

Heritage Senior Living's Complimentary Industry Newspaper

Premier Issue! Fall/Winter 2018



HSL

HOSPITALITY

SAFETY

LIFESTYLE

The Senior Living Times



**Innovation: Heritage Looks
to the Future for Inspiration**

**Partnerships Create New
Avenues for Success**

**Senior Living Emphasis
Shifts to a Medical Model**

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The Future of Senior Living

Heritage Drives Change with Help from Staff and Partners

BY PIERRE VERGER

Chief Operating Officer

The senior living industry is changing rapidly. With the influx of new technologies and ideas, the future of the industry is unknown, exciting and ripe for innovation and change.



Pierre Verger,
Chief Operating Officer

Heritage Senior Living, a company that is currently at the forefront of the senior living industry in Wisconsin, is excited to be a driving force within this innovative whirlwind of change. We want to make the industry better for everyone – and we want you to join us in this endeavor.

A Resource for the Industry

That's why we're so proud to launch the first edition of the *Senior Living Times*. Our goal with this publication is to be a resource, sharing current industry ideas and trends, news, highlights and more.

We hope that other senior living and industry experts, along with our families and friends, will find the wonderful articles and ideas inspiring and will help them spur change in their own lives, companies and industries.

Inside these pages, you'll find stories from the thought leaders in our organization, who are happy to share with you the state-of-the-art initiatives that their teams are currently working on. You'll also find tidbits from our partners and providers, who are all doing their part to change the industry for the better.

Commitment to Quality

Heritage continues to professionalize practices throughout the organization – including creating separate IT and culinary/hospitality departments to meet the growing needs in those sectors – but nowhere has change been more apparent than in the clinical and quality departments.



The industry in general is shifting away from a social model, and Heritage is committed to driving the focus to a more medical model, where care and clinical standards become the priority. This new focus has, in turn, revolutionized the way each department at Heritage operates – a fact you will see again and again throughout this publication.

The culinary department, for instance, is finding new ways to meet clinical needs through nutrition (page 12), while HR is instituting unique training methods and educational opportunities to ensure our staff is properly equipped to meet our residents' changing care needs (page 10).

We've also put an emphasis on creating unique industry partnerships (page 8) that will further our goal of improving resident safety and quality of life. Add to this a unique array of resident programs (page 4) and a global perspective courtesy of international interns (page 9) and you have a great recipe for innovation!

HSL Vision

Heritage strives to be the Midwest's **premier provider of senior living services**, transforming the industry through innovation in care, employee development and resident lifestyle enhancement.

To achieve our vision we:

- Strive to deliver the highest **quality of care** within every Heritage community
- Provide **comprehensive and individualized care** to each and every resident
- Meet and exceed both the **cognitive and physical needs** of our residents
- Create a **comfortable lifestyle** for seniors based on **free choice, dignity and respect**
- Promote **innovation and centers of clinical excellence**

Submit Your Story

If you'd like to submit a story for consideration, please email our news staff at HSLnews@heritageal.com. We appreciate your submissions and are excited to see how your innovative ideas are changing the industry!

Heritage Hopes Program Makes Wishes Come True

Heritage's new Heritage Hopes program is similar in structure to Make-a-Wish and grants residents a chance to live out one of their dreams. Our residents have already submitted their wishes and the winners have been chosen! Now we get to make those wishes come true.

"I originally rolled out this type of program for seniors back in France, and the results were astounding," says Pierre Verger, Heritage COO. "In making residents' dreams come true, we were able to spark memories of times long gone and rekindle a sense of enthusiasm and joy. I'm so pleased to bring the same excitement to those at Heritage."

A K-9 Party

The first wish to be fulfilled came from Heritage at Deer Creek, where resident Leonard Lalko wanted to throw a party for Milwaukee Police and the K-9 unit. Lalko, who served as an MPD officer, got his wish – and more.

Heritage at Deer Creek arranged for the New Berlin Police Department K-9 unit, along with Leonard's friends and fellow veterans, to attend a celebration that also commemorated his 88th birthday! The event also served as a fundraiser for the New Berlin K-9 team, rais-



ing over \$1,000 to feed, train and care for two K-9 officers.

Chris Lalko, Leonard's son, had this to say about the event: "My father has some medical hurdles and things that he deals with on a daily basis, but I think [during the party], he put that aside and probably forgot all about that."

A Horseback Ride to Remember

Our second wish recipient was Suzanne Zielinski from Lincoln Village, who wished to go to a horse farm. In May, Suzanne, who used to ride and take care of horses as a young girl, was once again able to get in the saddle thanks to Helping Hands, Healing Hooves horse therapy. What an amazing experience!

MSP Celebrates 30 Years of Success

MILO PINKERTON

MSP/Heritage Founder and President
2018 marks 30 years since I founded MSP Real Estate, Heritage's parent company. It also marks the 18th anniversary of Heritage itself.



