

AVANTÉ YOUR SOURCE FOR ALL THINGS AVANTÉ STAFF NEWSLETTER

WELCOME WISHES

Welcome to the debut edition of the Avanté staff newsletter, designed to give you valuable information about all things Avanté – from news on staff and programs to updates on benefits and facilities. We hope you enjoy this new publication and look forward to receiving your feedback and suggestions to make this newsletter the best it can be.

Because we value your opinion and creativity, we invite you to “Name Your Newsletter.” Please send us an original name and a tagline (a few words that sum up Avanté, e.g. “Nike – Just do it”) for this publication and yours may be selected as the winner. All entries should include your name and contact information and be emailed to newsletter@avantecenters.com. The winner will receive a prize and the winning selection will be announced in and used for the next edition.

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MESSAGES FROM AVANTÉ LEADERSHIP

A Promise Kept: The Founding of Avanté

Samuel Klurman, of blessed memory, had a vision for a place that would care for people with compassion and treat them with dignity and respect. As he prepared to implement his vision in the early 1960s, Sam shared his idea, along with all his other thoughts, with his wife and life-long partner Sisel. She was very interested in the concept and asked Sam to take her to such a place so she could see for herself what he had in mind to build.

The Klurmans toured a nursing home. Sam was eager to hear Sisel’s thoughts about the facility and hoped he could count on her support for his new endeavor. Without thinking twice, Sisel agreed that this would be a wonderful business as long as Sam promised her that in their nursing homes no patient would be left alone or ignored, as they saw happen on the tour that day. He made that promise, and it is from there that Avanté developed its core value: caring for patients with dignity and compassion above all else.

A Past Filled With Pain

The Klurmans had a very difficult past. Sam grew up in Poland and when he was 17 the Nazis



Samuel and Sisel Klurman

reached his home. Sam helped his parents and five siblings find a safe hiding place so he could plan an escape. At the same time, he joined the Partisans, an underground Jewish rebel force. Tragically, that is the last time he saw his entire family. While he was away, they were taken by the Nazis and murdered. Sam spent the next few years living in the forests of Eastern Europe and continuing to fight the Nazis.

Sisel, the oldest of six children, grew up in Romania. When her family was deported to a ghetto in the Ukraine, she immediately started working on

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AVANTÉ HEROES

Jamie Phillips' Life-Changing Trip to Nicaragua

Jamie Phillips is an amazing woman, as anyone who knows her can tell you. As the Activities Director for Avanté at Wilkesboro, she makes each day a joy not just for the seniors in her care but for her fellow employees.

Jamie's administrator, John Walder, describes her this way, "I could never begin to express the depth and breadth of commitment that Jamie demonstrates through her work with elders. She is boundless in energy and enthusiasm, and a fountain of creativity. What is particularly noteworthy are the residents' expressions when they are participating in the activities she provides and the very deep bonds she establishes with them."

Taking Her Talents to Central America

But it is what Jamie does outside of work that makes her truly unique. On January 11, 2012, Jamie and two other activities professionals from North Carolina arrived in Managua, Nicaragua. How did she get there? Ken Burgess, partner in the Health Law section of Poyner Spruill LLP and Board member of the Jessie F. Richardson Foundation, explained in an article paraphrased here from *Shorts*, a publication on long-term care.

"Nicaragua: Mission Impossible; Mission Accomplished"

Our goal: Initiate the first ever activities program for abandoned elders in Nicaragua.

Our plan: Run a competition in *Shorts* to find the three best activities professionals in North Carolina. Give them four weeks to plan a national program over the phone. Pay for them

to spend seven days in Nicaragua and work them to the bone.

Our challenge: These ladies had never been to Nicaragua; knew virtually nothing about it; didn't know each other; and frankly, didn't have a clue what they were getting into. But, thank goodness, they didn't care. They knew there was a need in a place far away and believed they could help.

Our outcome: We did it. With financial support from Carron Suddreth of Wilkes Senior Village, [many organizations including Avanté] and dozens of other sponsors from around NC, we took three activities directors, a registered nurse, Carron and me, along with 18 bags of supplies, to Nicaragua. We traveled hundreds of miles in an uncomfortable minivan to five cities and seven training sites in seven days and trained over 200 people (residents, community volunteers, professors and government officials) on the importance of activities for elders and gave them skills and supplies to start their own programs.

