



ACROSS GENERATIONS

PRESIDENTIAL AWARD WINNERS EDITION • SUMMER 2022



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Dear Generations family,

I hope this message finds you well.

We recently celebrated the 24 winners of the 2021 Presidential Caring for a Lifetime award. This year's winners have performed many quiet acts of service over these past few difficult years, from keeping supply rooms beautifully organized to planning meaningful activities during the pandemic and everything in between. Congratulations, winners, and thank you for your remarkable dedication to your communities and patients.

As we look back on the first half of 2022, I am so proud of all we have accomplished. Our infection preventionists continued to work tirelessly to keep our vulnerable patients safe. Lakeside Special Care Center began construction on its new wing, furthering our goal to provide much-needed care to behavioral patients. We welcomed new leaders who are already shining in their roles. And we began the process of acquiring two new facilities, each one representing a whole community that will be able to experience the Generations mission.

I would like to thank each of you for making Generations Healthcare what it is today. Your kindness, competence, and compassion make a difference. Your service does not go unnoticed! It instead creates a rich and unique environment that enhances the lives of our patients, employees, and communities.

Wishing you continued health and happiness,



Tom Olds,
CEO

2021 PRESIDENTIAL AWARD WINNERS



Micha Wallen

Director of Staff Development | Lompoc

Micha has made such a difference at Lompoc. Her daily interaction with staff, her orientation of new employees, and her training and education of our new CNAs have been instrumental in our ability to staff and retain team members. “Train people well enough so they can leave; treat them well enough so that they don’t want to.” This quote embodies Micha’s impact on all of the team members she trains and comes in contact with.



Victoria Serna

Employee Services Coordinator | Newport

Victoria has always been dependable and well respected by her peers and especially the residents’ families. Victoria is usually the first person that families meet, either in person or hearing her beautiful voice over the phone. Victoria has also been exceptional with all the reporting and payroll duties that are required in the ECS position. It was a tough year, and she was a major reason that we weathered the storm so effectively.



Adrean Leal

Employee Services Coordinator | Stanford Court

Adrean has become a very valuable asset to our facility. His knowledge and demonstration of our Mission Statement are evident every day. Despite our many challenges, a pandemic, staffing issues, and the changing circumstances that define our business, Adrean carries on and, by his humble and steady presence, just improves everything. He is a valuable and committed member of our team, and we are fortunate to have him.



Theresa Sweetman

ESC, AP, and Receptionist | Bradley Court

Theresa goes above and beyond, with a true appreciation for her work. She is extremely bright and helpful yet is not afraid to ask questions. She is always willing to take on projects, which she completes without letting her regular duties suffer. She is kind and helpful to all employees and respectful and courteous toward our residents. We could not ask for a better representation of everything a Presidential Caring for a Lifetime Award winner should be.

2021 PRESIDENTIAL AWARD WINNERS



Donald Bassett

Housekeeper | Horizon Ridge

Since Donald started employment with Horizon in December of 2019, he has been an exemplary employee. As a housekeeper, he has a multitude of duties and creates a wonderful, pleasing environment for our residents, their families, and fellow staff. Hired just before COVID-19 hit, he has been with us through the ups and downs and always goes above and beyond to ensure his duties are complete.



Gene Roderick Cue

Registered Nurse | Kearny Mesa

Whether he is on the floor interacting with patients or at the desk working with staff or doctors, Gene continues to show a level of teamwork and partnership that draws the best out of those around him. Gene is always looking for ways to help and doing his best to make sure his work is completed in a timely and orderly fashion. He is tireless in his service to his patients and always looking for ways to support his fellow employees.



Uziel Contreras

Central Supply Clerk | Arbor Hills

Uziel exemplifies our Mission Statement in every facet of his work and is recognized as a great resource and team player throughout the entire building. It is inspiring to see his genuine commitment to our residents and the organization. His reliability, positive attitude, humility, competence, problem-solving, and great flexibility have proven to be immense assets to Arbor Hills. Uziel makes a difference!



