



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 Willie Johnson, 2600 Croasdaile Farm Parkway, #A-328, Durham, NC 27705. 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](mailto:sandabel@aol.com), or faxed to (336) 585-1851.

<CCCRofNC.org>

The CCCR of NC HomePage has been 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 Willie Johnson, 2600 Croasdaile Farm Parkway, #A-328, Durham, NC 27705; e-mail <williedjohnson@aol.com>. 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

### A Ministry of Visitation

TRYON ESTATES has a medical wing, with Alzheimer's and assisted living areas, as all CCCRs likely do. A move to one of these areas represents a real change in the living style of a resident and can cause loneliness and feelings of isolation. Tryon Estates' Alpha Volunteer Service (AVS) Be a Friend Program helps brighten the day

The AVS program, brainchild of residents Bill and Beverly Rinck, was initiated almost six years ago. They recruited volunteers from among neighbors and friends who wanted to reach out to others. The program's mission is to visit every resident in the medical, Alzheimer's, and assisted living areas for at least one hour each week. Visits are coordinated by a staff member to make sure that all residents are visited each week. Each volunteer is assigned six residents to visit on a scheduled day. There are enough volunteers each of the five working days each week to

accomplish this ministry of visitation. The most important part of the program is being attentive and showing care and compassion. Suggestions for the visits are: stimulate friendly conversation; offer to write/read cards or letters; water plants or flowers; read short stories, newspapers, magazines, or the Bible; be innovative to bring smiles.

The AVS program is extremely popular and residents look forward to the weekly visits. The scheduled visits also stimulate additional, non-scheduled, visits by the volunteers. Most of the volunteers say that they get much more out of the visits than the residents they visit.

If your CCCR does not have a program like this, think about it. If you would like further information please contact Beverly Rinck at Tryon Estates, (828) 894-6614.

*Paul Sutherland*  
Tryon Estates

### Neighbor to Neighbor

NEIGHBOR TO NEIGHBOR is the name of a group of residents as Croasdaile Village who volunteer their time to aid other residents in any of four ways: 1) visiting an ailing loved one while the caregiver has some time off to go shopping or to the beauty/barber shop, take a walk, or just take a nap; 2) accompanying a resident to the doctor's office (we use Croasdaile transportation); 3) accompanying a resident to the hospital; 4) providing

TLC to a resident who has returned home from the hospital or from our nursing care center, bringing meals and mail, for example, or just chatting.

We started with an informal committee that arranged a meeting of interested residents with the Croasdaile administration to discuss our mutual interests and goals, and got approval for a purely volunteer organization. A member of the committee called

friends at Carol Woods and Carolina Meadows to learn what they were doing along these lines. Four of us attended an all-day training session conducted by the Center for Volunteer Caregiving, a large church-based organization in Wake County. Many of our original 21 volunteers attended a two-day staff training session conducted at Croasdaile Village by the Alzheimer's Association of Eastern North Carolina. Two leaders from Helping Hands, a volunteer association based in Chapel Hill, spoke to our group one evening. In addition, we have held several of our own volunteer meetings to discuss procedures and also limits, such as HIPPA regulations. At a meeting of CCCR of NC at Carol Woods in April 2005, an informative speech

by a resident at The Forest at Duke gave us insight into the HIPPA regulations.

A steering committee meets periodically to make plans such as for recruitment, training, and expanding services. We consulted two insurance companies as to whether we needed liability insurance. For our type of service, we do not. Our coordinator, a member of the steering committee, with the assistance of another resident, keeps records of the availability and preferences of the other volunteers and makes arrangements for the provision of our services.

Our 18 volunteers have contributed 85.5 hours since the beginning of the year.

*Pat Ottaway*  
Croasdaile Village

## "Let's Remember"—A Gathering of Friends

WHETHER WE HAVE LIVED or worked at Friends Home West for a long or short time, the residents we have learned to know here have become very important to us. Many of them become close friends. Thus, when one of our residents dies it is a loss to our entire community.

The Health Committee felt that there was a real need for residents and staff who knew and cared for someone to have a means and an opportunity to share their grief and memories of that person with others. Acting on that perception the Committee initiated an informal gathering, "Let's Remember," which brought people together in a quiet place to share memories, including humorous anecdotes.

