



The Hotline

North Carolina Continuing Care Residents Association

The North Carolina Continuing Care Residents Association Annual Eastern Region meeting at Carolina Meadows on April 10th.

By Judy Jones & Judy Tilson

The North Carolina Continuing Care Residents Association held their annual Eastern Region meeting at Carolina Meadows on April 10. Thanks to the efforts of at least 60 willing and enthusiastic volunteers, the meeting was a great success. Carolina Meadows residents, staff members and management came together as a community to ensure the success of this meeting. As a team, we embraced the opportunity to welcome people to our beautiful campus. The meeting was attended by about 140 people from 17 different CCRCs.



The meeting started with greetings from Mike Cotter, co-chair of the Eastern Region and from Carolina Meadows COO, Ben Cornthwaite. Next, Pete Andrews, the CM Resident Association President introduced Carolina Meadows CEO Kevin McLeod who gave his popular and informative presentation on the History of CCRCs. His presentation included a review of the history of CCRCs starting with the opening of Messiah Home in Pennsylvania in 1896 and concluding with a discussion of the 63 CCRCs that are currently located in 22 North Carolina counties. Kevin raised many issues of governance, management of growth, and legislation.

After Kevin's talk, the Public Policy students from UNC-Chapel Hill expertly presented their research on sustainability in CCRCs across the state and elsewhere. Their presentation included efforts by CCRCs to increase solarization, use of electric vehicles and access to charging stations, composting of organic waste, and water conservation. They suggested many ideas to encourage CCRCs to continue their progress.

A short business meeting led by Charles (Skip) Kingan followed a delicious buffet lunch. During the business meeting Skip detailed some recent NorCCRA state level activities and legislative updates; the meeting ended with the election of William (Bill) Lambe as the new Eastern Region Chair.

After the business meeting there were breakout sessions. A bus tour of the Carolina Meadows campus, a modified presentation of *Movin'*, the musical (written, choreographed, and performed by Carolina Meadows residents), and sessions on our two staff/resident committees (Diversity, Equity, Inclusion and Positive Endings) closed out the meeting.

As the meeting came to an end, the CM community agreed that we greatly enjoyed working together to organize this successful meeting that allowed us to welcome so many to our campus!



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President's Message.....from Skip

The short session of the North Carolina General Assembly opened on Wednesday, April 24. At the time of this article, that is about all that has happened. Our goal for this session is to get the proposed CCRC Statute (S145) through the House and voted on by the full General Assembly. Discussion with the lobbyists involved see no opposition to get the proposed statute passed. However, the House so far has only dealt with local issue bills. Hopefully, we will see some action shortly.



I recently was the guest of Leading Age North Carolina at their Annual Conference and Exposition held in Asheville, North Carolina. The purpose of my attendance was to accept an award on behalf of The North Carolina Continuing Care Residents Association (NorCCRA). The award was presented to NorCCRA by Tom Akins, President and CEO of Leading Age North Carolina. Mr. Akins acknowledged that there were many involved in the attempt to secure a Sales Tax Exemption for residents of CCRC, but no one worked harder to obtain that exemption than the group of volunteers and lobbying team from NorCCRA. Accepting this award, I expressed that we were able to get the tax exemption because we worked together as a team. While our two organizations do not always agree, we should remember that, in essence, we are both advocating for seniors residing in CCRCs.

The CCRC Statute provides for a Continuing Care Advisory Committee (CCAC) to advise the Commissioner on matters pertaining to the operation and regulation of continuing care retirement communities. The most recent meeting of the committee was hosted by NCDOL on a Webex call on April 30. Resident members of the committee are Margaret Zircher (Carolina Meadows), Sharon Everhart (Grace Ridge) and Paul Johnson (Aldersgate). The other members of the advisory committee are Nicole Cook, Tim Mueller, Anita Holt, Reed Vanderslik, Pam Fox, and Kevin McLeod representing providers and industry professionals. Also in attendance were 7 members of the NorCCRA Executive Committee to observe the meeting.

