



2400 Appalachian Blvd  
Arden, NC 28704-8327  
Phone: 828-684-0041



*A Life Care Services Community*

Summer 2011

# 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.*

~

## **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.*

## **A Firm Foundation**

Debra Campbell, MPH, Executive Director

Life Care Services, the owner and operator of Ardenwoods, turns 40 this year. Since 1971, Life Care Services has set and maintained the highest of standards for the service provided to those living in their communities—from California to Connecticut. Today, there are more than 26,000 people who call a Life Care Services community *home*.

Inside this issue of *The View from Ardenwoods* you will meet a variety of the people who help to create our vibrant community. From our Ambassadors who help prospective members feel at home throughout the important process of choosing a retirement community, to our staff who are clearly called to serve and do so with compassion, a smile and even a sense of humor. Our partnerships with other local professionals add another dimension, such as the beautiful gardens throughout our campus created by Lauri Newman of Farm Girl Garden Designs, which continue to enhance our lives with every new season. We are fortunate to have this beautiful mountain top to call home, while also having a firm foundation as a part of the network of Life Care Services communities.



The garden path in front of our Magnolia apartments is one of the beautiful creations by Lauri Newman in bloom on campus.



Ardenwoods Ambassadors: John David Stewart, Bob O'Brian, Ed Adams, Freida Stewart, Tom Lee, Annamarie Choo, Florence McGrath, Eva Lapp, Annette Leuthold, Milli Adams, Rufus Fisher, Dian Sutton, Shirley Bernuth and Dixie Fisher.



Ardenwoods Welcome Committee: John David and Freida Stewart, Annette Leuthold, Shirley Bernuth, Rufus and Dixie Fisher, Florence McGrath, Eva Lapp, Ed and Milli Adams.



Janice Husk, Social Director, Brenda Williams, Marketing Director, and Michele Eliashevsky, Community Life Services Coordinator, work together to ensure a smooth transition for new members into the community.

## **An Official Envoy ... an Authorized Messenger ... a Diplomatic Agent of the Highest Rank!**

Brenda Seright Williams,  
Marketing Director

These definitions of "Ambassador" only just begin to describe the group at Ardenwoods that meets under the same name. Of course, we know that all of our members are wonderful representatives of our community, but a few are at the forefront of bringing in new neighbors and promoting Ardenwoods to the greater community. As the Marketing Director, I inherited this lively and outspoken group when I started my role in January 2011. Fun and productive meetings are scheduled every other month and, in the midst of these get-togethers, ideas are born and plans are set in motion.

The contribution of each Ambassador is unique. A number of Ambassadors offer tours of their homes to future members. This interaction between current and future members builds a strong connection to the Ardenwoods community and establishes relationships long before future members move into their new homes. Ambassadors also might share conversation and a casual meal in the Mountain Laurel Grille or in the Mountain View Dining Room with future members. Still others may stop me during tours around the community, introduce themselves and proceed to share why they wish they had moved to

Ardenwoods sooner. Their enthusiasm about Ardenwoods is truly contagious!

Retirement seminars, both off-site and at the Ardenwoods campus, are other venues where you will find our Ambassadors. At these events, Ambassadors sit with attendees and answer specific questions about life at Ardenwoods. In this role, they can do what Debra Campbell, Executive Director, and I cannot—speak to people from their own experiences.

Carrying the torch of warmth and hospitality, the Welcome Committee, a sub-committee of the Ambassadors, assumes the role of welcoming newly arrived members into the community. Together the Ambassadors, Welcome Committee and the Social Department ensure a smooth transition into life at Ardenwoods.

The value of the Ardenwoods Ambassadors cannot be overstated. Though all of our wonderful staff and members "market" Ardenwoods, I am still a one-person department. It is a huge comfort to know I have a whole team to rely on—a team who wants great new neighbors! I look forward to the Ambassador meetings where we discuss sales goals, advertising plans and new member arrivals. In return, we laugh and celebrate successes and strategize for the future. I am honored to have our "diplomatic agents of the highest rank" to hold me accountable, spur me onward and embody the spirit of Ardenwoods every day.

## Edible Architecture at Ardenwoods

Janice Husk, Social Director

The landscape architecture at Ardenwoods is one of the many details that make this mountain community so unique. The inspiration and vision for our grounds came from Landscape Architect, Lauri Newman of Farm Girl Garden Designs. Lauri's passion for sustainable, edible and visually stunning plant forms transformed the perimeters of our campus.

The primary goal for the space in front of the Magnolia apartments was to provide the members with seasonal interest through a variety of colors and textures and to attract birds and beneficial insects. By using winter berries, the space would be colorful and provide food for the birds. To create a landscape that would be visually delightful but also edible from spring to summer, red bud trees, blueberries and wild flowers were planted.

