



ACROSS GENERATIONS

WINTER 2022–2023



Hello to all of the Generations family!

This last year was one for the books—a year full of healing, recoveries, friendships, and compassionate care. We can't thank you all enough for your incredibly hard work and dedicated service. We have worked through COVID and other healthcare issues while expanding our behavioral health network, which we are extremely proud of.

Now we are well into 2023, and all signs point to a great year! We look forward to new admissions and growing occupancy, expanding our behavioral health programs to more locations, fun activities, and the coming spring events as we continue to get to know and love the wonderful residents entrusted to our care.

As stated in the Generations Healthcare mission, “Caring for the sick, the elderly, and the infirm is a special and sacred stewardship.” We hope to continue to embody this mindset “in the presentation of our homes, in the professionalism of our staff, and in the daily delivery of care to our residents and their families, [so that] whoever enters a Generations home will be met with kindness, competence, and compassion.”

In addition, we hope all our staff will continue to work together, support each other, and find enjoyment in being part of the Generations Healthcare family. If there is ever anything that can improve your experience, do not hesitate to let us know. Thank you again for your contributions and for helping Generations Healthcare be the best it can be.

Best Regards,

Tom Olds,
CEO

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Lessons Learned from the Other Side of the Bed

By John Mastrocola

On Saturday, January 30, my world changed dramatically. I had taken some time off and flown to Philadelphia, Pennsylvania, to help my parents prepare for another cold winter on the East Coast. Just past 2 a.m. that morning, as a Nor'easter was hitting Philadelphia and covering it in a beautiful blanket of snow, I was diagnosed with throat cancer. I will never forget when the ER physician's assistant came into my room and informed me that the radiologist had found a tonsillar tumor in my throat and that his experience pointed to throat cancer. I was admitted into Bryn Mawr Hospital, the same hospital in which I was born 56 years earlier.

I had all of my biopsies and scans completed in Pennsylvania and had appointments lined up with the chemotherapy and radiation oncologists—as well as two otolaryngologists at Hoag and UCLA—to provide two

different options of surgery to remove the tumor. Both surgeons agreed that surgery was not an option as the tumor was resting against my carotid artery.

The eight-week chemotherapy and radiation treatments soon began. Every day for the next two months, I was driven into radiation therapy, with chemotherapy all day on Wednesdays following the radiation therapy treatments. My days were entirely consumed by treatments, and when I returned home, I rested for the next day. As time wore on, I began to lose my ability to both swallow and speak. I was being fed from my G-Tube and struggled daily to keep weight on.

Each day, I encountered different nurses and technicians, and each day, I was amazed at the superior customer

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service I was afforded by each and every one of them. I started my treatments very early each morning, and I was always greeted by my name with a big smile and a “How are you doing today, Mr. Mastrocola?” The technicians knew me by name and very rarely left me waiting for any extended periods of time, even getting me in for treatment earlier than scheduled so I could get home sooner.

Fast forward to today: It has been 11 months since I received my cancer diagnosis. My PET scan from September confirmed that the cancer is gone. I still have my good days and my bad days, and the side effects from the radiation are something I will have to deal with for some time to come. I still spend far too much time with my otolaryngologist and my dental oncologist, as my jaw bone has been permanently damaged by the radiation. I will go in for my next PET scan in early January and expect to hear that there is no evidence of cancer in my body.

The science worked the way it was planned. However, it was the caregivers and their kindness and professionalism that I remember most.

Being a caregiver, I am still amazed at the consistency of care I received. I asked them all many questions about their training, but they all responded that they were spread too thin with the workforce shortages and that there is never really enough time to teach what they consider to be “common sense.” I attempted to recruit almost every RN assigned to me and handed out a stack of business cards, but they all seemed to enjoy their jobs. More importantly, they enjoyed caring for me and many like me.

What did they do that was so special (i.e., just “common sense”)?

- They greeted me each day with a warm smile and called me by my name—which they took the time to pronounce correctly.
- They always offered me something to drink—most importantly, water—as dehydration is a common issue during treatment.
- They always offered me a warm blanket and a pillow when I arrived in the chilly morning hours.

