



SENIOR VIRTUE

WINTER 2022 ISSUE

MODERN MEMORY CARE

*See How One Community Is Doing
Memory Care Like No Other*

CLEAN AIR

*Seniors Demand Greater Protection
From Germs & COVID-19*

IN-HOUSE THERAPY

Better Quality Care Is Simple

Letter

FROM THE EDITOR

When I was a freshman in high school, my grandmother was put into a long-term care facility.

I remember the first time I went to visit her, and how I felt. I was so uncomfortable. I saw that there were so many other residents there that, in my opinion at that time, were in worse shape than my grandmother. I truly didn't think my grandmother needed to be there.

When my grandmother passed at the nursing home, I told myself I'd never go back to one of those places again. That all changed when I began to learn about Voyage LTC.

I was once so apprehensive about going back into a long-term care community again, but my interview for this job went so well that I truly felt that this was the next best step for me in my career. I knew that in my experience with my grandma, I could use that to be a voice for the company, the residents, their families, and the employees.

Getting to interact with the residents at Oak Hills Care Center, Skyview Nursing Center, and Edmond Health Care Center fills me with a joy that I've never known. I like to think that now, my grandmother is smiling down on me with pride.

While creating these stories, I've gotten an inside look at the people who live and work in our long-term care communities. I have had the privilege of getting to know who they are, what they're passionate about, and what makes each and every one of them so special and unique to us as an organization. I hope you all see what I see in Voyage Long Term Care when reading **Senior Virtue**.



Ashley Strehl

ASHLEY STREHL

Managing Editor of Print & Digital Publications

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SPECIALIZED UNIT OPENS UP IN EDMOND

Conquering the Covid-19 Pandemic

With COVID-19 numbers back on the rise, many long-term care communities find themselves trying to think outside the box when finding a way to keep residents safe and healthy.

CEO and Founder of Voyage Long Term Care, Brad Underwood, saw the need for a new and innovative way to keep residents safe when the positive cases began re-emerging in late August. Underwood implemented a new and one of a kind COVID-19 wing within the Voyage LTC community at Edmond Health Care Center.

On September 1, 2021, Hall 300, within Edmond Health Care Center, was officially converted into the "Covid Wing", where Covid positive residents are cared for in isolation away from the other residents throughout the community. The wing is not only housing residents already placed at EHCC, but they are also taking in Covid positive residents from sister communities at Skyview Nursing Center and Oak Hills Care Center.

With 25 beds, the residents in the unit have personalized nursing care, as outlined by Covid protocols and physician orders. There are also daily activity opportunities, meals, and regular opportunities for phone calls and video chats with their loved ones.

We can see that from a recent increase in COVID-19 cases across the country, all ages are affected by the virus. However, we've also seen that the elderly faces a higher risk of severe infection due to physiological changes that can affect their immune system, as well as the fact that much of the elderly have underlying health conditions.

As of October 6th, CDC provisional count reports state that since the beginning of the pandemic in early 2020, approximately 536,000 individuals that are 65 years of age and over have died from COVID-19 complications. In total, over 707,000 people have died from COVID-19 complications.

Voyage Long Term Care Chief Operating Officer, Kip McElwee, says that success of the Covid wing will be when there are not enough positive Covid cases in the community to warrant a specialized unit. "Currently, the local hospitals and other nursing facilities under Voyage Long Term Care do not have the resources to provide the number of beds needed," McElwee said. "We just want to do our part to help our residents and the local community."

Voyage LTC is actively hiring several different positions for the unit as well, with the opportunity for CNA pay to be at least double than what they would make in a day-to-day long-term care community. McElwee also said that the healthcare team will experience additional training opportunities on infection control/prevention. "Utilizing a separate portion of the facility provides a safer environment for those with Covid currently, those who do not have the virus, and the staff still working outside of the unit," McElwee said. "We are using a different entrance/exit and we basically have two different facilities operating under one roof."

