

What Is The CCCR of NC?

An organization of residents of continuing care retirement communities in the state. Its objective is to protect and further the interests and welfare of residents of CCCRs throughout the state.

How Did It Begin?

It was incorporated in 1988 under the leadership of Dr. Harry Groves, a retired law school dean who was concerned about our inadequate state laws covering CCCRs. Its first project was to win enactment of basic legislation for the licensing and regulation of such communities. This was achieved in 1989. The position of Manager of Continuing Care Retirement Facilities was created within the NC Department of Insurance. Currently Jeffrey A. Trendel is the Manager. He has jurisdiction over 47 facilities (housing 14,000 residents) across the state. There are six more CCCR facilities awaiting licensing at this time. The Department has recently reactivated its Continuing Care Advisory committee on which CCCR of NC is represented.

What Does It Do?

CCCR of NC monitors Federal and State legislative proposals that may impact on our communities and their residents. These include health care and long term health care insurance bills before Congress and the State Legislature; Federal and State tax proposals; major changes suggested nationally in health care and HMOs; and potential changes in Social Security and Medicare.

CCCR of NC encourages development of strong, effective resident associations in every retirement community across the state and active resident participation in the formulation of policies and programs that affect them. It seeks to support the fiscal soundness and effective management of all our communities. It strives to work closely with community administrators and boards of trustees (and with all other agencies and organizations concerned) to develop the best in safe, happy and productive retirement living.

Please Join Us Now

CCCR of NC Membership

Name(s) _____ Date _____

Mailing Address _____

_____ NC _____
City Zip Code

Your Retirement Community _____

Please check as appropriate: New Member Renewing Member

Individual

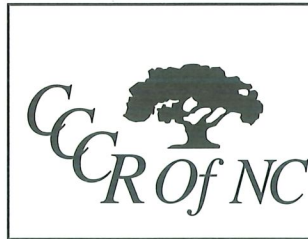
- One year \$5.00
- Life Membership \$50.00

Couple

- One Year \$10.00
- Life Membership \$100.00

Please make checks payable to CCCR of NC and give to your representative. If you do not have a local representative mail to:

Management Services for Organizations
P. O. Box 1783
Salisbury, NC 28145-1783



THE HOTLINE

THE HOTLINE is published four times a year for the *Continuing Care Community Residents of North Carolina* (CCCR of NC), incorporated in 1988 "to further the interests of residents of continuing care residents communities in North Carolina.

PRESIDENT'S MESSAGE

This is my first message to our State organization members. Hopefully it will give everyone a good introduction to some of the important issues we have to consider for this new year.

Before we review subjects for our new year, I will mention how much we all appreciate the time, effort, and expertise that was given freely by last year's outgoing officers. We recognize specifically Bill Koehline, who has been our president, Myles Walburn, who was our past president, Hope Davis, our secretary, and Evelyn Baas, our treasurer. Others of the old group continue their jobs or have new jobs. Finally, we are happy to report that we have added Robert (Buzz) Lee from Deerfield Retirement Center as our newest appointed member on the executive committee. We look forward to continuing the work begun last year and to begin new efforts that have been identified for the new year.

Our new executive committee met on Nov. 15, 2002 to consider both old business that needed to be continued this new year, and new business subjects that should be addressed. I mention some of the most urgent ones.

During last summer a survey was begun to determine any significant concerns and problems related to financial information-sharing

on a regular basis by administrations of our various CCRC's with their residents. As we might have suspected, some responses to the survey indicated a high level of satisfaction with that information. Others reported receiving very little information, especially in written and understandable form. Those residents who were unhappy often indicated that details came to them in the form of charts, graphs, and summarized form that could not be interpreted at the local level. Those who are dissatisfied expressed a real need for assistance. Your Executive Committee feels these concerns in a number of CCRC's are important enough to warrant our establishing a special small ad hoc committee to consider these unresolved financial matters. Accordingly, your President was authorized to appoint such a committee to begin further investigation immediately. We will inform you of our progress in this regard.

We are considering various subjects to be addressed at our regular Board meetings. We understand that our Board Representatives and visitors who travel long distances to meetings expect to receive relevant information - more than simply routine business details - about the State organization. To that end, we will be concentrating on subjects of both special and general interest.

