

# ABHOW Words

## SHARING OUR STORIES

News of the American  
Baptist Homes of the West



VOLUME 8 • ISSUE 3 • MARCH 2008

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## Corporation Salutes Extraordinary Leaders



**At the end of every ABHOW annual meeting comes a special moment when the organization honors outstanding achievement and dedication.**

The list of previous winners of the Presidential Citation and Corporate Governance Award represents a “hall of fame” for the company. This year’s honorees, saluted before their peers and company leaders in Las Vegas Feb. 22, embody ABHOW’s commitment to excellence.

Leslie Warren, vice president of employee development, received the Presidential Citation. Paul Krilich, former chair of the Harbor

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Photo above: President David Ferguson presents the Presidential Citation to Leslie Warren.



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View Manor board, received the Corporate Governance Award. And a special Inspirational Leadership Award was given to Ancel Romero, senior vice president for affordable housing.

The awards capped a three-day meeting of the Board of Directors, representatives of 33 other boards throughout ABHOW, plus presidents of residents councils, executive directors, affordable housing administrators, and other guests.

“Exploration Today ... Innovation Tomorrow” was the theme of the annual meeting, hosted by Las Ventanas at Summerlin. Participants learned how ABHOW is using the latest in technology to enhance resident life and improve the delivery of services.

Keynote speaker Dr. Roger Landry, president of Masterpiece Alliance Foundation, addressed the range of human response to technology and innovation. He invited meeting attendees to consider their own reaction to change and encouraged them to deepen their commitment to ensuring that technology contributes positively to the lives of older adults.

Following the keynote address, participants experienced four showcases that illustrated some of the



technological innovations in place at ABHOW communities and other potential solutions for the future.

Featured programs included Posit Science, a computer-based program that sharpens cognitive skills and improves memory; Family Virtual Visits, a live video-conferencing tool that links residents and their families; and Stanley Senior Technologies, an assortment of emergency call systems. Sodexo, the dining services vendor for ABHOW’s continuing care retirement communities, demonstrated future innovations, including point-of-sale technology.

Along with conducting the business of the corporation, participants celebrated the 10th anniversary of Seniority, Inc., ABHOW’s subsidiary management, sales and consulting firm.

### ‘EXTRAORDINARY CONTRIBUTIONS’

And the company honored its all-stars.

President David Ferguson noted that Leslie Warren has had several titles since she arrived at ABHOW in 1994 as the corporate director of training. However, he

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President David Ferguson congratulates Paul Krilich, who received the Corporate Governance Award.



Warren

commitment to the mission of ABHOW through your work with people is why we honor you today.”

The Presidential Citation highlighted Warren’s “extraordinary contributions” to the company in diversity training and leadership development and underscored her commitment to integrity and “her endless energy for all things related to people.”

Paul Krilich was singled out for his “outstanding leadership, dedication and commitment to affordable housing.” The Governance Award was established in 1988 to recognize

corporate members who have contributed exceptional leadership to ABHOW over a period of time. The president and

ABHOW Board Development Committee work together in the selection process.

Krilich, former board chair for Harbor View Manor in Tacoma, Wash., and a past member of the ABHOW Foundation board, was recognized for his commitment to “the continuing improvement of ABHOW’s excellence in governance.”

added, for those who know Warren, it was never about the title but rather the work. “You are simply beyond a title,” Ferguson said to Warren, who is retiring this spring. “Your

In presenting the Inspirational Leadership Award to Ancel Romero, Ferguson said, “Sometimes there is something or someone within ABHOW that simply must be recognized, and we reserve the right to honor people because it is the right thing to do.”

Romero, who joined ABHOW in 1998, has led the affordable housing division since 2001 and has increased the number of communities from 14 to 19, with several others in development. Ferguson noted Romero’s success in developing a team of professionals who share “his high standards for excellence as well as his personal example of commitment and dedication to the field of affordable housing.”



Romero

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**“Sometimes there is something or someone within ABHOW that simply must be recognized, and we reserve the right to honor people because it is the right thing to do.”**

*– David Ferguson, ABHOW president*

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## A variety of ABHOW documents are now just a click away.

