



The hotline

NORTH CAROLINA CONTINUING CARE RESIDENTS ASSOCIATION

FROM “OUTSIDE LOOKING IN” (1987) TO “INSIDE LOOKING OUT” (2017) Brenda Tremoulet, President, NorCCRA

Research for my MBA thesis in 1987 was to prepare a study of CCRCs. There were successful CCRCs continuing to thrive over decades. There were CCRCs that failed. A hospital in my area was studying the feasibility of building a CCRC on a hospital campus. I used the hospital study and timeline to understand the expanding CCRC industry. My research found attributes that made certain CCRCs successful. As a geriatric care manager, I was able to apply my knowledge to assist eligible seniors to choose the best place to “live happily ever after,” secure in the continuum of care provided by the CCRC.

Fast-forward 30 years to 2017. Armed with the NC Department of Insurance (NCDOI) Reference Guide, I continue to visit NC CCRCs to observe how they are re-designing and updating their campuses to satisfy needs of current residents and to attract the new residents. I use the information from the Guide to see the varied amenities available and the new, unique programs being developed on NC CCRC campuses. The occupancy percentages for assisted living and skilled nursing are increasing. In some CCRCs there are two levels of assisted living available. In skilled nursing separate dementia areas have been created to serve the increased needs of these residents. As for independent living housing modifications, new construction and designs are being planned for sustaining independence. Updated meal venues with nutritional information, hydration stations throughout campus, hiking trails, gourmet coffee available 24-hours in community centers, are provided. There are skilled nursing “neighborhoods” with 24-hour kitchens for staff to prepare food when the residents want to eat. There is even an elevator being installed in a cottage!

Some CCRCs provide adult daycare, respite-care, home-care for independent residents, a physician making house-calls and hiring of developmentally challenged employees from the community.

In skilled nursing areas, I see improving standards of care with Best Practices, Evidence Based Practice, Person-centered care-plans in use. There are walker/wheel chair “parking areas” near independent dining rooms. There are nutrition guides for those on restricted diets posted in the dining rooms. The residents I meet as I visit a campus provide the answers to my questions, “What’s the best thing about living here? How many places did you visit before selecting this CCRC? At how many CCRCs did you make a deposit? How long did you wait to become a resident? How

far must you go to the grocer, pharmacy, church or temple?

In order to answer the diverse questions I receive from prospective CCRC residents and current residents I refer to the NCDOI Resource Guide and I share the innovative programs I have seen in CCRCs throughout North Carolina.

The CCRC Industry is a work in progress.

HELP WANTED: A “Cabinet of Advocates” for NorCCRA!

Please consider joining our team. There are opportunities for residents to become involved at the State level. Ask your representative for information on joining the NorCCRA Board of Directors or the NorCCRA Executive Committee. Our NorCCRA efforts succeeded helping to restore the NC state Medical Deduction.

We are your advocates!

Our current officers in NorCCRA:

- *Brenda Tremoulet, president *Deerfield*
- Herb Wile, Vice president *Plantation Village*
- *Barbara Pray, Treasurer *Croasdaile*
- Catie Webb, Secretary *Aldersgate*
- *Walton Boyer, Past president, *Deerfield*
- †Eastern NC John Olmstead chair *Scotia*
- †Central NC vacant
- †Western NC Glenn Lloyd, chair, *Grace Ridge*
- Sindy Barker, chair Legislative Committee, *Carol Woods*
- +Bill Gentry, webmaster, *Croasdaile*
- +Bernard Coleman, Hotline editor, *Deerfield*

- †Term expiring 4/2017
- *Term expiring 10/21017
- +assistance welcome

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MEET CATIE WEBB
Secretary 2016-17

Catie Webb is a native Delawarean and is currently living at Aldersgate Continuing Care Community in Charlotte. She is a Licensed Clinical Social Worker who has worked in several states in public and private child welfare, all levels of mental health, addiction, public schools, home health, palliative care, hospital and in a continuing care community. She has lived in Delaware, Maryland, California, Ohio, Illinois, Tennessee and now North Carolina. She is a third generation living in a continuing care community, her grandparents in Lincoln, Nebraska and her mother in Chestertown, Maryland. She has four siblings, one of whom will be retiring in North Carolina and eventually in Givens Estates and one who is currently on the Board of a continuing care community in Maryland. Catie moved to Aldersgate in November 2015 because her husband had Parkinson's Disease. He fell in love with the grounds, facilities and activities that were offered there.

