

AVANTÉ

YOUR SOURCE FOR ALL THINGS AVANTÉ

INSIDER

Avanté Achieves Five-Star Ratings



We are pleased to announce that our Charlotte and Mount Dora facilities have achieved five-star overall quality ratings in the federal government's nursing home rating system. This system was designed in 2008 to provide consumers with a method of reviewing the performance of a facility before admitting themselves or a loved one to that nursing home.

This overall rating is comprised of a facility's inspection performance, nine specific quality of care measures evaluated in comparison with all nursing homes in the nation, and overall nursing and registered nursing staffing levels in comparison to the acuity of their patient population. All facilities are evaluated, with approximately the top 10% in each state achieving 5-star ratings.

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MESSAGES FROM AVANTÉ LEADERSHIP

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Dear Employees:

2012 was a challenging year; thank you for your effort, energy, resilience and commitment. As we start 2013 with greater clarity, a greater determination to succeed and a renewed commitment to provide exceptional customer service, we ask just one thing from each of you – be better!

- Be better in your work – think creatively and efficiently and get the details right.
 - Be better with our customers – in how you prepare, how you communicate and how you add value.
 - Be better with your teammates – in how you support each other, how you interact and how you care about them as people.
 - Be better in your community – in how you give of your time and effort to make your town, city or neighborhood a great place to live.
 - Be better with our planet – in how you recycle, how you minimize your carbon footprint and how you appreciate the natural beauty around us.
- Be better in your relationships out of the office – in how you communicate, encourage and support.
 - Be better to yourself – in your self-reflection, in your personal expectations and in your commitment to being all that you can be.

You control how you approach your days in and out of the office. Commit to being better every day. Learn more. Be more responsive. Be more connected. Be more aware. Be more tough. Be more resilient. Be more creative. Be more present. Just be better.

Thank you for your loyalty and hard work. We look forward to a great 2013.

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HR CORNER: YOUR BENEFITS, YOUR WORKPLACE, YOUR AVANTÉ

Easily Access Your Retirement Account

Great news! Avanté has completed the transition from the Hartford to Transamerica and you now have full access to your retirement account. Your balances were successfully transferred from your current provider to Transamerica.

To access your account online, register at: www.ta-retirement.com

Click on the First time user? Register here link located on the top left-hand corner of your screen within the "Your Account: LOGIN" section.

- Select "I am an employee" and click Continue.
- Enter your Social Security Number and click Continue.
- Enter your Date of Birth and ZIP/Postal Code and click Next.
- Create your own unique Username and Password and click Next.
- Agree to the site's Terms of Use.
- Agree to the Consent to Do Business Electronically agreement.
- On the Welcome to Plan Enrollment screen, click on Start.

From this point forward, follow the simple online instructions which will help you set up or make changes to your contribution rate, investment choices and future contribution elections.

To access your account by phone: 1-800-401-TRAN (8726)

To utilize the phone enrollment process you will need to use a touchtone phone.

- Press 1 for English
- Press 2 for Spanish

You will then be prompted to enter your 9 digit Social Security Number followed by the pound sign (#) and your 4 digit PIN (Personal Identification Number).

Your default PIN is your month and day of birth in MMDD format, followed by the pound sign (#).

Transamerica is committed to providing you with the prompt and personalized service you deserve. For further assistance and inquiries, please refer to:

Employee/Participant-level inquiries should be directed to their retirement specialists at the Employee Solutions Desk who will provide phone and email support for you.

Participant Inquiries: Employee Solutions Desk

Telephone: (800) 401-8726

Email: employeesolutions@transamerica.com

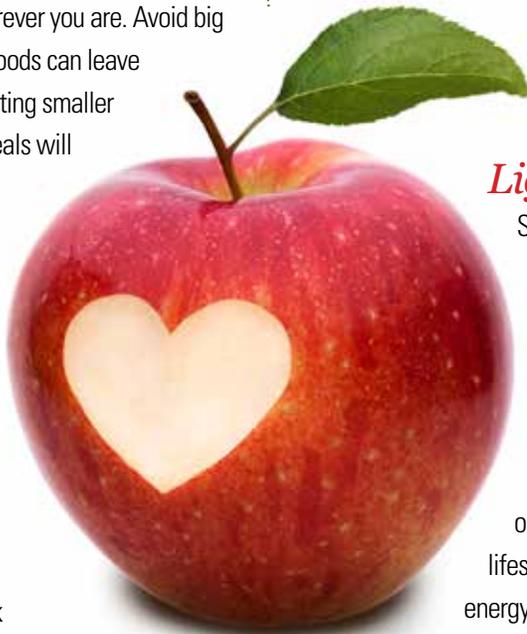
Wellness Tips: 5 Simple Heart-Healthy Energy Boosters

Move more.