McElwee says that within her role, she has seen how negatively the pandemic has affected those in healthcare. However, she thinks that the implementation of the unit will benefit Voyage Long Term Care in the long run. "By providing beds for Covid positive residents we are contributing to the overwhelming pandemic that has so unfortunately plagued healthcare," McElwee said. "This opportunity has provided new relationships between OKC hospitals and our facility. It is a great opportunity to do our part and make new relationships along the way - all while providing specialized care for the most precious residents ever."

The organization has high hopes for the success of the unit in keeping positive cases as low as possible. "The safety of our team and our residents is our number one priority," Underwood said. "Innovation is at the forefront of our organization; I believe that this will be an effective and innovative way that we will continue in providing quality care to our residents."





Voyage LTC has partnered with Pure Air Control Services to ensure the highest quality of healthcare through the improvement and maintenance of the air quality at all of their communities.



SETTING A NEW CLEAN AIR STANDARD

Pure Air for our LTC Communities

When you live and work within a long-term care community, health is the number one priority, but it can be difficult to fight air-borne sicknesses. That is why Voyage Long Term Care has implemented Pure Air filtration systems across their communities at Oak Hills Care Center, Skyview Nursing Center, and Edmond Health Care Center.

WHAT IS PURE AIR?

Pure Air Control Services disperse PURE-DECON Electrostatic spray (DEP) that kills 99.9% of bacteria, mold, harmful microbes, and viruses, including COVID-19.

Air purifiers with EnviroSmart™ detection technology & multistage HEPA filtration and/or PURE Plasma bi-polar ionization are installed in the building for the continuous cleaning of the air to remove allergens, microbes, odors & particles. Pure Air Control Services also cleans all of the HVAC units with PURESteam™ using 350°F steam.

Then, they are restored with antimicrobial paint as part of the HVAC New Life™ process. It also consistently monitors the community 24/7 for particles, temperature, rH, CO₂, & VOC.

Since the installation of Pure Air Services across our communities, our residents and healthcare professionals have seen a significant improvement in terms of aroma, temperature, and overall cleanliness.

WHY WE CHOSE PURE AIR CONTROL SERVICES

CEO and Founder of Voyage Long Term Care, Brad Underwood, said he had a lot of options for air purification systems, but he chose Pure Air, not only because they are a company with 40+ years of experience, but because they had something the other companies did not. “We did a lot of research on what the best air purification company would be for our specific communities”, Underwood said. “Pure Air Control Services was the only company that we found that was EPA, FDA, and CDC certified.”

Underwood also said that with the implementation of Pure Air, the team noticed differences in the communities that they didn’t expect. “We discovered that the residents actually began getting better sleep in the evening,”





PURE-DECON Electrostatic spray (DEP) kills 99.9% of bacteria, mold, viruses (including COVID-19), & other harmful microbes



Underwood said. “We also found that cognitive recognition has improved, as well as overall mood and morale. When the air is clean, your body truly functions at a higher level.”

When reading the literature, it may seem obvious that this would be the best choice for any long-term care community when finding a way to reduce the risk of air-borne illness. However, Underwood says that in his experience he has not seen another long-term care community spend as much time, money, and effort towards air purification as Voyage LTC.

“When you have to make the decision to put your loved one in a long-term care community, it’s not easy, but if it were me, I would be heavily looking into their quality of air-purification”, Underwood said. “That’s why we have invested so much into our air-purification systems. We wanted to be able to stand behind the fact that your loved one is going to breathe better, be healthier, be happier, and have a better quality of life within their long-term care community.”





Oak Hills Care Center Resident Poses for Photo at DBA Activity

DOWNED BIKERS ASSOCIATION OF OKC

Takes a Ride to Oak Hills Care Center

The COVID-19 pandemic presented many barriers to our residents within our long-term care communities. Residents were not able to have as many visitors, and activities within the homes significantly diminished.