Sepali Gunathilaka

Registered Nurse | Canyon Oaks

Sepali brings a wealth of knowledge to our nursing department. For years, Sepali has been an outstanding mentor to many of the newer licensed nurses, but she will always take extra time to help teach any nurse whenever needed. Her experience and ability to multitask are quite impressive. Sepali works hard, and she always has a smile on under her mask.

2021 PRESIDENTIAL AWARD WINNERS



Cynthia Alejandro

LVN | Castle Manor

Cynthia has been a steady, loyal, and outstanding clinical partner at Castle for 34 years. Cynthia shines in so many ways. She is a true leader by merit of the energy and example she spreads to her peers during her shift. She is a steady presence, always counted on to be on the job in a timely manner and ready to focus on her very important work. She makes a difference in her residents' lives by making them laugh, smile, or engage in conversation.



Sheryl Reduque

LVN | Friendship Manor

As an LVN, Sheryl is very skilled and compassionate. As a staff member, she is loyal, hardworking, and reliable, especially during challenging times when the facility was dealing with an outbreak. Sheryl took charge and was a mentor and role model to her peers. She rolled up her sleeves and worked with focus and resolve to provide quality care to her patients in the toughest circumstances imaginable.



Gloria Galarza

Infection Preventionist | Heritage Park

Gloria distinguished herself as a rock-solid presence to help us through the challenges of the COVID-19 pandemic. Gloria embraces and lives the Mission Statement. She is invested in our residents' well-being and clinical outcomes, respects and supports the team of coworkers assembled around her, and views her job as a sacred stewardship. Her caring and compassionate heart fuels her quest for excellence for our staff and the facility.



Taneile Darby

CNA | Lakeside

Taneile is kind, competent, and compassionate in everything that she does. She is an outstanding team player and a great help to all of her coworkers. She has endless patience with our most difficult clients and never fails to treat them with dignity and respect. The residents and staff can always count on her. Taneile is always willing to help in any way and always has a positive attitude and smile on her face.



Juanito Paolo Cruzada

Medical Records Assistant | Pleasanton

Paolo is one of our informal leaders in action and words; he truly lives each day with kindness, competence, compassion, and teamwork. On any day, you will find Paolo helping many departments—specifically clinical, admissions, and even dietary. Paolo is an inspirational presence. He owns his job, adding his knowledge, enthusiasm, and devotion to anything that he takes on. He continues to make Pleasanton a caring and professional environment for everyone around him: patients, families, and staff.



Nancy Ancheta

Housekeeper | Plum Tree

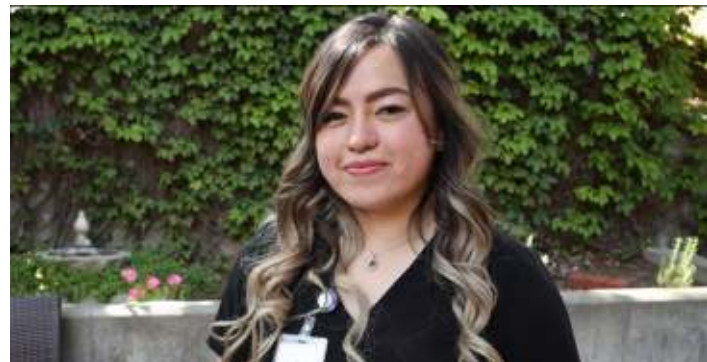
Nancy is a wonderful example of what it means to provide services with kindness, competence, and compassion. When in a resident's room, she is very kind to residents, always sure to say hello and help them with anything she can while cleaning their rooms. She does her job with great skill and without shortcuts. We can always tell when she has cleaned a room as it literally shines. Nancy is beloved by her coworkers and the residents.