Continued on page 8



THE HOTLINE

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Annual Meeting Overview

More than three hundred members CCCR of NC, representing 25 different communities, attended the Annual Meeting at Carol Woods. In the words of president Koehline it "was the largest and most carefully planned meeting held by CCCR of NC to date" and consequently our incoming president later noted that one of his first projects would be to find a location with enough space for the next annual meeting. The meeting format was similar to that of the year before with a keynote speaker, three breakout sessions after lunch, followed by a short business session. A brief overview of speakers was presented in the September 2002 HOTLINE and a more in depth description can be seen in separate articles in this issue.

During the business meeting Evelyn Baas, Treasurer, gave her financial report (see page 10), Don Hasty reported that we now have 3776 members almost 700 more than in October 2001. President Koehline stated that CCCR of NC has continued to monitor the implementation of the local property tax law. It seems that most communities have not been noticeably affected this year. Ken Reeb, chief financial officer of Carol Woods, spoke about that community's experience with taxes. Carol Woods has gone from a tax paying CCRC to a non-paying one as noted in an article by Ivor Collins

in the March 2001 issue of the HOTLINE. Mr. Reeb described in depth why Carol Woods did not have to pay taxes and what the preliminary plans were for voluntary charitable contributions to the community.

A survey has been conducted concerning satisfaction with the way twice annual financial reports are handled in individual CCRC's. President Koehline reported that a considerable number of responses had been received, and that the data will be turned over to the new Executive Board for tabulation. He presented the slate of new officers which was approved by acclamation. The new board will be as follows: Don Hasty, Piedmont Center, President; Vice President, vacant; Sterling Whitener, Friends Home West, Secretary; Kenneth Sell, Piedmont Center, Treasurer; Ivor Collins, Carol Woods, Lobbyist and Legislative Monitor; Lisbet Nielsen, Covenant Village, Editor of "THE HOTLINE;" with Buzz Lee, Deerfield as the newly-appointed member-at-large. It should be noted that he had been recognized earlier for his work in organizing membership at his CCRC. It went from 0-274 in a few months.

Our new president, Don Hasty, made a brief statement which included the organization's new address and the Board meeting dates for 2003 -- January 15, 2003, March 19, 2003, and May 21, 2003, with October 15, 2003 for the annual meeting. Locations will be announced at a later date.

Lisbet Nielsen

Covenant Village

**Board Meeting
Belle Meade
January 15, 2003**

CCCR OFFICERS AND BOARD MEMBERS

2002-2003

FOUNDER: Harry Groves	202-244-9606	<hegroves@earthlink.net>
PRESIDENT: Don Hasty	336-472-5488	<dsjthasty@northstate.net>
VICE-PRESIDENT – Vacant		
SECRETARY: Sterling Whitener	336-297-9688	<shrlin@worldnet.att.net>
TREASURER: Kenneth Sell	336-476-5221	<ksell@northstate.net>
PAST PRESIDENT: Bill Koehline	919-933-3868	<wakpak@earthlink.net>
LEGISLATIVE MONITOR: Ivor W. Collins	919-918-3556	<shirleyrhea@hotmail.com>
APPOINTED MEMBER: Robert (Buzz) Lee	828-277-7740	<Bmccbuzz@aol.com>
EDITOR THE HOTLINE: Lisbet Nielsen	704-864-7022	<lnielsen1@carolina.rr.com>

