



Windsor House Inc. Connections

A Publication
of Windsor
House, Inc.

PEOPLE • CARING • COMMITMENT • INTEGRITY

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Visit Us On-line

Be sure to visit our website, www.windsorhouseinc.com, for information on each Windsor House nursing home and assisted living community. View our homes' monthly activity calendars and the 'Health Related Resources' page on various health topics.

Those seeking employment with Windsor House can view our 'Career Opportunities' page to view the latest job openings.

Windsor Profile...

Built in 2004 by John and Dorothy Masternick, Windsor House at Champion is the newest addition to the Windsor House family and provides skilled nursing services, short and long term rehabilitation and Alzheimer's Care. Windsor House at Champion is celebrating five years of Caring Traditions.

The welcoming environment of Windsor House at Champion is due in part to the community involvement and the continual flow of visitors and volunteers through the doors. Many area churches work with the home's residents as volunteers. The residents always look forward to their interactions with all of the wonderful volunteers.

The staff of Windsor House at Champion is dedicated to meeting the needs of the residents. Directed by Kim Guarnieri, Administrator and Patty Mills, Director of Nursing, the staff is committed to providing a caring home for supportive living with compassion toward those who must depend on others to meet their needs. The common goal is provide the best possible quality of life in long and short term care.

Many services are provided in house at Windsor House at Champion including physical, occupational and speech therapies, podiatry care, dental care, vision and audiology care, beauty and barber services. Not only is the staff able to meet the dietary needs of residents, but their attention to detail distinguishes the meals from institutional foods. The residents are able to select alternative choices, if they do not like what is being served.

The personal care needs of residents are provided around the clock by registered and licensed nurses and state tested nurse aides at Windsor House at Champion. Just as important as the daily physical and medical needs of the residents, are their social and recreational activity needs. Professional activity staff members organize a wide variety of activities designed to mentally and physically stimulate residents. A specially-equipped van is available to transport residents to scheduled activities and outings.

Windsor House at Champion is excited to announce the plans for a short term therapy unit. Consisting of eight private rooms with showers, the new rehabilitation wing will be designated for those who need physical, speech and occupations therapies on a short term basis. Our goal is to return patients back to their normal living environment as safe and soon as possible.

For more information, please contact Windsor House at Champion at 330-847-6266 or visit us online at www.windsorhouseinc.com.





**Burton Health Care
& Rehabilitation Center**

14095 E. Center St. • Burton, OH 44021
440-834-1084

Doylestown Health Care Center

95 Black Dr. • Doylestown, OH 44230
330-658-2061

Guardian Health Care Center

1735 Belmont Ave.
Youngstown, OH 44504
330-743-1393

Liberty Health Care Center

1355 Churchill-Hubbard Rd.
Youngstown, OH 44505
330-759-7858

COMING SOON!

Mahoning Valley Health Care Center

5250 Windsor Way
New Middleton, OH 44442
Call 330-545-1550 for more information.

O'Brien Memorial Health Care Center

563 Brookfield Ave., SE
Masury, OH 44438
330-448-2557

**Omni Manor Health Care
& Rehabilitation Center**

3245 Vestal Rd. • Youngstown, OH 44509
330-793-5648

Parkside Health Care Center

930 E. Park Ave.
Columbiana, OH 44408
330-482-5547

Snyder Memorial Health Care Center

SR 66, Cherry St., P.O. Box 680
Marienville, PA 16239
814-927-6670

St. Mary's Alzheimer's Center

1899 W. Garfield Rd.
Columbiana, OH 44408
330-549-9259

Windsor House at Champion

200 E. Glendola Ave.
Warren, OH 44483
330-847-6266

Liberty Arms Assisted Living

1353 Churchill-Hubbard Rd.
Youngstown, OH 44505
330-759-2893

Omni West Assisted Living

3259 Vestal Rd.
Youngstown, OH 44509
330-793-4404

Omni West Director Honored by the Ohio Assisted Living Association

During the Ohio Assisted Living Association Winter Conference, Madeline D'Agostino, Director of Windsor House at Omni West Assisted Living, was recognized as the Outstanding Community Director. Madeline was nominated by Windsor House, Inc.'s President and CEO, John J. Masternick. Here is an excerpt from the nomination letter:

"Madeline is one of those amazing people who gives of herself, long after the average person would collapse or give up. Her tenacity and diligence as a director of Omni West Assisted Living, highlighted by an incredible sense of humor and a light heart has brought her the respect and admiration of her entire staff, the corporate office and, most importantly, the residents and their families. She will go to any length to ensure that the residents are treated with dignity, respect and love.

One can not adequately detail with words alone the compassionate way that Madeline runs Omni West. At any hour of the day or night, whether on a holiday or on a vacation, Madeline is always accessible and ready to give all that it takes to assist anyone that needs help, be it resident or staff. It is truly an honor to nominate her."

Congratulations Madeline on your statewide recognition!



Madeline D'Agostino was recently recognized by the Ohio Assisted Living Association as the Outstanding Community Director.

What I Learned by Volunteering at Liberty Arms – From a 12-Year Old Perspective

I learned Liberty Arms is a great place to live. They have a library, chapel, dining room, club room and even a beauty shop. They play lots of games and do exercise. The elderly that live here have their own apartments. They even have refrigerators and microwaves. There are lots of great people who work here. They have housekeepers, laundry, fun activities, nurses, a bus driver and resident attendants. After talking with some of the workers I found out that Liberty Arms is part of Windsor House, owned by John and Dorothy Masternick. They must be great people to have made a wonderful place like this for the elderly to live.

Young people can really help here. The elderly love company. By volunteering some of your time you can make someone happy. Stop in, play a game, read a book, maybe just take a walk and chat. Young people may find they enjoy this just as much as the elderly.

By volunteering 8 hours of my time, I have learned getting old is not easy, but if you have a nice place to live and people to help you, it can make things a lot easier. I met a former scout, Jack Brammer, who earned the silver beaver, the highest award in scouting. He built Brammer Blvd. at Camp Stambaugh.

I led the residents in exercise and found out it is very important to exercise no matter what your age. We had fun at the horse races, I like number one Hi Ho Silver! Did you ever play shuffleboard with an 80+ year old? Well I did, it was great. We laughed so much-it was nice to see everyone happy. I never knew just visiting people could put a smile on their face. When I leave, I feel good because I made someone happy.

This article was written by Adam Learn Jr., 12 years old, for a Boy Scout badge. Adam is the son of Renee Learn who works in the housekeeping department at Liberty Arms Assisted Living Residence



Pictured with Adam Learn is Nancy Riordan, a resident of Liberty Arms Assisted Living.

Windsor House Homes Celebrate National Arbor Day



All Windsor House nursing homes and assisted living communities planted Colorado Blue Spruce trees in recognition of Arbor Day, a day dedicated to planting and conservation of trees.

Arbor Day was started by Julius Sterling Morton in 1872, who settled in the treeless plains of Nebraska as a newspaper editor. Morton first proposed a tree-planting holiday to be called "Arbor Day" at a meeting of the State Board of Agriculture. The date was set for April 10, 1872. Prizes were offered to counties and individuals for planting properly the largest number of trees on that day. It was estimated that more than one million trees were planted in Nebraska on the first Arbor Day. The Arbor Day observance was so well received by individuals and government that in 1885 it was declared an annual legal holiday in Nebraska. It was soon adopted by other States and today, Arbor Day is observed throughout the world.

Today the most common date for the state observances is the last Friday in April, and several U.S. presidents have proclaimed a national Arbor Day on that date. But a number of state Arbor Days are at other times to coincide with the best tree planting weather, from January and February in the south to May in the far north.

For more information on Arbor Day and how you can inspire people to plant, nurture and celebrate trees, visit the Arbor Day Foundation website at www.arborday.org.



The staff of Liberty Health Care Center planted a Cleveland Select Flowering Pear Tree and donated a similar tree to the Liberty Township Fire Department.