Christina Camillucci

MDS RN | Siena

Christina is truly an amazing nurse who actively fills in whenever and wherever she is needed. One of her favorite “jobs” is as our Friday morning joke teller. She takes time to research the funniest and most appropriate jokes, and she tells them with her very own spin. This humor is welcomed as we all need the boost we receive from laughter and smiles as we begin our day!



Krystal Villamil

MDS LVN | Smith Ranch

The way Krystal conducts herself in her daily work sets her apart from others; she is innovative, adaptable, clinically adept, and eager to grow her knowledge base so that she can continue to provide high-level care to our residents. She took on the role of MDS coordinator and is making a positive impact in that department, ensuring the facility stays compliant and captures reimbursement for all services provided.

2021 PRESIDENTIAL AWARD WINNERS



Dianne Rivera

RN | Vista Manor

Dianne shows compassion to all residents, family members, and staff. Through her work, it is evident that she genuinely loves what she does. When Dianne is working, there is always peace of mind that things are going well. She also takes the initiative to orient all new hires on PCC to ensure they are properly trained before they start on the floor. She is a great leader and mentor to many nurses on our team and a great partner to our DON.



Janet Way

Activities Assistant | Walnut Creek

It takes a special kind of person to come to work every day with a smile on their face despite all that's going on. As soon as Janet walks in the door, she has a happy, cheerful face on. Janet is an outstanding employee and well liked by all. She is a team player and always willing to help. Not only do residents speak highly of Janet, but the staff also appreciates Janet and her can-do attitude.



Maria Arias

Restorative Nursing Assistant | Bayberry

Maria brings much talent, passion, and love to her job as RNA. Always requested by residents and families, she has consistently worked above and beyond expectations to ensure quality care is given with compassion and sensitivity to individual needs. Maria is attentive to the entire bedside care team and what is essential to have that team provide the best care. Maria is beloved by everyone because, with her words and actions, she demonstrates the Generations Mission Statement.



Lenie Rose Agor

Clinical Care Coordinator | Cedar Crest

Lenie is the "go-to" for the Interdisciplinary Team (IDT). The doctors that have worked with her have nothing but praise for her skills and abilities. She is a strong leader on our nursing team as well as the IDT. She is never afraid to jump in and help us to figure out the right way to manage a situation. She helps the team resolve problems and reason through tricky issues. Her laugh is contagious, and she always looks on the bright side of any situation.

2021 PRESIDENTIAL AWARD WINNERS



Khatrina Mapalo

LVN | City View

When you have a difficult conversation with Khat, you leave feeling better about yourself. She knows how to present things in a way that helps you understand her point but feel that you have been heard. She is always smiling, always has a kind word, and overall is just a wonderful person to be around. She cares, she is compassionate, and she is very competent in everything she does.



Connie Corro-Reyes

Central Supply | English Oaks

Connie is cheerful and always goes out of her way to ensure residents have what they need. She is quick to ensure that orders with our vendors are processed timely. Connie is organized, thoughtful, and detail-oriented. Her office is neatly organized, so supply items can be quickly found. She takes direction well and always demonstrates a positive attitude. Her happy demeanor is contagious to those around her!



John Walling

Activities Director | Gramercy Court

John is the most tenured employee of Gramercy Court with 30 years of service. He has been an incredible blessing to the thousands of residents' lives he has impacted throughout his career. John's care and concern for our residents' happiness and well-being are evident every day, and so we are so fortunate to have him leading our activities team. John is appreciated for being reliable and dedicated while giving his best to the facility and everyone in it.



Saroj Abraham

Activities Director | Lawton

Saroj is such a loving, caring, and experienced activities director. The pandemic has not been easy for anybody, but Saroj has made the most of it by coordinating smaller group activities and outside activities when weather permits. Saroj also individualizes her small group activities because we have so many different nationalities and cultures represented in our resident mix, and she does a great job of meeting their psychosocial needs.

LAKESIDE

Lakeside Construction

The new Lakeside special treatment facility is in the works!

