



Holland Home™



WELCOME HOME



OUR MISSION

In fulfilling God's calling to serve others, we will serve with love and compassion, commit to excellence, and follow Christ's teachings and example in all we do.

Holland Home is proud to be one of Michigan's largest nonprofit providers of senior services.



A MISSION TO SERVE

Since 1892, Holland Home has been providing vibrant independent living for area seniors, assisted living services for those needing help with everyday activities, and skilled nursing for those requiring a higher level of care. The level of the services we offer has continued to grow as the needs of our community have increased, from contemporary townhome and apartment living to world-class memory care and rehab services, all provided with a heartfelt promise to serve those we care for with Christ-like love and compassion, and a never-ending commitment to excellence.



“

We have a common goal of providing the best care that we can. We have a common goal of quality. We have a common goal of serving in Christ’s name and example.

—Mina Breuker, CEO

HOLLAND HOME

Serving the living and care needs of older adults throughout West Michigan

Holland Home was founded on Christian principles that continue to guide us to this day. Our mission provides a faith-based thread that connects all that we offer.

Our broad organization includes Life Plan communities that provide a home to over 1,300 residents, offering each a full continuum of specialty care services and a Lifecare Promise that frees them from financial worries should their needs outstrip their resources.

To complement our residential living and care services, Holland Home also supports a broad network of affiliates to address the varying needs of aging adults living throughout Grand Rapids and West Michigan.

Through Atrio Home Care, we deliver home health care and help at home services that make it possible for many older adults to recuperate from an illness in their own homes and to live independently for as long as possible.

Faith Hospice brings comfort and support to patients suffering from a terminal illness, as well as to their

families through grief counseling, respite care and pastoral services. Through its Trillium Woods hospice inpatient facility, Faith Hospice offers a supportive, family-centered atmosphere where 24/7 medical care can be provided if needed.

Reliance Community Care Partners has served the West Michigan community since 1979 as a trusted advocate and knowledgeable resource for life-managing care.

Care Resources, our Program of All-Inclusive Care for the Elderly (PACE), allows many older adults to remain in their own homes while still receiving the managed care and support they need in a daycare and home setting. Additionally, Holland Home has been a valuable resource to the community through speaking engagements and leadership in areas of senior healthcare, such as dementia care and smart home technology.

CHRISTIAN LIVING SERVICES



LIFE PLAN COMMUNITIES



Bretton Woods
of Holland Home™



Raybrook
of Holland Home™

CARE SERVICES



CARE PARTNERS



COMMUNITY SERVICES AFFILIATES





A PROMISE OF CARE

Holland Home offers more than a place to live — you get a promise for life. When you join our community, we guarantee that you will always have a home at Holland Home and receive the care you need, regardless of your financial situation.* From you living independently to requiring full nursing care, Holland Home provides not only the spectrum of care you need, we provide the commitment to Christ-like care that you deserve.

**Subject to the Continuing Care Agreement and Disclosure Statement.*

OUR CONTINUUM OF CARE

From Independent Living through Hospice Care, Holland Home offers the services you need, when you need them.

Independent Living

Join our vibrant community and experience a full calendar of activities and a whole new world full of friends. Discover the perfect place to start your next chapter of life.

Rehabilitation

Our rehab goals are the same as yours — to get you back to the life you love sooner. Through the direction of our team of licensed physical, occupational and speech therapists, we can help you recover comfortably and quickly.

Assisted Living

Experience the best of both worlds, with an independent daily lifestyle and the on-site medical assistance you'd need if issues arise.

Memory Care

With true compassion, the area's best and most highly trained memory care team provides in-home and residential care to those living with dementia or Alzheimer's.

Long-term Skilled Nursing

When you need care around the clock, our supportive and caring nursing staff will treat you like family.