Milo Pinkerton
President and Founder of
Heritage Senior Living

In 1988, I borrowed \$12,000 from my dad to build an apartment building. That was the beginning of MSP Real Estate. A few years later, I began to see the need for quality senior housing in the area, so I decided to branch out into this new sector in hopes of providing quality housing and care. Thus, Heritage was born.

Now, MSP develops and builds all the Heritage properties, meaning we control the quality of our communities from the moment a shovel hits the ground to the daily management and care of our residents.

Heritage is now one of the premier senior living providers in Wisconsin. But we're not going to stop there! We aim to be the senior living provider of choice for seniors, a goal that, with your help, I know we can achieve.

Dynseo Provides Opportunity for Global Interaction

Twice a year, Heritage residents compete against other senior living communities worldwide in a modern battle of wits and wisdom utilizing a state-of-the-art e-health app called Dynseo. Dynseo, a partner of Heritage, provides games that help seniors improve memory, focus and concentration, maintain their reflexes, socialize with others and have fun in the process.

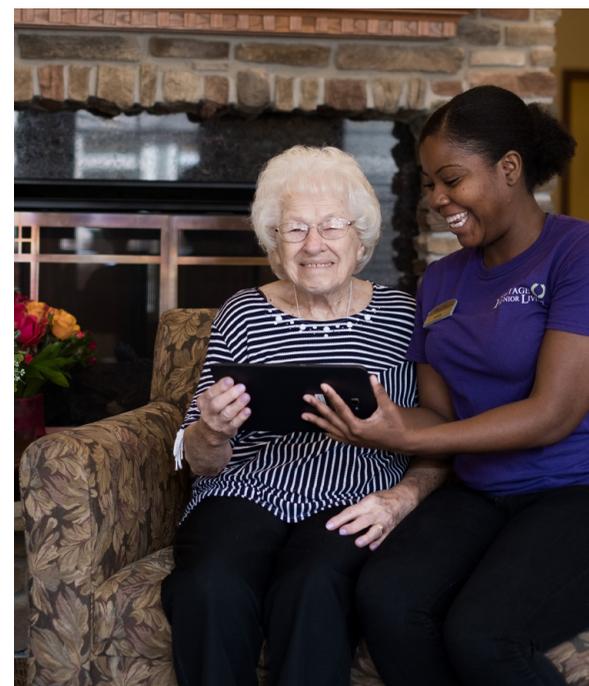
During the global competition, called the Dynseo Cultural Olympics, residents receive questions on general culture topics and answer as a team.

"Even at 80, seniors still love competition and 'fighting' for their team," says Justine Monsaingeon, CEO and co-founder of

Dynseo. "We wanted them to feel the team spirit, and to be proud of their group and of themselves."

Communities are also encouraged to submit photos of their residents playing the games. Monsaingeon hopes this simple move will help change the image many people have about nursing homes, showing that they can be fun and creative environments where residents are proud to live.

"For example," says Monsaingeon, "the American facilities were the first ones to add their flag in a picture. The impact was impressive, because the day after, all the French, Belgium and Swiss added their flags, as if to say 'We are also proud of our country!'"





Keeping Active at All Ages

Staying active as we age is a key component to staying healthy and fit, but the benefits of exercise go far beyond just staying healthy.

“Exercise helps seniors with strength and stability for activities of daily living,” says Brian Staude, fitness director of Innovative Health and Fitness, a health club based in Franklin, Wisconsin. “It also helps with cognitive health, chronic conditions, memory decline and overall outlook on life.”

Unique Exercise Programs

That’s why Heritage communities feature daily physical activity, from Flex, Fit & Fun to chair yoga and walking groups. We also partner with local

fitness centers to offer instructor-led group fitness classes – like our Heritage Hustle program, which we’ve developed together with Innovative Fitness.

The program, currently offered at Heritage Elm Grove and Heritage at Deer Creek, includes basic range of motion exercises to help with posture, and resistance exercises using resistance bands to help with upper body, core and leg strength. The goal is to help maintain and build muscle mass, while also increasing range of motion and helping with balance and stability.

Creating Real Change

And so far, the exercise program

seems to be a hit. After these classes, Staude says, “many of the seniors have said that they feel stronger, have more range of motion and feel better overall.”