- They gave me my privacy during treatments but were diligent in checking in on me to make sure I was comfortable.
- They consistently offered snacks during the long treatments.
- They always explained the treatment that I was about to undergo as well as the steps they were taking to ensure it was as pain-free as possible.
- They were quick to answer any questions I had concerning my care and explained what steps were next.
- They treated my guests with the same kindness at all times.
- They congratulated me at the end of every day’s session and helped prepare me both mentally and physically for the next session.

Since completing my radiation and chemotherapy, I have experienced quite a bit of bad customer service. I had my annual urology appointment, and the nurse butchered the pronunciation of my last name, despite my being a patient there for 20 years, and hit me with some bad attitude. On a recent emergency room visit on one of my very bad days, a technician left me in a cold hallway awaiting a CT scan for entirely too long. A physician finally saw me and got me a warm blanket. He also addressed the issue of the wait.

Is it because of the nature of cancer treatment that the customer service was far superior to that which I experience day to day? It should not be! Our residents are extremely compromised, and some are going through life-saving treatments and surgeries.

I know most of our nurses and therapists are superior caregivers; however, I also know that we have far too much turnover, and we do not always exercise “common sense customer service.” It really does not take much, but kindness definitely starts from the top, and when staff members know it is the norm and an expectation, they will be more conscious of the importance that it is delivered daily and with a smile!

Remember, we can all make a big difference by delivering kindness along with care!

2022 Nurse of the Year Award

Edwin Cabigao



We have some amazing people working at Generations Healthcare! Our director of clinical services, Edwin Cabigao, PhD, RN, was recognized as the 2022 Nurse of the Year by the California Association of Health Facilities (CAHF).

This award is designed to recognize an outstanding nurse who has dedicated their professional career to the field of long-term care. It is an amazing accomplishment for Edwin in recognition of his clinical excellence and leadership.

Congratulations, Edwin!

NEW ADMIN SPOTLIGHTS



Anne Buerhaus

Plum Tree Care Center

Anne Buerhaus joined Generations Healthcare in September 2021 as administrator of Plum Tree Care Center. When she got the call from the Generations recruiter, she recognized her voice immediately: Anne had interviewed with the company almost a year prior. "That was for a position that didn't materialize, but this one did, and with perfect, God-touched timing," Anne says. One of Anne's priorities in life is caring for her mother, and she knew she needed to relocate to be closer to help her with her changing needs. When she received the call from Generations, she knew it was where she needed to be.

"I can't imagine a better fit than what I have been blessed with at Plum Tree," Anne says. "Plum Tree has a rich diversity, filled with hard-working, caring people. A core management philosophy of mine is, 'We can only gain and sustain progress when we all show up, ready to work out loud what is in our hearts.' I feel like 2023 is going to be a very loud year for Plum Tree. By no short measure, this is possible because of the ongoing support we experience from all levels of the organization."

Outside of her career, Anne enjoys gardening, golfing, dinner conversations, and never missing a Friday night movie with her mom.

NEW ADMIN SPOTLIGHTS

Romi Lomibao

Smith Ranch Skilled Nursing & Rehabilitation Center

With over 14 years of experience as an administrator, Romi Lomibao has developed expertise in handling people and operations in the long-term care industry. However, it hasn't been easy: From earning his diploma to supporting staff throughout the COVID pandemic, Romi has faced many challenges on his path. In spite of it all, though, working at Generations has been the experience for which he has strived.

"Life is short, so let's make the most out of it," Romi says. "Generations gives our staff the respect and

understanding we need to provide great care to our residents. I want the rest of society to realize how hard we work and the value we provide."

Outside of his passion for the long-term care industry, Romi enjoys spending time outdoors and enjoying the sunshine. As one who finds significance in all things, observing the beauty of nature in the most unexpected places is one of his favorite activities. Thank you for your dedication and passion, Romi!