This gathering is not a memorial service or a visitation with family, or a replacement of either. It is simply an informal coming

together of residents, staff, and family members who wish to come. The purpose of the gathering is to remember and share, or just to be with others who also cared about the one who has passed away.

The "Let's Remember" gathering is held on the morning after the death of a resident at 10 AM in the Living Room for no more than an hour. When the cross and the name of the deceased are placed on the board outside the living room, a notice about "Let's Remember" is posted there also.

"Let's Remember" belongs to the residents and staff of Friends Homes West. It provides an opportunity for us to come together, as the family we are, to celebrate and remember the lives of our friends and our neighbors.

*Sterling Whitener*  
Friends Home West

## To Your Good Health

### West Nile Virus

West Nile Virus (WNV), most often transmitted by mosquitoes, affects four out of five people not at all or for only a few days, with flu-like symptoms such as fever, headache, fatigue, aches and pains, and occasionally a rash on the trunk. But in about 1% of cases, WNV can lead to debilitating West Nile encephalitis or meningitis, similar to St. Louis encephalitis, for which there is no known medical cure. Meningitis is an inflammation of the brain and the membranes surrounding it. In these cases, further symptoms are stiff neck, stupor, tremors, convulsions, muscle weakness, paralysis, and even coma. People with severe symptoms need hospitalization. The elderly and those with compromised immune systems are most susceptible.

How NOT to get the WNV depends on how well you protect yourself from mosquitoes. Steps to take are:

1. Sensibly use insect repellent, preferably one containing 30% DEET. The longer DEET is in contact, the better your protection.
2. Spray your skin sparingly and your clothing as well, because mosquitoes will bite right through the material (no need to spray skin that is covered by sprayed clothing).
3. If you know you will come in contact with mosquitoes, wear a long-sleeved shirt and long pants.
4. Avoid going out at dawn, dusk, and early evening, when mosquitoes will be most active. Especially avoid low-lying, moist areas during these times.
5. Check your flowerpots, baskets, pet water dishes, and birdbaths for standing water—be sure to use clean water daily.

If you think you may have been infected and have fever, confusion, muscle weakness, or severe headaches, contact your family physician immediately.

*Robert A. Watson, MD*  
Medical Director  
Twin Lakes Community

Excerpted from Dr. Watson's article in the *TLC News and Notes*, with the author's permission.

### Correction

The piece about seasonal allergy that appeared in the last issue contains a serious error. The herb ephedra, which my (outdated) source recommended for alleviation of hay fever, should never be used for anything. Also known as ma huang, ephedra has been found to be a dangerous stimulant and has been withdrawn from the market. Its use can raise blood pressure and cause cardiac arrhythmias. There is no known herbal remedy for seasonal allergic rhinitis. I am grateful to herbalist reader Edna Wilson, of Durham, for calling this to my attention.

*Sandy*

### Editor's Note

Thanks to all who responded to my call for papers for the *Hotline*. I received a gratifying number of submissions, more than I can fit in this issue. Some will appear later. In the meantime, please keep sending them!

*Sandy*

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## From Our Communities

### Hazardous Waste Cleanup

RESIDENTS at Abernethy Village report another successful hazardous waste cleanup. Residents Carl Zwingli and Carol Clise dropped off the items at the drop-off site in Newton on May 6. This year 13 electronic equipment items (printers, scanners, VCRs, and two televisions) were in the majority. Seventeen pounds of old batteries, four gallons of old paint, and a full box of household cleaning supplies insecticides, and automotive products rounded out the collection. Carl and Carol plan to make the hazardous waste cleanup a yearly event at Abernethy.

Excerpted from the Abernethy Countdown, May 2006.

### Star Trek

IT WAS A COOL, clear spring evening when our intrepid group of 27 Villagers went stargazing at the Snow Camp Observatory. When we reached our destination in a wooded area off Highway 87 the dome of the building was faintly outlined against a

darkening sky. It seemed strangely alien among the bare trees surrounding it.

A flight of steps took us up to the viewing area, inside the dome, which was barely large enough to accommodate us. The telescope, one of the largest on the eastern seaboard, stood impressively in the center, its "eye" peering through the dome opening toward the distant stars.

Our enthusiastic and knowledgeable host and mentor was Dr. Steve Danford, professor of astronomy at UNC-Greensboro. UNCG shares ownership and operation of the project with Guilford College and NC A&T University.