Social Benefits of Exercise

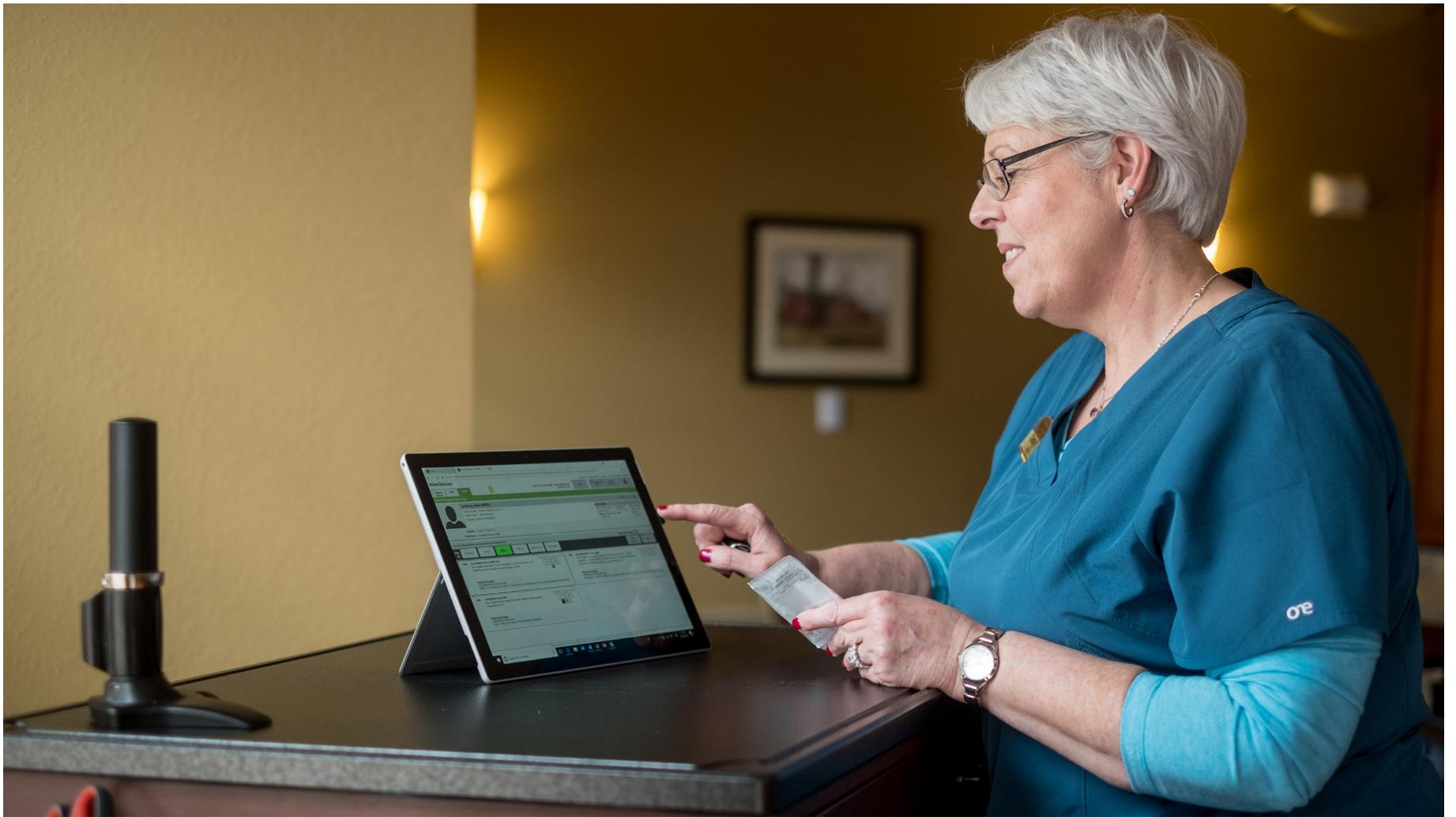
There’s also a social component to the classes, which are done in a group setting and typically draw large groups from throughout the community.

“As we get older, an active and social lifestyle becomes more and more important,” says Staude. “Exercise has so many benefits on your body, mind, mood and memory, and we are so happy that we can help our seniors with this.”

15-Minute Fitness

Micro-workouts of about 10-15 minutes have been shown to improve both heart health and endurance, as well as burn fat. Here’s a quick 15-minute session you can fit in any time!

- Climb a set of stairs or do lunges for 2 minutes
- Power walk at a brisk pace for 8 minutes
- Climb stairs or do jumping jacks for 3 minutes
- Walk briskly for 2 minutes



New Focus Emphasizes Medication Reduction & Improved Quality of Life

BY JAIME SCHWINGEL

VP of Quality and Clinical Operations

Providing residents with the best life possible is at the core of what we do. That's why Heritage is proud to be moving from a social model to a medical model, shifting our primary focus to fall more heavily on refining clinical standards, fulfilling medical needs and overseeing delivery of care.

Reducing residents' reliance on medication and preventing unnecessary hospitalization, for instance, are two of the goals set forth in our new approach, which will be made possible through a thorough set of policies and procedures, state-of-the-art care software and innovative non-medication and alternative therapies.

Implementing Nursing Standards

On a community level, our existing policies and procedures were recently overhauled after our quality and clinical teams completed

audits and a thorough review. Our new set of 219 policies and procedures ensures clinical excellence and unparalleled care at each site.