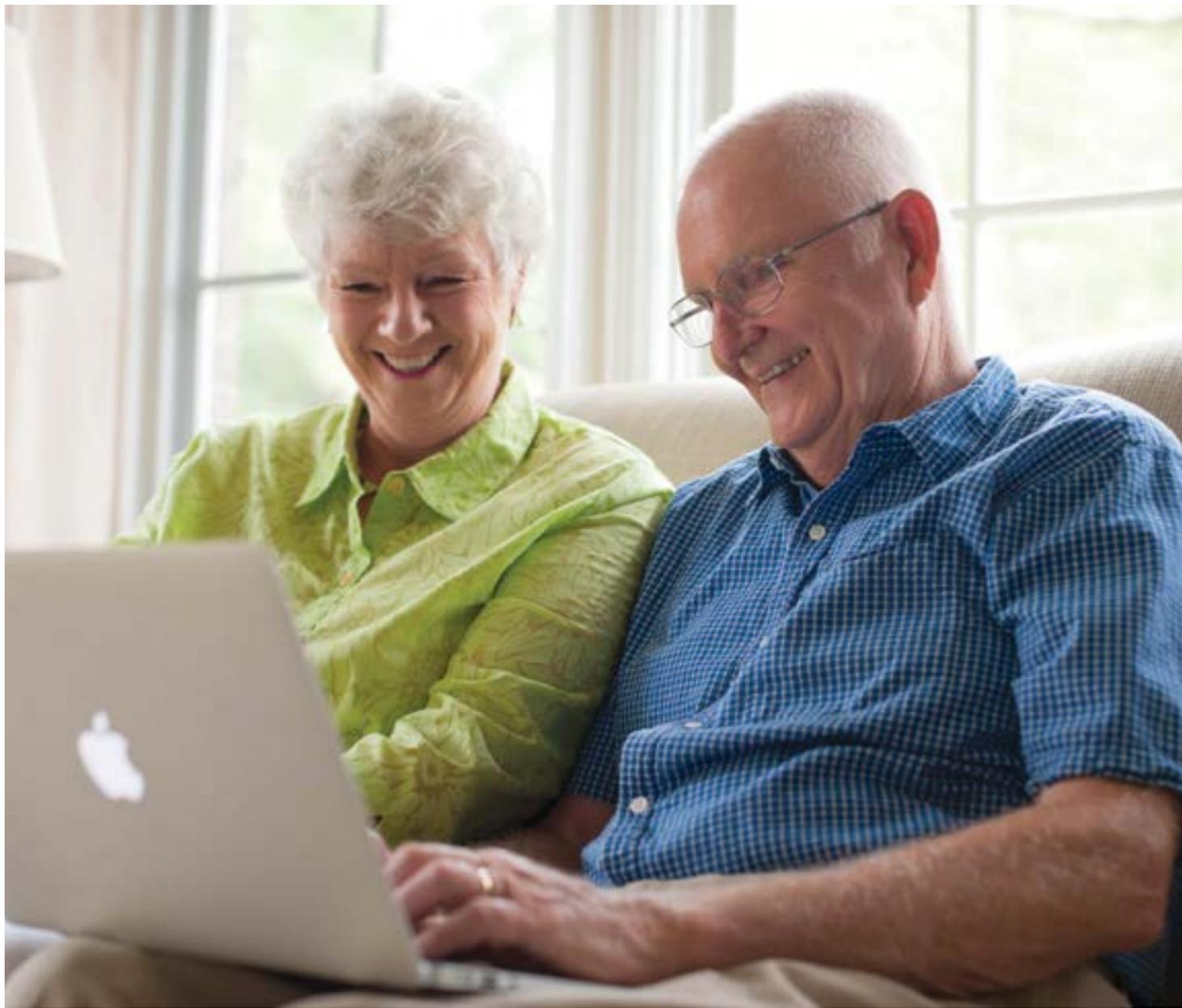
Atrio Home Care

Receive help with everything from household tasks to medical care right in the privacy and comfort of your own residence.

Faith Hospice Care

Faith Hospice provides the physical, emotional and spiritual care needed, whether at home or in a nursing residence, a hospital or our Trillium Woods care facility.

