

SPRING 2014

LifeStream[™]today

A journal for the friends of LifeStream Complete Senior Living



+ THE GREEN HOUSE[®] PROJECT:
Welcome Home



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LifeStream at Cook Health Care
 Independent Living, Assisted Living,
 Memory Care, Skilled Nursing
 and Rehabilitation
 11315 W. Peoria Ave.
 Youngtown, AZ 85363
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LifeStream at Northeast Phoenix
 Independent Living, Assisted Living
 and Memory Care
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 Phoenix, AZ 85024
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LifeStream at Thunderbird
 Independent Living and Assisted Living
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 Glendale, AZ 85304
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LifeStream at Sun Ridge
 Skilled Nursing and Rehabilitation
 12215 W. Bell Rd.
 Surprise, AZ 85378
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Visit our website:
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**At LifeStream Complete Senior Living,
 life is celebrated each day in the
 company of friends and neighbors.**

More than a place to live, a LifeStream community is your place to thrive. Choose any of our four Arizona communities and you'll discover a welcoming, comfortable and fulfilling lifestyle for every stage of life. Where faith, family and community come together, laughter is shared and friendships are cherished.

+ CONNECTING
faith, family & community

- ▲ ABOVE Resident LaHoma Boyce and Associate Nancy Serna
- ◀ ON THE COVER Resident Jackie Leyk
- ▼ ON THE BACK COVER Resident Char Wirkus



David B. Ellis,
 President/CEO

A Conversation With Our President

Nearly four years ago, Arizona Baptist Retirement Centers began the process to become what is known today as LifeStream Complete Senior Living. It has been a rewarding journey, and we are proud of how everyone — from Associate to Resident — has embraced and implemented our new brand with joy and enthusiasm. As we approach the two-year anniversary, we sat down with Dave Ellis, President and Chief Executive Officer of LifeStream, to discuss the guiding philosophy behind our community, what sets it apart from other communities, and the vision for the future of the organization.

Q We see many changes occurring in how senior living communities are operated. What is the philosophy behind LifeStream's continual focus on innovative care for Seniors?

I believe that, as an organization, we must continually search for ways to improve the way we deliver services and care to our Seniors to enhance their lives and fulfill our mission to create an environment where dignity, respect, and self-worth are experienced. Our industry changes rapidly and, despite our history of success, we can never do enough to keep up with the new ideas, new technology, changing regulatory environment, and changing desires and needs from each new generation of Seniors.

Q How do offerings such as THE GREEN HOUSE® community deliver on that philosophy?

The Green House model is the epitome of creating a person-centered model that is based on the needs and desires of those who live there. In contrast, the institutional model is based on efficiency and staff schedules, without regard to the residents and their individual needs. When LifeStream

(continued on next page)

■ **Family 6**



**The Green House® Project:
 Welcome Home**
 A groundbreaking approach to assisted living communities.

■ **Faith 12**



Serving Through Faith and Friendship
 The wonderful — and unexpected — benefits of a full-time Chaplaincy.

■ **Community 15**



[RE]fresh, [RE]imagine, and [RE]new
 Exciting new changes are coming!

became the first organization in the western United States to develop and build a Green House community, we were making a commitment to change the culture of senior living.

Q Do services such as a full-time Chaplaincy help to fulfill LifeStream's commitment to total care for the whole person as well?

Our chaplains program is at the heart of our faith-based mission to answer God's calling to care for Seniors with a compassionate heart. That commitment goes well beyond meeting their physical health and housing needs. Our chaplains encourage many Seniors who already have a strong relationship with God to use that gift to minister to their fellow Residents. In addition, those chaplains are faithful to share the Gospel with Residents who might be searching for that special relationship with God — who created them and loves them still.

"Building relationships is at the heart of how our Associates can make such an impact on the lives of those we serve."



Q What other attributes set LifeStream apart from similar communities?

LifeStream stands out simply because of our Associates' commitment to fulfill our mission. Every day, they work hard to carry out our Guiding Actions of Second-Mile Service, Teamwork, Personal Accountability, Integrity, and Innovation. By doing so, they create a loving environment that creates a fulfilling quality of life. It's not unusual for a guest to comment to us that "there's something different about this place."

