



The Hotline

North Carolina Continuing Care Residents Association. www.norccra.org



President's Message from Joe Liegl

Fellow CCRC Residents,

NorCCA is busy these days, with legislative activity, work with the DOI, and other things I will mention.

On legislation, Martha Wood's legislative report in this issue outlines our efforts on three topics. This work will keep us busy over summer. It would be beneficial for residents for all three topics to be included in Article 64A.

We have also given comments to DOI on its draft interpretations of Article 64A that DOI showed NorCCRA and providers in March. We commented in particular on DOI's proposed interpretations around semiannual meetings that CCRC boards must hold with residents. We hope our comments will improve DOI's interpretations.

On other fronts, NorCCRA's annual meeting of its Board of Directors (NorCCRA community representatives and its executive committee) will take place on June 2, about the time you read this. This meeting is a great opportunity to discuss with the Board ongoing NorCCRA initiatives, and to hear from the Board on matters of interest or concern. I hope many of your community reps will attend the meeting.

We also have planning underway for NorCCRA's Annual Meeting, which will take place on October 13, at Searstone Retirement Community in Cary. It will be a great meeting, and I hope to see many of you there. More on that in due course.

Finally, as I write this, NorCCRA has important roles we need to fill. The first is that of Membership Services Director. This role maintains our membership records and is the point of contact when one joins NorCCRA.

The second role is that of Communications Coordinator. This role maintains our Google groups (primarily one for our Board of Directors and another for RA Presidents), sends out our Constant Contact messages to members, and has a couple other tasks.

Please consider stepping up for one of these roles. Contact me to learn more about them. And let me know of your questions or comments.



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Legislative Update from Martha Wood, Chair

In the 2025 session, the North Carolina Legislature unanimously passed House Bill 357 (Session Law 2025-58), which enacted **Chapter 58, Article 64A**, the revised statute governing continuing care retirement communities. NorCCRA, some members of which participated in the 20-member task force that helped draft the bill, supported the legislation.

Article 64A took effect December 1, 2025, and revises the original 1989 law written by UNC Law School Professor Emeritus and then-CCRC resident **Dr. Harry E. Groves**. This legislative success happened because *providers and residents agreed on a broad set of necessary reforms*.

We did not, however, reach consensus on three key issues: *Entrance Fee Refunds, Dividends and Distributions, and Related Party Transactions*. These issues apply broadly across the continuing care sector, but recent unfortunate circumstances at Aldersgate in Charlotte focused them more sharply.

The NC Department of Insurance (NCDOI) has convened a task force of both residents and providers to address these three issues and develop consensus recommendations for potential legislative amendments for consideration in the 2027 session. NorCCRA President Joe Liegl, Vice President Tom Burrell, Past Presidents Skip Kingan and John Olmstead, and Legislative Chair Martha Wood represent CCRC residents. The NCDOI Continuing Care Advisory Committee (CCAC) will also review the task force report.

While I've never witnessed it, I've heard that sausage making is akin to the legislative process. My brother-in-law vividly described his first-hand experience at a farm in East Bend. It's not pretty, but the outcome is delicious!

The best news of all: we have a lobbyist-in-training! Our lobbyist, Cassidy Whitley, and I began texting on March 25 about the election outcome in NC Senate District 26. Mid-morning on March 26, Cassidy ended by noting that she was at the hospital.

That evening, Cassidy and her husband welcomed their baby son **James Smith Whitley III**. On behalf of NorCCRA, President Joe Liegl congratulated the new family with a bouquet of flowers.



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NorCCRA EASTERN REGIONAL MEETING

On Tuesday, April 14th, Galloway Ridge CCRC Board Chair, Dick Kahler, welcomed 146 NorCCRA members to the Eastern Regional Meeting. The meeting had two main speakers, described in the next paragraph, plus a NorCCRA business meeting.

Arvilla Johnson, Senior Director of Healthcare at Galloway Ridge, outlined some future challenges and opportunities for CCRCs. Demand for CCRC space will remain strong, particularly in North Carolina, a state that has a number of appealing qualities for residents. Staffing pressures and operational/labor cost pressures will continue.

Jeanne Chamberlain, Program Coordinator for the Seniors' Health Insurance Information Project (SHIIP), stated that annual Medicare fraud totals \$68 Billion. She stressed that statements from providers should be reviewed thoroughly and any suspected fraud reported to the Medicare Fraud line: 1-855-408-1212.

"ALL ABOARD!!"



Residents of **Piedmont Crossing** in Thomasville enjoyed a trip around the world thanks to the creative efforts of our Residents Services staff. Residents would gather in Unity Place to pick up their passport and airline ticket and then sit back, relax and enjoy food and a brief video related to the destination. At the end there was opportunity to have a photo taken with a fun backdrop. So far, we have visited London, Paris, and Brindisi, Italy. Up next is Egypt! Our last gathering will be to watch the movie, "Around the World in 80 Days."

