

 (269) 343-4375

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



HERITAGE  
COMMUNITY  
OF KALAMAZOO

May 2022



# Heritage TODAY

EXPERIENCE THE FUTURE OF RETIREMENT LIVING



# MONTHLY news

FROM THE HERITAGE TEAM



Greetings!

Welcome to *Heritage Today*, a newsletter created exclusively for those interested in independent living at Heritage Community of Kalamazoo.

Spring is in the air, and we are delighted that you are considering a future here at Heritage Community. Together, we have so much to look forward to!

We would like to extend a warm welcome to you—whether you have just begun your search for a future home, have just met with the Heritage team and toured our beautiful campus, or have already become a member of Our Inner Circle by making your fully refundable deposit. If you have not yet joined, now is the time! With the imminent opening of our newest independent living option, Revel Creek, and the popularity of the recently refurbished independent living building, The Artisan, only a limited number of residences remain. See *A Word about Our Inner Circle* to learn about members' limited-time financial benefits, exclusive lifestyle perks, and the ability to lock in the residence of your choice as it becomes available.

To learn more about what Heritage Community can offer you, uncover the facts about senior living, and have your questions answered, join us on May 10 or May 12 for "Separating Fact from Fable," an interactive and engaging forum where we'll

address some common misconceptions about senior living. See *Prospect Events* for the details.

Read this month's *Heritage Community Team Profile* to meet Kathi Fahl. While Kathi is not a new face on campus, she is thrilled to be transitioning into the role of Concierge, and she's looking forward to serving residents of The Artisan and Revel Creek when it opens this summer.

View *Community Updates* for a reminder about the May opening of Heritage Community's all-new Memory Care residences and for a peek inside resident life on campus as The Artisan residents do spring in style with garden planning and Easter egg hunts.

Finally, learn about our *Staycation program*—where Heritage Community becomes your vacation destination for three free days. And find out how you can earn \$1,000 when you help us grow our Heritage family in the *Friends to Neighbors* section.



Warmly,  
The Heritage Team



# HAPPY MEMORIAL DAY



"A man's country is not a certain area of land, of mountains, rivers, and woods, but it is a principle, and patriotism is loyalty to that principle."

~ George William Curtis



# a WORD ABOUT OUR Inner CIRCLE



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

**Your time has arrived!  
The Artisan and Revel Creek are filling up fast.**

Welcome to Our Inner Circle, a special Circle created for those who have chosen to live at Heritage Community, but are waiting for a specific residence to become available.

With the upcoming opening of Revel Creek and continual interest in The Artisan, this spring is especially buzzing with activity and excitement here at Heritage Community. As you await the residence of your choice, Our Inner Circle is where you want to be, as membership ensures you will have first dibs on reserving your preferred residence as it becomes available.

By placing a nominal, 100-percent refundable deposit and becoming a member of Our Inner Circle, not only may you reserve the residence of your choice at any time, but you will gain access to a wealth of financial and lifestyle benefits, receive exclusive invitations to Heritage Community's events and activities, and be welcomed by our dedicated staff and residents.

**Join Our Inner Circle today—  
and reserve the residence of your choice.**

Take advantage of the many 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 refundable 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.)\*
- The right to reserve the residence of your choice at any time
- 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 in time to receive limited-time financial benefits, please contact us any time at 269.343.4375 or visit our website: <https://bit.ly/3jymSpi>.





# PROSPECT events

**SEPARATING FACT FROM FABLE:  
A SPECIAL PRESENTATION**

**Tuesday, May 10 or Thursday, May 12**



**What Do You Think? And What Do You Know?**

**The Fact Is, Many of Us Don't Have All the Facts  
When It Comes to Senior Living.**

We hear them every day. Ideas about senior living that are out of date, incomplete, and just plain wrong.

FABLE: *"I'm not ready to move there."*

FACT: *"I wish I'd moved here sooner."*

FABLE: *"They'll take all our money."*

FACT: *"90% of our deposit will be refunded to our kids."*

FABLE: *"We'll never see our friends and family."*

FACT: *"We've socialized more in the last ten days than we had in the last ten years."*

FABLE: *"We'll have to stop traveling and going out."*

FACT: *"We can pick up and go without a second thought."*

In this straightforward, interactive, and engaging forum, we'll address some of the most common misconceptions and present the facts and figures about senior living in general and at Heritage Community in particular. We'll listen to and answer your questions honestly and completely. And we'll do it all over a delicious lunch.

## **Join Us!**

**Who's Invited:** The Artisan and Revel Creek Prospective Residents

**When:** Tuesday, May 10 or Thursday, May 12 | 11:00 a.m.

**Where:** The Park Club of Kalamazoo  
219 W. South St. Kalamazoo, MI 49007

**RSVP** by visiting <https://www.heritagecommunity.com/events> or by calling 269.682.2580.

Seating is by reservation only. Attendance will be limited and will follow all current state and local CDC guidelines.



