



The Magazine of Tel Hai Retirement Community



The Road to the Future

A LEGACY UNMATCHED:

Joseph J. Swartz
2001-2016

NEW HORIZONS:

J. David Shenk
Introducing the President

WINTER 2017



CONTENTS

6 A Legacy Unmatched: Joseph J. Swartz, President & CEO 2001-2016

Over his 15 years of dedicated service, our retiring leader brought an unmatched stewardship to Tel Hai and successfully managed our largest expansion. His leadership made it possible for more than 850 residents to now call this community home. His guidance and vision will be greatly missed.

12 New Horizons: J. David Shenk, Introducing the President

Learn more about our new president, who comes to Tel Hai with an impressive depth and variety of professional knowledge in the field of aging services. With more than 20 years of non-profit leadership experience, he is certainly the right person to lead Tel Hai on the road to the future.

2 A Letter from Leadership

4 Growth and Progress

10 Advantages of Community

11 Culinary Adventures

16 Come to Life

18 Philanthropy

20 Value Spotlight



Tel Hai Life Magazine
Winter 2017

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On the cover: Joseph J. Swartz and J. David Shenk.
Photo by The Premise Studio.

J. David Shenk, President & Chief Executive Officer

A One-of-a-Kind 'Tel Hai' Welcome



The Premise Studio

Greetings! In my last few months since joining the Tel Hai family, I'd first like to express my gratitude and thanks for what I can only describe as an overwhelming, warm and one-of-a-kind 'Tel Hai' welcome!

I am grateful to God for being selected as the new President & Chief Executive Officer of Tel Hai Retirement Community. Already, it's been a rewarding experience since my arrival in November as I've met residents, team members, donors, volunteers and community members. They all have shared the same message... that Tel Hai is truly a special place. Indeed it is!

For more than 20 years, I have worked in the field of aging services and provided executive leadership in a number of roles to other Anabaptist Life Plan Communities like Mennonite Home Communities and Landis Homes Retirement Community. Most recently, I served as Executive Director of Souderton Mennonite Home & Dock Meadows.

The opportunity to shape and effect change at Tel Hai presents me with an ongoing challenge that I am embracing each day. I look forward to learning our culture, successes, challenges, and most importantly, how I can utilize my strengths to leverage our resources to fulfill the mission, vision and core values of Tel Hai.

Starting on page 12, you can read more about my reflection on God's plan for my life. You'll meet my family and learn more about my vision for the future of Tel Hai. Together, I'm eager to get started as we enter a new year and new chapter in the story of our community.

In this issue, we reflect on the retirement of Joe Swartz and celebrate his tenure, contributions and 15 years of dedicated service to Tel Hai. We'll hear from John Hendrickson and Walter Heppenstall, who have witnessed firsthand Joe's impact on the growth of Tel Hai's campus and his impression on the field of aging services.

Also, you'll read about the construction and sales progress of Brownstone, the final wing of 45 apartments at StoneCroft. With amazing views and expansive floor plans—coupled with priority access to the full continuum of care—only six apartments remain and they're going fast.

Additionally, be sure to learn about our newest construction effort, Maple Knoll Townhomes. These new townhomes will meet the needs



of our future residents who desire multi-floor living, extra storage space, and a one- or two-car oversized garage.

As you read this latest issue of *Life*, please take the opportunity to connect with us. Attend an event listed in 'Come to Life,' join us for lunch in one of our six dining venues, or simply stop by and say hello! I'd love to meet you!

Sincerely,

Dave



Left to Right: Kelly, Dave, Jonathan, Emily, Jeremy



Maple Knoll Townhomes

Loft Living: A Retirement Retreat

Tucked away in one of Tel Hai’s oldest and most mature neighborhoods, Maple Knoll Townhomes combine the advantages of a well-established Life Plan Community with state-of-the-art new construction. Together, they create the perfect retreat.

Positioned to maximize natural light, hillside views and privacy, this loft-living concept is nestled in a quaint neighborhood on the campus of Tel Hai. Inside, you’ll experience versatile, wide-open floor plans with ample space to entertain guests. Skylights will fill the home with ambient light, as a spacious master suite with crown molding, tray ceilings and a walk-in closet provides the perfect, private retreat.

Also, you’re well connected to the heart of the community. Just outside your door, all within walking distance, are dynamic amenities, socialization opportunities and dining venues. With a classic combination of brick, stucco and stone veneer exterior finishes, this neighborhood blends new construction with the historic and traditional feel of neighboring homes.

Ranging in size from 1,745 to 2,409 sq. ft., Maple Knoll Townhomes offer customizable living in two expansive two-story floor plans, the Yorkshire and the Montgomery. Different from cottage and apartment-home living, Maple Knoll Townhomes bring a distinct architectural advantage for those desiring multi-floor living, extra storage space, and a one- or two-car oversized garage.

Main-floor living options include one- or two-bedroom floor plans featuring a master suite, 1.5 or two full bathrooms, living room, dining room, custom kitchen, and an optional four-season sunroom with a cathedral ceiling.

Second-floor living options include a spacious multipurpose open or closed loft-living space with a third bedroom and full bathroom and finished, separate storage space.



