



VOLUME 8 • ISSUE 8 • AUGUST 2008

## INSIDE

**Page 3** Pacific Meadow rallies to help fire volunteers and evacuees.

**Page 4** Ads promote the good life at Valle Verde and earn national award.

**Page 6** New system makes life easier for HR managers and employees.

## Friends Make Resident's World Go 'Round



It's your birthday. You awake at 6 a.m. and head to the kitchen to start the coffee. Passing through the living room, you notice, under the door, a card with your name on it. It wasn't there last night! If you live at Judson Park, it's a good bet the card is from Ray Hopkins.

Hopkins has lived at Judson Park in Des Moines, Wash., for just over a year now. He knows everyone and can't wait to add to his long list of friends the residents of The Sound View Apartment Homes, Judson Park's newly opened expansion.

Not only does Hopkins never miss a birthday, but he helps his new friends and neighbors by serving on the Residents' Council,

Continued on next page

Photo above: Ray Hopkins shoots pool at Judson Park in Des Moines, Wash.



**ABHOW**

Mature Living Since 1949

## Sound View Apartments Welcome Residents

The Sound View Apartment Homes at Judson Park welcomed its first residents in July.

Sixty-four brand-new residential living apartments opened at the Des Moines, Wash., community, which was originally built more than 40 years ago. The new apartments range in size from 844 to 1,200 square feet. Each apartment features one or two bedrooms, a fully equipped kitchen, spacious living area, and walk-in closet.



New residents Rex and Sandy Pearson unpack.

And every apartment has its own private balcony. The end apartments have wrap-around verandas offering commanding views of Puget Sound.

“Our residents and staff are excited that the new construction is completed and new residents are starting to move in and become a part of the Judson Park family,” says Russell Akiyama, the community’s executive director. “Although the process of moving from one home to another is tiring, the new residents are enjoying their apartments, their view, and the new friends that they are making. Everyone is looking forward to getting to know each other better. It is an exciting time at Judson Park.”

## Neighborly Resident *continued*

assisting during religious services, and supporting residents of The Health Center with their daily exercise.

When Hopkins finds time for himself, he paints — mostly pictures of his family, friends, Puget Sound and beautiful landscapes surrounding Judson Park. He also channels a considerable amount of energy into staying fit. He never misses a Lifetime Fitness class. He takes Tai Chi, and he set a 173-mile personal goal for the Judson Park Walking Challenge.

A true believer in keeping his mind sharp, as well, Hopkins is trying to find time to enroll in Posit Science, the computer-based brain fitness program underway in a number of ABHOW communities.

Staying busy, engaged with others, and challenged by everything is a way of life for Hopkins. Born and raised in Miami, Fla., Hopkins joined the Air Force and received his industrial engineering training during 20 years of military service. He held engineering management positions on more than 10 Air Force bases and lived in several states and countries, his family at his side.

Hopkins’ love for life and friends is most evident in the mantra you’ll find on his favorite tee shirt: “Active Aging! We’re Living It.”

*This article originally appeared in the Spring 2008 edition of The Sound View.*

---

**“Active Aging! We’re Living It.”**  
—Ray Hopkins’ mantra

---

## The Basin Complex fire that burned 162,818 acres near Big Sur for most of July mobilized residents and staff of Pacific Meadows in Carmel, Calif.

Residents baked desserts for the volunteer firefighters and assisted the Red Cross in caring for evacuees at a junior high school just down the road from the retirement community.

“We gathered together tents, ice chests, food blankets, and socks, and did all that we could to make the evacuees comfortable,” said Jullie Shanks, Pacific Meadows’ administrator.

Homes were evacuated 12 miles east of Pacific Meadows. The fire never threatened Pacific Meadows, but the community was prepared, Shanks said.

“Residents were informed and safety and disaster training was put into effect by the residents,” she said. “Each resident was notified or checked on personally.

We now have a buddy system where people check up on each other.”

The Red Cross thanked Pacific Meadows for its assistance. “Your kindness is much appreciated and extremely helpful for the victims of the disaster,” wrote Sharon Crino, executive director of the Red Cross’ Carmel Area Chapter.



Pacific Meadows residents Gladys Skadden, Martha Barrett, and Charles Lewis serve breakfast to evacuees at a junior high school near the retirement community. Residents and Administrator Jullie Shanks prepared pancakes, sausages and bacon, and delivered the food to the school.

