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A Life Care Services Community

Summer 2010

Welcome To The View

**A Beautiful View of the World.
A Healthy View of the Future.**

~

Our Mission

The mission of Ardenwoods Retirement Community is to enrich the lives of those who live and work here.

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Our Vision

Our vision is to be a vibrant, friendly mountain community with a small-town atmosphere, well-known as the best value in western North Carolina.



Debra Campbell, Executive Director,
with her niece, Margaret Butler,
from the YouTheatre of Flat Rock Playhouse.

Whole Person Wellness

Debra Campbell, MPH
Executive Director

Inside these pages you will find countless examples of how a community-wide intention to impact the eight dimensions of wellness plays out in the daily life of Ardenwoods' members and staff. Our 2010 initiative *Get Well! Be Well!* is helping to keep us focused on wellness all year.

Farm to Table highlights our important responsibility to procure the freshest ingredients, making it easy and satisfying for our members to make healthy food choices every day. *Pub Night* is about friends, family, music and having a good time for no reason at all!

Our partnership with Flat Rock Playhouse impacted our members on so many levels. Being the "living history" for creative high school students to learn about World War II touched on almost all of the dimensions of wellness in a single project over the course of a month. This project culminated in the original production of *Thirteen Letters*, performed by the YouTheatre at Flat Rock Playhouse in May 2010.

Our Earth Day celebration was not only fun, as we sang *This Land is Your Land* and *Home Grown Tomatoes*, but also inspiring. We participated in a variety of events, including informative garden walks, tai chi, trail walks, creating pottery mushrooms and learning to make terrariums. Everybody just feels better when getting back to nature and doing their part to preserve Mother Earth.

If health services are needed, you'll see inside why Heather Glen is the top choice for comprehensive assisted living services and an integral part of the Ardenwoods community. I invite you to *Get Well! Be Well!* in 2010 and beyond.

YOU|THEATRE

When the YouTheatre of Flat Rock Playhouse was given the task of creating an original stage production based on the WWII era, they chose to interview many of our members who had lived through that time period.



The project began with students and members getting to know each other. Here, Caroline Schultz meets Heather Glen members.



Students continued to visit over the next month and paired off with various members to learn about their experiences during WWII. Here, Lillian Lewis and others are being interviewed.



Gene and Dilys Coleman shared their story with AllieMarie Price. During the war, mail delivery was sporadic and Dilys once received 13 letters from Gene at one time. As a result, the students decided to name their production *Thirteen Letters*.



AnnaMarie Choo, Maggie Biondi and Zack Davenport look at an original newspaper article about war rationing.



Liz Bush, Sr. Vice President,
Life Care Services LLC

Putting Wellness Into Action – *HealthyLife™ Services*

As senior living communities evolve to meet members' expectations, Life Care Services (LCS) sees the opportunity to extend the components traditionally found in a senior living community to expand to a whole-person wellness component. The combination of *lifestyle programs* and *health services* is translated to ***HealthyLife Services: Fitness, Nutrition, Active Life and Well-Being.***

Health services are one of the most important elements of the *HealthyLife Services* philosophy. This extends beyond the typical "long-term care" needs provided in many senior living communities. LCS communities design the Wellness Director role to help you navigate the complex health-care system and refer you to health services that will more frequently be needed: an audiologist, a podiatrist,

pharmacy services, a nurse practitioner and access to home care. Each member has choice, flexibility and a trusted resource for a broader array of health services, which may also include rehabilitative, skilled, assisted living and memory care.

HealthyLife Services highlights the wellness opportunities specific to member interests and expectations. The programming philosophy encourages the entire leadership team to work with members, staff, fitness instructors and local community resources to create a complete wellness program to uniquely address the eight dimensions of wellness: health services, physical, intellectual, spiritual, social, vocational, emotional and environmental.

In 2010, all LCS communities became members of the International Council on Active Aging. Ardenwoods is now part of an extensive network of professionals worldwide who share the most current research findings and innovative programs, making a real difference in the health of older adults.



Social, intellectual, vocational and emotional wellness were all benefits of our members' interaction with the YouTheatre students. Hal and Dave Ball enjoy lunch with Tucker Warwick and Matt Grainger at the 1940s themed lunch which Ardenwoods hosted after the last meeting.