Q Residents often praise the staff at LifeStream as a key benefit to living in the community. How do those positive relationships benefit Seniors? What do you look for when bringing new Associates into the LifeStream family?

Building relationships is at the heart of how our Associates can make such an impact on the lives of those we serve. Because they take the time to get to know each Resident — listening to their stories and learning their needs — they can send a message to each of

▲ COFFEE AND CONVERSATION
Associate Angel Gonzales and Resident Bob Wirkus scan the morning news.

them that they are valued and loved. When we interview for new Associates, we are clear that we are not just looking for someone who can fulfill a job description, but are more interested in those who are willing to take the time to develop those relationships. It's one thing to be technically competent when it comes to daily job tasks. It's a life-changing career when you realize that this job is more than a task

and can have such a significant impact on the individuals you serve.

Q You've served with LifeStream for many years. What called you to pursue a master's in gerontology? What was the heart behind your decision?

As a senior at Baylor University, I was completing a premed degree without any desire to attend medical school. Although I had a strong desire to serve others, quite frankly, I had no idea what I was going to do next. About
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+ THE GREEN HOUSE® PROJECT: *Welcome Home*

Our Green House communities have opened up entirely new opportunities for Seniors in assisted living to experience positive, more independent lives while still receiving the level of support they need. Today, our program is thriving, and we'd like to share the inspiring impact it's having on our Residents, their families, and our Associates.

LifeStream Complete Senior Living has always been at the forefront of offering the best in care for our Residents. We consistently seek out new ways to expand upon and improve our service so that we fulfill our mission to care for Seniors with a compassionate heart, to help them recognize the value and purpose of their lives, and to experience dignity, respect, and self-worth.

Residents Dan and Eloise Healy

The Green House[®] Project

For many Seniors, the decision to move to assisted living can be difficult. Fear of loss of privacy and independence, fear of loneliness — these are issues that can make aging adults and their families reluctant to seek a higher level of support. But this does not have to be a difficult transition. Care for Seniors is constantly evolving, with scientific studies supporting new methods of assisted living that support independence, dignity, privacy, individuality, and personal choice. One of the most successful programs to date has been The Green House Project, an innovative approach that is radically changing the way communities view serving Seniors.

The Green House Project began its development in 2001 after years of study by geriatrician Dr. William Thomas. Dr. Thomas believed that the institutional, strictly scheduled methodology offered in traditional assisted living communities was negatively impacting the physical and emotional health of the Seniors who lived there. He envisioned an environment that gave Residents a true home with a family-style environment that fostered feelings of belonging, independence, comfort, and choice. Thus, The Green House Project was born and spread across the country through a generous grant from the Robert Wood Johnson Foundation.



The Beauty of the Everyday

Each Green House is home to 10 Residents, all with a private room and bathroom. Seniors who reside here enjoy decorating their rooms with their personal belongings, such as photos and art, beautiful pieces of furniture, and precious souvenirs from vacations or other amazing life moments. Familiar antiques or mementos create

a comfortable environment that helps with uncomfortable situations such as dementia. At a Green House, although Residents' rooms are part of the overall home, each room reflects the unique personality of the person who lives there.

The layout of a Green House is quite creative compared to the average senior living residence. Each one is built with a large, family-style dining area that features an enormous table for shared meals and a great room for Residents to enjoy visitors or an afternoon chat with one another.

The staff is empowered to nurture family connections with the Residents and create a

loving, comforting environment where Seniors do not just feel like they are living in a “facility,” but that they are living in their own home.

Ivanka Hrvoic has worked at the Green House for a year, but has been a caregiver in many different environments for Seniors. Raised in Croatia, she felt called to work with Seniors from a very young age and finally found a perfect fit at LifeStream at Northeast Phoenix. “Just walking in the home, I felt blessings and the warm feeling of a friendly family home surrounded with love and attention from all Residents, coworkers, and management,” says Ivanka. “I look at all Residents like they are my parents or grandparents, and they each have

▲ **RISE AND SHINE** *Resident Polly Potter enjoys conversation over breakfast.*

a special place in my heart, every person, in their own unique way.”