Activities within long-term care communities are vital to the development of social interaction, overall morale, and the mental and physical capacity of the residents. Due to the pandemic, activities within the homes suffered from lack of outside resources and volunteers to visit the home. A recent decrease in pandemic cases has finally opened up opportunities for residents to interact with activities provided by outside resources. Team members like Activities Director at Oak Hills Care Center, Bobbi Thomas, and LPN, Crystal Johnson, have recently done their part in making each day special for their residents.

Johnson, mother of a member in the non-profit organization, Downed Bikers Association (DBA) of Oklahoma City, invited 30+ members to drive their motorcycles up to the long-term community of Jones and pay an outdoor visit to their residents. "The members of DBA are really good with veterans and retired bikers," Johnson said. "I knew they would be great with our residents, seeing as how we have veterans and retired bikers here as well. They love to volunteer, and I knew they would be able to physically assist with helping the residents get on the bikes. The members of DBA are outgoing and very wonderful people."

DBA was created to aid those who have been hospitalized due to motorcycle accidents. There are currently six chapters across the state in Oklahoma City, Western Plains of Elk City, Tulsa, Enid, Twin Rivers of Vinita and FootHills of Tahlequah. "Some people have a bad outlook on bikers," Johnson said. "A lot of them aren't like that at all. They're doctors, nurses and lawyers, too. They're just like you and me, good people."

DBA members volunteered to let residents try on vests, hats, and helmets and let them take pictures on their motorcycles. Thomas says that this afternoon meet-and-greet more than exceeded her expectations.

"I was expecting maybe five to ten bikes, but then all of the sudden 30+ bikes showed up," Thomas said. "We have a lot of residents that were bikers in their younger years, and we felt like letting them see all the bikes and new faces would help them bring back some good times of when they were younger."





Fuller (right) chats with Oak Hills Care Center Resident

WHEN CARE GOES OUTSIDE THE HOME

Lindsey Fuller, The Neighborhood CNA

Many CNA's will tell you that they joined the medical field because they felt a calling to do so. For this CNA, the calling has extended outside of her long-term care community at Oak Hills Care Center.

In July, Oak Hills Care Center CNA, Lindsey Fuller, was selected for the National Association of Health Care Assistants (NAHCA) Neighborhood CNA of The Month.

NAHCA's mission is to elevate the professional standing and performance of a CNA and other caregivers through recognition, advocacy, education, and empowerment while building a strong alliance with health care providers to

maximize success and quality resident care. Fuller has been a CNA for 17 years, and a CNA at Oak Hills Care Center for almost three years, "My mom was a social worker for more than 20 years for nursing homes, so I grew up in nursing homes, and I took care of my grandma before she passed," Fuller said. "I saw the love and care that CNAs gave to the residents, and I knew I wanted to be a part of that." In the past two years, Fuller has taken her love of giving back outside of her community at Oak Hills Care Center by preparing meals for the people in need around the Oklahoma City metro area.

One Saturday a month, Fuller and her children prepare full course meals, drinks,

hygiene kits, and socks for the homeless and those in-need around Oklahoma City metro area, calling them "Pop-up Blessings." "I saw that there were so many people that were less fortunate than us," Fuller said, "I've just always had a soft spot for the homeless community. They're forgotten, and sometimes they even get shunned and labeled as a burden. If I have the means to give back to them, I'm going to do that. It's just my way of being a blessing in a world gone crazy."

Fuller and her children visit tent cities, under bridges, the Oklahoma City rescue mission, and various women and children shelters. "You go out there and you can meet all kinds of people," Fuller said. "Just because they are homeless doesn't mean they don't have a story, and it's so interesting to just sit and talk with them."

Fuller's passion to show love and care to those in need embodies the mission and core values that Voyage Long Term Care follows in everything that they do, "A lot of people get put in homes, and they don't have family to come see them," Fuller said. "You become their granddaughter, you become their kids and their friends. Being that person for them is my favorite part about being a CNA."

NAHCAs mission to recognize the challenging work of CNAs is something that Fuller holds close to her heart, "As CNAs we sometimes get labeled as the bottom of the totem pole," Fuller said. "NAHCA recognizes that we are so much more than that. They give us a voice in the nursing community. To be acknowledged by them is more than an honor for me."