The ABHOW Communications Box, a depository of important corporate and community-specific documents, is now accessible on [www.abhow.com](http://www.abhow.com).

For years, ABHOW has made available to its residents and staff board minutes, financial statements, bylaws and other documents through a Communications Box in each community. Aging Services of California and state legislators have recognized ABHOW's practice, which is ahead of other senior living organizations.

In an effort to increase transparency, the company has now put these documents online, where they can be viewed 24 hours a day. A link to the Communications Box can be found at the bottom of each web site page. (For login instructions, see sidebar.) Residents and staff will still be able to view hard copies in the administrative offices of each community.

"We are excited by how the Internet advances our goal to share company and community information with ABHOW's stakeholders," says Kay Kallander, senior vice president for strategic planning. "We want our stakeholders to be informed about all facets of the company's operations, and the online Communications Box is another step in this direction."

The Communications Box includes the following documents:

- 2008-2011 ABHOW Strategic Plan

### Financial Information

- Budget Preparation Calendar
- ABHOW Current Board Adopted Budget
- Community Current Local Budget

## THE COMMUNICATIONS BOX

- ABHOW and Community Monthly Budget to Actual Report
- ABHOW Audited Financial Statements
- IRS Form 990s - Tax returns
  - ABHOW 2006 Form 990
  - ABHOW Foundation 2006 Form 990
  - Judson Park 2006 Form 990
- Certification of Financial Results
- Annual Financial Information & Operating Data
  - Occupancy Report 2006
  - 2006 Forms 1-1 and 5-1 thru 5-5
- Annual Compliance Certificate
- Quarterly Bondholder Compliance Certificate & Financial Statements

### Annual Reports

- 2006 Annual Report
- 2006 Continuing Care Reserve Report Schedules California Department of Social Services Continuing Care Contracts Branch (Section 1789.8)
- Key Indicators report

Continued on next page

### ABHOW Information

- ABHOW History
- ABHOW Foundational Documents
- ABHOW Community Locations & Brochures
- ABHOW Communications
- Home Office Organizational Chart

### ABHOW Governance

- ABHOW By-laws
- Board of Directors' Biographies
- ABHOW Board Minutes
- ABHOW Board Meeting Schedule
- ABHOW Community Governance Chart

### Miscellaneous

- HIPAA Information
- CCRC Statutes
- ABHOW Commitment to Ethics
- ABHOW Corporate Compliance Program

### ABHOW Foundation Information

- 2006 Unaudited Financial Statement

The Communications Box will be updated soon with 2007 documents.

## How to Access Documents

To find the Communications Box on the ABHOW web site, follow these simple directions:

1. Go to [www.abhow.com](http://www.abhow.com).
2. At the lower right-hand corner of the bottom of the page, click on COMMUNICATIONS BOX.
3. User name is "communications"; password is "box2008."
4. That will take you directly to the Table of Contents page that lists all the items currently in the Communications Box.
5. Simply use your cursor to select the document you wish to view.
6. If you have the option to OPEN or SAVE, just click OPEN to view the document.
7. To view another document or to return to the Table of Contents, remember to always use the BACK tab rather than the X.

**O**ne day last August, Mark Tolladay stopped by Ray and Edie Haworth's apartment at San Joaquin Gardens in Fresno. Director of fitness and recreation there, Tolladay had long led residents in enthusiastically received musical theater productions. With characteristic exuberance, he'd come to convince the Haworths to take leading roles in the next one, "Guys and Dolls."

The couple agreed to think it over. But a few days later, Tolladay, 48, was struck by a brain aneurysm.

