 (292) 382-1255

[heritagecommunity.com](https://heritagecommunity.com)



HERITAGE  
COMMUNITY  

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OF KALAMAZOO

December 2021



HERITAGE  
TODAY

EXPERIENCE THE FUTURE OF RETIREMENT LIVING

# MONTHLY news

FROM THE HERITAGE TEAM



Greetings!

Merry Christmas, happy Chanukah, and welcome to *Heritage Today*, a newsletter created exclusively for those interested in independent living at Heritage Community of Kalamazoo. Heritage Community is a Life Plan Community where you are free to embrace the active and engaging lifestyle you deserve. Whether you are just beginning to explore your options for a future home, are in conversations with our team, or have already become a member of Our Inner Circle by making your fully refundable deposit, we welcome you.

As we continue to welcome new members to Our Inner Circle, we are saving you a place! As a member, you will be invited to member-only events. And, if you join within 30 days of your first appointment with a sales counselor, you will also receive exclusive financial benefits. Check out *A Word to Our Inner Circle* for details about joining.

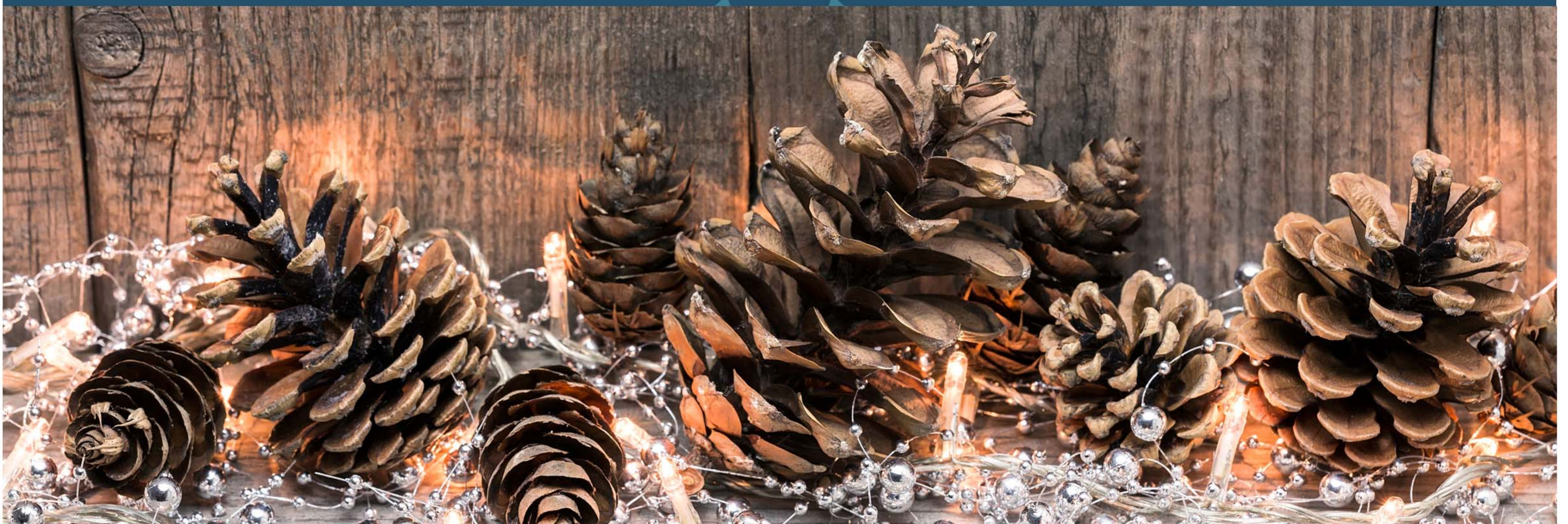
If you are in the earlier stages of considering a move to Heritage Community, please join us for a "Festive Luncheon Preview" on December 15. At this seasonal celebration, you'll learn all about our exciting campus expansion and lifestyle offerings. See *Prospect Events* for event details.