Fuller (left) dances with Resident During Karaoke



INNOVATION THROUGH DESIGN

Modernizing Long-Term Care

What's something that reminds you of home? Is it a certain smell? The sound of laughter, music, or a TV show in the background?

At Voyage Long Term Care, we understand how important it is for our residents to feel at home. Our team has started with plans to not only improve the physical appearance of our communities, but also boost morale, and help our residents and team members feel more at home by sprucing up their space.

INTERIOR DESIGN AND HOW IT CAN IMPROVE THE LIVES OF THOSE WITHIN LONG-TERM CARE

When a resident leaves their home to transition into a long-term care community, it's never easy. It can be hard to adapt to a new living environment, especially one that looks like the bleak resemblance of a hospital. Studies have shown that the physical appearance around long-term care residents with Alzheimer's and dementia can play a factor in their mood and well-being.

HOW WE ARE CONTRIBUTING

In early 2021, Voyage Long Term Care Chief Marketing Officer Jarred Smith, and Manager of Media Design Jarrod Ferguson saw the opportunity for an improvement in the physical appearance of the memory care unit at Oak Hills Care Center.

The memory care unit is utilized for residents with Alzheimer's and dementia and provides 24/7 specialized care, memory-enhancing activities and therapies, and a secure environment. Smith and Ferguson knew that they needed to cater their designs to those residents who need regular interaction and stimulation, so not only did they improve the overall appearance, but they also added interactive activities within the design of the unit as well.

"We knew we had to think outside the box on this one," Smith said. "We wanted it to be different from other memory care units and provide something that the residents will be able to enjoy for generations." After 3 months of construction work, the memory unit was completely changed with its one-of-a-kind interactive walls and a 23 foot mural of Hollywood history.



(A) 23 foot Hollywood History Mural, (B) "The Lab" and Vintage FORD Truck, (C) Oak's Auto Garage & Stoplight Corner, (D) "Oak Hills City" Storefronts



As the Manager of Media Design, Ferguson took lead in the creation of a majority of the designs within the unit. “It was challenging, but I think it was worth every ounce of effort put into it,” Ferguson said. “The residents and healthcare team in the unit seem to really enjoy it.”

UPDATES & FUTURE PLANS

Since Voyage Long Term Care has taken over management at Edmond Health Care Center, Oak Hills Care Center, and Skyview Nursing Center, other enhancements made include: new nurse’s stations, re-painted walls, additional wall art, structural improvements, new flooring and so much more. Artistic wall additions at Skyview Nursing Center were recently rolled out with a wall dedicated to the military veterans of the community.

Renovation of the check-in station and administrative offices at Edmond Health Care Center and the dining room at Oak Hills are next steps for the team.

OUR COMMITMENT

“As a corporate team, our goal is to make these communities better than we found them,” Smith said. “We support the team members and the residents and ensure that they are getting what they need and deserve. We’re excited to continue our mission in helping our residents feel at home.”



(E) Skyview Home Theater Sign, (F) Contractor Cuts Wood for Skyview Deck, (G) Voyage Team Member Puts Frame Together for Veterans Wall, (H) The Skyview Deck



SURVEYING OUR WAY TO SUCCESS

The Voyage LTC Survey Prep Team

From one side of the job to the other, these four women have helped pave the way for Voyage Long Term Care's success in completing state surveys, and improving the lives of team members and residents within our long-term care communities.

Debbie Zamarripa, Anitra Scott, and Myra Smith are Corporate Nurse Managers. Zamarripa, Scott, and Smith's duties include visiting our long-term care communities and prepping all team members at Skyview Nursing Center, Oak Hills Care Center, and Edmond Health Care Center for questions that could be asked by visiting survey representatives from the long-term care division of the Oklahoma State Department of Health (OSDH).

