

PAVILION POINT OF INTEREST

Many residents are unaware that the Pavilion Healthcare Center offers short-term rehabilitation to individuals outside of Croasdaile Village Community. There are 60 open beds in the Healthcare Center. We are, indeed fortunate to be able to offer this service to the community-at-large as many CCRCs only offer care to their contracted residents.

Of course, our residents always come first. We have ample amount of rooms to offer short-term or long-term care to our contracted residents. It is an additional bonus to be able to serve the entire Durham community. If you have any family members or friends who are facing surgery or find themselves in

the hospital and in need of rehabilitation, keep in mind that the Pavilion is here to care for them as well. You could have them close to your home for convenient and regular visits and provide support within the comfort and security of our campus. If you, or any of your family or friends have questions regarding our move-in process at the Pavilion, feel free to contact me at extension 2658.

Jennifer King
Healthcare Administrator

THE MARKETING BASKET

Our Life Care Services (LCS) Regional Marketing Consultant, Jessica Fogg, makes site visits to communities all over the Southeast and Atlantic region. On one of her trips to Croasdaile Village she commented, "this office is one of the busiest of all those I work with!" Obviously the level of activity and productivity in the Marketing Department is commensurate with this highly active, involved community. Residents set a wonderful example for us by spending their days in a way that makes a difference in their own quality of life – and in the lives of those around them.

It is and always has been Marketing's goal to provide a warm welcome to everyone who enters our doors...to make every visitor and resident feel special and cared for. We have been practicing "Extraordinary Impressions" long before it became an LCS initiative! It makes for a pleasurable work experience.

That practice has served us well since the community opened. After we contracted for LCS's management, we began attending the bi-annual National Sales Conferences. To date, our Marketing Team has received recognition and awards at every conference. This past month, September 2010, we once again made 6 sales and achieved 100% sold status. We were recognized in LCS's publication "Sales and Success Stories" as Top Performers! It is satisfying to reach our team's goal –

and even more satisfying when our efforts and successes are recognized and appreciated.

I must add a personal comment to that: "Grandmas get it done!" As our office photos proudly prove, I am proud Grandma to six, 5 grandsons and 1 granddaughter ranging in age from 9 to 20!. Janice has 1 grandson, age 2 ½, and Lisa has 1 grandson, age 1 ½, with another grandson due to arrive just before Thanksgiving! We may all be grandmothers...but dedicated and untiring, our team members are often first to arrive and last to leave on any workday. Best of all, we love what we do and those for whom we do it! One of life's richest blessings is to experience pleasure and joy in your life's work. Thanks for making Croasdaile Village that kind of place!

Carol Roycroft,, Marketing Director

- **There will be no Villager next week.**
- **Croasdaile Village Health & Wellness Fair - November 11th, 10:00 a.m. - 4:00 p.m.**
- **Information on Early Voting available in the Library.**

THE VILLAGER

THE UNITED METHODIST RETIREMENT HOMES, INC.

AT DEWITT'S END

I think everyone is aware that the wireless installation project is on-going. However, it may be farther along than is commonly perceived. In many cases, the signal is present, but the residents have yet to be connected. In the past few days, I have learned that we have quite a few areas like this. In fact, the wireless signal for the Heritage Hall is now complete, yet several residents continue to ask, "When will we have signal." Our new wireless network is "invisible" for security reasons. In other words, you won't see it if you do a search for wireless networks on your computer. In order for you to be connected to the network, you will have to provide your 'MAC address' (Media Access Control Address). This is an address assigned to each computer, and stored in its hardware by the

manufacturer. Our wireless installers will need to get that address added to the wireless system before any individual computer can read and join the network. If you have not yet requested connection to the network, and you wish to take advantage of this amenity, you will need to contact Jessica Godwin at extension #2489. Jessica will notify the installers, and arrange for connection. Administration is currently working with the Computer Clinic (the company that is installing the system) to streamline this process. More information will be forthcoming in the near future.

