

THE ALDEN LEADER

2006

A year of top awards, peer recognition and facility expansion

JANUARY'S grand opening of the lavishly renovated *Alden Estates of Barrington* will cap off a memorable year of top awards, peer recognition and facility expansion for *The ALDEN Network*.

Awards and Recognition

In 2006, Alden facilities and personnel were recipients of numerous awards from prominent health care organizations, including the Illinois Health Care Association (IHCA) and the Illinois Council on Long Term Care.

At the council's annual dinner in September, *Alden Town Manor Rehabilitation and Health Care Center's Memory Bridge* initiative was recognized for Excellence and Innovation. The 12-week initiative paired up junior high school students with Alzheimer's residents to record memories and life stories, which were put into an international database.

The *Memory Bridge* also received IHCA's Innovation Program award and Photograph of the Year award. A fourth award for the Cicero

facility was IHCA's first-ever Media of the Year award for artist Josh Dorman's *Life Map* project.

The New York-based artist spent a week observing five Alzheimer's residents at Alden Town Manor, after which he produced paintings depicting different perspectives of their lives. "These awards emphasize our commitment to developing new and innovative approaches to caring for these special residents," said Floyd A. Schlossberg, Alden's president.

Alden Poplar Creek Rehabilitation and Health Care Center in Hoffman Estates was given IHCA's Community Partnership award for its *Puttin' on the Ritz Senior Prom*. More than 100 residents and their guests attended the gala ball, which was co-sponsored by the facility's Advisory Board, local businesses and community leaders.

Another form of recognition went to *Alden Courts of Waterford* for its deficiency-free annual survey from the Illinois Department of Public Health. The assisted living community for

... continued on page two



In the community library:
The newest *Horizon Senior Living Community* is part of *Alden Estates of Barrington*

In This Issue

◆ *Year in Review* highlights awards, peer recognition and facility expansion

CUSTOMER SATISFACTION SURVEYS SHOW CONTINUING HIGH APPROVAL RATINGS

◆ Internet access now offered at several Alden rehabilitation centers and senior living communities

◆ Trick-or-treaters evoke smiles, memories at Alden facilities' Halloween Adventure

◆ A typical 'Day in the Life' of Alden administrators

◆ Leadership skills are honed by Alden employees



Alden Estates of Barrington debuts top-quality, post-hospital health care in an elegant environment

2006 Year in Review . . . continued from the front page

the memory impaired is located on Alden's continuing care campus in Aurora.

Following three days of extensive interviews and program reviews, the Public Health team had no negative findings. "This is proof of a commitment to provide quality care on a continual basis," said Alden's Chief Operating Officer Robert Molitor.

Alden employees were also honored with several top awards. **Alden Long Grove Rehabilitation and Health Care Center's** Marie Rosete, R.N., was named Administrator of the Year by IHCA. Rosete, who started at Alden as a nursing director, was selected in 2002 to attend the company's Administrator in Training Program. It was there she received



Marie Rosete
Administrator of the Year

hands-on experience with virtually every facility job, including maintenance, dietary, activities and social service. "I have the respect of my staff because I know their jobs," she says, "and that helps me support them and try to be a good role model."

Emily Tojeno, a 27-year employee of **Alden Naperville Rehabilitation and Health Care Center**, received IHCA's Certified Nursing Assistant of the Year award.

Describing Tojeno's commitment to providing quality care, Schlossberg said, "Emily is an exceptional example of someone who strives for the best and consistently

performs above expectations." The speech and warm wishes from scores of co-workers attending a reception held in her honor brought tears to Tojeno's eyes. She was joined by her husband, sister, brother, daughter and several other family members who work at Alden Naperville.

Also nominated for IHCA's Administrator of the Year award was Debbie Tumulak, R.N., who recently left her position at **Alden Estates of Barrington** to join Alden's Clinical Coordinator Team. Denise Anderson, R.N., Director of Nursing at **Alden Valley Ridge Rehabilitation and Health Care Center** in Bloomingdale, was nominated for the association's Nursing Director of the Year award.