Granted, elders are not at their best navigating in semi-darkness, but "in union there is strength." Thanks to the limited space there was always an arm or shoulder to lean on, which we all did without hesitation. . . .

Observing a part of the sky directly overhead requires suppleness and determination to position oneself to look through an almost vertical telescope.

Our stargazers saw for themselves an orange Mars or the ringed planet Saturn. It was exiting because these were not familiar photos, they were the real thing!

Last, and perhaps best of all, was our gathering outside with Dr. Danford. We thought how long it had been since we had looked up into a black velvet sky and seen the myriad points of light so clearly. In one catch-your-breath moment we were reconnected with a star-filled universe.

*Olivia Woodin*

The Village at Brookwood

Reprinted from *The Village Voice*.

### Safety Response

SIXTEEN RESIDENTS at The Village at Brookwood have been trained and certified in proper CPR and defibrillator procedures, and new classes are planned. All Village security and maintenance personnel have been CPR-trained and know how to use atrial defibrillators.

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## From the President

GREETINGS TO EACH OF YOU via the *Hotline*, our invaluable means of communication. It is noteworthy that a request from Charles Paulk, President of NaCCRA, was granted for the republication of *Hotline* articles written by Allen Trelease, Friends Home Guilford, and Mason Bell and Buzz Lee, Deerfield. These articles will appear in the June issue of the NaCCRA national newspaper, *Life Line*.

### BOARD MEETING

It would be remiss not to gratefully recognize the hospitality of the Aldersgate residents and staff at the recent Board meeting in Charlotte. Attendees at the meeting suggested means by which our organization can more positively impact the lives of residents in CCRCs as well as the entire senior population.

With many legislative issues challenging this age group, the Board approved the appointment of a Legislative Committee whose responsibility will be to study the issues at hand and suggest ways in which residents can engage in effective dialogue with our legislators.

The hazards of smoking, fire and inhalation of second-hand smoke, have provoked much concern. Steps from

implementing smoking-cessation policies to no-more-smokers policies have been pursued. The degree of concern prompted the approval of a fact-finding committee to glean data about the issue and report at the Annual Meeting in October. The committee members are Allen Trelease, chair, Dr. Bill Tally, Friends Home West, and Wendell Swift, Abernethy Laurels.

It was a pleasure to have Susan Williamson, President and CEO of the North Carolina Association of Not for Profit Homes for the Aging (NCANPHA), with us at the Board meeting to discuss issues confronting management of CCRCs. Some of their major concerns relate to the "bed tax," ramifications of Medicaid, and the state's disallowing deductions of long-term care premiums on state tax forms. Many of their concerns are the same as ours, and since their organization employs a lobbyist, we are beneficiaries of their efforts in these areas.

### CCCR OF NC-NCANPHA MEETING

A good working relationship between CCR of NC and NCANPHA is vital, as was discovered a few years ago when it was agreed that repre-

sentatives of the two organizations would meet biannually. Recently, Susan Williamson, David Lacy, President of the NCANPHA governance body, Ken Partin, Immediate Past President of NCANPHA, Myles Walburn, Immediate Past President of CCCR of NC, and I met at Croasdaile Village. The essence of the meeting was that both groups are willing to keep the lines of communication viable.

In response to residents' concerns related to smoking issues, Susan committed to gather data from member facilities and share it with me. We appreciate the support of NCANPHA as we request assistance in dealing with matters that affect our quality of life.

On a personal note, I would like to express my appreciation to David and Ken for their kind words about my late husband, Harvey Johnson, who was a colleague in the retirement industry.

As we approach vacation time, I wish for you a safe and enjoyable summer. No matter where your travels may take you, remember, upon your return, to continue to promote CCCR of NC membership!

*Willie Johnson*  
Croasdaile Village

## Regional Reports

### From the East

EASTERN REGION members held their second annual spring meeting on April 25 at Belle Meade in Southern Pines. The theme was "Living to the Max." Twelve of the active 13 CCRCs in the region were represented, with 175 people attending. In addition to large delegations from Carol Woods, Carolina Meadows, Croasdaile, Glenaire, The Forest at Duke, St. Joseph, Scotia Village, and Belle Meade, a sizeable group from Penick Village in Southern Pines attended. Also in attendance

