



The Tree Unites the Branches; The Branches Bear the Fruit

# O The RANJ TREE

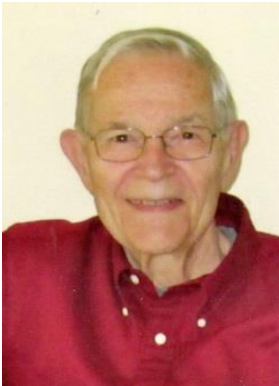
Quarterly Newsletter of the Organization of Residents Associations of New Jersey  
www.oranjccrc.org

Number 46

Spring Issue

April 2015

## Please Welcome ORANJ Volunteers



We are fortunate that three highly qualified volunteers have stepped forward to become leaders of ORANJ standing committees. Gary Baldwin, past president of ORANJ, will take over the reins of the Bylaws Committee. This committee is charged with adjusting the bylaws to meet the ever-changing needs of our evolving organization. Gary, who is a resident of Seabrook Village, also serves Tinton Falls Borough as President of the Borough Council. Prior to retiring, Gary was an executive in a computer firm and an officer in the United States Air Force.

Alice Crozier, a current resident of Winchester Gardens, will be chair of the Health Care Committee. She will take over the leadership from Netty Lowenstein, who resigned her position because of illness after serving for many years; Netty passed away last November. As some of you are aware, Alice is a retired professor of American literature at Rutgers. Therefore you will not be surprised that she is an excellent communicator and is skilled in modern technology as well. One of her first tasks will be to renew work on an ORANJ survey of CCRC medical services.

Frank Honn will become chair of the Finance Committee. In 2010 this committee created the well-respected Finance Guidebook, which is now in need of revision. Before retiring, Frank was a corporate executive at several major chemical companies. At ORANJ he was one of the leaders on the Superstorm Sandy study and lead author of the influential report.

These three new leaders will be very helpful to energize ORANJ committees, but we still need more active committee members as well. We hope that attendees at this plenary meeting will get in touch with the chairs to offer their help on the projects.

Ron Whalin, President

### Officers

- Ron Whalin, *Fellowship Village*, President
- Robt Geberth, *Applewood Estates*, Vice President, Central Region
- David Hibberson, *Harrogate*, Vice President, Southeast Region
- Helen Vukasin, *Medford Leas*, Vice President, Southwest Region
- Ron Whalin, *Fellowship Village*, Vice President, Northeast Region
- Adam Gaus, *Cedar Crest*, Vice President, Northwest Region
- Ted Brock, *Harrogate*, Treasurer
- Maggie Heineman, *Medford Leas*, Secretary

### Members

- Applewood Estates, *Freehold*
- Arbor Glen, *Bridgewater*
- The Atrium at Navesink Harbor, *Red Bank*
- Bristol Glen, *Newton*
- Cadbury at Cherry Hill, *Cherry Hill*
- Cedar Crest, *Pompton Plains*
- Crane's Mill, *West Caldwell*
- Crestwood Manor, *Whiting*
- The Evergreens, *Moorestown*
- Fellowship Village, *Basking Ridge*
- The Fountains at Cedar Parke, *Atco*
- Franciscan Oaks, *Denville*
- Friends Village, *Woodstown*
- Fritz Reuter, *North Bergen*
- Harrogate, *Lakewood*
- House of the Good Shepherd, *Hackettstown*
- Lions Gate, *Voorhees*
- Meadow Lakes, *East Windsor*
- Medford Leas, *Medford*
- Monroe Village, *Monroe Township*
- The Pines at Whiting, *Whiting*
- Seabrook, *Tinton Falls*
- Stonebridge at Montgomery, *Skillman*
- Wiley Christian Retirement Community, *Marlton*
- Winchester Gardens, *Maplewood*

### Newsletter

Ellen Handler, *Crane's Mill*

### Website

Adam Gaus, *Cedar Crest*

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## PLenary MEETINGS

APRIL 15: CRESTWOOD MANOR – OCTOBER 21: MEADOW LAKES

# THE MANDATE AND ITS MYSTERIES

The basics of CCRC governance were laid out in the Mandate (an amendment to Section 16 of P.L. 1986 c. 103) passed by the NJ legislature in 2007.

