

# View

FROM THE VALLEY

Fall/Winter 2023

Valley View  
is planning  
for the  
future!



## VALLEY VIEW

### The Haven

*Skilled Nursing*

### The Terrace

*Personal Care*

### The Village

*Residential Living*

### Rehab

*Inpatient & Outpatient Therapy*

### Memory Lane

*Dementia Care*

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## MESSAGE FROM NICOLE SARVER, CEO

*There is tremendous heart, commitment, and passion and I consider myself tremendously blessed to share in the lives of older adults who have chosen Valley View and those who will share in its story in the future.*

When I assumed the role of CEO for Valley View in early 2019, I distinctly recall a conversation with a leader from another retirement community who shared he was envious and wished he could bottle up what I had at Valley View and to bring it to his community.

Being newer to Big Valley and eager to learn and embrace all it had to offer, I quickly asked him what he was referring to with his comments. He shared that as a visitor the warmth was palpable—from the minute someone comes in the front entrance, they feel welcome. Anyone can teach a skill, he told me, but it was innate at Valley View. The residents and team members made it feel warm and familiar. Ultimately, those were the exact same reasons that I chose Valley View.

This past year was celebratory as we found ways to acknowledge the hard work and dedication of those who served and lived on our campus over the course of 55 years, making Valley View what it is today. One such person is Dave Metzler, one of our first administrators and continual supporter of Valley View. We were so honored to welcome him and his wife to the Village this summer. You can find more of his story below.

Our path in 2024 includes the redesign of existing spaces to create a Personal Care Memory Care neighborhood, and the privatization of nursing care rooms. Our residents have a direct hand in these plans, and it will be wonderful for them to see and benefit from their expressed preferences coming to life in the upcoming renovations.

Over the past year, we have been intentional to really lean in to learn the preferences and desires of our current residents, while also seeking input from and being mindful of those whom we will serve in the future. Because of those efforts, I feel that we have a solid path—one that meets today's expectations and positions us well into the future. This path will allow residents to truly define his or her own space, create it, and call it home.

After the hardships of the last few years, it is exhilarating to be forward-thinking about how we can care for needs in the greater community, especially in related to dementia care. Over the past year, we have received so many calls from people inquiring about an imminent future need or a current reality that they face, and it will be so good to be able to say that we have space for their loved ones and that we can help.

As we begin this next phase in Valley View's legacy, I am truly honored to be here every day, working beside other team members, serving together. There is tremendous heart, commitment, and passion and I consider myself tremendously blessed to share in the lives of older adults who have chosen Valley View and those who will share in its story in the future.

## "It was full circle coming back here"

The first time Dave Metzler got involved at Valley View, he was a young husband and parent, working construction at Allensville Planing Mill.

He joined the board of directors and quickly found that he had a keen interest in how Valley View cared for older adults in Big Valley, and he had ideas for how it could grow and change into the future.

"I remember the night Trennis King (president of the board) told me that he thought I should take on the role of assistant administrator, and I laughed thinking he was joking. I'd thought about working at Valley View, but maybe in maintenance since I had a background in

construction. I wasn't credentialed. I didn't think I was qualified."

With King's encouragement, he agreed to the job. Dave jumped into learning quickly—taking night classes in finance and then a class to become a licensed nursing home administrator.

Dave served as the assistant administrator from 1979-1985. In 1985, he became administrator of Valley View Haven—

### Resident Profile



Dave and Dolores Metzler

only the second to hold the position since the original administration.

"One of the first things I did was take several board members to the Mennonite Health Association's annual meeting in Denver, CO. I wanted all of us to look at

# After a military life around the world, Lois Notestine found home at Valley View

It was a hot August day in 1946 when Bob Notestine caught his first glimpse of the girl who would become his bride, best friend, and fellow adventurer for the next 67 years.

Bob, who had just returned from a stint as a gunner in WWII, was there at Noerr Garage in Lewistown to change some lightbulbs. Lois Espigh was working as a bookkeeper for the garage and had just got back from a coffee break at Red's Diner. "Who's that?" Bob said to one of the other women who worked in the office. He asked her out right away, not minding that he'd temporarily lost his license and needed his sister to chauffeur him to their first few dates. He was smitten. So was she. And the rest is history.

"I don't know how you are going to make a story out of this," Lois said to me as we sat in her Terrace apartment overlooking the fall leaves on Back Mountain Road. The room is filled with photos from those years and the years that followed — Bob in uniform, wedding photos, sisters, brothers, and cousins. "I don't think my life is all that interesting."

After telling me how 'uninteresting' her life must sound, she launches into their next chapter. Bob re-enlisted in the Air Force, working in operations. She packed up their Lewistown apartment and followed him around the world, first in California and then Japan.

