Being a Provider of Choice Begins with the Admission Process

Mount Olivet Careview Home and Mount Olivet Home are providers of choice for both individuals and families looking for care of their loved ones. Witness the 5-star rating from the Centers for Medicare and Medicaid Services or walk through the beautiful new and refurbished facilities that the recent building project has provided. Both the facilities and the staff are of the highest quality.

And that commitment to quality care begins with the initial contact. Tammy Nelson, assistant administrator, says, “It starts with the first phone call, when they ask about the services we offer. We take the time to give them as much information as possible, so they can determine if this is the right place for them. We help them wade through all the information, much of which is brand new and somewhat perplexing. We answer all their questions. Our first question is, ‘What do you need?’ We need to be sure about the prospective resident’s needs, that we’re a good match.”

An introduction to the facility is a crucial next step in the decision-making process, according to Tom Litecky, director of community relations. He says, “Resident and family satisfaction must start the moment they walk in the door. If they aren’t impressed by the building and the staff, they’ll look elsewhere. A big part of the admission process is insuring that families have a high comfort level with our care and our staff.” Jane Hayek, director of social services, adds, “One of our biggest pluses is our warm welcome. It’s not just an in-and-out. We do a really nice job of helping them make the decision to come here.”

Another point of entry is through hospitals, which refer patients to the Transitional Care Unit. “They always check with patients on their care here,” Tammy

Continued on page 2
Dear Friends and Family,

2:00 the project was worth waiting for, but the residents went the extra mile. noise, dust, room changes, and commotion. We all knew that the end result of credit, but a hearty thanks goes to the residents and their families who endured staff who had to work around the construction to care for our residents deserve donors who stepped forward to raise funds for the project. Certainly the cause we consider it an honor to care for our residents, we want to make their "home" as beautiful, comfortable, and accommodating as possible.

Someone asked me if it was worth all the time and expense to do this project. As I pondered my answer, I was reminded of our Mount Olivet Home and Mount Olivet Careview Home mission, which is to provide the highest quality of care to our elderly residents. So the answer was a resounding, “Yes!” Once we saw the opportunity for this project, we had to do it to fulfill our mission. We work to eliminate their guilt or fear.” Tom says, “We want to give them the feeling that they’re not in this alone. We need to take care of the family as well as the resident.”

Tammy clarifies, “We are very much aware of residents’ feelings as they make this move. We want to maintain their dignity as best we can. For example, on the day they move in we use hotel luggage carts to move their belongings, so they know we want this to be a first-class experience.”

The admission process is thorough. “When people come to live here, they meet with every department, so we can learn more about their needs, what they expect, what they enjoy, And that continues,” Jane says. “In a sense, the admission process isn’t a one-day event. It goes on as long as they are here. We are always gathering information regarding the care of residents.”

Tammy adds, “Communication is so important. We get a lot of feedback from families.” Jane points out, “Families must have a relationship with the staff so they can trust them with their loved one. One family member said to me, ‘I don’t have to worry, because I know someone will call if there is a problem.’”

Perhaps the best witness to this culture of care is expressed on the Waymakers bulletin board. E. Charles Anderson has posted there a handwritten tribute to Liz Dunlevy: “When my wife Joan was first admitted to M.O. Careview, I was overwhelmed with the task of rounding up info to apply for long-term nursing insurance. Liz went out of her way to take care of it for me.”

It all goes back to the culture of care at Mount Olivet, where core values include “preserving and enhancing the dignity and self-worth of each person” and “treating all people with respect,” where the vision is to “provide high quality long-term care for residents in a loving and caring environment.”
Ask her any question about her history, and Elvie Peterson can answer it. She can talk about her childhood, her working life, the details of her family’s life—and she’s 100 years old! What a memory!

Elvie was born in Lansford, North Dakota on September 12, 1917. Emma and Charles Woods had seven children; Elvie was the oldest. Her father was a farmer, her mother a teacher. “It was very hard to be a farmer in the 1920s, because of the Dust Bowl. They lost their crops,” Elvie says, so her father raised sheep and turkeys.