In the short term, increasing physical activity to increase energy seems counterintuitive. In the long term, it works. You don't have to be a marathoner to see benefits. Just start where you are and do more. If you don't exercise, walk around the block and gradually work up from there. Your goal should be to get 30 minutes of brisk activity five days a week. You don't have to do all 30 minutes at once. Three 10-minute hikes in a day works too. If you try to do too much too fast, you might get hurt, so start slowly and stick with it.

Eat smart.

Eat fresh fruit and veggies – the calcium and potassium they contain is good for energy. If you need a quick snack during the day, keep a serving or two of your favorite fruit or vegetable handy wherever you are. Avoid big meals – heavy, fatty foods can leave you feeling groggy. Eating smaller and more frequent meals will help balance out your energy and blood sugar levels over the course of the day. Whole grain fiber-rich foods are a great filler-upper. Fiber causes food to stay in your stomach longer, so you feel full longer than with quick fixes like coffee, high-calorie energy bars and candy – which rely on caffeine and sugar. Drink lots of water, too. Dehydration reduces energy levels.



Sleep.

How much is enough? Each person is different. Most adults need around seven hours, but you may need more. You need quality sleep, too. If you have sleep apnea, a condition that causes you to wake up many times during the night, you won't get the quality sleep you need and may feel tired all day. Heavy snoring is a major sign of sleep apnea. If your spouse or partner says you snore or that you periodically stop breathing for brief periods during sleep, tell your doctor.

Lose a few.

Carrying around extra pounds saps energy. It creates extra work for your heart and can raise blood pressure, too. Increasing your physical activity and eating a healthier diet to burn more calories than you take in is the way to go. Steer clear of fad diets – they don't work.

Lighten up.

Stress is an inevitable part of life. That's why learning to manage it is important. Successfully managing stress means keeping a positive outlook and a healthy lifestyle, which helps fight energy-sapping depression. To take care of yourself, try taking physical activity breaks, meditating, taking time off and doing things you like. Avoid unhealthy ways to manage



stress, including smoking, drinking excessive amounts of alcohol, overeating and relying on stimulants. ■

Source: www.heart.org

“The door to safety swings on the hinges of common sense.”

MESSAGES FROM AVANTÉ LEADERSHIP

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Did You Know...

...That Avanté operates a nearly 10,000 square foot distribution center? Most of you have heard from Philip Benedict or Alejandro Leal, but you may not know much about the operation they manage for us.

For the past three years, Avanté has gradually built a facility in Orlando capable of the retrieval, repair and redistribution of new and reconditioned equipment. The savings to the company are significant. There is a sample room where almost every piece of medical equipment we use is kept to allow for testing and parts reference; warranty information and processing is also handled for all material purchased. Even shipping coordination on items from computers and copiers to special

deliveries is managed from here.

Expansion and Enhancement

Recently, the operation has expanded to include print and marketing material fulfillment and work order entry for pest and chemical assessments – and building is currently ongoing for an area to allow for training of staff.

Another enhancement, done in collaboration with Avanté's IT department, is an online catalog, which is being tested and will be available soon with the revised portal. It will allow you to see actual pictures of the items you want to order. In addition, we are testing tracking devices to keep us informed about the exact location of some of our most valuable equipment.



Samples of materials used for updating and beautifying Avanté facilities

Do Drop In

If you are ever in Orlando, please feel free to drop by. Philip is known to fire up the popcorn maker, slushie dispenser and espresso machine for guests. (And all are items available for your facility's marketing or activity functions!) ■

Good for a Laugh!

Following is an email message Beth received from a colleague recently in response to her request to schedule a meeting:

"I'm pretty next week with the exception of Wednesday afternoon."



Probably we've all sent a message at some time in which we omitted a key word because we were in a hurry or distracted. Beth responded to this colleague that she "thinks she's pretty all day/every day." They both had a good laugh... which is healthy! ■



Nearly 10,000 square feet of space houses Avanté's massive inventory

"The ultimate measure of a man is not where he stands in moments of comfort and convenience but where he stands at times of challenge and controversy." — Dr. Martin Luther King Jr.