Lakeside Special Care Center has broken ground on an additional 58 beds for the Special Treatment Program. This will be a significant expansion, providing increased capacity for those seeking mental health treatment and behavioral care in Lakeside, California.



SPOTLIGHT

Will Veneziano and the Generations Nutrition Program

Will Veneziano, nutrition director at Generations Healthcare, loves basketball, historical books, and poker, but what he loves most is spending time with his wife and college-age daughter. This love of family translates perfectly into his role at Generations, where he supports the dietary teams as they help the residents feel at home through delicious, healthy meals.

“The nutrition program is critical for the best quality of life for our residents,” Will says. “Our mission is to provide a culture of caring, and food service is a special part of the resident’s daily life; it goes hand in hand. It’s imperative that we meet with residents and family members to discuss food preferences to provide the best care we can within the food program.”

Will’s Role

On a typical workday, Will provides support to the facility dietary teams by meeting with the dietary team and leader, conducting a kitchen walkthrough, assisting with procurement, training, and equipment repair, and

meeting with the administrator to address any concerns.

“My favorite part of my job is both the Generations team I get to work with and the residents that we serve,” Will says.

“I have been fortunate to meet so many wonderful people, both on my team and within the corporation. I have never been part of better teamwork across the board. Naturally, I enjoy being around the food program and trying our best to provide quality meals for our fine residents.”

Helping Each Resident Thrive

Working with the dietary teams is a lot of fun, but it comes with its challenges, too. For example, sometimes, residents have a hard time eating as much as they need to. But Will has a program in place to help.

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“If residents don’t feel like eating, they may not eat enough and start to lose weight. They are frail as it is, and that just compounds their health problems,” he says. “We have a program called ‘Every Bite Counts.’ We give our residents high-calorie, nutritious foods. We want to add, add, add calories and nutrition to their diet and encourage residents to eat.”

Another important factor in the nutrition program is catering to residents receiving different levels of care. For example, “residents in assisted living are served restaurant-style by the nursing department as opposed to tray service,” Will says.

These residents “also have freer access to our snack and in-between meal nourishments.”

In memory care facilities, meals are served with colorful plates, glasses, and bowls to enhance the meal, which is a best practice for patients with Alzheimer’s or dementia.

In all cases, it’s crucial to make sure everyone—from the doctor to the patient to the nurses to the cooks—is on the same page.

“The resident comes in with a doctor’s orders for the menu, including the texture (chopped, ground, pureed, etc.). Our registered dietitians follow up on the doctor’s orders and meet with patients to work with them,” Will explains. “If the dietitian sees a change in the patient’s health, they will follow up with the doctor.”

Guidelines for Success

In his eight years on the job, Will has cultivated a list of best practices that each facility should adopt to provide tailored nutrition to each resident:

- Make a food preference sheet. If a resident likes a food and it matches their diet, they will get it. If they don’t like it, it says so on a card that is printed out for each resident.
- Conduct regular assessments with the dietitian. Will recommends doing one after three days, seven days, 30 days, and then quarterly. Ask the resident what they think of the food they are getting, and discuss the reasons for certain diets.
- For dietary restrictions and specialized diets, bring the proper information into the tracking system. If the resident tells the CNA something in passing, the CNA should fill out a ticket and notify the dietitian. There are also diet communication forms for any time there is a formal change or request.

“In a regular restaurant, the chef provides the same food to different customers,” Will says. “But in a nursing facility, the chef provides different food every day for the same residents. It all comes down to caring. If we care about our residents, they are going to get the right thing.”

Will has learned a lot from this job, and he has come to truly believe in the Generations Healthcare mission over the years. “This job has provided me with incredible pride in what we all do to provide quality of life for our residents,” he says. “That needs to be nurtured every day—when things are easy-going and in times of challenge.”



