



Vol. 28 No. 2

April | May | June 2023

# Eventide Events

Published for the residents, families, friends and employees of the Eventide Community.

## Welcome

Thank you for choosing the Eventide Campus to be your home!

### Gracewell:

Raymond Bock  
 Dennis Fineran  
 William Fox  
 Thomas Jones  
 Berdina Nemitz  
 Helen Siemer  
 Dan Strissel

### Silveridge Assisted

#### Living:

Clara Bohlmann  
 Orville Bohlmann  
 Gwenith DeMey  
 Caroline Niehaus  
 Ruth Remmes  
 Betty Thomson

### Heritage Heights:

Dennis Johnson

## Graduates

Our graduates were on the Eventide campus for a short stay for rehabilitation. It was a pleasure to serve you!

### Gracewell:

Paul Baer  
 Lois Greder  
 Wayne Igou  
 Donald Schmidt

## In Memoriam

Our thoughts and prayers remain with the families and friends of those who have made their final journey.

### Gracewell:

Barb Haley  
 Norma Henningsen  
 Jeanne Hoffman  
 Mary Hugg  
 Mavis Johnson  
 Andrea Nelson  
 John Shields

## *From the CEO:* Celebrating 60 Years of Service

Submitted by Mindi Baker

Eventide Senior Living Community is excited to celebrate we have been serving the senior population for 60 years! Since 1963, Eventide has been a recognized leader in providing senior care and housing services to the Crawford County area and surrounding communities.

While much has changed since 1963, our focus towards our nonprofit mission remains constant. Many who are involved with Eventide quickly realize the nonprofit difference where the bottom line is reinvested into services for residents, families and employees.

We have reinvested in our campus over the last six decades growing from one building to four as well as establishing the Eventide Foundation. The housing services consist of Gracewell Nursing Facility, Silveridge Assisted Living, Realife Cooperative, and Heritage Heights. With all of these accommodations, we are able to provide services to nearly 200 people every day. Our campus provides lifestyle choices for seniors, as the area's only continuum care community.

As we reflect back, many members in our community have played a significant role in the success of Eventide. We are fortunate to work with healthcare providers, local community leaders, team members, and volunteers who have given guidance and support through the years. We work together for a common purpose, so Eventide Senior Living can continue as a leader and resource in the region for comprehensive aging services.

In the 1950's, the growing problem of having adequate housing with care locally for seniors was recognized. Then, Denison and surrounding communities took action and joined with Lutheran churches for the construction and operation of a retirement home. A non-profit corporation was formed to represent the various communities which still exists today.

To finance our first project, a group of eight men met with the Federal Housing Administration (FHA). Despite the fact the Eventide application would be one of the first in Iowa to be approved for FHA insurance, and even in the nation, these leaders were determined to find their way through government red tape. The Denison Chamber of Commerce conducted the building campaign. Following

the successful fund drives, countless meetings and all the government regulations, bids were opened October 1961. Total cost of the building was \$440,000.00 Eventide welcomed its first resident on Sunday, April 1st, 1963!

The story of Eventide is one that stands as an outstanding example of the benefits a community receives when served leaders of vision, faith and purpose. As our story developed, each task had its own set of challenges and took strong determination to continue forward. As we look back at the past 60 years, there is great pride for all that has been accomplished. And, we are not done yet. We are just as excited about the vision for our future and those we serve.

Our heartfelt thanks to all for your support, dedication and loyalty as we reminisce the past, cherish the present, and plan our vision for the future.

### Eventide Campus Time Line

- 1957 Eventide proposed plans
- 1958 First Board of Directors elected
- 1958 Eventide Certificate of Incorporation
- 1962 Eventide Ladies Auxiliary organized
- 1963 Doors open to Eventide Home for the Aged, Missouri Synod
- 1966 Circular addition opens – Chapel & Sunporch
- 1985 Eventide Senior Housing, Inc. (Heritage Heights) opens
- 1991 Alzheimer's unit created (Memory Lane)
- 1992 Realife Cooperative opens
- 1992 Eventide Foundation receives first donation
- 1999 Eventide purchases football field
- 2004 Eventide becomes Medicare Certified
- 2010 Recognized as Continuum Care Retirement Community
- 2011 Silveridge Assisted Living opens
- 2015 Eventide purchases vacant hospital property
- 2019 Announcement of Capital Campaign for replacement of original nursing facility
- 2020 Pandemic hits affecting senior living industry and decision to continue with building project is made
- 2022 Gracewell opens its doors to the Eventide Lutheran Home residents



## \$4,300 Raised for the Eventide Foundation

The employees of the Eventide campus recently wrapped up a successful fundraiser for the Eventide Foundation. With the support of the community, over \$4,300 was raised at the Staley's Chicken Dinner. The community came out in droves, and the Eventide team ended up serving over 800 people! Thank you to all the volunteers, and community who supported this fundraiser!



