

THE MESSENGER

FALL 2017



Deb Schroeder, Bartels President & CEO, was recently awarded the LeadingAge Iowa 2017 Excellence in Leadership Award. The recognition, given in honor of her outstanding leadership and tireless efforts in addressing resident service needs, added benefits for employees, living the mission and enhancing the vision of Bartels, was presented at the LeadingAge Iowa Conference.

Deb takes a long-term view and acts as a catalyst for innovation organizational changes, builds a shared vision with others; influences others to translate vision into action and anticipates issues and opportunities. Deb was one of the first CEO's in Iowa to recognize the need to have a Board with not only a diverse background but also backgrounds that would complement the needs of Bartels as it continued to grow and meet the demands of increased regulation. One of the first things Deb did was to harness the energy of her Board and the local community, and through fundraising and community support, Bartels was able to build a new nursing facility, assisted living and independent living facility. Bartels was one of the first organizations in Iowa to understand the need to modernize their campus as well as to provide a full continuum of care. Many other organizations watched on the sidelines as Bartels took the lead and many later followed the same path. Under her leadership since 1995, her vision for the future of Bartels has resulted in numerous campus changes for resident care including the addition of Evergreen Arbor (dementia specific unit), Linden Place (Assisted Living) Eisenach Village (Independent Living), Skilled Nursing and Rehab, Bartels-At-Home (in-home chore services) and Assisted Living Memory Care which is currently under construction. Under her direction, the Bartels Board has approved a \$23 Million campus expansion in response to the needs in senior care.

She identifies and analyzes problems and makes logical decisions, exercises good judgement, anticipates the impact and implication of decisions, and applies creative solutions based on new insights to make organizational improvements. Deb transformed Bartels' relationship with its employees. Prior to Deb's involvement, the employment relationship was poor and Bartels' staff had recently unionized in an attempt to better their working conditions and compensation. Bartels now enjoys a much lower than average employee turnover (based upon IME cost report statistics) a higher staffing level and maintains good relationships with all employees. Deb's focus on creating an employee-focused organization has resulted in the addition of group health insurance, life insurance, short-term/ long-term disability, voluntary life, dental and vision insurance and an employee retirement plan. Along with establishing employee benefits, Deb demonstrates effective interpersonal skills that enable consideration of and response to the needs, feelings and capabilities of those she supervises. She encourages cooperation within the team environment and manages conflict effectively in a positive and constructive manner.

Bartels is recognized by the local community as being a leader in providing senior care. The community responds in-kind by providing substantial support as a means to help offset the Medicaid payment deficit. For over half a century, Bartels has provided a loving, caring, Christian home for senior adults. The Bartels Chaplaincy program anchors this treasured service. To protect this service and ensure its future, Deb was instrumental in establishing the Chaplaincy Endowment in 1997. Today it has grown to over \$2.2 million. Bartels has grown in assets from \$6 Million in 1995 to \$39 Million today.

Because of these efforts, Deb has earned respect and gratitude of those for whom and with whom she serves. As peers whom Deb has inspired and motivated to service, we congratulate her for receiving the 2017 LeadingAge Excellence in Leadership Award.



TAKE TIME TO DO WHAT MAKES THE SOUL HAPPY!

As a young child, Edna Vosseller, affectionately known as Eddie, rode her pony to country school in Bremer County. She soon found, that horses were her passion. Although dementia has affected Eddie's memory, there's a twinkle in her eye when she hears her son Cal mention Blackie and Midge, her childhood ponies. She recalls that she simply had to say "giddyup" and off she would go. Edna graduated from Waverly High School in 1947



and later, married her high school sweetheart, Jim Corson in 1951. Their marriage was blessed with three sons: Cal, Steve and Carter. "Dad was busy with the family business so Mom was the one who shaped, molded and disciplined us," states Cal. "Sometimes, it seemed, she could control her horses better than the three of us, but she had a great influence on our lives."



Edna with her horse Chal Rogatt

Another recollection is prompted with the mention of her horse show trips as an adult. Off she'd go with her friend, Dorothy, for events as far away as Canada. She was proud to remember that she'd had two horses place in the National Top Ten. Another memory triggered at the mention of Dolly. And, Trixie, the palomino used for teaching her sons to ride, prompted Eddie

to remember how she instructed her sons. "I'd tell them if the pony bucks you off, you get right back on," she recalls. The gentle, persistent and unconditional love that she shared with her horses was duplicated in the relationships with her sons as she instilled confidence and a good work ethic. "If we'd make a mistake, she'd tell us to get back out there and make a better decision," says Cal.