Taking Care of Our Staff

Christy Thompson,
Human Resources Director

It is increasingly recognized that the workplace has a powerful effect on employees' physical, emotional, mental and social well-being. Ardenwoods not only assists our members in their choice to lead a healthier lifestyle, but also provides opportunities that encourage wellness for our staff.

Ardenwoods promotes physical wellness in a number of ways. In 2006, we became a smoke-free environment in all our buildings, including residential apartments. Ardenwoods also offers its employees healthy meal choices. Any day of the week, an employee can enjoy freshly prepared lunches that include choices such as a salad with grilled salmon, a grilled veggie wrap, a veggie burger or a sandwich with choices of lean meats for only \$2. In addition, employees may enjoy the fitness center or walking trails before or after work or during their breaks.

Ardenwoods promotes emotional and mental well-being by providing access to an employee assistance program. This is a confidential counseling service available to all staff at no charge to them. In addition, we provide paid volunteer opportunities. Once a month, staff join our members in volunteering at MANNA FoodBank.

Social well-being is maintained through departmental outings and bimonthly all-staff meetings that include lunch, games and additional training. The Leadership Team goes to lunch monthly to conduct business and enjoy each other's company. They also hold a three-day planning retreat with a professional facilitator annually.

Last but not least, Ardenwoods provides support through continual recognition for jobs well-done. There are thank you cards in the reception areas which staff and members can complete in order to show their appreciation. Staff satisfaction and personal wellness are a priority for our organization.



To celebrate Earth Day, Ardenwoods members and staff gathered for a hike on our trails. Pictured from left to right are: Bill Broadwell; Michele Eliashevsky, Activity Assistant; Annette Leuthold; Grady Broadwell; Hans Kahn; Nels Glesne; Sharlyn Hamilton, Marketing Director; Joanie Burns, Wellness Director; Howard and Carol Marble; Rufus and Dixie Fisher; and Christy Thompson, Human Resources Director.

Employee Spotlight



Tina McElreath, housekeeper, takes advantage of the employee meal program by choosing a healthy sandwich and fresh fruit.



Marc Galipeau, cook, keeps in shape by using the fitness room.



Michael Efstathiou, maintenance technician (center), was selected as our first "Hospitality Hero" for his dedication to delivering only the finest service to the members of Ardenwoods. Presenting the award are John Watterson, Plant Operations Director, and Debra Campbell, Executive Director.



Staff were invited to bring their family members for a meal, games and prizes at our 2009 summer employee picnic. Here everyone lines up for a water balloon tossing game.



Chef Joel inspects produce at the farmer's market.



Marvin Robertson Farm harvests local turnips.



Hickory Nut Gap Farm is one of the many that are a part of the Appalachian Sustainable Agriculture Project.



Sweet carrots grown locally in Leicester, NC.

Farm to Table

Brian Good, Food and Beverage Director

Last year, Ardenwoods made a decision to purchase produce from a local company at the Western NC Farmer's Market. Our decision was based on our commitment to provide the highest level of quality ingredients, as well as to support our local farmers. This year, we decided to take it to the next level in both our Clubhouse and Heather Glen kitchens and become leaders in our industry with buying local produce. Purchasing food from local farmers and serving it to our members is our *Farm to Table* initiative.

Why do we want to buy local? Purchasing local products supports the local economy, allows us to know where our food is coming from, gives us fresher and more nutritious ingredients and creates less of a global impact. It may be easier to purchase food by calling one vendor to supply everything, but we believe the benefits outweigh the extra effort involved in buying local when possible. *Think global, act local.*

We started small, working with a couple of local suppliers and are now in the process of expanding our *Farm to Table* options. We teamed up with Mountain Foods, a distributor of local products, and ASAP (Appalachian Sustainable Agriculture Project), which is the leading organization in Western North Carolina (WNC) for supporting the Local Food movement. Whenever possible, we purchase our produce locally, which helps to support about a dozen local farmers in WNC. We recently began purchasing trout from Sunburst Trout Farm in Canton, NC. In 2009, we transitioned to using only cage-free shell eggs. Now we are buying cage-free eggs from a local farmer. Our beer and wine selections include offerings from Biltmore Estate Wine and Highland Brewing Company, both local businesses.

Working with people and companies in our own backyard gives us the opportunity to build relationships with our food producers, reduce our global footprint and enhance the nutritional quality of the food we serve. Our *Farm to Table* initiative reflects our commitment to wellness and is one important aspect of our *HealthyLife™ Services* program.