Expansion Update

Alden Estates of Barrington

The total renovation of Governors Park of Barrington Rehabilitation and Health Care Center, which was acquired by Alden in 2003, was one of six major construction projects underway in 2006.

"Alden Estates of Barrington fits into our corporate strategy to offer the highest level of care and services at our facilities," said Molitor. After 13 months of construction and program development, the rehabilitation and health care center offers state-of-the-art medical and therapy services and world-class amenities, including restaurant-style fine dining with meals prepared by a professional chef, a 24-hour security system, free wireless Internet access, cable television and bedside telephone with voicemail.

"We knew when we assumed ownership of this facility in Barrington that we would make a major investment to bring the building and campus up to Alden's standards and the community's expectations for top-quality, post-hospital health care in an exclusive setting," Molitor said.

An important component of patient care plans at the Barrington facility is Alden's unique Optimal Rehabilitation program, which aims to enable patients to return home with maximum functional independence. The facility offers new cardiac rehabilitation and



CNA of the Year Emily Tojeno gets lots of hugs at a reception held in her honor

wound management programs and a separate respiratory unit with piped-in oxygen.

Pediatric Facilities

On Oct. 13, Bloomingdale's **Alden Springs** became the fourth Alden group home for developmentally disabled young adults. The local fire department, with lights flashing and sirens blaring, escorted the first residents from **Alden Village Health Facility for Children and Young Adults** to their new 16-bed home.

In the fall, Alden broke ground on a 35,000-square-foot addition and renovation of Alden Village. When completed, the facility will be almost double in size and feature new activity areas, family visiting rooms, a new ventilator unit and larger resident rooms.

Senior Communities

In June, Alden Estates of Barrington's 10-acre campus welcomed the addition of the 50-unit **Barrington Horizon Senior Living Community**. The grounds are professionally landscaped with shaded walking paths, a gazebo and a bridge crossing a picturesque pond.

Alden's next Horizon Senior Living Community, a 90-unit affordable housing development, broke ground in Bloomingdale in mid-2006.

Construction of deluxe duplexes at Aurora's Alden of Waterford's continuing care campus rounded out Alden's facility expansion in 2006.

Facility Happenings

Free Internet Access

Free internet access was made available in 2006 in eight Alden rehabilitation and health care centers and four Horizon Senior Living Communities. Plans are underway to offer the technology in all remaining Alden facilities in the coming year.

Wireless Internet access, also known as WiFi, can now be found in six facilities—*Alden Estates of Barrington, North Shore, Des Plaines, Waterford, Valley Ridge and Orland Park.*

“After receiving inquiries from residents and family members, we realized there was an untapped need to provide free Internet access,” said Robert Nadolski, chief information officer. “We are pleased to offer this service and believe it sets Alden apart from the competition.”

Therapy Graduation

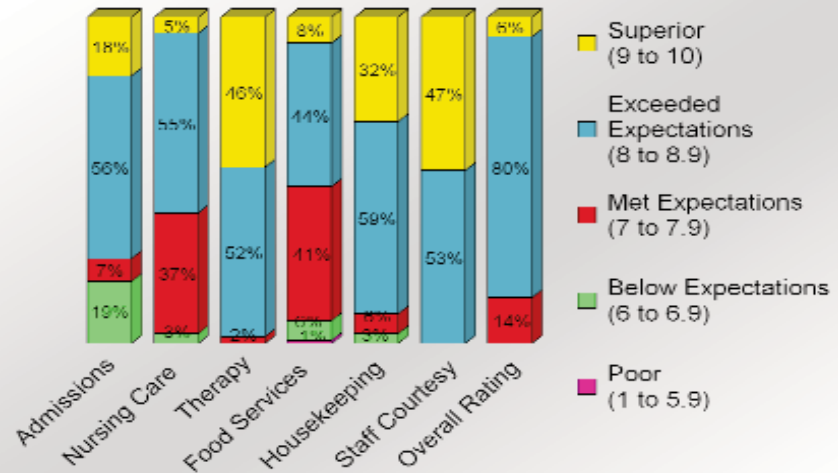
More than a dozen therapy patients and their families attended *Alden Poplar Creek’s* third Therapy Graduation in September. At the ceremony, therapists at the Hoffman Estates facility described the challenges each patient faced during their rehabilitation.