She was widowed unexpectedly in March 2016. She has two living daughters, Christina lives in Memphis, TN and was recently married at a winery in California. Her daughter Cathy produced twin grand children, Mr. Michael and Ms. Perri in June 2016 and they live in the western suburbs of Chicago. Unfortunately their grandfather never got to meet them. The girls set Catie and her husband up on a date when the girls were in 8th grade. She and her husband lost a son to cancer when he was 29 but he left a grandchild who is now 13 and lives in northern Virginia. The baby, Mr. Michael was named for him.

Her interests are reading, knitting, singing, baking, swimming and loving the grandchildren. She is active in PEO and in the past sang in her church choir. She currently is an appointed advisor and recording secretary to the president of the Residents' Association at Aldersgate.

Legislative Update

Sindy Barker

The General Assembly has come back into town, but so far has stayed away from issues which directly affect residents of CCRCs. However, the NorCCRA Legislative Committee wants to be at the ready for when we may need to call on you to organize letters and emails to your legislators (or to leaders on various committees).

The current legislators have received a joint letter from Brenda Tremoulet, NorCCRA, President and Sindy Barker, Chair NorCCRA Legislative Committee. We have let them know a little about NorCCRA and thanked them again for reinstating the medical expense deduction in the last legislative session.

We would like to have a resident from each CCRA on the Legislative Committee so we can be sure that all legislators have a personal connection to NorCCRA. To date, we have committee members from 20 CCRCs across the state. I am including a list of those CCRCs who do not have at least one member on the Legislative Committee. We would welcome your participation on this vital committee. If you are interested (or have questions about responsibilities), please contact Sindy Barker at sindydevoebarker@gmail.com.

NorCCRA Legislative Committee needs members in the following CCRCs:

- | West | Eastern |
|-----------------------|----------------|
| Abernethy Laurels | Belle Meade |
| Ardenwoods | Penick Village |
| Carolina Village | Pine Knoll |
| Givens Estates | Quail Haven |
| Givens Highland Farms | SearStone |
| Grace Ridge | Wesley Pines |
| Southminster | Windsor Point |
| Covenant Village | |
| Plantation Estates | |
| Central | |
| Piedmont Crossing | |
| River Landing | |
| Trinity Oaks | |
| Twin Lakes | |

CALENDAR

- 5/13/17 Deadline for June *Hotline*
- 5/25/17 Board of Directors annual meeting, Wellspring, Greensboro
- 8/11/17 Deadline for August *Hotline*
- 10/3/17 NorCCRA annual meeting, Greensboro
- 11/10/17 Deadline for December *Hotline*

**NorCCRA EASTERN REGION
ANNUAL MEETING**

**SCOTIA VILLAGE, LAURINBURG
April 4, 2017, 10:00 am-2:00 pm**

Information

Refreshments: 9:15 am

Program:

Things You May Not Want to Know –

John Olmstead
Information Potpourri

The Government and us –

Sindy Barker
Updates on both state and national activity affecting seniors, and inform people how to have their voices heard

Hospital Care Covered by Medicare –

Herb Wile

Served lunch – price and menu TBD

Bus parking, driver lounge and driver lunch provided.

Maps, driving, parking instructions and cost will be provided to NorCCRA reps via email by March 17th.

Reservations due via email (olmsteaj@erols.com), USPS or telephone (910-361-4747) not later than noon, Wednesday, March 29th.

Checks can be mailed to:
John Olmstead,
1120 Cameron;
2200 Elm Ave.,
Laurinburg, NC 28352,

or pay by check during on-site registration

**NorCCRA WESTERN REGION
ANNUAL MEETING**

**GRACE RIDGE, MORGANTON
APRIL 4, 2017, 9:00 am**

FEATURED SPEAKERS

Golnush Sharafsaleh, MD
"GERIATRICS AND ME"

LEARN RELEVANT THINGS YOU NEVER KNEW

Tom Akins

"WHAT'S UP, FOLKS"

LEARN WHAT THE FUTURE MAY HOLD

Brenda Tremoulet

HOSPITALIZATION:

"OBSERVATION OR ADMISSSION"

LEARN ABOUT CHOICES IN HOSPITALIZATION

Nominees for the offices of Chair, Vice chair, Secretary, and Treasurer are needed.

Nominee names, along with an agreement to serve, may be sent to Glenn Lloyd,

500 Lenoir Road Apt. 427,
Morganton, NC 28655.

Nominations may also be made from the floor at the business meeting on April 4, 2017.