Howard

DASHES FROM DENISE

Thank you, thank you, thank you! Over and over again I heard "What a wonderful community you have." I couldn't agree more! Community Services Directors attending the LCS Life Enrichment Conference and United Methodist Clergy and Laity from the North Carolina Conference Board of Ordained Ministry visited Croasdaile last week and praised residents and team members for hospitality. Residents were everywhere - greeting, filling rooms with activity, and demonstrating why Croasdaile is a great place to live. Thank you all!

I want to express my thanks to Ted Garske and the Morrison's team; the housekeeping team and to Haley Allison for their handling of a zillion requests; to tour hosts Carol Roycroft and Patty Gentry; to the gift shop window team of Dottie Waters and Kathy Dawsey, two windows in three days; to all who shared work for the art gallery and to my inspiration and constant decorator (plus tour host) Lisa Kistler. Howard DeWitt and the management

team graciously greeted on Monday, and many residents took shifts on Wednesday. I'm moved to tears with gratitude to be part of a such a community!

On another front, we've secured tickets for Billy Elliott at Durham Performing Arts Center on Wed. night, November 10th, at a fantastic rate of \$31.25 for rear orchestra, and for Lion King on Wed. night, January 19th, \$64.50 for grand tier and \$46.50 for front balcony. I will be in the great room of Village Commons Friday night, Oct. 29 between 5:15 and 6:15, and on Sunday, Oct. 31 between 12:15-1:15 to sign up persons interested in going. Note: policy states that if you have a ticket purchased for you and have to cancel and no substitute can be found, you are responsible for charges incurred.

Denise Waters,
Life Enrichment Director

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Editor: Patty Gentry,
Resident Services

Thought For The Week

In the hopes of reaching the moon men fail to see the flowers that blossom at their feet.

~Albert Schweitzer

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CLASSIC TEAM PLAYERS IN THE PAVILION

This week's feature is **Carol Harris**. Carol is affectionately known to many as Ms. Carol or Ma Carol. She has been a nurse for 36 years and a member of our team for nine.



Ms. Carol has one son who was recently married and two grandchildren. She comes from a large family. Both of her parents are still living and she has three sisters and seven brothers. They often take trips together. Ms. Carol takes pride in being the only nurse in her family.

She is often asked why she chose nursing. Her philosophy is "I do what I love and love what I do". The other question she is asked is when are you retiring? Her response is always "I am too young for that." Ms. Carol has an affectionate smile that is contagious to most. She often goes the extra mile to ensure the patients receive the best possible care. Her duties include a wide array of tasks:

- Greet
- Ensure patients receive the correct medicines/treatments.
- Inform the physicians of patients progress.
- Admissions and discharges.

- Document patient progress.
- Ensure the certified nursing assistants are performing skills correctly.

The next time you visit the Pavilion make sure you ask about "Ma Carol". She is usually the first face you will see upon arrival.

Denise Goodwin-Baker, ADON

MAINTENANCE

Maintenance gets numerous requests to work on residents' personal scooters. These requests range from air in tires to replacing batteries. Unfortunately, we are going to have to discontinue servicing scooters except for air in the tires. If tires continually go flat, the resident will need to arrange for tire/tube replacement. We are not certified to work on and cannot guarantee any replacement parts, batteries or labor. For the best care of your scooter, it needs service by the company from which it was purchased or a local medical supply store. Triangle Aftercare will be here for the Health and Wellness Fair on November 11th between 2 and 4 for a scooter clinic, at which time residents can have scooter's checked out. Triangle Aftercare has pick up and delivery for service but also does on site service by appointment. Hopefully this will enhance the performance and durability of your scooter.

Sandra Lemons

FLU SHOTS STILL AVAILABLE

If you missed getting your flu vaccine, there is still time to protect yourself. Croasdaile's Home Care Department will offer flu vaccine's until we run out. If you were unable to attend the flu clinics, notify Judy in the Home Care Department at 919-384-2440 to schedule an appointment to get your vaccine. The Centers for Disease Control (CDC) recommends the flu vaccine as well as vigorous hand washing during the flu season. Also it is suggested if you have flu-like symptoms, seek medical advice as soon as possible. The flu vaccine does not guarantee that you will not get the flu, studies have shown that your symptoms are likely to be milder than if you did not take the vaccine.