Lauri's vision for Heather Glen

was to create garden spaces that combined informal and formal plant structures. The Heather Glen project required three separate installations and included nearly 300 plants and trees. Formal coral bark maple trees were planted between wild service berries to accomplish this goal, and then, perennials such as fox glove were planted to attract humming birds. In the mix were magnolia and fig trees, colorful hydrangeas and zinnias.

The Ardenwoods Herb Garden had to be functional because it would be used daily by our culinary team. Inspiration for the space came from a 16th century knot garden design, a descendent of the walled gardens of the Middle Ages. Decorative gravel and Tennessee river rock were used to define the planting area and provide interest and accessibility. Edible flowers such as dianthus were planted to attract bees for pollination ensuring an increase in vegetation for years to come.



Ardenwoods member, Helen Koenings with son and guest speaker for Earth Day, Marc Koenings. Marc is retired from the National Park Service and is the former Commissioner of New York Harbor Parks. Marc went to China as a representative of Global Parks, a non-profit organization of retired conservation professionals who volunteer to assist countries around the world to protect and manage critical ecosystems. Ardenwoods invited Marc to speak about his trip as a part of Earth conscious events leading up to Earth Day.



Another guest speaker for Earth Day was Jean Boone Benfield. Jean was born and raised in western North Carolina and is a descendent of Israel Boone, Daniel Boone's brother. Her ancestors came to America in the seventeenth century and were among the first settlers in Buncombe County. During the lecture, Jean commented that the current message of our times to "recycle, reduce and reuse" was a natural part of growing up on a mountain farm decades ago and necessary for survival.



The herb garden in process, from left: Farm Girl's crew prepares to get dirty; Lauri digs in to make room for the next planting; The herb garden is complete with a variety of edible delights!



Annamarie Choo has been journaling for years. She came to the LifeBio 101 class looking for inspiration and a way to begin the process of organizing her memoirs. Annamarie brought humor to the group and shared her poem, *The Final Adventure*, which she wrote in 2009 while preparing to leave Florida and begin her journey to Ardenwoods.

### Final Adventure

Old woman in my mirror  
It's my 84th year.  
Life is going too fast.  
God knows how long I'll last.  
House work gets too hard.  
I can't maintain the yard.  
So I made a resolution  
To live in the Institution.  
Mae Brown calls it the Home,  
A place where you don't live alone,  
"Choose Senior living" some say.  
"It's better than being put away."  
So I found Ardenwoods, a resort,  
Where old folks can cavort.  
Herds of us live here.  
Our wisdom permeates the air.  
These are all my peers.  
We've lived a lot of years.  
Children of the Great Depression  
Recycling was our obsession.  
We're the Greatest Generation.  
Our stories create a sensation.  
The past holds our history.  
Our future is a mystery.  
Old woman in the mirror  
We're "outa" here.  
There's nothing to fear.  
Nothing to dread.  
Ardenwoods is our last great adventure  
Before we're dead.

- Annamarie Choo



### An Inspirational Journey Down Memory Lane

Michele Eliashevsky,  
Community Life Services Coordinator

Our first LifeBio 101 class was, by far, one of the most rewarding experiences of my time at Ardenwoods. The class, which is designed to spark memories and guide writers and non-writers alike in the process of recording their life stories, stirred up common bonds between neighbors from different worlds and brought back many memories of things long forgotten. As one class member fondly put it, "it was like group therapy" as connections were made and lifelong patterns recognized among participants.

LifeBio was founded by Beth Sanders, a journalist with a passion for life stories. She wanted to provide a way for everyone to get started recording their life journeys by designing a system that made the process of writing accessible to anyone with a story to tell. The LifeBio 101 class is a guided tour of how to begin recording your story, but it is also helpful for those who have journaled for years and are looking for a way to organize their writings.

Our class members met weekly over the course of eight weeks to work on short exercises that helped outline what is most important to them to share, and to participate in class discussions that for many, stimulated memories of years gone by. Some chose to complete their assignments with pencil and paper, some used audio recording equipment and some worked on their computers each according to their individual needs and preferences. Homework assignments consisted of answering a few questions each week in the Memory Journal, which has thought provoking questions divided into four sections: *The People Who Shaped You*, *Memories*, *The Real World* and *Bringing It All Together*. Stories were as brief or as in-depth as each participant wished for them to be. No matter what was chosen, the end results were always worthwhile.

By the end of our course, each member had a tangible recording of some important aspect of their life. Some chose to condense their work into a *Story Sharing* template for family or friends, while others preferred to complete the *Heartfelt Letter* template, preserving ethical and moral lessons for future generations. Addie Brecker wrote a lovely letter for her final project addressed to the little one in her life, her Yorkshire Terrier, O.B. Her letter contained such universal moral lessons that no one knew to whom it was written until the very end! She touched us all with her warmth and open heart. Whatever means one chooses to record their story, what is most important is that these legacies are preserved.

