



*The Tree Unites the
Branches; The Branches
Bear the Fruit*

The ORANJ TREE

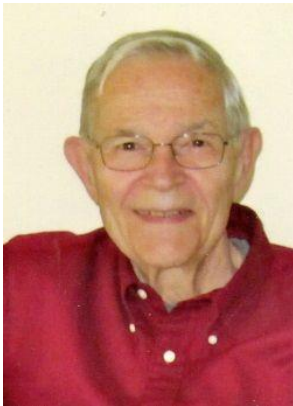
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PRESIDENT'S MESSAGE



ORANJ members believe that some of the CCRC administrators in New Jersey need to reform their policies and procedures for managing refundable initial payments. The ORANJ Legislative Committee has been working for several years on a proposed bill to require better management of the refunding process.

Continuing Care Retirement Communities (CCRCs) and residents enter into contractual agreements prior to resident entry. Contracts are drafted by the CCRC and are similar throughout New Jersey. Residents are often offered the option of occupying a "refundable" unit. When the unit is vacated, a specified percentage

of the entry fee is returned to the resident or the family or the estate of the resident. There have been cases in the past where the refund has not been made even several years after a unit has been vacated. It is the purpose of the proposed bill to help CCRCs make prompter refunds by regulating the refund process.

Most of the contracts authorize payment only after the unit has been refurbished and re-occupied by a new resident. Management can choose to market refundable units quickly or market them after the non-refundables are occupied.

A new bill will not apply to contractual agreements made before the new bill is passed. Many prior contracts are already in force. Other remedies must be found to manage those refunds so they happen without undue delay.

The bill proposed by ORANJ would require that an escrow account be established to hold initial payments. The account will grow large enough to fund refunds. Refunds should be limited to a percentage (for example 90 %) of the initial payment. Actuarial tables will be used to estimate refund withdrawals from the escrow account for all future years. If the account balance drops too low, refunds will be delayed until the balance grows due to receipt of new entry fees.

In the proposed bill, an apartment does not have to be occupied in order to get a refund. Instead, each apartment is assigned a number in sequence and refunds will be given for the apartment that has been waiting longest. This is called First In First Out (FIFO).

In March 2017, officers of ORANJ met with representatives of LeadingAgeNJ to discuss the best way to proceed with legislation. ORANJ officers also met with Senator Bateman, District 16, to discuss his bill S182. We agreed to review alternatives and meet again in the future.

Ron Whalin, President

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Crane's Mill, *West Caldwell*
Crestwood Manor, *Whiting*
The Evergreens, *Moorestown*
Fellowship Village, *Basking Ridge*
The Fountains at Cedar Parke, *Atco*
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Fritz Reuter, *North Bergen*
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Medford Leas, *Medford*
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The Pines at Whiting, *Whiting*
Seabrook, *Tinton Falls*
Stonebridge at Montgomery,
Skillman
Wiley Christian Retirement
Community, *Marlton*
Winchester Gardens, *Maplewood*

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ORIENTATION - A COMMON CONCERN

Mission

The Organization of Residents Associations of New Jersey exists for the purpose of supporting, empowering, and bettering the life of senior citizens of New Jersey. We accomplish this mission by:

- **Facilitating communication** among member resident associations **on matters of common interest and concern.**
- Keeping abreast of developments in the world of senior citizens
- Coordinating action on behalf of the rights and responsibilities of residents
- Monitoring and seeking to influence the enactment and enforcement of laws and regulations that pertain to residents of continuing care retirement communities in New Jersey

Welcome and Orientation

One of the matters of common concern is welcoming new residents and providing them with both information and personal connections to help them become at home in their new communities.

Instead of a formal survey with a questionnaire, I simply made some phone calls. I would love to hear from other CCRCs (in New Jersey and beyond) who have something to add to this topic. You may call me at 609.518.8906 or email oranjnewsletter@gmail.com.

Thanks to those who talked with me by phone:

- Regina Tetens of Cedar Crest (1621),
- Kay Cooley of Medford Leas (341, 151),
- Ruth Penner of Fellowship Village (310),
- Wendy Gansberg and Flo Lipstein of Meadow Lakes (270),
- Pat Thornton of Winchester Gardens (209), and
- Paul Basham of Wiley Mission (170).

The numbers in parentheses are the numbers of independent living residents. The two numbers for Medford Leas provide the number of independent living residents on the two campuses, which are six miles apart.