Nancy Wise, Manager, Special Entities Section, Financial Analysis & Receivership Division started the CCAC meeting with updated data on the 63 CCRCs regulated by NCDOL. Colby Toler, Financial Analyst reported on the Revised NCDOL Website and the Consumer Information that could be found there. To review the website go to NCDOL.gov. Jeff Trendel, Deputy Commissioner gave a brief legislative update. As stated above, the short session has begun, but there has been little activity in the House other than local issue bills.

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Presidents Message continued from Page 2:

The final hour of the CCAC meeting was dedicated to a discussion of the problems at the Aldersgate CCRC in Charlotte, NC. Paul Johnson, the Aldersgate Resident Association President and resident member of the Advisory Committee was able to respond to many questions and there was lively discussion relative to what could be done to prevent such incidents in the future. The ongoing discussions held during the CCAC meeting are a positive sign. This was one of the most constructive meetings and I applaud the NCDOL staff and the Advisory Committee members for the quality of this meeting.



*Legislative Update from **Sindy** and **Martha***



In March 2023, companion bills (S145/H170) revising the CCRC statute were introduced in both Houses. **The primary Senate sponsor was Sen. Todd Johnson below left photo. The primary House sponsors were Rep. Chris Humphrey below center photo, and Rep. Mitchell Setzer below right photo.**



The proposed legislation had bipartisan support with additional Senate and House members serving as co-sponsors. In the Senate S145 was taken up by the following committees: Commerce and Insurance, Judiciary, and Finance. Senator Johnson spoke to the bill in all three committees. It was amended twice in committee and then sent to the floor where it received unanimous support.

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Legislative Update Continued from Page 3:

On June 28 it was sent to the House and assigned to the Rules Committee. S145 will be taken up first by the House Insurance Committee which is co-chaired by the bill's primary sponsors on the House side – Representatives Humphrey and Setzer. Once the bill is released from the Rules Committee, we do not anticipate any difficulties. NorCCRA lobbyist Cassidy Whitley has been talking with all the primary sponsors for the past 16 months. They depend upon her to give them information that will help them respond to questions in the various committees.

The Pines Puppeteers A Ministry of Love *by Nancy Gekas*

Shortly after 2024 was under way, this happened. One evening at a Wine Social, a loyal volunteer here at The Pines casually asked if I knew anyone with a puppet who could go with it to Healthcare to brighten a day. (It was God's timing of course.) It so

happened I had led a puppet ministry at our church in VA for 9 years. When we retired to NC, I couldn't part with some of my puppets and brought them with me. They were used occasionally at my church in Mooresville & on Mission trips. But without other puppeteers, I wasn't sure how to use them at The



Pines, so they lived in tubs in our storage room. The nudge I felt that evening at the Wine Social morphed into finding a few other ladies who had limited experience with puppets, but unlimited desire to learn and help. Those ladies are Pat Stenhouse, LuAnne Christine, Sharon Kern and Barb Talley.

And so, the Pines Puppeteers were born. To date, the 5 of us have performed for our residents in Memory Care (they LOVE us), Healthcare and Assisted Living several times. Because our puppeteers are all faced with physical challenges at our ages (bad shoulders, knees, & wrists) our performances have been adjusted to our needs. Our stage is waist high and we are in full view. We are adjusting to needs and places. And guess what? Nobody cares. Our programs are not too long and include music that is familiar to the residents. They are encouraged to sing along with the puppets and they do! The residents aren't the only winners...to see the smiles on their faces and hear them singing with joy...that's called a win-win.



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Revolutionizing Meal Delivery at Croasdaile Village Retirement Community

by Craig Lloyd

In the ever-evolving landscape of senior living communities, efficiency and innovation are paramount. Croasdaile Village Retirement Community, known for its commitment to enhancing resident experience, is proud to introduce a groundbreaking solution to streamline meal delivery: **Cartken robots**.

Imagine a fleet of sleek, autonomous robots gliding across our campus, efficiently ferrying delicious meals to residents' doorsteps. This futuristic vision is now a reality, thanks to our partnership with leading robotics company Cartken. These state-of-the-art robots are poised to transform the way we deliver meals, offering unparalleled convenience and efficiency.