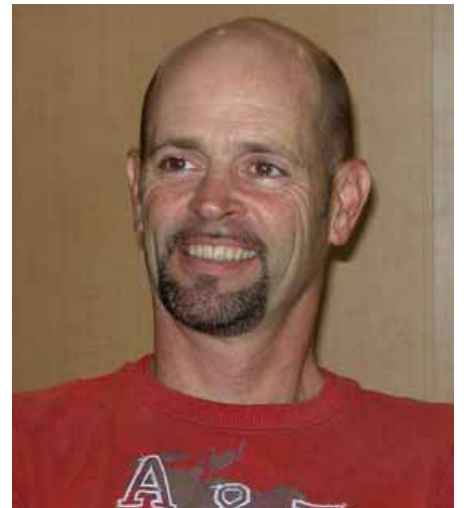
"His death was completely untimely," says Keli Swales, executive director of San Joaquin Gardens. "He was the life of the community. When people met him, they just fell in love with him."

Out of affection for Tolladay and gratitude for his contributions to the community, residents and staff members have joined with his family and other friends to create a fund in his memory.

Tolladay came to San Joaquin Gardens as activities director in 1983, but his relationship with the community went back much further. When he was only 9 or 10, he would accompany his grandfather, then on the community's advisory board, to campus for meetings.

"Mark would visit residents in the different areas, and because he was such a people person, he would participate in the various events and get to know the residents," Swales says. "Everybody knew who he was."

When he joined the staff, Tolladay brought his passion for theater into resident life. Besides directing musicals, he put on themed, multi-day events every May to celebrate Older Americans Month. One year it was Merry Olde England, with borrowed costumes, English foods and British accents. Another time, he had residents decorate their balconies in the style of New



Tolladay

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Actors rehearse for San Joaquin Gardens' production of "Guys and Dolls."



Orleans and ran tram tours so everyone could see the results.

“He’d get the whole community involved in these events,” Swales says. “And because of his own personal interest in being healthy and working out, he really helped take our exercise program to the next level.”

His flair for staging enjoyable events also enhanced ABHOW’s annual meetings.

After Tolladay’s death, his parents, Clarice and Jim Tolladay, asked Swales how donations in his honor could best support the community. From that conversation grew the Tolladay Drama & Music Fund, which will allow the events he initiated to continue. ABHOW will contribute \$1 for every \$2 donated, up to \$10,000.

“Mark Tolladay was an incredible person,” Swales says. “The fund is a great opportunity to memorialize him.”

Though the Haworths decided to take small parts rather than leads, they are in the cast of “Guys and Dolls.” Tolladay’s legacy – and this year’s show – will go on.

*This article originally appeared in Legacy, the quarterly newsletter of the ABHOW Foundation.*

## Theater Lives On at San Joaquin Gardens

By Robin Bushell

The ultimate measure of success for one’s work is how it endures even beyond death. Shakespeare’s quill-to-parchment masterpieces continue to captivate the young and young at heart. Like Shakespeare, Mark Tolladay brought his love of theater to San Joaquin Gardens through skits, Older American Month celebrations, spectacular events and live musical productions performed by residents and community actors.

Although Mark is no longer with us, his passion lives on. Prior to his passing, Mark purchased the materials for his next musical production. And like all of his previous selections – “Cinderella,” “Pirates of Penzance,” “Once Upon a Mattress,” and others – his last selection,

*Continued on next page*



Mark Tolladay led residents (above) and community actors (top photo) in musical productions.



who works with many organizations in Fresno directing, designing sets, and occasionally acting. Jeff brings all of these talents and more to the production.

Several residents who have performed in prior productions at San Joaquin Gardens are also keeping the passion alive. Joining them are new resident performers, singers and dancers along with community actors. Many of these community actors had a relationship with Mark and San Joaquin Gardens.



“Guys and Dolls,” shown here in rehearsal, was performed March 18 and 19 at San Joaquin Gardens.

“Guys and Dolls,” was just as grand. Mark was looking forward to seeing residents play “hot box girls” and gamblers with names like “Nicely, Nicely Johnson.”

Through the support of residents and the Fresno theater community, Mark’s dream lives on. Jeff White, a friend of Mark’s and the grandson of a resident, stepped right up to keep the theater program and Mark’s passion alive. Jeff is a local artist

“When promoting the musical to find out if there was resident and community support, it was decided to do ‘Guys and Dolls’ in honor of Mark Tolladay,” said Nancy Jen, San Joaquin Gardens’ chaplain and one of the performers. “I knew there would be support, but I did not know it would be this great,” she added. Proceeds from the musical will go to the Tolladay Drama & Music Fund.