Also in this issue, see *Community Updates* for Wyndham residence renovations and options for personalization, news about the long-awaited opening of Heritage Community's new Memory Care Learning Center, and photo highlights of resident-life on campus. Get the answers you've been looking for in *Common Questions*. Meet Executive Chef Jeff Hanson in the *Heritage Community Team Profile*. And finally, learn about our *Staycation* and *Friends to Neighbors* opportunities.



Warmly,  
The Heritage Team

MERRY CHRISTMAS  
AND HAPPY CHANUKAH



"The holiday season is the perfect time to reflect on our blessings and seek out ways to make life better for those around us."

~ Terri Marshall

# a word TO OUR Inner CIRCLE



**YOU'RE THE FUTURE OF OUR HERITAGE.**

Welcome to Our Inner Circle! For those of you who have placed your nominal, 100-percent refundable deposit, we welcome you to our extended family! As a member of Our Inner Circle, you will be invited to attend Heritage Community events and participate in activities. You'll be embraced by our dedicated staff and get to know our residents. And, best of all, without any obligation, you may reserve the residence of your choice at any time.

If you are still doing your research and considering your next move, now is the time to join Our Inner Circle and take advantage of the many financial and lifestyle benefits listed below. The financial benefits are only available if you join within 30 days of your first appointment with a Heritage Community sales counselor.\* So, call today to place your fully fundable deposit!

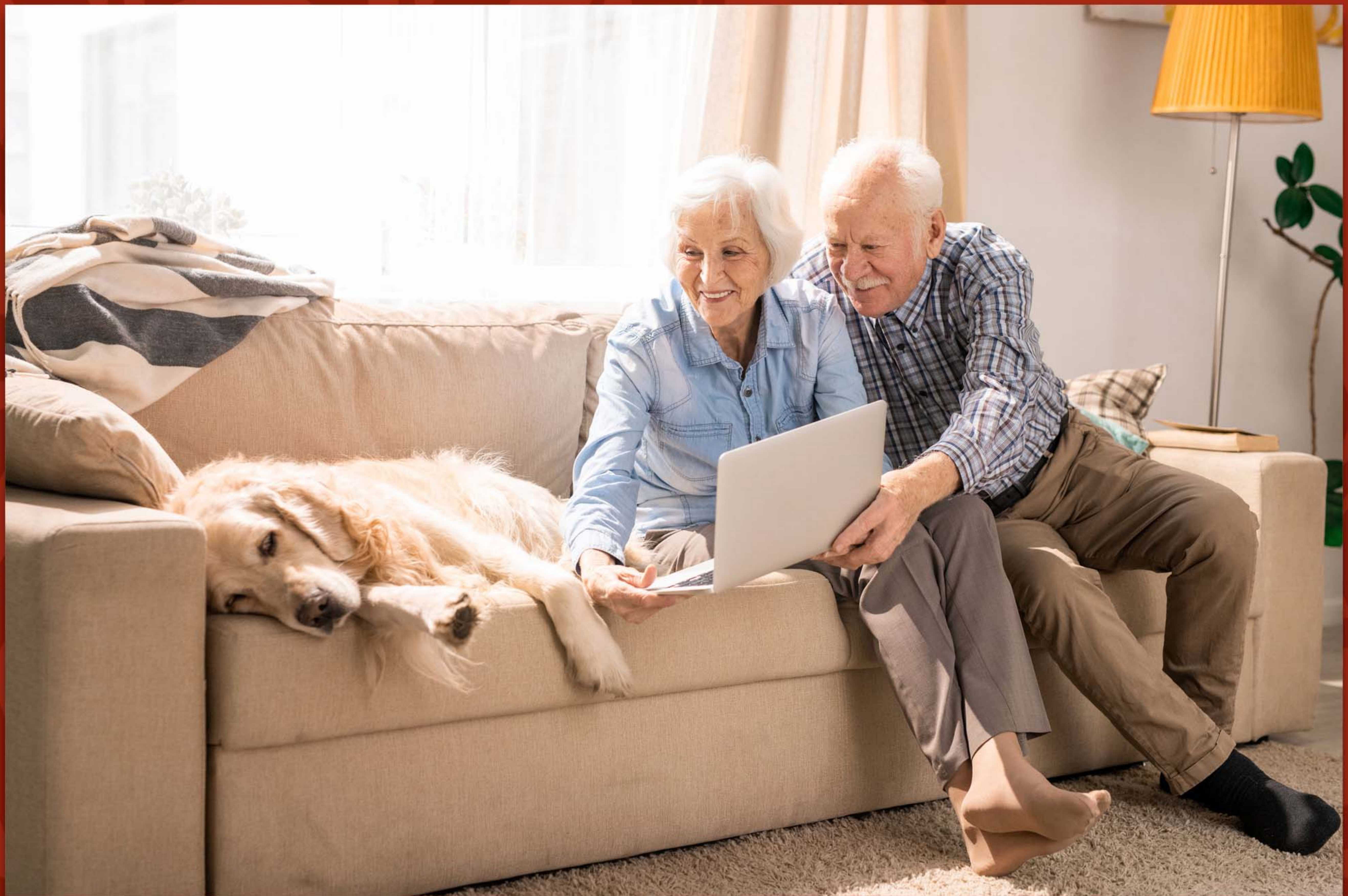
**Members of Our Inner Circle receive exclusive benefits, including**