Jo Burlison, Audrey Codnere and Helen Koenings at our first Pub Night.

Pub Night

Brian Good,

Food and Beverage Director

Do you ever look forward to a night out? In March, we launched our new dining concept called Pub Night. Our goal is to create an opportunity to enjoy a night out without leaving Ardenwoods. We had a kickoff in the dining room with live music by Kilt Duo to give everyone a taste of what would be offered on Pub Night. Chef Joel prepared special foods, such as lamb chop appetizers and shepherd's pie, served with some good local beer from Highland Brewing Company.

Our Pub Night will continue each month with a changing menu, music and beverage specials. On April 14, we featured

guitarist Hank Bones. Chef Joel created a classic pub menu with beer-battered fish and chips, chicken wings and homemade sliders. We started the evening with a variety of appetizers, like homemade bleu cheese potato chips and an assortment of local and Irish beer.

Introducing Pub Night has given our members another choice in dining options, allowed for more creativity for our team of chefs and has brought a new level of service and fun to Ardenwoods. Creating memorable dining experiences is another way that we can enhance social wellness in our community. The next time you want a night out without going anywhere, join us for Pub Night.



Pub Night featured many items, including homemade sliders (mini burgers).



Sunburst Trout Farm—one of our newest suppliers—raises, catches and fillets our trout the day that we need it. The owners, Sally and Steve Eason, are third-generation trout farmers.



Earth Day 2010



Our 2010 Earth Day Celebration began with a delicious buffet served on the patio. Above, F&B Director Brian Good serves an ice cream treat to Betty Franks.



Bill Wedmore and Betty North enjoyed their meals while looking over our beautiful view.



The weather was perfect for Travis Ginn to host Tai Chi outdoors.



Yevonne Sparks learns how to make a terrarium with Linda Beach, the Plant Lady.



Lauri White, of Farm Girl Garden Designs, takes Hedy Kappel, Ernestine Cole, Hazel Rhymer, Katie Burton and Hattie McCall on a tour of the new plantings at Heather Glen.

Member Spotlight



After visiting many local retirement communities, Gleason and Anne Pebley kept coming back to Ardenwoods for the superior services. They have been very pleased with the staff's consistency and effectiveness, as well as their genuine helpfulness!



John David and Freida Stewart take advantage of all the amenities Ardenwoods has to offer.



Ed and Milli Adams appreciate the comfort and security of the community. They also love socializing with all their friendly neighbors!



Dian Sutton and her late husband Ray knew Ardenwoods was the place for them when they saw our beautiful mountain view.

Why Ardenwoods?

Sharlyn Hamilton, Marketing Director,
with Bill Ramaskewich, Assisted Living Director

When I meet with clients who are looking for a retirement community, I like to let them feel and experience the unique qualities of Ardenwoods, especially its size and feelings of friendliness and family. By demonstrating a day in the life at Ardenwoods, letting them eat lunch with our members and enjoy socializing in our members' homes, we allow them to have a clear sense of what living at Ardenwoods is like.

I recommend to every client that they see Heather Glen, our assisted living community, which is a continuation of care on our Ardenwoods campus. This allows them to have peace of mind knowing that their health-care needs will be taken care of well into the future. A lot of my clients have long-term care insurance. Often, this pays a substantial percentage of the cost of 24-hour services at Heather Glen. This will also typically cover home-care services, allowing members to maintain independence in their apartment home, if that is their preference.

When I asked some of our new members why they chose Ardenwoods, many say one of the biggest reasons is because of the 90% Return of Capital™ (ROC). Ardenwoods is unique in that all our ROC plans are 90%. They saw it as the best value in western North Carolina.

Frieda Stewart said, "I chose Ardenwoods to escape housework, planning meals and cooking. I found lots of new friends, activities and a big support system from the members and staff. It's especially comforting to know that my children will benefit by the 90% ROC when the time comes."

"Ardenwoods offers the worry-free environment that all of us deserve in our later years," Ed and Millie Adams stated. "We loved our landscaped three acres. However, as we reached our mid-70s, upkeep became a chore and pool maintenance was a drag. We had thoughts of a condo. Then, two unexpected trips to the hospital made up our minds. It was time to look for security along with comfort. We looked at all the options in this area. When we found Ardenwoods, we were greeted with warmth and the most friendly future neighbors. We signed a wait list for a three-bedroom apartment and never looked back."