Above: Edna with her son Cal



Edna and her husband Jim

“I guess I was just cut out for that,” says Eddie as she reflects on her love for animals. German short hair and Danish short hair pointers that ran water and field trials played an important role in her life. And, most recently, a lively black lab, Eda Mae, is her namesake. Training as a service dog for Retrieving Freedom, Eda Mae will be placed with a disabled Veteran or a child with autism.

Eddie is a resident in Evergreen Arbor; Bartels’ Memory Care Community. Cal recalls how the decision was made: “In October of 2016 it was evident that mom could not live safely in her own home. We convinced her that maybe she could go to Bartels for a brief convalescence. Mother agreed and the rest is history. Mom is happy in Evergreen Arbor and feels safe. Because of Bartels, her three sons and families who live in Waverly can visit her often. We are very appreciative of the loving care she is receiving right in our backyard. Eddie misses her ranch, the woods and living on the hill, but realizes it is being well taken care of by her three sons. Mother is happy so we are happy. Now as we approach a year since becoming a resident of her new neighborhood, Mom is indeed at home.”

“I love Eddie’s bubbly mood,” states Becca Friis, CNA. “We talk about Taji; the horse painting on her wall, and she frequently reminisces about her boys. She loves music therapy, socializing and especially is eager to see Lucy, the pet therapy dog. Even Otis, the resident cat, earns her attention.” When asked about her life at Bartels, she replied, “It’s good. Everyone is so kind to me and the coffee is darn good!”

Horses, dogs, cats. Animals are her passion and that fits right in with the family mission statement proudly tattooed on Cal’s arm: Faith, Family, Friends, Passion. That’s the Corson way.



Edna with her three sons

EICHHORN HAUS

Eichhorn Haus residents donned the special glasses to catch a quick glance at the eclipse as the clouds briefly parted. Others watched the eclipse on the TV in the dining room as it was shown from various locations around the United States.

An Hawaiian Luau was the event for August. Residents assembled chicken, beef, and shrimp kabobs for grilling and sweet corn, potato salad, fruit kabobs, and Hawaiian punch completed the meal. Festive Hawaiian props provided a fun opportunity for photos

A day trip to the John Deere tractor assembly plant in Waterloo gave residents a chance to view the big tractors up close and learn how the tractors are assembled along with fun facts about the company.

Eichhorn Haus is preparing to celebrate its 30th anniversary in October. The day's agenda will begin with a special noon meal and late afternoon entertainment, appetizers and drinks will finish up the day. To commemorate this milestone, a group photo of the residents will be framed and hung in the Eichhorn Haus lobby.



LINDEN PLACE

The leaves are falling and the apple cider is on—Linden Place is ready for fall! “We’ve had a busy summer, chock full of fun events and outings, but we’re all looking forward to the cooler temperatures and beautiful scenery that fall brings,” states Chelsea Petersen, Linden Place Director. “June began with the planting of a monarch butterfly garden near the gazebo. The jury is still out if we have enough green thumbs to see it come to fruition!”

In July, Linden Place made their grand debut at the Bremer County Fair. Our group project, a pallet flag, received a blue ribbon and Aurae Heidemann’s wreath and basket weaving earned her two pink honorable mention ribbons! We are so proud of all of their talents and it reminds us each day how blessed we are that they chose us [Bartels] to share a part in their life!

Millie Liddle, Resident Assistant, kept tummies full by sharing her sweet corn with everyone! We’re thankful to have been able to enjoy fresh sweet corn many evenings in August! With the unseasonably warm temperatures we experienced in September, we celebrated Grandparents Day with an ice cream social! Between bike rides, visits to local tea rooms, and rides in the country, we’ve covered many miles this summer!



THANKFUL PUMPKIN

Thanksgiving -- the holiday devoted to being grateful for the abundance of blessings we have. This year, Bartels staff will start a new tradition of the Thankful Pumpkin; a way to stop, focus and be intentional about counting our blessings. It's all about family, faith, friends, good food, and celebrating together all that we have. All it takes is a pumpkin, a permanent marker and a heart full of gratitude.