Amanda Lippy plants a tree with her son Landon, at Parkside Health Care Center where she is the bookkeeper.

Hello from Disney World

Madeline Harvey, who works in the Activity Department at Snyder Memorial Health Care Center, was a recent recipient of a weekend trip for two to Disney World from the Tradition of Caring semi annual drawing. The four day three nights prize included hotel accommodations, passes to Disney World theme parks, spending money, plus airfare on Allegiant Air from Youngstown-Warren Regional airport to Orland Sanford airport. While it was snowing in Northeast Ohio, Madeline and her husband Thomas enjoyed four sunny days at Disney World. In addition to sightseeing and riding rides, the Harvey's visited Magic Kingdom and the Epcot Center, where they enjoyed an elaborate fireworks display.



Madeline Harvey takes a break during her recent trip to Disney World.

We support
Project Business Allegiance
330.759.4570 • www.rewardandfly.com

In an effort to support our local economy, Windsor House is a proud supporter of Project Business Allegiance, an opportunity which allows us to reward our employees with trips to Orlando, Florida for their exceptional customer service, plus support the revitalization of the Mahoning Valley by expanding air service out of the Youngstown-Warren Regional Airport.

Liberty Health Care Associates Compete in 6th Annual Chili Cook-Off

The judges had their taste buds ready as Liberty Health Care Center held its sixth Annual Beulah Morris Chili Cook-Off, named after the competitions first winner, with members of the staff preparing their best chilis.

Twelve homemade chili recipes where judged by Liberty Township Fire Captain Ron Staffer, Liberty Township Fire Chief Michael Durkin, Marci Craig, Director of Human Resources for Windsor House, and Linda Mairana, a resident of Liberty Health Care Center.

Judges rated each contestant's chili by overall flavor, aroma, consistency and appearance. Congratulations to the first place winner Robin Mohney, the receptionists at Liberty Health Care Center. Christine Kilar, who works in the restorative department, was awarded second place

Aleda Florek, Admission Director, said more and more staff members have taken part in the event each year. The event has also grown in popularity with the residents who watch the competition and get to sample some of the chili.



Marci Craig, Director of Human Resources for Windsor House judges the aroma of one of entries during the chili cook-off.



Aleda Florek, coordinator of the chili cook-off, congratulates this years winner Robin Mohney.

Serving up Hospitality

The corporate nutrition services team has been working with all the nutrition service departments in the Windsor House nursing homes and assisted living communities to stress the importance of food in nursing home life. The corporate menu has been changed to reflect the homes preferences and an “At your Request Menu” has been added. This new feature offers more variety and encourages the resident to become a part of the food selection. If a resident does not like what is being served, they simply contact the dietary department and can choose from five or six alternative choices.

The Nutrition Services Directors were challenged to provide a special event meal at least monthly. Several nominations were submitted including luaus, St. Patrick Day celebrations, and Easter Dinners. The winner of the corporate prize was titled, “Take me out to the ballgame: Cleveland Indians home opener”, prepared by Windsor House at Champion. The staff dressed in Cleveland Indians attire, collected ball park lunch tickets as the residents entered the baseball themed decorated dining room. Everyone enjoyed hotdogs, french-fries and candy ice cream cones.

The “peer prize”, selected by the homes’ nutrition service directors, was awarded to “Under the Big Top: Circus Day”, prepared by Omni West Assisted Living. After a fun lunch of corn dogs french-fries, peanuts, pop corn and cotton candy, the residents were entertained with a live circus. Staff dressed as circus characters including ring master, the fortune teller and elephant. Aut Mori clowns, karate demonstration, along with a professional wrestler, added to the fun.

Windsor House, Inc. commends the nutrition service departments for the work they do to bring a smile, along with exceptional food and customer service, to the residents every day.



Staff and Residents of Windsor House at Champion dressed in Cleveland Indians attire during their special event meal.



The Aut Mori clowns performed during Omni West Assisted Living's “Under the Big Top: Circus Day.”