Offering the perfect right-sizing solution for your storage challenges, the loft-living concept provides:

Only 10 Available!
INQUIRE TODAY

- private accommodations for out-of-town guests, grandchildren and family
- dedicated space for the enjoyment of hobbies, crafts, and cherished collections
- relaxation space for book reading, devotions, and reflection
- temperature-controlled utility space, ideal for extra storage

Exclusive to Maple Knoll Townhomes, a new 75% entrance fee refund option is available in addition to the traditional refund option and guaranteed 90% entrance fee refund option. Entrance fees range from \$330,000 - \$399,000, and monthly fees range from \$1,469 - \$1,685.

Detailed floor plans and customization options are now available, so inquire today about Maple Knoll Townhomes and start your journey to Tel Hai.

Brownstone: Only Six Apartments Remain



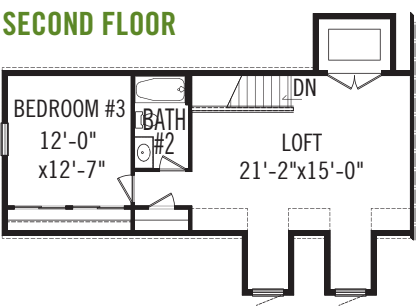
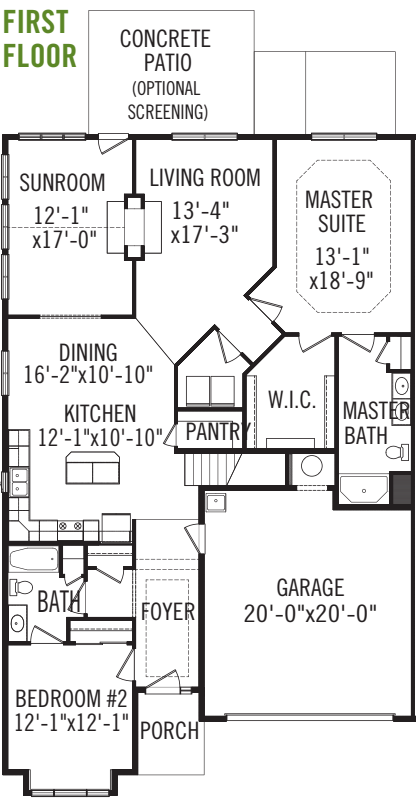
It’s more than a home, it’s your retirement future. Opening this November, Brownstone offers you the opportunity to meet new friends with common interests, expand your horizons with enriching educational events and, above all, enjoy a customized apartment home with fantastic views.

From captivating summer sunsets on your balcony to watching the snow fall while enjoying the warmth of your gas fireplace, don’t spend another winter filled with uncertainty and strife.

In less than 12 months, you could experience a worry-free retirement lifestyle with priority access to a full continuum of care should you ever need it.

In addition to dining venues, fitness areas and resident common spaces all under the same roof, we’re adding an additional 3,900 square feet dedicated to new amenities including a multipurpose conference room, model train room, 21-seat theatre, sewing room and light-filled indoor garden conservatory.

THE MONTGOMERY, featuring three bedrooms with a loft, three baths, with 2,409 square feet. Optional screened patio for socialization or extended meal space.



Of the 45 apartment homes featured in Brownstone, only 6 remain.

ONLY 2 LEFT	THE ONYX	ONLY 2 LEFT	THE OPAL	ONLY 1 LEFT	THE PEARL	ONLY 1 LEFT	THE CRYSTAL
One Bedroom with Den, 1 ½ Bath, 1,080 sq. ft.	One Bedroom with Den, 1 ½ Bath, 1,206 sq. ft.	Two Bedroom, 2 Bath, 1,206 sq. ft.	Two Bedroom with Den, 2 ½ Bath, 2,182 sq. ft.				

Don’t miss your chance to secure your next home today. To explore accommodations, schedule a visit by contacting Ginny at (610) 273-9333, ext. 2144, info@telhai.org, or connect with us online at www.telhai.org/brownstone



A Legacy Unmatched

JOSEPH J. SWARTZ | PRESIDENT & CEO 2001-2016

After 15 years of dedicated service to Tel Hai and the field of aging services, Joseph J. Swartz retired on November 1, 2016. This marked an extreme loss to Tel Hai, as we reflect on a beyond-exceptional leader.



Beginning in 2001, Joe's impact was substantial. As any true leader would, Joe quickly assessed the state of the organization—resident interaction, census, financial stability and the physical condition of facilities. He developed a long-term vision for the growth and health of the community.

Early in his career at Tel Hai, Joe took his vision to local governmental agencies, where it met stiff resistance. While seeking a way forward through regulatory roadblocks, Joe methodically led efforts to update the physical plant, overall facilities and common spaces. Building by building, the campus was modernized to help meet resident expectations and changing programmatic norms.

In times of adversity and uncertainty, Joe prevailed. His ability to supervise and motivate others with a team

approach effected positive change, and he always strove for unparalleled excellence in management and leadership. His leadership led to an amicable settlement agreement with Honey Brook Township for a new campus master plan allowing Tel Hai to expand the number of residential living cottages and apartments.