***The primary aim of the mandate is to take information and opinions to the Board of Trustees and not to take back information about the Board's activities to residents. Without a resident Board member present, the Board members would rely only upon Administration comments concerning residents' feelings and attitudes.***

The Law's five major provisions can be summarized as follows:

1. Residents living in a CCRC have the right to self-organization.
2. The Board of Directors or other governing body or a designated representative who is not the CEO or other staff member shall hold quarterly meetings with the residents or their representatives for free discussion of issues relating to the facility or delivery of health care services.
3. The provider shall make knowledgeable personnel available to address resident complaints.
4. The Board of Directors or other governing body shall consult and discuss with residents any proposed action that might significantly affect the well-being of the residents or financial stability of the facility, before taking the proposed action,
5. The Board of Directions shall include at least one resident as a full voting member of the Board. Resident members of the board are known as resident trustees. They shall be nominated by the elected representatives of the residents and selected by the Board of Directors. If the Board of Directors governs more than one facility then the seat reserved for a resident/Trustee shall rotate among the facilities governed by that body.

## ***The Mysteries***

Q. Are the resident/trustees representatives of the residents?

A. At the time that this legislation was discussed, that was a hot topic. The position of ORANJ was that the function of the resident/ trustees was not to bring news of the Board to the residents but to educate the Board in the concerns of the residents so that the Board could keep these in mind for their decision making.

Q. Should resident/trustees report on the Board's activities to the residents?

A. Another hot topic and the answer is, generally no. At the time of the debate, it was assumed that all board discussion was confidential. In fact, one of the arguments against the mandate was that residents cannot be trusted to keep board information confidential. By now, many resident/trustees have been directed by their boards to report to the residents on all non-confidential matters.

Q. What does it mean for the resident board member to be a full voting member of the Board of Trustees?

A. According to the NJ Department of Community Affairs, a full voting member is one who has a vote and takes part in the executive functions of the Board, as a member of the Finance Committee, Strategic Planning Committee or the committee that evaluates management.

Q. What is the importance of the fourth section of the mandate?

A. The "consult and discuss" provision highlights the imperative of discussion with the residents BEFORE taking a proposed action. Unfortunately, this extremely important directive is frequently omitted or forgotten, as demonstrated in the ORANJ transparency studies.

Q. Does the final section of the mandate dictate an organizational structure for a multifacility type of provider?

A. No, the wording covers the two prominent types of structures. In one, each CCRC functions much like a stand-alone facility except that a parent board sets broad policy guidelines and the local board governs the details. In the other the parent board makes the major decisions and the facility board is reduced in scope of decision making. The local board may consist of one local resident/trustee along with representatives of the parent board. The local resident/trustee may be permitted to serve on the parent board for a limited time when his turn comes.

## ***What's Next?***

Implementation of the mandate still needs considerable improvement. Unfortunately, compliance has been erratic as shown in the [2010 Transparency Survey](#) and the [2013 Transparency Update](#). It is time to devise a strategy for enforcement that will bring the law and practice closer together. Passing the law and distributing information on its content has not been enough.

## THE LIONS GATE SPIELERS

The semiannual talent show is a favorite event at Lions Gate CCRC.

Put on by the Lions Gate Spielers (Players), the show is always funny and fun for all who take part, as well as for the audience. There are 15 residents who act as staff, including two writers who are long-time collaborators, a director, who calls herself a “seasoned” resident, a producer, six tap dancers, and a choreographer who also teaches a tap dancing class, two pianists, several skit creators, and a technical director who creates a unique video that starts each performance, provides music and sound effects for the performance and videotapes the performances for YouTube (see them at [youtube.com/user/erniejay504/videos](https://www.youtube.com/user/erniejay504/videos)).



**The Toe Tappers of Lions Gate**

The spiel (play) is written in one and a half languages, primarily in English but with a good sprinkling of common Yiddish words. Because most resident actors have difficulty memorizing, they read the script. Costumes depend on what’s available. There are enough people involved that if one is indisposed, another picks up the part.

Many of the skits poke fun at the disabilities that come with old age. For instance, one recent line in a skit was “I can’t hear you when the water is running.” A parody of “My favorite things” was composed to poke fun at the maladies of aging. The Spielers also revert to old favorites and recently offered a dance to “Singing in the Rain.” Walkers and other aids to locomotion are no barrier to participation and the Spielers’ staff look forward to and enjoy the semiannual performance that they present.



## SMALL SURVEYS

### CAN HAVE BIG IMPACT

At ORANJ, surveys are a common tool to carry out its educational mission. For example, if a CCRC wanted to design a new meal plan, they might want to survey all the communities with questions that describe the meal plan in use and its effectiveness in meeting the community’s objectives. Some surveys are very broad, such as the Transparency Study which was carried out by the ORANJ Finance Committee over a period of several years and involved many residents. It was supervised by the ORANJ Executive Committee, yielded many interesting insights and was reported in several articles in our newsletter.