COMMUNITIES REPRESENTATIVES

ABERNETHY CENTER: Wendell Swift	828-465-3266	< W.B.Swift@conninc.com>
ALDERSGATE: Carl Harris	704-532-7119	
ARBOR ACRES: Mary H. Dalton	336-727-8890	
BELLE MEADE: John W. Sloan	910-246-0151	John Sloan <jwsloan@nc.rr.com
CAROL WOODS: Oscar Sussman	919-968-0409	
CAROLINA MEADOWS: Ted White	919-933-0738	< kaytednc@bellsouth.net>
COVENANT VILLAGE: Lucy Cochcroft	704-861-1856	
CROASDAILE: Florence E. Blakely	919-384-2223	< feb27705@yahoo.com>
CYPRESS GLEN: Marjorie Wright	252-830-6080	
DEERFIELD: Robert E.(Buzz) Lee	828-277-7740	< Bmccbuzz@aol.com>
FOREST AT DUKE: Ned Arnett	919-489-4133	<narnett@chem.duke.edu>
F. H. GUILFORD: Otto T. (Ted) Benfey	336-854-2136	<benfeyot@nr.infi.net
FRIENDS HOMES WEST: DeWitt Barnett	336-854-8728	<hdbrmb@triad.rr.com>
GLENAIRE: William C. Flickinger	919-467-4369	FLICK327NC@AOL.COM>
GRACE RIDGE: Roger Cannon	828-439-8339	< joancannon@hci>
PENICK VILLAGE: Virginia Keys	910-692-0305	
PENNYBYRN AT MARYFIELD: Robert Gober	336-812-8692	<rgober@triad.rr.com>
PIEDMONT CENTER: Aulene Henderson	336-476-0967	<aehenderson@northstate.net>
PINES AT DAVIDSON: Arthur Jones	704-896-1409	<fbouknight@mindspring.com>
PLANTATION ESTATES: Dan Knee	704-321-2560	<danknee1@alltell.net>
PRESBYTERIAN HOME : Edith Dozier	336-869-2852	
QUAIL HAVEN VILLAGE: L. M. Skamser	910-295-6754	
SALEMTOWNE: TO BE NAMED LATER		
SCOTIA VILLAGE : Jack Hanna	910-277-7516	< jacana@servusa.com>
SOUTHMINSTER: Benjamin S. Horack	704-551-7073	
ST. JOSEPH: John Cushman	910-692-4009	
TRINITY OAKS: Dr. Jay A. Buxton	704-636-2172	<eibjab@aol.com>
TRYON ESTATES : Ruth McCallum	828-894-3924	<jbrb@alltell.net>
TWIN LAKES: Charles Fitzpatrick	336-585-0584	
WELL-SPRING : TWO CO-CHAIRS		
Betsy King	336-288-9512	
Denolda Patten	336-286-2922	
WESLEY PINES : Forest R. Bray	910-739-6389	
WINDSOR POINT: Frank Thomas	919-557-4838	

NOTE: Abbreviation of CCRC's was necessary due to pace limitations

**CCCR of NC TREASURER'S REPORT
FOR THE FISCAL YEAR OCTOBER 1, 2001 - SEPTEMBER 30, 2002**

Checking Account Balance Oct. 1, 2001 \$ 5,863.16

RECEIPTS

Membership Dues	\$23,785.00			
Interest Income	18.15			
Printer's Refund	2,681.80			
Total Receipts			<u>\$6,484.95</u>	

\$ 32,348.11

DISBURSEMENTS

	Budget	Actual		
"Hotline" Expenses	\$ 17,500	\$12,223.32*		
Board Meetings	1,375	1,373.81		
Annual Meeting	1,946	999.26		
President's Expense	500	116.50		
Secretary's Expense	100	-0-		
Treasurer's Expense	600	394.07		
Website Expense	250	-0-		
Minagement Services	3,000	3,675.00		
Membership Development	1,000	391.03		
New Program Development	2,000	50.00		
Legislative Monitoring	500	231.93		
Representation	1,000	818.25		
Dues	<u>375</u>	<u>330.00</u>		
	\$ 30,146	\$ 20,603.17		

Transferred to Certificates of Deposit \$ 7,000.00

Total Disbursements \$ 27,603.17

Checking Account Balance September 30, 2002 \$ 4,744.94

Date	Amount	% Yield	Maturity
03/18/02	\$ 5,239.34	1.75	10/16/02
04/16/02	3,054.00	1.85	11/14/02
06/25/02	5,117.36	1.83	12/19/02
07/01/02	5,677.92	1.85	01/17/03
09/04/02	7,075.05	1.54	03/05/03

*Includes printer over payment of \$2,682.00 from September 2001.

“Successful Aging”

Dr. Linda George, Professor of Sociology and Associate Director of the Center for Aging and Human Development at Duke University, was the keynote speaker at the annual meeting. She noted that the greatest accomplishment of the 20th century was the increase in life expectancy --almost doubled—from 48 years to 74 for men and to 80 years for women. Her 25 years of research, including over 6,000 interviews in the areas of stress, coping and care-giving, suggests that quantity has been matched by quality. She identified the following five pillars of successful aging:

1. **Health** -- not to be taken for granted. Although the medical profession is a lot better, 85% of individuals over 65 has developed one chronic condition and by age 75 the same percentage has three manageable chronic conditions. New areas of research suggest that exercise and the addition of vitamins and minerals to our diet does improve health. She did, however, stress that care should be taken in these areas. The biggest health problem is the large number of individuals who have neither a plan nor the funds for long-term care.