Fast-forward to 2016, and most of that long-term vision has been accomplished in eight short years. Joe has achieved what many saw as impossible. More than 850 individuals now call Tel Hai home, as Joe's leadership brought the largest and most rapid expansion in our 60-year history.

From expanding community partnerships to significant growth of Tel Hai's charitable giving and social accountability programs, Joe strove for and achieved excellence. He served residents, his fellow team members and the board of directors with respect, dedication, grace and love.

He was far beyond a leader. He expanded God's kingdom to serve the residents and greater community. Thank you, Joe, what a gift you have given!

A Legacy of Leadership

It has been my privilege to serve with Joe in several capacities over the last 26 years.



He encouraged my transition from higher education administration into the senior living field. We first met at a denominational conference on aging. Both of us were assisting our boards in transitioning modest and insular faith-based retirement campuses through rebranding and culture change.

A humble yet resolute visionary, Joe's faith and perseverance enabled Tel Hai Retirement Community to succeed in a major campus repositioning and experience meaningful growth. Few will know the challenges of navigating an expansion of Tel Hai's magnitude through years of governmental protocol, bewildering financing and approval processes, all while ensuring the continuity of God's mission.

To see what is being accomplished by way of a broader community connection, Tel Hai is truly a testament to Joe's ability to build a faithful team around core values and prayer.

Joe's strength of character, passion for service and business acumen have been cultivated through seasons of successful leadership experiences. Firm in his faith, he served from a thankful heart and a spirit of humility. I am blessed to be his friend and fellow grandparent, the latter a role which Joe will likely redefine in retirement.

JOHN HENDRICKSON
Chief Executive Officer
Frederick Living



A Conversation of Reflection

WITH JOSEPH J. SWARTZ

Why did you choose to work at Tel Hai?

The position became available at a time when I was considering new opportunities. Kathy and I were recent empty nesters, and a move back to Pennsylvania would bring us closer to family and aging parents. Plus, Tel Hai was an attractive faith-based senior community with roots in the Mennonite Church, a denomination I had grown up in. The breadth of programs and CARF-CCAC accreditation was impressive. Upon my first visit, I remember remarking on the idyllic, unique setting, with Amish neighbors and rolling farmland. I think many remember their first visit to Tel Hai.

What were the biggest challenges facing the community in 2001?

The first challenge was the 'no more growth' position of Honey Brook Township. The organization had just been denied a request to build additional cottages on a portion of Tel Hai's 35 acres of undeveloped property. We had a conflicting, unbalanced growth plan and needed to mend relationships with the Township in order to achieve our expansion effort. Second, we needed to refocus our employee recruitment and retention efforts. I tried to bring focus and encouragement through a multidisciplinary taskforce to identify issues and create solutions.

How did Tel Hai capitalize on opportunities to expand?

We sought zoning relief when the Township Comprehensive Plan was revised but were again denied support for our growth plan. In spite of that, we continued to push forward. Contiguous land was purchased in 2005, a 63-acre parcel. Because we did not yet have zoning approvals, this was a courageous step by our dedicated board of directors. Our breakthrough came with the filing of an administrative challenge to a zoning ordinance in 2007. We negotiated a settlement agreement and were able to develop and implement a master plan for growth.

Looking back, what is your most significant professional achievement?

As a team, we worked hard to achieve phenomenal growth over an eight-year period. Together, we accomplished three phases of the master plan and are currently working on the fourth phase. This has resulted in an additional 97 cottages, 105 apartments, a second community center and additional amenities for residents and the greater community to enjoy.

At his core, Joe is a Tel Hai campaigner. He takes a collaborative approach to leadership and leads by example. He networks, advocates and shares his vision with assurance and affirmation.

Joe had a tough, tough job. He was responsive to the needs of the residents, team members and greater community. It was a juggling act, and he juggled it well.

WALTER HEPPENSTALL

Resident
Tel Hai Retirement Community

What improvements in quality of care have been made during your tenure?

Over the past several years, we've put a lot of effort into establishing a 'Home to Home' resident-directed care program within our community. A task force was created and is still leading the way to refine and enhance this effort. Additionally, I am proud that at our last CARF-CCAC reaccreditation, we achieved the person-centered long-term care community accreditation. A program like this takes constant vigilance at the leadership level to encourage participation, provide training, solicit resident feedback and stay on the cutting edge of quality through performance improvements.



What are your reflections on the residents of Tel Hai?

As a team member, the residents of Tel Hai keep us on our toes — and that's a good thing! We are blessed with great interaction opportunities. I will miss the friendships and camaraderie between residents and team members. Our programs make a difference in residents' lives, and this affirms the importance of our mission. Our residents are extremely generous with their time and talents, and make significant contributions to meet the needs of the organization.

What are your reflections on the team members of Tel Hai?

Our team members continually impress me with the talent, dedication and unique gifts that each brings. They perform deeply meaningful work and have a strong dedication to the mission. Our management and leadership teams work together to meet each challenge and have helped to shoulder the leadership responsibility. Even at times when you feel discouraged, you know you will find the solution and accomplish the goal. All the achievements during my tenure are shared with this group, born out of diverse talents and a tenacity to overcome all challenges.