- First monthly fee waived upon move-in
- \$2,500 credit toward residence upgrades
- Lifetime discount of \$100 off second-person monthly fee (Certain stipulations apply. Please ask a sales counselor for details.)
- Exclusive invitations to member events and dining opportunities
- Access to the fitness center including one complimentary training session
- Entrance to monthly community events and scheduled entertainment
- Priority access to healthcare, including skilled care and rehab, should you need it before becoming a resident
- And more!

To learn more about joining Our Inner Circle, please contact us any time at 269.382.1255 or visit our website:  
<https://bit.ly/ziymSpi>.



GET CONNECTED!  
SHARE YOUR CONTACT INFORMATION



### Our Inner Circle Directory

As we continue to grow Our Inner Circle and ease our way back into enjoying in-person events, it is important to stay connected with friends and future neighbors by phone or online! To help nurture that effort, the Heritage team is putting together a directory for Our Inner Circle members. When you join Our Inner Circle, you will be provided with a link to a contact form where you may share your contact information for the directory if you like.

In each newsletter going forward, we will provide a password-protected link to the up-to-date directory, where Inner Circle Members will be able to login and see the directory. (To protect the privacy of members of Our Inner Circle, *only* fellow members will have access to the directory via the password provided by the Heritage team. If you forget your password, feel free to reach out to the Heritage team and we'll re-send it to you.)

# PROSPECT EVENTS

**FESTIVE LUNCHEON PREVIEW:  
A FABULOUS FUTURE IS ON THE TABLE**  
Wednesday, December 15



## **Comfort and Joy Await You at Heritage Community of Kalamazoo.**

There's no holiday present like a secure future. As the expansion and renovation of Heritage Community progress, the opportunities to secure a future here are growing smaller by the day.

Please be our guest for this seasonal celebration, a festive luncheon preview, and take the opportunity to learn about Kalamazoo's most exciting senior living experience. We'll provide an overview of our campus expansion, including the addition of Revel Creek, our newest independent living residences, as well as the opening of our new Memory Care Learning Center.

**Who's Invited:** Wyndham Prospects  
**When:** Wednesday, December 15 | 11 a.m.  
**Where:** The Park Club of Kalamazoo  
219 W. South Street, Kalamazoo, MI 49007

*RSVP* by December 8 for this event. Seating is by reservation only. Reserve yours at: 269.225.3305 or <https://www.heritagecommunity.com/events>.

Attendance will be limited and will follow all current state and local CDC safety guidelines.

# COMMUNITY UPDATES

ROOTED IN HISTORY. FOCUSED ON YOUR FUTURE.



## MAKE YOUR WYNDHAM RESIDENCE YOUR VERY OWN!

In addition to the renovation of our main dining venue and our wellness center, Heritage Community is also refurbishing Wyndham residences as they become vacant. All seven one- and two-bedroom floor plans include a complete kitchen with a full appliance package, along with our new standard modern design finishes and comforts.