### Pacific Meadows Administrator Shines Amid Crises

Dealing with crises is nothing new for Jullie Shanks, Pacific Meadows’ administrator.



Shanks

Last year, she overcame several adversities, including major storms that caused flooding in the Carmel, Calif., community’s buildings.

“Jullie never let these bumps in the road get her down,” says Ancel Romero, ABHOW’s senior

vice president for affordable housing. “She persisted and worked diligently to get the community back to normal in no time at all.”

For her tireless efforts, Shanks received ABHOW’s prestigious Administrator of the Year award last February.

Romero says Shanks is much loved by residents. “She cannot walk the grounds without calling each of the residents she passes by name and asking them how they are, which is quite a feat when there are 230 residents,” Romero says.

**A** series of print advertisements promoting Valle Verde, ABHOW's Santa Barbara community, garnered top honors in May at the 2008 National Association of Home Builders 50+ Housing Awards.

Produced by GlynnDevins Advertising & Marketing of Overland Park, Kan., the Valle Verde ad series earned

a Gold Achievement award in the annual competition that highlights the latest trends in design and marketing for the mature housing industry. The ads feature the tagline "Go ahead. Live your life."

"This was the first year we entered the competition, and we're very pleased with the results," said Jim Glynn, principal of GlynnDevins Advertising & Marketing. "The awards recognize the creative and strategic work from our team of talented professionals at GlynnDevins. We have a deep commitment to the field of senior living, and look forward to continued results and achievement for our clients."



Learning how to paint? **Maybe.**  
Learning how to paint a mural on my living room wall? **Definitely.**

**There are countless ways to express yourself**, to pursue life's unique experiences. It's your retirement. How will you use it? There's never been a better time to answer that question. If you possess that desire, come be with people who share the same passion for individuality as you do. Call or visit Valle Verde. You'll find it's not a place to fit in; it's a place that fits *you*.

**Go ahead. Live your life.**



**VALLE VERDE**

900 Calle de los Amigos  
(805) 687-1571 • [valleverdesb.com](http://valleverdesb.com)



Valle Verde is a CCRC owned and operated by American Baptist Homes of the West, a non-sectarian, nonprofit, tax-exempt corporation, serving seniors through quality retirement housing since 1949. #050000067, State of California License #421700411, Certificate of Authority #112.



**E**xercise and environments that encourage it can be major factors in keeping us healthier and happier into our later years. That's the hypothesis of Stanford University researchers who observed The Terraces of Los Gatos as part of a study on how older adults' surroundings can contribute to their staying physically fit.

Environmental factors such as opportunities for exercise, they suggest, affect successful aging. The study by Stanford Prevention Research Center's Successful Aging Lab aims to create a broad tool called A Physically Active Living Space for Seniors (APALS), which will describe landscapes, facilities and programs that promote independence, mobility and quality of life for older adults, says Carolyn Prosak, a health educator with the Successful Aging Lab and the head of the APALS study.

"We hope in the future it will help identify and describe the physical and environmental aspects that would be beneficial and that might promote increased physical activity," Prosak says.

APALS is part of a larger study called Neighborhood Quality of Life Study for Seniors, which will help establish what features in communities best serve aging residents.

The APALS study specifically focuses on retirement communities, and researchers have examined grounds and amenities at The Terraces of Los Gatos to understand what factors contribute to a healthier and more active environment for residents.

By observing various communities, researchers

hope the resulting APALS template will serve as a guide for community owners and designers. Five other sites across the country are involved with the initial phase of the study.

The concept of successful aging – reducing the number of physical, mental and psychological challenges people face as they grow older – is one the center has been studying for 15 years.



Lifestyle Coordinator Steve Cheregosha works with resident Dottie Sawyer at The Terraces of Los Gatos.

And while the causes of age-related problems cover the spectrum from genetics to what sort of life one has led, the single factor researchers have determined makes the most positive overall difference is exercise. The Terraces of Los Gatos stands out, Prosak says, in that the community offers residents a wide variety of opportunities to stay fit.