Mike Aguirre

Heritage Park Nursing Center

Over the past six months, Mike Aguirre, administrator, has adapted quickly to the welcoming community at Heritage Park Nursing Center. Since joining the team on June 13, 2022, he has faced working at the largest facility of his career, supporting the entire 70-bed building. However, the support he's received has made this transition easy. "I'm never alone and always have a team to turn to," Mike says. "Whether it's an admin from another

facility or my boss, I always have support." As a result, he has thrived in his position at Heritage Park.

Outside of work, Mike enjoys spending time with his three daughters. From watching movies to shopping, he is a family man through and through and values enjoying quality time with his loved ones. Thank you for being an essential member of the Generations family, Mike!

Dolly Bindra

City View Post Acute

Dolly Bindra has been an administrator in the long-term care industry since 1994. With over 28 years of experience under her belt, she has helped develop best practices and systems at City View Post Acute. Even so, she still manages to learn something new every day.

"There's always something to learn and improve upon," Dolly says. "I love the autonomy of working with Generations and having access to so many great

resources that help me accomplish my goals." On top of her organizational skills, Dolly cites advocating for her patients as her biggest strength.

Besides a passion for her career, Dolly is a huge animal lover. If she could bring every animal home with her, she would. She especially loves walking her dogs, as well as cooking, hiking, and organizing her home. Thank you for being a wonderful part of the Generations team, Dolly!

NEW ADMIN SPOTLIGHTS



Prabjot Dhaddey

Bayberry Skilled Nursing & Healthcare Center

Prabjot Dhaddey joined Generations Healthcare as the administrator at Bayberry Skilled Nursing & Healthcare Center in July 2022. She was drawn to Generations by the company's core values of kindness, competence, and compassion. "Very rarely are we able to find a company that has the ability to mirror our values, allowing us to be the best version of our professional self," Prabjot says. "For me, Generations has done exactly that."

Since joining Generations Healthcare, Prabjot has felt honored to be surrounded by a talented and supportive group of people who have helped shape her career. "Every day that I come to work, I'm genuinely happy to be here because I know I have a great team and wonderful support center that encourage me to be my best."

When Prabjot is not working, she enjoys watching movies, spending time with family, and traveling as much as she can.

EMPLOYEE SPOTLIGHTS

Haley Jurbala Fills Generations Healthcare's New Position: Behavioral Health Consultant

Haley Jurbala has recently been promoted to behavioral health consultant at Generations Healthcare, overseeing the special treatment programs and facilitating training and education for newly transitioning buildings.

With the recent fast expansion in the behavioral sector of Generations Healthcare, it's been found that consistent oversight and support are needed to facilitate successful programs right from the start, bringing the need for a full-time position. In her new position, Haley contributes to researching new developments within the mental health sector, communicating with different state agencies to further strengthen the state's mental health system, and providing resources to staff regarding mental health, destigmatization, trauma-informed care, and more.

Haley has been with the company for just under three years now, starting as a program counselor and later becoming a program director. She finds passion in her job and is grateful for the opportunity Generations Healthcare has provided her. "It is truly a passion of mine to help those with mental health struggles, and this job has allowed me to do that in more ways than I could have imagined," she says. "I am so thankful that Generations has taken this opportunity to help the underserved mental health population, which has a lack of resources and access to care. . . . My hope is that we are able to build a team of facilities that will be at the forefront of creating systematic change within California's healthcare system."



EMPLOYEE SPOTLIGHTS

Ashley Jones Excels as Outreach, Retention, and Recruiting Coordinator



Generations Healthcare is thrilled to shine a spotlight on Ashley Jones.

Ashley's role as an outreach, retention, and recruiting coordinator has a huge impact on our organization. Her role involves reaching out to vocational schools and universities to share the many opportunities that Generations offers; arranging clinical contacts and tours for nurses in training; visiting Generations facilities to promote employee programs, awards, and opportunities; acknowledging talent throughout the company; and recruiting employees through career fairs, podcasts, community fundraiser functions, and more.

"My favorite part of working at Generations Healthcare is the variety, diversity, and creativity of my role," Ashley says.

"Every day is different, but it all leads to the same goal: great healthcare!"