Jaime Schwingel,
VP of Quality and
Clinical Operations

Electronic Clinical Oversight

We've also recently invested a significant amount in technology and training, beginning with the move to PointClickCare (PCC). PCC, the leading e-health record software in North America, ensures better clinical oversight and monitoring of our residents. With PCC, nurses and RAs always have residents' important clinical information at their fingertips, allowing for more effective and efficient care.

"Having the ability to complete real-time charting provides accurate information," Aspire Director of Nursing Karen Redlin says of the software. "It's also easier for myself and my team to communicate."



Karen Redlin, Aspire
Director of Nursing

Preventing Unnecessary Care Transfers

Heritage has also adopted an additional component of the software, titled eINTERACT (Interventions to Reduce Acute Care Transfers), which is a comprehensive platform to help caregivers evaluate changes in a resident's condition. With it, caregivers can define care paths and review and analyze acute care transfers.

eINTERACT's tools allow Heritage to improve communication with hospitals, making it easier for hospitals to evaluate patients' conditions and ensuring clinicians have accurate information on patient care needs. Through this type of efficiency, eINTERACT promotes positive resident outcomes during transitions of care and helps prevent costly and unnecessary hospital readmissions.

Refining the Care Delivery Model

Heritage's continuous nursing care approach is overseen by a director of clinical operations and a director of nursing (both RNs) with community-level support from 24/7 LPNs and CNAs. A gradual shift in practices, paired with continued education, means

Heritage is moving away from RAs and more toward CNAs, further emphasizing their goal of professionalizing the industry.

Simplifying Medication Administration

According to the CDC, medical errors are the third leading cause of death in the U.S. Whether due to negligence, side effects or drug interactions, the risk of medical errors is real, but oftentimes goes unnoticed. As part of their mission to decrease medical risks, Heritage has been gradually transitioning medication administration into the hands of LPNs, rather than RAs. RAs' generalized focus means they often multitask, switching back and forth between med administration, care duties, food service and more. Concentrating med administration amongst LPNs allows these nurses to utilize their more precise knowledge and direct care focus to better oversee the process.

Pharmacy-Initiated Order Entry

Heritage's mission also includes forming innovative partnerships, like a recent one with Medication Management Partners (MMP), who specialize in medication management solutions for long-term care communities.



“Nearly 90% of senior living residents require assistance with managing their prescription drugs,” says MMP CEO Labinot Avdiu. “Considering the complexities and risks associated with poor medication management in senior living, it can be one of the more important aspects of the resident experience.”



Labinot Avdiu,
MMP CEO

This partnership has already led to successful initiatives, like MMP's M-Pak medication compliance packaging system, which breaks down medications by day and time of day they should be taken, as well as labeling

What is Quality?

Quality is a measure of excellence. The quality department sets specific, measurable targets to help us continually improve care.



them with the resident's name, directions for use and other important information. M-Pak has been shown to improve both distribution accuracy and medication adherence.

PCC'S electronic medication administration records (eMAR) provide another level of safety for residents and, as part of the MMP partnership, MMP has generated uniquely customized interfaces that integrate with PCC to further streamline the process.

Combined, these systems allow for a first-in-the-nation pharmacy-initiated order entry process, wherein prescriptions flow directly from physicians to the pharmacy, and are then sent directly to the community for nurses to verify and approve. When it comes time for administration, staff receive an actual printout picture of the medication and the resident to ensure they are distributing the right medication to the right person.

Toddy's Touch

Heritage has also developed a unique, individualized memory care approach called Toddy's Touch, which is named after the mother of the company's founder, who had Alzheimer's. This best practice approach focuses on individualized care plans and multisensory activities to encourage interaction and expression and build cognitive strength. It also incorporates Teepa Snow techniques to help caregivers connect with and comfort residents, as well Best Friends techniques pioneered by David Troxel, which help residents feel safe and secure.

“When a new resident joins our memory care community, a life enrichment specialist

interviews family members to create the resident's 'life story,' which includes memories and preferences that are woven into their care plan,” says Verger.

With the help of these life stories, as well as a thorough clinical assessment, each resident receives a customized dining and wellness program. Plus, staff regularly lead non-medication therapy activities, such as animal, spa, art, inter-generational and aroma therapies. They also utilize multisensory Snoezelen rooms to initiate sensory stimulations in the brain, which can promote feelings of calmness among residents.



Willima Vanderloop,
Wife of Aspire Memory
Care Resident

“We like the Snoezelen room because of the music and the peacefulness. It's very relaxing with all the beautiful pictures,” says Willima Vanderloop, the wife of Aspire Memory Care resident Paul Vanderloop. “I think it helps Paul when he is antsy or anxious to relax and just enjoy the time with me.”

Reminiscence Rooms

Last year, Heritage Monona revamped a private dining room into a 1950s diner-inspired reminiscence room. This type of therapeutic environment helps dementia residents tap into positive memories from the past, which, in turn, can calm them, increase their mood and help them communicate. Reminiscence rooms like this will soon be part of each Heritage memory care community.

