



EAGLE CREST COMMUNITIES™

Caring Since 1946

SPRING EDITION 2020



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Todd Wilson, CEO

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OUR MISSION

Rooted in Christian Faith
Caring for Each Other
Serving the Community

OUR CORE VALUES

Teamwork
Respect
Integrity
Commitment
Love

BOARD OF DIRECTORS

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Patrick Spencer - *Vice Chair*
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Sara Havens GHS - *Director*
Barb Quillin - *Director*
Leah Mudler - *Director*
Todd Garves - *CFO*
Todd Wilson - *CEO*

OUR COMMUNITIES

Eagle Crest South
608.791.2700

Eagle Crest North
608.779.1700

Riverside
608.406.3900

The Willows
608.406.3980

Cass Street
608.796.1091

The Heights
608.526.2635

Hearten House I
608.784.4511

Hearten House II
608.784.4522

Hearten House III
608.526.6796

Heights Town Homes
608.791.2709

Connections

Looking back several months ago, I don't think anyone could have envisioned how much the Coronavirus would affect our daily lives. Stay at home orders, social distancing and business interruption has affected us all. I know firsthand how difficult it is not to be able to visit a loved one. My mother is in her 80's and lives over 2 hours away. We realize some things are beyond our control so we use the telephone and computers to interact for the good of everyone's health.



At Eagle Crest Communities we've been very proactive with our managers and staff working together to ensure our residents are safe. It's amazing how well our staff have adapted and continue to come to work with a smile every day, ready to care for our residents. Our team has become very creative at finding ways to ensure our residents remain active. We understand there is no replacement for personal family visits, but I can assure you, we view ourselves as an extension of your family as you trust us to care for your loved one every day.

Helping us along the way have been some incredible residents who have volunteered their time and materials to sew homemade masks for our staff to wear as protective equipment. Personal protective equipment has been in short supply and we are truly blessed and thankful for this act of kindness!

In March we honored 31 of our 650 employees for reaching a service milestone. Service awards are given for every 5-years of service an employee has achieved. This year we presented awards that ranged from 5-40 years of service. Thank you to all of our employees for the great work you do and congratulations to our milestone recipients.

Over the last 18 months we have been under construction for Eagle Crest South, Phase II. On February 2nd, we received an occupancy permit and began welcoming people into their new Senior Living apartments. Over eighty of the Senior Living apartments are now occupied and everything has been going smoothly. Next, we will begin welcoming residents into their new apartments in Traditional Assisted Living and Memory Care.

As we navigate through these difficult times, we understand we must continue to serve the community by accepting new admissions throughout our organization. Our mission is to serve as an extension of your family when you have a need. We also realize the importance of doing so with a proper balance of medical/public health safety procedures in place. Public health safety and business need to learn how to meet in the middle for the good of everyone.

Eagle Crest Communities is here every moment of every day, serving our community and the surrounding area. No matter what challenges we face, we are always here for you. Please remember that donations to Eagle Crest Communities are a great investment in the community. Consider Eagle Crest Communities as part of your ongoing charitable giving plan.

Wishing love, good health and happiness for you and your families. Have a wonderful spring!

Todd D. Wilson, *Chief Executive Officer* - Eagle Crest Communities

Eagle Crest Communities

"Staying Together During Adversity"



National Volunteer Recognition Month

Every April we celebrate National Volunteer Recognition month. It is a time for us as a corporation to reflect on all of the exceptional volunteers who have come through our door in the past year. And although this year has been different than most for many reasons, we will continue to always be thankful and grateful for the tremendous volunteers we have here at Eagle Crest Communities. Here are some ways that our volunteers impact our residents' lives on a daily basis:

Companionship

Whether a resident is having a good day or bad, all it takes is one person to make it even better. This is what our companion volunteers do for our residents. Whether it is a 15 minute conversation about the weather or an hour long conversation about a new book they just finished, our companions are here to make sure each resident has the opportunity to express themselves.

Pet Therapy

You will never see a bigger smile from our residents than when a dog walks through our door. And although our communities are pet-free, we have certified pet therapy teams that visit almost all of our Eagle Crest Communities weekly. A visit from our four-legged friends boosts both resident and staff morale!

Activities

Card games. Community outings. Walks outside. Bike rides. Parties. 1:1 visits. Manicures. Music performances. The list of activities our volunteers do is endless. We like to get to know each of our volunteers and try to incorporate their special interests and talents into programs and activities for our residents.

