

# **Lourdes Senior Community Boards**

*Tuesday, February 11, 2025, 1:30 p.m., LRHC Chapel*

*Note: Includes Board of Directors for Lourdes, Inc., Fox Manor, Clausen Manor (Lourdes Alzheimer's Special Care Center), Joseph T. Mendelson Assisted Living Home (Lourdes Assisted Living), Dominican Health Care and Lourdes Campus Fund*

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## **BOARD MEMBERS PRESENT**

Richard Acho, President and CEO  
Erin Asdell  
Sister Janice Bachman, OP  
Linda Gifford  
Peggy Holden, Secretary/Treasurer  
Msgr. Michael LeFevre  
Joseph Manuszak  
Sister Peggy Martin, OP  
John Noone, Chair  
Barbara Mendelson, Vice President, via Zoom  
Paul Propson  
Sr. Barbara Rund, OP

## **BOARD MEMBERS EXCUSED**

Dr. James Boal

## **STAFF PRESENT**

David Krolikowski, Director, Finance  
Rebecca Latta, Director, Human Resources  
Robin McClintock, CTRS, CASP, Director, Fox Manor and  
Mendelson Home  
Jason Mize, Director, Plant Operations  
Cori Sharrard, Director, Clausen Manor

## **STAFF EXCUSED**

Maureen McGee, Administrator, Lourdes Rehabilitation and  
Healthcare Center

## **GUESTS**

Frank Poma, HR Committee member, until 2:50 pm  
Jennifer Dale, Angela Hospice  
A'Lexuss Stewart, Activity Coordinator, LRHC  
Christina O'Neil, Activity Coordinator, Clausen Manor

## **WELCOME**

Mr. John Noone called the meeting to order at 1:30 p.m. A full quorum was present.

## **OPENING PRAYER**

The Leadership Team read the prayer.

## **IL EXPANSION – VILLA PROJECT UPDATE**

The St. Jude home was demolished in December 2024. The permit is with the township of Waterford. One issue is being addressed and taken care of. Three bid proposals were received from builders. Two of the three were \$1.3M more than budgeted. Some of the quoted specs were for commercial buildings rather than residential. These bids contained a tariff surcharge in anticipation of possible tariffs. Three additional contractors came forward and are in the process of submitting bids. The bids are due back on February 14, 2025. The contractors feel confident about meeting the budget.

The villa timeline has been pushed back to spring 2026. One couple that had put down a deposit on a villa has backed out. Three units are spoken for with more interest expected as the project begins.

The initial apartment drawings and plan were presented to the township in a preconstruction meeting. They were very positive and stated that they would support the project. The initial permit will be submitted to the township in about two months.

## **PROPERTY TAX UPDATE**

The case is with the Tax Tribunal. Everything was submitted in May 2024. The decision is still pending. The plan is to appeal to the next court should an unfavorable decision be received from the Tax Tribunal. Bodman Law is representing Lourdes Senior Community.

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## **ANGELA HOSPICE AT LOURDES**

Jennifer Dale, Community Outreach and Philanthropy Director for Angela Hospice thanked Rich for welcoming her to the. Angela Hospice is based in Livonia and just celebrated their 40<sup>th</sup> birthday. The average daily census runs about 300. They serve patients from pediatric and up. They have a 32-room inpatient facility in Livonia along with a 15-room inpatient facility at Lourdes. The remainder is served in their homes, no matter where their homes are located. This can be a private home, assisted living, skilled living, children's home, or wherever hospice services are needed. Angela Hospice offers a robust grief care and bereavement program for patient families and the outside community.

Ms. Dale's development team brings in approximately \$2M per year and covers everything that Medicare and Medicaid do not cover. Primarily many of the donations go to cover the grief care program. The first patient at Lourdes was welcomed in December. Their 15-patient occupancy is capped at 8 until new staff can get acclimated. They expect to open to 15 residents in March.

The admin team is based in Livonia and makes visits to their Lourdes facility approximately once a week. Their Board of Directors runs between 11 and 15 members.

Mr. Acho noted that we are excited to have them as part of the LSC team. Angela Hospice is known for its quality of care. They have served 27 patients since December. Their patients at Lourdes have averaged 11 days inpatient. Every 60 days a re-evaluation of the patient must be completed, there is no end to the length of time a patient is on hospice as long as they continue to qualify.

Medicaid is not yet accepted at the Lourdes location. A federal grant through the State allows them to accept Medicaid for patients. The grant will reopen in the fall. Their battle of paperwork with the state prior to opening prevented them from accepting Medicaid in this location until the grant cycle opens back up. They have a fund that covers all who do not have the funds to pay for their room and board.

Cancer is the number one diagnosis that puts patients in a hospice situation. The second is a Parkinson's diagnosis. Dementia can no longer be a primary diagnosis for hospice.