# HERITAGE COMMUNITY TEAM PROFILE

## MEET KATHI FAHL, HERITAGE COMMUNITY'S INDEPENDENT LIVING CONCIERGE



For nearly 20 years, Kathi has been a team member at Heritage Community of Kalamazoo, where she has been serving as Admissions Liaison for The Upjohn, Heritage Community's Skilled Nursing & Rehabilitation Center. When Revel Creek opens this summer, she will be assuming her new role as Concierge for the residents of The Artisan and Revel Creek.

Before joining Heritage, Kathi worked for an assisted living community in their marketing department, as well as served in an administrative capacity for a period of time. When it comes to her new responsibilities as Concierge, Kathi isn't sure what exactly lies ahead, but she is up for the challenge and more than prepared. "The role will be centered on customer service, and with a

marketing and admissions background, customer service is already a huge part of my experience," she explains.

Kathi is focused on exceeding expectations. "I'm very excited for new challenges," she says. "I've been in my current role for so long. It's going to be nice to meet new people who are vibrant and energetic. The residents are my favorite part of working at Heritage."

Originally from Battle Creek, Kathi has called Kalamazoo home for the past 35 years. She attended Grand Valley State University, where she studied psychology. Next month, she will celebrate her 28th wedding anniversary with her husband, John. Kathi and John had two children: their daughter, Macy, currently lives in Detroit, and their son, Christopher, passed away last August. They also have a five-year-old grandson, Will, whom they celebrate every chance they get. "He's the number one reason I get up in the morning," Kathi beams.

She and John are also big college sports fans. "I'm Michigan. He's Michigan State," she chuckles. "It causes some conflicts." They enjoy going to see the Detroit Tigers play, and they share a fondness for fun in the sun. "We're beach people," she says. "It's Michigan, so as soon as the weather gets warm, we head for the lake."



# COMMUNITY UPDATES

ROOTED IN HISTORY. FOCUSED ON YOUR FUTURE.

**ALL-NEW MEMORY CARE RESIDENCES OPEN IN MAY.**



After opening our state-of-the-art Memory Care Learning Center on the Heritage Community campus in December 2021, we're pleased to announce the May opening of 11 brand-new Memory Care residences for those most in need of consistent compassionate care.

Heritage Community has long been renowned for its exceptional implementation of the Best Friends™ approach to Memory Care. Our 24/7 Memory Care staff is trained in the "Best Friends" program, a progressive and patient-centered approach based on the principles of empathy and personal investment in the life story of each resident. This system increases trust, security, and wellbeing among not just residents, but also family and team members.

The opportunity to reserve one of these select spaces at the newest Memory Care in Southwest Michigan won't last long. Fully refundable reservations are being accepted now. Contact us to schedule a personalized tour, to ask any questions you have about our licensed care services, or to secure a spot for someone you love today.

269.342.3090 | [HeritageCommunity.com](https://www.HeritageCommunity.com)

# CAMPUS LIFE FLOURISHES!



## May Flowers and Easter Fun

In the midst of beautiful spring weather, The Artisan residents attend a Garden Sectional to help our grounds crew plan a new flower garden that will grace the Heritage campus.



The hunt is on! Artistic residents decorate and fill Easter eggs in preparation for our annual community-wide Easter egg hunt.



# common QUESTIONS

## AND THE ANSWERS YOU'VE BEEN LOOKING FOR

**Q: How does long-term care insurance apply at Heritage Community of Kalamazoo?**

**A:** Heritage Community is happy to complete the reimbursement request paperwork on behalf of residents. Depending on your policy, you may be entitled to reimbursement for your Monthly Service Fee (through your long-term insurance) for any time that you live in Assisted Living or the Health Care Center.

**Q: How can I tell my friends about Heritage Community of Kalamazoo, and what's in it for me?**

**A:** Interested in having your friends as your future neighbors? Simply provide the name and contact information for someone you believe might make a good neighbor. If they choose to move here, we'll give you a \$1,000 credit toward your monthly fee after you move in. See the *Friends to Neighbors* section for more details and for a link to our "Friends to Neighbors" referral form.

**Q: Once the renovations are complete, what will The Artisan Wellness Center include?**

**A:** The Artisan Wellness Center will include two adjoining rooms—the Fitness Center, which houses the fitness equipment, and the Wellness Zone, which is used for fitness classes, meditation, and individual wellness offerings. With the renovations almost complete, we are looking forward to it being accessible to all independent living residents 24 hours a day, 7 days a week.

As well as The Artisan Wellness Center, residents will have access to a separate Wellness Center at Revel Creek when it opens in June. Additionally, a one-mile walking trail loops around the community, hallways are more than wide enough to accommodate fitness walking during cooler weather, and serene meditative areas, fountains, waterfalls, and other landscaping features beautify the Heritage campus.

# 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: 269.343.4375



# 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: \_\_\_\_\_

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

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

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