Remember to wash your hands frequently during this flu and cold season, and cover your cough! ~ Judy Powell

Happy Birthday

Marcy Davis - 10/28	Betty Ann Sparks - 10/28
Frank Bird - 10/29	Martha Winters - 10/29
Mary Gardner - 10/30	Hugh Robinson - 10/30
Mary Tatum - 10/31	
Richard Walter - 11/01	Dick Means - 11/02
Mary Cheek - 11/04	Sara Frick - 11/04
Connie Kerr - 11/05	Jan McNary - 11/05
Richard Butler - 11/07	Bob Keever - 11/07
Ann Tunstall - 11/07	Betty Lallier - 11/08
Janet Kistler - 11/09	Anne Davis - 11/10
Patricia Page - 11/11	

HEALTH & WELLNESS FAIR

Bone Health

The National Osteoporosis Foundation estimates that one in two women aged 50 and over will have an osteoporosis-related broken bone. Over 24% of those with a broken hip die within the first year and 50% never regain full independence. There are no symptoms with most osteoporosis fractures of the spine and over time they lead to height loss and a hump in the back. Besides its appearance, this hump can lead to other disabilities.

In many cases these broken bones and disabilities do not have to occur. There are many new medications that can prevent or treat osteoporosis.

The DXA Bone Density Test is painless and does not involve needles or blood work. There will be no need to disrobe for the test. The bone density strength is determined with extremely low dose x-rays that are taken of the hip and spine. The results of the test will be available immediately following the test.

The entire process takes between 20 and 30 minutes and is covered by most insurance plans. (Information obtained from Bone Health of Durham, NC)

Croasdaile Village is pleased to make available, through Durham Physicians, Bone Health, Dr. Robert Stewart, DXA Bone Density Testing. Dr. Stewart, along with several members of his practice will be on campus November 11th for our Health & Wellness Fair. Dr. Stewart's 30 ft. mobile office and testing facility will be parked just outside door #19 and will conduct tests beginning at 8:30 a.m. through 4:00 p.m. Residents may schedule their appointment with Jessica Godwin at ext. 2489. Jessica has Patient History Forms available as well. Fill out this information ahead of time and bring it with you the day of the Fair to save time. The Bone Density table will be set up in the resident services area close to Jessica's desk the day of the Fair for registration and information. Residents will receive the results of their tests the day of the Fair and a detailed evaluation will be sent to your physician.

Remember to bring Medicare and all pertinent insurance cards.

Patty Gentry

2010 EMPLOYEES' APPRECIATION GIFT FUND

In the envelope with your monthly bill is an important letter asking you to give generously to the Croasdaile Village Employees' Appreciation Gift Fund.

Remember how our Croasdaile Team worked night and day to take care of us during the Norovirus in February and March? This is your opportunity to thank them for their outstanding service during 2010! **Be especially generous this year!** Croasdaile Village administrators worked exceptionally hard during the virus too, but they are not included in the Employees' Appreciation Gift Fund distribution.

Checks should be made out to:

Croasdaile Village Residents' Association;

designated for: The Employees' Appreciation Gift Fund

Your tax deductible contribution should be mailed by *December 1, 2010* to:

Jack Carroll, 8 Barratt's Chapel Court, Durham, NC 27705

Betsy Miller, Resident Council President

Personal Privacy and Courtesy

The last few weeks, I've heard many complaints from residents who have had items removed from their private in-house mailboxes. I want to think that this has been accidental. Sadly, it appears that, in at least in a few notable cases, it has not been so. We have had recent reports of private documents being removed from resident boxes, and of political advertisements being randomly removed. One of our residents recently placed notices for one particular political party into the boxes of residents of the same party affiliation (it was not a wide-spread distribution). Within hours, someone removed all of the political notices from every box. This is a serious violation of our privacy standards, and it will not be tolerated. While it is not acceptable to do widespread campus distribution of political materials, it is indeed acceptable to distribute such materials to those who have requested them. DO NOT remove items from another resident's box. Thank you!

Howard