2. **Financial security.** In 1970 older adults were more likely to live in poverty; now it is children. The biggest fear for seniors is “running out of money before running out of life.” Our generation is generally in good shape due to pensions from employers. For the next generation pensions may not be available. Dr. George did state that there is good insurance available in the private sector.

3. **Social Relationships** -- critical to our health. Dr. George described two kinds of relationships: Vertical relationships that mimic parent/child relationships (e.g., boss/employee, different generations) and horizontal, same age

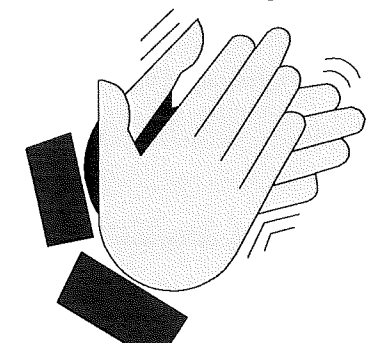
peers, same social status. In other words people with whom we have things in common. Research shows that we do need both, but that horizontal is by far the most important. Both positive psychological and physiological changes such as change in blood pressure, rapid pulse, etc. take place during even minimal friendly social interactions. Hence, your friendly smile has a lot of power over other people’s health.

4. **Cognitive Flexibility.** Recent research in cognition indicates that, contrary to earlier beliefs, we can develop new neuro pathways in the brain if we are otherwise healthy. New pathways are developed through exposure to new stimuli and new tasks. To develop these brush your teeth with the non-dominant hand, take a new route to same place, listen to new kinds of music, try new foods, smell new things (aroma shops), look for new ways of doing things, and be willing to accept change. Dr. George noted that we need to be flexible in all areas of life since lack of flexibility leads to problems. “Our human resistance to change is almost instinctual,” she said, “and is the major obstacle to feeling good about oneself.” We can and should cultivate new routines for ourselves.

5. **Engagement/Passion** -- critical at any age. We need to be passionate about something in order to survive. It can be a hobby, collection, volunteering, gardening, etc.

Dr. George’s address was very well received and his been discussed at other meetings.

Lisbet Nielsen
Covenant Village



“Changes in Cognition in the Aging Process”

At the October 16th meeting of the CCCR, which was held at Carol Woods Retirement Community, residents were given a choice of three seminars after the lunch break. The largest group chose to listen to Dr. David Madden, a cognitive psychologist at Duke University who is doing cognitive neuroscientific research on age-related changes in perception, attention, and memory using behavioral and brain imaging measures.

Some of his research is based on information-processing tests, showing decline in episodic memory (such as remembering names), while other kinds of tasks show more stability (such as word meaning, factual knowledge, and learned skills). Other tests measured decline in attention (such as inhibition of irrelevant information).

Much of Dr. Madden's research employs brain-imaging techniques, such as PET (positron emission tomography) and fMRI (functional magnetic resonance imaging), modern methods of studying the brain and age-related changes. Some of the sources of interference with perception and thinking arise from an increase in "noise level" in the brains of older people, the result of cumulative experiences over a lifetime. His presentation brought forth many questions from the audience. Research on the effect of exercise (walking versus stretching and toning) on the brain indicated that the attention processes did improve. It was noted that current data does not recommend any specific nutrients for memory enhancement, nor does it conclude that nutrients are ineffective.

W. Grant Dahlstrom

Carol Woods

"How to Incorporate Exercise and Physical Activity into our Daily Lives."

Miriam Morey Ph.D., Physiologist and Clinical Coordinator of Geriatric Research, Education and Clinical Care at the VA Medical Center in Durham in conjunction with the Duke Medical Center, School of Medicine and School of Nursing, presented one of the optional sessions at the Annual Meeting.

Using excellent visual aids - power point - Dr. Morey discussed Physical Activity and Exercise, which she defined as different. She identified the percent of population in different states of fitness - 5% dependent, 15% frail, 6% Independent, 15% fit, 5% elite. She discussed the functional cost of Physical Inactivity from a life athlete to a dependent person. She feels that a "life style" of physical activity is not necessarily indicative of good physical condition.

Risk factors were identified for (1) lower extremities, (2) low endurance, (3) poor balance, and (4) gait speed. She strongly advises strength exercises with moderate-to-hard effort for all, but with less effort on endurance exercises. All exercise programs should be planned to meet personal needs and good records should be kept. .

