

NJAHSA'S 2009 AWARDS PROGRAM NOMINATION FORM

Distinguished Service Award ____ Professional of the Year Award X
Citation of Merit Award ____ Facility Trustee of the Year Award ____
Staff Person of the Year Award ____ Volunteer of the Year Award ____
Resident of the Year Award ____ Innovation of the Year Award ____
Community Service Award ____ Business Member of the Year Award ____

Nominee/Title _____ Mr. Jay A. Zimmer, Executive Director _____
Affiliation/Organization _____ Meadow Lakes _____
Address _____ 300 Etra Road _____
_____ East Windsor, NJ 08520 _____ (609) 426-6801 _____
_____ City State Zip _____ Phone# _____
_____ zimmerj@meadowLakes.org _____ meadowlakesliving.org _____
Fax # _____ E-mail Address _____ Website Address _____

Reason for nomination and/or listing of accomplishments in the field of aging services.
(Please continue on a separate sheet of paper if necessary)

Jay Zimmer, Executive Director of Meadow Lakes, always performs well above our expectations. He is a leader who listens. He hears what people are saying, cares about residents' needs and desires, and tries always to say, "Yes" to our requests. Most often he has an even better suggestion for the best way to solve problems presented to him. His creativity is amazing!

Here's an example: When many of us older folk could not look at our website online because of our limited ability to use a computer, Jay had a touch screen PC installed in a central location with easily accessible programs so that everyone can use it. When the internal TV became inadequate for the announcements put on it, he visualized a system that would encompass not only announcements, but movies and special events. Thus, those who are home-bound can enjoy everything that others enjoy. [continued on pages 2-4]

Supporting materials are encouraged and please enclose with this nomination form. All nominations must be returned to the NJAHSA office no later than Wednesday, April 15, 2009. Mail ballots to NJAHSA, 13 Roszel Road, Suite C200, Princeton, NJ 08540, Attn: Fred Brand. **Please include a photo of your nominee(s) if possible.** Digital photos are preferred and can be emailed to fbrand@njahsa.org.

Submitted by _____ Glenn A. Brewer _____ Title _____ President, The Forum of Meadow Lakes _____
Facility/Organization _____ Meadow Lakes _____
Address _____ 70 Meadow Lakes _____ City _____ Hightstown, _____ State _____ NJ _____ Zip _____ 08520 _____
Phone # _____ (609) 426-6790 _____ Fax# _____ (609) 426-6778 _____ E-Mail: _____ the_brewery@msn.com _____

NOTE: If you have any questions, please contact Fred Brand, VP of Membership Services and Development, at 609-452-1161 or fbrand@njahsa.org.

NJAHSA'S 2009 AWARDS PROGRAM NOMINATION FORM, continued

Jay's efforts on our behalf make living here fun. And it is indeed necessary to have fun as we age. He recognizes that and meets regularly with groups of residents to hear what we are thinking and what might be troubling us. He repeats these "Neighborhood meetings" throughout each year, every year, so that he, our Director, is always aware of and responding to residents' concerns. Moreover, Jay takes immediate action on every item that comes up. No matter is left unattended because of its difficulty. He challenges both staff and residents to action and encourages participation in planning.

There is no need to wait for a quarterly meeting to express concerns. In addition to participating with residents in programs, dinners, and other events and being available when needed, Jay sponsors a CARE Team, inviting residents to express concerns and to submit their good ideas. Residents may express a concern or offer a compliment to staff through this program. This is consistent with his view that we should solve problems as they arise and implement good ideas quickly. When either a compliment or a concern is received on a CARE Card, the CARE Team gets in touch with the concerned department manager. After giving sufficient time to have a problem resolved, the Team follows up to see what action has been taken and discusses the concern with the resident who submitted it to learn whether the matter has been resolved. For complimentary notes received, the CARE Team sends a thank you card to each employee complimented and sometimes a token award, such as a free lunch coupon, is given.

Jay hires the staff himself, inviting residents and other staff to participate in the employment interviews. He has an uncanny understanding of people and surrounds himself with remarkable people. The work they do has led to effective management in every department. Jay chooses leaders and lets them lead. He fills every opening with the absolute right person for that job. Jay says that "Staff make the difference between mediocrity and greatness." Among his staff development objectives are classes such as English as a Second Language, training in customer service, and in-service training for those in Health Care. For these programs he obtained a Department of Labor Grant.

