



THE CAROL WOODS NEWS

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THE YEAR 2003 IN REVIEW

The year 2003 brought significant accomplishments to Carol Woods, numerous awards, and some new faces. The year started with the decision to create new floor plans in our central apartments - expanding and, in some cases, combining apartments. The market response to these apartments has been positive, causing all of the remodeled ones to be occupied or reserved the moment they became available.

Carol Woods has been accredited since 1988 and this was the year for our reaccreditation self study and site visit. The site visit resulted in a report that reflected successful attainment of all the standards. As part of the self study, a very thorough resident feedback survey was conducted. Eighty-five percent of the resident population responded, and while 98% of the respondents expressed great satisfaction in their decision to move to Carol Woods, in the true spirit of this community, the survey produced 95 pages of kudos and suggestions for improvement.

We are known for our friendly and competent staff. While we have limited turnover, we did welcome some new faces this year. In the re-structuring of the management team, a Well-Being department was formed and **Heather Altman** was named director. Our director of Assisted Living decided to stay home with her new son. **Teresa Blossom** joined us as the director of that department. Twenty-two of the dining staff were honored at our annual Operation Education party as they graduated from high school and college and received gifts totaling \$5500. A program was initiated awarding staff members with the gold star of excellence when they met certain criteria.

We received the Family Friendly Employer of the Year Award, the Pauli Murray Human Relations Award, and the Orange County Disability Awareness Council's Employer of the Year. **Mark Holmes**, Director of Dining Services, received the Distinguished Service Award from the North Carolina Association of Homes and Services for the Aging, and **Annette Woodard**, our communications coordinator,

was a finalist for the National Lloyd Lewis Excellence in Practice Award. **Florence Soltys**, who served as Vice Chair of the Board, received the National Trustee of the Year Award from the American Association for Homes and Services for the Aging. Our calendar took the 2003 Mature Media Award.

The second garden assisted living building was opened and is nearing full census. It is connected to the Children's Center which achieved its 5 star accreditation status this past Spring. Much work is being done on the campus to enhance its beauty and keep it looking great including new signage, painting, outside lighting, and additional landscaping. Computerization is everywhere, including in the dining room where residents swipe their cards and at the time clocks where employees scan their hands. Our Skilled Nursing Center received a deficiency free annual survey from the state and we introduced a Nursing Assistant training program for students as well as a Registered Nurse refresher program. Transportation services were expanded. Over two hundred people on our Priority List joined us for luncheons throughout the year and at the Open House this Fall.

While these are just some of the highlights of the many successes that happened in 2003, they give an idea of why we have enjoyed such a nationally solid reputation for excellence. We are anything but complacent. The celebration of Carol Woods 25th anniversary will occur in 2004. What a great year this promises to be.

(Pat Sprigg)

2004

“Celebrating 25 years of
Learning, Growing, and Contributing”

LITERATURE LOOKS AT THE COMPUTER KEYBOARD

The computer world prides itself on being always out-of-date. It assures us that the computer, software, peripheral we bought this morning is over the hill this afternoon. Its arrogance in claiming its place as the true representative of the millennium is unmatched by the most assertive of rap artists. But its pride (read arrogance) is sadly misplaced, for our illustrious (read notorious) ancestors understood computers better than we do, so why not turn to them for words of wisdom.

The keyboard is the first thing we notice in a new computer even before we turn it on, so let's see if it is all as new as it claims to be. It would take a Machiavelli to deal with the vagaries of a computer keyboard. As a matter of fact Machiavelli did address the problem. In *The Prince* he tells us that "Fortune is arbiter of half our actions, but she still leaves the CONTROL of the other half to us." So we should not despair when our virtual world is crashing around our ears some morning at seven, but touch the CONTROL key and you'll find, "All's right with the world." (Not Machiavelli)

When it comes to whether or not to capitalize, one should turn away from the Fowlers of this world and follow the advice of Sir Thomas More, under even more trying circumstances than ours (he was on his way to be beheaded), "let me SHIFT for myself." If we find our little fingers are getting tired, consider poor Shakespeare who complains, "I'll find a thousand SHIFTS."

Robert Frost displays his usual New England bravado when he says, "They cannot scare me with their empty SPACES." But it is Shakespeare who deals with the more esoteric problem of kerning when, in more than one of his plays he refers to "some small SPACE."

Douglas MacArthur has advice for those who don't know how to deal with the ends of lines when he says, "I shall RETURN," and Shelley chimes in dealing with the problem of the elderly and computers when he advises us to, in "the golden years, RETURN."

When at a loss for aid in the Carol Woods computer jungle John Howard Payne tells us that "...there's no place like HOME." Stephen Foster comes to the point specifically for the retirement world when he writes an entire song about our problems in *The Old Folks at HOME*.