Her mother was crippled from polio in her youth. “She limped badly,” Elvie remembers, “and used crutches when she went to school to teach.” But she was very involved in the community. “She was president of the PTA, she taught Sunday school, she raised chickens. She was really remarkable. She was more active than I ever was!”

Elvie graduated from Minot High School. After high school she worked in Sandhaven, a sanitarium for patients with tuberculosis. “They were treated with rest and fresh air,” Elvie says. “Sometimes whole families were admitted. It was very sad.” Once she saved enough money, she went to beauty school, but purchasing the equipment necessary was too expensive, so Elvie began working at Trinity Hospital in Minot as a nursing aide. “I really liked that,” Elvie remembers. “I liked caring for people.”

She met her husband, Carivel Lieberg, at his grandmother’s rooming house. They were married 27 years and had one daughter, Sharon. “Then World War II came about, and we came here [to Minneapolis] for work,” Elvie says. Elvie worked at Sears on Lake Street in sales for 10 years, then at Daytons downtown for 19 years. “I really liked that work,” Elvie says. “I didn’t even feel like taking vacation when I worked at Daytons. I liked serving the public.”

At 62, Elvie was married to Tom Peterson. She and Tom enjoyed living in Florida in the winter. That ended in 1992 “when Hurricane Andrew blew our place away.” Tom died soon after. In time, Elvie moved out of their house into a mobile home park in Bloomington, where she lived until entering Mount Olivet Home. “I loved that community,” she says. “I miss it today.”

“I worked until I was 93 years old,” Elvie says, “as a food demonstrator at Sam’s Club. I loved that job!” When Sam’s laid off a group of them, it was impossible for Elvie to find another job because of her age. “I felt bad that no one wanted me anymore.”

Elvie has one sister, Billie, still alive at 90 years old, her daughter Sharon, three grandsons, and eight great-grandchildren. When Elvie turned 100 last September, she hosted a catered party to celebrate.

Only a few months ago, Elvie became ill, entered the Transitional Care Unit, and then moved into Mount Olivet Home. Now she’s looking to sell her car “because it’s too old. Note I said the car is too old, not the driver!” Elvie jokes.

“I enjoy people a lot,” Elvie says. “I’ve lived a busy, happy life. You have a purpose in life when you go to work and serve people,” she adds. “It bothers me that I don’t do anything now but take care of myself,” she muses. “I guess my purpose is serving my Lord in doing right things and being an example for my family. I thank God every day for the life I’ve been able to have.”

Congratulations on 100 years, Elvie—a most remarkable, happy person!
The Mount Olivet Careview Home Project

Everything is looking beautiful. Come see for yourself at our Open House on September 29!

Walk through the door of Mount Olivet Careview Home, and it’s a new day!

Bright, beautiful, and spacious common areas lift the spirits of both residents and staff.

Resident Bill Michelsen was all smiles as he relished the amazing Jarcho Rooftop Garden, a one-of-a-kind amenity.

With the addition, the number of private rooms increased from 10 to 55. Every “smart” double room has a window and provides much more privacy than the old rooms.
The Mount Olivet Careview Home Project Is Completed!

Open House on September 29!

Walk through the door of Mount Olivet Careview Home, and it’s a new day!

Some things don’t change: Stained glass windows, original with the 1992 addition, still adorn the space outside of the chaplains’ office.

A uniquely-designed ramp connects the different elevations of Mount Olivet Home and Mount Olivet Careview Home.

The waiting area outside of the chaplains’ and admissions offices is appointed with specialty furnishings that add to enjoyment and conversation.

A spacious and well-equipped therapy center makes rehab much more fun!