Registration form-

Use this form to register-Please print

Name/Names _____

Community _____

Address _____

Telephone _____

E-mail _____

REGISTRATION UNTIL MARCH 25: \$12.00

LATE REGISTRATION MARCH 27-APRIL 4: \$14.00

Send to: Carol B. Lloyd

500 Lenoir Road Apt. 427
Morganton, NC 28655

Or on Site

MISFORTUNES AND BLESSINGS

The Love Story of Regina George and Jim Rowan

Mimi Merrill, Deerfield

“Of course misfortunes have opened the way to blessings you would never have thought to hope for, that you would not have been ready to understand as blessings if they had come to you in your youth, when you were uninjured, innocent. The future always finds us changed.... This is not to say that joy is compensation for loss, but that each of them, joy and loss, exists in its own right and must be recognized for what it is.”

Marilynne Robinson

Regina George and Jim Rowan met in 1983 at the Armed Forces Staff College in Norfolk, VA, and were married three years later. Jim, an Army major and graduate of West Point, with an MS in operations research, had served in various posts including Korea and had just completed a tour teaching at West Point. Regina, from a very religious family of nine children, had started out as a nun before switching to a BA in Philosophy from Duquesne University. After graduation she accepted a training position with the Defense Logistics Agency.

In 1991, juggling their careers and personal lives, they both took positions in the Pentagon—Jim for the second time. When Jim retired from the Army, he went to work for George Washington University. They designed and built their dream house at Wintergreen, a ski resort near Charlottesville VA. “We used it on weekends and holidays and eventually retired and moved there full time. Throughout this period we spent all of our free time running, gardening, skiing, entertaining and generally enjoying ourselves,” Regina recounts.

The first two years of the millennium brought a dramatic change to their well-ordered life. Just before Thanksgiving of 2000, Regina was diagnosed with a congenital vascular malformation of her brain. She spent most of December 2000 in GWU hospital, with three preparatory procedures and a 12-hour surgery to remove the offending blood vessels. When she awoke



Then...

she couldn't move the left side of her body from the neck down. She spent several weeks in the National Rehab Center where she regained most of the use of her left arm and hand and learned to stand and even walk a little. When she was finally able to get herself off the floor unassisted, she was released to her home. Fortunately, Jim's office was just a block away so he could pop in and check on her and take her to therapy appointments. She wasn't scared anymore. “I had good insurance and thought I already knew the worst that could happen,” she said.

Although having problems with walking and partial seizures, she went back to work at the Pentagon on a part time basis, about five months after the surgery. On the morning of 9/11 she was in her office which was across the corridor from the area where the plane struck. “We felt the

building shudder, smoke started pouring in and the alarms went off. We had no idea what was happening so the major focus was to get out of the building.... I knew that if the exit was blocked, people would panic. If that happened I knew I would get run over.” Fortunately, the door was open and Regina got out to the parking lot safely. Upon evacuation to a further parking lot, a couple of soldiers picked her up and carried her.

Meanwhile, Jim was in the dentist chair with his mouth full of apparatuses watching TV as the plane hit the Pentagon. He knew Regina worked very close to the site, and thought he wouldn't see her again. The phone lines were jammed, but somehow Regina was able to get through to Jim and let him know she was OK.

Because she would not qualify for retirement until July 2002, as soon after surgery as she was able, she went back to the Pentagon for another year. The plan was to retire, regroup and recover. That strategy hit a major snag on December 6, 2002, when Jim had a serious stroke while driving on I-85 near Greenville,

SC. Regina was able to get the car stopped. He spent the next seven days in Greenville Memorial Hospital.

The next stop for Jim was a rehab center at Health South in Pittsburgh, PA. Regina stayed nearby with her sister and her family. “It was the darkest, coldest winter of my life,” said Regina. “But I was constantly surrounded by the real kindness of my sister and brother-in-law, who transported me to and from the hospital every day.”

Jim was determined to make it back to the top. Before the stroke he was in excellent physical shape and worked out regularly. Combined with his military discipline and a positive mental attitude, he attacked his two biggest challenges: walking and speech.

Less than 10 weeks after his stroke, in February 2003, they were finally able to get back to their dream home in Wintergreen, Va. A nephew moved in to assist them. And there were multiple people in the neighborhood giving them rides to the doctors. They remained in their dream home in Wintergreen for another eight years.

