

# GRACE POINTE CARE

CARE • ASSESS • REPORT • EMPOWER

*report*

The Grace Pointe C.A.R.E Report serves to showcase the efforts put forth by Grace Pointe to care for its residents during COVID-19.



*Our Mission is to Serve Others*

July 2020



**Kelly Schroeder**

ACTIVITY DIRECTOR  
GRACE POINTE

*"I've been at Grace Pointe for more than 10 years. I previously worked in physical therapy for many years which directed my path into my current role with Grace Pointe."*

## An Interview with Grace Pointe Activity Director, Kelly Schroeder

### Q: Tell us about the "Three C's" at Grace Pointe

For **community**, we want to make people feel as comfortable as we can. When they come to Grace Pointe, they get to know the staff and other residents and we all become one big family. We help each other and enjoy time with each other. The **care** aspect naturally falls into place because people need different levels of help. We're able to provide care at any level that is needed for each person and accommodate as their needs change through life's journey. On **comfort**, we have a beautiful community with different levels of care to offer and different style home settings as residents transition into those different levels of care.

### Q: How have activities changed during COVID-19?

We have groups of many sizes but are always practicing safe distancing. For example, we hold activities and presentations multiple times so that all the residents can still participate but we can keep groups smaller. If a group is going to be larger, we move to a different area to accommodate the size of group in order to ensure there is appropriate space between residents.

### Q: How do activities benefit residents at Grace Pointe?

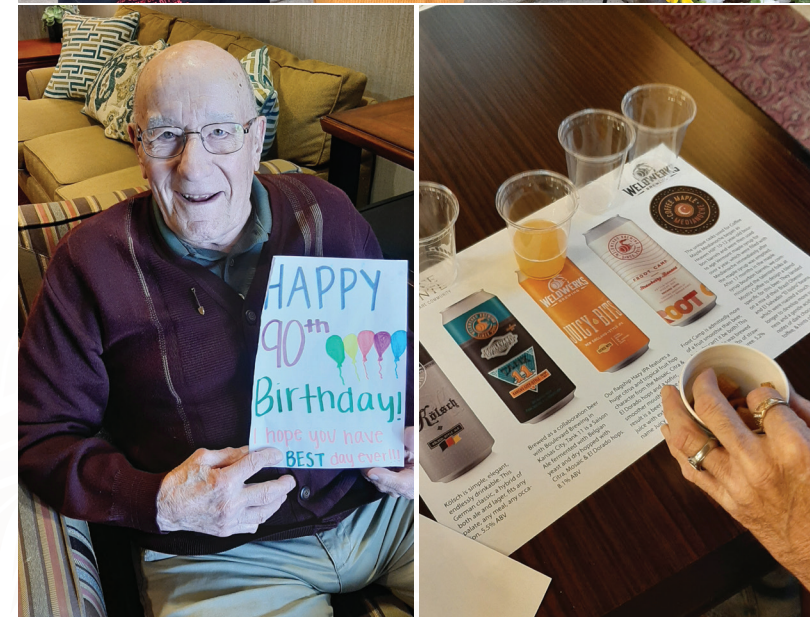
A lot of routine is really good for the residents. We have a walking club where we go outside and walk, we play games, make crafts and have socials (safely) out on the patio. Having an activity schedule helps the residents stay engaged which is very important.

### Q: What's life like at Grace Pointe?

We have a lot of really joyful people here at Grace Pointe and it's important to share that within our community to remind everyone that this is just a season that we will get through. This generation survived so many things. They see this as just a little hiccup. We will get over this and get on our way!

### Q: How has Grace Pointe evolved over the years to adapt to resident needs?

At Grace Pointe, we're always changing. We change with every season, every population and every new resident that moves into our community. People like different things - some people like a lot of crafts, or a lot of socializing, while some like to go shopping. We have residents with different care needs so we're always readjusting and changing. We've been caring for seniors for 10+ years and many of our team members have been with Grace Pointe since the beginning. We're experienced and accustomed to changing with the needs of our residents.





**Mike Akers**

DIRECTOR OF OPERATIONS & FACILITIES  
GRACE POINTE

*"I got my start in healthcare with Grace Pointe over 10 years ago. It was my first venture into healthcare but being raised in a home that had a physical therapist and nurse where both practiced for 35 years, it felt like I was coming home in a way."*

## Assessment Efforts At-a-Glance

Mike has a degree in healthcare administration and management and expedites all the facility maintenance which has become a critical role in Safety and Emergency Preparedness. He manages the supply chain for Grace Pointe and has worked diligently during this time to procure the necessary supplies to ensure the safety of the residents and staff.