All of the women have an extensive background in nursing and have even worked as state surveyors for the OSDH. Zamarripa's most recent role was with OSDH in management over the long-term care divisions state-surveyors. "For so many years, I worked on the other side, overseeing the implementation of the rules and regulations," Zamarripa said. "Now I get to interact with the residents more, and that's what I've missed most."

At the end of the day, all three of the women agree that what they do is for the betterment of the quality of life of the residents within our long-term care communities. "I feel that the most important part of my job is ensuring that the residents are treated like family," Scott said. "Because that long-term care community is their home. All the residents are so full of knowledge. They're also all so funny, and it brightens up my day to see their smiles."





A



B



C



D



E



F

CARING FOR VOYAGE EMPLOYEES

Voyage Hosts Back-to-School Bash

According to consulting firm KPMG in an article by cnbc.com, the average spend per child on back-to-school items is \$268 for the 2021 school year, up 9% from last year. Even with the tax-free weekend in Oklahoma, several parents have been finding themselves in a pinch when buying back-to-school supplies for their children.

In early August, long-term care management company, Voyage LTC, held their very own “Back-to-School-Bash” event at Edwards Park for all their healthcare team members at Oak Hills Care Center, Skyview Nursing Center, and Edmond Health Care Center. Supplies included a backpack, hand sanitizer, tissue box, notebook paper, journals, folders, pencil case, pencils, colored pencils and crayons. Team members of the various long-term care communities collectively registered over 100 of their children before the event to collect free supplies.

Voyage LTC also served hotdogs, chips, and soda to families that attended, and for the families that couldn't make it, Voyage LTC staff members loaded up backpacks with remaining supplies to take them to the individual long-term care communities. In total, Voyage LTC gave away over 6,000 dollars in school supplies for free. Director of Human Resources at Oak Hills Care Center, Holly Alley, brought both of her children to the event, and collected extra backpacks full of supplies for a few of her coworkers as well. “Can you imagine what a relief this is for the parents?” Alley said. “I’ve never worked for any company who does this for their employees. It’s awesome.”

Voyage LTC strives to foster a work-culture according to their five core values, **Integrity, Leadership, Ministry, Family, and Innovation**. When planning the Back-to-School-Bash, CEO and Founder of Voyage LTC, Brad Underwood, had the core value, family, in mind. “When you’re a part of a family, you take care of one another,” Underwood said.

“I’m so proud of our corporate employees for giving up their Sunday evening to help our long-term community employees feel special. A family loves and respects one another. We know that if we love our employees, they will love us back. It just comes natural for us to take care of our own here.”

Voyage LTC’s core value, Family, reads, “We strive to foster a culture that promotes a caring and supportive work family built on trust and mutual respect. Families provide balance, support, and compassion.” They plan on taking their core values and using them to inspire future events to give back to their healthcare employees.



(A) Team Member Organizing Backpacks, (B) Child Shoots Basketball in Pop-A-Shot Game, (C) Team Member Prepares Hot Dogs, (D) Team Members Setting Up Supply Stations, (E) Children Excited to Recieve School Supplies, (F) Boxes of Colored Pencils

IMPLEMENTING IN-HOUSE THERAPY

Better Quality of Care is Simple

Physical, Occupational, Cognitive, Occupational, Speech, IV, Oxygen, and Music therapy. These programs are the components that we have to thank for the quality of therapy and life within our long-term care communities.

The quality of therapeutic services can make a world of difference in the lives of those living within a long-term care community. In May 2021, Skyview Nursing Center, Oak Hills Care Center, and Edmond Health Care Center, under the management of Voyage LTC, officially moved their therapy opportunities to in-house, rather than using contract employees from a third-party company.

Director of Rehabilitation, Lindsey Smith, and most of her team had already been working under the third-party contract company with our residents for two years when the transition initiated. When Smith and her team got the opportunity to work directly under Voyage LTC, there was no hesitation, "It was exciting that we got to stay where we already put roots," Smith said.