# Eventide Campus Staff News

by Human Resource Coordinator,  
Pat Schechinger

## ANNIVERSARIES

*"Congratulations" to the following Eventide Campus Staff for working one year or more:*

### April:

Kara Webb, RN, Director of Assisted Living, 13 years  
Mike Johnson, Dietary Assistant, 17 years  
Dustyn Bengford, Head Custodian Heritage Heights & Realife Cooperative, 13 years  
Pat Clarey, Certified Medication Aide, 33 years  
Christine Ernsperger, Certified Nursing Assistant, 11 years  
Jasmin Casillas, Certified Nursing Assistant, 3 years  
Christine Kragel, Community Relations & Foundation Director, 9 years  
Carol Lamaak, Domestic Aide, 4 years

### May:

Olga Ramos, Dietary Assistant, 1 year  
Bob Adams, Maintenance Supervisor, 19 years  
Krystal Terwilleger, Cook, 6 years  
Billie Mead, Environmental Aide, 7 years  
Sofia Guzman, Dietary Assistant, 2 years  
Susana Nieto, Registered Nurse, 9 years

### June:

Kathy Tech, Certified Medication Aide, 37 years  
Daniela Oropeza, Tenant Companion, 2 years  
Jessica Pauley, Licensed Practical Nurse, 4 years  
Carol Quail, Tenant Companion, 10 years  
Liz Alcazar, Certified Nursing Assistant, 1 year

## NEW STAFF

*We welcome the following new staff members to the Gracewell Nursing Home:*

### Dietary Department:

Joslin Arriaza, Cook  
Zoey Beery, Dietary Aide  
Helena Ryan, Dietary Aide  
Narcisa Woodard, Dietary Aide

### Nursing Department:

Analuisa Cruz-Nieto, Certified Nursing Assistant  
Juan Diaz, Certified Nursing Assistant  
Haley Huebert, Certified Nursing Assistant

*We welcome the following new staff members to the Silveridge Assisted Living:*

### Nursing Department:

Nancy Clapp, Licensed Practical Nurse

# The Importance of Transparency

Submitted by Kara Webb, Director of Assisted Living

As someone who has heavily participated in the care of my own grandparents and someone who cares for people as a career, I know how difficult it is to try and make decisions about what's best for loved ones should that responsibility fall on your shoulders. As I have conversations with other families about questions in finding the best option for senior living care, I often think about my journey with my family.

Transparency. It implies openness, communication and accountability. The last thing a family or prospective tenant need is to be given false hopes or unclear pictures when it comes to their loved one's care. Being transparent, genuine and honest should always be at the forefront when it comes to discussions about programs, their services, and what can be offered... or just as important, what can't.

A couple of situations (maybe conversations instead) came up recently that were concerning to me regarding transparency:

- A family was searching for a nursing facility for their loved one. This family was frustrated because they had been told by their previous assisted living their loved one could "stay here forever" and "never have to move again." However, shortly after the move the family was told their loved one's needs exceeded what the assisted living could provide and instructed them to find a higher level of care.

- I reviewed a marketing piece from a nearby Iowa assisted living facility which highlighted how their program was the best fit for loved ones who needed more care beyond what other assisted livings could provide.

I think you've likely heard the phrase "If it sounds too good to be true, it probably is." What you may not know is licensed assisted livings in the State of Iowa are regulated by the Department of Inspections and Appeals (DIA). DIA sets the criteria for admission and retention of tenants in all assisted livings in Iowa and all assisted livings must adhere

to the same criteria.

Assisted Living is designed to be a place for someone who may not be able to stay independently in their home anymore, but do not need 24 nursing care and support. Assisted livings in Iowa are not allowed to retain a tenant who exceeds the level of care established by DIA. While assisted living programs often establish "levels of care" within their program to set pricing, the total level of care given to a tenant cannot exceed State regulation. So, while one assisted living has 6 different levels, another program may only have 4, the only difference could be the rate vs level of care truly given to the tenant since assisted living programs can vary their pricing. This is something that should be transparent to families so they can determine if the program, staff, apartment, activities, meals, amenities, and pricing are the best fit for the tenant. THOSE are the things that set programs apart, not levels of care or the criteria for admission and retention.