The nurses and caregivers eat breakfast, lunch, snacks, and dinner at the table with the Residents, creating authentic relationships through shared respect and real conversation that removes the wall between individual and caregiver. Residents enjoy the leisurely pace of dining together and the ability to have a say in the planning of their daily meals. The nutritional health of Seniors who live here improves greatly — the slow-paced, pleasant



A LEISURELY AFTERNOON
Residents Dan and Eloise Healy appreciate relaxing together while being cared for at the Green House.

meals give Residents more time to finish their food, to eat what they like, and to make mealtime an emotionally positive and pleasant experience.

“I make breakfast for each Resident, their choice,” Ivanka explains. “There is always fresh coffee, which all of them love. Between making breakfast and lunch for Residents, I help them whenever they need. All of them love music so there is always country music in the background at lunch. And I am so happy when I can serve my Residents outside on the patio!”

Green House has been shown to create a marked improvement in the people who live there — and we at LifeStream have been blessed to witness just such a miracle with one of our own dear Residents.

When Dan and Eloise Healy moved to LifeStream at Northeast Phoenix in December of 2013, Eloise was coming from a location where she was considered “in hospice.” She no longer walked or left her bed. Her prognosis was considered very serious and her husband and loved ones were hoping to make the last days of her life as comfortable as possible.

A loving couple, Dan and Eloise have the kind of love story that makes box office hits. They met and married in Chicago — Eloise, a young nursing student and Dan, a police officer. As newlyweds, Dan worked hard as a beat cop in Chicago to put Eloise through medical school. With his support, she became a doctor, which was a rare achievement for women in the 1950s.

Family friends spent a great deal of time researching the best level of assistance they could find for Dan and Eloise. They wanted them to have a true home where they could live happily. They discovered LifeStream at Northeast Phoenix and were pleased to find it was located close to them.

The Healing Power of a Supportive Community

One of the greatest benefits of a Green House is the improvement to overall health that Residents experience. Dr. Thomas recognized that loneliness and depression had a negative impact on the health and aging of Seniors who lived in institutionalized-style facilities. The warm, familial environment of a

■ One of the greatest benefits of a Green House is the improvement in overall health that Residents experience.

Upon their first visit, they knew they had found exactly what they were hoping for — a place that would serve the Healys as they had served so many all of their lives.

When the Healys moved in to their new home, the staff at LifeStream noticed that Eloise and Dan quickly began to flourish. The new environment, the loving, empowering community, and the relaxed, nutritious meals were the catalyst. Ivanka recalls, “Mrs. Healy told me she wanted to walk on her own. I was surprised, but as we always support our Residents’ choices, I moved to help Mrs. Healy in her wish.”

“For a minute we were standing near her bed and then she made one little step, little, almost invisible, but I watched her feet move!” Ivanka shares. “So I gave her courage and said, ‘Eloise you can walk, I am so proud of you. You can do it.’ She had a big smile on her face and she told me, ‘Okay, lets go!’ I felt huge happiness — I gave her the opportunity to walk again and to make her so happy. The most important thing I gave her was a couple of minutes of her independence — dignity and belief that she can do a lot if someone supports her.”

Eloise has continued to show improvement in mobility. We continue to support her in her capacity for assistance. Her overall nutritional health and emotional state have also improved. “There is a lot of help here for Eloise,” her husband Dan comments. “She is eating now and doing well!” Dan is also quite happy with his new home. “I like everything here. My bubble bath, my shave, watching what I like on TV. Everything is perfect,” he states.

For all of us at LifeStream, this is more than a career — it’s a calling. We create communities like the Green House because we believe that caring for

Seniors is how we can give back and show respect to those who have given to others their entire lives. We will always offer each member the best, most progressive, and forward-thinking service possible to ensure that we fulfill our commitment to total care for the whole person — physical, spiritual, and emotional.

“This is the most incredible experience as an employee,” said Ivanka. “The best reward to me is when I see all Residents happy and smiling,” she says. “My job is a gift from God and I am so thankful every single day I work here, for every person I take care of, and for my coworkers. All I do, I am doing with love from my heart.” ■



COME ON IN Resident Jackie Leyk has personalized her surroundings at the Green House.