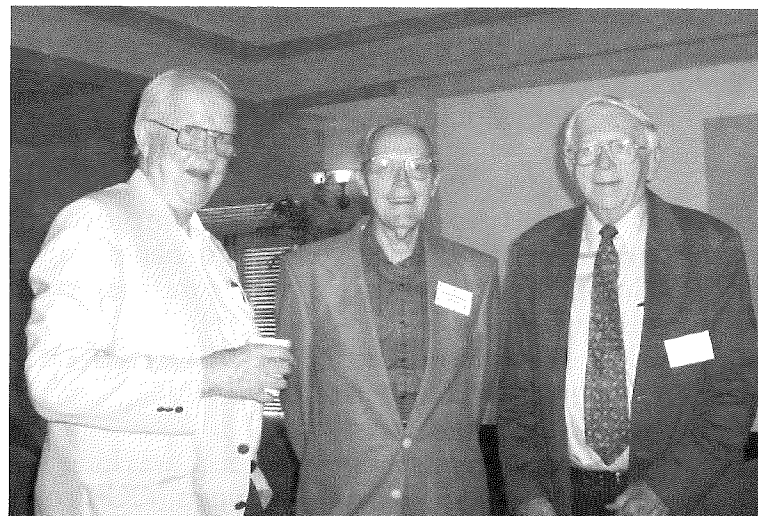
were representatives from Cypress Glen in Greenville, Wesley Pines in Lumberton, and Quail Haven Village in Pinehurst. Present as observers were four residents of the newly opened Galloway Ridge in Pennington Village, including Bill Nye, President of their Residents' Council.

A surprise guest was Harry Groves, who has returned to live at Carolina Meadows. He was the instigator in developing the law governing the conduct of CCRCs in the state, Chapter 58, Article 64,

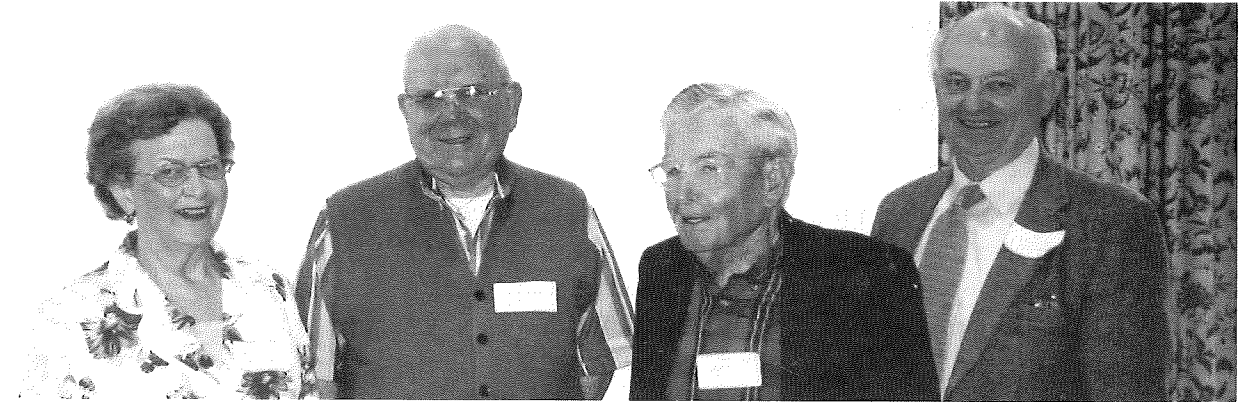
and getting it passed by the North Carolina legislature.

Jacqueline Allen, of Carol Woods, introduced Dr. David Steffens, Professor of Psychiatry and Medicine at Duke University Medical Center in Durham. He gave a fine talk on the clinical side of depression as it occurs frequently in our generation of senior citizens.

Willie Johnson of Croasdaile Village, CCCR of NC President, introduced Reverend Denise Waters, also of Croasdaile. She gave an inspiring talk on "living to



At the Eastern Region meeting (left to right): Left photo, Thelma Boyd, Carol Woods, and Harry Groves, Carolina Meadows; right photo, Bill Koehnlne, Carolina Meadows, Ivor Collins, Carol Woods, Allen Evans, Carolina Meadows.



CCCR of NC officers: Willie Johnson, Croasdaile Village, President, Walton Boyer, Deerfield, Treasurer, Ted Blount, Arbor Acres, Secretary, and Bob Wyatt, Belle Meade, Vice President

insurance deductible on the NC income tax return.