Note: there is one exception to exceed level of care but only with an approved waiver on a case-by-case basis by DIA (i.e. tenant on Hospice Care).

The objective of this article is simply for education and to help others know what kinds of questions to ask when searching for best fit for your loved one. While a program may make all kinds of promises, it's crucial to know what ones are meaningful and what ones are simply a marketing tool to try and get you through the door. It is important to ask tough questions. The conversations about the 'what if's' and the 'what's next' should always be a part of the initial process... and remember that if it sounds too good to be true, it likely is. Inquire with other programs. Talk to other families. Transparency, openness, communication, and accountability must be a part of what makes a program 'the best fit'.

# Employees Receive Training in Mental Health First Aid

Submitted by Morgan Saunders, Social Worker

Mental disorders are an ongoing and growing concern for many individuals. It is reported in the United States, every year, one in five (18.9%) American adults experiences a mental disorder. Mental disorders are just as common as white cars. Mental disorders is a topic many of us need to learn about to stop the misinformation and negative language, but rather be a resource to help others in their time of need.

Members of the Eventide Campus participated in the 'Make it Okay' Ambassador training. This training will prepare us to make cultural change with our community to de-stigmatize mental illness and 'Make it Okay' for others to talk about mental health, seek treatment, and/or get the necessary help. After this training, members were intrigued by the topic and sought out more education.

Five team members from the Eventide Campus went on to complete a Mental Health First Aid (MHFA) course. The MHFA course is an internationally acclaimed and evidence-based, accredited training program that empowers and equips participants with the knowledge and confidence needed to support others struggling with mental health or substance abuse.

There were a lot of great takeaways from these courses. The stigma of mental health can lead people to hide their issues and delay seeking help, but the role of the person trained in MHFA can help to reduce this stigma. The importance of listening nonjudgmentally, assessing for risk of harm to self or others, and encouraging those struggling to seek help, can be a reason someone gets back to their life successfully. Taking time to care for your self is very important. We have all heard the saying, "you can't pour from an empty cup." Self-care could include getting enough sleep, exercising, spending time with your loved ones, making time for a hobby, or reading.

Through this course, team members also learned how to apply an



Left to right: Mindi Baker, Amy Schultz, Kara Webb, Morgan Saunders and Pat Schechinger.

action plan in a variety of situations, including when someone is experiencing panic attacks, suicidal thoughts or behaviors, non-suicidal self-injury, acute psychosis, overdose or withdrawal from alcohol or drugs, and reaction to a traumatic event.

This course also identified several sources to seek treatment. One source of assistance is dialing "988." This three-digit dialing code - "988" - connects people to the Suicide and Crisis Lifeline where support from trained crisis counselors are available 24/7 nationwide for anyone experiencing a mental health or substance use crisis, or any other emotional distress.

The goal from this education is for team members to use the knowledge on the Eventide campus, as well as within our surrounding communities. A lot of our community members struggle in some way with mental health concerns. Mental illness is everywhere... and having a mental illness is okay.



# Happy Spring!

Submitted by Robin Schiltz,  
Gracewell Activity Director

Hopefully by the time you get this, our crazy weather will have straightened out, and it has warmed up! Speaking of Spring, it's that time to clean out the winter closets for your loved ones, and restock with spring and summer clothes.

We have some big celebrations/ parties in the works this Spring! We will celebrate Eventide's 60 year anniversary during the first week of April! And once again, we will be celebrating all of our volunteers from 2022 in our Activity Center on April 17th at 2:00pm. Our volunteers are of upmost importance to us, and we are very excited to host a party in appreciation of all who have helped us! For those of you who are unable to attend, please know that you are very much appreciated, and we could not do it without you!

In May, we will resume our 'Spring Flings' for our ladies! Each lady will get to invite 1 guest each, and we will have a tea party on each household. Please watch your mailbox for that special invitation. This will be our first Spring Fling in our new building, and the first one since the pandemic started, so we are extremely excited for this!

We have some fun activities and games planned for Older Americans Month in May. To celebrate our seniors, we will hold a Celebrity Award Ceremony to celebrate our Centenarians! We certainly can't leave our men out of the mix, so in June, 'Guys Night Out' returns! Each man will be able to invite 1 guest, and we hope to have some good food, good entertainment, and maybe even a beer or two to celebrate.

June will hopefully bring us lots of great weather and outdoor time! Our Residents are anxious to get outdoors for those water gun fights, bus rides, bike rides, and walks!