What are your reflections on the board of directors and your colleagues?

Members of the board of directors are the unsung leaders. They are dedicated to their roles and responsibilities and bring wonderful professional talents to the table. They are thoughtful in their actions, are custodians of our community and have always provided me support and a guiding hand. Throughout my career, I've had the opportunity to work with other executive-level leaders and built many meaningful relationships with individuals at Mennonite Health Services and Anabaptist Providers Group.

What's going to be the next chapter of your life?

Kathy and I have a full conviction that now is the time to relocate to South Carolina and be closer to our children and three grandchildren. Although it is bittersweet to leave Tel Hai, the Morgantown community, and our church family, we are excited for how the Lord will lead us. It's been an absolute privilege to serve as President of Tel Hai.



A Legacy of Growth

Tel Hai Retirement Community
2001 | 2016

ASSETS

\$33,872,640 | \$128,153,305

OPERATING REVENUES

\$13,800,419 | \$34,061,821

UNCOMPENSATED CARE

\$458,992 | \$3,985,740

ACREAGE

85 | 149

TEAM MEMBERS

325 | 505

TOTAL RESIDENT ACCOMMODATIONS

432 | 633

Meadows Healthcare Center Accommodations

139 | 139

Lakeview Personal Care Accommodations

100 | 100

Residential Living, Cottages

96 | 192

Residential Living, Apartments

60 | 165

Residential Living, Tel Haven Apartments

37 | 37

ADULT DAY SERVICES PERSONS SERVED

26 | 35

TOTAL RESIDENT CENSUS

513 | 828

Residents | Residents

*Under Joe's 15 years of leadership, Tel Hai has been blessed to experience, on average, a **96.4 percent occupancy rate** across all levels of care throughout the continuum.*

Utilizing Technology to Enhance Resident Care

Healthcare organizations—including Life Plan Communities like Tel Hai Retirement Community—rely on advancements in technology and wireless networks to enhance and ultimately improve resident care.

To best record and track the healthcare of residents, clinical team members in Meadows Healthcare Center received new iPads, while Lakeview Personal Care was outfitted with new, mobile-friendly laptops called HP Elitebooks.

The healthcare information captured includes physical vital signs, medications, treatments, wellness assessments, evaluations, daily progress notes and the resident’s medical history, just to name a few.

In concert with the rollout of PointClickCare (PCC)—a cloud-based electronic health record platform that improves care delivery—the use of wireless internet-connected technology has allowed Tel Hai to simplify the complex processes related to regulatory compliance, streamline communication, and increase efficiencies.

“Prior to the use of iPads and PCC, we would have to chart and document something as simple as a resident’s weight into four different places. Now, it’s only

entered once. It provides team members more time to engage with the resident, enjoy authentic communication, and hear their needs and desires,” commented Jim White, Licensed Practical Nurse and Information Technology Clinical Specialist in Meadows.

Lynn Grasmuck, Medical Technician and Resident Assistant in Lakeview, shared, “Now, when a resident misplaces their eyeglasses, we can note the inquiry from the family member or resident directly into the platform. This allows care staff from multiple shifts to access and note if the eyeglasses were found or are still lost. This enhanced

“It provides team members more time to engage with the resident, enjoy authentic communication, and hear their needs and desires.”

—Jim White, LPN/IT Clinical Specialist

communication allows us to serve the residents better, faster and smarter.”

As a Life Plan Community, Tel Hai offers the full continuum of services, available for residents when and if their needs change.

“The use of PCC and technology enhancements has also allowed Tel Hai to experience seamless transfers between levels of care within the continuum. This includes the transfer of care notes and assessments, so we can anticipate and prepare for a new or returning resident to Lakeview Personal Care, like after a surgery,” stated Cynthia Dallara, RD, LDN, PCA, and Administrator of Lakeview.

Additionally, Tel Hai has refined our Disaster Recovery Plan in relation to our information technology systems. Previously, backup tapes of critical operation data were manually transported to an off-site location. Recently, the Information Technology Department implemented a cloud-based virtual backup protocol of business-critical data. This allows Tel Hai to provide a higher degree of protection and quicker restoration of data in the event of a natural disaster, fire or emergency situation.

In the future, Tel Hai hopes to integrate all functions available with the PCC platform, including secure messaging, ePrescribing, physician order management and practitioner engagement activities.


Slow Cooker Harvest Beef Stew

Let the slow cooker do all the heavy work for you in this American Heart Association one-dish recipe. This stew is perfect for a cold winter’s day.


Adapted from the 2016 American Heart Association Recipe collection.

INGREDIENTS


- 1 lb. bottom round beef roast, cut into 1-inch cubes
- 1 large Russet potato, cut into 1/2-inch dice (about 2 cups)
- 1/4 cup all-purpose flour
- 1 medium sweet potato, cut into 1/2-inch dice (about 2 cups)
- 2 cups peeled, thinly sliced carrots
- 10 oz. package frozen pearl onions
- 14.5 oz. can no-salt-added diced tomatoes
- 14.5 oz. can low-sodium beef broth
- 1 cup of water
- 3/4 tsp. dried thyme
- 1/2 tsp. ground black pepper
- 10 oz. package frozen peas
- 2 Tbsp. dried parsley



Prep
10 min.