"He had to go to Yokohama before me, so I flew to Washington State and took a ship by myself. It took 11 days," she remembers.

The couple continued their global marriage with stints in California and the Pentagon. Through all the years, Mifflin County remained their home. And the reason was simple: family lived here.

## Resident Profile

Both sets of parents and siblings lived nearby, and holidays were filled with nieces and nephews and cousins. "Everyone settled back here," she explained.

When Bob finished his 20 years as Chief Master Sergeant, there was no question where they wanted to put down roots. They wanted to come home, surrounded by their beloved family and the community they loved the mountains and rivers. So, when it came time to find a retirement community, Valley View Retirement Community became a natural extension of home.

The couple moved to Valley View Village in 2001. "We got so much closer to each other when we moved to the Village.

We would take walks in the evenings and hold hands.

People would comment on it, but I think we were just holding each other up," she said with a laugh.

The couple spent 13 years together in the Village. "It was a wonderful time," she remembers. "It became home for us."



*Bob and Lois Notestine during their time at Valley View Village.*

In 2012, Bob's health was declining, and the couple decided to move into the Terrace, Valley View's personal care apartments. Just three months later, Bob passed away. Lois credits the community around her for sustaining her after losing her spouse after nearly seven decades.

"I have so many friends here, and there is so much to get involved with," she said. "I became active in all the things — Bible study, Bingo, dominoes. The people are so good to me here, and I really enjoy the food ... as you can tell."

Today, Lois is 97 and has lived in the Terrace for 11 years — for a total of 24 years of calling Valley View her home.

"Is it true that Valley View is the place where you've lived the longest?" I asked.

"Yes, it is," she said.

"You've lived all over the world, and you've lived at Valley View the longest of anywhere," I said. "What does the word 'home' mean to you?"

"A place where you can live and be able to go to church," she said. "A place to lay your head down and go to sleep. That's nice."



*Bob and Lois in their newlywed days.*



## MESSAGE FROM DENNIS PEACHEY, CFO

*We understand the need to be good stewards of the resources that we are given, as it helps to not only fulfill current needs but to ensure care in the years to come.*

*Board of Directors  
& Officers*

# Expanding model of care to meet needs in our community

Chief Financial Officer Dennis Peachey is optimistic about the future of Valley View Retirement Community. After weathering the significant challenges that COVID brought to retirement care, he says that Valley View has gained more sure footing and is poised to step into the future to continue what it has always done: enriching the lives of older adults in a manner that demonstrates God's love.

### How do Valley View's 2023 financials compare to the last few years?

We were fortunate to receive Provider Relief Funding from the government during a time when it was needed the most. In addition, our team has been unflinching in finding ways to reduce expenses without compromising resident care. We also continue to experience great interest in the services we provide, with individuals making applications to move here. These combined efforts have resulted in marked improvement in Valley View's financial position during 2023, promoting long-term financial stability.

### How does this new expansion plan position Valley View for the future?

The expansion was a direct result of a market study performed in 2022. The need for dementia care is increasing in older adults and we have experienced considerable interest over the past year. Meeting this specific need in our community will provide a solid foundation of service and finance.

### How does this new plan fit in with Valley View's history of stewardship and meeting needs in the community?

Valley View has been closely tied to our local community from its inception. It started organically when lay leaders in Big Valley saw a need to care for older residents in the area. Expanding our model of care to offer even more needed services naturally fits into our philosophy of caring for God's people in a way that respects the economic and spiritual realities of the Mifflin County area.

### Can you talk a little bit about Valley View's legacy of providing care at a value?

With 50% of nursing residents receiving benevolent care as well as a certain percentage of benevolence within the Terrace, we remain committed to the guarantee of future care. We also hold to a long-standing expectation and practice that those who desire to move to Valley View have the ability to pay for a portion of the services they receive on our campus. This is not a new expectation and one that is vital for our continued long-term viability.

We are fortunate to have others believe in and support our mission through donations made to our endowment fund. We understand the need to be good stewards of the resources that we are given, as it helps to not only fulfill current needs but to ensure care in the years to come.

Sheldon Peachey, *Board Chair*

Preston Sharp, *Board Vice Chair*

Clyde Espigh, *Treasurer*

Janet Graybill, *Secretary*

Sherryl Yoder, *Assistant Secretary*

Marlene Heintzelman, *Resident Representative*

Kurt Stauffer

David Filson

Lois Grose

Steven Kramm

Miriam Zook



# "God was so good to bring us here"



Betty and Paul Kalmbach

**This fall, Dirk and Renee Clouse came to Valley View to visit their longtime friends Betty and Paul Kalmbach. The two couples went to First Baptist Church in Bellefonte together and have known each other for years.**

Since Betty lives in the Terrace and Paul resides in Memory Lane, the Clouses toured much of Valley View's campus. They graciously shared their experiences with us.