My phone calls led to these observations.

- Common things are common.
- Staffs make connections in a variety of ways.
- Winchester Gardens has a 2-Year Newcomers Club and Cedar Crest has recently started a 12-Month Club.
- Meadow Lakes has a well-defined and structured New Friends program.
- Fellowship Village has a Hospitality Committee with term limits.
- Medford Leas New Resident Orientation meetings are unique.
- Wiley Mission and Medford Leas at Lumberton provide new residents with a resident directory that has resident bios and photographs.
- New programs can happen because one person has initiated an idea and worked to implement it.

Common Things Are Common. An abundant amount of written material is made available, first to prospects and then to new residents. New residents who are so inclined can study resident handbooks and gain a great deal of information quickly. Marketing departments provide opportunities for prospects to meet with residents, often for a tour or a meal. At Cedar Crest "Resident Ambassadors" give prospective residents tours and take them to events.

All CCRCs have some sort of process for welcoming new residents with visits from residents who provide information. In some cases there are follow-up invitations to dinner and events.

Staffs Make Connections in a Variety of Ways.

At Cedar Crest a social worker pays a visit. At Medford Leas groups of new residents meet with the CEO at a brunch. At Fellowship Village the administration has cluster meetings with residents three or four times a year. At Wiley Mission the CEO and department leaders meet with new residents to explain procedures.

Newcomer Clubs. Pat Thornton of Winchester Gardens sent email:

The Newcomers Club began in September 2011 as the next step to follow the social "Dinner Dates" of the Welcoming Committee. The Newcomers Club is an opportunity for new residents with a lot of the same concerns to meet each other as a group and to form new friendships. We sit in a circle and wear name badges. Usually 15 to 20 attendees. Those who are absent receiving the handouts and notes of the meeting - maybe 10 more. Membership is limited to residents in their first two years at Winchester

WELCOME AND ORIENTATION (continued)

Gardens. Those first two years are the best time to learn rules and regulations, work orders, house-keepers, solicitations, the services & advantages of the health center, maintenance, TouchTown, dry cleaners, car wash, and how to buy wine without a car -- stuff like that. Our monthly meetings end with anticipation of adventures in the Outlook and a feedback called "Your Turn, how can we help each other". Often the next agenda is begun there. As newcomers graduate to oldcomers, new residents arrive at about the same rate to take their place. Our recent history is contained in a bright green binder in the Library for all to see.

Cedar Crest has a similar "12-Month Club." It was established only four months ago by the Resident Life Department, not by the Residents Association.

New Friends Committee at Meadow Lakes. The committee was the idea of Julie Harp, Director of Marketing. Flo Lipstein was appointed by the Forum (the residents organization) to supplement other welcoming efforts. The committee met and voted on the name (New Friends Committee) and the following:

- A formal Mission Statement
- Specific criteria for choosing a "New Friend"
- Use of the Springpoint LivWell Lifestyle Profile filled out by new resident to match the newcomer with the appointed New Friend
- A detailed list of eleven specific duties including:
 - Must contact personally with new resident within three days to find out when it would be convenient to have dinner and call in two weeks or sooner if requested.
 - Have dinner with new resident.
 - Show the new resident the location of the Computer Room & Game Room, New Recreation /area in Building 5, the Thrift Shop, Meeting Room, Day Room 24.
 - Explain the Forum (the Resident Association) and what it does - important solicitations at Meadow Lakes: Holiday Gift Fund, Forum Education Award, and the Forum.
 - Inform the new residents about committees that are available.
 - Remain in contact with new resident until they have started to become adjusted to life at Meadow Lakes.
 - Report any problems you observe to the chairman of the New Friends Committee.

Term Limits at Fellowship Village - At Fellowship Village residents who make newcomer visits serve three-year staggered terms on a 15-person Hospitality Committee. Fellowship Village is divided into seven courts of various sizes, and each court has one or two Representatives who are members of the Hospitality Committee. Soon after a resident moves in the Representative visits and brings some small gifts (flashlight, maps, etc.) called a "goodie bag." A week or two later the Representative reaches out again to invite the new member(s) to dinner, take them to concerts or other programs. Representatives visit about five new residents a year.