Total
260 min.



Serves
6



PREPARATION

1. Cut the bottom round beef roast into 1-inch cubes and add into a 4- to 6-quart slow cooker bowl. Chop the potato into 1/2-inch dice, adding to the beef cubes along with the flour. Use a spoon to stir mixture together.
2. Cut the sweet potato into 1/2-inch dice and thinly slice carrots. Add the sweet potato and carrots into the slow cooker bowl over the meat. Top with the pearl onions, diced tomatoes, beef broth, water, thyme, salt, and pepper.
3. Cover the slow cooker with a lid and cook until beef is tender, about 10 to 12 hours on low heat or 5 to 6 hours on high heat. Right before serving, stir in the frozen peas and dried parsley. Cover and let peas cook, about 5 to 10 minutes. Serve.

Nutritional Information: Serving size: 1; Calories 311; Total Fat 4.2 g; Saturated Fat 1.5 g; Cholesterol 45 mg; Sodium 211 mg; Total Carbohydrate 42 g; Dietary Fiber 7 g; Protein 24 g.



The Premise Studio



New Horizons

J. DAVID SHENK, *Introducing the President*



Tel Hai Retirement Community Executive Team,
Left to Right: Teresa Long, Dave Shenk, Bruce Hartshorne, Sue Verdegem

With an impressive depth and variety of professional experiences in the field of aging services, J. David Shenk was appointed as the eighth President & Chief Executive Officer in the 60-year history of Tel Hai Retirement Community.

Joining the community in November 2016, Dave brings more than 20 years of non-profit leadership skills to Tel Hai, and has direct administrative responsibility for the overall operations of Tel Hai facilities including Tel Hai Services, Inc., and its subsidiaries.

As Executive Director at Souderton Mennonite Homes & Dock Meadows in Souderton, Pa., Dave's most recent role included overall leadership and operational responsibility for two campuses of Living Branches, a non-profit system of retirement living and affordable housing communities.

Previously, Dave served as Vice President of Human Resources at Mennonite Home Communities and Vice President of Resident Services at Landis Homes Retirement Community, both located in Lancaster County.

Dave is a graduate of Eastern Mennonite University, where he received a bachelor's of science in sociology. Later, he earned a master's in public administration from Pennsylvania State University. Dave is also licensed through the Pennsylvania Department of State as a Nursing Home Administrator (NHA).

In addition, Dave has volunteered as board member and vice chairman of the Samaritan Counseling Center, on the advisory committee of aging services of the Lancaster Chamber of Commerce & Industry, and as co-chair of the Excellence in Long-Term Care committee for the Lancaster County Workforce Investment Board.

The Premise Studio

A Conversation of Introductions

WITH DAVE SHENK

What attracted you to join the Tel Hai team?

Tel Hai Retirement Community has a long-standing reputation as a quality provider of senior services. I have connected with colleagues from Tel Hai as a peer organization and as a member of the Anabaptist Providers Group for many years. I appreciate the organization's faith connections and I'm impressed with the significant growth of the number of residents, accommodations and program enhancements. I was attracted to the opportunity to collaborate with the board of directors to set the future direction of the community. I'm looking forward to forming a strong, cohesive team to advance Tel Hai's mission over the years ahead.



What excites you about the future of Tel Hai?

I would like to see the community continue to grow and refine our services while maintaining our mission-focused work. Tel Hai's vision is to be a distinctive Christian model, to inspire respect for those we serve, and to set the standard for quality service. I too would like to see Tel Hai become the premier provider of senior living services in the market area through innovation and collaboration.

What is your leadership style?

My leadership style is participative, collaborative and one of consensus-building and teamwork. Ongoing open and careful communication of the mission and strategic goals helps build alignment and keep our team members moving in a positive direction. I'm a listener and I welcome feedback from all who are vested in the success of our community. Like many of us who live or work at Tel Hai, I'm passionate about things that I believe are in the best interests of the residents.

What are your observations of the community thus far?

Tel Hai is a very special place! With years of building, expansion and growth, Tel Hai has become more diverse in terms of resident profiles, their experiences and their expectations. They have chosen Tel Hai as their home and have become stakeholders in our future. I look forward to meeting current residents and future residents to learn about their hopes and dreams for the community. Tel Hai team members are professional, committed and values-driven. I'm eager to support our team members through expanding organizational and community partnerships, strengthening their engagement, and enhancing our service commitment.



FAITH: I see my work at Tel Hai as a ministry—an opportunity to serve God in all that we do. I view my role as a servant leader and try to reflect the love and joy of knowing Jesus to those I interact with each day.

Welcome Aboard!

We are delighted that Dave has joined the Tel Hai family and look forward to his leadership!

With a more than 20-year history in senior living, we are confident that Dave has the passion, gifts, and professional experience needed to lead our growing community into the future. As an honest, forthcoming, insightful, analytical, personable and motivating team player, we feel Dave's personality traits will blend well with the community's culture.