When it came to planning our final class celebration, I was inspired by a story Annamarie Choo had shared about her most favorite birthday, when her mom presented her with a giant gingerbread man for a cake. I asked each class member to share a special birthday memory or talk

about their most favorite cake. Mine was made by my grandmother - a chocolate castle with six princesses standing in front, each with their own cake dress, decorated with frosting for my closest friends and I to enjoy. Each of the class members had an equally interesting recollection of their own, and so our last session ended with each participant receiving an individual treat relating to their special birthday memory. It was a great way to end a fantastic time together. Each person inspired me in some way with their tribulations, triumphs, humor and wisdom, and I feel blessed for my time with this special group of women.



Michele and Annamarie pose with a gingerbread man, representing one of Annamarie's favorite birthday memories.



The first graduating members of the LifeBio 101 class: (standing) Dixie Fisher, facilitator Michele Eliashevsky, and Annette Leuthold; (seated) Maggie Biondi, Annamarie Choo, Addie Brecker and Lois Flynn.

## TELL YOUR STORY



During class, Dixie Fisher spontaneously penned a response to Annamarie's poem:  
*March 13 we will say  
 "Happy Birthday" to Annamarie  
 For she will be 86 years old.  
 Tales will be told  
 About her many varied times  
 And they all will be fine.  
 From your Friends:  
 May your rhymes always blend!*



Lois Flynn recalled one birthday where a planned sleigh ride was cancelled, so her mother made up for it by making all the children little snowmen out of marshmallows and chocolate! During our class celebration Michele presented Lois with a sledding marshmallow man.



Addie Brecker's special birthday memory was from her 16th birthday, when her mother threw a surprise party for her, and the guests kept pouring in the door! She was presented with a "birthday cake" cupcake with sprinkles galore.



## Four Star Service



Ally Schultz greets Paul Sampson and Jack Bowles at dinner. Our servers strive to provide a pleasant dining experience at every meal.



Surveyors complimented our varied and active Life Enrichment Program. Local volunteers, such as members of the Companion Dog School of Asheville, are important for the program's success.



Our housekeepers keep the building spic and span. Tracy Edwards shares a laugh with Gene and Dilys Coleman as she gives Gene's shoes a shine after cleaning their room.



Safe sidewalks and patios are some of the features of our physical plant that help provide quality of life for our members. Anne Clark enjoys the fragrance of an herb from one of our raised garden beds.

## Reaching for the Stars

Bill Ramaskewich, MA,  
Assisted Living Director

On Jan. 1, 2009, the North Carolina Legislature enacted a Star Rating Certification program for assisted living communities. The creation of the program was in response to the citizens of North Carolina request for increased availability of public information regarding the care provided in these facilities. The design of the program assists the consumers in making decisions regarding care options for themselves or their loved ones.

The program is administered by the Division of Health Service Regulation (DHSR). DHSR conducts intensive inspections of assisted living communities on an annual basis. During the inspection records are reviewed for accurate admission and discharge information, and medication management procedures are scrutinized as well as resident care and services. The survey team interviews residents to evaluate their satisfaction with the community. Food service, activities program, sanitation and the overall physical plant are other areas put under the microscope.

At the end of the survey the team evaluates the facility and reviews citations found during the inspection. A Star Rating is given based on the findings. The highest rating a facility can receive for their first survey is a three star rating. Only after receiving three stars for two consecutive years can the coveted fourth star be awarded.

After Heather Glen at Ardenwoods was awarded a three star rating for its first review under the new system, the team vowed to "reach for the stars" and achieve the four star rating. We are pleased to announce that this year's review resulted in a four star rating, the highest rating available. Not only were we awarded the highest rating, but we were found to be deficiency-free. This means that the survey team found no regulatory citations during their review with a final score of 105.5. This outstanding accomplishment was followed by the Department of Health awarding our food and beverage department a score of 102. The residential living spaces, community gathering areas, restroom facilities and office areas collectively earned a sanitation score of 100 by the Department of Health.

Our most meaningful survey results were recently announced from an assessment conducted by Life Care Services. This evaluation measures the Ardenwoods members' satisfaction with the services offered at Heather Glen. Our hearts were warmed by the 100% satisfaction rating that the membership awarded Heather Glen. These results were the icing on the cake to a year of outstanding accomplishments by our dedicated team.



Ardenwoods Hospitality Heroes (from left): Lisa Price, Medication Aide; Tracy Edwards, Lead Housekeeper; Michael Kimzey, Lead Server; Bill Greenberg, Driver; Michael Efstathiou, Maintenance Technician; Gerry Jenkins, Receptionist.