Our Story: "This," I thought, "is the dumbest, craziest thing I've ever done." I've brought three activities directors to spend seven days with me in hot, rugged Nicaragua to plant the seeds of an activities program for an entire nation of abandoned and poor elders who barely have enough to eat and often lack the most basic medical care. But there they were -- Jamie Phillips from Avanté at Wilkesboro, Brenda Zimmerman from Lutheran Home of Salisbury and Erica Johnson from Liberty of Wilmington -- bearing bags of supplies, weary from travel but bursting with excitement.



Looking back now, I realize that these ladies did an amazing thing. Jamie Phillips and the others conquered the hearts of an entire nation of elders and those who care about them. She showed us all how to do more with less in a country that only knows "less." She breathed enthusiasm, possibility and hope. In short, she embodied the best of long-term care here in NC and shared it in a country far away. In doing that, Jamie made believers out of all of us who think that old age can be the best age and that minds need love and nurture, just like bodies need medicine. ■

"Before you judge a man, walk a mile in his shoes. After that, who cares? He's a mile away and you've got his shoes."

-- Billy Connolly

Team Avanté at Lynchburg: Stronger than the Storm

On the evening of Friday, June 29th, 2012, Avanté at Lynchburg fell victim to the first derecho the area had ever seen. This severe windstorm was not kind to the building, causing three large trees to crash into the side and roof. The facility lost power and went on emergency backup generators, which operated non-stop for the next 30 hours. This was the evening prior to record-setting temperatures predicted to reach 105 degrees.

Avanté's employees were determined to continue to deliver the quality of care expected by our residents. ADON Susan Staton, who was in the building when the event occurred, demonstrated true leadership under trying circumstances. She led the disaster recovery efforts until the Administrator arrived around midnight. Susan would not leave her team until 5:00 the next morning, putting in a grueling 24-hour shift.

Staff Remained or Reported for Duty

At 2am it was determined additional staff would be required to ensure resident safety. Once Katie Gott, Shirley Staten and Wanda Gills arrived, safety assignments were given and carried out. Early the next morning Alicia Adams was called in to assist staff with the residents' hydration, nourishment and other needs. Karen Kessler was tasked with addressing any concerns our residents had. After spending the entire night cutting trees to clear her road so she could return to the facility, Susan arrived Saturday afternoon to ensure the emergency food supplies were available. Bridget Riley, DON, returned early from vacation to assist her team in looking after the residents.

Many staff remained on site waiting to ensure others arrived for their duties as scheduled, de-

spite being unsure of their own home situations related to the storm damage. This team met challenges that seemed never-ending -- power failure, fire panel disruption, generator issues, structural damage to the building (requiring evacuation of several residents from their rooms), phone and internet outages, carbon monoxide leaks, as well as blistering heat.

No Complaints, No Excuses

There were no complaints, call outs or request to leave early. As a result, Avanté at Lynchburg came through the disaster without any residents requiring hospitalization related to the storm. The fire captain, as well as the local health department, complimented Avanté for the preparedness of our staff and the well-being of our residents. We are all proud to be associated with such a wonderful, caring team. ■

Electronic Medical Records are Here!

Avanté Group Inc. is proud to announce it has partnered with Point Click Care to pilot a multi-phase approach to the implementation of Electronic Medical Records. The plan is to convert all 20 of Avanté's SNFs to completely electronic medical and financial records by December 31st, 2012, by rolling out the entire project in three phases.

Each facility chose a team of "Super-Users" who attend weekly, intensive training sessions on the software and its utilization. The Super-Users are held responsible for training all "End-Users" in each facility, which includes outside vendors such as attending physicians, dietitians, pharmacy consultants, and so forth. Each week the facilities report on the "Go-Live" status for that newly-trained module.