When in doubt about the keyboard there is omnipresent assistance, but Shakespeare isn't so sure about that when he suggests, "urging HELPless patience," only to give up in despair when he laments, "There is no HELP."

And for those Mac users who are contemplating switching to Windows, Dante has some deeply felt advice: "Abandon hope, all ye who ENTER here."

(Russell Graves)

CAROL WOODS REACCREDITED

We did it! Pat Sprigg announced that we were reaccredited by the Continuing Care Accreditation Commission (CCAC) for the 4th time.

Self inspection is good for both staff and residents to look objectively at our mission and goals. The CCAC looks at governance, finance and strategy, and health and wellness. Many residents and staff members worked together for several weeks to provide written responses and supplemental documentation of the standards for these three areas. We were competently led by Assistant to the President, **Leslie Carver**, whose comprehension and articulation of the problems that arose provided us with needed direction. She was there!

The purpose of a site visit from three evaluators, people actively involved in retirement communities in Oregon, Ohio, and Pennsylvania was to determine whether we had met the accreditation standards. With staff and residents they met in discussion groups covering all facets of our organization. At a final open meeting, they announced that all standards had been met or exceeded. We especially liked the fact that they told us they were taking back to their own organizations some of our fine ideas.

(Peggy Griffenhagen)

CAROL WOODS TEACHES

Carol Woods welcomes Certified Nursing Assistants I (CNA I) students completing the clinical rotation portion of their training. They work along with our Nursing Staff in Building 4 and each student has a specially selected CNA who serves as a mentor.

They come to us through an agreement with Central Carolina Community College in Pittsboro where they have completed the didactic portion of the program. A Registered Nurse instructor accompanies the group to supervise their skills progress.

The students themselves are excited to be here. In the opening part of their orientation several stated that they couldn't believe they had come to a place as nice as Carol Woods. Many employees participate in making this a robust experience for these students. As a result of this program, we received several applications for employment, as well as improving long term care throughout the state.

(Lucia Welborn, Director of Human Relations)

WELCOME NEW RESIDENTS

Marjorie (Marge) Richter (Apt. 138) has reconnected with so many old friends that moving to Carol Woods was close to a homecoming. During her 44 years in Chapel Hill, she and her husband raised a daughter and three sons. She has participated in the League of Women Voters, IFC tutorial program, Habitat for Humanity, American Field Service exchange program, the Chapel Hill Senior Center, and worked as a research technician in UNC and Duke chemistry departments.

Born and raised in Western Canada, she finished her training at the Northwestern Institute of Medical Technology in Minneapolis. She met her husband, Hal, a chemist, in Eugene, OR and in 1959 the family moved to Chapel Hill when Hal joined the Research Triangle Institute at RTP.

Marge's appreciation of nature and seasonal changes made her discovery of Carol Woods' Nature Trail a pleasant surprise. She hopes to continue her interest in woodworking in the Craft Shop and leave some time for Mah Jong.

(John and Alice Woodbury)

Sally and Lewis (Lew) Slack (Apt. 1114) came to Chapel Hill from Old Greenwich, CT in 1995 for the usual reasons: climate, culture, academia, hospitals. Lew received his PhD in Physics and Sally started her Masters in Social Work at Washington U. They were married December 29, 1948 during Christmas vacation and Sally claims her dad "loved the timing; he was spared the expense of decorating the church."

Lew was with the Naval Research Laboratory, George Washington University, and the National Academy of Sciences in DC. In 1967, he joined the American Institute of Physics in New York City, from which he retired in 1987 as associate director of its physics program.

Sally taught English in Alexandria, VA, was a case worker at White Plains (NY) Hospital, ran the Homemaker/Home Health Aide program in Eastchester, NY, and spent 10 years with the Department of Social Services in Greenwich, CT. She has been an active volunteer with the Interfaith Council, interviewing for Crisis Intervention for 5 years.

Lew is an enthusiastic gardener and woodworker. Sally likes tennis, swimming, bicycling and table tennis (and is looking for partners). They have 3 children in the East Coast area and 6 granddaughters.

(Bill Bland)

Wednesday Evening Programs

- 1/14 Durham Art School Chorale
- 1/21 Violin and Piano recital
- 1/28 Chamber Program of Woodwind Instruments
- 2/4 Eric Pritchard, violin
- 2/11 String Quartet
- 2/18 Thomas Otten and Magron Tsong
- 2/25 Ciompi quartet and guest pianist

Thursday Evening Programs

- 1/15 China
- 1/22 South Africa
- 1/29 Is There Trouble in the Magic Kingdom
- 2/5 Military View of Iraq
- 2/13 (Friday) Dialogue about Chapel Hill and UNC 40 years ago.
- 2/19 Iran
- 2/26 No Child Left Behind

SHORT NOTES...