It is never too late to assess your strengths and weakness and to plan and carry out an exercise program regardless of your current status. She believes strongly that much can be accomplished by most of us in three months with a planned program fully-executed. She does not think most need a doctor's approval before beginning a regime, but she knows that some people may disagree.

She showed the group a fairly new (2 to 3 years) federal publication which is free and she

addressing safety infractions committed by employees or residents, no matter what their respective place in The Forest's organizational structure may be. The goal has been to create this atmosphere to make an injury-free work and living environment possible.

To attain this goal, various programs have been implemented to open the lines of communication between employees, residents and contractors. Incentive programs, such as "safety parties" after every 50 injury free workdays, attendance awards, and "safety and service" awards are examples of some of these programs. In-services beyond the mandatory OSHA requirements continue to be given for both residents and staff.

Through the effective use of communiqués, training sessions, incentive programs, active safety committees (both staff and resident-run committees) and aggressive equipment maintenance programs, we feel that we are continually enhancing our safety awareness. With residents being a crucial part of the overall safety at The Forest, the resident safety committee advises management on a variety of safety issues. Many residents have been intimately involved with safety concerns in their former business lives and bring a wealth of knowledge and experience to The Forest safety program. For example, one of our residents was a corporate safety officer for a large chemical producer and has added a wealth of experience to our program. Through active staff and resident participation in all of these activities, the importance of safety, as well as security, has become an important part of life at The Forest for residents and staff alike. Safety truly is everyone's business.

Jim Thompson, MHA

The Forest at Duke

Inter Generational Music

Laurel Lake Music Society of Tryon Estate (LLMS), founded by Jean Williams, arranges concerts of various kinds at Tryon Estates and works closely with Polk County Schools to promote music. It is responsible for all students getting recorders upon entering the third grade. Talented students and teachers have performed for the residents of Tryon Estate.

Under the leadership of Beverly and William Rinck, a scholarship competition is sponsored each spring. Students in grades nine through twelve may compete for several scholarships to the week long Canon Music Camp which is held at Appalachian State University. Students may compete in the following categories: piano, strings, brass, woodwinds, voice and percussion. Professors from various Colleges and Universities have been the judges in the past. Five high school students won scholarships to attend the camp last year as a result of the competition.

Further evidence of the Music Society's involvement in the promotion of music in local schools can be seen by its joint endeavor with Polk County High School to bring a 50 member United States Air Force Heritage of America Band to the high school for a concert. Several high school students had the opportunity to play some numbers with this band during the concert.

Ruth McCallum

Tryon Estates



President's Message continued

As appropriate, we plan to present committee reports, whether of a progressive nature or as a completed subject. For instance, we can visualize the possibility of several progress reports related to the need for further financial information.

Your Executive Committee has approved a new annual budget in principle to be presented to the January, 2003 meeting of the Board of Directors for its approval. Ken Sell, our Treasurer, will present the proposed budget at that time. Contrary to some businesses these days, your State organization is in good shape financially.

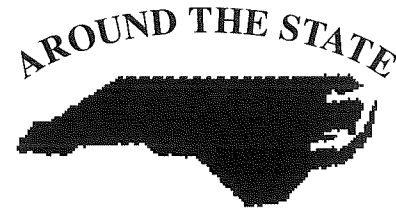
Susan Williamson of NCANPHA has proposed that we determine ways we might meet with her and other representatives of her organization from time to time to work on subjects of mutual interest to both groups. Your Executive Committee believes this is a worthwhile proposal and your President has been authorized to pursue such a venture.

In addition to the subjects mentioned above, we are considering the needs and feasibility of establishing either study groups or special committees to deal with new projects such as liability insurance concerns, a Lifelong Learning Center group, and implications related to available space for meetings, due to the increasing size of our CCCR of NC. As our State organization continues to grow in size, we will gladly work through some of these challenges.

As the new year gets under way, we will be looking for ways we can be of further service to all of our CCRC's in North Carolina.

We wish all our members Happy New Year.