Visiting your loved ones is very important and is allowed to happen most times. With Covid regulations remaining in long term care, it is important to visit only when you are healthy and have no respiratory symptoms. Big group activities are still hard as it is best to keep 6 feet of distance between visitors and residents, so bear with us until regulations change and we can all be together in one big group and use our Activity Center to the fullest potential! Masking requirements change with the County transmission rate, and may change week to week.

Amazingly enough, our Residents recognize us with or without our masks! I truly believe that wearing masks has strengthened all of our senses. We watch each other's eyes, we listen closer to each other's voices, and we are more aware of body language! Thank you for your patience with this!!

Our monthly Activity Calendar can be found on the Eventide Website: [www.eventidehome.com](http://www.eventidehome.com), or on our Facebook page: Eventide A Senior Living Community. Tune in for lots of fun pictures and information about things going on at the Eventide Campus!

**Once again, Happy Spring everyone! Let's all do our best to enjoy each and every moment of it!  
God's Blessings!**



Ground breaking ceremonies for Eventide Senior Housing took place in October of 1984. Ralph 'Brownie' Larson, board member, is shown breaking the ground.



Eventide was the first of its kind in the state to be all-electric. During the project McClellan Electric installed over 70,000 feet of electrical wire.



The Eventide Cornerstone was placed in the fall of 1962.



After approximately 4 years of planning, the build of Silveridge Assisted Living began in 2010.



On April 5th, 2022 Gracewell welcomes its first resident, Clarion Holdsworth.

## Available Apartments at Realife Cooperative



Realife Cooperative is a unique form of home ownership that consists of 27 spacious apartments. Members (tenants) of the Cooperative purchase a share in the cooperative, giving them the right to live in the development. In other words, those living in the apartments are members who 'own' the building. The cooperative is governed by its members through their elected Board of Directors with input from residence and Eventide as a Management Agent. Share prices and monthly fees vary depending on individual apartment size.

Currently, we have two wonderful apartments up for sale. We have a one bedroom apartment, one bath with a spacious kitchen, large pantry & walk-in closet. Additionally, we have a two bedroom apartment, two bath, with a large living room, lots of storage and gorgeous south facing views of town.

Are you thinking of downsizing, making day to day life a little easier or ready for carefree living? If you added up how much it cost you each month to live in your current home, most will find that the monthly cost of living at Realife is less. You don't have to mow the lawn, shovel the snow or worry about large out of pocket expenses when something goes wrong in your home. At Realife, we make senior independent living as easy as possible. We would love to talk to you more about what Realife is all about. Even if you are not ready to move today, you can be added to our waitlist for future availability. Call Shannon Cose, Resident Services Manager at 263-8169 with questions, or to learn more about our current available apartments.

## A Lasting Tribute

Submitted by Christine Kragel,  
Community Relations and Foundation Director

Memorial gifts are a meaningful way to remember a loved one's legacy or express your appreciation for someone special. Your gift will make a difference in the lives of others on behalf of a loved one today, tomorrow and far into the future all while supporting the mission of the Eventide Senior Living Community. Losing a loved one is difficult, but many families find comfort in honoring those they have lost by requesting memorial contributions be made to the Eventide Foundation. You can invite others to give by asking the person arranging the funeral or memorial service to insert the following phrase in the obituary notice: In lieu of flowers, the family requests that memorial gifts be made to the Eventide Foundation at 114 South 20th Street, Denison, IA 51442. Donation envelopes are also available upon request at Gracewell and at our local funeral homes. Thank you for considering the Eventide Foundation in your memorial giving.



# Covid Update at Gracewell

Submitted by Amy Schultz, Gracewell Administrator

As of March 2nd, we have discontinued use of the Accu-Shield screening machine at the front entrance for visitors and contractors. Centers for Medicare & Medicaid Services (CMS) is no longer mandating active screening for nursing homes.

As you enter Gracewell, to help reduce the risk of transmission of respiratory illness within our community, it is best if you defer your visit for 10 days if you:

- Have tested positive for COVID-19 within the past 10 days
- Have symptoms consistent with a respiratory illness
- Had close contact (15 or more minutes in 24 hours within 6 feet) of someone with COVID-19

Symptoms have not changed, and include: fever/chills, cough, shortness of breath, fatigue, muscle or body aches, headache, sore throat, new loss of taste or smell, congestion or runny nose, nausea/vomiting, or diarrhea.