FACILITY FEATURE



Larry Mann, RVP Operations (FL); Kathy Billar, Principal; Dr. Maggie Gardener; and Randal Pinner, D.O.N.

Avanté at Mount Dora Gives Back

This past fall, Avanté at Mount Dora hosted their Annual Back to School Supplies Drive for the students at Triangle Elementary. Principal Kathy Billar and her faculty were enthusiastic about the effort and grateful for the generous donation. The contributions included toiletries, sanitizers, pencils, pens, crayons, glue sticks, copy paper, back packs, pen holders, notebook paper and other items. Because of the generosity of Avanté at Mount Dora's staff, residents, families and visitors, this Back to School Supplies Drive was a success which allowed us to reach out to the community and lend a hand that uplifted and inspired many. ■



Lenox on the Lake Joins Avanté

On October 31st, 2012, Avanté acquired the management of an Assisted Living Facility in Lauderdale Hill, Florida – the Lenox on the Lake. We welcome our new associates to the Avanté family!

CONTEST RESULTS

Winning!

Congratulations to Nicole Sharpe, Activity Aide from Avanté at Inverness. Nicole was our Crossword and Reasoning Puzzle winner from the premier edition of the Avanté Newsletter.



Martin Bergin, Interim Administrator, congratulates Nicole

“Coming together is a beginning.
Keeping together is progress.
Working together is success.”
— Henry Ford



Avanté Achieves Five-Star Ratings

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Just the Beginning

It should be noted that these ratings will change from quarter to quarter of the calendar year as new annual surveys or quality measure reports are processed through the system. We have every confidence that Charlotte and Mount Dora will retain their 5-star ratings and be the first of several of our nursing homes attaining that achievement. Congratulations to Teams Charlotte and Mount Dora. ■

Did you know that it's impossible to lick your elbow?

AVANTÉ @ WORK: STORIES FROM AROUND OUR WORLD

Avanté at the Bat!

In an effort to have fun, build teamwork and boost morale, Avanté at Roanoke formed a co-ed softball team to participate in a league with the Roanoke City Parks and Recreation Department. Avanté sponsored the team and made jerseys for each of the players.

Team Avanté fought valiantly and had a great time. Unfortunately, effort doesn't always result in wins and Avanté at Roanoke only managed one (via forfeit). Although they weren't competitive, Avanté at Roanoke certainly succeeded in meeting its goals of fun and fellowship. They look forward to participating in a spring sporting event, but probably nothing that involves swinging a bat or throwing a ball! Go Team Avanté – we are rooting for you! ■



Stacey Kesel, Program Manager



Nathan Libassi, Executive Director



Front: Susan Farrell, MDS Coordinator; Middle Row: Sharon Brown, Director of Facility Services; Stacey Kesel, Program Manager; Carlos Ward, Dietary Aide; Nathan Libassi, Executive Director; Amanda Howley, CNA; Back Row: Jodie Leffue, Social Worker; Ed Crismond, MDS Coordinator; Bill Kesel, Friend of Avanté; Kenny Preston, Cook; and Daniel Kamara, DON

Avanté Supports Breast Cancer Awareness Month

Pink Friday at Avanté at Mount Dora

The residents, staff, visitors and family members of Avanté at Mount Dora participated in a Pink Parade in honor of Breast Cancer Awareness Month. This event was hosted by the Activities Department as a show of support for friends and family members whose lives have been altered due to the disease.

What a magical moment it was to watch the residents and staff parade around the grounds showing off their pink balloons and pink attire, seeing the wheels of the wheelchairs turn in alignment with steps as the finish line came into sight. A sigh of relief filled the air when the participants reached their final destination at the front gate, along with tears for the family member who lost a mother and another who mourned her 31-year-old sister. Thank you, Avanté at Mount Dora, for caring. ■



Regina Summerall, Medical Records Coordinator, with one of the residents



Participants on the parade route

Avanté at Ocala Raises Funds and Awareness

Avanté at Ocala held several fundraisers throughout the month of October for Breast Cancer Awareness. Sammie Stryke, PTA, organized all of the fundraisers along with Courtney Bateman, OT. Sammie promised staff that for each \$100 raised one of the male employees would wear a pink decorated bra

on October 25th. Needless to say, many staff members donated money to this great cause and the facility raised \$580 from community events, employees signing up for the Breast Cancer Awareness Walk, and various building fundraisers. ■