Before joining Generations Healthcare, Ashley worked at a vocational school, where she interacted with multiple companies and recruiters. "By far, Generations Healthcare was the most consistent in upholding its mission statement, being multicultural, and truly changing with the times," Ashley says. "It really felt like GHC was not only ranked a Great Place to Work but also truly lived it!"

When she's not working, Ashley enjoys baking and landscape photography. She also recently became a dog mom to a Pomeranian-husky.

RECOGNITION

Generations Healthcare Celebrates Facilities Recognized by U.S. News and Newsweek!

Congratulations are in order! Several of our Generations Healthcare facilities have been recognized by Newsweek and U.S. News as some of the best nursing homes in California and beyond! Our facilities continually strive for the highest quality of care for their patients and residents, and these honors show that our top-notch care is second to none. The dedication and thoughtful care of our staff do not go unnoticed by patients' families and the community.

English Oaks and Canyon Oaks have landed on Newsweek's list of America's Best Nursing Homes 2023 for the third time, and many other Generations Healthcare facilities also landed on the U.S. News list of the Best Nursing Homes.

Canyon Oaks is ranked No. 10 among Newsweek's best nursing homes in California, and English Oaks is ranked No. 5. Deanna Hill, administrator at English Oaks, attributes the recognition to the high standard of care the staff provides for residents.

"Our philosophy is to strive to promote resident quality of life, resident comfort, and enjoyment in the facility here," Hill says. "We want them to have positive memories of the staff interaction and the care they receive."

At Generations Healthcare, our facilities have many qualities that put them above other nursing homes, including how they handled COVID-19. For example, staff at English Oaks worked hard to minimize COVID-19 outbreaks and protect the health of staff and residents: Staff members used respiratory protection early in the pandemic, and the facility quickly isolated and cared for individuals who were symptomatic. As a result of their diligent efforts, outbreaks were low, and vaccination numbers were high.

At English Oaks, the caring staff promotes dignity in a home-like setting, implementing strategies to promote quality care, both during the pandemic and in all other areas. The end result is a facility in which residents and patients are happy to be.

"I think they're very proud of where they live, even though they're in a skilled nursing facility," Hill says. "This is where they want to call home. This is where they want to come back to if they go to the hospital."

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In addition to the Newsweek recognition, several Generations Healthcare facilities are on the U.S. News list of the Best Nursing Homes:

- Lawton Skilled Nursing & Rehabilitation Center
- Newport Nursing & Rehabilitation Center
- Plum Tree Care Center
- City View Post-Acute Care
- Pleasanton Nursing & Rehabilitation Center
- Horizon Ridge Skilled Nursing & Rehabilitation Center
- Gramercy Court
- Vista Manor Nursing Center
- Heritage Park Nursing Center
- Smith Ranch Skilled Nursing & Rehabilitation Center
- Cedar Crest Nursing & Rehabilitation Center
- Canyon Oaks Nursing & Rehabilitation Center
- Temecula Healthcare Center

Rob Gerken, administrator at Newport Nursing & Rehabilitation, is not surprised that his facility got high marks. Newport Nursing & Rehabilitation is consistently a five-star facility, and the quality of care has never diminished in Gerken's 17 years at the facility.

"We're constantly doing the right thing for our patients," Gerken says.

Newport has been recognized several times in the past, a big selling point for the facility. Newport's reputation for high-quality care is well-known, and many people come there based on word-of-mouth recommendations. Gerken says Newport not only cares for the patients but also for their family members, and the staff's dedication brings people back. Patients always know they can count on high-quality care at Newport.

Generations clients are well cared for at every facility, and they can rely on dedicated and friendly staff. Whether patients are at a Generations facility for short- or long-term care, they can feel at home here.

Congratulations to all of our facilities for these recognitions. We can't wait to see what 2023 brings!

Expansion of Behavioral Health Programs at Generations

Generations Healthcare is excited to announce that progress is being made with its behavioral health programs. Due to an increased need in the community, the company has been rapidly expanding its facilities, and several are now at full capacity or in the process of expanding.

Bradley Court is now at full capacity with STP patients and has recently hosted a talent show and a gardening project. The facility is also excited to welcome therapy goats.

Another facility, Lakeside Special Care Center, is currently undergoing

construction to expand its capacity and officially has its new walls up.