Enjoy this season of thanksgiving.



UPCOMING WORSHIP SERVICES

All Saints Memorial Service: November 5th:

3:00 pm in Good Shepherd Chapel

Veterans Service: November 10th:

10:00 am in Good Shepherd Chapel

Thanksgiving Service: November 22nd:

10:00 am in Good Shepherd Chapel, 3:00 pm in EH Dining Room

Christmas Eve Service: December 24th:

Regular times for Sunday morning services

2:30 pm Good Shepherd chapel

4:00 EH Dining Room

BARTELS TRICK OR TREAT NIGHT

- Tuesday, October 24th
- 6:00 - 7:00 p.m.
- Children through 4th grade are welcome
- Wear a costume and bring your own bag
- Enter from the Green Entrance (Evergreen Arbor parking lot off of 20th street)
- Freewill donations accepted to help cover costs
- For everyone's health and safety; please do not visit if you or your children are ill.



EMPLOYEE SPOTLIGHT

Kara Groen, MA, MT-BC joins Bartels as the new Leisure Service Team Leader. A Waverly native, she now resides in Shell Rock with her husband Marc and two children - Michael (11) and William (7.) Groen is a graduate of Wartburg College where she earned her bachelor's degree in Music Therapy/Music Education. She later attended graduate school at the University of Iowa where she specialized in music therapy for aging adults and in end of life care. She has more than 17 years experience as a clinician and music therapy instructor traveling and working with families and facilities throughout the state of Iowa. "My career as a music therapist, however, began here at Bartels so Bartels holds a very special place in my heart. The campus is beautiful and inviting, but it is the residents and the team at Bartels that makes it a truly special place." Groen is dedicated to providing high quality individualized care and programming that is both interesting and meaningful to the residents and families with which she works. "I am so pleased to be a part of the team at Bartels and am honored to have the opportunity to contribute to the quality of life for those who reside here at Bartels."



MEDICARE CHANGE

As you may have heard, your Medicare number will be changing in 2018. This is to safeguard personal information associated with the current Medicare number system. Please bring a copy of the new Medicare number to Bartels to update our records.

Don't forget about our auto pay option. Payments are deducted from your bank account around the 15th of the month. This saves time and postage associated with writing checks!

For those residents with Medicaid assistance, don't forget to turn in copies of Medicare supplement premium increases either to the Business Office or fax directly to DHS at 515-564-4040 to make sure proper credit is received.

If your loved one's balance is around \$10,000 or below, please make an appointment with Melissa Holthaus to discuss the Medicaid program. She can be reached at 319-352-6566.

Thank you!

MEDICARE HEALTH INSURANCE

1-800-MEDICARE (1-800-633-4227)

NAME OF BENEFICIARY
JOHN DOE

MEDICARE CLAIM NUMBER
000-00-0000-A

SEX
MALE

IS ENTITLED TO
HOSPITAL (PART A)
MEDICAL (PART B)

EFFECTIVE DATE

SIGN HERE →

BIKES AT BARTELS: A NATURAL COMBINATION

By Kathy Sundstedt

It's only natural. In a state with the oldest, largest, and longest bicycle touring event in the world; a state with 256 trails totaling 2,265 miles, it's only natural that one would find riders pedaling well into their sunset years. Bartels residents and staff, part of Waverly's cycling community, pedal with contagious enthusiasm on some very special bikes.



The Bikes

Like riders, bicycles come in many colors, sizes, and designs. Bartels purchased two unique Velo Plus bicycles from All Ability Cycles in Jefferson, Iowa, a company that specializes in bicycles for those with special needs. Manufactured by the Van Raam Corporation, which boasts a 96-year old employee—the oldest in the Netherlands, accessibility is key, and “Let’s All Ride” is their motto. The unique bicycles built-for-two get a lot of use at Bartels. About half of Bartel’s residents have taken a ride. With a ramp lift, wheelchair residents can be safely strapped on front without transfer from their chairs, a process that takes only a few minutes. The bike has a hand bell, three speeds and an electric power assist to tackle inclines.

Bikes and Benefits

“Bob really enjoys the bike. He can’t participate in a lot of activities due to problems with coordination, but this is one thing he thoroughly enjoys,” says wife Mary Dorpinghaus.

