



## FROM THE PRESIDENT'S DESK

### Staying Safe & Staying Strong....Your Well-Being Matters

One of the 5 Pillars that serve as the foundation of Arcadia's Values is **SAFETY**. It is prominently displayed in each of our communities and a commitment we take very seriously. "The Safety of those who serve and those who we serve is of utmost importance. At Arcadia, we uphold the safety standards of the company and bring awareness to potential risks and hazards that may impact team members, residents, and visitors." Clearly, safety is a shared responsibility that we must all take seriously each day when entering our community.

In our profession, we're trained to care for others but how often do we remember to care for ourselves and those we work with each day? Workplace safety is more than a checklist, it's the foundation that allows us to do our jobs effectively, return to our homes and families healthy, and continue to make a difference in the lives of those we serve in each Arcadia Community.

**Your safety matters.** Every single day and every single shift. Let's take a moment to revisit a few simple safety reminders that protect us all—from physical strain to mental wellness.

#### **1. Step Smart: Preventing Slips, Trips, and Falls**

Falls are among the most common workplace injuries in our type of work setting—and many are preventable. Wet floors, cluttered hallways, and hurried steps can quickly lead to accidents.

##### **What You Can Do:**

- Wear non-slip, supportive footwear at all times.
- Clean up spills immediately or report them to our Housekeeping Teams right away. Make sure to put a hazard sign where a spill has occurred until it is cleaned up.
- Keep walkways clear of cords, boxes, supplies, and equipment.
- Use handrails on stairs and avoid rushing through high-traffic areas such as the dining room, activity spaces, and kitchen areas.

#### **2. Protect Your Back: Safe Lifting & Body Mechanics**

Lifting and transferring our residents, moving supplies and equipment, or simply reaching overhead can strain your back and joints if done incorrectly.

##### **Smart Lifting Tips:**

- Plan your lift.
- Bend at your knees, not your waist.
- Keep heavier loads close to your body.
- Ask for assistance when needed.
- Avoid twisting your body while lifting or turning.

#### **3. Think Ergonomically: Comfort at Your Workplace**

From the nurses' station to our front desks and beyond, long hours at a workstation or repetitive movements, poor posture, or awkward positioning can take a toll and lead to chronic issues like carpal tunnel syndrome, neck pain, and tension headaches.

##### **Ergonomic Quick Fixes:**

- Adjust your chair so feet are flat on the floor.
- Keep your monitor at eye level to avoid neck strain.
- Use wrist supports and take short stretching breaks every hour.

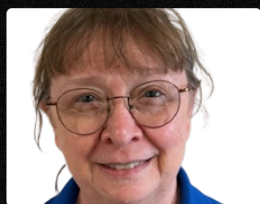
#### **4. Don't Overlook Mental Health: It's Safety, Too**

A team member who's stressed, overwhelmed, anxious, or depressed might have trouble focusing or making good decisions. That can lead to accidents, missed tasks, or costly errors. Mental health struggles can also show up as more sick days, low morale, or even high turnover. Mental and emotional strain can impact our ability to focus, react quickly, and make sound decisions—all critical in an Assisted Living environment.

##### **Take Care of Your Mind:**

- Use available mental health resources or those mental health benefits offered if you are on our Company Sponsored Healthcare Plans.
- It's okay to talk about mental health and wellness. Talk to your Supervisor or Executive Director if you are feeling overwhelmed.
- Take scheduled breaks, even brief ones, to reset.
- Practice gratitude and social connection with your work peers—it builds morale and resilience. Feeling connected helps team members feel supported and engaged.

