

ABHOW Words

SHARING OUR STORIES

News of the American
Baptist Homes of the West



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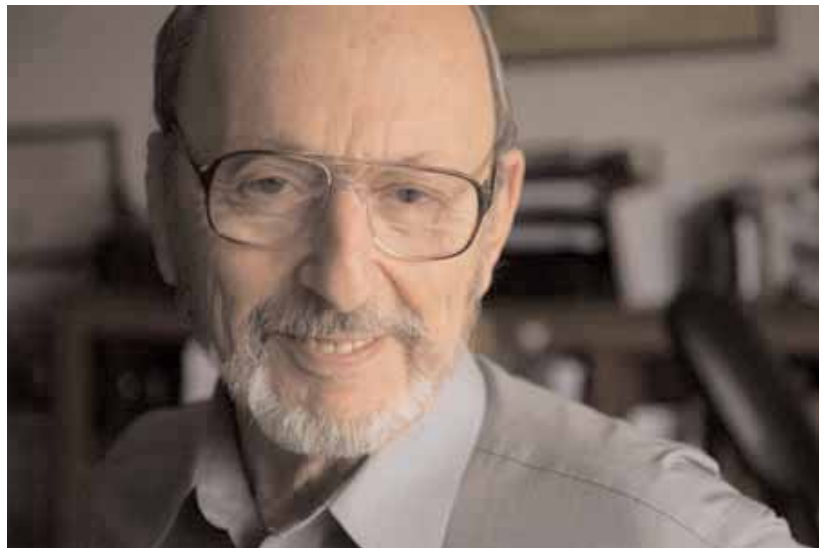
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ABHOW for affordable housing.

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Los Gatos is a family affair.

Piedmont Gardens Residents Connect in Caring Circle



Sid Spies

When Sid Spies and two fellow residents of Piedmont Gardens each suffered the loss of a spouse in 2002, they helped each other by sharing their pain. They also realized that not everyone in Garden Terrace, the skilled nursing section where their spouses had been cared for, had a friend or family member to talk with regularly or to help communicate their needs to the staff.

Spies, a retired physician, started Caring Circle, which builds one-on-one relationships between residents in assisted living or skilled nursing and their neighbors in residential living at the Oakland continuing care retirement community. About 30 volunteers visit regularly with residents, read to them, talk with them, take

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American Baptist Homes of the West

Mature Living Since 1949



Caring Circle volunteer Newell Erwin (right) enjoys a visit with neighbor Elsie Montgomery.

years ago. He's glad to see me, and I've developed a great deal of affection for him. It's a mutual thing between two people." He and his friend listen to books on tape together or talk about the past.

Volunteer Newell Erwin has also developed close friendships with Caring Circle buddies she's had over the past few years.

them on outings and share other activities tailored to their interests.

"They bring companionship and all kinds of ideas to help stimulate them and make the visit a meaningful one," says Nathaniel Fripp, healthcare administrator at Piedmont Gardens. The community's programming and nursing staff enthusiastically back the program.

"Many long-term care residents have outlived most of their friends," Fripp says, "and building a new friendship can be so important."

"They bring companionship and all kinds of ideas to help stimulate them and make the visit a meaningful one."

—Nathaniel Fripp, healthcare administrator at Piedmont Gardens

Caring Circle also fills a need in the volunteers. "It can be very gratifying," Spies says. "The gentleman I'm seeing was rendered very helpless by a severe stroke six

She brought Irish music along for one, photographs of Japan for another. She'd take one out to parties, another to an ice cream parlor nearby. A former social worker, Erwin says she finds it satisfying to help someone else.

"We're all in this together, and that's one thing that I can do for people who are in other stages here," she says.

She stresses that she participates in the program because she enjoys it, but she also recognizes it has an additional benefit for the volunteers. "A lot of people in independent living don't even want to think about skilled nursing, but if they would get used to being up there, they wouldn't have that fear."

That, says Fripp, is an important reason why he and the rest of the Piedmont Gardens staff are so solidly behind Caring Circle.

Company Receives Federal Funding for New Communities

ABHOW was awarded more than \$19 million in federal funding in October for two new affordable housing communities.

Valley Vista, a joint project of ABHOW and Satellite Housing in San Ramon, Calif., received a \$13.8 million grant, the largest award in the nation this year from the Department of Housing and Urban Development (HUD).

The HUD Section 202 funds will be used to construct the 105-apartment community and provide rent subsidy to ensure that senior residents will pay only one-third of their incomes toward rent, no matter how low their income.