Resident Gracia Harms was an early fan of the bikes, and enjoyed a ride around Wartburg College campus, her alma mater. “Wartburg was an important part of my life. It was good to see the campus again,” she said. Leisure Services Team members Barb Wagner, Abby Foster, Rachel Cashman, and Diana Oltmann provide some of the pedal power behind the handbrakes.



They embrace the project, and it's obvious they enjoy this part of their day's schedule. But with characteristic modesty, no team member admits initiating the idea. "All we had to do was see the resident's faces and hear their giggles, and we were sold on this idea," says Leisure Team member Wagner. Now that there are two bicycles, staff and residents can benefit from the camaraderie of biking, as well as the fresh air and fitness, all health essentials. "For a lot of the residents in the Memory Unit this is one of the few ways to get outside safely," added Cashman, from Leisure Services staff at Evergreen Arbor. Resident Charles Graham, at Bartels while recovering from a stroke, has ridden many times and allowed me to take him for a spin. We didn't get too far, but he was smiling as I discovered that the bike bell was a useful way to let staff know I needed more know-how to tackle an incline. Abby Foster, with a good deal more practice, rode around the campus with ease, while Rachel Cashman recorded the event on video. The Bartels staff encourages family members over age 18 to use the bikes when they visit, and will provide a short tutorial and helmet. It's a great way to visit the well-maintaining grounds of the Bartels Community and Eisenach Village. This fall, Wartburg students will provide some pedal-power and get to meet residents, too.

Quilt Raffle For Fun 2 Go Bicycle

"The residents and the staff love the bikes!" says Barb Bridges, Bartel's Vice President for Development and Marketing. Plans are underway to purchase a third bicycle, this one with a different, side-by-side design. The Fun 2 Go bike will enable those who can pedal to do so independently, and provide the feel of really riding a bicycle. To fund the new bike purchase, Leisure Services team member Barb Wagner stitched two twin-sized quilts with matching pillow shams for raffle. One quilt, red and gold with an ISU motif, was long-armed by Jen Nevenhoven of Aplington. The gold and black University of Iowa quilt was pieced by Wagner, with long-arm work provided by Holly Fokkena of Prairie Rose Quilts. Winners of the quilt raffle were announced on September 1st.

Waverly: A Biking Community

Waverly has served as an overnight city three-times (1980, 1999 and 2014) for RAGBRAI (The Register's Annual Great Bike Ride Across Iowa). With that credit and the Rail Trail since 1997, Waverly has some serious bicycling credentials. The new bicycles at Bartels make Waverly a biking community for all ages and abilities.



WALK TO END ALZHEIMER'S

The End of Alzheimer's Ends with Me...and You

By Kathy Sundstedt

Try this: Gather six friends for conversation. Ask if a friend or relative has a memory-related disease. You'll hear about aunts, parents, friends, spouses or neighbors who no longer know their children, recognize their spouse, or know what to do with a book or spoon.

It's that common: Iowa is ranked fifth nationally in percentage of people with Alzheimer's. And there's no cure. Not yet, anyway, for a disease that directly affects five million Americans and their 16 million caregivers. That's where Team Bartels and the Walk to End Alzheimer's story begins.

Team Bartels includes staff, residents, families, caregivers, and anyone interested in drawing attention to Alzheimer's disease and supporting research for a cure. The Bartels 5th Avenue NW curbside was decked with purple signs announcing the 'Walk to End Alzheimer's,' and invited community members to join Team Bartels for a two-mile walk in Waterloo that was held on Sept. 30.

The annual walk "is the signature event" according to Angelica Vannatta, Director of Community Outreach and Special Events for the Alzheimer's Association in the Cedar Valley. It is one of six walks in Iowa; one of 600 nationwide by the Association. Families, wheelchairs, and strollers are encouraged to participate. "It's a public health issue with no cure at this time," says Vannatta. Donations fund research and support services for Alzheimer's patients and their caregivers.

Three years ago, Team Bartels was formed to "show support for and involve families with loved ones living at Bartels who were suffering from the disease," says Chelsea Petersen. It's not unusual for individuals and caregivers to try to cover up memory loss and struggle with complex emotions. In the first year, \$500 was raised and 17 walkers participated. By 2016, nearly \$2,000 was raised.