These are just a couple of ways that our volunteers make such a large impact on the staff and residents at each community. From all of us at Eagle Crest Communities, we want to thank you for your time, dedication and love shown to each of our residents. Simply put, you make us the best.



If you are interested in volunteering please visit us online at www.eaglecrestlife.org

2020 Employee Milestone Recognition Celebration

We are celebrating the people who make every Eagle Crest Community a great place to call "Home" for our residents and their families. For over 73 years, we have proudly earned a reputation as the premier provider of senior services in western Wisconsin. Thank you to our milestone achievers for your dedication as we promise to provide teamwork, respect, integrity, commitment, and love.

5 YEARS

CORPORATE

Douglas Rauterkus, *Information Systems Administrator*

Phetsamorn Veng, *Billing Coordinator*

EAGLE CREST NORTH

Mary Ewers, *Life Enrichment Assistant*

Cheryl Burnett, *Resident Care Assistant*

Ruth Danielson, *Resident Care Assistant*

EAGLE CREST SOUTH

Victor Arnold, *Maintenance Technician*

Cindi Friebohle, *Cook Assistant/Server*

RIVERSIDE

Keri Krueger, *Registered Nurse*

Ronald Johnson, *Dietary Aide*

Kevin Maager, *Registered Nurse*

Taylor Grosvold, *Registered Nurse*

Lawrence Connolly, *Registered Nurse*

Meghan Meiners, *Certified Nursing Assistant*

10 YEARS

CASS STREET

Kathleen Banasik, *Receptionist/Administrative Assistant*

CORPORATE

Debra Stanhope, *Payroll Specialist*

EAGLE CREST NORTH

Susan Sweazey, *Cook*

EAGLE CREST SOUTH

Jody Piurkowski, *Server*

RIVERSIDE

Hannah Fort, *Certified Medication Assistant/Certified Nursing Assistant Training Specialist*

THE WILLOWS

Faith Apfel, *Resident Care Associate*

15 YEARS

CORPORATE

Myrna Townsend, *Financial Accountant*

EAGLE CREST SOUTH

Ashley Graw, *Registered Nurse/Nursing Manager*

RIVERSIDE

Colleen Bonsack, *Registered Nurse, Director of Nursing*

Susan Wyland, *Certified Medication Assistant/Certified Nursing Assistant*

20 YEARS

EAGLE CREST NORTH

Teresa Stetzer, *Housekeeper*

RIVERSIDE

Tricia Thibault, *Certified Nursing Assistant*

25 YEARS

RIVERSIDE

Cathleen Grinde, *Charge Registered Nurse*

35 YEARS

CASS STREET

Janis Severson, *Lead Housekeeper*

EAGLE CREST NORTH

David Hietpas, *Maintenance Assistant*

RIVERSIDE

Lisa Jelen, *Cook Assistant*

THE HEIGHTS

James Stenulson, *Maintenance Technician*

40 YEARS

RIVERSIDE

Fran Bergum, *Laundry Aide*

RETIRED

RIVERSIDE

Mark Johnson, *Housekeeping Specialist-9 Years*



Caring Doesn't Stop With COVID

We have received a lot of questions regarding if we are still hiring, and the answer is **YES!** Care at Eagle Crest Communities doesn't stop because of COVID, we continue to move forward with the necessary precautions in place. Each employee is screened for Covid-19 symptoms prior to working. This includes physically taking the temperature of every employee along with using designated entrances to ensure safe screening practices. All employees are also utilizing masks for the duration of their shift



We are incredibly proud of how our communities have come together during this time to keep our residents and co-workers safe. *Caring, compassionate and empathetic* are not just empty words we use in job ads, but instead words that paint a picture of who represents Eagle Crest Communities. Our team of employees have been a hand to hold in place of family members who so badly want to visit, a laugh when the days get tough, and innovators of new ideas to connect residents with their loved ones.

If you know somebody that wants a fulfilling and rewarding career that goes beyond competitive wages and benefits, have them apply today! Eagle Crest South Phase II is opening and with that comes exciting opportunities for those looking for full time and part time work. Whether they want direct care experience that teaches valuable skills throughout school, or to work on our culinary team to provide a top-notch dining experience—we have it all. Join the Eagle Crest team and see how caring doesn't stop with COVID.