LET'S DO LUNCH *Chaplain Berry Norwood enjoys lunch with Residents Harold Binder and Marlow McQuay-Eden.*

+ SERVING THROUGH *Faith and Friendship*

At LifeStream Complete Senior Living, we strive to offer a community that helps our Residents to lead lives of meaning and purpose. For a truly fulfilling life, Seniors need friendships, emotional support, and the ability to access a strong spiritual support system.

For many Residents, faith is a central part of their lives, so we have full-time chaplains on our staff that serve at each one of our four communities to ensure that every person, no matter their level of need, has access to a strong, loving, spiritual network to help them with their faith needs.

Because of their full-time status, a day in the life of a chaplain at LifeStream is far from quiet. Each of our four chaplains is a constant presence, taking lunch with Residents, helping with general maintenance issues in their homes, visiting the hospital, or stopping for a chat along the walking paths. All of these daily activities are in addition to their weekly services, Bible studies, spiritual counseling, and the other more common duties of ministry. At LifeStream, our Chaplaincy is more than a service. It is companionship, friendship, and comfort for anyone who needs it.

A Friend You Can Count On

“Ministry is about personal care,” says Berry Norwood, our newest chaplain at LifeStream. “You get to know who everyone is individually and show them care and concern. We become friends — and they thank me for that.” Berry divides his time in his two communities (LifeStream at Sun Ridge and LifeStream at Northeast Phoenix) between independent living, memory care, and skilled nursing. He leads four services each week and teaches Bible study to Residents. But as any LifeStream chaplain will tell you, the duties of the job keep the entire Chaplaincy far from the office when they are not leading prayers or teaching.

“I try to eat lunch with my independent living Residents every day and to make personal visits in the hospital,” says Berry. “I make three rounds over at our skilled nursing community — just today a Resident heard my voice in the hall and said he heard me doing rounds and needed to talk to me. He had tears in his eyes and wanted me to pray with him.” These exact opportunities are the reasons that we have our chaplains available all day — spiritual matters and the need for prayer and comfort don’t just happen on Sundays.

More Than Ministry

Over at LifeStream at Thunderbird, Chaplain Craig Averill holds afternoon prayer circles, visits Residents in the hospital, hosts a Friday Bible hour — and teaches a Tuesday class on everything from history to astrophysics. “We hold the class in the library where we have an HDTV and can observe things on the Hubble telescope,” Craig explains. “We pick fun stuff they want to learn about.” Serving Seniors beyond church

■ **“We have a good opportunity to interact with the people and that creates trust that allows them to come to us no matter what the need.”**

activities creates a strong bond of friendship that encourages Residents to feel comfortable seeking help and counsel in times of trouble. “We have a good opportunity to interact with the people and that creates trust that allows them to come to us no matter what the need.”

Craig and his wife Glenda (a volunteer at LifeStream) spend a lot of time visiting with Residents in their homes, praying with them, teaching, or simply enjoying their company. “My wife is over here with me quite a bit — we’ve served as a couple wherever we’ve been,” Craig notes. “Glenda is a people person with a servant’s spirit.” Residents enjoy being served by a ministry couple; it reflects the type of experience they would have in a neighborhood outside of LifeStream.

He’s also happy to volunteer to help out anywhere in a pinch, be it fixing broken items or hanging a picture for a Resident. Craig sees it all as part of the job, reflecting, “You do whatever a son might do for his mom.”

Chaplain Dan Fosnight of LifeStream at Youngtown would agree. “We want to be involved in people’s lives,” says Dan. “We want to share the Gospel and help them deal with life. I encourage all of our chaplains to know the people and take time to see everyone in the community.”

After more than 20 years at LifeStream, Dan (Chaplain Dan to Residents) is well known for his ministry — and his knack for fixing televisions, programming remotes, or helping with computer issues. These simple tasks are just another part of serving for the chaplains, a way for them to really be a part of the community and to be a friend to Residents. “It’s nice when I can know there are Residents that I can serve. We are here as their friend and as their support.”

And that support is there for anyone, even those who may not believe. Our full-time Chaplaincy at LifeStream is about offering the opportunity in a way that is gentle, convenient, and reliable for anyone who seeks spiritual counsel. “We have

an organization that sees the importance of the spiritual aspect and respects it,” Dan explains. “They have someone they can call on immediately.”