“Guys and Dolls” was performed March 18 and 19 at San Joaquin Gardens. When the curtain closed, it was not be for the last time. Theater productions will continue at San Joaquin Gardens. Mark Tolladay’s love will live on.

*Robin Bushell is director of sales and marketing at San Joaquin Gardens, located in Fresno, Calif. To learn more about the community, go to [www.sanjoaquingardens.com](http://www.sanjoaquingardens.com).*

## The wheels on the bus go round and round at Harbor View Manor in Tacoma, Wash.

In 2001 the ABHOW Foundation donated a brand-new 16-passenger paratransit van for the use of residents at Harbor View Manor. As in most senior affordable housing communities, simply getting out to go shopping can be a challenge if you no longer drive or cannot afford the cost of gasoline. The van offers residents a sense of independence by not having to rely on family or friends for transportation.

The maintenance staff at Harbor View Manor quickly went to work in order to alter the van to be able to accommodate more wheelchairs, scooters and walkers. Seats were removed and safety gear was installed in order to be able to securely fasten everything in place.

We do not have a regular bus driver, but maintenance and staff members pitch in to share the driving responsibilities. For trips after office hours, we are fortunate enough to have residents who are retired bus drivers. They sometimes volunteer their time and expertise for these special trips.

As we now look back on the seven years we have had the van, we realize what an important part of our community it is. We take trips twice a month to the grocery store and to food banks as well as trips to thrift stores and various variety shops. For these excursions, Mike Hedglin, our maintenance supervisor, is the driver. The maintenance team assists residents with the unloading of items upon return to Harbor View Manor.

Twice a year, Easter and Halloween, Harbor View Manor partners with "Communities in Schools" and McCarver Elementary School to bring students into our community for festivities. We set up a haunted house and color pumpkins during Halloween and dye eggs for

Easter. The staff drives the van to and from McCarver Elementary School to pick up and return our visitors. Without the use of our van, opportunities like this to interact with our inner-city community members would go unfulfilled.

Several times a year Debora Burks, our social service coordinator, plans all-day excursions to a variety of destinations. Included in these are trips to the Tulip Festival



in neighboring Marysville and trips to Mount Rainier's Northwest Trek among others. For these all-day trips we charge a small fee to cover the fuel expense and the box lunch we provide.

Harbor View Manor would like to thank the ABHOW Foundation for giving us the freedom to "roll on down the road."

*Allen Tubbs is administrator of Harbor View Manor in Tacoma, Wash. To learn more about the community, go to [www.harborviewmanor.com](http://www.harborviewmanor.com).*

**M**aking wise investment decisions is never easy. It's even harder in a volatile market. That's why it's so important to have a trusted guide like the ABHOW Foundation.

The Foundation is visiting ABHOW communities this spring, sharing its insight with residents through the presentation "Shape Your Investments to Fit Your Retirement."

Joe Anderson, senior vice president, and David Zeising of Merrill Lynch, the Foundation's trust and annuity manager, are the featured speakers. The presentation helps residents understand how they can leverage assets in a manner that enhances their retirement lifestyles. The benefits of trusts and charitable gift annuities are discussed, but there is no request for contributions.

"In this uncertain economy, we want to make sure that ABHOW residents have the information they need

to make smart investment decisions," Anderson says. "Residents will come away from the presentation with a greater understanding of how trusts and annuities can protect their assets, enhance their lifestyles, and help their neighbors at the same time."

Upcoming presentations include Piedmont Gardens, March 24; Valle Verde, April 7; Las Ventanas at Summerlin, April 8; Judson Park, April 10; and The Terraces of Los Gatos, April 22.

Residents should see their executive directors for additional details or call the Foundation at 800-222-2469 ext. 7151.



## ABHOW Words

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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."