“Therapy patients put in a lot of hard work, and this graduation is a tremendous accomplishment,” said Sherry Marquart, Poplar Creek’s administrator. After walking down a red carpet to receive their diplomas, the group celebrated in the facility’s fine dining room. One of the graduates joked that “he wasn’t happy about therapy when he first came here, but he sure liked it when he was able to walk out,” Marquart said.

Halloween Adventure

Thousands of children and a few four-footed friends evoked smiles and happy memories for residents of Alden health facilities and residential

THE ALDEN NETWORK CUSTOMER SATISFACTION RATINGS



Eighty percent of patients surveyed rate the care and services offered at Alden rehabilitation and health care centers as ‘superior’ or ‘exceeded expectations’

Table reflects third quarter of 2006 results based on a scale of 1 to 10

communities this past Halloween. Some places, including Rockford’s *Alden Alma Nelson Manor*, decorated lobbies and hallways with haunted scenes where more than 500 trick-or-treaters encountered monsters and witches. Pre-schoolers from Lake Zurich were invited to a Halloween party and helped *Alden Estates of Barrington* resident Eleanor Rakes celebrate her 93rd birthday.

At *Alden Poplar Creek*, bats hung from the ceiling in the lower level and employees served 216 orange-colored dreamsicle floats. As if the darkened promenade weren’t spooky enough, one little Frankenstein “took it upon himself to hide in a chair with a bunch of stuffed ghouls,” said Activity Director Cindy Kappler, “and when the little girls walked by, he jumped out and scared the dickens out of them.”

By the end of the day, more than 200,000 pieces of candy had been distributed to neighborhood children and another year of safe, warm Halloween trick-or-treating throughout Alden was a success.



Alden’s Halloween Adventure as featured in northwest suburban Daily Herald newspapers: Jasmine and Dracula with Eleanor Rakes at Alden Estates of Barrington, Buddy the French Bulldog at Alden Alma Nelson Manor and Bob the Builder at Alden Long Grove

A Day in the Life of an Alden Administrator

HELP WANTED

Licensed administrator. Must be willing to work long hours, including weekends and holidays. On call 24/7 to ensure quality care and services. Experience required. Excellent management and organizational skills desired.

An Alden administrator's typical work day begins before 8 a.m. with rounds on subacute and long-term care units, talking with staff and residents about overnight developments, patient care and other facility issues. Although the administrator can usually leave around 6 p.m., there is often paperwork to take home to prepare for the next day.

It takes a special kind of person to take charge of Alden's rehabilitation and health care facilities—someone who is totally committed to doing their best to ensure that quality care and services are delivered to residents. "Administrators are not in it for the money or the glory," says Don Dalicandro, administrator at Bloomingdale's *Alden Valley Ridge Rehabilitation and Health Care Center*, who has been with Alden for 10 years. "It's the sense of accomplishment that comes from helping people through the good times and bad times in their lives."

Marie Rosete, administrator at *Alden Long Grove Rehabilitation and Health Care Center*, believes that "to be an effective administrator, I need an understanding of everything that is happening in my facility. I need to know about patient care plans, doctors' orders, therapy regimens and anything else that affects the residents." Like all excellent managers, Rosete knows the most important person is the customer. "I have a rule that any patient issue has to be resolved the very day it comes up," she says.

Most administrators agree that qualities an administrator should possess include good organizational, management and interpersonal skills. The ability to bring together different disciplines to work as a team is also critical, as is being flexible, they say.