## Care During COVID-19



**Restricting Visitors to Ensure Grace Pointe Remains a Safe Space**



**2x/Day Resident Vitals Monitoring**



**Utilizing a 6+ Year Partnership with Local Healthcare Coalitions & the Office of Emergency Management to Source Personal Protective Equipment (PPE)**



**Daily PPE Inventory & Disbursement & Training**



**Regular Refill of Hand Sanitizers with Sourcing from Local Distilleries**



**Implementation of Infection Control Policies Put Forth by CDPHE & CDC**

**Jennifer Peterson**

DIRECTOR OF MARKETING  
GRACE POINTE

*"I've been in the healthcare industry working with seniors for over 30 years.. I got my start in social work and transitioned into a nursing facility where I spent 13 years working many roles. I then became a case manager at a local hospital for another 13 years before deciding to transition back into senior care."*

## An Inside Look

### 200+ FaceTime Visits

Family members can't visit, so we have adopted FaceTime visits to keep our residents connected to their loved ones.

### 29 Resident and Loved Ones Birthday's Celebrated

We have had birthday parties via FaceTime and window visits complete with singing and cake!

### 20 Socially Safe Community Partnerships During the Pandemic

Grace Pointe is a locally owned business and we feel strongly about supporting other local businesses. During this time of uncertainty, we've brought in weekly treats and activities from local establishments.

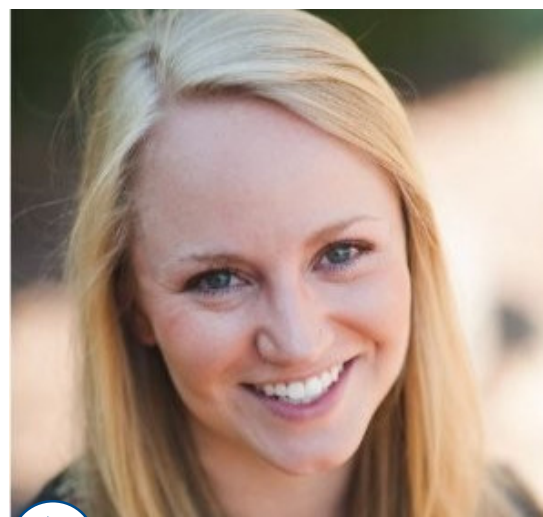
### 71 Admissions & 12 Continuum Care Level Changes

Following the CDC guidelines we are able to continue to safely admit residents to all levels of care. We have had several complete their rehabilitation and successfully return home. For their own comfort and sense of safety, we also had several patients chose to transition to assisted living respite apartments during this time.

### 150+ Care Mail Letters Received

In order to connect our residents to their families and the community during this time, we created the Grace Pointe Care Mail program. Community members are invited to drop letters and sentimental items into either our physical "Care Mailbox" or online via our website. We share these with our residents daily which always makes them smile!





Christina Wilkening

COMMUNITY LIAISON  
PATHWAYS

*“Grace Pointe is an ideal partner because they are so open to collaboration, quality care and communication. It’s a beautiful partnership because when you can communicate and collaborate we can provide the best quality of care to these patients and families.”*

## Let’s Talk Industry Perception

Christina Wilkening is a Community Liaison for hospice services at Pathways, a local nonprofit that provides comprehensive community care in Larimer and Weld Counties for those who have an advanced medical condition, serious illness and those who are in need of grief support services.

### What About Grace Pointe Stands Out to You & Pathways?

I absolutely love the continuum of care at Grace Pointe. The fact that someone can start off at the assisted level of care and later if they need a higher level of care they can transition smoothly to a new level is amazing. I can see that the residents at Grace Pointe are comfortable and truly feel that it is their home. The continuum of care means that they don’t have to go somewhere new that they aren’t familiar with when their care needs change, they can stay in their home.

The dedication of the staff and how much they care about residents is another quality of Grace Pointe that continues to impress me. As a partner, we appreciate that we are an extension of their team and we’re all working toward the goal of providing the best quality care to residents and patients. The staff at Grace Pointe are the initial hands-on caregivers and when they recognize someone needs additional care, they pull in partners like Pathways to help provide that additional care.

Grace Pointe also has a special investment in being involved in the community. Not only do they provide care to the residents but they also support local non-profits and the Alzheimer's Association who are working to find a cure for Alzheimer's.

### How Did You Get Started in Your Career in Hospice Care?

I got into hospice care as a result of my grandpa receiving services in 2012. At the time, I was really against putting him into hospice, but once I saw what it did for my family and for him, I became a huge advocate. My previous perception was that hospice care is where someone goes to spend the last days of their life and I think that is what most people think hospice care is. In reality, that’s not the case and through my personal experience I realized that it doesn’t mean someone will pass away within hours or days. At Pathways, we’ve had patients on service with us for a very long time and the sooner we start caring for the patient, the better the situation becomes. Hospice care is about having a team who are clinically, emotionally and spiritually there to support not only the patient but the loved ones and friends through the journey. Feeling that support is what opened my eyes to understanding the full benefit of hospice.

### How Has the Pandemic Impacted Your Partnership?

Grace Pointe has been an incredible partner over the years and especially during the COVID-19 pandemic. We are in constant communication and have introduced a lot of new ventures like telehealth. Their nursing staff, social workers, admissions team and more have been very flexible in adapting to the times and utilizing telehealth to make sure that we are still able to provide seamless care to residents and communication with providers and families.







*Our Mission is to Serve Others.*  
*Serving is Our Highest Calling.*



**Call to Schedule a Tour Today!**

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