Facemask requirements are based on County transmission rates and will change periodically. There will signage on the door for face mask requirements.

The Public Health Emergency (PHE) is set to expire on Thursday, May 11, 2023, over 3 years from when the pandemic started in 2020. The end of PHE will mean changes in COVID-19 services including access to free COVID-19 tests and vaccinations. If you are interested in the COVID-19 vaccination or bivalent booster shot, it is a good idea to get these shots before May 11th. According to CMS, people with traditional Medicare will still be able to receive the vaccine and tests for free. Other insurances may have a cost share for vaccine and tests. Per law, Medicare generally does not cover over-the-counter services and tests. Current access to free over-the-counter tests will end with the PHE.

# Gracewell Boasts Assistive Listening System



According to Listen Technologies, 466 million people suffer from hearing loss worldwide. Gracewell believes that hearing challenges should not interfere with a resident's quality of life, and therefore invested in an Assisted Listening System for our Activity Center. This innovative technology ensures our residents and guests with hearing aids will be included and engaged in activities, entertainment and church services.

The Assistive Listening System is a wireless system that includes transmitters and receivers, to improve the experience for a person who is hard of hearing, sending the audio directly to headphones, hearing aids, or cochlear implants without amplifying ambient noise.

Standard sound systems cannot meet the needs of those with hearing loss. Without the assistive listening system, those with hearing aids will hear ALL of the sound around them, which is distracting. Not being able to hear clearly and concisely can be frustrating and isolating. Gracewell is happy to provide an inclusive, accessible, and compliant system so all residents can have the same great experience.

## DONATIONS

### EVENTIDE FOUNDATION

The Eventide Foundation is a non-profit, tax-exempt charitable corporation formed to collect gifts of money and assets to help off-set the expenses of caring for the elderly. Funds collected by the Foundation are used to supplement the increasing costs of personal care and to provide amenities to residents that would not otherwise be available. As you plan your estate and gift endowments, we ask that you consider a gift to the Eventide Foundation. A contribution to the Foundation allows us to provide a fuller quality of life to our residents. The Foundation needs your help to continue the work of the Eventide Campus and to ensure that each of the residents can live out their life without loss of dignity or respect. We sincerely appreciated all the gifts that have been designated to the Eventide Foundation! The following list reflects gifts received during the period of December 26, 2022 through March 20, 2023.

#### CHRISTMAS APPEAL

Lanah Boeck | Paulette & Arnold Luetje | In honor of Larry Carstensen by Darlene Carstensen | In honor of Eleanor Breckling by Leroy Fredericks | In honor of Elroy Koch by Barb Koch

#### ENDOWMENT

Charles Bandow Estate | Applied Materials Foundation & Employees | Immanuel Lutheran Church, Charter Oak

#### MEMORIALS

In memory of Norma Henningsen by Betty Bilsten

#### TUITION ASSISTANCE

Kenneth & Barbara Chen

#### STAFF PAYROLL DEDUCTION:

Bob Adams | Doreen Adams | Paige Andersen | Liz Alcazar | Joslin Arriaza | Rebecca Angulo | Kaya Auen | Mindi Baker | Tamara Baker | Karen Beam | Carolyn Coe Bruck | Deb Burk | Elizabeth Candelario | Mona Chajon | Autumn Chapman | Connie Chavez | Jennifer Cisneros | Lynette Croghan | Analuisa Cruz-Nieto | Juan Diaz | Andrea Ehlers | Connie Ellis | Antonia Flores | Maria Flores | Brooke French | Abigail Friedrichsen | Lynette Gaskill | Blenda Gossage | Sara Hansen | Jenelle Higginbottom | Sarah Hillhouse | Deb Huisinga | David Hulsebus | Michael Johnson | Steve Jorgensen | Kim Korwes | Christine Kragel | Carol Lamaak | Deanna Laubscher | Isaac Leinen | Lori Magnuson | Amy McManigal | Billie Mead | Maddy Nagle | Kayla Neddermeyer | Roxie Neumann | Susana Nieto | Yuriana Nieto | Daniela Oropeza | Carol Quail | Olga Ramos | Amy Rasmussen | Emily Reiser | Keli Remmick | Rafael Rodriguez | Stephanie Rodriguez | Helena Ryan | Carlos Salazar | Pat Schechinger | Kelsey Schiltz | Robin Schiltz | Amy Schultz | Kris Schultz | Kathy Segebart | Kathy Tech | Krystal Terwilliger | Tina Thompson | Kelsey Tippery | Adrian Velasquez | Ana Velasquez | Angeles Villegas | Kara Webb | BreeAnna Whitenack | Paige Whitenack | Valarie Wonder | Narcisa Woodard | Jennifer Woodbeck

## GRACEWELL NURSING FACILITY

The following list reflects gifts received during the period of December 26, 2022 through March 20, 2023.  
Ruth Frazier Family

## THRIVENT CHOICE

By directing Choice Dollars through Thrivent Choice, eligible members recommend where Thrivent Financial distributes some of its charitable outreach grant dollars among participating non-profit organizations such as Eventide Senior Living Community. The following list reflects gifts received during the period of December 26, 2022 through March 20, 2023.