The birds are singing their summer tunes.
**MEMORIALS AND GIFTS**

**JANUARY 1 THROUGH JUNE 30, 2018**

**MOUNT OLIVE DAY SERVICES**

**IN MEMORY OF:**

- WALTER “WALLY” ENGLUND
- Jay & Allison Loven
- CLARICE JEPSON
  - Kathleen & Robert Grover
- MAUREEN KERSTEN
  - Heidi Fink
  - Holli Hoffman

**GIFT IN KIND:**

- Brenda Everitt

**GIFTS:**

- Darcy & Michael Dahntert
- Sandra Nekola
- Jeanne Olsen
- Joyce & Lee Woodruff
- Pastor Lori Youngvorst

**MATCHING GIFT:**

- Best Buy

**GRANT:**

- Minnesota State Arts Board

**THRIFTIBLE CHOICE:**

- Loretta Vossler

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**MINNESOTA STATE ARTS BOARD GRANT INVOLVES DAY SERVICES CHILDREN, ADULTS**

The Minnesota State Arts Board granted $14,490 to Mount Olivet Day Services (MODS) for a partnership with VocalEssence, providing intergenerational music sessions to adult and child participants through workshops, storytelling, singing, dancing, and other forms of expression.

We apologize if your name was omitted or misspelled. Call Tyler at 612.821.3531 for corrections.

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WAITING FOR LUNCH IS EASY WHEN YOU HAVE THE COMPANY OF A “GRANDMA AND A GRANDPA.”

STAFF MEMBER BECKY SWENSON-DENNIS ADDED HER TOUCH TO AN ART PROJECT.

WATER ACTIVITIES MAKE FOR FUN-FILLED, SUMMER DAYS.

HIGH-FIVES ARE ALWAYS FUN!

THE VOCALNESSA DIRECTOR OF LEARNING, ENGAGEMENT, AND COMMUNITY, G. PHILIP SHOULTZ, CAPTIVATED CHILDREN AND ADULTS WITH HIS HONEYBEE, TELLING STORIES AND SINGING SONGS.

IMAGINE THE FUN OF RECEIVING ELF MESSAGES BY OPENING THE DOOR IN THE ELF TREE AND FINDING A NOTE! “A GRANDPA” READS IT AND HELPS WRITE A MESSAGE TO THE ELF, MAKING IT EVEN MORE FUN!

THERE IS NOTHING BETTER THAN A GOOD BOOK!
FROM THE DIRECTOR OF DEVELOPMENT

Mari Carlson, Director of Development
Mount Olivet Lutheran Church & Affiliated Organizations | 612.821.3150 | mcarlson@mtolivethomes.org

Dear Friend and Supporter,

Have you heard of a charitable gift annuity (CGA)? It is a wonderful way to make a charitable gift that will support an organization important to you and that will also provide you an annual income stream. CGA-suggested rates, which are based on the age of the donor, were increased on July 1, the first increase in many years. Here is how a charitable gift annuity works:

You make a gift of cash or appreciated securities and in return you receive a guaranteed fixed income annually for life. CGAs can be established for one or two people, with rates for two people slightly lower. You receive an immediate tax deduction, and a portion of your CGA is also tax-free. There are capital gains savings if the gift annuity is funded with appreciated securities. It’s a win-win!

Mount Olivet Careview Home volunteer Laurence “Larry” Larson established a charitable gift annuity in 2004. He passed away last winter and now the residual in his annuity will support Mount Olivet Careview Home. We are grateful for Larry’s support and will use his gift to support the “Friends” program, which meant so much to both Larry and his wife Elma, who also has created CGAs.

Contact the development office to receive your personalized CGA illustration at 612.821.3150 or mcarlson@mtolivethomes.org. Your charitable gift annuity will make a difference in the lives of the people served at Mount Olivet Home, Mount Olivet Careview Home, or Mount Olivet Day Services.

Thanks for considering!

AGE  RATE
65  5.1%
70  5.6%
75  6.2%
80  7.3%
85  8.3%
90  9.5%

Larry & Elma