Windsor House Nursing Assistant Receives Nationwide Recognition

During 2007, Positive Promotions, an Arizona based company, conducted a nationwide contest for Nursing Assistant of the Year. Windsor House at Parkside Health Care Center (Columbiana, OH) was very pleased and delighted when they were contacted by the company regarding one of their entries.

Elizabeth Thompson, more affectionately known to her residents and co-workers as E.T., won honors as the Midwest Region Nursing Assistant of the year. For the past fifteen years, E.T. has provided quality and compassionate care to the residents of Parkside Health Care Center. She currently works as a Restorative Aide, but has also held positions as a direct care aide, shower aide and has assisted the activity department on outings. E.T. says that she tries to provide the best care possible by simply treating each resident as she would want her own family member treated.

During a ceremony held at Parkside, E.T. was presented with her Nursing Assistant of the Year certificate and pin, flowers and a \$50.00 gift certificate. The nursing home also received a \$250.00 check. In addition, the entire staff was treated to a “Spa Day” with hand and foot treatments, neck wraps and relaxation techniques. Lunch was also provided to the staff.

Parkside Health Care Center’s management staff is very excited about the honor and was quoted as saying, “E.T. definitely deserves this award! Her thoughtfulness, sensitivity, dedication and commitment to the residents is present in everything she does. She is a wonderful aide and a definite asset to Parkside.”



Pictured left to right: Elizabeth Thompson receives the 2007 Nursing Assistant of the Year award from Diane Hughes restorative nurse.

O'Brien Memorial Resident Celebrates Milestone Birthday

Congratulations to Asma Saloom, a resident of O'Brien Memorial Health Care Center since August 2007, who recently celebrated her 100th birthday with her family and friends.

Born in 1908 in Lebanon, Asma studied in a convent and considered becoming a nun. Fluent in three languages: English, Arabic and French, Asma came to the United States in 1930 after marrying Thomas Saloom. Together Asma and Thomas operated Saloom’s Market grocery store in the Sharon area for over 40 years. The Saloom’s had four children and have five grandchildren and two great-grandchildren.

Some of her favorite past times include homemaking, cooking, traveling, church related activities, and spending time with children.



Asma Saloom celebrates her 100th birthday with her family and friends.



Awards Banquet Highlights

Over 190 staff members, totaling 2,496 years of service, were recognized on April 5th, 2008 during the Annual Awards Banquet held at Leo's Ristorante. Years of service awards were presented to staff members who celebrated 5, 10, 15 and 20 years of employment with Windsor House, Inc. during 2007. Associates also received special recognition for "Outstanding Performance" in 2007. Recipients of the Outstanding Performance award were nominated by their Administrators for displaying leadership, practicing teamwork, cooperating with co-workers, residents, and families while promoting the company's **Core Values: People, Caring, Commitment, and Integrity.**

The Tradition of Caring winners were also drawn during the Annual Awards Banquet. This program recognizes individuals who meet and exceed our customer's expectation by providing excellent customer service. Associates can be nominated by a resident, family member, or a supervisor. Congratulations to Claudia Howard, a nurse aide at Burton Heath Care Center for winning the Grand Prize. Claudia will receive a week long trip for two, all expenses paid. Previous winners have traveled to Hawaii, went on a Caribbean cruise, vacationed in Disneyworld and have gone as far as Paris & London.

In an effort to support our local economy and our local airport, Windsor House has added a new prize to the Tradition of Caring Grand drawings. Kelley Sisler, who works as a nurse aide at St. Mary's Alzheimer's Center, is the recipient of a weekend trip for two to Disney World. In addition to receiving hotel accommodations and passes to Disney World, Kelley will travel via Allegiant Air which flies nonstop from Youngstown-Warren Regional Airport to Orland Sanford Airport in Orlando, Florida.