Smith states that her and the team have priorities in place, "We make sure that people can go to the bathroom, dress, get up, move around, and feed themselves. Once we have established that they can do that, we will then strengthen what they do have or modify what they don't have. We just try to get them to the highest independent level possible."

THERAPEUTIC PRACTICES IN DEPTH

OTPTST, (Occupational Therapy, Physical Therapy and Speech Therapy), are the primary focus for the rehabilitation programs





within our communities. Occupational Therapy, (OT), guides residents through activities of daily living, also known as ADLs (Activities of Daily Living), like using the bathroom, moving around in a wheelchair, eating with utensils, and upkeeping personal hygiene and grooming. OT also includes treatments like assisted stretching, aquatic therapy, behavioral assistance, and practice with social skills. Our OT therapists record a resident's progress and give them the skills to apply their continued rehabilitation.

Physical Therapy, (PT), working hand-in-hand with OT, focuses on techniques like massages, movement trainings, and exercises to help people recover from their injuries or illnesses. PT will work closely with residents to learn more about their conditions, and it is personalized depending on the needs of each individual resident.

Speech Therapy, (ST), works to prevent, assess, diagnose, and treat speech, language, social communication, cognitive-communication, and swallowing disorders. Swallowing disorders (dysphagia) are feeding and swallowing difficulties, which may follow an illness, surgery, stroke, or injury. For victims of stroke who no longer have a full range of communication, Smith and her team have the option to customize a "communication book" for any resident suffering from speech issues within the therapy programs. These books contain pictures and words used most frequently by the residents. The residents can show pictures from the book to other members of the staff when they need something.

LOOKING AHEAD

Future enrichment program plans will entail activities of daily living, enrichment groups, and individual therapy bi-weekly at each facility to increase patient socialization and opportunities.

Smith and her team of rehabilitation specialists are currently growing and implementing individual and group therapeutic

activities like a virtual reality corner, nerf gun target practice, gardening, outdoor exercises and activities, ice cream socials, and residents even have the opportunity to help beautify their own community building as the needs arise.

Since Voyage LTC's transition to moving rehabilitation in-house, it allows for our rehabilitation team to work with residents who aren't just enrolled in therapy services. Smith says that group therapy activities will help catch any cognitive issues that any residents have that may not have been caught before. "For instance, if we did a small cooking group, and we notice a resident struggling with their tasks, we may not have caught that before, and now we have the time to sit down and work with them one-on-one."

To the residents, the bi-weekly activities are just another fun day at home, but for our rehabilitators, they are an opportunity to assess and improve the resident's physical and mental well-being. "For the team and I, our big thing is play. We all have a core where we believe that you don't stop playing because you grow old, you grow old because you stop playing. As long as we are playing all day, we have done our job."

"Every resident is different, we win some we lose some, but it's fun to watch them make those gains when they make them," Smith said. "I do think that long-term care has a bad rap, and I think people don't see what we see. We see someone's Mother, someone's Grandma and someone's Dad. So being here, means that we can show the surrounding community that these guys don't just come here to sit, they have things to do. I guess, selfishly, watching them smile, gives us all we need."

"We will never say never with any of these guys. We will never say someone can't walk or someone can't talk, because they can surprise you every day," Smith said.



Message

FROM OUR FOUNDER & CEO

Friends, Colleagues, Team Members and Associates,

Thank you for taking a look at the first issue of Senior Virtue by Voyage Long Term Care.

At Voyage Long Term Care, we strive to be first, be better, and to lead the industry in quality care. Every individual who works on our team, from our CNA's to our Dietary Aide's to our Office Managers, are unique and special in their own ways.

Everyone within this organization has a story to tell, a passion to share, and a heart that shines bright. With this newsletter, it's my goal to share that with everyone I can. I want to share the love of this family, and the memories that are made in our voyage to providing the highest level of care for our residents.



BRAD UNDERWOOD
FOUNDER / CEO

OUR CORE VALUES



INTEGRITY



LEADERSHIP



MINISTRY



FAMILY



INNOVATION

SENIOR VIRTUE

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