Ready to Serve

“We call it the ministry of presence,” says Jim Henderson, chaplain of LifeStream at Cook



Health Care. “It’s the sense of Residents knowing ‘Our chaplain is here — and we know he’s going to be here each day.’” Jim begins each day in the main dining room, stopping by the tables and greeting each person before preparing for the day’s activities.

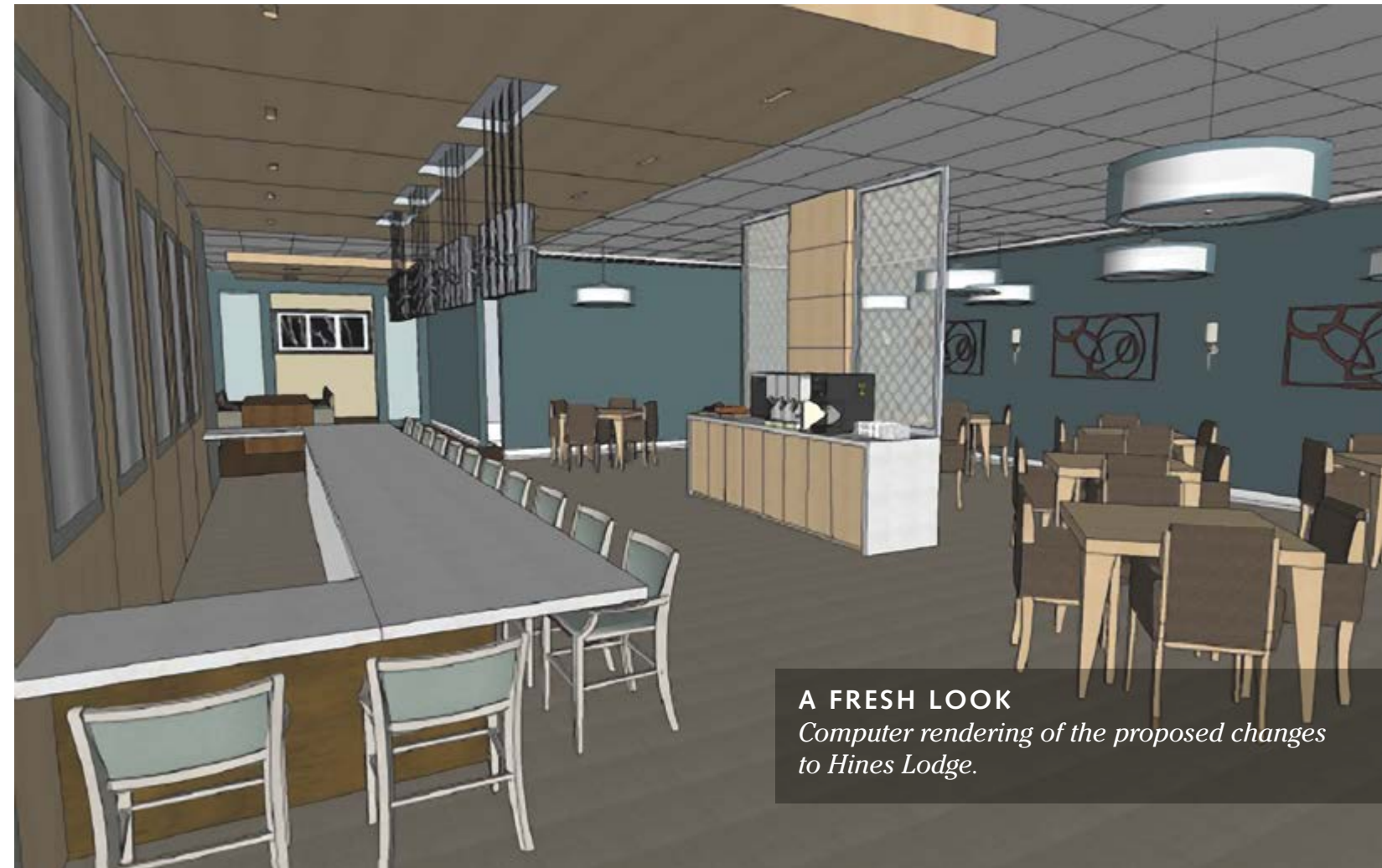
Jim likes to walk the halls and see if anyone needs a hand with small projects or repairs. It’s a great way to connect with Residents each day and let them know that he’s available to them for anything they need. “Batteries in the clock, a picture hung on the wall — these are little things that mean a lot,” remarks Jim.