Mr. Noone asked about how they fundraise and what is their secret sauce. Ms. Dale has been a professional fundraiser for 30 years. The majority of their donations come from the people they have provided services to, such as an estate contribution from the patients and families. They hold an annual golf outing, a walk on their property in Livonia, and a Christmas Tree of Life fundraiser. They have excellent and strong corporate relationships. Fundraising is a marathon with relationship building. There must be a commitment. Community Outreach is a large part of relationship building. Their longest donor has been with them for 32 years and gives them \$10 every 16<sup>th</sup> of the month.

LSC will be teaming up with Angela Hospice to do some fundraising at the Lourdes facility. Mrs. Asdell works with Angela Hospice frequently through the Waterford Senior Center. Livonia has a waiting list currently and is at full capacity. The Lourdes location will ramp up as more team members come on board. Ms. Dale said that their phones are manned 24 hours a day, 365 days a year. Their waiting list is taken on a need basis, not a first come first serve.

Lourdes went to Trinity Hospice first to see if they were interested in an inpatient at Lourdes. They were not interested, but they remain in a good relationship with Lourdes.

# Ourdes Senior Community Boards

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## **SKILLED NURSING AND HEALTHCARE IN 2025**

Dr. Fadi Salloum had an emergency and could not attend.

## **MANAGEMENT REPORTS**

- A. Human Resources – Rebecca Latta:** Rebecca spoke to the WeCare Connect Work that Matters surveys that employees are offered at hire-in, at their six-month anniversary, at their hire date anniversary, and at their exit. The three top reasons that employees leave their jobs are issues with managers, negativity in the workplace, and unrealistic workloads. Surprisingly pay was not one of the top three reasons. LeadingAge MI is offering management training throughout the coming year. The training is free through a State grant. This training is expected to help with retention.
- The Earned Sick Time Act (ESTA) goes into effect on February 21, 2025. This grants every part-time worker one hour of sick time for every 30 hours of work. A basic policy is being developed for all employees who currently do not receive PTO days. LSC does not plan to keep this policy if the Act is rescinded. Sr. Barb noted that Bodman Law and the AOD have a great presentation explaining all of this. Mr. Manuszak will share the policy that Colombiere Center has written for their employees.
- B. Ourdes Rehabilitation and Healthcare Center – Maureen McGee:** Report stands as written.
- C. Finance and IT – David Korlikowski:** Report stands as written. Mr. Krolikowski noted that 2024 was an exceptional year and \$1.8 million over budget. Sr. Janice Bachman, OP, asked about the possibility of receiving information on the investment summary. It will be included in the Board report going forward. Mr. Noone noted that LSC has an investment policy that is provided to our investment providers who are asked to abide by the policy. The policy will be shared with the Board along with investment results. Some of the year-end results included a \$500K true-up adjustment from 2021 – 2023 federal payments along with a workers comp credit.
- D. Clausen Manor – Cori Sharrard:** The report stands as written. Four additional residents are expected within the next four weeks, bringing the census to 100%. The potential residents are higher functioning which makes Clausen Manor more attractive to potential family members. Sr. Janice Bachman, OP, commended the training opportunity for staff to receive the Certified Dementia Practioner training. A wall has been created at Clausen Manor to display the staff's CDP certifications.
- E. Fox Manor – Robin McClintock:** Transitioning is taking place with some Fox Manor residents moving to Mendelson and some Mendelson residents moving to Clausen Manor. One Fox Manor resident is on hospice at the hospital and will not be returning to Fox Manor. A resident of LRHC will be receiving respite care at Mendelson before moving into Fox Manor.
- F. Compliance – Robin McClintock:** The Ethics Guide was distributed in the Board packet as is done annually. An acknowledgment form is to be signed by all Board members and employees and returned to Robin McClintock.
- G. Mendelson Home – Robin McClintock:** Report stands as written.
- H. Plant Operations – Jason Mize:** The report stands as written. Quotes are being received to replace a failed water heater at LRHC and a water filtration system. Quotes are being received to remove the wallpaper at Clausen Manor. Sr. Janice Bachman, OP, commended the capital investment that continues in each building.

## LOURDES SENIOR COMMUNITY BOARDS

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### **DEPARTMENT SPOTLIGHT – ACTIVITIES**

A'Lexuss Stewart, the Activity Director for LRHC, and Christina O'Neil, the Activity Director for Clausen Manor joined the Board members to talk about their department. Ms. Stewart has been involved in the coordination of resident activities for nine years. She enjoys being able to enrich our residents' lives. She gears her activities around what the residents request. Ms. Stewart is in charge of activities for the rehab and long-term residents of Lourdes Rehabilitation and Healthcare Center.

Ms. O'Neil is a Board Certified Music Therapist and has a background in hospice. She does a lot of one-on-one quality enhancement activities with the Clausen Manor residents. She touches on their spiritual, emotional, cognitive, and physical needs. Ms. O'Neil does a lot of legacy work for the residents to leave memories for their loved ones.