"You can never completely plan ahead because something always comes up," says Julie Logan, *Alden Park Strathmoor's* administrator in Rockford. "Being able to prioritize is important. I start each day with a list, and if I get even half of it done I feel good."

Sherry Marquart, administrator of *Alden Poplar Creek Rehabilitation and Health Care Center*, says her favorite part of being an administrator is that there's never a dull moment. "I've been doing this for 23 years, and every day is different," she says. "I love this job!"



Alden Alma Nelson Manor Administrator Gregg Taylor congratulates this year's Lucia Queen, Marion McNeal, at the facility's traditional Swedish holiday event

Alden Administrators: Two Centuries of Experience

Melissa Allison

Alden of Old Town East, Old Town West, Trails, Springs

Janine Ciemny

Alden Estates of Evanston

Kathy Copeland

Alden Terrace of McHenry

Patricia Cornelius

Alden Estates of Barrington

Don Dalicandro

Alden Valley Ridge

Jacqueline Gully

Alden Northmoor

Faaria Husain

Alden Courts of Waterford

Jennifer Illarde

Alden North Shore

Jeff Kalkowski

Alden Wentworth

Julie Logan

Alden Park Strathmoor

Sherry Marquart

Alden Poplar Creek

Margo Martinez

Alden Des Plaines, Alden Courts of Des Plaines, Alden Gardens of Des Plaines

Erin Matty

Alden Gardens of Waterford

Jerry Mertes

Alden Orland Park

Tom Moen

Alden Meadow Park

Maggie Olson

Heather Health Care Center

Marie Rosete

Alden Long Grove

Elizabeth Salazar

Alden Town Manor

Alex Sardi

Alden Lakeland

Betsy Sejud

Alden Lincoln Park

Nora Tabron

Alden Naperville

Gregg Taylor

Alden Alma Nelson Manor, Alden Nelson Debes

Rosalinda Tolentino

Alden of Waterford

Marc Villafania

Alden Princeton

Steve Walski

Alden Village

People IN THE NEWS

A bagpiper, a harpist, three sons, 22 grandchildren, great-grandchildren and great-great-grandchildren, and more than a hundred friends gathered at *Alden of Waterford Gardens Assisted Living Community* on a gorgeous autumn afternoon to wish resident Ernest King a happy 100th birthday.

Born on Oct. 31, 1906, King is known for being the life of the party. "He's always joking and having a good time with staff and other residents," said Erin Matty, Alden Garden's executive director.

In excellent health, King swims twice a week at Rush-Copley Medical Center's health complex across the street. In

addition to several parties held in his honor, King was wished a happy birthday on NBC's *Today Show*.

King, who lived for 97 years on a farm that had been in his family for four generations, is the grandson of a Civil War veteran, served on the Oswego School Board and was a member of the Wheatland Plowing Match Association. He also earned medals in several senior Olympic tournaments in his early nineties.

In other notable birthdays, *Alden Poplar Creek's* Ethel Hedlund turned 101 on Sept. 2. Hedlund attributes her longevity to never smoking or drinking except for "a sip of glogg at Christmas."



Alden of Waterford Garden's Executive Director Erin Matty celebrates with Ernest King on his 100th birthday

Recognizing Excellence

THE ALDEN NETWORK SALUTES THE HARD WORK AND DEDICATION OF ITS EMPLOYEES. THE FOLLOWING EMPLOYEES ARE ELIGIBLE FOR 5, 10, 15, 20, OR 25-YEAR SERVICE PINS DURING THE SECOND HALF OF 2006.