The third prize was awarded to Phillip Yudt, a restorative therapy aide at O'Brien Memorial Health Care Center. Phillip receives a weekend trip for two. Previous winners have vacationed at Atwood Lodge, Niagara Falls, Seven Springs Resort and Toronto, Canada. Karen Stephan, Activity Director at St. Mary's Alzheimer's Center, was awarded

the fourth prize. Karen, and a guest, will receive an evening on the town at her favorite restaurant between Pittsburgh and Cleveland. Limousine transportation will be provided for the evening.

Windsor House, Inc. would like to congratulate all the Associates who were recognized during the awards banquet. Thank you for all your hard work and dedication.



Windsor House, Incorporate



Windsor House at Doylestown Health Care Center



Windsor House at Liberty Health Care Center



Windsor House at O'Brien Memorial Health Care Center



Windsor House at Snyder Memorial Health Care Center



Windsor House at St. Mary's Alzheimer's Center

The John & Dorothy Masternick Foundation

Our nursing homes and assisted living communities receive numerous requests from families on what they can do to show appreciation to the staff for taking care of their loved ones. In addition to our Tradition of Caring Program, contributions can also be made to The John & Dorothy Masternick Foundation.

The John & Dorothy Masternick Foundation coordinates and administers several ongoing programs such as the activity department, staff appreciation programs and educational scholarships for employees to continue their education in accredited nursing programs. In addition to these and other items, naming opportunities are available.

If you would like more information about the John & Dorothy Masternick Foundation, please contact Dan Rowland, Director of Marketing for Windsor House, Inc at 330-545-1550. Checks may be made payable to The John & Dorothy Masternick Foundation and mailed to 101 W. Liberty St., Girard, OH 44420.



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Family Letters...

To the Staff of Omni Manor Health Care Center

We have been busy writing thank you cards for donations in memory of Pat. We saved this letter until last. You came to know early on how concerned our parents were for Pat when he first became a resident at Omni. They cared for his every need while at home and sheltered him tremendously. It was very difficult for them to let him go, especially on our mother. Pat was her whole life since she was probably the one that was with him more than any other family member and the one that was burdened with worry. Our dad was there too, but mom was sure to carry the burden-her choice. As our parents became more familiar with the "Omni operation", they would eventually entrust their handicapped son to you.

Pat "grew" during those 9+ years at Omni-mentally, emotionally, and sometimes physically. With a change in neurologists and therefore a change in seizure medication, Pat became more alert and more functional than he had been in many years prior to coming to Omni. Pat loved Omni and soon became his extended family. He talked with anyone who would listen and sometimes that required much patience of the listener. Pat loved to tease and loved being teased. Many staff workers from housekeeping to the administrative staff took a special interest in Pat. He new it! We knew that Pat was being cared for the best that could be expected in a nursing home situation.

It was comforting for our parents to see how well Pat would eventually adapt to the nursing home living. Once the staff got to know him and he got to know the staff, the wrinkles would finally be ironed out and he felt at home. He would finally be independent of his parents.

Now the time has come for all of us who shared in taking care of Pat to relinquish that responsibility and to be comforted knowing that Pat has returned to our mom and dad. He often told Tim and I, that once we died he would be the boss. I told Tim recently that he never got that opportunity. Tim said don't be so sure of that. He is probably with mom and dad now bossing them, for on the "other side" we truly believe he will not be mentally retarded.

As I have said before, Pat may have had special needs but he will forever occupy a special place in the hearts and minds of those who knew him. He will be forever loved and missed.

This is not a goodbye from us. We will stop in on occasion. We sincerely thank all of you for everything you have done for our family over those nine years.

Sincerely, The entire Wingard Family.

Dear Mr. Sebest:

It is my privilege to take this opportunity to extend our deep appreciation to you and the entire staff of Parkside Health Care Center, on behalf of our family, for the wonderful care which you provided for our mother, during the time she was a resident at Parkside.