Dian Sutton stated, "Ardenwoods is beautiful. When we stood at the overlook and gazed at the view, we signed up that day! I am very thankful that I was here when my husband passed away. I had a lot of support from my friends. I knew then that moving to Ardenwoods was the best decision we ever made."

Heather Glen's New Look



Housekeeper Tracy Edwards takes a walk outside with Ike Chicurel to check out the new plantings. With new landscaping, new closets and kitchenettes in the suites, and new paint, carpet and furniture in all of the shared living spaces, Heather Glen is more welcoming and inviting than ever!



Automated sliding doors give more room and increase safety at the front entrance.



DeLette Sibley takes advantage of the new library's sitting area as she looks over a magazine.



Cheri Rosenfeldt and Wanda Sheppard can often be found conversing in the computer area.



When YouTheatre students came to interview members about their experiences during WWII, Hazel Rhymer and Jean Clerici were eager to participate. Above, Hazel sings an old mountain ballad for the students as YouTheatre instructor Dave Hart looks on. Jean Clerici reminisces about the fashions of the times with student Caroline Schultz.

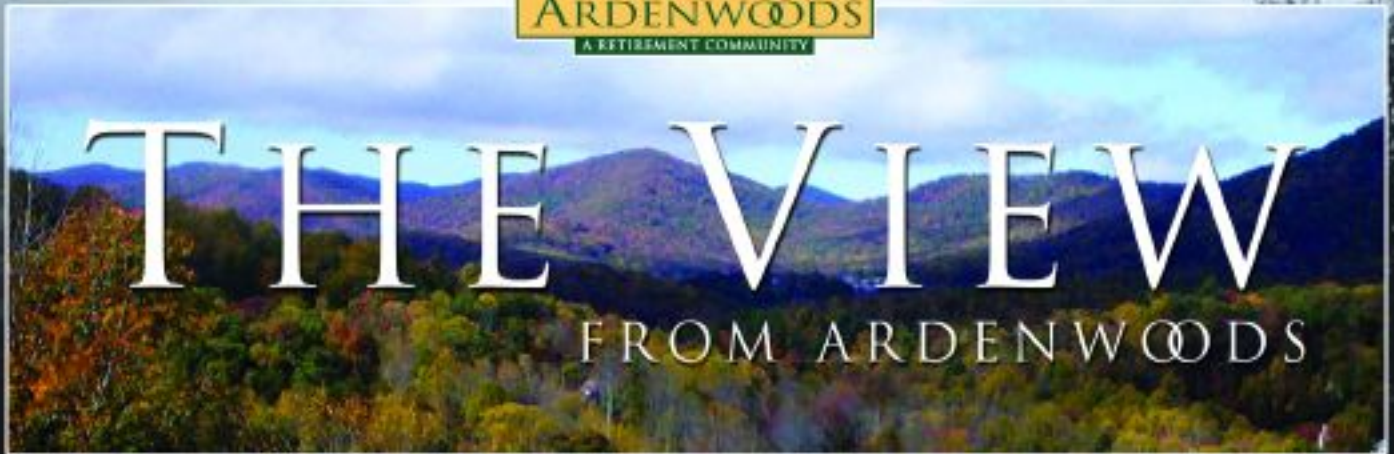
Hazel Rhymer and Jean Clerici moved to Ardenwoods for similar reasons. Concerns of safety and companionship were primary motivators in their search for a community that would meet their needs. Hazel was one of the first members to move to Ardenwoods in 2003 and remembers the excitement of welcoming the new people as the community filled.

Jean and Hazel wanted to have the peace of mind knowing that a full continuum of personal services would be available should they ever need them. Heather Glen, the assisted living community at Ardenwoods, provides the full range of personal and licensed professional health services allowed under North Carolina's regulations. Partnerships are in place with local home health and hospice organizations to provide additional support and services through end-of-life care. This allows members to continue living within the community without another move.

Their planning proved to be very beneficial as both ladies now reside at Heather Glen. "I am still able to spend time with all the friends I have made at Ardenwoods and enjoy all the amenities of the community," said Jean. "And what I discovered was that Heather Glen is the best amenity there is! Health-care services, gorgeously remodeled surroundings, the same excellent food and people nearby all the time—that's why I chose Ardenwoods."



Sharlyn Hamilton and Bill Ramaskewich enjoy a break at the raised garden beds.



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