"The Terraces is very unique in as much as they are in a very attractive residential neighborhood," Prosak says. The community's well-appointed fitness center with a personal trainer on staff, pool with organized water exercises, classes in yoga and tai chi, and walking paths on the property make it a great place to stay active, she adds.

"We're looking at what kind of environmental factors can improve or detract from fitness as people grow older," Prosak says. "We want to keep older adults as mobile as possible and as healthy as possible as they age."

**F**or all the talk about how computers would bring us the paperless office, human resources departments still often find themselves buried in reams of dead trees.

But ABHOW has unearthed itself from the paper pile – and made life considerably easier for both employees and HR managers – thanks to the introduction of the UltiPro HR system throughout the 33 ABHOW offices, communities and subsidiaries.

The UltiPro system, designed by Weston, Fla.-based Ultimate Software, combines many of the functions traditionally performed by a multi-person human resources department into one package that integrates employee files, payroll, benefits management, time and attendance tracking.

In May, ABHOW went live with UltiPro’s Manager Self-Service and Employee Self-Service modules. Through these systems, managers and employees can themselves conduct many of the tasks that in the past required a visit to an HR employee.



Hardina

Debbie Hardina, corporate director of human resources payroll/HRIS, says other modules of the UltiPro system will continue to be introduced through 2009. Those include eBenefits, which will allow employees to directly enroll in or change benefits quickly and confidentially; eRecruiting, which will streamline the job application process for managers and prospective employees; and online management of required licensing and certifications.

Because such information once had to come from or pass through corporate HR, now “it’s a much speedier

process,” she says. “I see the key returns in this area as being reduced processing time and reduced reporting time so they can make better management decisions.”

Because of its ease of use and the way it has empowered employees, the system has really caught in his community, says Allen Tubbs, administrator for Harbor View Manor in Tacoma, Wash.

“What I have found as the HR guy for an affordable



Brian Chiamonte, corporate HR business partner, and Debbie Hall, executive assistant for Seniority, Inc., test out the new system.

housing community is that it’s helped me immensely in accessing back employee records, former employee records – all kinds of questions where I used to have to call down to corporate,” he says.

His 11 employees have taken to UltiPro, as well. “We’ve already had employees changing their personal information. They can do it instantly and they don’t have to wait X amount of days to get an answer back if they’re done,” he says, noting that the system also boosts employee confidentiality.

“It’s taken work away from me, and I’m all for taking work away from me,” he says, laughing. “As we speak I’m doing something that’s been on my to-do list for seven months.”

## Uniform procedures and ongoing training are critical to controlling infections in ABHOW's health centers.

"We have an infection control policy and procedure manual that is very thorough," says LaDonna Rosenthal, a registered nurse and ABHOW's clinical services director. "We also follow the Center for Disease Control's recommendations and guidelines for infection control."

Hand-washing is key. All personnel are trained to wash their hands frequently with soap and water and to do so in particular instances: before administering medications or treatments, after touching a resident and before going to the next resident, after disposing of waste materials, after handling dirty linens, and after personally sneezing or touching their noses.

"This is the main preventative task in infection control," Rosenthal says.

In addition, ABHOW's policy calls for using universal precautions in caring for residents with infection, such as using gloves, gowns, and masks when appropriate.

Different types of infections require different treatment, precautions and housekeeping measures. For instance, with the bacteria *Clostridium Difficile*, or c-diff, room surfaces must be cleaned at least twice daily with a solution containing 10 percent bleach.

When transporting food trays through the hallways to resident rooms, ABHOW personnel are trained to cover all containers of food and glassware so that nothing is open to the air. Kitchen personnel must wear hairnets or caps when working in the kitchen. If a male employee has a beard, the beard must be covered as well. Whether serving food or providing care, employees must use gloves as appropriate.

The ABHOW policy requires employees with infections, such as respiratory infections, skin infections, or other contagious illness, to stay home until recovered.

The health centers post signs asking visitors not to visit if they are experiencing any respiratory illness or signs of the flu.

### THE ABHOW WAY

How do things work  
around here?  
ABHOW follows a set  
of policies and prac-  
tices that shape life in  
all of its communities.  
These policies and  
practices constitute  
The ABHOW Way.

**W**e're asking our residents a lot of questions these days. While we're always interested in what they have to say, the recent Resident Satisfaction Survey and the accreditation process now underway in many of our communities give us more formal means to hear from those we serve.