Several other facilities are in the process of opening or expanding. Horizon Health & Subacute Center and Anberry Nursing & Rehabilitation Center have both just admitted their first clients. Bayberry Skilled Nursing & Healthcare Center and Gramercy Court both start their first round of training this month. Lastly, Heritage Park Nursing Center has received its first set of training and is in the application process, with its unit expected to open this April.



EVENTS

Wedding at Canyon Oaks!

The daughter of one of our residents at Canyon Oaks Nursing & Rehabilitation Center in Los Angeles, CA, asked if she could hold a small wedding at the facility. Since her mom wouldn't be able to attend her wedding at another location, she decided to bring the wedding to her!

The bride and groom ran to get a marriage license while the staff at Canyon Oaks took over preparing for the wedding. The activities director took charge of supplying food and decorations. Balloons, flowers, and an arch were set up in

the garden area. Staff put together a fascinator hat for the resident and a boutonniere for the groom to wear.

When the bride returned and saw the setup, she was amazed at the hard work and care from the staff. As she started to tear up, everyone shouted, "NO! Don't ruin your makeup!" which she'd just had done down the street.

When the wedding party was ready, a staff member played piano music as the couple walked down the aisle, where another worker

had scattered rose petals that she had gathered from the front of the facility. Patients and family members heard the music and gathered in the lobby to watch. Everyone cheered when the bride and groom kissed. The couple turned and started laughing when they saw the crowd that had gathered to support their wedding.

After the ceremony, the wedding party and their guests stayed another two hours and enjoyed the hors d'oeuvres, sparkling cider, and chocolate-covered apples that the activities committee had provided.



TIC Talk

Healthcare's Part in Trauma-Informed Care

By Haley Jurbala, Program Director, Bradley Court STP

An elderly long-term client* is experiencing stomach pain that staff have noticed is becoming a chronic concern. His doctor assesses him and orders lab draws and X-rays, with no significant findings. After receiving this news, the client becomes agitated and begins yelling and posturing at staff.

A month later, the client feels this pain again and expresses wanting to go to the hospital. Without a clinical indication to do so, the staff instead offer for his doctor to meet with him once again. The client asks for a colonoscopy or to be sent to the hospital. However, with still no indication to do so, the doctor attempts to give other possible interventions to support the client. Again, the client becomes aggressive, now toward the doctor, swinging his arms and making threats to hurt staff. The doctor and staff are unable to de-escalate the client and end up sending him to the hospital for behavioral stabilization.

Upon returning with a new antipsychotic medication and no significant findings, the client discloses to a staff member that his father and brother passed suddenly in the past five years from colon cancer that went undiagnosed.

Trauma-informed care (TIC), while a more recent addition to healthcare vocabulary, gained traction in Vietnam War-era medical care as soldiers returned home with several mental health and substance-use struggles as a result of combat. It was then that the diagnosis

of posttraumatic stress disorder was established in psychological practice. However, it was only the beginning of our understanding of trauma itself and the impact it has on people from all walks of life.

Today, trauma is defined as “an event, series of events, or set of circumstances that is experienced by an individual as physically or emotionally harmful or life threatening and that has lasting adverse effects on the individual’s functioning and mental, physical, social, emotional, or spiritual well-being.” Trauma is reported to affect approximately 61 percent of men and 50 percent of women at some point during their lifetime, which is often theorized to be an underestimate due to the inability to objectively identify mental trauma as a formal diagnosis outside of those who fit criteria for PTSD (SAMHSA, 2022).

It is impossible to imagine we have never been responsible for caring for someone with a traumatic experience or formal diagnosis in Generations Healthcare’s history. Because we pride ourselves on providing the highest quality of care on the floor of each of our facilities, it is crucial we continue to prioritize trauma-informed practices and continually expand our understanding of trauma, both in the skilled nursing setting and in our newer addition of behavioral health facilities.