Phase One a Success

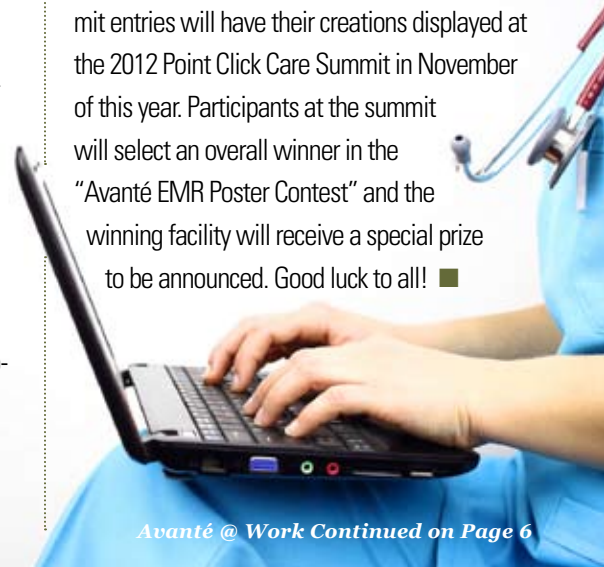
Phase One has been completed and it is with great pleasure that we report Avanté history has been made at Avanté at Reidsville, where DON Misty Hackett and her team achieved full implementation of Physician Order Entry, including full integration with Omnicare Pharmacy. Avanté at Lake Worth and Avanté at Leesburg went 100% live with the Electronic Medical Records at the beginning of August.

Phase Two In Progress

Currently, Phase Two is in process with a "Go-Live" date for eight facilities scheduled soon. The third and final Phase will begin shortly and on December 31st all of Avanté Group Inc. facilities will have met our goal of having

financial and medical records 100% electronic.

As each facility engages in the pilot program, staff are being asked to create posters related to the "EMR" process. Those facilities who submit entries will have their creations displayed at the 2012 Point Click Care Summit in November of this year. Participants at the summit will select an overall winner in the "Avanté EMR Poster Contest" and the winning facility will receive a special prize to be announced. Good luck to all! ■



Avanté @ Work Continued on Page 6

FACILITY FEATURE

Avanté at Ocala is Chef-tastic

Food Extravaganza Has All the Right Ingredients

The grand opening of the new 28-bed wing at Avanté at Ocala resulted in a deliciously delightful day for staff, residents and their families, and hundreds of people from the community as they watched a special program – the Avanté Chef Challenge. This creative event was a twist on an already successful program held previously at Avanté at Wilson, in which employees were invited to create the best recipe for a main entrée or dessert.

In this fierce competition the rules were simple: entrants were supplied with the equipment required to make their best recipe and it had to be something the residents could enjoy. The winning entrée and dessert would then be incorporated into the residents' menu cycle at Avanté at Ocala.

Three of Ocala's finest chefs/managers at well-known local restaurants did the honors of serving as judges of the tasty creations on display in the resident dining room: Jim Schuman, Executive Chef at the Curvee Wine &



Judges Loring Felix, Davis Blackmon, Jim Schuman and Bill Savett, Administrator of Avanté at Ocala



Bill Savett and Medical Director of Avanté at Ocala Dr. Bindeshwari Sinha with award winners Dr. Gabriel Umana and Dr. David Either

Bistro; David Blackmon, Kitchen Manager from the Bonefish Grill; and Loring Felix, Chef at the Braised Onion.

Added Spice

Adding additional flavor to the event were special presentations to three prominent local



LPN Mari Johnson (left) and Nursing Supervisor Michelle Francis-Watson, who won 3rd place entrée, with Judges David Blackmon, Loring Felix and Jim Schuman



Christopher Shaw, CNA, with Samantha Stryke from the Rehab Department, who won 3rd place in the dessert competition

physicians for their years of service in the Ocala community. Dr. Arthur Osberg, Chief Medical Officer of the Ocala Health System, and Dr. Gabriel Umana, Medical Advisor at Avanté at Ocala, were feted with Avanté's

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And the Winners Are...

Entrants in the contest came from all departments within Avanté at Ocala. Here are the winners, who were deemed to have made "five star" food:

Main Entrée

- 1st place** -- Matthew Close, Maintenance Department – Veau Dijonnaise
- 2nd place** -- Marisa Sbuttoni, Social Services Department – Chicken Rolletini
- 3rd place** -- Michelle Francis-Watson, Nursing Department – Curry Chicken

Dessert

- 1st place** -- Katie Duncan, Rehab Department – Pound Cake
- 2nd place** -- Mille Candelario, Dietary Department – Flan
- 3rd place** -- Samantha Stryke, Rehab Department – Pumpkin Cheesecake

All the winners received gift certificates to one of the judges' restaurants and all entrants received a special gift certificate to take family to a casual restaurant in the community – so everyone came out on top!



Some of the delicious food on display

Chef-tastic

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Humanitarian Award. Dr. David Ethier, Medical Advisor for Rehabilitative Care, received Avanté's Senior Services Award. A former resident, Ann Collins, received the prestigious Avanté Resident Advocate Award for her volunteerism, support of facility residents and continued assistance with the facility's recreational programs.

