

# ABHOW Words

SHARING OUR STORIES

News of the American  
Baptist Homes of the West



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## Residents With Dementia Find An Affirming Home



Two women with mild dementia enjoy an occasional ride through their retirement community at the back of a golf cart. One day they pass a tree in bloom, and it fascinates them. The color of the blossoms reminds one woman of the other's high school prom dress. They talk of how lovely each other looked that night many years ago, and they recall their prom dates and the joy of the dance.

The memory delights them, although they never went to prom together. In fact, they only met recently.

"Reality is overrated," says Kay Kallander, senior vice president of American Baptist Homes of the West and founder of the company's memory support program, The Grove. "Feelings are more important



**ABHOW**  
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Mature Living Since 1949

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than reality. Untrue stories, which come with dementia, can provide sweetness and comfort.”

Rather than correct the stories, staff at The Grove enter the world of the residents, Kallander says. There is no need to be right. The intent is not to fix residents. Here, the focus is on abilities rather than disabilities – and the ability to tell a good story is a great place to start.

“We believe that rational thought is not the only way to experience or measure a good life,” Kallander says. “The stories that people with dementia tell convey feelings, and these feelings are a meaningful form of expression. So we enter their stories in a gentle way.”

ABHOW’s unique approach to caring for people with Alzheimer’s and other dementias has captured the attention of senior living leaders in the U.S. as well as international researchers who are struggling to address the symptoms of a disease for which there is no known cure. These leaders are intrigued by ABHOW’s model because of the results: improved physical health, decreased wandering, less agitation, better sleep patterns, stronger interpersonal relationships, and less use of medications to control moods and behaviors.

More than five million people live with Alzheimer’s in the U.S. As 78 million baby boomers enter their sixties, the prevalence of Alzheimer’s will skyrocket. According to a recent report, the Alzheimer’s Association estimates that someone in the U.S. develops Alzheimer’s every 72 seconds. By mid-century, the overall number could reach 16 million. That means someone will develop Alzheimer’s every 33 seconds.

“Families are desperate to keep their loved ones safe and cared for,” Kallander says. “Many search helplessly for an alternative to physical restraints and the fog of medications. But until now there have been few choices. The Grove is a sign of hope.”



### SEARCHING FOR AN ANGEL

The seeds of The Grove were planted more than 20 years ago when Kallander joined the staff of ABHOW’s Plymouth Village community in Redlands, Calif. First as director of nursing then assistant administrator, Kallander encountered a huge need for dementia care. Caregivers were worn out, and large skilled nursing facilities were not set up to handle the special issues of residents with dementia.

In 1991 Kallander returned to the University of Redlands to pursue an MBA. Her research focused on developing a special care unit at Plymouth Village. “I was determined to create a financially viable program to meet the needs of residents while providing dignity, care and support,” Kallander says.

Upon completion of her degree, she was promoted to executive director. But funding was not available for the vision. “However, that did not stop me,” she says, “and I began speaking at every service group, church and anyone who would have me to tell the story and why we needed to build this special place.”

In 1994, President Reagan’s announcement that he had Alzheimer’s raised the nation’s consciousness of the disease and opened up new conversations. Still,

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advances in special care settings were minimal and funding was scarce. After two years of beating the bushes, aware that she had other community issues to attend to, Kallander threw up her hands in frustration. “I said, ‘OK, Lord, I

have tried to do this and I just can’t. If you want this built, you will have to send me an angel with a checkbook. I give up.’”

That very afternoon a stranger came to visit Kallander. He wanted to thank Plymouth Village for the care given to his father, then a resident of The Health Center. He wanted to give a gift, which Kallander assured him was not necessary, but he insisted. So Kallander reached inside her desk for the wish list. “He said, ‘Put that away. Tell me what the most important thing in your heart is,’” Kallander recalls. “Without hesitating, I heard myself say, ‘I want to build the special care unit to take care of residents with Alzheimer’s disease.’”

The man asked what she needed, and Kallander said \$150,000. “If I gave you \$50,000, would that help?” the man responded. Kallander’s answer was a definite yes. The next day, the man returned, saying he’d been thinking about what she said. He handed her an envelope with a check inside – for \$150,000. “Tears came to my eyes when I realized he was an angel with a checkbook,” she says.