## 1st Quarter Ambassadors

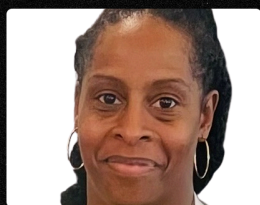


**Melanie Thompson**  
Resident Care Specialist



**Sherry Cox**  
Resident Care Specialist

RobinBrooke | Elizabethtown, KY

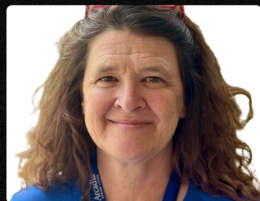


**Tambaneka Wade**  
Resident Care Specialist



**Kayla Clark**  
Driver  
Business Office Director

Arcadia | Bowling Green, KY



**Cynthia Burris**  
Resident Care Specialist



**Shelly Clampet**  
Director of Resident Care & Wellness

Stilley House | Benton, KY



**Angela McCoy**  
Culinary Specialist



**Winnie Grear**  
Lead Resident Care Specialist

Arcadia IL | Louisville, KY



**Paul Wolterman**  
Dining Specialist



**Sheneka Ricketts**  
Resident Care Specialist

Arcadia AL | Louisville, KY



**Shirley Coponen**  
Hopsitality Specialist



**Kalyssa Korby**  
Director of Life Engagement

The Bluffs | Houghton, MI



**Tammie Munn-Scott**  
Med Tech



**Nina Rossman**  
Dining Specialist

Arcadia | Pace, FL



**Donna Roe**  
Resident Care Specialist



**Janice Osborne**  
Resident Care Specialist

Arcadia Clarksville | Clarksville, TN



**Faye Thacker**  
Culinary Specialist

The Lakes | Paducah, KY



## 5 Pillars of Arcadia Ambassadors

**S**  
**T**  
**A**  
**I**  
**R**

We Put  
**Safety**  
First

We succeed through  
**Teamwork**  
and Togetherness

We are  
**Accountable**  
for our results

We Act with  
**Integrity**

We  
**Respect**  
all Viewpoints

*Continued from Brian*

Safety isn't just about avoiding injuries; it's about supporting each other. Let's continue to care for ourselves and each other, just as we care for our residents—with attention, compassion, and respect. Safety starts with each of us—and together, we build a safer, stronger team. If you see something unsafe, speak up. If you notice a coworker struggling, check in. The strongest teams are those that look out for each other. Thank you for the incredible work you do each day to support our residents to live meaningful and engaged lives.

**Brian Durbin**  
*President*





# 2024 Company-wide Ambassador of the Year

## Emma Jeffreys: Arcadia's Company-Wide Ambassador of the Year

Emma Jeffreys, Resident Care Specialist at Arcadia Clarksville since 2019, has been named Arcadia's Company-Wide Ambassador of the Year. Working in the Open Arms Memory Care Neighborhood, Emma's passion for her residents shines through in her everyday interactions. Her goal is simple: to be the familiar, comforting face they see daily, providing them with a true sense of home.

Before joining Arcadia, Emma began her career as a CNA in nursing homes, but she found her true calling in assisted living. "I enjoy the slower pace, the connection, and the ability to make a real difference in someone's life," she says. Emma loves the joy of engaging in activities with the residents, whether it's arts and crafts, games, or just spending quality time together.

While her role is rewarding, it also comes with challenges, especially when hospice care is involved. "The hardest part is when you know a resident is nearing the end of their journey," she admits, reflecting on the emotional difficulty of those moments.



**Emma Jeffreys**  
Resident Care Specialist  
Clarksville

Outside of work, Emma is supported by a loving family. She is the second of nine siblings, raised in the Philippines, and brings a strong sense of family and community to everything she does. Emma's husband, son and daughter are her rock. The family's two dogs complete their household, adding an extra layer of love and joy to their lives. In fact her daughter, who also works at Arcadia, shares the same passion for caring for others.

Emma is deeply grateful for the recognition but emphasizes the importance of teamwork. "I do what I'm supposed to, but it's the whole team that makes this community and Arcadia the best," she shares.

Her mantra, "Do everything with heart, and everything will follow," perfectly captures her approach to care and service. Emma's dedication to her residents, her family, and her team is a true embodiment of the compassion that defines Arcadia.