Rachel Cashman and Kara Groen have taken the reins and stepped up the fundraising. Plant and bake sales, silent auction, are examples. Participants created dried flower monograms at the Crafting for a Cause event held at Eisenach Village, facilitated by Maker's Market of Sumner. The 2017 goals are to raise participation, Alzheimer's awareness and \$3,200.

Cashman is a UNI Psychology graduate, with a certificate in Non-Profit Management who worked her way through school as a CNA (Certified Nursing Assistant) at Western Home in Cedar Falls. Cashman notes that behind the scenes, Bartels invests in training by field experts, "Those opportunities help staff," says Cashman, as all employees must be attuned to the behaviors, feelings and frustrations that persons with dementia may display.



Groen made the switch from teaching Music Therapy at Wartburg to lead the Bartels Leisure Services Team, the place where her connection with Bartels began. “I was finding my joy here with the team and Bartels residents.” Groen has participated in the Alzheimer’s walk since her son Michael, now 11, was a baby. “Michael understands what his great-grandmother was going through.” She adds that the Alzheimer’s Association provides “important information for families and caregivers to know the resources available.”

Evergreen Arbor is Bartels’ licensed care center for those with Alzheimer’s disease or other types of dementia, and serves 30 residents. Aspen Cottage, currently under construction, will serve 20 additional residents in private rooms, providing “a level of independence and support to be safe and well,” says Groen. Work is on schedule to be complete by March 2018, according to Kyle Rosendahl, installing windows with Trees Construction.

The Walk to End Alzheimer’s was held at Waterloo’s Waterfront Stadium after a brief ceremony where participants “plant” a hillside of colored pinwheel flowers. Blue flowers represent someone with Alzheimer’s or dementia. Purple is for someone who has lost a loved one to the disease. Yellow is for caregivers, and orange for those who support the cause and cure.

“Bartels is a pretty incredible community itself,” says Groen, “but being part of a community means giving back to the community.”



LOOKING AHEAD

HOLIDAY DINNER DETAILS

As we get closer to the holidays, please watch for campus posters with holiday dinner details. If you would like to be added to the family email distribution list call Becky Meester at 319-352-6721 or email bmeester@bartelscommunity.org.

BARTELS GIVING TREE

Friends and family of Bartels' residents are invited to "Adopt a Resident" for the holidays. This project assures that every resident receives a Christmas gift from Santa. As we get closer to the holidays, watch for the Bartels' Giving Tree, located in the main lobby (by Evergreen Arbor/Woodland Terrace) of Bartels Lutheran Retirement Community. Once again this year, numbered 'snowballs' will be placed on the tree for you to select. Each number will correspond to a resident with a wish list that Rebecca, the receptionist, will provide you when the number is selected. Each gift is to be wrapped and clearly labeled with the resident's name upon return. The gifts will be delivered by Santa during his annual visit to Bartels on December 22nd. Suggested gift value is \$15. For more information please contact Leisure Services at 319-352-2001 ext. 123. Thanks, in advance, for helping to make Christmas a bit "more merrier" for our residents! Monetary donations and single items are also welcome.

GIFT GIVING REMINDER

Please be reminded that Bartels employees may only accept small gratuities (not to exceed \$10) from residents and families. No money or the equivalent, including gift cards, may be accepted under any circumstances by any employee. We appreciate your efforts to adhere to this policy. Alternate suggestions for honoring our staff would be a group gift given to a department or individual gifts designated to the Grateful Resident and Families Program at Bartels.

EISENACH VILLAGE

Imagine: A Different Way of Living at Eisenach Village

By Kathy Sundstedt

Imagine a heavy six-inch snowfall at your doorstep. Or, you know it's time for a new roof, or the house needs paint, and the lawn needs to be mowed—for the fifth time this month. Maybe you see a puddle of water below your refrigerator, or know your washing machine and (air conditioner) are just barely working. Maybe once you enjoyed fixing and raking, but now there are things you'd rather be doing.

If you'd gladly delegate the drudgeries and still want a private home of your own, with a built-in sense of neighborhood, then Independent living at Eisenach Village may be the answer. EV—Eisenach Village and Eichhorn House are two very different types of independent living facilities of the Bartels Community. Eisenach Village is named for Waverly's German sister-city, the location of Wartburg Castle.

Why Eisenach Village?