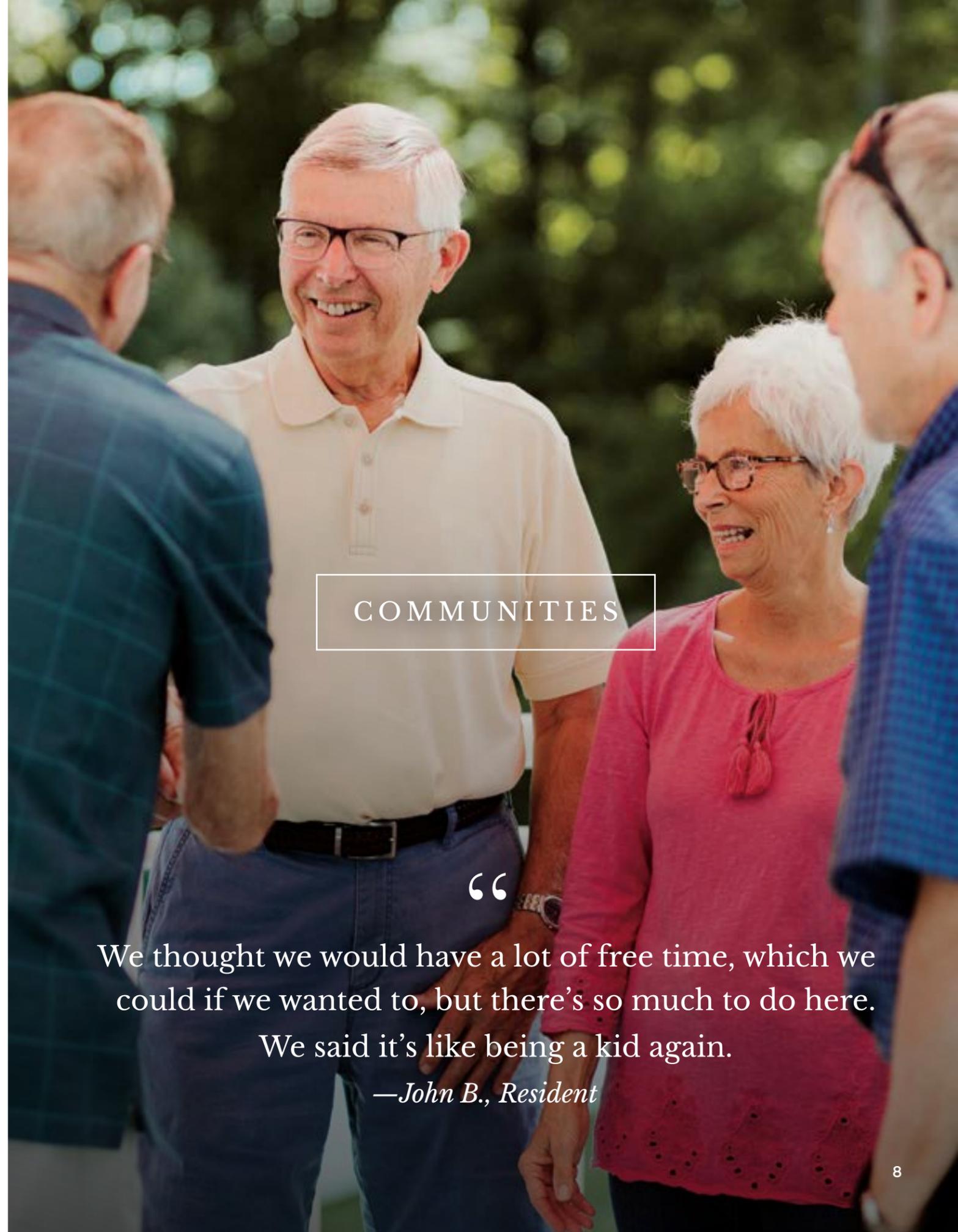




INDEPENDENT LIVING

Enjoy a maintenance-free lifestyle in an apartment or townhome with first-class amenities.

When you're living independently at Holland Home, you're living worryfree and yardwork free. Join our warm and welcoming communities where comfortable living spaces are combined with vibrant living opportunities, interesting events and beautiful surroundings. Our two beautiful independent living settings offer all the modern conveniences, such as wellness centers and breathtaking landscapes to explore.



COMMUNITIES

“

We thought we would have a lot of free time, which we could if we wanted to, but there's so much to do here. We said it's like being a kid again.

—John B., Resident

BRETON WOODS

Designed to satisfy a wide range of interests, this stunning property is the perfect place to experience a full life.

Take in a game of billiards. Take a dip in the pool. Or take a walk around the breathtaking grounds. Breton Woods has created an exciting culture built around an active lifestyle.

All the offerings at Breton Woods are designed to renew the body, mind and spirit. And the floor plans are designed to give you all the features you desire, from designer kitchens to spacious living rooms to screened porches.