Sammy Stryke, PTA, and Lisa Mosley, Activities Assistant



Anne Sleep, Program Manager



Tracey Brooks, PTA

AVANTÉ @ WORK: STORIES FROM AROUND OUR WORLD

An Arrival Fit for a Queen

Zachery Queen, Director for Facilities Services at Avanté at Harrisonburg, welcomed a new baby into his family. Genevieve Harper Queen was born November 15th, 2012, at 10:30 a.m., weighing in at 7 lbs., 17 oz. Welcome to the Avanté family, Genevieve! ■



Genevieve Harper Queen

You tried to lick your elbow, didn't you!

Avanté at St. Cloud Celebrates Diversity

In October, family and friends joined residents at Avanté at St. Cloud for an evening of ethnic food, musical entertainment and exhibits celebrating the unique and diverse cultures of their facility. Staff worked together to create displays from some of the countries represented and submitted ideas for menu items, which included jerk chicken, roast pork, coconut crusted tilapia, churrasco, California mix, yucca, yellow rice, egg rolls, Jamaican patties and a variety of desserts. Avanté at St. Cloud received many heartfelt compliments from family members for this event. ■



Mary Alayon, Social Services Director



Dawn Richardson, CNA, and Mary Carothers, former resident



Showing off their dancing skills are Theresa Rivera, Admissions Coordinator; Rhonda Dent, CNA; Ana Millard, CNA; Carol Agostini, Activity Assistant; and Raquel Rosado, CNA

Halloween Haunts Avanté at Boca Raton

On October 31st, Avanté at Boca Raton turned into Terror Town, housing the scariest creatures in Boca. Vampires, devils, witches, walking pumpkins, dead jazz singers, voodoo witch doctors, uncoordinated flapper dancers and a cheerleader all stomped the floors of Avanté, delighting and scaring the residents. Little Red Riding Hood even made a special appearance on her way to Grandma's house, with Pocahontas in tow.

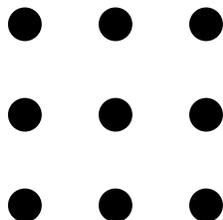
So much terror and trickery made it a ghoulish ordeal for the judges to select the creepiest character. In the end, the Walking Pumpkin, Tranise Mitchell from Central Supply, 'carved' out 3rd Place; the Devil, Lisa Doherty, Dietician, 'pitchforked' her way into 2nd Place; and the Vampire, Viernes Hernandez, Physical Therapist, 'bit' into 1st Place. And so the story of Terror Town lives on at Avanté at Boca Raton... ■



AVANTÉ BOGGLES THE MIND

Connect the Dots

Nine dots are arranged in a three by three square. Connect each of the nine dots using only four straight lines and without lifting your pen from the paper.



Bird Brain

Two trains travel toward each other on the same track, beginning 100 miles apart. One train travels at 40 miles per hour; the other travels at 60 miles per hour. A bird starts its flight at the same location as the faster train, flying at a speed of 90 miles per hour. When it reaches the slower train, it turns around, flying the other direction at the same speed. When it reaches the faster train again, it turns around – and so on. When the trains collide, how far will the bird have flown? ■

REASONING PUZZLE RULES

Deliver reasoning puzzle answers to your facility Administrator or mail to Avanté's Corporate office at 4000 Hollywood Blvd., Suite 540N, Hollywood, FL 33021 by March 15th. If the puzzle or puzzles are completed correctly, the qualifier will be eligible to win a prize. On March 29th Corporate HR will determine the winner by a random drawing from the correctly completed entries.

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. ■

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! ■

Funny Money

An employee approached his boss regarding a dispute on his pay-check...

Employee – Sir, this is \$100 less than my salary.

Boss – I know. But last month, when you were overpaid \$100, by mistake, you didn't complain!

Employee – Well, I don't mind an occasional mistake, sir, but it seems to be becoming a habit now!

Hear Ye! Hear Ye! You Talk. We Listen.

The Avanté Insider is your publication and we would love input from our staff. Please send your suggestions for story ideas, articles of interest, information or features you would like to see to newsletter@avantecenters.com. We promise to listen and respond, because YOU are the most important part of Avanté. ■