And, while you are making your new home comfortable and fresh, why not make it your very own? For example, at no additional cost, depositors are encouraged to use the convenient Sherwin Williams Color Selection tool to choose their favorite paint colors for the living room, dining room, master bedroom, second bedroom, and hallway. Some other finishes, such as custom-built closets, carpeting, and luxury vinyl tile and plank flooring, are available in custom options at an additional cost to the new resident.

Heritage Today will bring you regular updates as campus renovations unfold.

## NEW MEMORY CARE LEARNING CENTER IS SET TO OPEN



SEE MEMORY CARE LEARNING CENTER IN THE NEWS.

FOX 17 West Michigan  
<https://bit.ly/3G51EsO>

As Heritage Community prepares to open the new Memory Care Learning Center on December 13, the community is blazing new paths once again.

"The Memory Care Learning Center will provide free support and education for caregivers who provide care—at home or through work—for individuals living with Alzheimer's disease and other dementias," says Jay Prince, president and CEO of Heritage Community of Kalamazoo. "Just like our founders did, we are pulling together the best minds—from Heritage Community, other providers, universities, the Alzheimer's Association, and from throughout the state."

# CAMPUS LIFE FLOURISHES!



*Resident veterans line up in honor of Veteran's Day for Wyndham's Veterans Service Project supporting Kalamazoo's Keystone Transitional House.*

# COMMON QUESTIONS

AND THE ANSWERS YOU'VE BEEN LOOKING FOR

**Q: What is Heritage Community's approach to dining services?**

**A:** Heritage Community offers an array of dining choices, including fine dining, with flexible options for breakfast, lunch, dinner, and Sunday brunch. As a resident in independent living, you will have access to Merit, Wyndham's newly refurbished dining venue. Plus, you will have access to The Gallery, the first-class restaurant in the up-and-coming Revel Creek. Both restaurants will present fresh, made-from-scratch daily menus, featuring original recipes created by our executive chef and comprising freshly sourced ingredients. With an exhibition kitchen at its center, The Gallery will provide a stage where culinary staff will entertain you with the latest in quality cuisine.

Read this month's Heritage Community Team Profile to learn more about Heritage Community's dining options and to get to know Executive Chef Jeff Hanson.

**Q: Who is the architect of the Heritage Community expansion and renovation?**

**A:** The esteemed Perkins Eastman is the architect for Heritage Community's renovation of the main dining area and the wellness center, as well as for the campus expansion, including Revel Creek. Founded in 1981 in New York City, Perkins Eastman is a global architecture firm that works out of 17 interdisciplinary offices around the world. From education and healthcare to mixed-use and transit-oriented developments, the firm designs for a sustainable and resilient future, and to enhance the human experience through the built environment. Perkin's Eastman's senior living practice is focused on ideas, innovation, and leadership. The firm has a passion for the built environment and its ability to help people—from quality of lifestyle to quality care.



**Q: If I become a resident at Heritage Community, do I have to quarantine or wear a mask as a precaution against COVID-19?**

**A:** No—With a 100-percent vaccination rate across the Heritage Community campus, residents do not have to quarantine or wear a mask. In fact, with higher-than-average vaccination rates, strict health screening for staff and visitors, and stringent cleaning protocols, senior living communities are among the safest places to be these days. As we maintain wellness across campus and enjoy life as it has returned to normal since we lifted restrictions, Heritage Community is a safe place for you to socialize and experience a sense of community.

# STAYCATION:

YOUR VACATION DESTINATION FOR 3 FREE DAYS!



## GREETINGS FROM SUNNY KALAMAZOO

Please be our guest at Heritage Community for two free nights and three days of STAYCATION. It's your chance to experience the freedom and security our residents enjoy year 'round. To taste the talents of our culinary team. To meet and converse with potential future neighbors. And to picture a carefree future here in the heart of Kalamazoo.

### SAMPLE STAYCATION ITINERARY:

We will customize the details of your stay based on your interests and preferences.