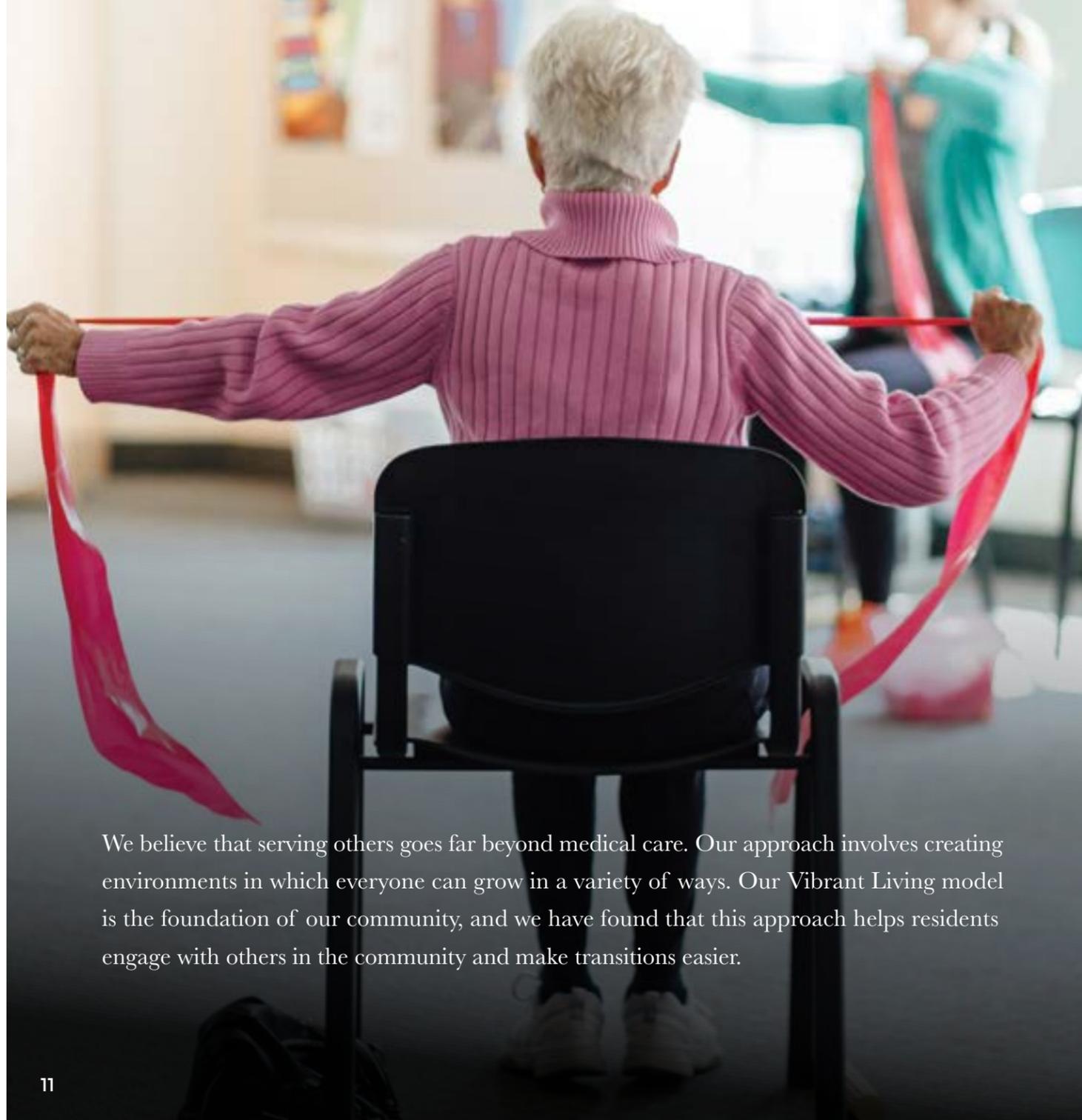
RAYBROOK

From full townhomes to single or double suites, Raybrook offers the variety and beauty to satisfy any need or personal taste.

Home is so much more than a street address — it's the place to connect with friends and family. You'll find your next home in the spacious townhomes and elegant apartment homes in the communities of Raybrook, adjacent to Calvin College. Enjoy a warm, inviting social culture with gathering spaces, gardens and outdoor living spaces in every 1- and 2-bedroom apartment. Raybrook Homes offer true independence while still being part of a community. Triplex and fourplex townhomes with private entrances feature cathedral ceilings and rear decks or patios for outdoor entertaining.

VIBRANT LIVING

Improve your quality of life through spiritual fulfillment, physical wellness, intellectual discovery, emotional well-being, and social engagement.



We believe that serving others goes far beyond medical care. Our approach involves creating environments in which everyone can grow in a variety of ways. Our Vibrant Living model is the foundation of our community, and we have found that this approach helps residents engage with others in the community and make transitions easier.

Spiritual Fulfillment

We provide a variety of opportunities to meet and enhance each resident's spiritual needs, because spiritual fulfillment is the faith-based thread that connects everything we offer. Spiritual fulfillment is unique to every individual, and it is our goal to provide an environment rich with meaningful experiences. In addition to weekly on-site chapel services at Breton Woods and Raybrook, we offer choir practice, Bible studies, and other opportunities to gather, worship and celebrate His word.

Physical Wellness

Physical activity greatly benefits older adults and contributes to successful aging, increased stamina, improved balance, and reduced risks of falling, heart disease, stroke, cancer and memory loss. We encourage an active lifestyle in all our communities and have many resources to support it, including exercise classes at the wellness centers, yoga and other activities.



Our culture of intellectual discovery provides learning opportunities and experiences to help our residents grow mentally, maintain an open mind, learn and teach skills, and expand and challenge themselves. We offer a range of intellectually stimulating events and activities, including book clubs, monthly lectures and seminars, anti-aging mental games, and more.

Emotional Well-Being

Our staff and residents work together to maintain a positive culture that inspires optimism while providing encouragement and support for those who may be struggling with difficult situations or celebrating personal success.

Social Engagement

Take advantage of frequent excursions and outings to area and state attractions, volunteering opportunities, community social gatherings and organized events.

SMART HOMES

Using technological tools and adaptive devices, smart homes make everyday living safer and more comfortable for older adults.