The donor didn’t want any recognition for his gift, but Kallander pressed him to reconsider. He finally agreed on a small

plaque in the building to honor his parents. Kallander found other ways to recognize the gift. The man had followed in his father’s footsteps as a Redlands citrus grower. Hence, the name: The Grove. And when the center opened in July 1996, six small orange trees were planted outside to remind the community of one man’s generosity.

### CREATING A MEMORABLE HOME

Paul Jepson was the first manager of The Grove. He guided the staff in creating a homelike feel in an intentionally designed environment for 12 residents. The kitchen and living room are open like a Great Room, allowing residents to engage with each other and staff in meal preparation and other household chores.

Outside each resident’s room is a window box with personal memorabilia: photos and objects that remind the resident this is his or her room. Inside the rooms are other visual cues. For instance, linoleum is extended a foot beyond the bathroom door to signal the entrance to the bathroom. Closets are built to help residents with the sequence of dressing.

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In this setting, staff members celebrate the normal activities of living: friends, meals, familiar chores. “Our aim is to create a setting that makes residents feel safe and comfortable plus plays to their strengths,” says Jepson, now ABHOW’s assistant vice president of care services.

The Grove provides increased opportunities for socialization because it’s a much more relationship-based program, Jepson explains. Relationships are nurtured between residents as well as between residents and staff. For staff, that means being available and flexible. The typical nursing schedule doesn’t work here. The activity program is really 24-7. “The day is theirs to live, not ours to schedule,” Kallander says.



“In the past, if you woke in the night, staff would give you drugs to help you go back to sleep,” she explains. “Now, we enter your world. We’re on your schedule rather than expecting you to be on the staff’s schedule. Instead of complicating a person’s life, we’re participating in it.”

ABHOW has learned there is no value in reorientation for someone who is confused. “I don’t care what day it is, who the president is, because it won’t stick,” Kallander says. “I won’t remember. So, again, we enter the world of the resident. If they believe it’s 1949, we enter into that.”

The Grove is a social model rather than a medical

model. As such, the program requires a unique staff, Jepson notes. A heart for residents is more important than specific medical training. Once they are hired, new

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**“The stories that people with dementia tell convey feelings, and these feelings are a meaningful form of expression. So we enter their stories in a gentle way.”**

*—Kay Kallander, ABHOW’s senior vice president for strategic planning and founder of The Grove*

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employees are oriented to The Grove’s philosophy of care. At the top of the list is the belief that every human being is “valuable, precious and unique” – and therefore deserving of dignified care.

Because the program focuses on abilities instead of disabilities, The Grove customizes its activities around “overlearned skills,” habits cultivated throughout a lifetime. For instance, matching socks is an overlearned skill. So when folding the laundry, staff members enlist residents in pairing the right socks.

Overlearned skills often connect to the jobs or passions residents once had. One man was a university department chair who hired faculty each fall. At The Grove, he enjoyed the task of interviewing residents and staff. Another resident slept in until the staff learned she had been a gracious host. Given that role at The Grove, she woke up each day and got ready to greet people.

Grove staff learn another important principle: joining the residents’ reality, wherever that might be, is an opportunity and privilege for staff and families. “Once we train employees in these concepts, they own The Grove,” Kallander says, “and they create home for these residents.”

## **SEEDING THE FUTURE**

Ten years after founding The Grove at Plymouth Village, ABHOW is seeing the fruits of its labor and planting seeds elsewhere. When The Grove started, no



one had a social model for dementia care. Kallander couldn't find any examples for her thesis, so she had to envision something entirely new. Now, the model is sprouting up in many places.

Senior living industry leaders in California and at the national level have drawn attention to the program. Researchers from Japan traveled to Redlands to observe The Grove. Three years ago, Kallander went to Australia as part of a Rotary International-sponsored trip to tell ABHOW's story. She was invited to address the ambassador of France.

ABHOW itself has introduced The Grove at four additional locations: Valle Verde in Santa Barbara; San Joaquin Gardens in Fresno; The Terraces of Phoenix; and Thomas House in Washington, D.C., which is now operated by another company. The latest project is in development at Judson Park in Des Moines, Wash.