The experience of locating a facility which could care for mom when she needed it, fell upon my brothers and sisters, and as they reviewed alternatives, Parkside Health Care was certainly the most helpful and cooperative. Their decision was also the correct decision for mom, and while I know there were challenging days for the staff, I believe that they always treated our mother with respect and affection. During my visits with mom the staff was very supportive and would quickly respond to any questions or requests that we had. Being I live in Indiana, I would frequently call my mother on the telephone, and in recent weeks the staff would assist mom in getting to the phone because she was confined to her wheelchair. They never complained or indicated that they were too busy to assist her, and I am grateful for their support and cooperation!

During the final days when mom became ill and could no longer respond as she once did, the staff continued to treat her with respect and was very supportive! In her final days, then even arranged a private room for her so our family could be with her. They made mom as comfortable as possible and continued to turn her and watch over her.

I am very impressed by the quiet calmness and continued respect of everyone when mom died. In fact, one nurse shared with us as our family grieved, "that the staff also loved her and shared our loss!"

In conclusion, we are very grateful for the kind and professional way in which you care for your residents at Parkside Health Care Center and we are thankful that our Mother was able to be cared for by such sensitive people! Your mission is certainly not an easy one, but you carry it out with skill and compassion and WE THANK YOU ALL!!

Very Respectfully Yours, The Peppel Family

Dear Parkside Health Care Center

On a cold and snowy February 14th my wife and I transported my mother, Irene, from Salem Hospital to Parkside Health Care Center. Mom had fallen several times at her Harmony Village apartment a week or so earlier due to possible TIA's and weakness. As she entered Parkside we all assumed that she would be heading back to her apartment sometime. During her stay in your facility she did improve greatly and we moved her back to her apartment on April 13th. She was home for 6 days and then fell again on April 19th which placed her back at Salem Hospital. It was now plain to all that her next move would be permanent and, with the help of Mandi and Sherry, plans were made to move mom back to Parkside on a permanent basis.

Ironically, it was my plan on April 19th to write you a letter of appreciation for all that has been done on mom's behalf during her two month stay with you, however the day changed dramatically with mom's fall.

Parkside Health Care Center is a unique place filled with a talented and caring staff and quality leadership. The place looks nice, acts professional, demonstrates compassion, and offers residents dignity. Enough can not be said about your staff. Mandi is compassionate and professional rolled into one, June loves and cares for the residents and families almost more than you can imagine, Carolyn is extremely professional, Sherry's love and caring is evident in all that she does, the nurses and aids are top-notch (always hugging, talking, caring, ministering). So many other staff members have blessed mom and our family and I apologize that I do not know them all by name. One day I was pushing mom in a wheelchair and we reached a spot where a wheelchair-bound gentleman was blocking our way. Though the gentleman seemed completely unaware of his surroundings, an aide came by, calling him, by name, asked his permission to move his chair, and then looked him in the face to thank him. She was clearly busy and could have just pushed him out of the way, but her respect for that resident seemed to out-weigh her busyness.

One of the laws of leadership is that the organization, for good or for bad, takes on the personality of its leadership. Clearly the owners of Windsor House are people who are motivated to care and respect the residents and families that are served by its facilities. Also, they have evidently surrounded themselves with quality management such as yourself who transform that vision and caring into everyday tasks that minister to the residents. Since mom must be in a full care facility, my wife and I are grateful that she is able to call Parkside "home".

Sincerely, Jeannette Spicer



Mission
Statement
& Core Values

Windsor House, Incorporated is a family owned and operated business founded on Christian principles. We are people working together to provide the best possible quality of life in long term care. We are dedicated to providing a caring home for supportive living, with compassion toward those who depend on us to meet their needs. We promote independence and preserve dignity. That is our purpose...and our promise.

People

We believe that people are our most valuable asset. We believe that without residents, families, employees and employers, our nursing homes would not exist. We recognize individuality, diversity and promote teamwork.

Caring

We are compassionate toward those who depend on us to meet their needs. We strive to provide quality service, promote independence and preserve dignity.

Commitment

We are responsible to residents, their families, and our co-workers. We take pride in carrying out the mission of the founders in the community we serve.

Integrity

We affirm trustworthiness, honesty and fairness. We endeavor to protect the rights of the individual.