Changing the Industry Together

Partnerships create new avenues for training, care



Without partnerships, there is no way we would be able to provide the high-quality care and services that we do. Therefore, creating and maintaining partnerships and relationships with health care and other industry leaders is a priority for Heritage.

“Ultimately, these partners help us to guarantee a consistently high quality of service within every one of our 15+ communities and provide comprehensive, individualized care to each and every resident,” says Pierre Verger, Heritage COO. “Our aim is to provide a lifestyle of choice for seniors, and our partnerships reflect that.”

University of Wisconsin-Milwaukee

The University of Wisconsin system turns out some of the best young professionals in the state, and Heritage is proud to have a unique partnership with UW-Milwaukee.

UWM’s Partners for Health program, which includes students from the health sciences, nursing and public health departments, has recently band-



Collaborate. Educate. Innovate.

ed together with Heritage for an intensive research partnership, through which students will study how various new technologies can improve life for seniors. Target issues include falls prevention, reducing loneliness, improving access to doctors and easing the transition

from home to a care community.

“We are thrilled to form this partnership with Heritage Senior Living,” says Kim Litwack, dean of the UWM College of Nursing. “As demand for health care services has skyrocketed, higher education has been challenged to provide the deepest, most robust training possible. This partnership and hands-on education opportunity are a key component of our answering to that challenge and a unique opportunity for our students to work with seniors in a community setting.”



Kim Litwack,
Dean of the College of Nursing, UW-Milwaukee

Their innovative research will have amazing practical benefits for residents throughout the organization – and potentially throughout the world – while also preparing these students for success in a real-world health care environment.

“Working in a senior living community offers our students a relevant research environment in which to evaluate the best tools from the wave of tech-

nology options available,” says Ray Fleming, interim dean of the UWM College of Health Sciences.

Dynseo



As part of Heritage’s partnership with Dynseo (page 4), Heritage is working directly with the Paris-based company to develop questions and content specifically geared toward U.S. audiences. This close partnership between the companies allows Heritage to help develop personalized brain training content geared specifically for their residents’ needs and interests.

“Partnering with Heritage has been so helpful!” says Justine Monsaingeon, CEO and co-founder of Dynseo. “Thanks to their feedback we can improve our apps and develop better products adapted to the senior living facilities in the U.S.”



Justine Monsaingeon,
Dynseo CEO

“This partnership is a huge step forward,” says Verger. “Not only do we get to bring our residents high-tech brain training software that’s been personalized to their need, but we also get the chance to reach out across the world during Dynseo’s twice-yearly Olympics and connect with residents from all over!”



Ray Fleming, Interim Dean of the College of Health Sciences, UW-Milwaukee



Interns Create a Global Culture

Heritage draws staff from France and beyond

Heritage Senior Living is stepping out of the box when it comes to hiring interns, opting for international hires who can bring a young, fresh perspective to the senior living industry in the States. Heritage recently welcomed two interns pursuing master's degrees at Institut d'Administration des Entreprises (IAE) in Limoges, France, who lent their expertise to Heritage's human resources team and clinical/quality department.

This isn't the first time Heritage Senior Living has ventured beyond the country's borders to recruit up-and-coming interns. The international internship program debuted last year, when Etienne Ramet joined the team for a 3-month marketing internship. Ramet, who was attending the Kedge Business School in Bordeaux, France, for a master's in business administration, put his industry knowledge to use performing and analyzing critical market research for each of the company's communities.

With the success of Ramet's internship, Heritage decided to expand the program in 2018, welcoming two young master's-level students. Julie Menudier, who is studying health care business management, contributed her modernized business knowledge to the HR department, and Anne-Gaelle Lethiais, a nurse who is studying health care and related clinical sciences, lent her expertise to clinical and quality matters.

Menudier assisted the HR department by comparing the differences between senior living caregivers, CNAs and LPNs in France versus those in the U.S., utilizing her findings to propose innovative ways to attract and retain more employees.

"My internship at Heritage was very important to me," says Menudier of her experience. "I improved my English, discovered American culture and learned more about the American social and health care systems. This experience has allowed me to grow both professionally and personally – and I was able to meet some wonderful people."

Lethiais put her health care knowledge, nursing experience and international perspective to use by helping roll out the company's performance improvement projects to prevent unnecessary acute care transfers and re-hospitalizations, particularly utilizing the company's



Julie Menudier,
HR Intern

new eINTERACT tool (page 6).

"Having the opportunity to work and live in an open-minded, multi-ethnic city was a dream," she says. "It has given me practical training in teaching and business administration, as well as teaching me the importance of taking initiative."

According to Alain Menudier, studies director at IAE, his students have benefited on multiple levels from these internships, from improving their English skills and cultural acumen to acquiring a better understanding of American management styles and labor laws.