Two other committee projects are kaffeeklatsches and dinner mixers. A kaffeeklatsch is scheduled when there are eight new residents who have not yet attended one. About half the committee members attend as well as the president of the Resident Council. Dinner mixers are organized two or three times a year. Residents indicate their interest in attending and the Hospitality Committee makes the dining table assignments. The last two mixers had over 100 people.

New Resident Orientation at Medford Leas presents six bimonthly sessions, attended by about 35 new residents. The current system was initiated about three years ago by a resident committee that works in collaboration with the Director of Resident Services to introduce and hear from leaders of the major departments at Medford Leas. After the meeting there is a social time with refreshments.

- March: Therapeutic Recreation, Fitness and Aquatics
- May: Dining Services, Finance
- July: Resident Association Opportunities
- September: Health Services, Resident Services
- November: Community Relations, Human Resources
- January: Maintenance, Information Technology, Environmental Services, Fire and Safety

Personal invitations and phone call reminders by committee members lead to good attendance.

Resident Directories. A committee at the Lumberton campus of Medford Leas and Paul Basham at Wiley Mission provide new residents with a resident directory containing bios and photographs. Many newsletters provide info about new residents. This system provides info about current residents to the newcomers.

Maggie Heineman, Medford Leas

PLENARY SPEAKERS - APRIL 19 SEABROOK

Morning Presentation: "Current Treatments Regarding Alzheimer's Disease, to Know or Not to Know? ... That is the Question."



Michelle Papka, Ph.D., is the director and founder of the Cognitive and Research Center of New Jersey (CRCNJ). Located in Springfield, CRCNJ is a complete memory and dementia center offering comprehensive

medical care for Alzheimer's disease and other memory loss disorders and diseases. Dr. Papka has over 25 years combined experience as a researcher and clinician specializing in the field of aging, Alzheimer's disease, and dementia. She practices as a neuropsychologist, psychotherapist, and researcher, serving as the principal investigator on over 20 recent clinical trials for Alzheimer's disease, memory impairment, or mild cognitive impairment.

Afternoon Presentation: "Resident Engagement: Satisfaction is No Longer Enough."



Erin Bixler is a research analyst at Holleran Consulting. Holleran is the premier provider of employee and resident engagement and satisfaction research and benchmarks, serving more than 1,000 not-for-profit senior living provider

organizations nationally. In her role, Erin is responsible for the analysis of survey data including validity and significance testing, correlations and factor analysis. What once attracted individuals to senior living communities is no longer enough. Residents are looking for a role in bright, vibrant, engaging communities. The four constructs of voice, connection, well-being, and fulfillment are critical in measuring a senior living community's ability to create a culture of resident engagement.

TREASURED LANDS EXHIBIT

Meadow Lakes residents recently had the extraordinary opportunity to explore all 59 U.S. National Parks by photograph. The traveling exhibit, "Treasured Lands,"

honors both the 100th anniversary of the U.S. National Park Service and the 100th anniversary of Springpoint Communities, parent company of Meadow Lakes.

It was initially suggested by Paul Rockman, chair of The Academy at Meadow Lakes, which contributes to lifelong learning by offering educational programs, courses, and presentations by and for residents, and immediately joined by Stacey Judge, Wellness Program director for Springpoint Senior Living and chairwoman of the Hightstown Parks and Recreation Department. The exhibit quickly received the sponsorship of Meadow Lakes Executive Director, Jay Whiteman, as well as the township.

The photographer, Quang-Tuan Luong, gave up his career as a computer researcher to take large-format color photographs of U.S. national parks. The photo-

graphs are 30 by 40 inches, framed. He used a large-format camera and took over 15 years to visit and document each park. Each photograph comes

with a short placard explaining the selected view and the artist's comment. The artist also produced a full-color book with many more views of each park with commentary. He says, "The viewers must recognize that those unique areas are truly treasures to be preserved and protected for future generations. ..."

Meadow Lakes joins such venues as the Fullerton Museum Center, Fullerton,

CA, the Museum of Science, Boston, MA, and the Mayor's Gallery, Historic Fifth Street School, Las Vegas, NV as host to the "Treasured Lands" project.

Many volunteers gave of their time to mount and repack the exhibit; to become docents for visiting residents and the public; and to take care of the many details which come with such an undertaking.

It was truly a celebration for a centennial.

See the photographs at treasuredlandsproject.com.



Wendy Gansberg, Meadow Lakes