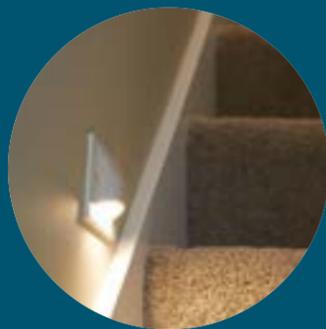


Smart Home Technology

Holland Home relies on smart home technology to help residents enjoy greater convenience, enhanced personal safety and earlier healthcare interventions. From extra lighting to medication dispensers, it all adds up to a happier, safer and more independent life.



Keyless entry offers the convenience of never worrying about misplacing your keys and getting locked out.



Increase personal safety with additions such as stairway lighting that can help prevent falls.



Low lip showers and 36-inch doorways can make it safer and more comfortable for you to age in place.

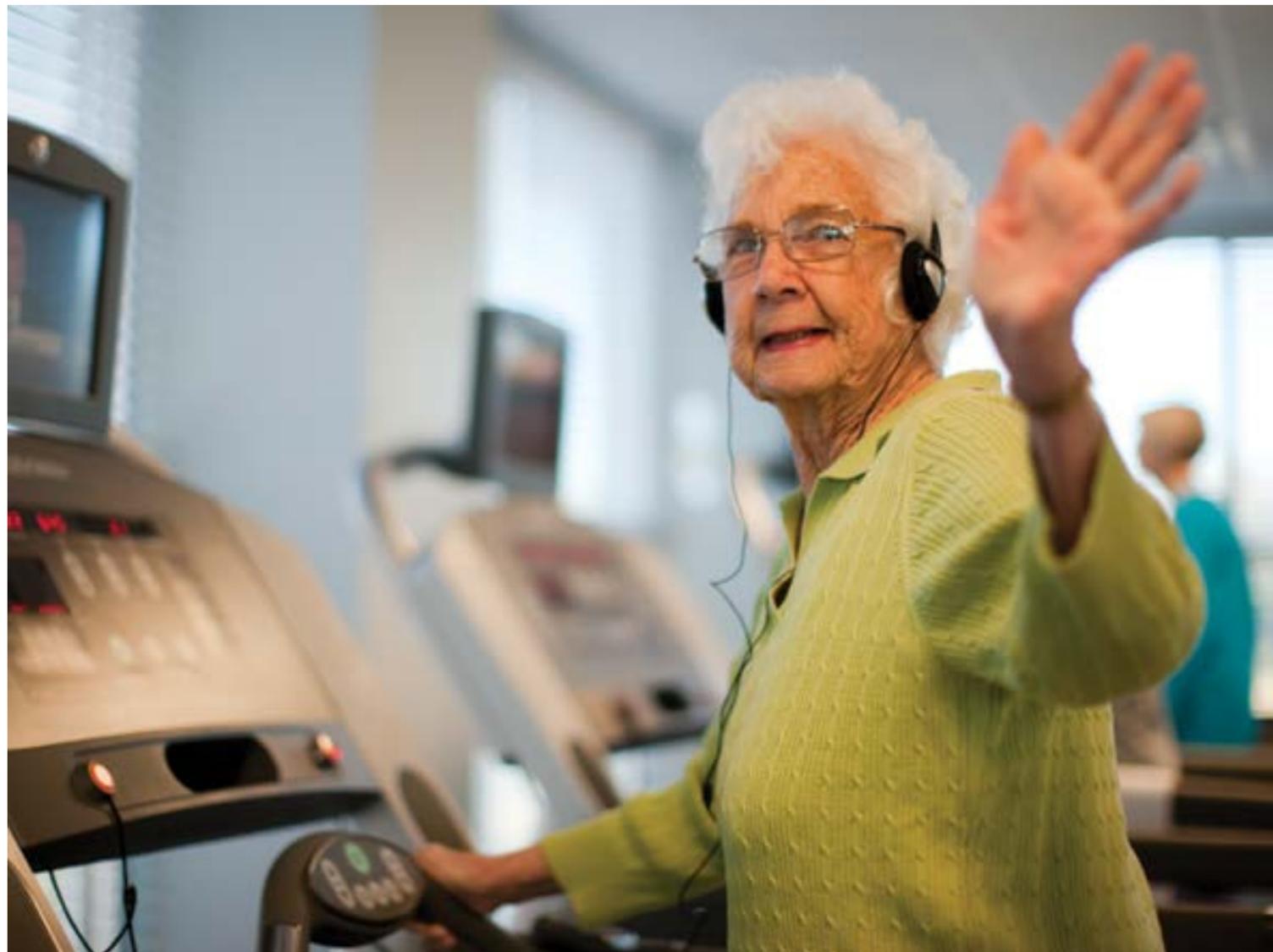


CARE SERVICES

“

It's a nice sense of security knowing that whatever care we will need in the future, it's here for us.

—Sue B., Resident



REHABILITATION

Your comeback story starts here...where compassion meets care.

