WI  
Thrivent - YourCause, Plano, TX  
TOPS #1648, Erie, MI  
TOPS Ohio #295, Maumee

**CONGREGATIONAL DONATIONS**

*Jan. 1 - March 31, 2020*

St. Martin, Archbold	Immanuel, Ida, MI
St. Paul, Bowling Green	St. Matthew, Lima
St. Paul, Defiance	Zion L.C. Women, Luckey
Zion, Edgerton	St. Peter, Martin
Grace, Elmore	St. Peter, Norwalk
Grace, Fremont	St. John, Oak Harbor
St. Mark, Fremont	St. John's WELCA, Oak Harbor
Zion, Gibsonburg	
Hope, Hamler	

St. Michael, Ottawa Lake, MI  
Zoar, Perrysburg  
Zion, Petersburg, MI  
Resurrection, Port Clinton  
St. John, Port Clinton  
St. Peter, Ridgeville Corners  
St. John's, Stony Ridge  
St. John, Stryker

St. John Ladies' Aid, Stryker  
St. Paul, Sulphur Springs  
Olivet, Sylvania  
Augsburg, Toledo  
First St. John, Toledo  
Messiah, Toledo  
St. Mark's, Wapakoneta  
St. Luke, Wauseon  
Solomon, Woodville

**NON-CASH**

*Jan. 1 - March 31, 2020*

Anonymous  
First St. John, Toledo  
NW Ohio Synod, ELCA  
Owens-Illinois, Perrysburg  
Providence, Holland  
St. John, Oak Harbor  
St. Peter, Norwalk

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# THE FRIEND

is published quarterly by  
Genacross Lutheran Services

Kari Bucher, Editor  
Bev Apel, Graphics

Please send  
address changes to:

## The FRIEND

2021 N. McCord Rd.  
Toledo, OH 43615-3030  
P: 419.861.4990

Some names and photos  
in The FRIEND  
are representational.

Printed by  
Homewood Press.

# GENACROSS® LUTHERAN SERVICES

2021 N. McCord Road  
Toledo, OH 43615-3030  
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## RESIDENTS STAY IN TOUCH WITH FAMILIES

**One of the biggest challenges** with the state's decision in mid-March to restrict all visitors to nursing homes and similar congregate settings has been helping residents keep in touch with their families and friends.

"Not being able to see loved ones has been an unusual burden for many of the residents on our care campuses," said Lorinda Schalk, Senior Vice President of Finance & Operations. "Early on in our response to the coronavirus, Genacross purchased a large number of tablets to facilitate video chats between our residents and their families."

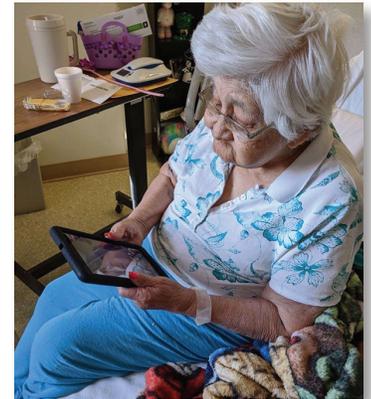
Besides video calls, window visits have become a popular way for residents to visit with loved ones. Many families have opted to talk on the phone through a closed window so they can see each other. Normal phone calls, emails, care packages, and letters and cards have also been healthy ways to communicate.



*Wolf Creek Campus resident Mary Hurlburt has a window visit from her husband.*



*A care package is a welcome sight for Napoleon Campus resident Eleanor Meister.*



*Toledo Campus resident Maria Montez video chats with her family.*



*Caring messages were sent to Toledo Campus residents.*



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