At the other end of the spectrum there are small surveys that are limited in scope and carried out for a specific purpose. Usually they are informal and carried out by one or a couple of researchers. They frequently use email for transmission and telephone interviews for follow up, especially for communities that have failed to respond. Such studies may be limited in scope but they require a high degree of sophistication in planning and crafting questions to avoid redundancy. For instance, we conducted a survey to determine whether the resident/trustees were taking part in the executive functions of their community’s Board of Trustees, as required by law in NJ. The survey essentially asked one question: On what Board committees, if any, are you serving? The responses showed whether they were on any committee concerned with executive functions.

In a recent instance, a resident who was concerned about the inability to reach the reception desk by phone during the night, called all ORANJ CCRCs to ask about hours of coverage by human beings, not answering machines. She compiled the responses and included them in her request to management that this deficiency be remedied. The request was sent by way of the community’s “Put It In Writing” (PIW) system. All PIWs are read aloud to the resident council with the CEO attending. A few months later she learned that henceforth someone would be at the reception desk 24/7, with a security person there at night receiving phone calls when no receptionist was on duty. This small survey achieved what two years of her meetings with management, when she was council president, had failed to accomplish.





## NEWS FROM HARROGATE

Harrogate reported that the new “Dining for Dollars” scheme (or à la carte scheme) was proving to be very popular. Many report eating smaller meals but more often, e.g. attending breakfasts and dinners. There were many questions and answers at the Southeast Regional meeting on January 18, 2015.

Also, plans were discussed for 2016 expansion to three dining facilities and Assisted Living and more apartments.

Last year the Harrogate Senior TV service was increased to include HD (High Definition) service and expansion to 140 channels.

**Dave Hibberson**

## LEGISLATION REPORT

The Veterans Exemption bill has not been moved out of committee for unknown reasons. The Independent Living Bill of Rights should have been distributed to residents by all CCRC administrators. Compliance with the Resident on the Board Law is being reviewed by the committee. Scam prevention remains of great concern. CCRC residents are particularly vulnerable and remain a major target of scammers. Legislative action to supplement current laws has not been deemed warranted. Educating residents with constant reminding is the current approach. The Death with Dignity bill has not been brought to a vote at the Senate and if it does not die there the governor has stated that he will veto it. It should be noted that Canada recently passed nationwide legislation legalizing assisted suicide. Vermont is the state closest to New Jersey where it is legal.

Federal officials recently stiffened Nursing Home quality standards and lowered star ratings of about one third of the nation's homes. Leading Age has summarized consequences in a document titled “Analysis of Five-Star Changes – Nationally and for New Jersey.” About 19% of New Jersey not-for-profit homes were downgraded. The committee continues to monitor legislation currently under consideration in Trenton. Three senate bills of concern are S93 on prescription drug charges at hospitals, S764 on board of trustees adopting written policies on conflict of interest and S2754 requiring information by communities on flu vaccines for older adults. Two assembly bills are A260 requiring standardizing medical bills with explanatory disclosure forms and A1946 requiring accreditation of compounding pharmacies.

Detailed information on bills of CCRC concern may be found on the web by googling “Leading Age New Jersey- News from Trenton”, published by the Princeton Public Affairs Group, Inc.

The ORANJ Legislative Committee is seeking new members.

**Gene Wachspress**  
**Chairman, Legislative Committee**

## APRIL 15 PLENARY SPEAKERS

### Robert Singer

Robert “Bob” Singer has served in the NJ State Senate since 1993, representing the 30<sup>th</sup> Legislative District. Senator Singer serves on the Legislative Services Commission, the Commerce Committee and the Health, Human Services and Senior Citizens Committee. He also serves on the New Jersey Commission on Aging, the New Jersey Commission on Science and Technology, and the New Jersey Asian Americans Commission. He has sponsored various economic development measures, including bills to assist biotechnology and computer software firms and to authorize the creation of Urban Enterprise Zones in the district. Over the years Bob has been a firm friend and loyal supporter for ORANJ. He sponsored both our recent Bill of Rights and the 2007 Mandate amendments that essentially set up the structure and responsibilities of the Residents Associations.

### Stacy Judge

For over five years Stacy Judge has been Program Director for the Community Wellness Program at Springpoint Senior Living. In that position she has implemented Springpoint's LivWell Program, directed at the whole person and encompassing all seven dimensions of life with emphasis on the dreams and needs of the residents. Her ultimate goal has been to give the residents a lifelong sense of well-being and engagement on a variety of levels. Her most recent former position was as wellness and aquatic director at the YMCA of Western Monmouth County. In addition, she served for eight years as Chairman of the Hightstown Parks and Recreation Commission. In 2014 she along with co-authors, published a business white paper focused on implementing a successful whole-person wellness program, taking account of the culture, mission, goals, and resources of an organization.