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A Life Care Services Community

Fall 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.

Corporate Connection

Debra Campbell, MPH, Executive Director

Ardenwoods is owned by a partnership made up of Life Care Services (LCS) and Herbert J. Sims & Co. LCS also serves as the operator of our community. This means that they are responsible for guiding all aspects of the business, from food service to maintenance to health care. Judi Buxo is the Vice President—Director of Operations Management based in the LCS corporate office in Des Moines, Iowa. Judi has been with LCS for 22 years, starting as an Administrator-in-Training in 1988. She has been our direct link with the corporate office since 2005. Recently, I spoke with Judi to dig deeper into her service to LCS and her perspective on the future of the retirement services industry.

Q: What was the size of LCS in 1988 compared to now?
When I started with LCS, we had about 35 communities that we were operating for other owners. Today, we operate more than 100 communities and have an ownership interest in nine of those. We are also preparing to develop new communities in Florida and Minnesota in the near future.



Executive Director Debra Campbell with Judi Buxo of LCS



The leadership team celebrated a fiesta as we hosted "Business After Hours" with the Asheville Chamber of Commerce in May.



Adriel McIntyre, the Intrepid Declutterer, presented on how to "right-size" your space at the *Make Your Move and Simplify Your Life* event in June.



Denise Medved, founder of Feng Shui Fusion, presented at the June event.



Christine Eisner presented her book *Comfort Living: A Back-to-Basics Guide to a More Balanced Lifestyle*.



Kim Fletcher and Todd Campbell, with their mascot Truckie, of *Two Men and a Truck* help make life easier during a big move.

Q: What keeps you excited to come to work every day after all these years? Senior housing options have become broader and more geared toward choice and flexibility. More than any other time in history, we put the customer first and foremost. What keeps me excited is the infinite possibility of options that can be made available to our customers. I like to work with teams on dreaming about the possibilities and then finding ways to execute the ideas.

Q: Of what are you personally most of proud? I am proud of the countless hurricane evacuations that were executed without incident. I also have fond memories of turning around struggling retirement communities that ended up with peak performance.

Q: What is visionary or "cutting edge" about Life Care Services in 2010? We are focused on all things that contribute to the vitality of our members by defining and supporting a culture that is based on their expectations. We are committed to implementing emerging technology and influencing health care legislation which will advance both the quality of our product along with the economic value for our members. Life Care Services focuses on education and employee development to bring about the best leadership in key positions. We also regularly explore innovative ideas that bring about state-of-the-art products and services as new communities are developed and existing ones evolve. Some of our more recent innovations include:

building the first LEED® Silver Certified (Leadership in Energy and Environmental Design) retirement community in the country, Timber Ridge in Washington State; implementing electronic medical records within our health centers; and creating the *Extraordinary Impressions™* program to assure our communities are the leaders in hospitality and customer service.

Q: What do you see in the future for Life Care Services? There will likely be greater consumer choice and flexibility in product types and specific service offerings. Technology will play a vital role in health and wellness. LCS will continue to develop new and innovative retirement communities and grow the number of communities it manages for other owners. Our development division will continue to assist older, existing retirement communities with re-positioning efforts to ensure their ability to compete in the market well into the future.

Q: Where does Ardenwoods fit into the vision for Life Care Services? Ardenwoods has achieved full stabilization in operations through the support of Sims and Life Care Services. It is a vibrant community with a very personal sense of service delivery unique to a smaller community. It is attentive to personal needs and expectations and has evolved with a culture of genuine care and service through quality employees. It will continue to be a showpiece for how a community can be positioned for success!

Pet Families

Sharlyn Hamilton,
Marketing Director

On the Fourth of July, we held our fourth annual Pet Contest. Seeing the photos of our members with their pets made me proud to work for a pet-friendly community such as ours. As a pet owner, I know how hard it is to leave a pet behind and how comforting it is to be greeted by my animal friends when I come home from work.

Not only are members allowed to have pets, but Ardenwoods allows a new pet adoption after the loss of an original family pet. For example, after the loss of their dog Heidi, Les and Marge Hansen adopted Marti, a Miniature Schnauzer. Les says that having Marti helps them get to know other people. Barboura Flues says that she wouldn't have moved here if she couldn't have brought her dog. She has recently adopted her second dog, Jackie. Mort and Elaine Schneider were also able to replace a lost pet. Mikey, the Schneider's

shepherd, loves going on walks with Mort in his electric chair. Mort says, "If Mikey could understand us, we would let him know that he is the love of our lives."