"As soon as we walked in the door, we knew

it was different," Renee shared. "Everything was so clean and there were special little touches, like cold water dispensers with fruit in it."

She said that one of the things that impacted

them the most was mealtime. "My husband and I were so impressed that they said a prayer before eating. It touched our hearts. That's the way it should be."

"Staff treats you very kindly and goes out of their way to make sure you know where you are going," her husband, Dirk, added. "You folks are doing an outstanding job."

Betty Kalmbach agreed. "I've never seen staff at a facility interact with residents like they do here at Valley View," she said.

She said that a recent event made her realize it even more. "During the fall festival, I watched team members pick up garbage, hug residents, and serve so cheerfully. I've never seen anything like it before."

She recorded her thoughts on a "Seasons of Reflections" tree in the Terrace Activities Room. "I watched during the Fall Festival and was so amazed with the staff interaction with the residents," she wrote.

She and her husband, Paul, lived in a cottage in Valley View Village for four years before moving to an apartment in the Terrace. This January, Paul began to need memory care and transitioned to Memory Lane. Throughout the week, Betty makes the trip to Memory Lane to share lunch with her husband. "We are well satisfied with Valley View. God was so good to bring us here."

## Dave and Dolores Metzler... *continued from page 2*

the way things were changing for retirement communities across the country.

Differently became the hallmark of Dave's leadership. Hiring a consulting firm to do long-range planning, which eventually meant hiring a nursing home administrator and changing his role to Executive Director. His tenure also oversaw the building of the chapel, completed 400 and 500 wings, and started plans for the Terrace personal care apartments, while continuing to add more residential cottages. The organization also became credentialed as a Continuing Care Retirement Community (CCRC).

"During the time I was administrator, Valley View became much bigger than it had been before," he said. "But it was still small

enough to be personal — like family."

His wife Dolores served as a nurse, and their two daughters worked at Valley View as well — one in dietary and one in nursing. "We had connections here," she said. "Valley View became our second home."

In 1990, Dave stepped down as CEO. A few years later, he and Dolores moved to Cumberland County, where they both served at Messiah Village (now Messiah Lifeways). In 2004, the couple moved back to Mifflin County. Even then, Dave and Dolores had begun processing the future of their retirement years.

"I knew that if I was going to choose anywhere, Valley View was going to be my

first choice," he said. "I knew the place, how it was run, and that cost-wise, it would be more affordable than other places. It was full circle coming back here."

"It is a beautiful place," Dolores added. "People are very warm and bring a wealth of culture from other areas. Our cottage is a perfect place to come and go. The ministry in which we are currently involved, Pure Freedom of State College, takes us all over the United States and we know we can leave and come back weeks later with perfect peace of mind. It already feels like home."

"It seems right to come back to a place that poured into our lives, and to reap and benefit from that," she added. "To know that we made a difference back then, and now Valley View is making a difference in our lives."



## MESSAGE FROM CARA AUNGST, DIRECTOR OF MARKETING AND COMMUNICATIONS



Cara (Botteicher) Aungst paints faces at Valley View as a volunteer in the '90s.

# WWII nurses, pizza parties, and coming home

This summer, a friend sent me a job post with a note: “This looks like you.” It was for the Director of Marketing at Valley View. “Boy, that looks like a cool job,” was my first thought. My second thought — one that flooded over me — took me by surprise.

I was 15 the first time I worked at Valley View. “Worked” is a generous term. I was a volunteer, and my tasks were to a) decorate bulletin boards for each new season and b) bring residents to the Activity Room for pizza parties.

The bulletin boards were lavish, messy productions that left mountains of construction paper and masking tape behind. That job didn’t last long. My second — pizza party taxi driver — was a better fit. And it was how I met one of my very best friends. Sara Raymer lived in the 200 neighborhood. She had been a WWII nurse, and told the wildest, most eye-opening stories that my 15-year-old homeschooled self had EVER heard. I adored her.

Before long, she and her sister, Marguerite, came to my house for the holidays. Sara’s outlandish stories fit just right in our rowdy house filled with kids and dogs. I’d been blessed with grandparents and older adults

all my life, but when I met Sara, I found a wonderful friend.

When I walked into Valley View for my interview this summer, I was unprepared for the feeling that washed over me. In the 30 years since I listened to Sara’s war stories, Valley View has grown and changed. But that feeling of HOME was exactly the same.

It’s only been a handful of weeks since I got a key to an office here at Valley View, but I’ve already lost count of how many people have walked into the main entrance and stopped in their tracks. “It’s just so ... so... different than any retirement community I’ve been in,” they say.

“Believe me, I know,” I tell them. I think Sara would agree.