The founder of CCCR of NC, Harry Groves, was introduced. He told how three individuals had incorporated the organization and that they did the lobbying to get the laws concerning CCRCs passed. The first meeting had very few individuals and at that time there were only three community members, all in the Raleigh-Research Triangle area.

Walton Boyer gave the treasurer's report, explaining the change in banks and the adjustment of the CDs of CCCR of NC. He pointed out that the expenses of the annual meeting exceeded the income received and that perhaps there should be a change for the next annual meeting. With the life membership account and all of the other assets the organization has a balance of

\$50,050.87. Soon after the report someone asked the question "Why do we need so much money?" Myles Walburn suggested that we may need to pay a lobbyist in the future. The answer seemed to be that there were no plans for this money but that the executive committee has this on its agenda for discussion.

Walton suggested a change in the fiscal year of CCCR of NC to the calendar year because of the difficulty faced by the treasurer as a result of the changeover in October and the confusion of dues and membership changes in the middle of a year. There was some objection to the proposed change, which will be discussed at the next annual meeting.

There was a reminder that there had been a change in management services to Matt and Ruth Page in Mocksville.

The president encouraged everyone present to increase our membership and to energize those facilities not participating in our organization. Bob Wyatt suggested that we issue a membership card to each member. He got little support for the idea.

Alan Trelease asked if we should take action toward eliminating smoking in our various facilities. After a little discussion a motion was made that we establish a committee to discover the rules at our various sites. The motion passed.

After more expressions of appreciation to those who helped with the very successful and productive meeting, the president adjourned the gathering for a pleasant lunch.

*Ted Blount*  
Arbor Acres  
Secretary

## Board Meeting Report

THE STATEWIDE CCCR of NC Board met May 9 at Aldersgate, in Charlotte. State CCCR of NC President Willie Johnson presided. Officials from Aldersgate welcomed the "Gathering." Becky Taylor and Jean Farris were recognized for their work on the arrangements for the meeting. Willie introduced members of the Board who had not been to a meeting before. State officers Bob Wyatt, Vice President, Ted Blount, Secretary, and Walton Boyer, Treasurer, were acknowledged.

Dick Neilson, Covenant Village, reported that the Western Region had met April 20 in Morganton, with 62 people. Speakers presented a commonsense approach to dealing with a person with dementia, as well as with loneliness in the elderly. There was also a discussion about communication between residents and management.

Representing the Central Region, Allen Trelease, Friends Home Guilford, told of the meeting of the Region on March 23, at Arbor Acres. There was a speaker about the mental problems of civic leaders, including several presidents. Another presentation, concerning the problems of

family dynamics, was delightfully informative. Allen also reported the Region's Steering Committee meeting May 3, where the question was raised as to what disposition should be made of the money from the state organization that was not used during the fiscal year. At the same meeting the question was raised concerning smoking in the various facilities: should we have a law prohibiting smoking in all of our facilities? A suggestion was made that we determine the relationships between the residents and management at the various CCCRs in the state. It was also suggested that we need an update of our bylaws, and that we need a legislative committee to make us more effective in Raleigh.

Bob Wyatt, representing the Eastern Region reported that their meeting at Belle Meade in the spring had attracted 175 attendees. The theme was "Living to the Max" and a discussion of the subject was presented by Dr. David Stefens and by the Rev. Denise Walters. The Region developed its own bylaws.