"A memory support unit is a special program that supports not only the resident but also their families," says Russell Akiyama, Judson Park's executive director.

"It is another opportunity for Judson Park to be of service to our community."

As ABHOW grows its model, Jepson says it will be important to ensure the same level of quality in each location. "One of our goals is to monitor our current programs to maintain a high standard both in terms of staffing and buildings," he says. Toward that end, the company is standardizing its training for Grove employees. Later this year ABHOW will test an online training program for three of the communities.

The bottom line for ABHOW is that The Grove is working. The unique approach is less expensive than traditional nursing care, according to Jepson. And the quality of the experience reduces stays in skilled nursing. Financial, program, and building components have proved successful, Kallander adds.

Above all, residents and their families

have found a setting that enhances quality of life by affirming this time in life. Perhaps no feature of The Grove at Plymouth Village better symbolizes ABHOW's philosophy than the beautiful enclosed garden with a wide, fully lit circular walking path. No matter which way you head out, the path always brings you back home.

Special thanks to Theresa Long of the Plymouth Village IT department for her photographs of The Grove at Plymouth Village. And thanks to the staff and residents for their willingness to be featured.

"For all those whose lives are touched by severe memory loss," Kallander says, "The Grove is a blessing. It truly brings home peace of mind."

**H**ow do you measure ABHOW's history? It's 58 years on the calendar. Or long enough for the son of the founder to move into The Terraces of Phoenix.

The Rev. Gordon Bottemiller, son of ABHOW's first executive director, the Rev. Harold Bottemiller, moved to The Terraces in May along with his wife, Lois.

"If there was any thought of a retirement community in our lives, certainly ABHOW was the first consideration," Gordon says, adding that it was really just a matter of timing and getting the financial details worked out.

When Gordon and Lois retired in 1992 after 33 years of missionary service in the Congo, Harold Bottemiller, who was living then at Pilgrim Haven, ABHOW's first community in Los Altos, Calif., signed up his son and daughter-in-law for Plymouth Village in Redlands, Calif.

That was a little premature for Gordon and Lois, but you can't blame dad for being a fervent promoter of ABHOW.

Gordon met Lois in Phoenix in 1947 after two years in the Army. His parents had relocated to the city from Santa Barbara when Harold Bottemiller joined the staff of First Baptist Church of Phoenix as youth director. Not long after this, Harold Bottemiller took on new church development for what was then called

the Northern California Baptist Convention.

Gordon and Lois married in 1949, the same year that Pilgrim Haven opened with Harold Bottemiller as executive director. In 1950, they also moved to the Bay Area so Gordon could pursue ministerial studies at Berkeley Baptist Divinity School, known today as American Baptist Seminary of the West. While Gordon studied, his father was busy planting the seeds for ABHOW's expansion. "We've kind of grown up with ABHOW," Gordon notes.

From an early age on, Gordon had dreamed of being involved in international medical missions. But after finishing seminary in 1954, the door to medical school wasn't open.



Lois and Gordon Bottemiller moved to The Terraces of Phoenix in May.

He became pastor of a congregation in Morenci, Ariz. – home of the world's largest open pit copper mine – and while there he shared his dream of serving abroad with a fellow minister who encouraged

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The Bottemillers were missionaries for 33 years in the Congo.

him to contact the American Baptist Foreign Mission Society. “I did,” Gordon says, “and the doors just opened beautifully.”

Congo was a Belgian colony when Gordon and Lois arrived in 1959. Within 11 months the colony declared independence, and the Bottemillers were forced to leave. Three years later they returned.

Missionary life was in five-year cycles: four years on the field followed by a year back in the States. When home, the Bottemillers got the latest news on ABHOW’s development and toured a few communities, even after Harold Bottemiller’s retirement in 1972. “We very definitely were kept abreast of what was going on,” Gordon says.

He served on the board for Orangewood, The Terraces of Phoenix’s former incarnation, from 1998-2001 when plans were laid for the revitalized campus.

Many of the couple’s friends have lived at the community in the past or are current residents. “So our moving in was really a very smooth thing,” Gordon says.