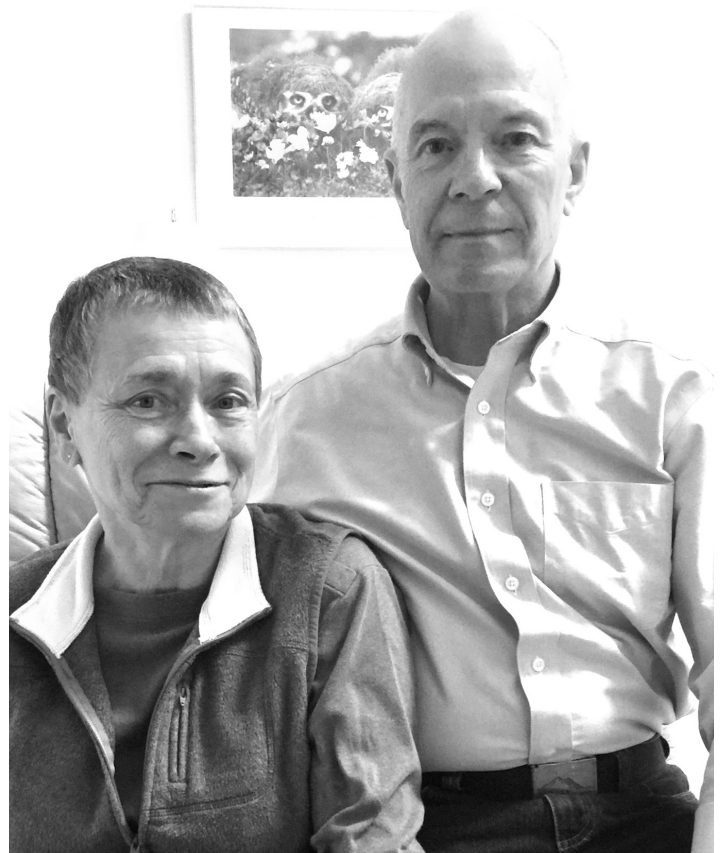
Looking back, Jim recalls that 2011 was the turning point. “We could not run or ski. Wintergreen, VA, was a thing of the past.” Once they admitted that the life they’d planned and worked for wasn’t the one they had, they visited Deerfield Episcopal Retirement Community, stayed in the Community Center for two nights, and signed on to the waiting list the next day. On November 10, 2011, they moved into Deerfield.

Moving to Deerfield was a major financial commitment and serious emotional strain. Once they were settled and the move-in issues were resolved, the real Deerfield revealed itself: welcoming neighbors, new friends and a capable honestly caring staff. Today, relieved of the work involved with feeding themselves and maintaining a house, they have time and energy to recover more of their physical capabilities. “We’re not only happier here, we’re healthier. And we have the constant inspiration of seeing staff members and other residents cope with their own difficult, sometimes irresolvable problems with courage and dignity.”

Attitude makes a big difference for Regina and Jim. They have a positive mental attitude and consider themselves “abled” as opposed to disabled. They work out together in the fitness center three times a week. As Regina says, “I think it’s more satisfying to deal with what you have left than to moan about what you can’t get back. So I’m really grateful for the very good things that I have, including those wonderful orange pills that I pop every day to stave off those partial seizures so effectively.”

On a philosophical and theological note, Regina thinks that it’s quite possible that the brain surgery, the 9/11 experience, and Jim’s stroke sequence was not a journey in itself, but part of a bigger one. When everything was going her way, she lost hold of her faith, but when they were back at Wintergreen and the worst was over, she slid into practicing religion again. “I can’t say that I have unshakable faith, or maybe any at all, but my experience has freed me from the fear of using religion as a crutch. Everyone can see I use a cane to get where I need to go. And I’m glad to have it. Similarly, the strength to get me through those years came from somewhere.” Both Jim and Regina are confident that whatever it is that got them this far, will be there in the future when they need it.

Said Regina, “Of course I would have preferred to sail on through life with no problems. But given that that’s not what happened, the next best option is to deal with what I have and recognize the unexpected benefits it’s brought with it. I can’t do the things I used to enjoy, but what I have left is almost golden. I think my bond with Jim is stronger than it was before; we’ve helped each other through a lot.”



...and now.