SPOTLIGHT

Sneha Patel, CIO of Generations Healthcare



When Sneha Patel graduated from high school, she didn't want to go to college. Her dad urged her to go into software engineering, and she eventually decided she would go to the University of Illinois—but for pharmacy school instead. After a year of pharmacy school, including one coding class, she realized that pharmacy was the wrong field for her, and she decided to take the plunge and switch to software engineering.

She loved it.

“My dad knew all along that would be the right path for me!” Sneha says. “I loved the analysis, creativity, and design aspects of the course. It was like solving puzzles. I started by taking one programming class, and the rest is history.”

After earning her degree in statistics and operational research, Sneha worked as a code developer. Now, she has been in management and IT for senior living companies for over 20 years.

As the CIO of Generations Healthcare, Sneha puts her puzzle-solving skills to work, juggling projects, coordinating her team, and visiting facilities to see where there are any gaps she can help fill. She and her team help maintain phone systems, improve infrastructure, and make sure vendors are working well with the facilities. Overall, the job is about process improvement and trying to make things better.

“I use technology to bring about efficiencies,” she says. “That means that clinical teams and administrators can spend less time at the computer and more time caring for our patients.”

Although Sneha doesn't work with patients directly, senior living has become a passion because of the people she works with.

“I love going to the facilities, talking to end users, and learning what they do,” she says. “I look at how the nurses and other team members work to see how I can make their jobs easier and more efficient.”

For example, if she notices someone copying notes from paper to a screen, she will see if she can give them a dual-screen monitor. It's an easy fix, but as team members are so busy caring for patients and attending to their duties, they might not even think to ask!

Even though Sneha began this position in a completely virtual environment, she still has made meaningful connections with her colleagues.

“It's the people that make Generations what it is,” she says. “I feel like I've been here a long time. People have been open and willing to help and reach out. I love the people here.”

This year, Sneha's goal is to stabilize Generations' IT infrastructure. She also plans to implement time-saving software, upgrade hardware, and start migrating facilities to new phone systems. In the future, she would like to implement an integrated HRIS system and continue to upgrade the hardware and expand the helpful software offerings available to facilities.

In her spare time, Sneha loves to cook, especially dishes that reflect her Indian background. When she gets the opportunity, she enjoys dancing. And just as she loves solving IT mysteries at work each day, she loves watching mystery shows like *Diagnosis Murder* and *Monk* or even a good Shakespearean play.

SPOTLIGHT

Rhett Jensen, Administrator of Horizon Ridge

Rhett Jensen was at an exciting time in his life. He and his wife had welcomed their first child. He had graduated from Brigham Young University–Idaho with a bachelor's in health science, emphasizing public health.

Then he was diagnosed with cancer, and his future was put on pause.

After almost two years of surgeries and several grueling rounds of chemotherapy, Rhett's cancer was gone. As Rhett looks back now, the medical staff who helped him changed his life.

“While in the care of these facilities, my respect and admiration for nursing staff definitely grew a lot,” he says. “The nurses in the infusion clinic are all like second mothers to me.”

After treatment, he moved to Las Vegas to be closer to his family. His brother, who worked in a hospital, suggested that Rhett look into being a skilled nursing facility administrator. It soon became clear that this was the right path. Rhett completed an administrator-in-training (AIT) program and became the AIT at Horizon Ridge Skilled Nursing & Rehabilitation Center.

Now, Rhett is the administrator of Horizon Ridge, and he truly loves his job.

“Creating meaningful relationships is key to happiness in general. The fact that it's key to my job too is awesome,” he says. “It is so rewarding to foster relationships with my team and our residents and strive to show that I'm invested in them and care about them. I love meeting people and hearing their stories.”

Every day, Rhett meets with his team and resident family members. Depending on the day, he may also meet insurance providers, post-acute discharge planners, physicians, physician groups, and more. “In this job, you're just problem-solving all day long,” he says. “Managing finances, addressing complaints and concerns, improving efficiencies. It's multifaceted; that's one of the things I enjoy so much about it.”

Another rewarding part of his job has been helping to run Horizon Ridge's COVID unit.