He enjoys taking his daily lunch with Residents in the dining room, helping them to their tables and leading grace before the meal. It gives Residents a chance to chat with him about anything they like, from faith to baseball to all things in between. “There are a lot of opportunities for service,” Jim explains. “We have folks without a lot of family nearby and it gets pretty lonely. I can help with that!”

Jim serves many Residents with mobility issues, ensuring they can attend the services and spiritual lessons that are an important part of their lives. He also counsels LifeStream Associates, who sometimes need help coping with the pain of loss when a beloved Resident passes on. It’s all part of offering a constant, present ministry to those in need.

No matter which community a Resident resides in, their needs, or their abilities, they can count on second-mile service from our full-time Chaplaincy. We understand how important faith and spirituality are to our Residents and we make sure that we honor our promise and commitment to provide them positive, faith-based relationships. It is just one of the many ways that we honor our mission to care for Seniors with a compassionate heart. ■

◀ **FUN AND PRAYERS** *Chaplain Jim Henderson enjoys balloon therapy with Residents during services.*



A FRESH LOOK
Computer rendering of the proposed changes to Hines Lodge.

+ [RE]fresh, [RE]imagine, and [RE]new

As we welcome in another beautiful Arizona spring, you may see some exciting new projects breaking ground at our LifeStream Complete Senior Living communities. From general maintenance to new amenities, there’s a lot to look forward to as we work to offer our Residents a beautiful, active, safe, and functional community.

We have received financing specifically designated for key improvements. The projects will focus on the appearance of our common areas and outdoor spaces, as well as opportunities to enhance our safety and security. Donna Taylor, Chief Operating Officer says, “We are

thankful for the opportunity to make improvements. It gives us the chance to enhance the quality of life our Residents experience every day.”

Meet Me at the Café

One of our Residents’ favorite activities is to catch up over a hot meal or enjoy one another’s company with a steaming cup of coffee — and we’re expanding our dining areas at LifeStream at Youngtown to help them do just that. J.T.’s Place, one of our assisted living communities, is proud to announce plans to build a new, cozy café where Residents can catch a television show with friends, work on

puzzles and other games, or experience restaurant style service with meals brought right to their table. The café will be easily accessible so that any Resident, no matter their mobility needs, can socialize — while still being close to home.

Next door at Hines Lodge, we'll be modernizing our dining area to give it an upscale twist. Residents will enjoy an expanded menu and a new seating area that offers the look and feel of a traditional diner-style eating counter with fun activities such as watching meals being prepared and exhibition cooking.

Our assisted living community at LifeStream at Thunderbird will also be getting a new café with a coffee bar so that Residents there can meet up for a chat and enjoy fellowship right in their own backyard.

We are proud to provide our Residents with new and improved places to linger over dinner and share in friendship and conversation. Social dining is a great way to promote healthy nutrition, foster neighborly relationships, and encourage everyone to change their routine, leave the house, and have some fun!

Spring (and Summer) Cleaning!

There's no question that we all love the hot, dry Arizona climate — it's definitely a perk of living in the desert. But it also tends to put a little wear and tear on our buildings, sidewalks, and parking areas. Over the next few months, we'll be rejuvenating the building exteriors in each community with fresh coats of paint, as well as resurfacing our parking areas. Our LifeStream at Youngtown Resident Service Office has been updated and we'll be giving a gentle face-lift to our other lobbies as well. LifeStream is our Residents' home and we want to continue to provide a place that they are proud to show off to friends and families.

Our goal is to minimize disruption to our Residents' daily routine as we continue to work to keep our communities beautiful and safe. Residents will receive regular updates and timely notices about projects.

Honoring a Dear Friend

In April of 2013, LifeStream Complete Senior Living lost a loyal friend and supporter of our mission and ministry to Seniors. Don Robinson was a kind and generous man who loved our ministry and cared deeply about its success. He served on our Board of Directors for more than 11 years, helping LifeStream to uphold its mission to provide the best in care and compassion for our Seniors. We are all still deeply saddened by his passing.