Don Hasty
Piedmont Center



THE FOREST AT DUKE: A CAROLINA STAR

One of the chief purposes of the Occupational Safety and Health Act is to assist employers in identifying unsafe conditions within the workplace. The Federal Voluntary Protection Program (VPP) is an innovative public/private partnership that recognizes industry leaders in the area of safety. Companies recognized as VPP facilities not only meet minimum OSHA standards but also far exceed them. Voluntary Protection Program workplaces are leaders in the area of safety. Out of approximately seven million OSHA regulated companies within the United States, there are only 886 VPP designated sites nationwide as of this moment. In North Carolina and in many other states, VPP is identified as the STAR program. North Carolina leads the nation in STAR-designated facilities with 50 out of approximately 200,000 workplaces.

The Forest at Duke (TFAD) has recently been designated part of the Carolina STAR family. The significance of this recognition is that our community, according to the North Carolina Department of Labor, is the first healthcare facility in the nation to be so designated. It recently celebrated its tenth anniversary, but during its short existence and even long before we ever heard of the STAR program, residents and staff have tried to foster an atmosphere of safety and security for all.

Those at TFAD have been successful in envisioning and creating an atmosphere of cooperation and communication between staff and residents so that anyone feels comfortable

heartily recommended it. It is written in lay terms by knowledgeable health professionals. It gives guidance on how often, how long, and how strenuous, exercise should be. It includes exercises with drawings, charts to record work sessions, and a host of other materials.

EXERCISE: A GUIDE FROM THE NATIONAL INSTITUTE ON AGING. Write or call or go on the web to the Public Information Office, National Institute on Aging, National Institute on Health 1- 800-222-2225. Ask for Publication No. NIH 984258, or on the Internet <http://www.nih.gov/nia>

The session ended with our hearty thanks.

Margaret L. Moore
Carol Woods

"Retirement Community Libraries as Lifelong Learning Centers"

This well-attended session was chaired by two speakers: Dr. Margaret Berry, a resident of Well Spring Retirement Community, and Dr. Beatrice Kovacs, professor of Library and Information Science at UNC Greensboro.

Dr. Berry spoke enthusiastically of her interest in seeing libraries in retirement communities function as institutions for lifelong learning. Saying that the encouragement of intellectual life was as important as physical and social well being, she emphasized that libraries could be the hub of intellectual life in a retirement community.

Dr. Kovacs endorsed Dr. Berry's comments, and noted that the role of retirement community libraries has been largely ignored in library literature. She feels that North Carolina can pioneer in exploring and presenting ideas

in this field. Some members of the audience commented that in their communities there were many opportunities for intellectual stimulation through lectures, classes, and forums. These opportunities are not necessarily organized by libraries but by committees that serve as hubs or centers of intellectual activity themselves. Dr. Kovacs acknowledged this and stated "that one size did not fit all." Nevertheless, she felt that there was an important opportunity for libraries to play a leading role in the intellectual life of the retirement community. Both she and Dr. Berry said that assistance is available through grants, possibly for part-time professional library help.

Dr. Kovacs also summarized the results of a recent survey of 36 retirement communities that she and Dr. Berry had conducted. Among the highlights from the 34 respondents:

- 1) 70 percent had no mission statement, and 56 percent had no established policy statement.
- 2) Only about half had an institutional budget, and even in these cases the amounts may be small.
- 3) Roughly half have card catalogs, but only three had a computerized catalog.
- 4) Most have large print, audio, and video collections as well as regular print collections.
- 5) Approximately one-third do not have librarians or trained staff.

The audience voted to ask the CCCR of NC to establish a sub-group to study retirement community libraries as learning centers, with Dr. Kovacs as provisional chair. As a first step, Dr. Berry will conduct a needs assessment study among retirement community libraries.

Margaret L. Moore
Carol Woods

**Reports from Myles
Walburn**



**NaCCRA Annual
Meeting**

With the exception of California, all state associations were represented along with a number of representatives from CCRC resident associations and individual members. The meeting was held just north of Baltimore at the Broadmead CCRC in Cockeysville, a beautiful 400 resident facility with Quaker heritage.

The group worked on a number of issues beginning with proposed by-law changes that would enable state organizations to relate to NaCCRA in a way that would permit them to be covered by the tax exempt status. Proposed by-law changes were approved.

State associations reported on their activities. Considerable interest was expressed in the topics covered during our NC Annual Meeting. Several people asked about the "Five Pillars of Successful Aging" and wanted to get in touch with Dr. George. There was also interest in the program to design Lifelong Learning Centers. The report from North Carolina also included the establishment of an endowment fund at Carolina Meadows and a brief description of problems being encountered by residents at Belle Meade and Piedmont Center.