FIVE SISTERS

Doris Reed

The Brown family of five girls and one boy grew up in Bear Grass, a little town near Williamston, NC, during World War II. Cypress Glen Retirement Community has the honor of now being 'home' to all the girls. Mavis Barton, the first sister to enter Cypress Glen, moved into D Wing in 2007. Next came Naomi Edwards, who moved into East Wing in 2008. History was made at Cypress Glen in 2010 when a third sister, Willette Rollins, moved to B Wing. Her admission marked the first time three siblings resided in this retirement community at the same time. Sadly, Mavis passed away in August, 2012. But Mattie White moved into East Wing in 2013, again bringing the total of sisters to three. The youngest sister, Betty Ridan moved into a cottage at Cypress Glen in November, 2016, establishing a new record of four sisters residing at Cypress Glen at the same time.

Their life story is unique and special. Bear Grass is a small community. Population was only 131 when this family was young. Yet the town was very active and patriotic during World War II.

The 'girls' recall spotting for enemy planes during the war. Naomi, then only 17, received a certificate for "spotting a B-24 plane" in 1943. It was actually on a test run, but that was not known by her. Imagine being a senior in high school, standing on a platform with a set of binoculars and watching a possible enemy plane approaching. "I spotted it coming from a distance," she said, "and at first I thought it was a Piper. It came so very fast and it was almost above me when I could identify it. The plane was a B-24 and I immediately went into action and made my phone report to the Norfolk Fighter Wing. I later received a medal and a commendation letter stating that I had spotted a B-24 and that I had reported all the right information, correct in every detail."

How did Naomi happen to be on that observation tower? Sister Mavis was quick to explain. "North Carolina had only 11 grades at that time, and Naomi had finished the 11th grade at age 16. Mother felt she was too young to go away to college, so Naomi went back to our high school in Bear Grass. She took four extra courses and worked in the library."

Pearl Harbor happened and if Japan could bomb Pearl Harbor, Germany could bomb North Carolina with our many military bases. The U.S. Army Air Corps organized volunteer civilians to spot enemy planes and

Bear Grass was one of the towns named to host a Ground Observer and Aircraft Warning Corps. Our H.S. principal was named a Chief Observer. He had taken notice that even though Naomi was through school, she was taking extra courses prior to college. He chose her to be the person to go to Virginia Beach to learn how to spot enemy planes.

"I was excited to go" reflects Naomi," but I was also nervous. I had never been away from home and had never stayed in a hotel. We learned how to identify planes by the WEFT (Wing, Engine, Fuselage, Tail) system. I was even more nervous when I returned home to Bear Grass and began teaching the system to my former teachers, my principal, my family, friends and neighbors. Armed with a certificate in my name, dated February 20, 1943, stating I was certified to work as Post Recognition Officer, I was proud to serve my country. I held the classes at night and used cardboard models of planes, and we used strings to make mobiles. Our H.S. principal had to organize spotters 24 hours a day, 7 days a week. We each had a four-hour shift. Our sole control was a sign-up sheet, kept at the school. If someone did not show up at the end of your shift, you simply stayed. We signed in and signed out and recorded the number and type of planes spotted."

Willette, then only seven years old, remembers that town volunteers cut the logs and built the observation platform which was 20+ feet high, with steps leading up and a catwalk all around. The Observation Post, as they called it, was located only about 100 yards from their home. Mavis recalled, "It resembled an 8-foot by 8-foot square room on stilts, with windows all around and it had a telephone. Telephones then were not owned by a company, but by the town. If it did not work, my Daddy fixed it. They were the old crank phones and it was a party line. But everyone knew that if someone in the observation tower needed the phone, they had to hang up immediately."

Mattie, 12 years old, remembers well how important their "work" was to the country and that "the Bear Grass location was chosen since there were no city or town lights and the planes could be easily spotted in the sky." Betty was too young to be involved, but she does have memories of "how important our family was during the war."

All the sisters remember that their home and the school seemed to be the hub of Bear Grass. Mavis

recalled, "Daddy owned a repair shop. He was a welder and a blacksmith and could fix almost everything a farmer needed. The school served as the headquarters for every activity."

"Since the tower was near our home, our family was very involved in spotting planes," recalls Naomi. "Mother would not let us go alone at night to the post. She went with us and slept, while we kept watch."