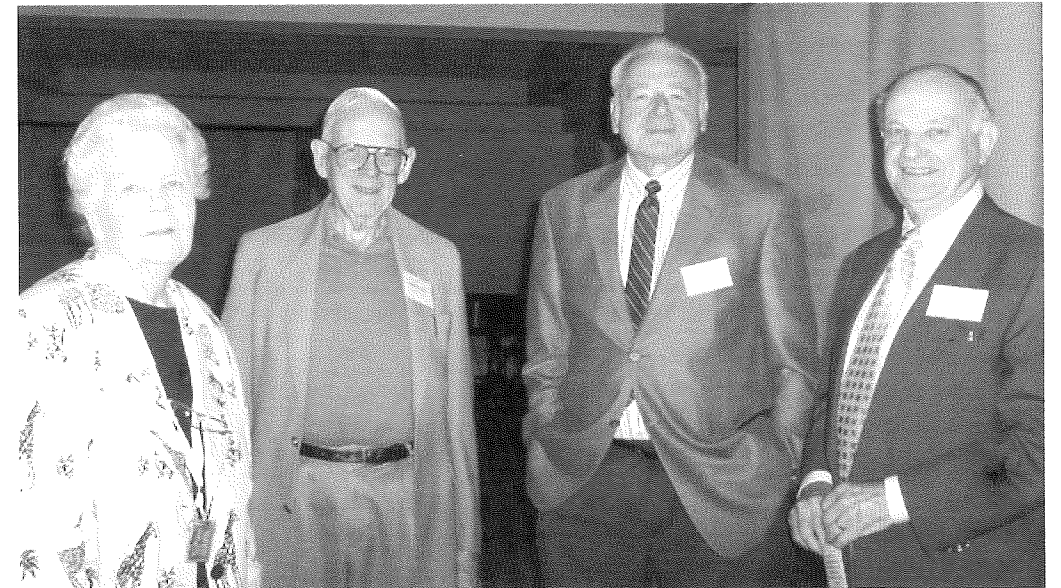
Sandy Lovegrove was not able to be at the meeting but she sent a message asking the all members keep in mind that she can publish only

what she receives, and that many have suggested to her that her material should contain more information interesting to our population and less about various meetings.

Ivor Collins reported on some of the actions of the NC Coalition on Aging, including the results of a ballot establishing priorities of the legislative causes most interesting to the organization. Many of their priorities would agree with those of CCCR of NC. NCANPHA has a lobbyist and its own legislative agenda.

Susan Williamson, NCANPHA CEO, said that this is the 50th anniversary of that organization. There are approximately 50 members in the state, and there is a national organization. Their strategic plan includes communicating and networking with fellow facilities. They have many issues in common with CCCR of NC, such as the issue of taxation of beds by the state. Their major efforts are spent either on legislative causes or in dealing with the regulations imposed on them. The ramifications of Medicaid give the organization much concern. Currently one of their efforts is to make long-term care

Left to right, Nancy Darter, Croasdaile, Ned Arnett, The Forest at Duke, Myles Walburn, Carolina Meadows, Bob Wyatt, Belle Meade, at the Eastern Region meeting.



the max" and how we can live longer by keeping our minds and our bodies active in simple ways.

In a short business session, Bylaws for the Eastern Region were approved and officers were elected to serve until the spring meeting in 2007: Presi-

dent, Bob Wyatt, Belle Meade; Vice President, Ned Arnett, The Forest at Duke; Secretary, Al Duprey, St. Joseph of the Pines; Treasurer, Gloria Wyatt, Belle Meade.

*Bob Wyatt*  
Belle Meade

## From the Center

THE CENTRAL REGION Steering Committee met May 3 at Piedmont Crossing. A report of that meeting will appear in the Central Region's next Bulletin.

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## From the West

THE ANNUAL MEETING of the Western Region CCCR of NC took place April 20 at Grace Ridge in Morganton. Eleanor Davis, Region Secretary, hosted the visitors. Regional President Dick Nielsen, Covenant Village, presided. About 60 members from seven communities attended. The program was arranged by Happy Bradley of Deer-

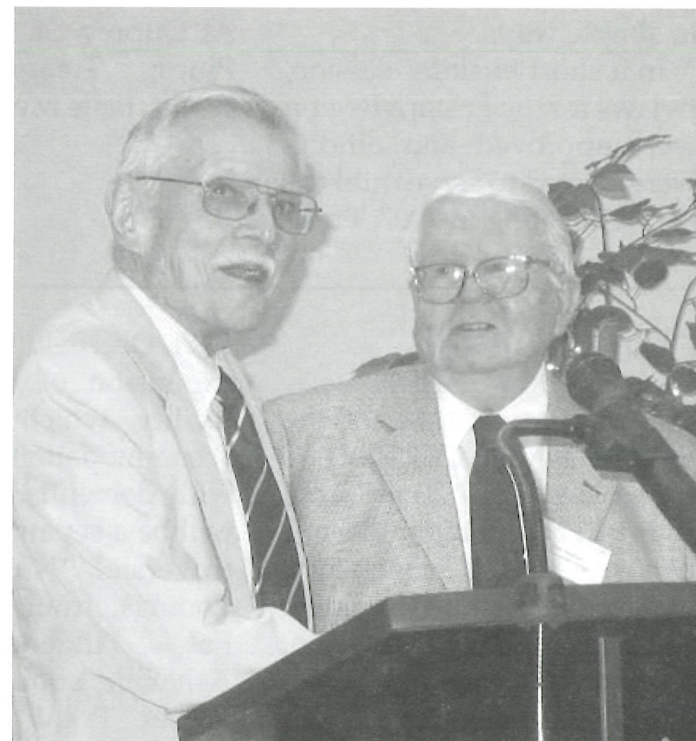
field. Deerfield is planning an expansion of its healthcare facility, which will include accommodation for residents with dementia. Whether this will be a separate unit is controversial. Nichole Reigen Thomas, from Hickory, and Pat Hilgendorf, from Asheville, spoke and made a Power Point presentation. Both women are affiliated with the Alzheimer's Association and have extensive expe-