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WHAT ARE COMMON REACTIONS TO TRAUMA?	
Common Emotional and Behavioral Responses to Trauma	Common Physical Responses to Trauma
<ul style="list-style-type: none"> ■ Denial ■ Confusion ■ Anger ■ Fear ■ Guilt ■ Anxiety ■ Depression ■ Flashbacks to the event ■ Difficulty concentrating ■ Withdrawing from friends and family 	<ul style="list-style-type: none"> ■ Insomnia or disrupted sleep ■ Fatigue ■ Muscle tension ■ Headaches ■ Chest pain ■ Chronic unexplained pain or health challenges



Image courtesy
[The Jed Foundation](#)

So, how do we take action? Trauma-informed care is based on five guiding principles: safety, choice, collaboration, trustworthiness, and empowerment. We must hold not only ourselves accountable but all of those around us to ensure we are incorporating these principles in our daily lives and working toward creating a cultural change that doesn't leave as staff and patients move on to their next ventures. We must continue to do the work of understanding trauma, paying extra attention to signs our clients may present with, and including this information in our patient care "toolbox" to utilize daily.

Trauma is everywhere. It is a factor in many of the lives we interact with day in and day out. It is our responsibility as caregivers to ensure that we minimize additional harm, use evolving best practices, and encourage all we come across, clients and colleagues alike, to feel they are part of the Generations family.

Stay tuned for more information, tips, and tricks on trauma-informed care in upcoming blog articles.

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ANNOUNCEMENT

Heritage Park to Open New Behavioral Health Unit

Heritage Park Nursing Center is excited to open its new behavioral health unit this April! The unit has been in progress since June and will include 29 beds. The other 41 beds will remain a part of the skilled nursing unit.

Administrator Mike Aguirre has done a fantastic job of leading the process of converting the facility's first floor to the behavioral health unit. This process has involved physical construction, training, and hiring.

The unit will offer various types of rehabilitation to residents that have psych needs. The goal is to help these residents graduate from the program and move on to get jobs and work themselves back into the community.

The rehabilitation process consists of three levels. All residents start at level 1. Participating in activities and therapy helps residents earn and collect points to help them move through levels 2 and 3, working toward graduation.



COMPLIANCE

Everyday Compliance: A Top 10 List

As Generations just completed our annual company-wide training on compliance and ethics, we thought we'd offer a "Top 10" list of common areas of attention. These actions are meant to be fully integrated into what is done every day in caring for our residents. Knowing and acting in alignment with the Generations Healthcare Compliance and Ethics program is "doing the right thing"!

1. Resident Rights

Do I ensure our residents have self-determination and freedom of choice, are free of abuse or neglect, and have reasonable accommodation of their needs?

2. Charting

Do I complete my charting and other documentation in a timely, comprehensive, and accurate manner?

3. Quality of Care

Do I provide care and services for my residents that are needed for them to achieve and maintain their physical, mental, and psychosocial well-being? Do I advocate for them if I feel these needs are not being met?

4. Billing

Do I ensure patient bills are accurate and timely and include all applicable services?

5. Individual Competency

Do I keep my skills at the level needed to perform my job? If I need additional training or guidance, do I ask for assistance?

6. Confidentiality

Do I ensure the confidentiality of resident, family, and coworker protected information? Am I aware of when

and where I should discuss such matters or if I can discuss or share such matters?

7. Meeting or Training Topics

If I feel something is not right or my facility needs to be aware of compliance concerns or needs, do I get these topics on meeting agendas or raise them to my supervisor, DSD, or administrator?

8. Recognize Good Behavior

Do I recognize those who do things correctly or compliment and thank them for their commitment to compliance and doing the right thing?

9. Ask Myself How I Can Be Personally Accountable

Are my intent, behavior, and actions aligned to help our company comply?

10. Report Breaches or Possible Breaches

If something seems wrong, do I know that there are many ways to take responsibility to report it (e.g., talk to my supervisor, DON, DSD, administrator, regional administrator, and HR; use the Compliance Hotline at 800-461-3560; or contact the compliance officer, doing so confidentially and without any fear of retaliation)?

Compliance is EVERYONE's responsibility. You are encouraged to always be aware and know that Generations needs and wants to know of your concerns. The commitment of our staff and the ethical and compliant behaviors we bring to our work are fundamental to our sacred stewardship of Caring for a Lifetime. Thank you for all you do to live our Mission!