The December Bird Club meeting featured Birding in Oaxaca, Mexico by **Audrey Booth** and Cynthia Fox sharing photographs, humorous experiences and shopping examples.

The 2003 Residents and Staff Art Exhibit in December included metal work, glass, pottery, needlepoint, as well as sculpture and mixed media, and 2-dimensional work in varied mediums. Six Merit Winners chosen by the exhibit judge, Joe Rowand of the Sommerhill Gallery in Chapel Hill, are: staff member **Anna Anderson**, and residents **Barbara Cromack**, **Lee Sockwell**, **Bob Taylor**, **Sally Vilas**, and **Betty Zelman**. Congratulations to the winners and to all the participants.

The TV series "In Praise of Age" aired a program in December, "Croquet at Carol Woods" with discussion leader **Bob Seymour** and croquet masters **Roger Cromack** and **Janet Campbell**. **Eva Metzger** was the producer and there was much to learn about the sport as well as some fine shots of Carol Woods' croquet court area.

Betsy Hewitt reviewed *Shadow Without a Name* by Ignacio Padilla, a suspenseful novel of history, intrigue, and shifting identities.

Continued on page 4

THE ASSOCIATION OF CAROL WOODS RESIDENTS, INC.

Summary of the Meeting of December 9, 2003

Sally Rohrdanz introduced new residents **Marge Richter**, and **Sally** and **Lew Slack**, and also "Try It You'll Like It" visitors, **Effie** and **Angelo Jaffras**.

Association President **Diane Henderson** reported that the half-year audit of the old Residents Association showed everything in order. Vice-president **Bob Brashear** presented a summary of topics and actions taken at the Council's two meetings.

Among Committee and Activities reports, **Bob Seymour** encouraged residents to advocate for the proposal to build the new Southern Orange Senior Center, part of the county's Master Aging Plan, on Homestead Rd.

Martha Gwyn reported on the remarkable progress of the Bid Sale and Cash and Carry Shop. **Charles Paddock** announced that \$129,520 was raised for holiday gifts to employees through the Employee Appreciation Fund. **Margaret Moore** announced that four research projects are now underway.

Jean Parrish congratulated all participants in the current residents and staff art exhibition.

President CEO **Pat Sprigg** announced that Carol Woods has received accreditation for the next 5 years. Filming for a Carol Woods "sponsor spot" for the Jim Lehrer News Hour will occur this week. The 25th anniversary theme which won the contest is "Celebrating 25 Years of Learning, Growing, and Contributing". She will host 20 small-group discussions starting in January with groups of residents mixed according to length of stay at Carol Woods, to discuss how decisions are made, priorities set, and relationships developed between residents and management here.

Board Chair **Jonathan Howes** described the areas of expertise of the new Carol Woods board members and noted that the rate increase will be held to 3%. He also announced that Pat Sprigg will be on a sabbatical leave from March 1 to August 1, 2004 to (1) expand her professional knowledge of innovative national and international programs serving the elderly, (2) gain an understanding of the local and state political arena as it relates to elder public policy, and (3) rejuvenate her physical and mental well being and family connections.

(Carol Woods News Editors)

Continued from page 3 Short Notes...

Music of the season was a key part of December at Carol Woods. The Woodsmen led a sing-along, a children's church choir provided another variety, and the Triangle Area Chinese American Society's Youth Group performed.

All residents were invited to the Hanukkah celebration.

The Holiday Party, dessert in the Social Lounge, celebrated the luminaries which decorated so much of the campus and which made a worthwhile gift to the Ronald McDonald House.

New Board members have been announced:

- James L. Copeland**, President of the Medical Foundation of NC
- Yoko Crume**, Lead Planner/Evaluator of the NC Division of Aging
- Robert Dunham**, Pastor of University Presbyterian Church
- John Pringle**, C. Knox Massey Professor of Finance at UNC-CH
- Edith Wiggins**, Mayor protem, Chapel Hill Town Council

One of our erudite librarians sent us this and asks what it tells us about phonics vs. sight reading.

Aoccdrnig to a rscheearch at Cmabrigde Uinervtisy, it deosn't mttar in waht oredr the ltteers in a wrod are, the olny iprmoetnt tihng is taht the frist and lsat ltteer be at the rghit pclae. The rset can be a total mses and you can sitll raed it wouthit a porbelm. Tihs is bcuseae the huamn mind deos not raed ervey lterer by istlef, but the wrod as a wlohe. Amzanig, huh?

(You can read it fast but try typing it!)

STAFF: Peggy Griffenhagen, Chair; Pat Bartell, Janet Campbell, Ray Griffenhagen, Bob Metzger, and Ann Woodham. Circulation: Eleanor George, Helen Knight, Rachael Long, Stella Lyons, Barbara Allen, and Eva Lynch. Artist: Jean Spalding.

CAROL WOODS

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