"Getting international experience is essential for [students'] future careers," he says. "It will help them master other languages, show them the way people work in other countries and will give them the necessary tools to adapt to multiple situations in their professional life."

As part of this ongoing international internship program, Heritage will continue to welcome students from France and beyond who will assist throughout the company – including a current opening in the culinary/hospitality department – providing new perspectives and modernized industry acumen that will help Heritage achieve its vision of becoming the Midwest's premier senior living provider.



Anne-Gaelle Lethiais
Clinical/Quality Intern



Meet Michelle Carter, Heritage Monona Executive Director

"The most rewarding part of the job is that it allows me to **directly impact the lives** of our residents, families and staff. Even if it's just saying 'hi' to residents in the morning, I know I am **actively contributing to their quality of life**. And I treasure the interactions. Some days, I think they make more of a difference in my life than I do in theirs!"



Training Gets a New Look

Staff get many avenues for education and advancement

BY CYRILLE BUISSON
Director of Human Resources

At Heritage, our employees are the cornerstone of our communities. Without their dedication and compassion, we wouldn't be able to provide the amazing care and services that our residents have come to expect from Heritage.



Cyrille Buisson,
Director of
Human Resources

That's why providing proper training, as well as frequent opportunities for growth and advancement, is so important to us. In this vein, Heritage is in the process of overhauling its staff training and educational programs, opting for in-house classes with a certified expert, as well as an

LPN scholarship program, to give our caregivers a more thorough, tailored training experience.

Our In-House Expert

The transition began with the July promotion of Jan Zimmerman, to director of education and skill development.



Jan Zimmerman,
Director of Education
and Skill Development

Zimmerman, formerly Heritage's dementia specialist, joined Heritage in 2016 and has since overseen the continued education of our memory care staff, as well as ensuring that staff, residents and family members have the resources they need to deal with the difficulties of dementia.

In her new role, Zimmerman will provide training for all new CBRF staff on medication administration, standard precautions, fire safety and first aid and choking. This will be a change from the current model, wherein staff are taught by an outside trainer, and will allow us to create a truly Heritage-specific training program.

Zimmerman will also provide ongoing education for existing employees, monitor employee continuing education units and work with nurses throughout the company to promote quality assurance and fulfill extra-neous training needs.

"Education is vital to providing quality care, understanding challenges and creating a culture of caring," she says. The ultimate goal is to ensure that all employees have the knowledge necessary to provide excellent care and

service to each of our wonderful residents.

Career Path

Zimmerman's promotion is part of a larger campaign to transform the Heritage care staff. Ultimately, the goal is to have all resident aides become certified nursing assistants, which will require them to complete additional training and pass a certification test. That training will be completed in Heritage's HSL University, an on-site CNA training center headed by Zimmerman.

"Not only is this a great opportunity to help these caregivers further their careers, but it will also allow us to guarantee a consistently high quality of service within every one of our communities," says Pierre Verger, Heritage's COO. "One of our goals in the coming years is to truly professionalize the industry, creating a highly educated and dedicated care staff that can meet and exceed our residents' cognitive and physical needs."

LPN Scholarship Program

Select CNAs also have the opportunity to become LPNs through Heritage's new LPN scholarship program, Milo's Fund, named after the company's founder and CEO, Milo Pinkerton, who put \$100,000 into the fund to help CNAs further their education.

"Heritage wouldn't be where it is today without our dedicated staff," says Pinkerton, "so this is my way to say thank you, while also

reinforcing our goal of professionalizing the industry."

Through the program, Heritage pays 75% of the total cost for CNAs to complete the 12-18-month LPN program at an approved institution. The program is open to CNAs with more than 12 months of experience who have been with the company for at least a year and is a great opportunity for our caregivers to further their education and career.

Heritage is also pioneering a CNA scholarship program, whereby RAs receive their CNA certification through a nearby technical college. Currently seven RAs are enrolled in this program.

Relias and Daily Care Focus

Heritage has also improved training on a day-to-day basis, utilizing the innovative Relias software to provide relevant educational content created by subject matter experts, which is delivered online. The software allows us to identify gaps in knowledge and provide tailored training.

"Relias refreshes skills that we utilize on a day-to-day basis," says Constance Krahn, an Aspire CNA. "It's easy to follow and

the trainings are simple to navigate. And it teaches you everything from overall workplace safety to different approaches to help residents with Alzheimer's."

Heritage also utilizes daily flash trainings, which ensure staff is always up-to-date on policies and procedures and has frequent refreshers on important subjects, including best practices and care methods.

Mentorship Program

Ensuring that our new caregivers are successful is of the utmost importance. That's why Heritage has recently initiated a mentorship program whereby seasoned staff members train and assist new team members. Ultimately, this program helps improve our new caregivers' knowledge and quality of service, while giving our mentors a chance to demonstrate leadership.