Maryland representative Red Waldron reported that State Senate Bill 355 was signed into law in May. New features include the following: at least one resident with vote is now required to be on the governing board of every Maryland CCRC; a description of the resident association must be included in the disclosure statement and the law strengthens the rights of residents in the event of bankruptcy. MACCRA

(Maryland Continuing Care Residents' Association) is now requesting the legislature to establish and fund a Study Group that would explore issues related to licensing executive directors, making CCRC resident committees a sub-group of the board of directors, shareholder rights for residents, mediation procedures, making major capital expenditures subject to resident approval and the establishment of the job of ombudsman.

Dick Spencer reported on behalf of FLiCRA, the state association in Florida. They are engaged in a long range planning process to determine how they might best cope with the changes they see occurring in the Florida CCRC. An average of one CCRC per year for the last ten years has converted to another type of operation or closed. Currently eight additional CCRC's are in what is called the "run out" stage in which they no longer offer lifecare contracts.

With the exception of the treasurer who has resigned effective at the end of the year, the current officers were re-elected for another year. The spring meeting of NaCCRA will be held at Ingleside at Rock Creek CCRC in Washington D.C. on April 10-11, 2003.

**"One Heart. Many Hands.
Creating the Future of Aging
Services"**

This was the theme of this year's annual meeting and exposition for the American Association of Homes and Services for the Aging (AAHSA) which was held in the Convention Center in Baltimore, Maryland, October 28-31, 2002. Among the estimated five thousand registered participants were sixty-six residents of continuing care retirement communities from various parts of the country.

As an organization of providers AAHSA is committed to advancing the vision of healthy, affordable, ethical long term care for America and, through its partner organization, the International Association of Homes and Services for the Aging, in over 35 countries world-wide.

The opening general session featured a keynote speech by Dr. Oren Harari on the topic "The Leadership Secrets of Colin Powell; Pertinent Principles for Today's Aging Services Provider." In spite of the fact that I have a negative reaction to anyone promising to share "secrets" with me, especially when the "secrets" come from someone other than the speaker, I found his talk to have an eloquent and instructive appeal to keep an eye on the future and how it may impact the way we operate and the way we think about what we do.

Most of the time at these meetings is spent in educational sessions that are divided into eight areas of interest. These are Aging and Design, Financial and Development Strategies, Human Resources, Innovations in Programs and Services, Leadership and Strategic Positioning, Management and Operations, Marketing and Public Relations and Public Policy and Legal Issues. The courses are structured for providers rather than residents. But with a list of more than 225 to choose from, it isn't difficult to find topics of interest to residents. I attended one entitled "Get this Gift and the Next: Successful Major Gift Fundraising," another called "The Future Begins Now" and a third on "Strategic Assessment: Merging Dreams with Reality." I also caught parts of an "Ethics Issue Forum" and one on "Linking Market Research to Strategic Planning. Handouts from these sessions and other AAHSA material is available on request.

On Tuesday a special lunch for CCRC residents was hosted by AAHSA. A presentation was

made by Louise Maus, the Public Policy Associate. She reviewed the eight issues that are currently of particular interest to older people and have been selected as AAHSA's public policy objectives and gave the present status of each. She urged CCRC residents to become active through contact with our congressional representatives by using the AAHSA web site. The address is "www.aahsa.org" and clicking on "Contact Congress" to find the Legislative Action Center. If you experience difficulty or have questions, she can be reached by e-mail at <lmaus@aahsa.org>. E-mail, fax or telephone are currently the more efficient ways to contact our representatives in Congress since regular mail must be tested for anthrax., causing six to eight weeks delay.

Finally, she reported that a fifty agency workgroup under AAHSA sponsorship is in the process of developing a standard definition for assisted living. There is great energy in the task and the group hopes to complete its work by spring 2003.

Myles Walburn
Carolina Meadows

Note from the Editor

Is your CCCRC doing something that you enjoy and that you think another home might like to copy?

If so, write a short article about it and send it to me at <lnielsen1@carolina.rr.com or by mail at Lisbet Nielsen, 1351 Robinwood Rd., Apt. A-403, Gastonia, NC 28054. Email is faster and easier, but surface mail will do too. When using email, please make sure to include the name of your CCRC. We are always looking for new things. Please realize that not everything get included when you think it should be.