Roles change throughout our lives, and how we want to spend our time changes, too. That's what Arnie and Marianne Waldstein, some of Eisenach Village's first residents, decided. "We wanted to lock the door and go when we travelled," Marianne said.

The Waldstein's were "pioneers," some of Eisenach Village's first residents. In 2009 there were just two four-plex buildings. Today, 80 or so people live in 62 private homes and enjoy a carefree lifestyle with a choice of neighborhood activities. "People are proud of the Village. It's not a care facility. There is an amazing diversity of backgrounds among our neighbors," says Howard Clancy, EV Sales Manager. What's so special about Eisenach Village? Three things: Security, Community, and Amenities.

Security

In this 55+ community, home maintenance issues become someone else's responsibility. Residents know someone else will mow the lawn, rake the leaves, shovel the snow, and keep an eye on the place. If the need to relocate arises, the Bartels Community, of which Eisenach Village is a part, handles the sale. That means financial security and priceless peace of mind. Small pets are welcome at Eisenach Village (EV) too.

Sense of Community

The Klubhaus is the heart of EV social activities. It's a well-appointed, cozy building featuring a fireplace room, kitchen and dining area, and a room for billiards, books and exercise. There is a great outdoor grilling patio space, too. Residents plan programs for each other. They host potlucks, birthday and anniversary celebrations, a book club, monthly movies and game night. The monthly potlucks are well attended. "Food brings people together. There is a sense of community," says Marianne Waldstein.

The EV group holds monthly meetings and correspond via email. On Thursdays, those inclined gather at 4 p.m. for the "It's 4 o'clock Somewhere" happy hour. There are card clubs, book clubs, movie nights and more. The group welcomes the Snowbirds each spring, and according to Eisenach Chair Mary French, "residents rally around people's needs," which might include shared rides to the grocery store, help after surgery or during family crises, watering each other's plants—and fun. Don't forget fun!

For example, Mary French, a Riceville, Iowa native and kayak enthusiast, organized residents, including 90-year old Ed Zelle, on a local kayak outing. An architect who lived in Denver CO and Washington D.C. before making Eisenach Village her home, French loves to live around people who enjoy life, and sings the praises of Wartburg College, Crawdaddy Outdoors, and the Waverly Public Library, whose librarians happily assist with book club selections. "These things boost the quality of life here," she says.

Amenities

Although Eisenach Village residents reap the benefits of intellectual stimulation and contact with Wartburg students, EV residents need not be affiliated with the College. Residents come from all kinds of occupational backgrounds and from throughout Iowa and the U.S.

Residents can audit tuition-free classes and gain free admission to all Wartburg home athletic competitions, recitals and music concerts. Those are just some of the perks. Having a four-year college and Wartburg's "Keep on Learning," programs helped French choose Waverly and Eisenach Village.

The Klubhouse is not only an EV community gathering space, but a great place to hold those larger family gatherings. There's a sign-up system that works without friction, Waldstein says.

Moving from a rural setting, residents Frank and Betty Smith like living on the outskirts of Waverly, "The transition's been good. It's nice to have a new house and design it. It is a blessing to be here," Betty says. Homes are one, two or three-bedroom single-story designs with private courtyards or 4-season verandas. Smith adds that she appreciates the quality home construction and has more time for the projects and activities that make her tick.

There are 10 already-sold homes under construction at Eisenach Village, but lots are still available. Residents choose a floor plan and create a decorating scheme. Clancy adds that while it takes a while to wrap your mind around making the switch to independent living, "If you wait until you're ready, it's usually too late. There are amazing residents here, with varied skills and life experiences."

THANK YOU TO OUR DONORS WHO PAY TRIBUTE TO LOVED ONES THROUGH
MEMORY & HONOR GIFTS::: JUNE 15, 2017 - SEPTEMBER 15, 2017

IN MEMORY OF:

Sharon Arends
Rachell Lugg

Harold Barth
Dick & Deb Schroeder

Wilbert & Arlene Brase
Kimberly Miller

Paul Brunning
Lenora Darrah

Rudolph "Rudy" Busch
Dale & Pamela Brickman
Judy Henn
Grace Kuethe

Ruth Disrud
Ronald & Gene Calgaard
Mary Lou Stevens

Ruth Foster
Rev. Larry & Lois Trachte

Dona Franzen
Sandra Sergeant

Mr. And Mrs. Charles Gebhard
Roxanne Gebhard

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Ernest & Verna Brandt
Rondalyn Brase
Barb Bridges
Richard Brooks