"Radar was in the development stages in 1942 and our spotting records were an important part of pilot training. Fighter planes would take off from Norfolk, VA and fly directly over us. They then circled back and we recorded them again. The positions and the time recorded served as checks for instructors. When the war ended, we all received Certificates of Honorable Service from I Fighter Command, Aircraft Warning Service with Headquarters at Mitchell Field, NY and local headquarters at Norfolk Fighter Wing stating *"It is not unlikely that the enemy's knowledge of the existence of our Warning Service was a great deterring factor. That many lives were saved by the vigilance and quick action of alert observers, and that the training of fighter pilots was advanced through the efforts of observers, are in themselves contributions of inestimable value."*

The Aircraft Warning Center in Bear Grass, called the Observation Post, was discontinued on May 27, 1944. Letters were sent to each volunteer noting, *"Collectively, members of the Ground Observer Corps wrote one of the greatest and most exciting chapters in the history of the Air Force."*

Neighbors who did not volunteer at spotting planes, rolled bandages. Also, Willette remembers, "It was exciting to go to the mailbox, place my dime in the box, then retrieve my savings stamp after the mailman delivered the mail." She recalls, "It took \$18.75 for a \$25 bond. Often, my Daddy would meet the mailman, and slip him extra money to buy us more stamps."

The five sisters and their brother went on from Bear Grass High School to further their education and all are graduates of ECU.

Mavis stated, "I taught in Pitt County for 34 years, living in Greenville. After retiring, I went back to Bear Grass and my husband and I tore down the old house and built a new one. He died in 2000."

Naomi relates, "I taught English and Social Studies and worked in the Library in Bear Grass, married and had four children. I left teaching to assist my husband in his business in Greenville and never left. Several

residents here have previously lived in homes built by Johnnie F. Edwards Building Contractor. He passed away in 1987."

Willette chimed in, "I majored in Elementary Education, taught in Chesapeake, VA for only two years, then came back to teach in Pitt County for 39½ years. Katheryn Lewis, West Wing, was my Assistant Superintendent, and Phyllis Robbins, front desk clerk, was one of my students. I married and have one child. My husband passed away in 2007.

Mattie said "I taught accounting for three years in Georgia after college, then moved to the Washington, DC area where I met and married my husband. He was in the Air Force and, as we transferred from base to base, I worked in accounting. We retired to Norfolk, VA and I worked in accounting there with the Navy, retiring after having worked for 32 years with the Air Force and Navy. My husband passed away in 1996."

Betty taught school in Maryland for three years, moved to Michigan, married, and worked for IBM for 25 years. Her husband passed away in 2015 and Betty decided to join her sisters at Cypress Glen in NC. Their brother, youngest of the family, and his wife are frequent visitors. The couple enjoys traveling, but 'some-day' may join his sisters at Cypress Glen.

The Brown sisters...together again...memories of wing shapes, wing positions, long or slender or twin fuselages, tail shapes, fins and rudders, crank telephones, black-outs, no paved roads from Bear Grass to anywhere, 10th Street in Greenville being 'out of town', blacksmith shops, school days, students, fellow educators, bygone stores, certificates and commendations, all make for very interesting dinner conversations. Teachers all, with fascinating experience during World War II.

Note: This story was first written in 2010, titled *Three Sisters*, and updated in this 2017 issue to include the remaining two sisters. Cypress Glen is very pleased and proud to be the chosen Retirement Community of this extraordinary family. *dkr*

The *Hotline* is published quarterly, March, June, September and December by Bernard S. Coleman, Deerfield Episcopal Retirement Community, Asheville, NC, for NorCCRA President Brenda Tremoulet, 16 Salisbury Drive, #7116, Asheville, NC 28803 (828-505-1719)-brenda.tremoulet@gmail.com. Submissions to the *Hotline* and other *Hotline*-related communications should be addressed to the editor, Bernard S. Coleman (gothic63@charter.net).

NORTH CAROLINA CONTINUING CARE RESIDENTS ASSOCIATION
www.NCCCRA.org
The NorCCRA* home page is your source for information.
Check it out!
 * pronounced Norkra

Membership Application

One-year membership is \$12 for an individual, \$20 for a couple. Life membership is \$80 for an individual. **Checks should be made payable to NorCCRA and given to your community's NorCCRA 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 NorCCRA representative is, you may find out by contacting NorCCRA President, Brenda Tremoulet, 16 Salisbury Drive, #7116, Asheville, NC 28803; (828) 505-1719; brenda.tremoulet@gmail.com.

If your community does not have a representative, mail checks to:
 NorCCRA, c/o Susan Rhyne, 3913 Muhlenberg Court, Burlington, NC 27215.

APPLICATION FORM (please print or type) *For membership year* 2017

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

Community _____

Address _____

Email _____

Status (please check one): Renewal New member

Enclosed is payment for (please check one):

One year: \$12 single \$20 couple **Life:** \$80 individual.