The Bottemillers have four children, two grandchildren, and three great-grandchildren. While they are still unpacking and getting settled into life at The Terraces, Gordon says they are pleased with the choice they made. “It’s been a great experience,” he says.

Is he surprised by how his father helped ABHOW grow into what has become a multi-state organization with 30 communities?

Gordon says he knew what his father was capable of and that he would follow up with whatever opportunities came his way. “To become what it is today is very

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**“If there was any thought of a retirement community in our lives, certainly ABHOW was the first consideration.”**

*—Gordon Bottemiller, son of ABHOW founder Harold Bottemiller*

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surprising, and yet I could see that this is the way that my father would have it go,” Gordon says. “I think it was ordained to be.”

## In the midst of East Oakland sits Allen Temple Arms, known by many as the oasis on International Boulevard.

The retirement community was forged by a dream of several members of Allen Temple Baptist Church, led and inspired by its senior pastor, the Rev. Dr. J. Alfred Smith Sr.

In the 1970s, Dr. Smith saw a need for the church to take the lead in providing affordable housing for the ever-growing senior population of Oakland. At this time there also was a need to address the increasing population of persons with disabilities.

Dr. Smith was known for saying, “The growing challenge of the African American church as it relates to the aging is to empower the aging to move powerfully through the transitions of life, contributing richness of their wisdom as they go and leaving behind footprints in the sands of time for generations that follow.”

Allen Temple Arms and its sister communities, Allen Temple Gardens and Allen Temple Manor, are byproducts of the vision that Dr. Smith had in mind when he set out on the mission to actively provide housing, services, and activities for seniors and disabled persons. The quality he envisioned had never before been seen in East Oakland.

The Allen Temple Development Corporation and ATHEDCO, the nonprofit development branch of the church, are the oldest anchors in the community renaissance that’s occurring in East Oakland.

In 1981, the first affordable senior Allen Temple Arms community was built on International Boulevard. This 75-apartment community was joined by Allen Temple Arms II in 1985. Allen Temple Arms II added 51 affordable apartments to meet the needs of seniors.

More recently, Allen Temple Gardens, with 50 apartments of senior housing, and Allen Temple

Manor, with 24 apartments for the disabled, have extended Allen Temple’s mission to provide affordable housing to the community.

Residents of all the Allen Temple communities love and cherish the partnership with ABHOW. Allen Temple’s relationship to ABHOW is long and valued, beginning with the management of the first community in 1985. ABHOW now manages all four Allen Temple communities.

The Allen Temple communities, administered by Ancel Romero, Jan Nunes, James Williams, and Kendra Roberts, plus a mission-driven board of directors and nearly 15 employees, provide the highest level of service to more than 200 residents. The communities offer a full range of enrichment programs, including medical, recreational, transportation, educational and spiritual activities. The environment is a safe and clean one where seniors are respected and take part in the decision-making regarding their homes and lives.



Recently, the Allen Temple communities played an integral part in the highly successful ABHOW Foundation fund-raising dinner in San Jose honoring Dr. Smith. Many of the Allen Temple residents are still talking about the dinner and how much they enjoyed being a part of this history-making event.

Allen Temple residents will tell you they are proud to call these communities home.

*James Williams is administrator of Allen Temple Arms I and II.*

**O**ccasionally ABHOW is asked whether residents in its continuing care retirement communities (CCRCs) and affordable housing communities may keep firearms in their apartments.

California CCRCs are subject to Title 22 of the California Code of Regulations. Section 87692 of Title 22 applies to the issue at hand. That section is entitled “Storage Space” and provides as follows:

“(a) ...firearms and other items which could pose a danger if readily available to clients shall be stored where inaccessible to clients.

(1) Storage areas for...firearms and other dangerous weapons shall be locked.

(2) In lieu of locked storage of firearms, the licensee may use trigger locks or remove the firing pin.

(A) Firing pins shall be stored and locked separately from firearms.

(3) Ammunition shall be stored and locked separately from firearms.”

As noted above, Section 87692 only applies to firearms which “could pose danger if readily available.” Antiques or display weapons that do not pose danger would therefore be exempt from the provisions of section 87692.