Many professionals from the community came to honor those receiving the awards and take a tour of the facility, including the new addition. The magnificent building and campus of Avanté at Ocala were on display just like the entrées and desserts, which meant guests enjoyed a feast for the eyes as well as the palate. ■

Matthew Close's Winning Recipe

Veau Dijonnaise (serves 4)

4 5 oz. slices of veal, pounded with a meat mallet
 ¾ cup flour
 2 tablespoons butter
 ¾ cup sliced mushrooms
 1 tablespoon minced shallots
 ¼ cup veal stock (or chicken broth or white wine)
 1 cup heavy cream
 2 tablespoons Dijon mustard
 1 teaspoon tarragon
 Salt & pepper to taste

Dust veal with flour and sauté in butter until lightly brown. Remove from pan and set aside. Add mushrooms and shallots, sauté several minutes, then deglaze the pan with stock. Add heavy cream, mustard, spices and simmer several minutes until slightly thickened. Then add veal pieces, simmer several more minutes and serve. Bon appetit!

MESSAGES FROM AVANTÉ LEADERSHIP

The Founding of Avanté

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escape plans. But by the time an opportunity to get away arose, her parents and two youngest siblings had already died under the deplorable ghetto conditions. Sisel escaped to Romania with her three other siblings. It was shortly after her arrival there that she met Sam. This was a true love story. They fell in love instantaneously and got married almost immediately.

Turning Pain into Promise

The personal suffering they each experienced, along with the collective horrors and unimaginable atrocities they witnessed, had a profound effect on each of them. However, Sam and Sisel were optimists and chose to believe in life. All they wanted was to create a future for themselves, investing their time and energy in starting a business and a family.

The Klurmans settled in Israel for a few years, after which they moved to Denver, Colorado and eventually made their way to New York where Sam founded his nursing home com-

pany. In 1980, they made their home in Florida, where they became prominent members of the community. The couple vowed to honor the memories of their loved ones by living lives of compassion and generosity in all of their endeavors. They promised each other that in their business of caretaking they would always treat those in need with kindness and decency.

Throughout their lives, Sam and Sisel focused on quality care above all else for their residents. That commitment to putting patients first became the organizational mandate and it continues to be the critical core of our company's

values today. This promise has been paramount throughout various cycles in our industry and we as a company can be very proud that it is still the most important part of our mission.

New Properties under the Avanté Umbrella

We are pleased to announce that on May 5th, 2012, Avanté acquired the management of two Assisted Living Facilities in Staunton, Virginia -- Birch Gardens Assisted Living, Inc., and Royal Care Assisted Living, Inc. Please join us in welcoming our new associates to the Avanté family! ■



Birch Gardens ALF



Royal Care ALF

AVANTÉ @ WORK

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Avanté at St. Cloud Cruises through National Nursing Home Week

Avanté at St. Cloud celebrated National Nursing Home Week, May 14th - 18th, by taking a virtual cruise on the "Avanté Dream." Residents, staff and visitors had a great time visiting different ports of call such as Mexico, Key West, Haiti, Jamaica and Puerto Rico through the magic of travelogues that made everyone feel like they were actually there.

Highlights of the week included various arts and crafts, a Mexican party with piñata games, parrot party with musical entertainment, sea shell demonstration, limbo and life preserver toss contests, hair braiding, casino games, spa appointments, pancake breakfast, captain's formal dinner, sampling of foods from the various countries, bon voyage party and a themed meal each day.

Staff, residents and families expressed their delight at the entire adventure and indicated that they truly felt like they had been on a cruise. The enthusiastic participation of staff made this week a relaxing and memorable experience for all our residents. ■



Administrator
Carol Desmond



Resident Carletta
Williams and
Raquel Rosado,
Restorative CNA



Bridgette Reid, ADON, Georgia Thompson, CNA,
Renee Dennis, CNA, Herfa Smith, CNA, Georgia
Howell-Barrant, LPN, Maria King, LPN, Dawn
Richardson, CNA, and Shannon Bepot-Maragh, DON



Rose Cherident, CNA, Yvette Macena, CNA, Shannon
Bepot-Maragh, DON, Sophia Rheau, LPN, and
Charisemene Luban, CNA;



Betty Bragg, CNA/
Therapy Assistant,
Mary Johnson,
Administrative
Assistant, and Shelly
Harvey, Receptionist