Dave's appointment resulted after a 10-month board-directed search process, which included engaging the consulting services of Mennonite Health Services (MHS). MHS is a not-for-profit organization that supports Mennonite and other Anabaptist faith-grounded health and human service providers in their leadership and strategic direction.

Along with prayer and petitioning God for wisdom, the process included a review of our institutional profile, setting goals and measurements for our work, reviewing resumes, and conducting phone interviews and in-person interviews. It was structured to provide candidates fair consideration, and we are confident the search process was conducted in the most professional manner.

From a pool of qualified applicants, we chose six individuals for initial phone interviews, where we narrowed the field to three persons. In-depth interviews, information gathering, written and verbal questions along with personal interviews were included in our process.

After much work, the search committee and Tel Hai Retirement Community Board of Directors unanimously recommended Dave's appointment as our new President & Chief Executive Officer on September 21, 2016.

May God bless you, Dave, as we all work together to redefine retirement at Tel Hai!

CINDY PETERSHEIM
Member, Board of Directors
Chairwoman, Search Committee
Tel Hai Retirement Community

DOUGLAS BRUBAKER
Chairman, Board of Directors
Tel Hai Retirement Community

I have a deep appreciation for the Mennonite expression of the Christian faith and its values and practice. Professionally, my faith provides a framework that guides decision-making on a day-to-day basis. Although I have a strong sense of identity with the Anabaptist tradition, I value the inclusion of persons of all faiths.

I have been an active member of the Mennonite Church for more than 30 years. I grew up in a Lancaster Conference Mennonite church and have been a member of James Street Mennonite Church for the past 10 years. In congregational settings, I have served in capacities of teaching, gifts discernment, worship, and fundraising.

Personally Speaking: Family & Faith

FAMILY: At a very young age, I learned the value of hard work, having spent many hours picking potatoes by hand. I grew up on a potato farm in Manheim, Pa., along with two brothers and two sisters, and graduated from Lancaster Mennonite School.

My family adds joy to my life! My wife, Kelly, is a Speech Language Pathologist at the Lancaster

Rehabilitation Hospital. We enjoy watching our three children grow and mature into young adulthood and are currently adjusting to our empty nest.

At Drexel University, our oldest son Jeremy is enrolled in the information systems graduate program, while our middle son Jonathan is completing his final year in the mechanical engineering program. Our daughter

Emily is pursuing psychology at the University of Pittsburgh.

My recreational interests include tandem bike riding with Kelly, skiing and running. We're currently settling into our new home near the Welsh Mountain Nature Preserve.

And look out... you may also spot Kelly and me on our motorcycle, a BMW 1600 GTL.

Plan to join us for these fascinating events, including educational lectures, entertaining concerts and dynamic enrichment opportunities. Visit us at www.telhai.org/connect for additional programming highlights. Experience 'Life on the Hill' today!

COME to Life

CALENDAR of EVENTS WINTER & SPRING 2017



Rio de Janeiro, Brazil

Latin America: An Educational Lecture Series
Mondays, January 9, 16, 23, 30, 1 pm
StoneCroft Center for Worship & Performing Arts

Dr. Tom Ellis will present a four-week course on Latin America. Why does much of Latin America

remain poor in spite of its many resources? How much influence did the Europeans have in the development of the countries? Why do many Latin Americans not like the U.S.? This interactive course will include experiences gained from living and traveling in Latin America. Fee charged.

Leah Kim & Jim Correnti: A Tel Hai Concert Series Event
Wednesday, January 25, 7:30 pm
StoneCroft Center for Worship & Performing Arts

Join us for an evening of music by violinist Leah Kim and pianist Jim Correnti. Leah attended the Juilliard pre-college program in New York and received a full scholarship to attend the Peabody Conservatory of Music, where she studied with Berl Senofsky and Victor Danchenko and Rebecca Henry. Jim studied at New York City's Juilliard School as a scholarship student of Adele Marcus. He has been a soloist with the Garden State Philharmonic Orchestra and the Plainfield Symphony (NJ).



Leah Kim

Cultural Difference: Inside and Out
Thursday, January 26, 1 pm
StoneCroft Center for Worship & Performing Arts

Dr. Beth Morling returns to Tel Hai for another enthralling lecture! She will provide an introduction to the discipline of cultural psychology, which is the study of how culture shapes human psychology. Cultural psychologists measure cultural difference both "inside the head" (at the level of individual people), and "outside the head," by documenting culturally different products, texts, or institutions. Dr. Morling is the daughter of Tel Hai residents Carol & Bill Morling, and a professor at the University of Delaware Department of Psychological & Brain Sciences.

Middle Creek Wildlife Preserve: A Kaleidoscope of Images
Thursday, February 2, 1 pm
Auditorium/Chapel

We will take a look at the wildlife of the PA Game Commission's MiddleCreek Wildlife Management Area. Environmental Education Specialist Bert Myers will provide a digital photographic journey through the seasons from winter to fall.