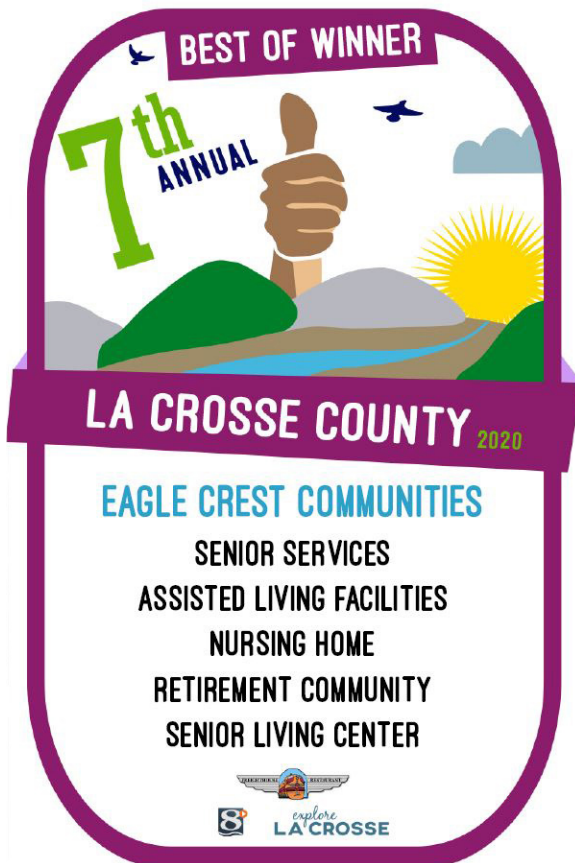
Work-Life Balance



Tuition Investment



Advancement Opportunities



Eagle Crest Communities Voted 1st Place

We are humbled and honored to have been voted **1ST PLACE** by the community for "Best of La Crosse County" in five categories!

Best Senior Living Center
Eagle Crest Communities

Best Assisted Living
Eagle Crest Communities

Best Retirement Community
Eagle Crest Communities

Best Nursing Home
Riverside

Best Senior Services
Eagle Crest Communities

Donations & Support

It is our honor to express our sincere appreciation to the many wonderful people who help support Eagle Crest Communities.

In Memory of Corrine Heins
Ardus & John Cleveland

In Memory of Jack Reiland
Thomas & Peggy Trudeau

Legacy Fund
Bernadette Tegeler
Coon Valley Lutheran Church
Mindoro Lutheran W.E.L.C.A.
Dyanne Brudos & Roger Thornton

Tuition Incentive Program
Mary Lou Biddlestone

Employee Appreciation Fund
Mary Lou Biddlestone
Donald Meyer



Eagle Crest Employees' Giving Club

Kathleen Banasik
Colleen Bonsack
Donna Brogan
Andrea Byrne
Steven Cook
Cindy Craig
Hannah Fort
Todd Garves
Cathleen Grinde
Tammy Haefs
Keri Krueger
Elizabeth Kvistad
Haley Martin

Lori Mikshowsky
Donna Miller
Carin Myhre
Shelly Olson
Carla Potter
Rochelle Poulin
Diane Rochester
Patrick Senzig
Debra Stanhope
James Stenulson
Vickie Stevens
Todd Wilson
Susan Wyland

Eagle Crest Communities Donation Form

Helping Eagle Crest Communities continue to provide quality, compassionate care in the Coulee Region. Donations are gratefully received and tax deductible to the extent allowed by law.

Name _____

Address _____

- This gift is in honor of _____
- This gift is in memory of _____
- Capital Fund - supports major projects such as Eagle Crest developments.
- Legacy Fund - supports activities and special events, and enhances amenities & technology for residents.
- Tuition Incentive Program Fund - supports our recruitment and retention program.
- Employee Appreciation Fund - promotes employee appreciation.

Special requests are always welcome!

Payable to:
Eagle Crest Communities
Mail to:
Eagle Crest Communities
PO Box 2468
La Crosse, WI 54602-2468





EAGLE CREST COMMUNITIES

Caring Since 1946

2575 South 7th Street
La Crosse, WI 54601

Bethany Lutheran Homes, Inc.



EAGLE CREST SOUTH SENIOR LIVING *An Eagle Crest Community*

**Now leasing to
those 55 and better.**

Senior Living
Independent Living Plus
Assisted Living
High Acuity Assisted Living
Memory Care



Apartments Available Now!

Contact us today at 608.791.2702 or marketing@eaglecrestlife.org