“Caring for the infirm truly is a sacred trust,” he says.

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“At the beginning of the pandemic, we were willing to take upon us the risk, liability, financial burdens, and logistics, because caring for the sick, elderly, and infirm is our calling—it’s not to do whatever is easiest. Generations supported us to do just that.”

Through Rhett’s leadership and the precautions taken by the staff, remarkably few of the staff in the COVID unit

ever tested positive for the virus. This has helped them give excellent, consistent care to each patient throughout all the changes of the pandemic.

When he’s not working, Rhett enjoys riding dirt bikes, off-roading with his sons, working on cars, and spending time with the people who matter most.

NORTHERN REGION

Infection Preventionists Attend Infection Prevention Conference

The Annual CAHF Infection Prevention Conference was held recently in Newport Beach and attended by some of our infection preventionists (IPs). This event gave our IPs the opportunity to not only complete the CDPH annual requirement of 10 hours of continuing education in the field of infection prevention and control (IPC) but also learn about current trends in the skilled nursing field.

Dr. Buffy Lloyd-Krejci kicked off the conference with an inspiring presentation: “How the COVID-19 Pandemic Impacted the Long-Term Care Industry and How We Move Forward with Change.” In addition, the conference featured sessions presented by nationally recognized IPC experts on hot topics such as Candida auris, the best infection prevention and control practices, MDROs, survey

compliance readiness, life and safety code compliance, and much more.

All our nurses have been unbelievably tested over the last two and a half years—and even more as IPs. Our IPs stood firm in implementing changing COVID-19 guidelines and maintained GHC’s existing IPC and antibiotic stewardship programs. Through endurance, our IPs have emerged stronger, more competent, and more passionate about keeping our residents, visitors, and staff safe from all infections.

Thank you to all our infection preventionists for staying resilient during this pandemic and embodying our Mission Statement.



ACROSS GENERATIONS

PRESIDENTIAL AWARD WINNERS EDITION • SUMMER 2022



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.

I Am More . . .

Submitted by Haley Jurbala

Program Director, Bradley Court STP

In the words of psychiatrist Robert Carroll, “Finding the words to articulate a traumatic experience can bring relief.” Poetry therapy is a popular form of healing for those experiencing a myriad of mental illnesses, complicated emotions, and other chronic conditions by giving participants a way to express themselves in a healthy manner.

Similarly, poetry and written expression have proven to be successful interventions for those working in healthcare setting—such as doctors, nurses, therapists, etc.—to cope with hardships that they come across in their careers. Poet and physician Rafael Campo, MD, stated in his TEDxCambridge presentation, “Reading or writing poetry creates a space for empathy, for seeing another person, for bearing witness to our common humanity. Poetry, and the arts more generally, allow

that chance to be human together with our patients.”

Poetry has been well known as a vehicle for healing and growth as far back as 400 BCE, when Egyptians wrote and delivered poetry to those who were ill. It continues to have such a positive impact on those struggling that the National Association for Poetry Therapy (NAPT) was established in 1982 and remains active in healthcare settings across the globe.

In April, residents at Bradley Court, one of our behavioral health facilities, enjoyed writing poetry in their “Expressive Arts” group and performed their original pieces in front of other residents and staff earlier this year in honor of National Poetry Month. The following is one of them:

I am a strong, assertive person.
I wonder if I'll be here after tomorrow.
I hear a small voice inside of me.
I see a beautiful day today.
I want to walk in the golden sunlight.
I am free in my spirit and my mind.
I feel much of this is going well.
I touch a moment and feel its softness.
I worry less and less as the days pass.
I cry “this is hope.”
I am true to the fact that there will be another day.
I understand much of this is going to be easy.
I say “I understand.”
I dream and fly away to a beautiful place.
I try and carry on.
I hope and I know I can.
I am in the midst of discovery.

“Ms. Peggy” a 63-year-old woman coping with paranoid schizophrenia, anxiety, and COPD