Neuchatel Swiss Chocolates of Oxford
Monday, February 6, 1 pm
StoneCroft Center for Worship & Performing Arts

Learn the secrets of making fine chocolates from Neuchatel Chocolatier Albert A. Lauber V. Albert studied the art of fine chocolates as a child in his father's chocolate shop and bakery that clings to the side of an Alpine mountain in Achseten, Switzerland. After multiple apprenticeships, he worked at the finest chocolate shops in Switzerland. To the delight of American chocolate lovers, he settled in Chester County in 1982.

Hans Herr House Museum: Of Trunks, Trails & Timbers
Monday, February 13, 1 pm
StoneCroft Center for Worship & Performing Arts

Becky Gochnauer will teach us about the oldest homestead in Lancaster County. Built in 1719 by Christian and Anna Herr, she'll speak to the life of Lancaster County's first European settlers in the vast wilderness of Penn's Woods.



Hans Herr House Museum



Ben Mauger's Roaring 20's Dixieland Band: A Tel Hai Concert Series Event
Tuesday, February 14, 7:30 pm
StoneCroft Center for Worship & Performing Arts

Tap those toes and sing along! Ben Mauger's jazz orchestra will transport you back in time with familiar tunes from the '20s and '30s as well as jazz and Dixieland favorites.



Five First Ladies: Truman, Kennedy, Johnson, Ford & Eisenhower
Monday, February 27, 1 pm
StoneCroft Center for Worship & Performing Arts

Instructor Walter F. Cook will teach us about five first ladies, including Bess Truman, Jackie Kennedy, Lady Bird Johnson, Betty Ford and Mamie Eisenhower. Cook is a speaker on American biographies, a past Masonic Master and a retired American history teacher.

World War II- Part 1
Mondays, March 6, 13, 20, 27 and April 3, 1 pm
StoneCroft Center for Worship & Performing Arts

Part 1 of a two-part series planned for 2017, join Ross Kershey, a Chester County historian, teacher and longtime friend of Tel Hai, for an informative lecture series on the conflict, military alliances, and history leading to the most widespread war in history. Fee charged.

21st Annual High School Art Show
Thursday, March 9 (9 am - 4 pm) & Friday, March 10 (9 am - 8 pm)
StoneCroft Center for Worship & Performing Arts

Guests are invited to vote for their favorite artwork for the coveted "People's Choice" honors, and a panel of artists will review and award honors in accordance with the Scholastic Art Awards categories including ceramics & glass, design, drawing, mixed media, painting, photography, printmaking and sculpture.

All About Bluebirds
Thursday, April 6, 1 pm
Auditorium/Chapel

Join Ken Leister and Nancy Fraim as we learn more about attracting and watching bluebirds. They will share about bluebird habitats, population patterns and bluebird behavior. Leister is a retired educator who's a member of the Bluebird Society of Pennsylvania.



Eastern bluebird

World War II & Chester County
Monday, April 10, 1 pm
StoneCroft Center for Worship & Performing Arts

Regiments from Chester County fought bravely in all theaters of World War II, while locals at home took extraordinary measures to support the Allies. West Chester resident G. Raymond Rettew developed a process to mass-produce vitally needed penicillin, while women entered labor positions at companies like Lukens Steel. Author Marion Piccolomini celebrates the resilience and perseverance of Chester County residents in the midst of total war.

Join Us: Learning Opportunities on Planned Giving

The Development Office welcomes you to join us in 2017 for a series of educational seminars on planned giving. Simply put, planned giving is the process of being educated and informed on the best way to make charitable contributions to the people and causes you value the most.

It may be your community, family, or church. By identifying your value groups, you can then make decisions and actions to execute your giving plan throughout the remainder of your life.

Whether you decide to donate your time, talent or treasures, please consider Tel Hai Retirement Community or your favorite charity of choice. Together, we can assess, discuss and discover opportunities where you can enhance the lives of your neighbors within the community and reap the maximum financial tax benefits.

Be sure to check with your tax advisor, financial advisor or estate attorney for specific advice related to your planned giving goals.

So please join us for one or all of the following seminars to learn a little—or a lot—about making educated decisions on the financial future for you and those you love.

2017 EDUCATIONAL SEMINARS

TUESDAY, JANUARY 24
Guarding Against Common Scams that Target Seniors
*10 am, StoneCroft Center for Worship & Performing Arts
Presented by Brian Roche, Anchor, WGAL*

TUESDAY, MARCH 21
**Annuities: Good or Bad?
The Truths & Myths
about Annuities**

TUESDAY, JUNE 20
Women's Lunch & Learn

TUESDAY, SEPTEMBER 26
**Open Forum with
an Estate Attorney**

For more information on these opportunities, contact the Development Office at (610) 273-9333, ext. 2039 or telhaidevelopment@telhai.org

“Expanding Home, Serving More” Capital Campaign: Final Reflections



It's been more than a year since we opened the doors of StoneCroft Commons and have reflected on the success of the “Expanding Home, Serving More” Capital Campaign.

The 2015-2016 fiscal year marked the conclusion of this fruitful fundraising campaign, which exceeded the \$1 million goal by more than 10 percent, with total giving reaching \$1,159,086 by 167 donors.

To mark this tremendous outpouring of love and support for the expansion of the ministry of Tel Hai Retirement Community, a new donor wall was erected in October 2016 in StoneCroft Commons as a reflection of those generous gifts.