With respect to weapons that could pose a danger, each CCRC may require that such firearms be stored in a locked place inaccessible to residents, or each CCRC may choose to require trigger locks, or each CCRC may require the removal and separate storage of firing pins. Similarly, ammunition is to be

stored and locked separately from the firearms.

ABHOW’s affordable housing communities are not subject to Title 22 but are subject to HUD regulations. On this topic, HUD has no specific policy and allows owners/agents to make up their own rules and regulations but reserves the right to challenge any of them if HUD deems them “unreasonable.”

ABHOW is committed to complying with the regulations which provide a safe and secure environment for all residents. Please become familiar with the rules of your community related to the storage of firearms and cooperate by being in compliance with such rules. If you have additional questions, please discuss these with your executive director or administrator.

*David Grant is senior vice president and general counsel for ABHOW.*

aging  
is an  
active  
verb™

**A**ging Services of California, ABHOW’s state association of nonprofit senior

housing and health care providers, has launched a public education campaign to promote the theme “Aging is an Active Verb.” The campaign redefines aging as a lifelong process everyone experiences rather than a label for the elderly.

ASC has released a series of public service announcements for the campaign. You can view the PSAs on ABHOW’s web site at [http://www.abhow.com/about/aging\\_is\\_an\\_active\\_verb](http://www.abhow.com/about/aging_is_an_active_verb).

To learn more about the ASC campaign, go to <http://www.aging.org>.

## Golf Classic Means Playing for A Great Purpose

**L**inda Loorz has participated in eight of the 10 ABHOW Foundation Golf Classics because she believes in the cause – raising money for ABHOW’s affordable housing.

She also likes to have fun. After volunteering for most of the tournaments, and co-chairing one, the former ABHOW board member decided to play three years ago.

The scramble format, in which a foursome plays from the best tee shot, makes it easier, explains Loorz, who golfs only a few times year. Last year, Loorz’s four-

some, which included her husband, father-in-law, and son, Andrew, used her tee shots three times. That means she’s getting better. “My score has improved,” she says.

The score has improved for the Golf Classic, too. The event netted more than \$120,000 last year, thanks to the generosity of sponsors, auction donors and golfers.

Proceeds from the classic support the Affordable Housing Assistance Grant Fund, which provides grants to purchase equipment and

amenities that enhance the quality of life in ABHOW affordable housing communities. Since 1997, the Golf Classic has raised hundreds of thousands of dollars to benefit ABHOW residents.

“The gifts from the Foundation have made our lives healthier, safer and more aesthetically pleasing,”



Linda Loorz (right) and daughter Kelly volunteered for the 2001 Golf Classic.

says the Rev. Randy McConnell, administrator of Bellflower Friendship Manor in Bellflower, Calif. “With grants from the Foundation, we were able to provide exercise equipment for the body, new art work to please the eye, air conditioners to make their lives healthier, and security cameras to help us all feel safer. Thank you American Baptist Foundation of the West and all who take part in the golf tournament!”

The 11th annual tournament will be held Oct. 8. More than 140 golfers are expected to descend on Round Hill Country Club in Alamo, Calif.

And Linda Loorz will be among them – ready to play.

*To register for the Golf Classic or to learn about sponsorship opportunities, contact Suzette Flynt at the Foundation office at 800-222-2469 ext. 7151. This article originally appeared in the Foundation’s quarterly newsletter, Legacy.*



## The First Annual ABHOW Foundation Affordable Housing Recognition Dinner was a huge success on all counts.

More than 450 people attended the May 15 event at San Jose's Doubletree Hotel to honor the Rev. Dr. J. Alfred Smith Sr., pastor of Allen Temple Baptist Church in Oakland and a champion of affordable senior housing. Under Smith's leadership, the congregation has established four affordable housing communities, each managed by ABHOW.