#### DAY 1:

- Arrival and Welcome—3 p.m.
- Orientation and Team Greeting
- Dinner with a Resident Ambassador

#### DAY 2:

- Breakfast with a Resident Ambassador
- Personal Fitness Training Session with our Wellness Director
- Lunch with a Sales Counselor & Community Director
- Personal Time or Group/Club Programming
- Dinner with a Resident Ambassador

#### DAY 3:

- Breakfast
- Departure and Dialogue with Sales Counselor

CALL NOW TO RESERVE YOUR STAYCATION: 269.775.4276

# FRIENDS

TO

# NEIGHBORS

SOMEONE YOU KNOW WOULD LOVE TO LIVE HERE.



**Earn \$1,000 by Growing Our Heritage Family!**

As you know, we've been a part of Kalamazoo since 1945, so it's not exactly a secret that life at Heritage Community is something special. But of course, what makes it so special are our residents, friends, and family members. And since people like you know other people like you, we offer the Friends To Neighbors program.

It's simple. Just provide the name and contact information for someone you believe might make a good neighbor—someone who would enjoy and benefit from being a part of our community. If they choose to move here, we'll credit you \$1,000 toward your monthly fee after you move in.

When you're ready to share the Future of Our Heritage with someone who will appreciate it fully, please fill out the form on the following page and return it to the sales and marketing team.



**FILL OUT THE FORM AND  
RETURN IT TO THE SALES & MARKETING TEAM**



someone  
YOU KNOW  
WOULD LOVE  
TO LIVE HERE.



INTRODUCING THE  
FRIENDS TO NEIGHBORS  
PROGRAM.

We've been a part of Kalamazoo since 1945, so it's not exactly a secret that life at Heritage Community is something special. But of course what makes it so special are our residents, friends and family members. And since people like you know other people like you, we've started the Friends To Neighbors program.

It's simple. Just provide the name and contact information for someone you believe might make a good neighbor; someone who would enjoy and benefit from being a part of our community. If they choose to move here, we'll credit you \$1,000 toward your monthly fee. If you're not a current resident of Heritage Community, we'll put the same \$1,000 credit toward their monthly fee once they've made the move.

When you're ready to share the Future of Our Heritage with someone who will appreciate it fully, please fill out the form below and return it to the sales and marketing team.

## PLEASE MAKE MY FRIEND A NEIGHBOR.

YOUR NAME: \_\_\_\_\_ DATE: \_\_\_\_\_

**YES.** You may use my name when contacting these individuals.

**NO.** I prefer my name to remain confidential.

### REFERRAL NAME(S):

NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY/ST/ZIP: \_\_\_\_\_

PHONE: \_\_\_\_\_

EMAIL: \_\_\_\_\_

NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY/ST/ZIP: \_\_\_\_\_

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EMAIL: \_\_\_\_\_

NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY/ST/ZIP: \_\_\_\_\_

PHONE: \_\_\_\_\_

EMAIL: \_\_\_\_\_



# HERITAGE COMMUNITY TEAM PROFILE

MEET JEFF HANSON, EXECUTIVE CHEF  
AT HERITAGE COMMUNITY OF KALAMAZOO



## From the Sizzle of Vegas to the Comfort of Heritage

When Jeff Hanson took the lead as executive chef at Heritage Community of Kalamazoo in May of 2012, he crossed a threshold, not just into a different industry, but into an entirely different and more deeply satisfying stage in his career. "With eight-and-a-half years and counting at Heritage Community, I plan on retiring here," says Jeff. "I love this job. I love the residents. It's an awesome

place to work." The seasoned chef with more than two decades of culinary experience in the hospitality industry brings a fresh perspective to the community's broad array of dining services.

A 1998 graduate of the Culinary Institute of America (CIA), Jeff began his career in a country club in Rochester, New York, where he worked for a year before moving to Las Vegas. Over the next 12 years, he made his mark as a chef on the Entertainment Capital of the World. After opening the famous Eiffel Tower Las Vegas, he opened the steakhouse at the Aladdin. From there, he moved on to the authentic Italian grill, Panevino, where he did a five-year stretch as executive sous chef, before topping off his Vegas experience with a two-year run at the Bellagio Hotel and Casino.