Alden Alma Nelson Manor

Patty Kilday, 20 yrs
Sue DuBeau, 5 yrs
Maria Carrillo, 5 yrs
Veronica Huff, 5 yrs
Lisa Kaminski, 5 yrs
Dana Kulpa, 5 yrs
Raquel Landeros, 5 yrs

Alden Des Plaines

Sandra Aguirre, 5 yrs
Melecia Aquino, 5 yrs
Gina Barron, 5 yrs
Lucila Dolatre, 5 yrs
Maria Fuller, 5 yrs
Tristan Pacursa, 5 yrs
Cresencio Rafanan, 5 yrs
Farida Shukla, 5 yrs
Benjamin Tabujara, 5 yrs
Diane Sanchez, 5 yrs
Ana Torres, 5 yrs
Irene Vazquez, 5 yrs

Alden Estates of Barrington

Dawn Barney, 20 yrs
Mary Heine, 20 yrs
Ma Flordeliza Palmos, 10 yrs
Maria Pantoja, 10 yrs
Emilia Suliga, 10 yrs
Rosa Aguirre, 5 yrs
Wasyll Dudyca, 5 yrs
Maureen Gardner, 5 yrs
Slavica Pavicic, 5 yrs

Alden Estates of Evanston

Gina Calalay, 10 yrs
Mara Promisco, 10 yrs
Zenaída Sulit, 5 yrs

Heather Health Care

Deborah Jones, 10 yrs
Jesse Scott, 10 yrs
Naomi Campbell, 5 yrs
Herman McDaniels, 5 yrs
Harold Olidge, 5 yrs
Deronda Weathers, 5 yrs

Alden Lakeland

Jannett Williams, 25 yrs

Juana Norona, 15 yrs
James Graham, 10 yrs
Crystal Carter, 5 yrs
George Doble, 5 yrs
Geraldine Ross, 5 yrs
Fiona Young, 5 yrs

Alden Lincoln Park

Benjamin Bautista, 20 yrs
Ryan Rawls, 5 yrs

Alden Long Grove

Evangelia Foutris, 10 yrs
Yajaira Alvarex, 5 yrs
Yesenia Solano, 5 yrs
Ibolya Molnar, 5 yrs
Edmund Tembo, 5 yrs

Alden Meadow Park

Margie Retzlaff, 5 yrs
Brigitte Wilson, 5 yrs

Alden Naperville

Ella Alindog, 25 yrs
Winifred Gray, 20 yrs
Julita Ramos, 20 yrs
Amerfil Bueno, 5 yrs

Alden Northmoor

Carol Burns, 10 yrs
Teofila Monday, 10 yrs
Oscar Fernandez, 5 yrs
Carlos Hernandez, 5 yrs
Edwin Mararanas, 5 yrs
Maryanne Sarroza, 5 yrs

Alden North Shore

Marta Alicea, 5 yrs
Julieta Barajas, 5 yrs
Jose Bello, 5 yrs
Janet Brito, 5 yrs
Milagros Cadiante, 5 yrs
Luzviminda Lopez, 5 yrs

Alden Old Town East

Audrey Payton, 20 yrs

Alden Old Town West

Amy Escamis, 5 yrs

Alden Orland Park

Dorothy Dobie, 5 yrs
Doris Doebler, 5 yrs

Mary McMath, 5 yrs
Dashunda Monroe, 5 yrs

Alden Park Strathmoor

Vickey Carmichael, 5 yrs
Minnie Copeland, 5 yrs
April Davis, 5 yrs
Myrna Fernando, 5 yrs
Lisa Fioroni, 5 yrs
Lydia Grove, 5 yrs
Anthony Martin, 5 yrs
Sharon McCollum, 5 yrs
Carol Moseley, 5 yrs
Angel Rach, 5 yrs
Della Sims, 5 yrs
Sandy Stoltz, 5 yrs

Alden Poplar Creek

Kathleen Wolchuk, 20 yrs
Martha Espinoza, 15 yrs
Denise Shewchuk, 10 yrs
Marilyn Lucas, 5 yrs
Dipika Patel, 5 yrs
Lingling Sun, 5 yrs

