

The first general meeting of the Central Region will be held April 20 at Friends Home West. Featured speaker will be Pat Sprigg, Executive Director of Carol Woods, who will discuss decision making by management and residents on boards of directors. A town meeting focusing on the future direction of the Central Region will follow. A box lunch will be provided at a nominal cost, and pre-registration is requested. Contact for information is Sterling Whitener, 6100 W. Friendly Ave., #1309, Greensboro, NC 27410; phone (336) 297-9688; e-mail Shrlin@bellsouth.net.

The steering committee met February 2. Members discussed how to organize the Central Region activities and how to begin. Ted Blount of Arbor Acres was elected to represent the Region on the CCCR of NC Executive Committee. A search is on for a person to handle regional funds and one or two more to be members of the Steering Committee, which will meet again March 16.

Eastern Region

TWELVE REPRESENTATIVES of the Eastern Region met at The Forest at Duke on January 25, to plan the first meeting of the entire region. Communities represented were Belle Meade, Carol Woods, Carolina Meadows, Croasdaile

Village, Scotia Village, St. Joseph of the Pines, and The Forest at Duke.

Myles Walburn (Carolina Meadows), CCCR of NC President, described the lobbying efforts of CCCR of NC over the years and the successful legislation that has been achieved.

Jim Pope (Carolina Meadows) will put together a survey to determine what CCCR of NC members value and what their needs are. Advantages of this proceeding were discussed by Myles Walburn.

During the lunch break, Steve Fischler, Executive Director of The Forest at Duke, discussed NCANPHA problems and issues we share. He mentioned the state budget deficit and the concern that legislative action could deny tax exemptions to not-for-profit facilities.

The Eastern Region meeting will take place April 26 at Carol Woods. Susan Williamson, CEO of NCANPHA, will be the main speaker, followed by Dr. Carolyn B. Long, of The Forest at Duke, who will discuss the Health Insurance and Accountability Act of 1996. Registration will be at 10 AM, and \$5 will be charged for lunch. Contact person is Jim Pope, 319 Carolina Meadows Villa, Chapel Hill, NC 27517; phone (919) 967-6178; e-mail jwpcwp@mindspring.com.

Prescription Drug Plan Update

ANY CURRENT RESIDENT of North Carolina over 65 who has no other prescription drug insurance, including Medicaid, and can meet the income test can now apply for the \$1,200 prescription drug benefit for 2005. The yearly income level for eligibility is \$23,275 or less for single, divorced, or widowed people, or \$31,225 or less for married people. Your pharmacist can supply details, or for more information and a simple application form, call toll-free, 1 (866) 226-1388.

CCCR Connections

Meeting with NCANPHA

LEADERS from the CCCR of NC and the North Carolina Association of Non-Profit Homes for the Aging met on January 28, 2005, at Sandy Ridge, Colfax, NC. Attending for CCCR of NC were Myles Walburn, President; John Sloan, Vice President; and Roger Cannon, a member of the Executive Committee. Representing NCANPHA were Susan Williamson, President and CEO; Kenneth Partin, Executive Director, The Givens Estate, and Chair of the Executive Committee; and Steve Fischler, Executive Director of The Forest at Duke and Past Chair. Since the CCCR of NC had requested that the agenda include a discussion of the recommendations of the Ad Hoc Committee on Financial Concerns, Frank Earnheart and Aulene Henderson, both from Piedmont Crossing, also attended by invitation.

Myles Walburn reported that some CCCR of NC members felt that the recommendations of the Ad Hoc Committee, all of which relate to provisions in NC Statute Article 64, Chapter 58, regarding CCRCs, if included in the

law, would benefit residents and should be approved, while others had expressed concern about the potential for unintended consequences and suggested further study. It was agreed to review and discuss the four recommendations in turn.

The first relates to #58-64-70 and concerns the civil liability of a provider who has not met the contractual obligations required by a disclosure statement. Currently action must be brought against such a provider within three years after the contract is signed. The recommendation would allow a suit to be filed any time within three years from the date that a breach of the agreement has been discovered. NCANPHA representatives felt strongly that the three-year limit is customary in NC contract law, and to change the wording would result in an increase in liability insurance costs for all CCRCs in the state, since an insurer could not know the degree of liability to be covered. Further, it was affirmed that a breach of contract is always actionable.

