



# God at Work in Our Midst

## Lutheran Homes Society

September 2011



On a daily basis, Lutheran Homes Society impacts hundreds of residents, clients and families. The stories shown here reflect the mission of Lutheran Homes Society to care for needy youth and elderly with compassion. Sharing these stories lets you know your support is truly making a difference in people's lives.

### SANDUSKY CAMPUS

"Esther," a long-term resident at Lutheran Memorial Home, was upset. For years, she had been going to a salon in the community, but she could no longer afford to have her hair done. She didn't feel that the beauticians at the facility knew how to do African-American hair and was tearfully resigned to not being able to have her hair done anymore. In addition, she had reached out to her family and friends and no one was willing to assist her. Seeing how upset she was, a knowledgeable staff person offered to come down to her room to help. Esther quickly took her up on the offer, and the next day the staff person did her hair. Esther was so pleased with the outcome that she gave her a big hug and a kiss on the cheek. Afterwards, Esther informed us that she was once a reputable beautician with her own salon and she studied under Madam C.J. Walker, the famous businesswoman and hair care entrepreneur who developed a successful line of beauty and hair products for African-American women. She told us that the staff member did an excellent job and that she has "angels" everywhere looking out for her.

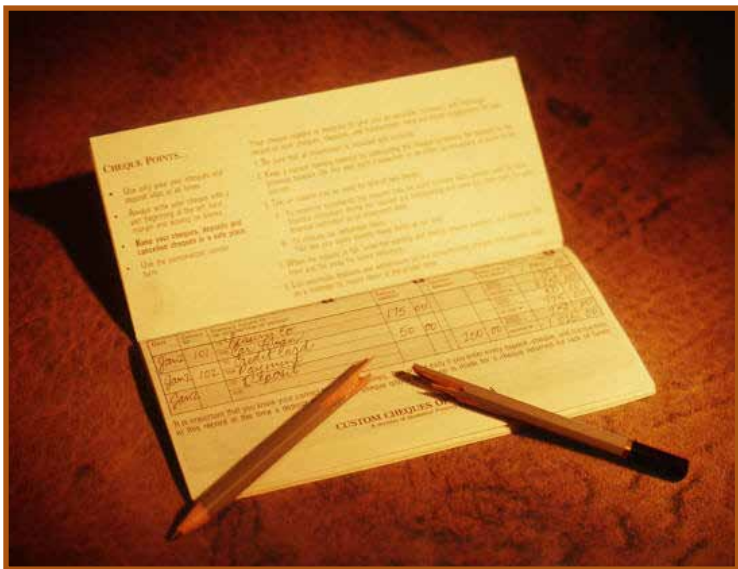
### WOLF CREEK CAMPUS

"Joe," an 84-year-old retired police veteran, had gained 70 lbs. due to swelling and came to Wolf Creek after having extensive surgery on his colon. At one point, the doctors at the hospital had told him he was near death and probably wouldn't live out the night. His wife, four daughters, and one son were distraught. After recovering from surgery, Joe was admitted to Lutheran Village at Wolf Creek's rehabilitation, needing total care. He wasn't able to stand or walk and had multiple sores all over his body. On the Wolf Creek rehab floor, Joe met a lot of residents and became friends with everyone. He was very pleased with the care he was getting from staff. Joe said the nurses were super, and he especially liked the care his aides have given him. He felt that each of the aides treated him as if he were the only resident in their care. Joe worked hard at therapy to accomplish his ambitious goals. He commented how clean the facility was and how he enjoyed the meals. Joe is a "meat and potato" man, who has come to enjoy quiches and casseroles. He has come a long way and plans on being strong enough to leave Wolf Creek at the end of the month. He has lost the 70 lbs. of weight and is now able to work towards using his walker on a daily basis. Joe enjoyed being at Wolf Creek, and said he couldn't have asked for anything better. He came here distraught and with limited hope, but because of the care he received, Joe states that he has a positive outlook for his future.



## HOUSING & COMMUNITY SERVICES

“Stewart” came to his housing site’s Service Coordinator with a medical bill for \$365.60. When the Service Coordinator reviewed the bill, she questioned whether the insurance company had properly covered the bill. With Stewart’s permission, the coordinator contacted the medical provider to discuss the bill and mailed a copy of the resident’s Medicare Summary Notice to the provider for review. After another conversation with the medical provider, the coordinator was informed that they were going to resubmit the claim. Stewart will likely owe only \$58 or less, saving him over \$300. While this may not seem like much to some, for our low-income residents, it can be the difference in eating for a week, paying for a costly medication, or being able to pay another bill.



## TOLEDO CAMPUS

“Tom” called the Lutheran Home at Toledo admissions office not knowing what to do. He knew to call us because several of his high school classmates have had positive experiences with the Toledo Home. Tom was concerned that he was unable to care for his wife and best friend. She needed a very difficult surgery at the Cleveland Clinic; however, her condition was declining rapidly. To make matters worse, his house had been broken into, which fueled his concern. The team at the Toledo Home admitted Tom’s wife and provided him peace of mind as he prepares her for the upcoming surgery. Tom is experiencing feelings of guilt and sadness because he never thought he would put his wife in a nursing home. The social service, nursing, and pastoral staff are able to provide the compassionate support for Tom during this difficult period.

## NAPOLEON CAMPUS

“Rebecca” was admitted to the facility after experiencing a medical complication that left her unable to return home following her hospitalization. This was Rebecca and her family’s first experience with the need for skilled nursing home placement, and they weren’t sure what to expect. Understanding that the family had some apprehensions and questions about her stay, the staff took extra time to help them feel comfortable. A care conference was scheduled on day two, which helped the family understand the plan of care and showed them that the facility wanted the best outcome for their mom. To everyone’s satisfaction, Rebecca was able to be discharged from the facility and return home. Rebecca and her family continue to voice satisfaction with their overall experience at Lutheran Home at Napoleon. Our staff was able to experience the success in Rebecca going home, along with the satisfaction of assisting her family to better understand and appreciate the services that our facility has to offer the community.

## FAMILY & YOUTH SERVICES

“Jake” was placed with LHS Family & Youth Services at the Wynn Home when he was 11 years old. He was lower functioning and extremely defiant towards all authority figures at home and school. He destroyed property including his own. Jake struggled with trusting others and understanding rules, as well as managing feelings about being abused and abandoned by his mother. His father was not consistent in his relationship with Jake, and this caused him great anger. But through the unconditional acceptance of Jake’s limitations and disabilities, Family & Youth staff was able to help Jake get prepared for a better future. He learned to better cope with his anger. As he trusted more, he became less defiant. Staff helped him put his relationship with his father in perspective, and Jake began to have periodic visits with him. After Jake graduated from high school, staff helped him transition to a less restrictive home in the community. Today, he is living semi-independently and has a full-time job. He requires a minimal amount of assistance with his finances and planning. He is a happy, productive young adult.