



FROM THE PRESIDENT'S DESK



Through Another's Eyes

Seeing something through “another person’s eyes” is a phrase we often hear when involved in discussions where disagreement may be occurring. The ability to

listen and understand another person’s perspective can sometimes seem like a lost art, particularly as we find ourselves in the midst of election season where it seems many have lost the ability to talk to each other in a thoughtful and respectful manner. If you spend too much time watching the news you would think that people have lost their ability to empathize with the experiences and perspective that uniquely shape each of our individual stories. While Empathy may seem to be in short supply these days, I am of the opinion it is one of the most important life skills we carry with us and a vital leadership trait that can make all our personal and work lives better and more fulfilling.

What is empathy you ask? Empathy is the ability to experience, understand, and be aware of the feelings, thoughts, and perspective of another person.

The active ability to show another person:

- You see them
- You appreciate them
- You understand what they are going through
- You respect their perspective even when you may disagree on a subject
- You care



Empathy has the power to create a deeper and more meaningful connection and can serve as a bridge for greater communication between individuals or between a leader and their team. I’ve long felt that empathetic leaders who put “WE” before “ME”, who give credit to the team for accomplishments, who asks questions of their teams and then listens, and who work to build trust and accountability with their team are the leaders destined to succeed. I firmly believe that each of us can be a leader in our personal and professional circles.

Empathy is also a key part of caring for and communicating with our elderly residents who have a unique set of needs and challenges as they transition to living in an Arcadia Community. Many are transitioning during a difficult time in their lives and have experienced a host of recent losses that they may still be dealing with during a move to senior housing.

- Loss of Independence
- Loss of Health or challenging Diagnosis
- Loss of a Spouse
- Loss of their Social Network/Friends/Family
- Moving out of their lifelong home
- Loss of the ability to drive, cook, host family and friends around the Holidays
- Loss of cherished memories
- Loss of control and the ability to make their own personal decisions

Understanding these unique challenges and treating our residents with kindness and empathy makes such a difference in their quality of life. It can help them feel valued which can lead to better communication, improved emotional well-being, and better adherence to the care plans we provide. *cont’d*

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There are several ways we can show empathy to our residents including:

- Spend more time listening than talking and try to understand their perspective and feelings. You might be the difference in a great day or a bad one.
- Make eye contact, be mindful of your tone of voice and body language, and speak in a clear, slow, soft, and pleasant tone.
- Use simple language: Avoid medical jargon and technical terms, and use short, simple sentences.
- Be patient and look for ways to build trust and improve communication. Give residents time to respond, and don't try to speed up their answers.
- Be respectful: Use formal language, like Mr., Mrs., or Ms., and ask resident how they would like to be addressed.
- Be compassionate: Compassion can help you understand the other person better.
- Stay positive: Remaining positive can help you be a more compassionate caretaker.
- Be self-aware: Be aware of your own emotions and how they might affect our residents.
- Practice mindfulness: Be present and recognize changes in residents as they arise.

As our residents age there is greater risk for them to experience loneliness, depression, and poorer personal life satisfaction. There is no doubt that building these supportive social relationships with our residents has so many positive effects on their mental and physical health.

Practicing empathy in our interactions can lead to more positive and productive relationships with our team members and residents. It gives us all that extra spark of humanity which can inspire those around us and at the end of the day, wouldn't the world be a lot better off if we all approached each other with a little more empathy?

Thank you all for the incredible work you do each day to make our residents' lives better!

Brian Durbin, President

Make a Great First Impression

First impressions are crucial, especially in a community like Arcadia Senior Living, where relationships and interactions matter deeply. Whether you're meeting new residents, staff, or families, making a positive initial impact can foster a welcoming environment and build strong connections.

A first impression is formed within moments and often shapes how others perceive you moving forward. For instance, if you come across as friendly and approachable, residents and staff will likely feel more comfortable interacting with you in the future.

Dress Appropriately: Wear a clean, presentable uniform, or suitable comfortable attire that reflects the welcoming nature of our community. Always wear your name tag as a part of your uniform.

Maintain Eye Contact: This shows you are engaged and interested, making others feel valued.

Smile Genuinely: A warm smile goes a long way in creating a friendly atmosphere.

Use a Firm Handshake: If appropriate, a firm handshake conveys confidence and respect.

Listen Actively: Engage in conversations by listening as much as you speak. This demonstrates respect and appreciation for others' thoughts.

Practice Good Body Language: Stand tall, avoid crossing your arms, and use open gestures to convey approachability and confidence.

By focusing on these simple yet effective strategies, you can create a positive and lasting impression, and contribute to the vibrance of Arcadia Senior Living.

Kristie Kronk, COO



5 Pillars of Arcadia Ambassadors

We succeed through
Teamwork
and Togetherness

We Act with
Integrity

We are
Accountable
for our results

We
Respect
all Viewpoints

We Put
Safety
First

Your Name Badge
is an essential part
of your Uniform.
You must wear it
every shift.

Arcadia
SENIOR LIVING

NAME
Title

Serving with **Heart** since 2024

*“True hospitality consists
of giving the best of
yourself to your guests.” -
Eleanor Roosevelt*

2nd Quarter Ambassadors



Amy Juntunen
Resident Support Director

Shelly Marino
Director of Culinary Services



The Bluffs | Houghton, MI

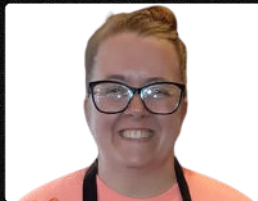


Pam Bell
Hospitality Specialist

Kaitlyn Bullard
Resident Care Specialist



Stilley House | Benton, KY

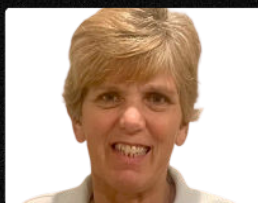


Tiffany Smith
Culinary Specialist

Marie Mitchell
Resident Care Specialist



RobinBrooke | Elizabethtown, KY



Lisa Davidson
Hospitality Specialist

Glenda Flener
Director of Life Engagement
Open Arms



Arcadia | Bowling Green, KY



Corey Tucker
Resident Care Specialist

Teresa Nance
Resident Care Specialist



The Lakes | Paducah, KY



Jason Dean
Business Office Director

Kim Hanik
Concierge



Arcadia IL | Louisville, KY



Cindy Wilder
Certified Medical Technician

Cheryl Stone
Certified Medical Technician



Arcadia AL | Louisville, KY



Devin Beatty
Dining Specialist

Zakiyah Manning
Dining Specialist

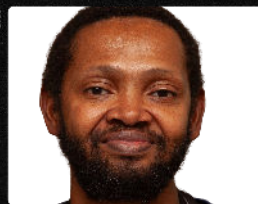


Arcadia Clarksville | Clarksville, TN



Shannon Stoll
Hospitality Specialist

Clinton Hall
Dining Specialist



Arcadia | Pace, FL