The second recommendation relates to #58-64-25(b), proposing a new paragraph (12) that would require that for every CCRC in the state at least one member of the Board of Directors be a resident of the facility, and where providers have more than one facility there be a resident from each on the Board. NCANPHA representatives responded by strongly affirming the role of residents in CCRC governance, that this is a major feature of AAHSA's Quality First initiative and has been NCANPHA's policy for some time. Residents are increasingly added to Boards of Directors on a voluntary basis and serve with distinction. But, if this were made mandatory by law, it would conflict with Chapter 55A of the NC Non-profit Corporation Act, Article 8-31, which deals with director conflict of interest.

The third recommendation concerns #58-64-40, which, under paragraph (b), requires semiannual meetings between residents and Board representatives for free discussions, including discussions of financial matters. The recommendation proposes to add a new paragraph stating that when a provider owns multiple NC facilities, financial informa-

tion be provided for each one. The essence of this recommendation has now been incorporated into the law.

The fourth recommendation, which would place a new paragraph in #58-64-50, proposes, among other changes, that the NC Commissioner of Insurance act as an ombudsman for the residents of CCRCs, and that the position be empowered to investigate and, when necessary, litigate with providers on behalf of residents. NCANPHA representatives pointed out what they believe would be considerable financial implications of this proposal. The Commissioner of Insurance establishes and regulates rates for all insurance companies and consumers in North Carolina.

This proposal would give CCRC residents special entitlements, so it is highly likely that user fees would be required so that state budget funds would not be used for a select segment of consumers. A number of years ago the NC Division of Aging started a long-term care ombudsman program for residents in skilled care and assisted living. At about the same time, major increases were effected in license fees for those facilities, which are now part of the costs of providing their services.

Finally, the group noted that the major agenda item for the legislature this year will be the need to cover what is now more than a one-billion-dollar deficit. New sources of funds will need to

be identified, as the one-time funds (Rainy Day Fund, etc.) have already been used. Revenue laws will need to be considered especially as they apply to "sin" taxes on tobacco and liquor. It may be that a state lottery will be reconsidered. Our interest will be to discourage raids on Medicaid funds, which currently don't equal costs, and to prevent decreases in other funds for long-term care. NCANPHA plans to issue occasional updates on legislative issues and will include CCCR of NC in their distribution.

The next meeting is set for March 15.

Myles Walburn
CCCR of NC President
Carolina Meadows

Attention all members!

Please plan to attend the meeting of members in your region. Dates of upcoming meetings are:

April 14 (Thursday)
April 20 (Wednesday)
April 26 (Tuesday)

Western Region
Central Region
Eastern Region

Check the Progress Reports from the Regions in this issue for details.

The Annual Meeting (all Regions together) will be held **Tuesday, October 18**. More details will follow in our next issue.



Board members and guests applaud (facing page) as Don Hasty (above, left) is commended by CCCR of NC President Myles Walburn for his dedication and leadership as Past President. (Photo above is courtesy of Joan Cannon, who is shown on the facing page taking the picture.)

with President Walburn on a revision of the Bylaws. There was a brief discussion about forming a legislative committee that might select issues of interest to residents, do some analysis, and make these concerns available to us all.

During an excellent lunch, special tribute was paid to Don Hasty (Piedmont Crossing) for his work and leadership as Past President of CCCR of NC during the past two years.

Progress Reports from the Regions

Western Region

THE TWELVE PEOPLE who met at the Holiday Inn, Morganton, on February 7, representing Abernethy Laurels, Aldersgate, Covenant Village, Deerfield, Grace Ridge, and Plantation Estates, discussed a broad range of topics, including: How can we get management to conduct semiannual meetings in compliance with the law?; Christmas giving to staff; and cost of medications when one is admitted to the healthcare unit. It was agreed that the region supports the continuation of the Presidents' Roundtable in the western part of our region and encourages establishing a similar get-together in the eastern part to further the exchange of ideas.