Alden Princeton

Lucinda Jones, 5 yrs
Gwendolyn Watson, 5 yrs

Alden Terrace of McHenry

Nancy Bunday, 25 yrs
Ronisa Pedregosa, 15 yrs
Bertha Galvan, 10 yrs
Nenuca Garcia, 5 yrs
Deiver Sanchez, 5 yrs
Maria Szuta, 5 yrs

Alden Town Manor

Earlene Henderson, 10 yrs
Meriam Pragides, 10 yrs
Christopher Akoshile, 5 yrs
Maria Alejandre, 5 yrs
Veronica Jones, 5 yrs
Rose Mayberry, 5 yrs
Roberto Olivo, 5 yrs
Barbara Sanders, 5 yrs

Alden Valley Ridge

Linda Cabrera, 25 yrs
Maximo Catacutan, 10 yrs

Donald Dalicandro, 10 yrs
Restituto Baesa, 5 yrs
Nuncia Baluca, 5 yrs
Michael Bowman, 5 yrs
Hoa Dang, 5 yrs
Bernardo De La Cruz, 5 yrs
Teresa Love, 5 yrs
Grace Yu, 5 yrs

Alden Village

Felicia Anderson, 10 yrs
Tamara Anderson, 5 yrs
Yvette Anderson, 5 yrs
Manuel Gonzalez, 5 yrs
Alicia Harris, 5 yrs
Suzanne Huxel, 5 yrs

Alden of Waterford

Ogundare Bessman, 5 yrs
Charmaine Bibay, 5 yrs
Lorena Ocon, 5 yrs
Benito Pinedo, 5 yrs

Alden Wentworth

Celia Harris, 20 yrs
Troy Love, 20 yrs
Valjean Burton, 15 yrs
Ruthie Jones, 15 yrs
Marie McLaurin, 15 yrs
Cedric Morehead, 5 yrs

Alden Foundation

Jeanne Baker, 10 yrs
Alice Brusceri, 5 yrs

Alden Management Services

Rita Venetico, 15 yrs
Rosa Rodriguez, 10 yrs
Betsy Lozada, 5 yrs
Natalia Torres, 5 yrs

Prism

Susan Cesek, 10 yrs
Christopher Clark, 10 yrs
Jana Stokes, 10 yrs
Trisha Hines, 5 yrs



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Quality improvement & relationship building Leadership Development, Part 1



*Leadership building in 2006:
More than 200 key managers and supervisors learn about Alden's commitment to
customer satisfaction through 'Leader Development for the 21st Century'*

The pivotal role leadership plays in a company's ability to grow and achieve its mission and vision is the basis for *The ALDEN Network's* 'Leader Development for the 21st Century' initiative.

"We are in a very competitive market and the bar has been raised significantly," explains Alden President Floyd A. Schlossberg. "To continue to be successful, we must prepare our key people for the next level in performance. We need to adapt to changing times to best meet our customers' needs."

Each month, nearly 20 managers and supervisors from Alden's corporate offices, nursing facilities and affiliated companies spend one day a week for four weeks in sessions that presenter Dr. R. Curtis Wegner describes as "education with some training."

Alden leaders learn about the teachings of the late Dr. W. Edwards Deming, who pioneered total quality management (TQM). TQM is based on a consumer-focused approach to management that contends problems in the

workplace most often are caused by inadequate processes and systems rather than employees.

Noting that course participants in any given month represent a broad cross-section of jobs—from administrators and nursing directors to admissions staff and therapists—Wegner says a major objective of the leadership training is to "build relationships that give each manager a broader understanding of what everybody else does and how everyone, regardless of job title, impacts customer satisfaction and quality."

Leaders learn that when departments or affiliated companies work independently or, worse, at odds with each other, "workers compete and there is a lack of understanding of the customer's needs," Wegner says.

Wegner is a former colleague of Deming who has helped Fortune 100 companies apply Deming's principles in areas such as team development, statistical thinking and quality improvement.

*In the next issue of The ALDEN Leader:
Applying theory to real life problems*

The Alden Mission:

*To be the best residential
and long-term care
provider for our
customers*