Harriet Forrester says that her dog Happy and cat Missy are her children. Alice Crapon says of her Bichon Frise, Jodi, "She's almost human. She's such good company, I don't know what I'd do without her." Harriet Manley's cat Lucy is only two, and brightens Harriet's day with her affectionate and playful ways. Stormy, Emily Miller's cat, has very unusual talents. Not only did Stormy unroll a roll of toilet tissue, she rolled it back up again and Emily keeps the roll to prove it! Pat Bartee has a Yorkie Poo, Daisy Mae. "If Daisy Mae could understand me, I would say 'I love you, Daisy' and she would respond, 'I know, Pat.'" Numa Carter, who has had his dog Susie for over seven years, says, "If she could talk to me she would say, 'I am happy at Ardenwoods and I love you.'"

Pet Corner



Florence McGrath's three-year-old Maltese, Baby, is her constant companion.



Gleason and Anne Pebley say that their Scottish Terrier, Jack, is their pal. He is not a barker, he has a great personality and he enjoys other people.



Addie Brecker and Obie join Pat Bartee and Daisy Mae in the Ardenwoods Dog Park.



Bill Wedmore's cat, Mitzie, makes up her own games and plays "jai alai" in the bath tub with a wine cork.



At left, Numa Carter's dog Susie. Clockwise: Les and Marge Hansen's dog Marti, Alice Crapon's dog Jodi, Barboura Flues' dog Missy, Mort and Elaine Schneider's dog Mikey, Harriet Manley's cat Lucy, Harriet Forrester's dog Happy, and Emily Miller's cat Stormy



Student Katie O'Shea spoke of meeting Ida Lance, a member at Heather Glen. "Meeting Ida has been a beautiful thing. The last time we met, we hardly said a word about WWII. We just talked about her life, about my life, about family, about cars, about farming, about shopping, about the past, about the future. Ida once told me I could be 'the daughter she never had,' and I could not be more willing to do so."



Penny Mattice, who's career included teaching theatre at King College in Bristol, Tennessee, formed a quick bond with student Corey Cox, who was in charge of set design for the production. Penny felt she could talk to Corey as a colleague and has taken a real interest in this young lady's career.



Annamarie Choo shared with student Zach Davenport a newspaper article about her late husband, Joe Choo, who was a paratrooper during the war. Annamarie and Joe were not married at that time, but Joe had a special relationship with his younger sister. Zach incorporated this into the production and took the name "Joseph." The show actually begins with his younger sister writing to him while he is away at war, and it ends with him returning to her. Zach also took the newspaper article and created a collage of Joe, which was a part of the large collage for the set.

Thirteen Letters

Linda M. Kelly, PhD

Social Director

We are fortunate to have the State Theatre of North Carolina Flat Rock Playhouse located only minutes away from Ardenwoods. The Playhouse offers training to youth through their YouTheatre program. The students in the YouTheatre Conservatory are charged with creating several original productions each year. Our Executive Director, Debra Campbell, noticed that they were planning to create a production about the WWII era. Fortunately for us, she followed up on the lead and Ardenwoods was chosen to partner with the Conservatory students. Dave Hart, Artist-in-Residence at YouTheatre, and Lisa K. Bryant, YouTheatre Instructor, came to Ardenwoods on March 5 to tell our members about the project and to invite their participation. I have been the Social Director at Ardenwoods for five years and we have had a lot of interesting programs, but this one felt like it was going to be something special.

We scheduled meetings on three Saturday mornings. At this juncture, Activities Assistant Michele Eliashevsky proposed to include our Heather Glen assisted living members in the interviews. Thanks to Michele, this quickly became a campus-wide project. The focus was to give these high school students the opportunity to talk first-hand with people who had lived during the WWII era. Each meeting started with a group discussion and then members and students were encouraged to form small groups to get to know each other.

Annamarie Choo said, "From our first meeting, I felt energized relating to the kids. We really liked each other regardless of the age difference." Student Evan Johnson said, "Everyone was so easy to talk to, so eager to share. The awkwardness I initially expected never came. I had expected it to drag on, but we just talked as if we'd known each other for years until I didn't want to leave." From the beginning, there was no problem in getting these two generations to talk and share. In addition, some amazing friendships were formed.