Buba Drammeh, a Heritage Monona resident assistant and current mentor, says, "Mentoring others has enhanced and strengthened my leadership skills, while also helping facilitate my own professional growth."

Together, these trainings and opportunities help us create a positive environment where both employees and our residents can thrive.



Constance Krahn,
Aspire CNA



Buba Drammeh,
Monona RA and Mentor

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Nutrition: An Essential Part of Care

Culinary program focuses on happiness and wellness



BY ANTONIO EVANS

Regional Director of Hospitality and Leisure

Nutrition is an intrinsic part of a multidisciplinary care plan. A well-planned, delicious meal not only nourishes the body, it creates joy and excitement and a sense of togetherness between neighbors, family and friends.



Antonio Evans,
Regional Director of
Hospitality and Culinary

Heritage places an emphasis on creating these types of culinary experiences. From hiring talented chefs at our communities to melding taste, texture and nutrition into delectable dishes, Heritage aims to make mealtime a true celebration of the senses, while also making it healthier and more clinically focused.

Each Heritage community features its own on-site restaurant, where chef-prepared

meals are served restaurant-style and feature made-from-scratch dishes. The menu cycle ensures plenty of diversity in meal selection, as does our premier menu and our always available menu options.

Ensuring Palatable Textures

Texture is often just as important as taste – especially for seniors, who often find it difficult to chew or swallow, or may require pureed diets. We therefore do our utmost to ensure that the intrinsic factors of food – including texture, appearance and quantity – remain appetizing no matter the restrictions.

Multidisciplinary Menu Planning Team

Nutrition for seniors is continually changing. The senior living industry in general is transitioning over to a clinical model, and we're constantly learning more and more about health and nutrition amongst seniors. That's why all of Heritage's menus are overseen by a certified dietitian in coordination with our clinical team and food provider, and each

meal can be altered to accommodate dietary restrictions.

Recognizing and Meeting Health Needs

Going forward, clinical and dietary components of care will be integrated with Heritage's health record system to ensure that individual dietary needs are met. If an individual requires more protein, for instance, or better hydration, everything will be noted in the system so that both dietary and care staff members can work together to fully meet – and track – our residents' unique needs.

“From osteoporosis and weight loss to malnutrition, dehydration and muscle loss, seniors are at risk for many conditions that need to be taken into consideration when forming a meal plan,” says Jaime Schwingel, Heritage's VP of quality and clinical operations. “With our system, our clinical team can make note of these issues and our culinary staff can form personalized nutrition profiles and customized meals for each resident.”



Pickled Vegetables

INGREDIENTS

For the pickled vegetables:

- 2 cups white balsamic vinegar
- 2 tbsp. kosher salt
- 4 tbsp. pickling spice
- 4 oz. red potato, sliced
- 4 oz. butternut squash, sliced
- 4 oz. mini cucumber, sliced
- 4 oz. rhubarb, sliced lengthwise
- 4 oz. carrot, sliced
- 4 oz. turnip, sliced
- 4 oz. baby radish, quartered
- ½ sliced serrano chili
- 4 oz. mini peppers, sliced
- 1 oz. arugula

For the bacon maple mustard jam:

- 1 lb. smoked bacon, diced
- 1 qt. maple syrup
- 2 cups finely diced shallots
- 1 cup apple cider vinegar
- 1 cup whole grain mustard

INSTRUCTIONS

For the jam: Sauté bacon until it begins to render; add the shallots and cook through. Add maple syrup and apple cider vinegar and cook over medium-low heat until reduced to the consistency of slightly thick syrup (will stiffen more when cool). Fold in the whole grain mustard; set aside and let cool.

For the pickled vegetables: Bring balsamic vinegar, two cups cold water, salt and pickling spice to a simmer for 30 minutes. Blanch the potato and butternut squash.

Combine all the vegetables in a bowl; strain the warm pickling liquid over the vegetables and refrigerate for 24 hours. Toss with the arugula and serve with bacon maple mustard jam on the side.



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Giving Back through Milo's Fund

BY MILO PINKERTON

MSP/Heritage Founder and President

Heritage and its parent company, MSP Real Estate, have come a long way since their founding. Because of this success, I'm proud to be able to start giving back through a program called Milo's Fund, which will help both families in need and our dedicated staff members.



Milo Pinkerton,
President and Founder of
Heritage Senior Living

Family Fund

The Family Fund will help families who are running out of money, allowing them to live with us longer. Not only will this help ease their financial burden, but it will also allow us to continue providing high-quality care without interruption. Ensuring that seniors have access to the care they need when they need it is part of our larger vision to transform the industry for the better.

Scholarship Program

I have also put money into an employee scholarship fund, whereby caregivers can become LPNs (page 11). This is a great opportunity for some of our excellent staff members to pursue their dreams, while also helping our residents by ensuring they re-



From left: Jaime Schwingel, vice president of quality and clinical operations; LPN scholarship recipients Laura Gauer, Tanisha Williams-Hayes and Sara LeBeau; and Jan Zimmerman, director of education and skill development. (Not pictured: LPN scholarship recipient Tysheanna Jackson.)

ceive care from expertly trained staff.

