

Summer 2024

Resident Satisfaction Survey Highlights

We appreciate your time and feedback in completing the Resident Satisfaction Surveys you receive in your birthday month.

The overall response rate is 65%, which is great! Our current annual score is 65 with a monthly score in April of 86. Our goal is to have a score of 50 and above and an industry index of 100 and above. At this time 30/40 questions have an index higher than 100.

The top ten highly rated questions are:

- ◆ Notification of activities
- ◆ Healthcare services
- ◆ Overall relationship between you and the staff
- ◆ Community delivering on its promises
- ◆ Interesting and engaging activities
- ◆ Cleanliness of the building and common areas
- ◆ Interesting/meaningful activities and social opportunities
- ◆ Overall satisfaction with the community

- ◆ Cleanliness of the apartment
- ◆ Safety and security overall

We really enjoy reading the comments from what you like most about living here and suggestions to improve.

The themes for what residents like the most include: feeling safe, friendly residents and staff, activities and maintenance of the property.

Suggestions pertain to the dining experience, updates to the apartments/townhomes, and we have opportunities to improve the move in experience.

Again, thank you for taking time to complete your survey and for the suggestions and other feedback. Please feel free to reach out if you would like more information about the survey results and responses.

Stacy Carlsrud, Campus Administrator



Values

*Christian Culture
Ready & Engaged People
Operational Integrity
Service Excellence
Stewardship*

Mission Statement

*To Honor God by Enriching the
Lives and Touching the Hearts of
Older Adults*

Motto

*Creating Smiles in the Eyes of the
People we Serve*

Timber Hills

The Pastor's Pen

Karl Kruse, *Campus Pastor*

Jesus: Jesus Christ Our Lord

Thank God! The answer is in Jesus Christ our Lord. So, you see how it is: In my mind I really want to obey God's law, but because of my sinful nature I am a slave to sin. (Romans 7:25)

His name was Jesus. That's the name given to him by Mary and Joseph. Throughout the Gospels, he is called Jesus. His office is "Christ," much like people in the Body of Christ have the office of minister or teacher. The office of "Christ" in the Greek language is the word "Messiah" in Hebrew, which comes from the root that means "to anoint." When you say, "Jesus Christ," you are saying, "Jesus, the Anointed One." People were inaugurated into office in the Old Testament by anointing; they had oil poured over them. This was a symbol of riches, prosperity and the Holy Spirit.

Jesus, I come to you through your earthly name.

I thank You for coming to Earth for me.

Christ, I come to you through your office; you are the One who died for me.

His title is "Lord." Just as the executive leader of the United States has the title "president," Jesus has the eternal title "Lord." With his title "Lord" comes ownership and control. Does Jesus have control over your life? This title also gives him authority to direct people under him and to punish those who live in disobedience. Have you let Jesus direct your life? He is Jesus Christ our Lord. Is he your personal savior and master?

Thank You, Jesus, for coming into my life to save me.

Now I give you control of my life; I make you, my Master.

Jesus Christ, you are my Lord. Amen.

Further Bible Reading: Romans 10:1-17

Key thought: Jesus eagerly wants to be your Lord and Savior.

A garden for daily living

Plant three rows of Peas:

Peas of mind

Peas of heart

Peas of soul

Plant four rows of Squash:

Squash gossip

Squash indifference

Squash grumbling

Squash selfishness

Plant four rows of Lettuce:

Lettuce be faithful

Lettuce be kind

Lettuce be happy

Lettuce really love one another

No garden should be without Turnips:

Turnip for service when needed

Turnip to help one another

Turnip the music and dance

To enjoy our garden we must have Thyme:

Thyme for prayer

Thyme for family

Thyme for friends

Thyme for ourselves

Water freely with patience and

Cultivate with love.

There is much fruit in your garden

Because you reap what you sow.

PHS Foundation - Who is Your Shining Star?

Did you know that there is an easy and meaningful way for you to **show your appreciation to an employee who has delivered exemplary service to you?** There is! It's called **Shining Star**.

PHS employees are honored to serve you. Many people participate in your daily service and care. Some staff play a highly visible role like resident assistants, servers, housekeepers and nurses. Others, like those who work for culinary or environmental services, generally work behind the scenes to ensure that your needs are met.

Your gift, their recognition

Shining Star brochures are available at your community. Please check with your receptionist or campus administrator for one of them. You may use it to make a gift to your community in honor of service, care or an act of kindness that you received

from your Shining Star. You can honor one staff member who will be notified that a gift was made in their honor. Staff members receive a special star pin and a thank you letter noting their recognition. Most importantly, your Shining Star will experience a great sense of pride knowing that their service, care and acts of kindness have left a positive impression on you.

Your gift helps your community

Your charitable, tax-deductible gift is a thoughtful way to express your appreciation. **Your gift will be directed to the Where the Need is Greatest Fund for your community's use.**

The Foundation is happy to help you, too. Please call the Presbyterian Homes Foundation at 651-631-6105, or 651-631-6418. Thank you for identifying your Shining Star and helping your community!



Dog days of summer



Lodge Days

Friday, June 7
11:30 - 2:00

Mik Mart Ice Cream Truck

Tuesday, June 18
1:00 - 4:00
Front Entrance



Father's Day BBQ

Friday, June 14
12:00

White Bear Lake Pontoon Outings

Friday, June 21 – Boating
Friday, July 12 – Fishing
Tuesday, July 23 – Boating
Tuesday, July 30 – Fishing



Timber Hills
6307 Burnham Circle
Inver Grove Heights, MN 55076
651-552-2800

www.timberhillsPHS.org

Postmaster: address correction requested

Presbyterian Homes & Services is a nonprofit organization and an equal opportunity employer serving older adults through community services, housing, and health care.

Happy Anniversary Presbyterian Homes & Services!

Sixty-nine years ago, **Margaret Paden**, widow of a Presbyterian minister, became the first resident of the new Presbyterian Home in Arden Hills, Minn. June 15, 1955, marked the beginning of a ministry that has grown from one community serving 30 people to 61 communities in Minnesota, Wisconsin and Iowa. Today, more than 27,000 older adults are served under our roofs, and through Optage, the home and community services of Presbyterian Homes & Services (PHS). In addition, 14,500 older adults receive comprehensive care through Genevive, the largest geriatric primary care practice in Minnesota, co-owned by PHS.

We mark this 69th anniversary by remembering our founders whose vision set the foundations upon which the mission of PHS has been built.

In 1946, **Dr. Irving Adam West**, pastor of House of Hope Presbyterian Church in St. Paul, Minn., urged the Presbyterian Church Synod of Minnesota to begin this ministry. That same year, the Synod appointed **Dr. Edwin Kagin**, professor of religion at Macalester College in St. Paul, Minn., to lead a study committee to address the needs of retiring ministers, missionaries and their

spouses. In 1947 the committee recommended and the Synod approved establishing a Presbyterian home. Dr. Kagin served as its first chair and president of the board, followed in 1952 by Dr. West.

Lillias Joy, a member and Sunday school teacher at House of Hope Presbyterian Church, gave 20 acres of lakeshore property in 1952. The land on the southwest shore of Lake Johanna in Arden Hills, Minn., is the site of the first Presbyterian Home, now named Johanna Shores.

What they began has endured through the employees, volunteers, donors and collaborative partners who have carried PHS forward. We also remember the many women and men who, over the years, have called a PHS community their home. They and their families remind us that our mission continues with purpose and meaning.

As we venture into our 69th year of ministry to older adults, we dedicate ourselves, once again, to the PHS mission to honor God by enriching the lives and touching the hearts of older adults.