Recommendations for officers for the Western Region were: Dick Nielsen, Covenant Village, President; Edna Lewis, Abernethy Laurels, Treasurer; Roger Cannon, Grace Ridge, Representative on the Executive Committee; Betty Ervin, Grace Ridge, Alternate.

The Western Region meeting will be held April 14 at Deerfield. For information contact Happy Bradley, 22 Lambeth Drive, Asheville, NC 28803; phone (828) 274-9498; e-mail Brad4478@bellsouth.net.

Central Region

AT THE MEETING held at Presbyterian Home in High Point on December 7, Don Hasty was elected Coordinator of the Central Region. Charlotte Blount agreed to serve as secretary. A steering committee was selected to meet and consider how the region should proceed.

Association of CCCR Members at Deerfield

The accompanying HOTLINE does an excellent job of summarizing the highlights of the annual CCCR meeting in Greensboro and the recent Board meeting in Morganton. Those of us who attended can attest to the exciting developments in our statewide organization. We are particularly pleased with the new regional divisions of the state which will encourage and reinforce frequent interaction among CCRC's , in contrast to *that made possible by an annual meeting only*.

This reorganization *offers Deerfield the opportunity* to hold the first regional *Western North Carolina* meeting on April 14th. Mark your calendars! Our *Residents' Council* president, Walt Horner, *will be* the speaker, and emphasis *will be* on Communication. We are asking other participants to bring *examples of their CCRC's notices, newsletters, magazines, and schedules*.

Discussion can be more informal, and will encourage accomplishing goal #3 of our Mission Statement *which follows*:

1. Providing a source of information about statewide affairs for local residents.
2. Suggesting to the organization ideas that emanate locally for improvement of and/or concerns about regulations under consideration at the state level.
3. **Exchanging ideas regarding operations, amenities, and programs with other CCRC's.**
4. Cooperating with the local Residents' Council organization.

The Deerfield CCCR Steering Committee: Happy Bradley, Buzz Lee, Dorel Abbott, Walt Horner, Priscilla Bleke, Blair Manning, and Blan Aldridge.

Note: CCRC= Continuing Cae Retirement Community
CCCR= Continuing Care Community Resident



year at Carolina Meadows. The aim of the program is to keep residents driving safely longer. At Carolina Meadows, 204 residents have been through the screening at least once. Of these, 48% were found to have excellent driving skills; 12% were advised to cease or significantly limit their driving; about 25% were advised to consult vision specialists about acuity, night vision, and/or peripheral vision; and 10% were advised to talk with their physicians about driving or seek physical therapy. Finally, for 5%, the test was not conclusive, and it was suggested that they seek more formal driving assessments.

Results of the screening test are strictly confidential, so what people do with the recommendations is entirely up to them. The program, or something similar to it, is available to other CCRCs in North Carolina. CCRCs can shape the program to meet their

needs. Questions may be addressed to Jenny Womack, Division of Occupational Science, UNC-Chapel Hill, at (919) 843-4463; e-mail jwomack@med.unc.edu.

ANNUAL MEETING SCHEDULED

The Directors determined that the Annual Meeting, at which CCCR of NC members and Representatives from all three Regions will come together, will be held Tuesday, October 18, at the same location in Greensboro as last year's meeting. (Mark your calendar now!)

FINAL BUSINESS

John Sloan (Belle Meade), CCCR of NC Vice President, Jim Pope (Carolina Meadows), and Jack Bradley (Deerfield) agreed to work

Residents on Boards

THE AAHSA PUBLICATION "Best Practices," excerpted in the January issue of NaCCRA's *Life Line*, reports relevant comments from people familiar with the results of having residents sit on the boards of directors of their communities.

Many providers have come to appreciate the advantages of tapping these residents' wisdom, accumulated knowledge, and firsthand experience living in the communities.

As with any human endeavor, there is a potential downside. Some residents lack the broader perspective needed to weigh issues from the point of view of the future of the establishment as a whole, resulting in conflicts of interests. Occasional others have abused their positions by, for example, breaching confidentiality. Selecting board members based on screening and appointment may avoid some of these problems.