Then it was time for the students to take what they had learned and create their original production. We were eagerly waiting to see what they would come up with. About 40 members from Ardenwoods and Heather Glen attended their final performance on May 30 at the Playhouse. The following Saturday, they brought a modified version of the production to Heather Glen so that those who had not been able to attend the theatre could also enjoy it. They brought the large collection of collages that was part of the set design and graciously gave it to Ardenwoods, its permanent home. It is now hanging in the Clubhouse lobby for all to enjoy.

Fortunately, the Playhouse videotaped the final production, which includes Dave Hart's acknowledgment of the role Ardenwoods played, as well as footage of Ardenwoods member Tom Lee singing on stage at the end. On Sunday, Aug. 1, this was shown at Ardenwoods and was

attended by about 40 members as well as Dave Hart and five Conservatory students. It was great to connect and share memories once more.

I wish that I could give you the experience of seeing the show and hearing the original music. Some of those tunes just kept going around in my head. One of our members, Rufus Fisher, summed up his experience with the project by saying that it had given him "hope for the future." This was echoed by Annamarie Choo, who said, "This production was truly a great gift to us. I am convinced that you kids and your ilk will save the planet. 'YOU CAN DO IT.'"

It is hard to know what makes something a success—what makes it click, so to speak. I felt the energy that first day and was privileged to be a part of, as well as a witness to, what unfolded for everyone. It is possible to reach across time and generations and to make meaningful and lasting connections. There is certainly "hope" in that.



The title of the production, *Thirteen Letters*, came from a story that Gene and Dilys Coleman told Allie Marie Price. Allie Marie and Matt Granger (standing) created and played characters named Gene and Dilys in the production.



The final Saturday meeting, held in the Clubhouse Dining Room, was followed by a 1940s-themed lunch. Here, Dave Hart and Lisa K. Bryant of YouTheatre serve Elaine Schneider.



Student musician Andy Chu was drawn to member Tom Lee after hearing him sing a song that he had written for his wife. "I was intently struck with the loveliness and candor of the experience, and I asked Tom if we could use this song in our show. He replied he'd be honored. The next day, I drove over ... and visited Tom to write down the song. Being with him, seeing what a thrill it was for him that a 17-year-old had taken interest in something of his creation was remarkable." We were all touched when Andy invited Tom onto the stage at the end of the final show to sing his song, "Patty Lee."



Ardenwoods members and staff gathered with the YouTheatre Conservatory students and instructors for their final meeting at Ardenwoods. Afterwards, an article titled "Friends Transcend Their Ages" appeared in the *Hendersonville Times-News* based on interviews with members and students talking about what the experience of getting to know another generation had meant in their lives.

GRAND REOPENING

of Heather Glen at Ardenwoods



Our food and beverage department prepared a delightful assortment of fresh fruits, delectable desserts and tasty hors d'oeuvres.



Entertainment for the event was provided by Braidstream.



Debra Campbell talks with Mark Neville of Four Seasons and Ardenwoods member Tom Lee about the changes at Heather Glen.



Michele Eliashevsky, Activity Assistant, Ronda Davis, Administrative Assistant, and Joy Jones, Life Enrichment Director, look on as Judi Buxo, LCS Vice President of Equity Communities, addresses the crowd.

A Re-Opening in Grand Style

Bill Ramaskewich, MA, Assisted Living Director

On June 10, we celebrated the refurbishment of Heather Glen, our assisted living community. The year-long process began by adding color to our walls. This new paint pallet paved the way for changes in carpet as well as furnishings. Krista Washam LaBlue of KWL Designs led the Heather Glen team in creating the overall concept. The challenge of interweaving the needs of elders with interesting design was met head on. This collaboration resulted in an environment that allows our members to have exciting areas for activities or alcoves of tranquility and relaxation. Spaces are designed in such a way as to encourage everyone to use the entire building as their home.

The suites themselves have also undergone a face-lift with new closets and kitchenettes. The maple wood adds warmth and a residential feeling to the suites. In addition, a lockable cabinet was added for our new medication system, Medicine on Time. We now assist members with their medications in the privacy of their own suites. The absence of medication carts in the hallways creates a more homelike experience for our members and guests.