All rehabilitation services are designed to get you back home quickly, and Holland Home has the expertise and environment to do just that. Our investment in technology and space supports the most current therapy techniques. A multidisciplinary team of caring specialists allows us to customize a recovery plan based around your needs. With the area's largest rehab gym and two beautiful campuses to choose from, we help make the

recovery process a little less painful. Both Breton Woods and Raybrook offer private rooms with all the comforts of home, including:

- Wi-Fi and cable TV
- Phone
- Excellent dining
- Space to socialize with friends and family



Expert Care and Facilities

Through Breton Woods Rehabilitation and Living Centre and Raybrook Rehabilitation, we offer spacious, private rooms with the latest in modern amenities to help you feel right at home. Our expert care team of physical therapists, occupational therapists, speech pathologists, nurses, and dietitians work together to keep your rehab on track and your spirit upbeat. With our state-of-the-art rehab gyms, comfortable rooms, and our expert care, it's no wonder our results are far better than state and national averages.





Security and Comfort

Holland Home’s assisted living facilities at Breton Woods and Raybrook help you stay as independent as possible while lending a hand when needed. Each location offers the same comfortable environments as independent living, including private rooms, dining, outdoor gathering spaces, and vibrant living activities with a little extra care to help improve your quality of life. Through assisted living, we keep you as healthy and comfortable as possible by providing help with personal care and housekeeping plus access to an expert care team that’s always there to check in, help manage medications, and serve your health care needs.

ASSISTED LIVING

Holland Home assisted living has the caring, expert staff to keep you safer and the activities to keep you smiling.

Sometimes you just need a little help to maintain your independence. Help with meals. Help organizing medications. A nurse on call, just in case. Holland Home’s assisted living tailors its services to meet your specific needs, providing the assistance you need to keep living safely and securely on your own. Here are a few things you’ll enjoy at both of our campuses:

- Private rooms
- High staff-to-resident ratio
- Gourmet meals
- Frequent check-ins and an emergency call system to ensure safety
- Help with housekeeping chores
- Medication management
- Personal care assistance
- A full schedule of activities



“

They radiate care. I rarely feel people there are just doing a job. They're really serving with compassion.

—Jim B., Son of Resident



MEMORY CARE

As their memories fade, our compassion grows.

Dealing with the effects of dementia can take quite a toll on both the person and their support system. Fortunately, you have one of the most advanced and compassionate memory care teams in the country at Holland Home. Our caring experts have the technology and techniques that can enhance the lives of those living with memory loss while also ensuring their safety, health, and comfort.

From in-home assistance to residential programs, we take a positive approach to memory care — nurturing with empathy and creating a deeper

understanding of dementia's effect on behavior. Our unique, individual-centered approach improves communication and care by respecting boundaries, creating personal connections, and honoring each loved one in our care.

Our team's mission is to honor all those we serve through compassionate, Christ-like care. In doing so, loved ones living with memory loss will receive heartfelt and expert personalized care that provides meaning, engagement, and fulfillment throughout their dementia journey.

Residential Memory Care Services

For those whose care needs have surpassed what's safely possible at home, Holland Home offers several safe and comfortable care settings.