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## EXECUTIVE SESSION

### DOMINICAN SISTERS OF PEACE

Sr. Janice Bachman, OP, reminded the group of the annual report that each of the founded ministries submits to the DSoP leadership team. The report is written by the CEO and Board Chair. The current report will be included in the April Board packet. The Dominican Sisters of Peace hosted a ministry leaders gathering in January. Representatives of all of their founded ministries attended. Cardinal Timothy Ratcliff was a speaker at the gathering. Cardinal Ratcliff was the global master of the Dominican Order from 1992-2001. At the gathering, Cardinal Ratcliff spoke of synodality. This is a process introduced by Pope Francis to make the whole organization less hierarchical. The four points of this process are transparency, accountability, recognition, and reciprocity. The concept revolves around the dignity and interdependence between individuals and the power of listening and learning from one another. This process will alter the power struggle. Each ministry was asked to take this message back to their ministry.

### REPORT OF THE CHAIR

Mr. Noone reiterated the impact that Cardinal Ratcliff had on the attendees of the gathering. He said that the two-and-a-half days were impactful and meaningful.

### REPORT OF THE PRESIDENT AND CEO

Mr. Acho met with representatives of Angela Hospice at their 30-day opening to iron out any issues. They have admitted four LRHC residents into their hospice here at Lourdes, enabling LRHC to accept additional residents into those open beds.

Mr. Acho is moving forward with the opening of a food market off the LRHC lobby. He has interviewed several companies including Bigby Coffee. He is currently waiting to see if Bigby is interested and if not will go with another canteen-type marketplace. The market will offer healthy selections including sandwiches, salads, snacks, coffee, and other beverages. This is not to make revenue for Lourdes but to offer an amenity to staff and visitors.

The international nurse request has stalled. We are still on the list, but rates have been raised since we requested the program two years ago. No timeline on the readiness of the nurses has been offered. Sr. Peggy Martin, OP, stressed the importance of the nurses already having their green cards before Lourdes accepts them.

The senior magazine is being refreshed with a new edition. Mr. Acho has partnered with the AOD's End of Life planning seminars to introduce Lourdes Senior Community at each of their 12 workshops. Catholic Funeral and Cemetery Services offers all staff of LSC discounted funeral planning.

## COMMITTEE REPORTS

- A. **Audit and Compliance Committee – Sr. Peggy Martin, OP:** The Committee has not met since the last meeting of the Boards.
- B. **Finance Committee – John Noone:** The report stands as written. The Finance position of Lourdes remains positive and strong.
- C. **HR Committee – Erin Asdell:** The Committee has not met since the last meeting of the Boards. The topics the Committee will cover at the next meeting include ESTA, succession planning, and employee retention.
- D. **Philanthropy Committee – Paul Propson:** The Philanthropy Committee had a presentation from Plante Moran at its last meeting. The year-over-year giving was up in 2024. Grant opportunities were reviewed.

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- E. Governance and Nominating Committee – John Noone:** The Committee continues to work to recruit new Board and Committee members. The Retreat in April will offer a philanthropic presentation by Plante Moran, a review of the LSC Strategic Plan, an update on industry trends from Ziegler, updates to the independent living expansion, and a 5-year outlook for LSC. The merging of the Audit Committee and the Finance Committee was discussed. The Audit Committee has a small membership which sometimes causes quorum difficulties. Mr. Noone requested a motion to merge the Audit and Compliance Committee with the Finance Committee and integrate the membership.

**MOTION: SR. PEGGY MARTIN, OP, MADE A MOTION TO APPROVE THE MERGER OF THE AUDIT AND COMPLIANCE COMMITTEE AND THE FINANCE COMMITTEE. SECONDED BY SR. BARBARA RUND, OP. ALL IN FAVOR. MOTION CARRIED.**

- F. Quality Resident Care Committee – Linda Gifford:** Mrs. Gifford noted that the report stands as written.
- G. Continuing Support Fund Committee – Rich Acho:** The Committee met in December. Three requests for support were reviewed and approved. Total expected support is \$60K. Courtesy discounts offered to others who cannot afford the full monthly rent payment will come out of the Continuing Support fund. \$400K in support was distributed in 2024.

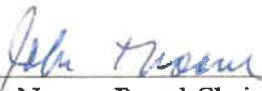
## CONSENT AGENDA

- Meeting minutes of November 18, 2024
- Testimonials
- Educational Article

**MOTION: ERIN ASDELL MADE A MOTION TO APPROVE THE CONSENT AGENDA AS PRESENTED. SR. JANICE BACHMAN, OP, SECONDED. ALL IN FAVOR. MOTION CARRIED.**

## ADJOURNMENT

The meeting adjourned at 3:31 p.m.

  
John Noone, Board Chair

  
Debi Batchelder, Recorder