

Date: Tuesday, December 17

To: Augsburg Lutheran Home & Village Residents

From: Larry Bradshaw, President & CEO, National Lutheran Communities & Services

Subject: Department of Aging Approval on Augsburg Affiliation

I am excited to announce the Maryland Department of Aging has approved National Lutheran Communities & Services (NLCS) affiliation with Augsburg Lutheran Home & Village. The affiliation will be effective on January 1, 2020 at which time the name will be changed to The Village at Augsburg—A National Lutheran Community. We have also designed a new logo, which was voted on by the Augsburg team members at the December lunch & learns.



The affiliation with The Village at Augsburg makes both NLCS and Augsburg part of a larger system, which means both parties have access to strong support services, have an increased breadth of expertise, have access to additional benefits and resources, and receive best-in-class education. Additionally, it strengthens our competitive edge in the industry, but most

Memorandum



importantly this affiliation allows NLCS to collaborate with Augsburg in expanding its mission to honor, inspire and support choice and opportunities in partnership with older adults.

Since work on the affiliation began, the NLCS team has had an opportunity to spend time at Augsburg and with team members. We have all been impressed with the team members, their kindness, and their dedication to each other and those they serve. Augsburg is a natural fit to NLCS' We CARE culture (CARE stands for **C**reate Smiles, **A**ttend to Details, **R**espect Everyone and **E**mbody Excellence), and we're pleased to welcome them as part of the NLCS family.

In addition, as many of you have heard, Augsburg Executive Director Glenn Scherer will be retiring effective January 15, 2020. Glenn has served at Augsburg since 1991 and is truly the backbone of the community. He has been an integral part of the affiliation process and his leadership has developed a strong team, enabling us to continue the legacy of providing great care to all who call Augsburg home.

I am thrilled to welcome you to the National Lutheran family. I am confident this affiliation will make us all stronger.

To view answers to questions asked at resident town hall, you may visit our website at <https://www.nationallutheran.org/residentFAQ>.

You may also reach us at augsburg@nationallutheran.org or 240-686-6000.