ABHOW and Berkeley-based Satellite Housing are co-developers of the project. ABHOW will be the owner and sponsor and will manage the community upon its completion.

The 4.7-acre parcel of land was acquired from Church on the Hill using \$5.5 million made available from the San Ramon Redevelopment Agency and \$1.2 million from Contra Costa County. Low-income housing tax credit equity and other sources of funding will make up the balance of the \$30.5-million project.

ABHOW won a second HUD Section 202 award of \$5.5 million for its Good Shepherd Senior Housing Project in Lynnwood, Wash., 25 miles north of Seattle. ABHOW and its co-sponsor, Good Shepherd Baptist Church, will build a 40-apartment affordable housing community for low-income seniors in Lynnwood and Snohomish County.

The Good Shepherd community is only one of three projects to be successfully awarded HUD 202 funding in the state of Washington this year.

To ensure the success of the project, ABHOW and the sponsoring church have contracted the consulting services of Seattle-based Beacon Development Corporation, the premier affordable housing developer in the Pacific Northwest. In addition to being a co-sponsor of the project, ABHOW will serve as the community's owner and management agent.

The news of the two awards, announced Oct. 26 by HUD Secretary Alphonso Jackson, delighted Ancel Romero, ABHOW's senior vice president for affordable housing.

The Good Shepherd community is only one of three projects to be successfully awarded HUD 202 funding in the state of Washington this year.

"In truth, I was praying that we would get at least one award," Romero said. "So to get two means that we are especially blessed and, more importantly, so are the seniors that ABHOW is now in a position to serve as a result of these two new projects."



Matching Program Boosts Local Endowment Funds

The endowment funds at ABHOW's continuing care retirement communities got a big boost this year, thanks to residents who established Charitable Gift Annuities with a matching commitment from ABHOW.

For every \$5 of new Charitable Gift Annuities issued by the Foundation in the 2007 fiscal year, ABHOW contributed \$1 to the special project fund of the local community. The total matched was \$104,600.

"We're grateful for those residents who took advantage of this unique opportunity to help their neighbors while strengthening their own financial situation," says Joe Anderson, senior vice president for the Foundation.

A Charitable Gift Annuity (CGA) is one of the most important giving mechanisms for the Foundation.

Donors receive payouts at a rate that has been higher than traditional CDs, and they also enjoy tax benefits. Upon maturity, the remaining funds are bequeathed to the community's endowment fund. The minimum amount for a CGA is \$10,000.

With the matching funds from ABHOW, the communities have money available

immediately for projects approved by their local foundation committees. The total matched for each community is as follows: Pilgrim Haven, \$36,000; Grand Lake Gardens, \$16,000; Judson Park, \$14,000; San Joaquin Gardens, \$12,000; Rosewood, \$12,000; Plymouth Village, \$8,600; The Terraces of Phoenix, \$4,000; and Valle Verde, \$2,000.

"Residents should be proud of their generosity," says Anderson, "and take delight in the tangible impact they'll see in their communities."



Year-End Appeal Benefits ABHOW's Wider Communities

Year-end appeals will be arriving in the mail soon from favorite charities, and among them will be a request from the ABHOW Foundation: Consider making a gift that extends ABHOW's impact beyond its retirement communities.

"ABHOW has a deep commitment to social responsibility, which it defines as honoring its promise as a charitable corporation to the cities

and regions it serves," says Joe Anderson, senior vice president for the ABHOW Foundation. "This year we are intentionally inviting donors to share in that wider mission."

Donors will have the option of contributing to the Foundation's Social Responsibility Fund, which awards small grants to nonprofit organizations that provide support services to seniors. Other options include the

Affordable Housing Assistance Grant Fund, CCRC endowments and special project funds.

While helping others, donors also have an opportunity to increase their income tax refund or reduce their income tax burden through a year-end gift. To discuss giving options and tax benefits, contact the Foundation at 800-222-2469 ext. 7151.

Executive Director Has Full Year Ahead as Leadership Fellow

Adnan Hasan has homework to do, but he doesn't mind. The executive director of Grand Lake Gardens in Oakland has just returned from his first session as a leadership fellow with the American Association of Homes and Services for the Aging (AAHSA).

Selected through a competitive process, Hasan has joined other emerging leaders in Leadership AAHSA, a yearlong series of in-person and online classes, visits to exemplary communities across the country and ongoing consultations with other leaders.