Our metamorphosis did not end with the transformation of the interior. The landscape has been completely replaced with new trees, flowering plants and bird baths. Laurie White, owner of Farm Girl Garden Designs, has utilized the placement of plants to provide color every season and to create a natural environment for birds and wildlife. Elements of her design not only enhance the appearance of the building from the outside, but have given our members a beautiful view from their windows.

We are proud to re-open our doors and showcase the innovative use of both interior and exterior design elements to create a vibrant living space for our members.



Bill Ramaskewich, along with members Jean Clerici and Sonja Hudson, Executive Director Debra Campbell, Accounting Director Pam Pate, and Food and Beverage Director Brian Good prepare to cut the red ribbon.



Katie Burton does not miss an exercise or craft session, a musical event, or a visit with the Plant Lady. Between group activities, she can be found gardening, working a puzzle with her son during one of his visits, taking a stroll with a good friend, Myrtle Clay, and chatting with neighbors, visitors and staff.

Living Life

Joy Jones,

Life Enrichment Director

The theme for Assisted Living Week in September is "Living Life." This is just what members and staff are doing at Heather Glen—in relationships, interactions, individual and group activities, and in quiet time to relax and reflect. Whatever the need that brings someone to assisted living, they continue living life, and what an enjoyable time of life it can be!

In a given month, members have the option to attend as many as 10 concerts in several genres. Rita Cotter, whose brother was a professional musician, does not miss a musical performance. Members such as Bernice Goetz, who plays violin for services, and Virginia Lancaster, who serves on the worship committee, continue their involvement in the faith that has been meaningful in their lives. Roz Fabricant, Etta Goldstein, Minna Pearlman and others advise and participate in our

observances of Jewish holidays.

Many include daily exercise in their routines. Ida Lance has found a new passion in volleyball, and Gail Redmon, who had never bowled, is one of the regular bowling champs. Several members, some in their 90s, participate in our annual reading project with second graders. Jim Reed balances family visits with playing bridge and pool, and helped begin a cribbage group. The list is long of those who enjoy the patios, scenic views, walking paths and abundant gardens.

However one chooses to live life while residing at Heather Glen, daily interactions with staff, volunteers, visiting health care professionals and families provide encouragement and support as we face whatever health issues make assisted living a wise choice. Whether a walk in the garden with nursing staff, a conversation about heading off to college with a dining room server, sharing stories with a housekeeper, or a laugh with the director, we are living life together and living it well.

Member Appreciation

As Heather Glen staff interact with our members, they see first-hand how members are *Living Life*. Some observations follow:



"Joe Marlar is very social and always polite. He makes it a point to know everyone's name, both members and staff. He just enjoys people."

- Lisa Price

Joe's career involved motel ownership in several locations. He continues to be the social "people-person" that this required.



"Jimmy and Lois Flynn have been married 57 years and they still flirt. They are always joking around, giggling and kissing. It is obvious that family has always been important."

- Ronda Davis

Lois resides in the Ardenwoods apartments. Staff has enjoyed observing their special relationship as they face life's challenges together.



"Virginia Lancaster goes out often and stays active. She is open, not afraid to speak her mind and caring. She always asks about 'my boys.'"

- Tiffany Henry

Virginia's health challenges do not prevent her from being involved in life at Heather Glen.

She is always encouraging, appreciative and supportive to the staff and cares about what is happening in their lives.

YOUTH THEATRE CONSERVATORY

In Association with Ardenwoods presents: Memories of WWII



“thirteen letters”

directors' note

None of us were prepared for this show. In January, we performed a self-written cabaret—self-written and self-inspired. For *Thirteen Letters*, we had the opportunity (and the challenge) of looking beyond ourselves. Collaboration with the residents of Ardenwoods—how quickly “resident” turned to “friend!”—gave us greater inspiration, as well as greater responsibility, than any of us had ever expected. No longer was our show for our own sakes, as our cabaret had been. It was for them. Suddenly, nothing mattered but their story—not factuality, not painstaking authenticity, not even ourselves, really. “We’re libraries,” said one resident; and so they are, of emotion, of experience, and of life. Our focus was to present *people*: honest-to-goodness, living, breathing, *real* people.

And with any luck, we have.

A Very Special Thanks to
Our friends at Ardenwoods, who are our inspiration.

“Thirteen Letters” at Flat Rock Playhouse, May 28th - May 30th, 2010
Directed by Caroline Schultz and Andy Chu



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