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## Letter from the CEO

### Jim Schlaman

**Dear PACE family,**

The holiday season is special as we spend time with family and reflect over the year. Three years ago, our PACE team started a journey to enhance our culture, both for our participants and team members. A Servant Leadership culture encourages all PACE teammates to lead and embrace a culture of service by fostering positive and caring relationships with participants, families, and teammates. How does culture change in healthcare? One interaction at a time! Every interaction is a chance to connect and care. Structures are broken down and everyone wants to serve and care for the families in our community. Have we reached our goal? I'm not sure we have arrived, but I know big strides have been made to create a culture that makes us feel like we are accepted and belong, like a family! May you enjoy the holiday season with your family and extended PACE family!

*Kind regards,  
Jim*

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## Spotlight On Dementia Training

As dementia cases rise in older adults, good training for their caregivers becomes more important. PACE team members Lisa and Natalie noticed this need in the PACE team. "We saw that some of our team could use extra skills with our participants," Lisa said.

Lisa and Natalie used Positive Approach to Care because of their focus on using positive reinforcements when interacting with dementia patients.

From there, PACE received a \$4,000 grant. "We used that to buy the training videos, and trained all current PACE employees," Lisa said. New team members also go through the first training when they start working for PACE.



*PACE team member Natalie*

Lisa and Natalie were also able to buy four "Champion" courses, which were used as optional training to PACE team members.

Lisa says that the results of the training seem to be working. “We started noticing employees using the methods that they learned, with much better results in their interactions with the participants.”

Lisa and Natalie’s goal is to make PACE a PAC Designated Organization. These are classified at four different levels: Aware, Knowledgeable, Skilled, and Competent. “We’re working on ‘Aware’ now, with the goal to get to ‘Knowledgeable,’” Lisa says.

Lisa and Natalie plan to seek more grant funding to help them reach this goal.



*PACE team members Yumi and Lisa*



## Mark Your Calendar!

**PACE will be closed on these dates in 2024**

January 1

January 15

May 27

June 19

July 4

September 2

November 28

December 25

# Participant Story Delores Mentel



Delores Mentel grew up on a dairy farm on the outskirts of Monroe, Michigan. “We had pigs, too,” Delores recalls. “The farm was wonderful. My sister and I would ride bikes or walk a couple miles to be with other kids. I have good memories. I wish everybody could have a life like that.” As a young teen, Delores joined 4-H. She became an accomplished seamstress and a winner in the 4-H sewing competition. Winners from around the state gathered at Michigan State University for three days, where Delores modeled her prize skirt and matching appliqued blouse.

In high school, Delores was a cheerleader and took part in other activities. Her senior year, she moved into town to live with her older sister. A 1950 graduate of Monroe High School, Delores met her future husband, Chuck, around that time. “He saw me walking down the street. He asked me: ‘Would you like to date me?’” Delores says she hadn’t been interested in dating. “But when I met him, that was a different story.” They dated for 18 months prior to Chuck’s service in the Korean War. “When he returned, we got married,” Delores said.

Early in their marriage, Chuck worked for the gas company and was transferred from eastern Michigan to South Haven. “He didn’t like the work,” Delores recalls. The couple moved to northern Michigan where they owned and operated a party store at the foot of the Boyne Mountain ski resort. Their home was attached to the store. The move was good for Delores. “I told myself my life’s going to change. I’m going to quit smoking and study the Bible.” Her daughters were in elementary school when they pleaded with her to stop smoking cigarettes. “You are so right, I told them.”

Delores moved back to South Haven three years ago to be close to her daughter. “It was during the darkness of Covid,” she recalls. Her two daughters are nurses, and her son is a doctor. “My children – they worked hard,” she said of their accomplishments. Delores has eight grandchildren, and is also a great-grandmother. “I love my family. I miss being with them all.”

“I’m 91 years old,” Delores said. “I’m a messianic Jew and I’ve been to Israel two times. I was 70 the first time I went, and I hopped around like a young kid.” Now Delores walks with a walking stick that her son whittled from hickory. She is thankful to have come through some serious health issues.

“I love it, they’ve done so much for me,” Delores said of PACE. “I love my Bible teacher,” Delores said of the PACE chaplain. “He’s right on, but I’m going to apologize to him.” Delores says she is too verbal during Bible study, with her enthusiasm for the subject dominating the discussion. “I know I talk a lot,” she said. “I got in trouble in school for talking too much.”

Delores says she attends a Pentecostal church. “I hope I’m still here when the Messiah comes. I’d like to see that. I’ve had a wonderful life. I still have one.”



# PACE Photos

United Way's Rake A Difference!



Introducing the  
new Day Center  
Quiet Room!



Staying in shape with physical therapy and yoga!



# New Faces *at* PACE!



*Dorie Baldus  
Home Care RN*



*Candace Karnes  
Home Care CNA*



*Kiersten Knight  
Home Care PCA*



*Emily Kunst  
HR Generalist*



*Jackie Loggains  
Activities Coord.*



*Charnisea Lusk  
Day Center CNA*



*Cheryl Marsh  
Day Center CNA*



*Holly Miller  
Registered Dietician*



*Maya Nix  
MSW*



*Diamond Phillips  
PCA*



*Cynthia Porter  
PTA*



*Cindy Short  
Day Center CNA*



*Jessica Sims  
Home Care RN*



*Monique Taylor  
Day Center CNA*



*Jeremy Turner  
Home Care PCA*



*Angelique Weidner  
Home Care RN*



*Monica Williams  
Home Care PCA*



*Sandra Winkie  
Clinic Clerk*

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# Promotions - Congrats!



*Loren Perry  
Director of Center Ops, Niles*



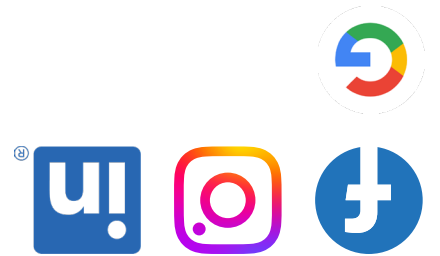
*Chris Rendell  
Director of Finance*



*Emily Pickney  
Lead Social Worker*



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