"This program brings together a diverse group of people from all over the nation," Hasan says. "It gives you the ability to access innovative thinkers. I'm really excited about it. My staff and I will need to work hard in addition to the work we're doing every day, but I feel we will benefit from it and so will the residents."

Before leaving in October for the first session in Orlando, Hasan made sure everyone at Grand Lake Gardens knew what he'd be up to. "Once I came back," he says, "I shared how positive my experience was. Both the staff and the residents were supportive, and they asked all sorts of questions. They're really genuinely interested."

Leadership AAHSA is now in its second year. It's structured around two concepts. "One is learning to be more self-reflective," Hasan says. "I'm the sort of person who gets tied up in getting things done, and I don't step back and reflect on them. I really hope to develop that skill. The other part is learning innovative things and bringing them back to Grand Lake Gardens."

In the year ahead, Hasan will attend sessions in New York, Washington, D.C., San Francisco and Philadelphia. In between, he'll participate in monthly online classes and discussion groups, read a great



Hasan

deal and work on a personal project, getting Grand Lake Gardens accredited for person-centered care through the Commission on Accreditation of Rehabilitation Facilities (CARF).

He'll also consult regularly with his coach, Jerry Brown, executive director of Bethany Center Senior Housing in San Francisco, and with his buddy, Alex Candalla, executive director of The Terraces of Los Gatos, who participated in Leadership AAHSA's inaugural class.

"We knew going in that [the program] would be a serious undertaking," Hasan says. "But it has been created very thoughtfully. I was really pleased to see the caliber of the fellows in my class, and I felt even more honored to have been chosen. I'm hoping I'm going to be a better leader after I've gone through the program so I can inspire and lead my management team to do things better — that's going to have a meaningful impact for our residents."

Pilgrim Haven could be in the Guinness Book of World Records for having the longest tenure of a “temporary” employee.

On June 20, 1977, Barbara Emerling, a registered nurse, was encouraged by a friend to substitute for a vacationing nurse at The Health Center for six weeks. Barbara had not worked for eight years and was a bit reluctant to re-enter the nursing world, but she thought that “six weeks” would fly by quickly. Her area of nursing expertise had been in psychiatric nursing, so geriatrics was a bit mysterious. Her sense of caring quickly took over, and she found that seniors were delightful and the experience was rewarding. At the end of six weeks, she just stayed on as a part-time nurse.

Barbara didn't just pass pills and do treatments. She began bringing “kits” from home. There was the “Hair-do Kit,” which contained jars of Dippity-Do and curlers. There was the “Manicure Kit,” which contained emery boards, tools, lotion and shocking colors of fingernail polish. The “Tool Kit” contained WD-40 to prevent squeaking wheels, screwdrivers to tighten, and even a plunger for those overflow moments. The “Cocktail Kit” contained a wine opener, cocktail napkins and a shot glass.

Her nursing standards were high, and she insisted that the CNAs meet these standards. She did this with a great deal of finesse and a lot of delicious baked goods. Barbara brought coffee cake, banana bread and cookies frequently, so with these wonderful bribes and her great sense of

humor, the CNAs were only too happy to comply.

In 1995, Barbara could no longer work as a nurse due to a permanent decrease in her vision. This was a difficult time for her because she enjoyed nursing greatly, and after 18 years she truly loved Pilgrim Haven.

A new position became available – program services coordinator for residential living. With the assistance of a vision machine, a telephone and knowledge of the Bay Area, she rolled up her sleeves and began finding interesting and adventurous field trips for residents to enjoy.



Emerling

Her nursing instincts are invaluable on these trips because she can tell when residents need more support or an intervention. She finds diverse entertainment and interesting speakers to come to the campus. She is a favorite to accompany residents to a medical visit so she can help ask the “right” questions and help explain what the doctor advised. She knows every resident well and makes sure each one receives a personalized birthday card. She is a confidant to all. She accepts her handicap with humor and shares how to adapt and overcome visual deficits with residents. The best teacher is often the

one who truly knows from experience.

So, perhaps, after 30 years, Barbara will decide to become permanent at Pilgrim Haven – we hope so.

Karen Jenney is executive director of Pilgrim Haven, located in Los Altos, Calif.

Pam Bancroft is such a big fan of The Terraces of Los Gatos, she recruited her sister to work at the California community four years ago. And if that wasn't enough, her mother moved from the wait list to The Terraces last May.