Marcia Hoffman



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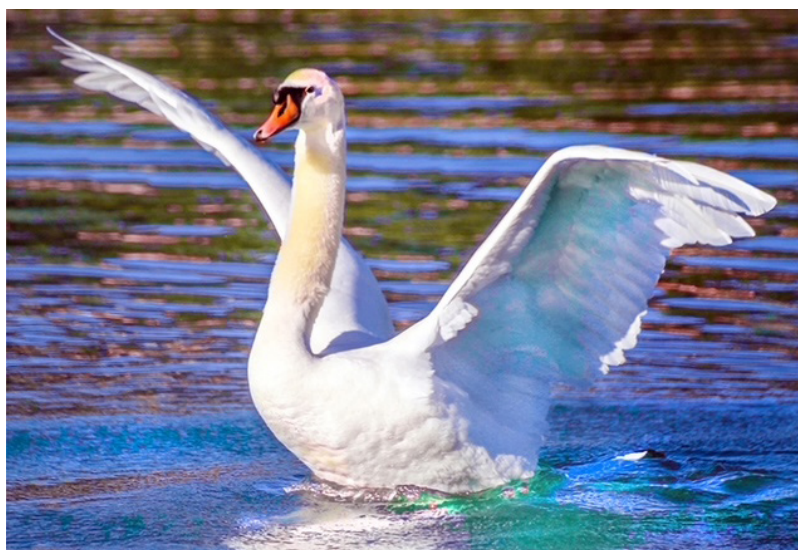
SEARSTONE SWANS

The centerpiece of the Searstone campus in Cary is the beautiful lake, with its variety of birds: two types of Heron, Canada Geese, Mallards, Hooded Mergansers, Kingfishers, Anhinga, and many others. However, the two beautiful swans are the lake's highlight.

In 2014, new residents, Ann and Norman Foster, moved to Searstone. They had previously lived on a lake and looked after as many as thirteen swans, relaxing on their deck as they watched them feed. The Fosters thought swans would be a welcome addition to the Searstone Community. So when the Fosters moved into Searstone, they bought two swans for Searstone's lake. (Male swans were excluded; they're too aggressive in protecting their families!)

An enthusiastic naming contest followed (Winners: Pearl and Grace). Residents erected fencing to help the swans acclimate to their new home, as well as a ramp to ease shore access. Searstone staff members were eager to assist. Volunteers built adjustable feeders that were easily filled from the top. After the swans' integration into the community, the fencing was removed so the new neighbors could enjoy their entire environment.

The swans are not fond of the Canada Geese who enjoy the lake and the free food! One swan is shown (below), "puffed up," to scatter the geese. Not surprisingly, we have fewer geese. The show is fun to watch. *Continued...*





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Over time, we lost two swans to death, but the Fosters graciously replaced them. We always have a happy pair.

Our dedicated volunteers have grown in number and in assuming responsibilities. One couple orders the food (Searstone pays for it) and another fourteen share the duty of feeding the swans.

We hope you'll visit the swans during your visit to Searstone on October 13th for the NorCCRA Annual Meeting!

Anne Schick

NorCCRA ANNUAL MEETING

(Additional Information to Follow)

Tuesday, October 13, 2026

Searstone Retirement Community

17001 Searstone Drive

Cary, NC 27513



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THANK YOU, SHARON EVERHART

After years of dedicated service on multiple fronts, friend, colleague, and Grace Ridge resident, Sharon Everhart, has retired from active NorCCRA service. She was one of five residents appointed to the Legislative Task Force created in 2022 to analyze a rework of the State’s CCRC law. She continued in this role through 2025 when the new law was passed. In 2023, Sharon became Editor of “The Hotline.” She has tirelessly written and collected stories, edited them, and done all the graphic design and layout work for the publication. Sharon was also a member of an informational multi-state continuing care resident group that has kept the leadership of ten state organizations like NorCCRA informed on CCRC issues. We’re all in Sharon’s debt. If you see her, please extend your thanks for her outstanding service; even better, drop her a note (everhartjd@gmail.com).



RETIRING NC DEPUTY INSURANCE COMMISSIONER

JEFF TRENDL VISITS SALEMTOWNE



The accompanying photo shows retiring Deputy Commissioner Trendel in a Q and A session with Salemtowne resident and NorCCRA Legislative Affairs Chair, Martha Wood, during Trendel’s April 21st visit with Salemtowne residents. Trendel fondly recalled his many warm interactions with CCRC residents as well as their graciousness. In his advice to residents, he was emphatic that they should be actively engaged in their communities and not be afraid to ask questions. He also mentioned that when he assumed his duties, interaction with NorCCRA representatives was an occasional occurrence. Those NorCCRA dialogues/meetings now occur on a daily basis; without pause, Trendel said “... and that’s a good thing.” In a proxy role for all North Carolina CCRC residents, Salemtowne attendees warmly thanked Jeff for his years of unselfish service.



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Your Officers & Staff for 2025-2026



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Joseph “Joe”
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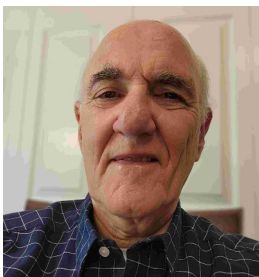
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Susan Rhyne, Membership Director
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Skip Kingan maintains the list of current presidents and NorCCRA representatives of NorCCRA-member community resident associations. When this information changes, please contact Skip in a timely manner at: skingan47@gmail.com; phone 919-384-2234.

Application Form for membership in North Carolina Continuing Care Residents Association

Name: _____

Community: _____

Spouse’s name (if applicable): _____

Address(s): _____

Email address(s): _____

Phone number(s): _____

Annual Fee: \$12 for individual; \$20 for couple.

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

Give your check and application to your local NorCCRA representative, or mail to Susan Rhyne, 3913 Muhlenberg Court, Burlington NC 27215

Thank You.