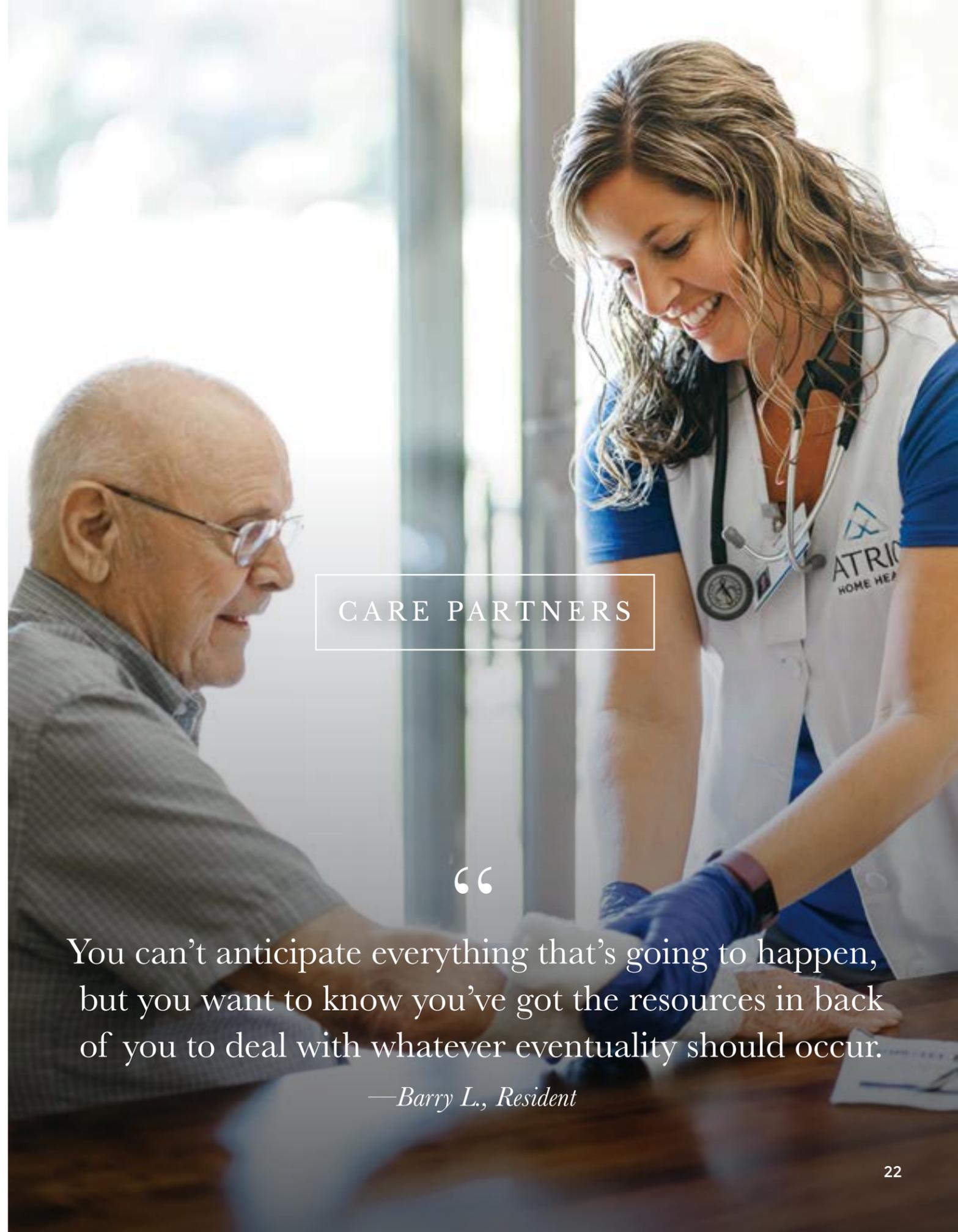
Our Memory Care units have been specially designed to make living easier for residents progressing along their dementia journey — from soothing wall colors and carpeting to pleasant lighting and aromas. Both Breton Woods and Raybrook provide spacious rooms for single occupancy and one-bedroom suites for couples, open gathering spaces for socializing and family visits, and a staff specifically trained in memory care — from house-keeping and facility services to social workers and the nursing team.



SKILLED NURSING

Enjoy the confidence of 24/7 nursing services to those who require a higher level of medical care. Take comfort in the way our caring staff treats residents like family.

Our commitment to excellent nursing care is proven by our high medical staff-to-resident ratio, and our services are always delivered in a warm, inviting setting. In addition to medical care, we can provide daily assistance with personal care needs, including help with bathing and dressing. Our comfortable rooms include all the comforts of home, with gathering spaces for family visits, cable TV, Wi-Fi, and social opportunities to keep residents engaged and active.



CARE PARTNERS

“

You can't anticipate everything that's going to happen, but you want to know you've got the resources in back of you to deal with whatever eventuality should occur.

—Barry L., Resident



HOME CARE

Home is where the help is. Atrio Home Care provides in-home health and help resources that help seniors continue to live safely and independently at home.

Atrio Home Care, Holland Home's home care agency, provides clinical, emotional, practical and ongoing life-enhancing expertise through our two core service providers, Atrio Home Health and Atrio Help at Home. A collaborative partnership between Holland Home, Clark, and Resthaven that brings over 60 years of collective experience and expertise to the homes of seniors throughout West Michigan.



Atrio Home Health

When you're in need of a little more care but not ready to move out of your home, Atrio Home Health services keep you independent and safe. Offering the highest level of nursing and rehabilitation care available — even garnering high Quality Ratings from Medicare — it's the ideal way for many to recovery comfortably from a surgery or illness. Atrio's skilled and specialized team is up-to-date on the latest treatments, understands the complexities of diagnoses, and administers the highest standard of care. Count on Atrio Home Health for all your physical, occupational, or speech therapies, as well as any of the following nursing services: disease education and management, medication and IV management, wound care & treatments, mental health services, and palliative care.



Atrio Help at Home

Sometimes you just need a helping hand, and our arms are always extended. Atrio Help At Home provides help with many of the daily activities that older adults need assistance with to live life safely and independently in the home they love. Meal prep, shopping, housekeeping, bathing, and dressing are all delivered with compassion from a caring professional.

Atrio Help at Home also helps caregivers, giving them a much-needed break and allowing them to enjoy time for themselves or their own family. This peace of mind comes from knowing that their loved one is being cared for by compassionate nurses, nurse aides, and home assistants.