## Recognizing and Celebrating Ardenwoods Employees

Christy Thompson,  
Human Resources Director

At Ardenwoods, we recognize that one of the key ingredients to our success as a community and to overall member satisfaction is a caring and committed staff. Because we deeply value the contribution of all our staff, we feel it is important to formally recognize staff who exceed expectations.

Ardenwoods staff can earn recognition and awards under three distinct categories: Hospitality Hero, WOW Points and tenure. The most celebrated recognition is the Hospitality Hero Award. Bi-monthly, the leadership team submits candidates for consideration and votes. The winner receives a gift certificate and their name is engraved on award plaques on permanent display at both Heather Glen and Ardenwoods. Other ways we recognize the

unique contributions of our staff are through WOW points, thank you cards, service recognition plaques and gift catalogues.

WOW points are cards completed by management who observe staff going above and beyond in making another member, visitor or fellow associate feel welcomed. Over several weeks, WOW points are collected for entry into a drawing. During staff meetings, a winner is randomly selected and then receives a gift.

Ardenwoods members are also invited to recognize staff by filling out "Thank You" cards which are located at the reception desk.

Lastly, Ardenwoods recognizes tenured employees with service of three or more years with an award certificate and a catalog shopping excursion for staff who have five years of service. Three of our staff have even served our community for over a decade. Our staff are so much more than "employees"—they are an integral part of the Ardenwoods family.

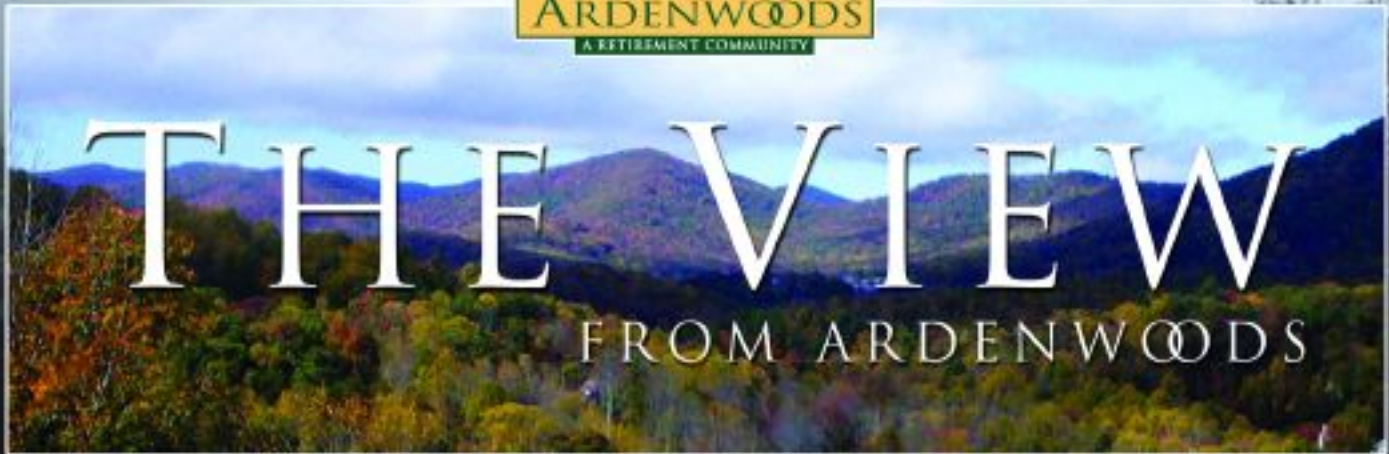
## Member Spotlight



Ed and Milli Adams served on the Food and Beverage Committee from May of 2008 until May 2011. We are grateful for the couples' contribution and length of service on this important committee.



In February 2011, Food and Beverage Director Brian Good created a guided tour for members through the commercial kitchen of Ardenwoods in order to showcase the "behind the scenes" happenings of a very busy culinary operation that serves close to 9,000 homemade meals a month. When the first group of 15 members arrived for the tour, they were impressed to find culinary staff peeling potatoes, filleting salmon and preparing homemade desserts for the evening meal. The tour included information concerning kitchen operations, commercial cooking equipment and fire safety equipment. The members were surprised at the number of culinary staff who use a very tight, but efficiently designed, kitchen space and to find that we really do peel our own potatoes and make everything from scratch. Kitchen tours are currently offered on a quarterly basis. Members Rufus and Dixie Fisher (above) were on the first "kitchen tour" at Ardenwoods.



2400 APPALACHIAN BLVD. • ARDEN, NC 28704 • (828) 684-0041



2400 Appalachian Blvd. • Arden, NC 28704

VISIT US ON THE WEB AT [WWW.ARDENWOODSLCS.COM](http://WWW.ARDENWOODSLCS.COM)