Donna Jung (continued)
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Dr. John & Edna Brunkhorst
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Ellen Crayne
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Larry & Roma Dieterichs
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Gertrude Fegley
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Clayton Fisk
William & Marilyn Hardee
William & Barbara Harken
Ardith E. Hartman
Darrel & Marlene Hoppenworth
Oliver & Grace Johnson
Dr. Donald & Marianna King
David & Rachelle Kirschman
Shirley Koehn
Audrey Lage
Timothy & Carleen Lake
Gerhard & Dorothy Luebbers
Paul Mardorf
Barbara McWhirter
Karen Neff
Richard & Jeanette Pagel
Russell & Darlene Peatrowsky
Dorothy Roiseland
Wayne & Marietta Sargeant
Kenneth & Beth Schuler
Dennis & Bonnie Sommer
Ronald & Loretta Stahlberg
August & Barbara Waltmann
Russell & Betty Westmeyer

Claribel Koeff
Donna Kittle

Marshall Korte
Eichhorn Haus Residents

Dr. Erwin & Lavera Kromer
Dr. Charles & Jean Kromer

Chuck Lindaman
Larry & Joyce Schmidt

Anne Mardorf
Eichhorn Haus Residents
Joan K. Hanson
Dennis & Carol Harms

Dan Metz
Ethel Otto

Evelyn Nystrom
Jennie Nelson

Murvin Paulsen
Jane Reynolds

Roberta 'Bobbie Jo' Petersen
Roy and Kathleen Petersen

Walter Phelps
Margaret E. Phelps

Evelyn Rathe
Christopher & Mary Foy

Dr. James Rathe
Christopher & Mary Foy

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Dean & Donna Schluetter

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Marianne Waldstein

Arlene Winkey
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Lorna Wissink
Family & Friends
Les & Charlene Johnson

IN HONOR OF:

Sandra Burroughs
Barbara & Dean Wagner

Robert & Mary Dorpinghaus
Sarah Dorpinghaus

NONDISCRIMINATION STATEMENT

Bartels Lutheran Retirement Community complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Bartels Lutheran Retirement Community does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Bartels Lutheran Retirement Community:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - * Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - * Qualified interpreters
 - * Information written in other languages

If you need these services, contact Debra Schroeder, President & CEO

If you believe that Bartels Lutheran Retirement Community has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Debra Schroeder – 1922-5th Ave NW, Waverly, IA 50677 (PH) 1-319-352-4540 (fax) 1-319-352-2161 dschroeder@bartelscommunity.org

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Debra Schroeder, President & CEO, is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services 200 Independence Avenue, SW Room 509F, HHH Building Washington, D.C. 20201 / 1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-319-483-4017.

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-319-483-4017。

CHÚ Y: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-319-483-4017.

OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-319-483-4017.

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-319-483-4017.

ملاحظة: إذا كنت تتحدث اللغة، فإن خدمات المساعدة اللغوية متوفرة لك بالمجان. اتصل برقم 1-319-483-4017

ໂປດຊາບ: ຖ້າວ່າທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສຍຄ່າ. ກ. ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-319-483-4017.

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-319-483-4017 번으로 전화하십시오.

ध्यान दें: यदि आप हदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-319-483-4017 पर कॉल करें।

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-319-483-4017

Wann du (Deutsch (Pennsylvania German / Dutch)) schwetzscht, kannst du mitaushelfen. Keschte ebber gratis, ass dir' helft mit die englesch Schprooch. Ruf selli Nummer uff: Call 1-319-483-4017.

សំណួរ: បើអ្នកនិយាយភាសាអង់គ្លេស, មានសេវាជំនួយភាសាឥតគិតថ្លៃ។ ហៅ 1-319-483-4017.

PAUNAWA: Kung nagsasalita ka ng Tagalog, maari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-319-483-4017.

ပတ်သွင်းပတ်သွင်း- မြန်မာလို: ကျွန်ုပ်တို့၏ မြန်မာစကားပြောသူများအတွက် အခမဲ့ ဘာသာစကားပြောဝန်ဆောင်မှုများကို နောက်ဆက်တွဲတွင် ပေးအပ်ပါသည်။ 1-319-483-4017

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-319-483-4017.



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