Resident Carmen
Barbosa-Arvelo and
Stacie Pruitt, Activity
Assistant

SERVICE CHAMPIONS

Avanté at Boca Raton Receives Accolades

Our sincere congratulations to the following staff members from Avanté at Boca Raton, who were singled out by residents and family members for giving outstanding customer service:

Administration

- Michelle Barnes, Internal Admissions
- Sharonda McClendon, Business Office Manager
- Manuel Rodriguez, Community Relations Director

Facilities Services

- Lawrence Flynn, Facilities Services Director
- Keith Marshall, Maintenance Assistant

Nursing

2nd Floor Nursing Staff

- Marjorie Byrne, RN
- Rosemene Dameus, CNA
- Angela Ingram, RN
- Juanita Holt, DON
- Germaine Jean, CNA
- Nadia Louis, CNA
- Gertrude Plummer, LPN
- Marie Pompy, CNA
- Sabine Sydney, LPN
- Artur Teregulov, RN
- Kayan Thomas, LPN

Social Services

- Valerie Daley, Social Services Assistant
- Marianne Keller, Case Manager
- Lauren Solomon, Social Services Director

Therapy

- Brett Bauer, PT Assistant
- Walter Estrada, Respiratory Therapist
- Jill Newton, OT Assistant

It's Almost Open Enrollment Time!

All employees should be aware that Avanté's Open Enrollment will take place November 5th to the 16th. As you know, healthcare is in the news a lot these days. Avanté is working hard to provide you with the highest quality plans at the lowest possible cost.

We encourage you to take the time to review this year's benefits booklet and make sure that the choices you will be making are the right ones for you and your family. Avanté is doing their part to ensure we provide you with competitive plans – it is up to you to choose your benefit plans wisely. Your administrator will be notified of the Open Enrollment call-in window, so stay tuned.

Workplace Safety is No Accident

Workplace safety is about protecting our associates from work-related injury and illnesses. Staff members' health and safety are affected not only by their own actions but by those of their co-workers. To make your workplace safer, determine where and what and how a worker is likely to become injured or ill before it occurs. Start with analyzing individual workstations and common areas for hazards.

Keep these tips in mind to avoid an injury:

- As you walk, keep an eye on the floor in front of you for spills.
- If you see a spill, never just walk by it. Always clean it up or call someone to clean it up.
- Always wear nonskid shoes when you work in kitchens, outdoors or any other place where you will be walking on slippery surfaces.
- Never climb on shelving units or storage units to get things. Use only approved ladders.



Maintaining a safe work environment is everyone's responsibility, and your safety depends upon you practicing safe work habits. Please report all hazards, unsafe practices and conditions in your workplace to your supervisor or administrator immediately.

Associate Satisfaction Awards

Avanté conducted employee satisfaction surveys and follow-up employee survey feedback sessions from November 2011 to May 2012. Our congratulations to the following facilities, which received Associate Satisfaction Awards:

- Highest Associate Satisfaction in the entire company 2012 awarded to Avanté at Charlotte
- Highest Associate Satisfaction in Virginia 2012 awarded to Avanté at Harrisonburg
- Highest Associate Satisfaction in North Carolina 2012 awarded to Avanté at Charlotte
- Highest Associate Satisfaction in Florida 2012 awarded to Avanté at Mount Dora

Wellness Tips: Enjoy Your Vacation – It's Good for You!

Did you know that if you take a vacation you can live longer? Research shows that regular getaways may extend your life by saving your heart from wear and tear. In fact, men in a nine-year study who took at least one vacation per year were almost 30% less likely to die from a heart-related cause compared to the men who kept their noses to the grindstone.

The study tracked the health of 12,000 middle-aged men who were at high risk for heart disease and surveyed them to see how many vacations they took each year. Regardless of the men's overall health and income, their risk of dying from heart problems was clearly connected to their willingness to get away from it all.