HOSPICE CARE

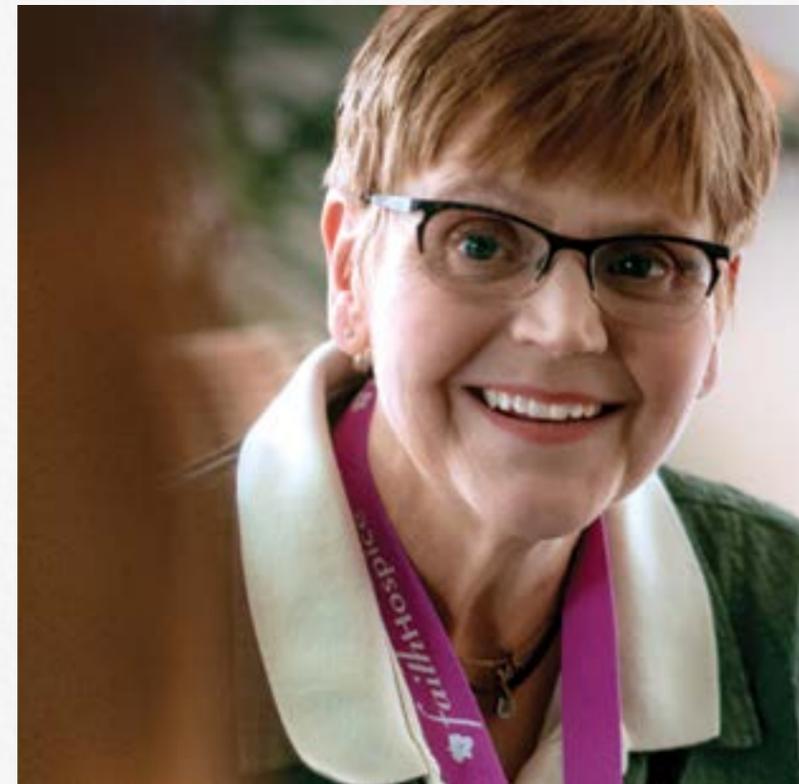
Our caring staff has followed their calling to provide comfort to those in the final steps of their journey.

Faith Hospice is the champion you need during some of life’s most difficult days. We bring the physical, emotional and spiritual care one needs wherever they feel comfortable — at home, in a nursing residence, a hospital or at Trillium Woods. Our emotional care for hospice patients and their family even continues beyond death. Whatever comfort a hospice recipient requires, our board-certified physicians, specialized nurses and chaplains provide compassionate care around the clock. Simply put, we are here to serve both patients and their families.



Palliative Care

No one should suffer the pain or limitations of a serious illness. Faith Hospice’s Trillium Palliative Care Services offer comfort to anyone in need of pain relief. Easing the physical suffering allows patients to focus on their emotional and spiritual journey, as well as enjoy time with their family and friends.



Bereavement Services

Support is the foundation of everything we do at Holland Home, and when your family is in need of a little extra care, our team of nondenominational pastors and counselors provides emotional and grief support for up to 13 months after the death of a loved one. They can also walk you through the steps of funeral preparation and take some of the burden off your family, allowing you to focus on celebrating the life of a loved one.

DISCRIMINATION IS AGAINST THE LAW
**Holland Home is a Nondiscriminatory
and Inclusive Organization.**

Holland Home complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Holland Home does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

Holland Home:

Provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

Provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact Kim Motter at 616-956-9440.

If you believe that Holland Home has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with Kim Motter, 2100 Raybrook, Suite #203, Grand Rapids, MI 49546; phone 616-956-9440; toll free 800-447-3007; fax 616-954-1520; email info@RelianceCCP.org

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Kim Motter is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019, 800-537-7697 (TDD)
Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-656-0310 (TTY 7-1-1).

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-656-0310 (TTY 7-1-1).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-656-0310 (TTY 7-1-1)。

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-656-0310번으로 전화해 주십시오. (TTY 7-1-1).

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-656-0310. (TTY 7-1-1).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-656-0310 (TTY 7-1-1).

انجام لاپ كل رفاوتت ةىوغلل ةدعاسم ل تامدخ نإف، ةغلل ركذا ثدحتت تنك اذا: ةظوحلم -800-656-0310)
1 مقرب لصتا
- م كبل او مصلا فتاھ (TTY 7-1-1).

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-656-0310 (TTY 7-1-1).

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-800-656-0310 (TTY 7-1-1).

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-800-656-0310 (TTY 7-1-1).

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-656-0310 (TTY 7-1-1).

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-800-656-0310まで、お電話にてご連絡ください。(TTY 7-1-1)。

KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1-800-656-0310 (TTY 7-1-1).

OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-800-656-0310 (TTY 7-1-1).

ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε 1-800-656-0310 (TTY 7-1-1).



Holland Home™

hollandhome.org

2100 Raybrook SE, Suite 300 | Grand Rapids, MI 49546

PH. (616) 235-5000