One of the most significant advantages of implementing Cartken robots is the expediency they bring to meal delivery. With the ability to navigate complex environments autonomously, these robots can swiftly maneuver through our campus, ensuring timely delivery of meals to residents. No longer will residents need to wait for extended periods or contend with delays due to staffing constraints. Cartken robots operate with precision and reliability, guaranteeing that meals reach our residents promptly, fresh, and hot.

Moreover, the introduction of Cartken robots addresses staffing challenges commonly faced by senior living communities. By automating meal delivery tasks, we alleviate the strain on our workforce, allowing our staff to focus on providing personalized care and enhancing resident experiences. This redistribution of resources not only improves operational efficiency but also empowers our team to deliver exceptional service across all facets of community life.

Beyond the practical benefits, Cartken robots symbolize our commitment to embracing cutting-edge technologies to enhance resident well-being. As we navigate the challenges of modernizing senior living, it is essential to harness innovation to meet the evolving needs and expectations of our residents. By integrating robotics into our service infrastructure, we demonstrate our dedication to staying at the forefront of industry advancements while upholding our core values of excellence and compassion.

Residents of Croasdaile Village can look forward to a seamless and enhanced dining experience with the introduction of Cartken robots. From reducing wait times to ensuring accurate and efficient delivery, these robots embody our unwavering commitment to providing unparalleled care and convenience to our community members.





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Resident Involvement: Veterans History Project *by Motria Procyk*

Resident Sam Maloney (seated), who served as an Army Air Corps pilot in World War II, was interviewed and recorded for the Veterans History Project (VHP) by a team that included (from right): resident Carlton Fulford, retired United States Marine Corps General, Davidson College, sophomore Abby Murphy, and Davidson College History Professor John Wertheimer.



A group of Pines residents is helping the Library of Congress with its Veterans History Project (VHP). Created by the US Congress in 2000, it seeks to "collect, preserve and make accessible the personal accounts of US Military veterans and Gold Star families so that future generations may hear directly from veterans and better understand their service." After hearing about VHP from a friend, Margo Heyd initiated The Pines' participation. Following a specialized training session provided by VHP on Zoom, The Pines' teams met with several resident veterans in April and will continue throughout the spring and early summer. The interviews are conducted by teams of an interviewer, note taker and students from Davidson College who also provide technical support. "The Davidson College students' participation is vital to our efforts" says Margo, "as they bring another generation into the conversation and discussion."

When Davidson College Professor John Wertheimer learned of the project, he recruited his students to participate and loaned his video equipment. Sophomore Abby Murphy became the point person, coordinates all the student assignments, handles all the technology, and recently received a grant to help the team with this project into June. "We couldn't do this project without her" notes Margo. Carlton Fulford engaged the veterans to share their stories and matched them up with the interview teams. He sat for the first interview as the sequencing and timing of the process was tested. Both he and our own Sam Maloney, shared stories for 1 1/2 hours as we recorded fascinating tales. Carlton added, "Each veteran has their own story of why they did what they did and each is important. These stories need to be entered in the National Archives while these veterans can still share their perspectives. Future generations will benefit greatly. We are pleased with how many residents have volunteered for the Project as interviewers and note takers". Margo reflects, "This has been an incredibly rewarding experience for every resident volunteer and hopefully, the veterans themselves. We appreciate their willingness to share their stories and certainly thank them for their service "



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Application Form for membership in North Carolina Continuing Care Residents Association.

Name: _____

Community: _____

Spouse's name (if applicable): _____

Address: _____

Email address: _____

Phone number: _____

Fee: \$12 for individual; \$20 for couple, \$80 individual life membership, \$135 life membership for a couple. Please make check payable to NorCCRA.

Give your check and application form to your local NorCCRA representative, otherwise mail to Susan Rhyne, 3913 Muhlenberg Court, Burlington, NC 27215 **Thank You.**