## Celebrating 55 Years with a special announcement

On October 22, Valley View Retirement Community celebrated its 55th anniversary with a homecoming celebration and a special announcement: upcoming plans to make significant enhancements to its nursing areas and to expand its award-winning services in memory care.

In a video announcement, CEO Nicole Sarver shared that Valley View intends to privatize nursing care rooms, continue exploring residential cottage development, and expand its signature memory care services by developing a Personal Care Memory Support neighborhood.

The renovation and expansion plan is a culmination of several efforts over the last year including a market study and meeting with focus groups both within Valley View and the greater community. (You can read more about the changes on pg 7.)

The event was held in Valley View’s café, chapel and common areas. Guests, residents and team members were invited to gather, reminisce, and celebrate at their own pace. Along the way, they enjoyed made-from-scratch treats from Valley View’s Nutrition Services and local makers.





## FAQ



Since 1968, Valley View has embodied Christ's love by serving older adults, without consideration of their ability to pay. And today, more than ever, Valley View needs your help to continue that mission.

As the only faith-based nonprofit long-term care provider in the area, Valley View fills a critical need in our community. Every year, the Benevolent Fund/Endowment Fund provides \$2.5-\$3 million for residents whose resources have been exhausted by the cost of care. That means that no resident ever has to leave Valley View due to lack of funds.

This gift is only possible because of generous donations from people like you who believe in the mission of enriching the lives of older adults in a manner that demonstrates God's love.

Can you help? Your year-end gift will make a positive difference in the lives of our residents and enable us to offer benevolent funding for even more residents in need. You can give online at [vvrconline.org/donate](https://vvrconline.org/donate).

## Valley View is expanding services – here's what you need to know

As we enter 2024, the Board of Directors, along with Senior Leadership, has outlined a path keeping us mission-driven, holding to a high standard of quality of care and services, meeting the needs of current and future residents and keeping us financially sound into the future.

This path includes four key areas to unify our efforts:

1. Privatization of nursing rooms
2. Enhancement of courtyard and outdoor spaces
3. Continued exploration of residential living cottage expansion
4. The addition of Personal Care Memory Support Services

### Q: Why focus on these four?

**A:** We have used the last year to gather helpful information (through focus groups, a market study and feasibility assumptions) to inform our decisions on how best to continue meeting the needs of those we currently serve and those in the future.

### Q: Why are you decreasing nursing beds and moving to privatizing nursing rooms?

**A:** We hold to a high standard of care and for that reason, we have determined that 90 beds ensure our ability to hold that standard, meet the needs of Valley View residents, and to continue offering services to the greater community. It is desired for residents to have their own room/space and we are taking steps to make that happen.

### Q: Where will you offer Personal Care Memory Support Services?

**A:** We have a group of Valley View team members working on identifying ways we can best use our existing space without expanding our footprint. We expect more details to come, especially in the new year.

### Q: How long will this plan take and when will we expect to see something happening?

**A:** It is anticipated we will see things well under way in 2024 and the identified four key

areas should drive our efforts for the next several years.

### Q: Are you using any outside support with these projects?

**A:** Yes, it was important for us to align with the right partners who not only bring a level of expertise to senior living and redesign, but also an appreciation for our location and those we serve. For this reason, we reengaged with RLPS, an architect firm from Lancaster, who played a key role in the creation of Memory Lane and Rehab as well as helped with the most recent cottage redesign.

### Q: What does this mean for team members?

**A:** As current team members choose to retire or go elsewhere, we continue to seek strong, dedicated members for the Valley View team. We do not anticipate major staffing changes in the future but will continue to evaluate each position as it comes open.

### Did you know that most people find Valley View through word of mouth?

Share your thoughts for others as they look for retirement services! Leave a review on Google or Facebook to tell people about your experience. Scan the QR code or go to [facebook.com/valleyviewretirementcommunity](https://facebook.com/valleyviewretirementcommunity) to get started. Thank you!



# VALLEY VIEW

Retirement Community

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## VALLEY VIEW NAMED A

Top Retirement  
Community

IN PA AND THE NATION

### Newsweek

Newsweek has just released its 2024 rankings of top retirement communities in the country, and we're honored to share that Valley View Retirement Community was listed in the **top five** in Pennsylvania!



### U.S. News and World Report

Valley View is honored to have been named **one of the best nursing homes** in the nation by U.S. News and World Report for both short-term rehabilitation and long-term care.



### Lewistown Sentinel

Valley View has also been voted **"Best Nursing Home/Rehabilitation Center"** and **"Best Independent Living"** in the *Lewistown Sentinel* 2023 Readers' Choice Awards for the 15th year in a row.



### Pennsylvania Business Central

Valley View's personal care was listed as a **top pick** in *Pennsylvania Business Central*, saying "it represents the very best in senior living — safe, affordable, and active."