Researchers suspect that vacation-prone people may have better heart health because time off helps tame one of the biggest burdens to heart health -- stress! Vacation time also provides opportunities for other activities that enhance your mental health, like reconnecting with family and friends and pursuing fulfilling interests. ■

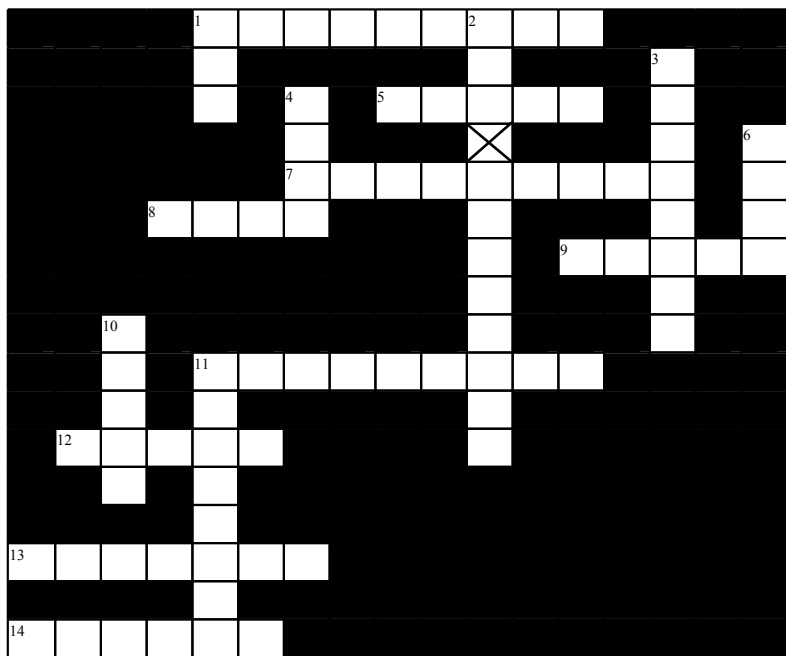
IN CLOSING

A Thought to Go Home With

At the close of each day, as you make your way home to your family and friends, think about why you were here today. Try to focus on the simple pleasures and why your accomplishments matter to our residents, your co-workers, your community and all those who look to Avanté for care and comfort. Take that pride and satisfaction home with you, and always remember that you do make a difference! ■

AVANTÉ BOGGLES THE MIND

Avanté Word Puzzle Contest – Walking Works Wonders!



Across

1. A device that counts your steps
5. Worn on your feet, they protect them while walking and playing
7. A type of food that is healthiest in a dark green color
8. Ten thousand steps equals about how many miles?
9. A nice place to walk, usually around a football field
11. An area for people to safely cross the street
12. One of these keeps the doctor away, and is a healthy snack
13. Like walking, but a little faster
14. A time at school to play and be active

Down

1. Take this friend for a walk and get a workout for yourself, too
2. One mile of walking equals how many steps? (two words with a blank between them)
3. A place to walk safely, off of the street
4. The number of fruits and vegetables to eat each day
6. A way to get from here to there
10. Number that a pedometer displays
11. When you are active, you burn these for energy

Our Mission, Our Values

Avanté’s MISSION is to improve the quality of life for our esteemed residents, our colleagues and our communities, by exceeding expectations . . . one individual at a time.

Our **MISSION** is supported by the following **VALUES** that guide our relationships with customers and each other on a daily basis:

ACCOUNTABILITY – Taking personal responsibility for acting with urgency, problem solving, stewardship and integrity.

VISIBILITY – Demonstrating your passion for Avanté’s vision to be the best provider of resident service and care by acting with sincerity, willingness and knowledge.

ACHIEVEMENT – Setting stretch goals, driving for results and celebrating our successes.

NURTURE – Fostering a culture of humility, respect, dignity and compassion.

TEAMWORK – Sustaining high performance teams through a spirit of collaboration and respect for all colleagues.

EXCELLENCE – Striving to exceed our residents and families’ expectations by listening and delighting our customers with great service and care. ■

Reasonable? You Decide

Figure this out and win a prize! Two people are talking on the phone long distance. One is in an East Coast state of the U.S., the other is in a West Coast state of the U.S. The first asks the other, “What time is it?” He hears the answer and says, “That’s funny. It’s the same time here!” Neither one of them are mistaken about the time. How is this possible? ■

CROSSWORD & REASONING PUZZLE RULES

Deliver completed crossword and reasoning puzzle answers to your facility Administrator or mail to Avanté’s Corporate office at 4000 Hollywood Blvd., Suite 540N, Hollywood, FL 33021 by Friday, October 26th, 2012. If the puzzle or puzzles are completed correctly, the qualifier will be eligible to win a prize. On Friday, November 2nd, 2012 Corporate HR will determine the winner by a random drawing from the correctly completed entries.