Through the support of a generous donation by Don's wife Chloe, LifeStream is proud to announce plans for the Don Robinson Town Square, to be built on the north community at LifeStream at Youngtown. Our vision is to offer Residents of Youngtown a beautiful outdoor area. Potential features include opportunities for outdoor dining such as tables and benches, walking paths to enjoy the Arizona weather, and gathering places for Residents to socialize or simply enjoy a peaceful afternoon. It is our hope to create an amazing showplace that Residents can share and use with pride. ■

▼ DON ROBINSON TOWN SQUARE *A preliminary landscaping concept*



IN LOVING MEMORY
*President and CEO Dave Ellis and
Chloe Robinson discuss the plans for
the Don Robinson Town Square.*



(continued from "A Conversation With Our President" on page 5)

two months before graduation, my academic advisor mentioned a new master's degree in gerontology that was about to be launched at Baylor. Without a clue as to what that meant to me from a career standpoint, I was immediately overwhelmed with excitement and anticipation to study the science of aging. Clearly, this was an answer to a prayer, and I fully believed that God had called me to follow this path of study, not knowing where it would lead.

Q After so many years working with Seniors, what's the most important lesson you've learned about serving them well?

It's been 35 years since I completed that master's degree, and the most important

▲ A BRIGHT FUTURE *Dave Ellis and Donna Taylor look over the plans for upcoming projects.*

thing I've learned is that I still have a lot to learn. Seniors are filled with wisdom, experience, and a desire to live a meaningful life. Their willingness to share their stories and teach us how to experience life to the fullest is a treasure that we often fail to recognize and take advantage of.

Q How would you define success in caring for Residents?

Success in caring for Residents can be described and measured in so many different ways. Our state surveys that confirm the quality of care and the overwhelming positive response from our annual Resident satisfaction surveys are two ways of defining success. But I think

the most meaningful way is when we receive notes of appreciation from family members. The fact that our service is not only experienced by our Residents, but also cascades down to family members who are so grateful and blessed by our Associates' concern and love for their family members, is the most confirming measure of our success in making a difference in the lives of those we serve and their loved ones.

Q Tell us about some of the inspiring experiences you've had in your time at LifeStream?

Recently, the son of one of our long-term Residents who had recently passed away sent me a package of 19 hand-written letters... one for me, for our Board of Directors, and 17 separate individual letters to our Associates who had loved his mother for over 15 years. He asked me to read them and deliver them to those Associates. His expression of gratitude and the impact that had on me, and on those who cared for his mom, was priceless.

who have experienced that exact same level of service. Our Associates are committed to make a difference in those they serve, no matter who they are.

Q There are lots of exciting changes coming to LifeStream communities. Which ones are you most excited about?

There are so many physical changes going on at LifeStream designed to refresh and renew the look of each community. It's hard to choose one or two that are the most exciting. I think I am mostly excited about the impact that these changes can have on our Residents and our Associates. Knowing that these improvements can make a difference in the pride that we have for living and working at LifeStream is encouraging and refreshing. Everyone is excited about new paint, new asphalt, new furniture, and new flooring. Our Residents who live in Youngtown are especially excited about the long-overdue refurbishing of J.T.'s Place and Hines Lodge, two of our original buildings.

"My vision for LifeStream is to lead the way for changing the culture of senior living from institutional care to person-centered care..."

But, I'm never surprised by what those family members have to say, because I experienced their love and concern myself when my mom spent her last seven months living at LifeStream at Youngtown. After living with me for seven years, Mom's health declined to where she needed that extra help. I know my mom thought the extra attention she received was simply because she was the CEO's mom!

I knew differently, because I've received so many comments, phone calls, and letters from families

Q What is your vision for the future of LifeStream?

My vision for LifeStream is to lead the way for changing the culture of senior living from institutional care to person-centered care, to see LifeStream expand to new geographical areas that are underserved by faith-based organizations, and to be recognized as the premier non-profit senior living provider in Arizona — and to do so without ever losing sight of our God-given calling. ■



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+ LIFESTREAM IS CALLED BY GOD

*to care for Seniors with a compassionate heart,
to help them recognize the value and purpose of their lives
and to experience dignity, respect and self-worth.*