Since the start of American Baptist Homes of the West nearly 60 years ago, we have never been an organization to rest on our laurels. We always strive to do better. One way we do that is to ask our residents regularly whether the quality of the services we provide meets their needs—and their expectations.

In the annual satisfaction survey administered by the Holleran Consulting Company, residents rated and commented on a number of areas: administration, daily living, health services, facilities/environment, dining services and overall satisfaction. They generally considered their communities good to excellent, and they were particularly pleased with our staff's friendliness and courtesy, the range of resident activities, and the cleanliness of common spaces. That's good news. But residents also told us there are a few things we can do better.

We're listening. Each year, as we develop corporate and community budgets and strategic plans, we consider what we learn through these surveys and we take steps to improve. In the past few years, survey feedback has prompted community leaders to make significant changes.

For instance, we learned we could do a better job welcoming and orienting new residents. In response, Valle

Verde in Santa Barbara, Calif., added a new program to its orientation. Now, the community's entire leadership team sits down for lunch with the most recent arrivals and gets to know them personally.

Residents of Plymouth Village in Redlands, Calif., said they'd like dining room hours expanded, and the community's leaders did just that. Residents at Pilgrim Haven in Los Altos, Calif., asked that transportation hours be increased and, with resident input, the local management team found a way to increase them.

In each of these communities, the latest surveys show resident satisfaction has gone up. That's what we strive for: to improve in specific, locally determined ways that matter to those we serve.

The accreditation process is another way we ensure that ABHOW remains focused on continuous improvement in the service of our residents. Our communities are benefiting from resident input as they prepare for assessment by the Commission on Accreditation of Rehabilitation Facilities/Continuing Care Accreditation Commission. When survey teams visit our communities in the coming months, they will make conversations with stakeholders—including residents—part of their assessment. That gives us another opportunity to hear from our customers.

In the meantime, as always, I hope residents won't hesitate to let us know what's on their minds. Surveys and the accreditation process provide important information that helps us plan for the future. The executive directors and leadership teams in each of our communities are always happy to hear from residents. I'm always open to feedback, too.

*David B. Ferguson is president and CEO of ABHOW. This article originally appeared in the August 2008 edition of ABHOW E-News. To sign up for ABHOW E-News, go to [www.abhow.com/home.php](http://www.abhow.com/home.php) and click on the E-News graphic in the lower right-hand corner.*



Ferguson

# Barba Will Lead New Community

**A** BHOW's affordable housing division welcomed its newest team member this month. Yolanda Barba was named administrator of Hillcrest Gardens, a 40-apartment community scheduled to open in September in Daly City, Calif.

Barba is an ABHOW veteran. She transfers to affordable housing after four years in corporate human

resources as a payroll specialist. She brings many years of customer service, human resources, and ABHOW policy experience, as well as an eager attitude, to her new adventure of managing a senior living community.



Barba

"We welcome Yolanda and wish her the best on her new journey into property management and her continued relationship with ABHOW," he says.



## Play for A Great Cause

It's time to sign up for the 12th Annual ABHOW Foundation Golf Classic, scheduled for October 6 at Round Hill Country Club in Alamo, Calif. Register today at [www.abhow.com/foundation/golf](http://www.abhow.com/foundation/golf).

## ABHOW Words

### American Baptist Homes of the West

6120 Stoneridge Mall Rd. 3rd Floor Pleasanton, CA 94588  
phone: 1-925-924-7150 or toll-free: 1-800-222-2469  
fax: 1-925-924-7232

Sign Up for  
ABHOW E-News  
at [www.abhow.com](http://www.abhow.com)



Published by the Strategic Planning and Communications Department | Kay Kallander, *Senior Vice President* e-mail [kkallander@abhow.com](mailto:kkallander@abhow.com)

### ABHOW, National and State Websites:

- ABHOW: [abhow.com](http://abhow.com)
- AAHSA: [www.aahsa.org](http://www.aahsa.org) (National)
- WAHSA: [www.wahsa.com](http://www.wahsa.com) (Washington)
- AzAHA: [www.azaha.org](http://www.azaha.org) (Arizona)
- Aging Services of California (ASC): [www.aging.org](http://www.aging.org) (formerly CAHSA)

"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."