Ready for a change, Jeff and his family made the move northeast to the Kalamazoo area, where he served for one year as executive chef at Fieldstone Grill, before making his final career move to Heritage Community, the jewel in the crown.

While Kalamazoo offers a more easygoing lifestyle than Vegas, Jeff hasn't slowed down in his job. As executive chef for the entire campus, he juggles a number of roles. "We have four restaurants, and Revel Creek's will make five," Jeff says, listing Merit, the recently refurbished dining room at Wyndham (independent living residences); the two dining rooms at Wyndham West and Directors Hall (assisted living residences); and the dining room at the Harold & Grace Upjohn Care & Rehabilitation Center (skilled nursing residences). While he is the manager of one of the campus restaurants, he plays a key role in all of them, working hand-in-hand with his sous chefs on everything from menu creation, to recipe development and execution, food safety and preparation, event catering, and kitchen operations management.





*Wyndham's recently refurbished restaurant, Merit, is nostalgic of the classic Midwest supper club. It will offer traditional fine dining and incorporate family heirloom recipes into thoughtfully sourced menus.*

Each of the restaurants has its own ever-changing menu—maintaining those, a job in itself. Jeff and his team just started on the winter menu for the restaurants serving the assisted living and skilled nursing residences and are currently in the process of writing original recipes and photographing them, documenting the ingredients and presentation for the cooks. While those three restaurants begin a new "cycle menu" every five weeks, Merit at Wyndham presents a fresh, made-from-scratch menu daily, as will Revel Creek's restaurant, The Gallery. "We are known for our food," says Hanson. "Nothing comes out of a box or a can. We source fresh veggies and fruits, and we butcher our own meat and fish here."

Residents in independent living also have a say in the menus, providing suggestions and feedback at the monthly resident council meetings where dining is always on the agenda. "I tell residents all the time," says Jeff, "if there is something you want to see on the menu, let me know, and we'll make it happen." Meatloaf and mac and cheese are favorites, along with other comfort foods.

When the campus was under safety restrictions due to COVID-19, residents received room service as a precautionary measure. The dining staff always went above and beyond to make sure residents' needs were met and that they were happy. Now that restrictions have been lifted and the dining venues have reopened for an in-house, full-service dining experience, residents' families are once again encouraged to join their loved ones on campus for a family-style meal anytime, as well as for any of the special meals served on Thanksgiving, Christmas, and other holidays.

In addition to overseeing the restaurants across campus, Jeff is one of the instructors for Heritage Community's culinary apprenticeship program run in partnership with the American Culinary Federation (ACF). Members of Heritage's dining staff are encouraged to apply and are then selected through an interview process to participate in a two-year training program as a culinary student in the community's restaurants. Jeff's teaching talents have also been put to use teaching cooking classes on the Heritage campus as part of Western Michigan University's lifelong-learning program. "We have residents who have moved to Heritage because of their experience in those classes," says Jeff.

While Heritage Community's dining services are already recognized as one of the community's selling points, the addition of Revel Creek will expand those offerings considerably. With an exhibition kitchen as its centerpiece, The Gallery will provide a stage where its culinary staff can entertain Revel Creek and Wyndham residents while showcasing the creativity, quality, and freshness of the cuisine. "People like a show—to see things lit on fire, hear the sizzles, and smell the aromas of food cooking," says Jeff, "and I'm from Vegas, so I can put on a show."

While Jeff is delighted about how this interactive opportunity will provide fun and new experiences for the residents, he's most excited about how Wyndham and Revel Creek are bringing new people into the fold. "I can't wait to meet more of the future residents and to watch the Heritage family grow," he says.



# HERITAGE COMMUNITY

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## OF KALAMAZOO

**(292) 382-1255**

**2300 Portage St. Kalamazoo, MI 49001**

**[HeritageCommunity.com](http://HeritageCommunity.com)**