Trust: Committed to Our Core Values

“Show that you can be fully trusted.” –Titus 2:10

Building on the foundation of Tel Hai Retirement Community’s Mennonite faith heritage, the services we provide today continue to flow from our Christian faith identity. Exemplified in the love of Christ, our faith guides us to embrace the core value of *trust*.

Trust: We seek to promote an environment that recognizes the worth of each individual, encourages empowerment and collaboration and values transparency in behavior and authentic communication.

MISSION STATEMENT

Tel Hai Retirement Community provides high-quality care and services to enhance personal dignity, autonomy and lifelong enrichment as a demonstration of Christ’s love for all persons.

VISION STATEMENT

Tel Hai Retirement Community’s vision is to be a distinctive Christian model, inspiring respect for seniors and setting the standard for quality service.

CORE VALUES

Integrity
Compassion
Trust
Stewardship
Community

At its core, it’s a simple concept. Say what you do, and do what you say. At Tel Hai, the promise we make to our current and future residents—to provide high-quality care and services—is essential to our decision-making processes and operating procedures.

WE LISTEN. Partnering with Holleran Community Engagement Research & Consulting, Tel Hai highly encourages residents throughout the community to complete the biennial resident satisfaction survey. Rating the customer experience on everything from the quality of transportation services to dining choices, these surveys provide essential data regarding feedback on our performance. They provide key areas of opportunity that allow us to do our job better and smarter. If it’s not right, we’ll try our best to make it right.

WE ENGAGE. From connection events for future residents to town hall meetings for current residents, Tel Hai team members are engaged and eager to please. We don’t want to just listen, but engage in conversations and exchanges where idea sharing builds a community of trust and cooperation. Constructive criticism, disclosure of feelings and

“Trust is integral to the success of Tel Hai. Families entrust Tel Hai with the care of their loved one. It’s our commitment and promise to honor that trust by providing exceptional service.”

— Teresa Long, RN, NHA
Executive Vice President,
Resident Services

suggestions never fall on deaf ears. We hear you; so let’s talk about it.

WE ACT. We don’t just talk the talk; we walk the walk. Sometimes, it’s the little things that count. Perhaps a resident in the Meadows Healthcare Center always likes ranch dressing on his salad, or a cottage resident enjoys tending to her flowerbeds. Through our customer service commitment, we always strive to honor our customers’ preferences and wishes. Sometimes, the big things are equally important. From developing a 25-year strategic campus master plan to annual capital improvement projects, we strive to do it right.

Thank you for *trusting* us as a part of your retirement journey.



Maple Knoll Townhomes at Tel Hai

Your loft awaits.



A highly versatile loft and an exceptional array of customizations make it easy to call a new Maple Knoll Townhome distinctively yours.

Positioned to maximize natural light and hillside views in a quaint Tel Hai neighborhood, a new Maple Knoll Townhome will have everything you’re looking for. Because you can make it that way!

- Two versatile, wide-open, two-story floor plans
- Skylights that fill your home with ambient light
- Spacious master suite with crown molding, tray ceilings, and a walk-in closet
- Open or closed loft-living space for private study, game room, private guest quarters, studio, or just about anything else you can imagine
- Custom kitchen and choice of finishes throughout your home
- Optional four-season sunroom with a cathedral ceiling
- One- or two-car oversized garage

Moving into a new home is always exciting. But being able to make it distinctively yours is even more so.

Call Ginny at **(610) 273-9333, ext. 2144**, and make an appointment to learn more. And let your creativity shine.





Fall In Love With Tel Hai

OPEN HOUSE

Tuesday, February 14
Drop In from 1 - 3 pm

Discover the reasons why residents have fallen in love with Tel Hai! From expansive views to enriching experiences, join us on Valentine's Day and explore StoneCroft apartments for yourself.

Your visit begins with registration at Grandview Commons at 1100 Treeline Drive, directly across the street from the entrance to StoneCroft Commons.

Snow date: February 21.

Register online at www.telhai.org/fallinlove

VISIT US

Friday Open House

Visit Tel Hai any Friday afternoon in the Welcome Center! See the StoneCroft *Pearl* model apartment and visit the campus from 1 pm to 3 pm. No RSVP required.

Friday, January 20 & 27*

Friday, February 3, 10, 17, 24*

Friday, March 3, 10, 17, 24*, 31

Friday, April 7, 14, 21, 28*

** Denotes a Fourth Friday at Tel Hai, which features a special connection event to meet current residents of the community.*

Discover the Tel Hai Difference

Learn more about cottage, apartment, and townhome living and all the advantages to the Tel Hai lifestyle. Join us in the Welcome Center for a visit to the *Pearl* model apartment, followed by an informational program and a delicious lunch.

Thursday, February 9 at 11:00 am

RSVP by January 31

Wednesday, February 15 at 11:00 am

RSVP by February 6

Note: Seating is limited for each event, so please be sure to register early.

Register online at www.telhai.org/tasteoftelhai



Register online or RSVP for any of the connection events above by calling Ginny at (610) 273-9333, ext. 2144.