The consensus is that the provider has more to gain than to lose by taking advantage of residents' perspective and expertise.

The full excerpt may be found in the January 2005 issue of the *Life Line* (volume 10, number 1).

NaCCRA stands for National Continuing Care Residents Association. For information about NaCCRA contact Charles D. Paulk, 1001 Carpenters Way, Apt. C-117, Lakeland, FL 33809; phone: (863) 859-7425.



Boss Nike (rhymes with "sneaky") in the *Hotline* publication office. The *Hotline* welcomes photographs. If you have a good one of a community event or campus feature that you would like to submit, send it to Sandy Lovegrove, 1611 Aquinas Court, Burlington, NC 27215, or e-mail sandabel@aol.com. (Photographs will be returned on request.)



The hotline

Board of Directors Meeting

ELECTED REPRESENTATIVES of communities in the three Regions represent their communities on the CCCR of NC Board of Directors. Fifteen of them, and about the same number of guests, were present at the meeting of the Board February 8, at Grace Ridge in Morganton. Arrangements for the meeting had been made by Roger Cannon. Joe Yaeger, President of the Grace Ridge Residents Association, was host for the day.



CCCR of NC officers (left to right) Myles Walburn, President, John Sloan, Vice President, and Lisbet Nielsen, Secretary.

Routine preliminaries included Board approval of financial matters, including a financial report covering three months that showed receipts of \$10,665 and disbursements totaling \$5,325. Changes in budget line items were approved, and an action on a banking authorization taken earlier by the Executive Committee was confirmed. Finally, the Board reviewed and approved a procedure for implementing the sharing of revenue with the Regions, as recommended by the Strategic Planning Task Group in October.

The first of three brief reports described an effort to clarify our expectations relative to Management Services for Organizations, which keeps our membership records. We are negotiating with them and hope to have a contract in the near future. Second, it was stressed that increasing our membership is an ongoing priority. Our basic membership brochure needs updating. We hope to find one or two volunteers to guide the process. Third, CCCR of NC President Myles Walburn reported on the meeting between leaders of CCCR of NC and NCANPHA on Jan-

uary 28 (His report appears elsewhere in this issue).

Reports from the three Regions were presented (and appear elsewhere in this issue).

DRIVER ASSESSMENT PROGRAM

President Walburn updated the Directors on Developments in the Driver Assessment Program that has been in effect for more than a



Board members study their notes during a presentation. (Photo by Joan Cannon)

The *Hotline* is published periodically by Abel Publication Services, Inc., 1611 Aquinas Court, Burlington, NC 27215, for the Continuing Care Community Residents of North Carolina, Inc., c/o CCCR of NC President Myles Walburn, 247 Carolina Meadows Villa, Chapel Hill, NC 27517. Submissions to the *Hotline* and other *Hotline*-related communications should be addressed to the *Hotline* editor, Sandra Lovegrove, at the Burlington address above, e-mailed to sandabel@aol.com, or faxed to (336) 585-1851.

<CCCRofNC.org>

The CCCR of NC HomePage is being redesigned and revitalized—check it out!

Membership Application

One-year membership is \$5 for an individual, \$10 for a couple. Life membership is \$50 for an individual, \$100 for a couple. **Checks should be made payable to CCCR of NC and given to your community's CCCR of NC representative**, so he or she can keep an accurate tally of members. Please indicate whether you are a renewing or new member. If you are not sure who your community's CCCR of NC representative is, you may find out by contacting CCCR of NC President Myles Walburn, 247 Carolina Meadows Villa, Chapel Hill, NC 27517; e-mail myleshw@bellsouth.net. If your community does not have a representative, mail checks to: Management Services for Organizations, P.O. Box 1783, Salisbury, NC 28145-1783. The form below is provided for your convenience.

APPLICATION FORM (please print or type)

(Your name) (Spouse's name, if applicable)

Address _____

Status (please check one): Renewal New member

Enclosed is payment for (please check one):

One year: \$5, single \$10, couple Life: \$50 single \$100 couple