Merry Rogers
Compliance Officer

Look Who's Walking!

Canyon Oaks

Marianne Mertzel

Eighty-six-year-old Marianne Mertzel was admitted to Canyon Oaks Nursing & Rehabilitation Center in Canoga Park, CA, with an L-4 fracture along with a large laceration on the back of her head requiring stitches. Marianne was totally dependent in all areas. Despite the severity of her injuries, Marianne never complained of pain. After therapy, she would say, "That was fun! What's next?" And she truly meant it; she loved everything she did! After five weeks, Marianne was walking 300 feet with a front-wheeled walker with standby assistance. Bed mobility and transfers became contact guard assistance, and dressing and toileting became standby assistance. Marianne is looking forward to going home with her husband and leaving on their long-planned cruise!



Vista Manor

Ms. Gladys

Ms. Gladys was admitted to Vista Manor Nursing Center in San Jose, CA, following a fall due to sepsis and UTI. She needed increased assistance and was unable to return home. However, following intensive physical and occupational therapy, Gladys was able to return home safely and hopes to be able to enjoy walks with her dog.

Vista Manor

Mr. Le Ky

Mr. Le Ky was admitted to Vista Manor Nursing Center in San Jose, CA, following a GI bleed and stomach ulcer. Following intensive physical and occupational therapy, he has now progressed to a walker, and his wife is happy for him to be able to return home stronger and more confident to take care of his own needs.



Canyon Oaks

Jane Schneider

Eighty-six-year-old Jane Schneider was admitted to Canyon Oaks Nursing & Rehabilitation Center in Canoga Park, CA, with a diagnosis of CVA with left hemiparesis. Jane was totally dependent in all areas, but she was always enthusiastic about therapy. She was progressing very well as she achieved minimum assistance in ADLs, transfers, and walking. One night, a few days before she was to be released, she suffered from chest pains and went back to the hospital for several days, where she received a pacemaker. When she returned to Canyon Oaks, she was back to max assistance in all areas, but she was still enthusiastic about continuing rehab. She stayed an additional three weeks and returned to minimum assistance in all areas. She was released to her family and a part-time caregiver on Thanksgiving Day. Jane and her family truly had something to be grateful for.



Heritage Park

Jacqueline Fresques

Another success! Mrs. Fresques arrived at Heritage Park Nursing Center in Upland, CA, after a left femur fracture due to slipping on a pool deck while on vacation. She needed assistance with all her daily activities of living. With her skilled physical and occupational therapy, she is now taking herself to the bathroom, picking out her own clothes from the closet, and dressing herself. She continues to stay positive and motivated and participates in therapy!



Canyon Oaks

Merv Brown

Ninety-two-year-old Merv Brown was admitted to Canyon Oaks Nursing & Rehab in Canoga Park, CA, in 2014. Following inpatient and outpatient therapy, Merv became a “frequent flyer.” He returned in 2015, 2016, 2017, 2018, and 2019 for outpatient therapy for his arthritic left knee and balance problems and again in 2022 for a broken toe. Merv became such a familiar sight at the facility that he has become a guest at the annual Christmas party! Merv drops by every few weeks just to say hi and talk to his old friends. Merv says that he is grateful that Canyon Oaks’ outpatient clinic has allowed him to remain living alone in his home of 40 years, to continue to drive, and to maintain his independence.

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WINTER 2022-2023

OUR MISSION AND OUR PHILOSOPHY

Generations Healthcare was founded upon the belief that caring for the sick, the elderly, and the infirm is a special and sacred stewardship. It is our mission to have this belief reflected in everything we do: in the presentation of our homes, in the professionalism of our staff, and in the daily delivery of care to our residents and their families. It is our purpose that whoever enters a Generations home will be met with kindness, competence, and compassion. We are caring for a lifetime.

We would love to share more team member ongoingings with our Generations Healthcare family in our newsletter. If you would like to share, please email your info to thomasjurbala@lifegen.net and sarah.hilton@stagemarketing.com.