rience with that disease as well as other dementias. The talk covered symptoms of various dementias, Alzheimer's in particular, and the best ways to assist the patients and their caregivers. Dementia is not a mental illness, but a disease caused by damage to brain neurons. Specialized approaches must be in place that do not mimic the "medical model" of regular health care.



Pat Hilgendorf (left) and Nichole Riegen Thomas speak to attendees at the Western Region meeting.

The speakers were emphatic in their advocacy of a special dementia unit for people who have reached the "middle stage" of Alzheimer's, characterized by wandering, "shopping" in other patients' rooms, inappropriate social behavior and speech. A calm, controlled environment with skilled nursing care is needed. Grace Ridge in its recent expansion implemented this humane approach. Some attendees toured their 12-bed controlled-access unit, which is



At the podium at the Western Region meeting, left to right: Happy Bradley, Deerfield, Western Region Secretary; Roger Cannon, Grace Ridge CCR of NC Representative, and Dick Nielsen, Covenant Village, Western Region President.

comfortable, with calming colors. Each room is a single with its own bath. Outside is a secure garden area where residents can safely stroll. The private dining area works well for game and craft activities. Adjacent to the dining room is a nice-sized living room with comfortable chairs, sofas, recliners, big TV, and the nurses' station. An electronic device on the wall continually alerts the nurses as to where the patients are in case they need assistance.

Two breakout sessions were offered after lunch. Alan Austin, Executive Director of Grace Ridge, discussed communication between management and residents, and Happy Bradley led a round robin conversation on how to solve loneliness. Of note in the latter, liberal interpretation of the HIPPA privacy issues guidelines has helped many CCRCs to decide that the CCRC is a "home" to the residents, not an institution. At these CCRCs, it is appropriate to share important information about such things as sickness and hospital stays. Anyone not wishing to participate signs a statement that no information is to be revealed.

Excerpted from *The Deerfield CCCR Hotline* and a message from Roger Cannon, Grace Ridge

### A Liturgy of Pills\*

My hours are measured out in pills  
 Prescribed to thwart my varied ills  
 But happily, the scary bills  
 Are passed along to Medicare .

#### *Lauds—*

At daybreak a handful down the hatch is doled  
 A vanguard 'gainst arthritis and the common cold  
 Glucosamine rebuilds an aching joint  
 And for my itching skin an ointment  
 Soothes the latest patch of eczema.  
 Each nostrum based on scientific fact,  
 Defending every outpost on my aging G I tract  
 From truck to keel, identified by Duke technicians,  
 Instruments and doctors from the great traditions  
 Of Galen, Paracelsus and Sir William Osler .

#### *Sext—*

The sixth hour in its daily fashion  
 Calls for another pharmaceutical ration  
 With my midday meal of soup and sandwich  
 And careful scrutiny for every brand which  
 Reputable sources claim provide the safest cures .

#### *Vespers—*

The setting sun calls forth the final round of medication  
 To take with evening prayers and meditation  
 And Barry's latest innovation .  
 I'll check the calories and fat to clear it  
 For the beleaguered yet beloved temple of my spirit .

#### *Compline—*

And so to bed. A few more pills may help me sleep,  
 Perchance to dream . Unless it's really deep,  
 I'll toss about and hope for needed rest,  
 Pray God my slumber will be blessed  
 To rise again refreshed  
 And count the new day's hours with pills.

E.M.A., *The Forest at Duke*, 2/28/06

\* Following the medieval Litany of Hours