Promoting the exceptional quality of The Terraces is Bancroft's job as director of sales, marketing and community relations. But persuading her family means she's a true believer.

"I feel The Terraces is such a wonderful community that I want to share it with my family," Bancroft says.

When an interim spot for front desk receptionist opened up four years ago, Bancroft called her sister, Sue Ahn, who has lived in Sunnyvale for 30 years.

With a bachelor's degree in sociology from Wheaton College in Norton, Mass., Ahn had led congregational outreach for two Northern California churches and worked for the social service department in New York City and Family Services of Santa Clara Valley, where she arranged services for older adults. So the prospect of working at The Terraces was intriguing.

"I love working with older adults," Ahn says.

She got the job. In December of 2004, Ahn was promoted to coordinator of The Lodge, the assisted living center of The Terraces. Seven months later she was named Lodge manager.

Ahn enjoys working with residents' families and appreciates the "joyful caring" of her fellow staff. Indeed, she says, "You feel like a family here."

That explains why Bancroft's own energy for The Terraces hasn't flagged a bit since she arrived in 1993.



Pam Bancroft (standing), sister Sue Ahn, and mother Mary Jane Bender make The Terraces a family affair.

Hired first as community relations manager, Bancroft has played a major role in nurturing The Terraces' relationship with the larger community, establishing The Terraces as a valuable civic asset.

A former mayor of nearby Monte Serreno, Bancroft invites the wider community to The Terraces for special events. She highlights the charitable activities of older adults through the annual Seniors of Distinction award, sponsored jointly by The Terraces and the Los Gatos Weekly-Times.

"I believe a vital retirement means continued engagement with the greater community," she says. "And I think the greater community benefits when it gets to experience life at The Terraces."

Continued on next page



Bancroft's own son, T.J., enjoyed that benefit. His first job in high school was working in The Terraces dining room. Bancroft told him that because of her reputation for excellence, he couldn't slough off. "Mom was going to hear about whatever he did," she says.

T.J. turned out to be a wonderful employee, Bancroft adds, noting that a number of mothers work with their sons and daughters at The Terraces.

"I think that's what makes this community so special," she says.

GOING FULL TILT

Bancroft's mother, Mary Jane Bender, picked up on The Terraces' special quality right away. "I love it!" she

exclaims. "I really am so enthusiastic about it."

Bender is amazed at the number of activities The Terraces offers. In the space of a recent week, she went to the horse races, heard former New York governor George Pataki speak at the Celebrity Forum at De Anza Community College, attended the opera in downtown San José, enjoyed The Terraces' annual Wine-Tasting Festival, and took in the Saratoga Drama Group's performance of "Beauty and the Beast."

"I'm going full tilt all the time," she says.

Bender was quite familiar with the continuing care concept of The Terraces, which provides multiple levels of living on one campus. She was president of the Berkshire Medical Center Auxiliary in Lenox, Mass., her home of 40 years, when the

health system founded Kimball Farms, a lifecare community. Bender says she knew one day she would move into such a community.

She and her husband, Dan, moved to California about seven years ago, living half the year in Los Gatos and the other six months in Tucson. Dan passed away last year, and Bender decided it was time to make the move.

She looked at other communities besides The Terraces, but "it boiled down to location, location, location," she says, noting The Terraces' great neighborhood, its proximity to shopping, and the flat terrain.

"Also, the girls were a big influence," she adds.

Continued on back page



the Boston Symphony Orchestra. Ahn was her chambermaid.

Now that they are together again, Bender, her daughters and extended family usually gather for dinner every weekend. In July the family spent a week in Maui. "It was Mom's treat for everyone," Bancroft says.

Bancroft is relieved that her mother is enjoying life at The Terraces. Indeed, Mom is so excited about the community, she's ready to help with marketing.

"I'm really your best advertisement," Bender says. "I just cannot get over what an all-encompassing community this is."

WORKING TOGETHER

This isn't the first time that Bancroft and her sister have worked together, their mother notes.

The summer before Bancroft went to the University of Connecticut, she managed a bed-and-breakfast inn in Lenox, a historic village in the Berkshires that is the site of Tanglewood, the summer home of

The original version of this article appeared in the Fall 2007 edition of The View, the marketing newsletter of The Terraces of Los Gatos.

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—Mary Jane Bender, resident of The Terraces of Los Gatos

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"American Baptist Homes of the West, as an expression of Christian mission, seeks to enhance the independence, well-being and security of older people through the provision of housing, health care and supportive services."