Lanah Boeck | Diane Ettelman | Diane Schiltz | Delmar Warren | Jean Warren | Dean Bohlmann | Coleen Bruhn | Cindy Dozark | Janet Iversen | Connie Lee | Bruce Namanny | Marilyn Yoakum

## EVENTIDE FOUNDATION ENDOWMENT FUND

When you donate to a permanently endowed fund at a qualified community foundation, you are not only helping your neighbors today — you are building a stronger community tomorrow. And while that in itself is rewarding, with the Endow Iowa Tax Credit Program, you will also get back for giving. You will be eligible to receive a 25% tax credit for each donation, in addition to any federal tax benefits you may qualify for. Contact the Omaha Community Foundation at (800) 794-3458 for more information on how Endow Iowa is helping donors do good works within the community, forever. If you are interested in donating, please make checks payable to the Eventide Foundation Endowment Fund and send them to The Omaha Community Foundation at 1120 S 101st Street, Suite 320, Omaha, NE 68124.

*In publishing a list of so many names, it is possible that we may have misspelled, omitted or otherwise listed your name incorrectly. If so, please notify the Foundation office at (712) 263-3114, ext. 240 so that we can make the necessary corrections. Thank you.*

## Resident Rights

Self-Determination (cont): The resident has the right to and the facility must promote and facilitate resident self-determination through support of resident choice, including but not limited to:

- vi. The facility must meet the following requirements:
  1. Inform each resident (or resident representative, where appropriate) of his or her visitation and related facility policy and procedures, including any clinical or safety restrictions or limitation on such rights, consistent with the requirements of this subpart, the reasons for the restriction or limitation, and to who the restrictions apply, when he or she is informed of his or her other rights under this section.
  2. Inform each resident of the right, subject to his or her consent, to receive the visitors whom he or she designates, including, but not limited to, a spouse (including a same-sex spouse), a domestic partner (including a same-sex domestic partner), another family member, or friend, and his or her right to withdraw or deny such consent at any time.
  3. Not restrict, limit, or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identify, sexual orientation or disability.
  4. Ensure that all visitors enjoy full and equal visitation privileges consistent with resident preferences.

### Eventide Board of Directors

Mark Gray, President  
Danyel Jepsen, Vice President  
Tonya Eller, Secretary/Treasurer  
Coleen Bruhn Mark Spiegel  
Deryl Hennings Rachel Desy

### Community Contacts

Mindi Baker, CEO  
Amy Schultz, Gracewell Administrator  
Christine Kragel, Community Relations & Foundation Director  
Kara Webb, RN, Silveridge Director of Assisted Living  
Shannon Cose, Heritage Heights and Real-life Resident Services Manager

### Facilities

Gracewell: 712-263-3114  
Heritage Heights: 712-263-6631  
Realife Cooperative: 712-263-8169  
Silveridge Assited Living: 712-263-2639

### NON-DISCRIMINATION STATEMENT

Eventide is an equal opportunity provider and employer. Eventide complies with applicable Federal civil rights laws and does not discriminate on the bases of race, color, religion, sex, national origin, marital status, age, or physical or mental handicap. Eventide provide free aids and services to people with disabilities to communicate effectively. Eventide provides free language services to those who primary language in not English. If you need assistance with any of these services, please contact Eventide Leadership.

If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at [program.intake@usda.gov](mailto:program.intake@usda.gov). For further questions, please CEO Mindi Baker at 712.263-3114.

## From the Staff...

The employees on the Eventide Campus are here to assist our residents, tenants and their families in any way possible. If you have questions or concerns, please do not hesitate to reach out. We are always looking for ways to improve the delivery of our services and programs Your input will only help us succeed in delivering quality care. Thank you for your continued support!



Eventide A Senior Living Community

Keep updated on Campus activities and events by visiting our webpage, [www.eventidehome.com](http://www.eventidehome.com).