Jay Zimmer came to Meadow Lakes with a background in hospital administration. He was a Certified Hospital Administrator and a Fellow of the American Hospital Association. This experience has served him well in administering the health care facility at Meadow Lakes. In his work here, Jay made the choice to study and complete accreditation requirements in nursing home management in order to serve Meadow Lakes even better. He completed courses in both Assisted Living Administration and Nursing Home Administration with the Nursing Home Administration Licensing Board. He passed the examinations for both becoming licensed as an Assisted Living Administrator in March 2008 and in August 2008 as a Nursing Home Administrator.

Extensive attention to detail in the Meadow Lakes Health Care Center has resulted in successful achievement. In the most recent "Centers for Medicare and Medicaid (CMS) Five-Star Rating System, Meadow Lakes received Five Stars—a rating received by only twenty percent of all skilled nursing facilities. Once again, this success can be attributed to Jay Zimmer and the effective team that he leads.

Another of Jay Zimmer's interests that serve Meadow Lakes is his growing knowledge of other CCRC's. Jay volunteered to participate as a CCAC/CARF Surveyor, completed the Surveyor Training Program and led three survey teams in evaluation of continuing care retirement facilities located in other areas of the United States. These experiences have contributed to his knowledge and ideas for enhancements here. He has observed some sophisticated Quality Improvement integration systems, excellent impaired vision and hearing accessibility programs, and well-organized and highly functional organizations. He is using his learning to further enhance Meadow Lakes.

Jay's creativity has led him to invent a leadership award for those whose accomplishments are outstanding and unusual. The award is known as the Shackleton Award, named for the famous, indefatigable, Antarctic explorer. Those who receive a Shackleton award are given it in front of the Forum, the residents' association, where they are widely acknowledged for their accomplishments. An example of someone who received this award is a Department Head who led two major departments for as long as six months and did so with many accomplishments and no break in service to residents. On another occasion, two maintenance department

workers resolved a drainage problem that would have required several thousand dollars of expenditure if it had to be outsourced. The men were justly proud to be acknowledged and Meadow Lakes was grateful that a difficult problem could be resolved by two people who work here every day. Recently, the members of the resident Forum chose to acknowledge Jay Zimmer and surprised him with a Shackleton Award, recognizing his leadership and outstanding contribution to this community. Residents are grateful for all that Jay does, for his efforts to improve our financial performance, restore the infrastructure of this 43-year-old facility, and to promote an atmosphere of happiness and elegance.

Jay says that his job is “to insure an excellent environment for quality of life, to be the chief cheerleader for employees, and to make certain that we have a healthy financial future.” In this regard, Jay has been especially resourceful. He has reduced costs while making major improvements to residential life-style. He made changes in operations to align income with expense and was able to report operating surpluses of \$50,000, \$90,000, and \$65,000 in one three-month period. Such responsible management of the Meadow Lakes budget reduced costs and provided the opportunity to fund much needed projects that were not in place while ending the year more than \$400,000 under budget.

Resident satisfaction is at an all-time high, as well it should be. In addition to his accomplishments outlined above, Jay has:

- arranged for cooperation with a local golf course so that residents may play golf and hold outings there;
- had a game room redecorated adding a Wii Sports System, a large-screen TV and comfortable chairs;
- added a state-of-the-art computer room where staff training is conducted and where residents both conduct and attend seminars;
- purchased new furniture, that is easy to rise from and that enhances hallway appearance;
- ordered new carpet to be laid throughout the miles of hallways;
- had all hallways repainted;
- sponsored an extensive safety program. This has included sidewalk repair, installation of new fire panels, and appointing a resident to the Safety Committee. (A \$25,000 emergency preparedness grant was awarded to Meadow Lakes for this program.)
- and has been involved with the construction of a 60-unit new building that is soon to open for occupancy even as he continued these many activities.

It is no surprise Meadow Lakes was honored last year by the American Architects Association in its first ever “Design for Aging Ten Year Award.” The award recognizes that Meadow Lakes is distinguished both by its unique design, and the importance placed on strong community leadership, responsiveness to resident needs and promotion of healthful aging. Jay Zimmer is the leader in carrying out these objectives. He does so effectively, thoroughly, conscientiously, and creatively. It is hard to imagine that anyone could contribute more.