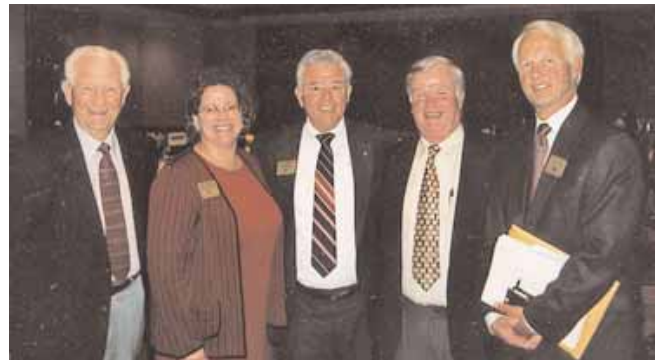
The net proceeds from the dinner and auction totaled approximately \$25,000 – all to benefit the

Foundation's Affordable Housing Assistance Grant Fund, which supports amenities to improve the quality of life in ABHOW's 19 affordable housing communities. Over the past decade,

grants have paid for paratransit buses, sound systems for the hearing impaired, and activity programs.

"The generosity of attendees, sponsors and auction donors was tremendous," says Joe Anderson, the Foundation's senior vice president. "It was a joyful evening and fitting recognition for a leader who has given so much to help seniors and the efforts of ABHOW in affordable senior housing."

*This article originally appeared in the Foundation's quarterly newsletter, Legacy.*



## Construction is progressing for Hillcrest Gardens, a 40-apartment affordable housing community in Daly City, Calif., slated to open in Summer 2008.

Located in a vibrant and diverse neighborhood, Hillcrest Gardens will be steps away from a BART station, SamTrans and Muni public transit plus an array of supermarkets, pharmacies, restaurants and other essential services.

The project is made possible through the technical and financial assistance of the U.S. Department of Housing and Urban Development (HUD), City of Daly City, Daly City Redevelopment Agency, County of San Mateo, and HEART (Housing Endowment and Regional Trust) of San Mateo County, a public/private partnership.

ABHOW is the developer and will be the managing agent. The community is co-sponsored by Broadmoor Presbyterian Church of Daly City.

ABHOW, its partners and local leaders broke ground for the community May 14. Speakers included Daly City Mayor Maggie Gomez, San Mateo County Supervisor Adrienne Tissier, and Richard Rainey, regional HUD director.

The four-story community will include 6,000 square feet of open space, including a rooftop

garden that takes advantage of the scenic bay views.

“The overall intent is to create a safe, convenient, and efficient home for the seniors who will come to call the Hillcrest Gardens home,” says Suzanne Saucier, ABHOW’s assistant vice president for development. “A cost-effective, efficient, and environmentally sound building coupled with service-oriented management will ensure the success of the community for many years to come.”



ABHOW, its partners and local leaders broke ground for Hillcrest Gardens May 14. Designed by the architectural firm of Van Meter Williams Pollock, Hillcrest Gardens will offer scenic views of the San Francisco Bay.



**R**onald K. Adams, a great friend of ABHOW and board leader for many years, died May 5, 2007. A celebration of his life was held June 10 at First Baptist Church of Menlo Park, Calif.

Adams was elected to ABHOW's board of directors and the ABHOW Foundation board in 1973. He served multiple terms as chair and vice chair of the ABHOW board, and he led the Foundation board from 1992-1997. Under his leadership, the ABHOW system expanded and the Foundation's assets grew from less than \$500,000 to \$45 million.

In recognition of his leadership, Adams received ABHOW's Corporate Governance Award in 1991. The National Association of Fund Raising Executives named him Volunteer of the Year in 1995. Also that year, Adams was ABHOW's nominee for Philanthropist of the Year through the Association of Fundraising Professionals. In 1996, the California Association of Homes and Services

for the Aging, known today as Aging Services of California, honored Adams as Trustee of the Year.

Adams enjoyed a 28-year career with National Securities and Research Corporation following pastorates in Pennsylvania, Massachusetts and California. He served for many years on the board of trustees for Eastern Baptist Theological Seminary, now known as Palmer Theological Seminary.

"Ron Adams' passion for quality senior housing and health care was his expression of Christian mission," said President David Ferguson. "We were greatly blessed at ABHOW to receive his gift of leadership."

Adams' family requests that memorial gifts be sent to either the ABHOW Foundation or Palmer Theological Seminary.



**ABHOW  
Words**

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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.”**