Current LPN scholarship recipients include:

- Sara LeBeau (Lincoln Village), who is currently enrolled at MATC
- Tysheanna Jackson (Monona), who will begin in spring 2018
- Tanisha Williams-Hayes (Waukesha), who is currently enrolled at MATC

- Laura Gauer (Lake Country), who is currently enrolled at MATC

I wish them the best of luck in their schooling and am excited to see where this leads them!

If you would like to donate to either of these funds, please **contact Tess Burnham at tburnham@msphousing.com**.

Coming Soon: Rehab Retreats and Adult Day Centers

Not all area seniors need – or want – to be part of a community. Some need a little extra care after a surgery, while others may just need a place to go during the day. In the coming months, Heritage will begin rolling out specially developed programs for these types of seniors, beginning at Heritage Muskego.

Rehab Retreats

Heritage's Rehab Retreats will be geared toward recovering individuals, like those who've recently had knee surgery, and will feature premier services and amenities that go beyond the typical senior community stay. Offerings may include:

- Salon and spa services, including manicures and pedicures
- Therapeutic massages
- Fully furnished luxury apartment with a kitchenette
- On-site occupational and physical therapy
- Customized nursing plan
- Surgeon visit once a week

- Weekly housekeeping and laundry
- A premier menu of chef-made meals
- Coordinated activities and outings

Heritage Muskego already has four rooms set aside for these rehab retreats, with other communities set to follow.

Adult Day Centers

For those who require assistance during the day or are simply in need of companionship, Heritage may soon have a solution: adult day centers. The day center program will allow caregivers to go about their day with the peace of mind that comes from knowing their loved ones are well taken care of.

For more independent seniors, we will offer a gamut of activities, exercise classes, outings and meals, with some health-related services available. This more social day center is perfect for those mostly autonomous individuals who need a little more socialization.

For those who need a little more help, a more health-focused option will be available and will allow seniors to maintain their autonomy while strengthening their bodies and minds. The program will include both physical and cognitive therapies to improve health and wellbeing and reduce the risk of health issues, complications or falls. It will also include thorough clinical monitoring, as well as activities.



Heritage Opens in Muskego

New community provides continuum of care, state-of-the-art amenities

BY MARK HAMMOND

VP of Construction and Development

Heritage Senior Living recently opened a new, state-of-the-art community, this time in the city of Muskego. The two-story, 108,000-square-foot community, which opened its doors to independent residents in October, features a total of 108 units and is located at S63 W13694 Janesville Road.



Mark Hammond,
VP of Construction and
Development

‘Compliments the community well’

“There is a growing need for senior living and services in Muskego and the surrounding area,” says Muskego Mayor Kathy Chiaverotti. “The Heritage facility is very attractive and compliments the community well while providing for the growing need. On behalf of the City of Muskego, I warmly welcome Heritage Senior Living to the community.”

Continuum of care

The community offers a full continuum of care, with a mix of 29 independent apartments, 36 assisted and enhanced assisted living apartments and 43 memory care suites. This continuum allows residents to age in place as their health care needs change.

A lifestyle of choice

“Like our other recent communities,” says Heritage COO Pierre Verger, “Heritage Muskego is geared toward the new generation

Join us for our Grand Opening!
Saturday, December 1, from 10 a.m.-2 p.m.
For more information, call 414-425-7155.



of seniors in the area, who are seeking an independent lifestyle paired with premium amenities, luxury services and just the right amount of personalized care. We’re thrilled to be bringing the Heritage brand of personalized care and premium amenities to seniors in the Muskego area and surrounding communities like Hales Corners and Franklin.”

Premier amenities and services

Each apartment features natural stone and wood finishes, stainless steel appliances, high-quality cabinetry, granite counter tops, large windows, walk-in showers, heated floors and other luxury touches.

Here’s a quick look at some of the convenient amenities residents and their families can enjoy:

- Warm-water pool
- Theater with club seating
- Fitness center and therapy services
- Salon
- Pub
- Convenience store
- Outdoor patio with a fire pit and gas grill

They also enjoy our high-quality culinary program and wide array of life enrichment activities, which allow them to maintain an active and social lifestyle.

LOCATIONS



**Lexington Heritage
(Greenfield)**



**Heritage at Oakwood Hills
(Eau Claire)**



**Heritage at Deer Creek
(New Berlin)**



**Lincoln Village
(Port Washington)**



Heritage Court Menomonee Falls



Heritage Court Eau Claire



Heritage West Allis



Heritage Monona



Heritage Middleton



Heritage Elm Grove



Heritage Court Waukesha



**Aspire Senior Living
(Kimberly)**



**Heritage Lake Country
(Hartland)**



**Heritage Muskego
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