



VOLUME 9 • ISSUE 1 • JANUARY 2009

## INSIDE

**Page 5** From an internment camp to a successful career – one resident’s journey is the first in a year-long series about “pioneering leadership” in celebration of ABHOW’s 60th anniversary.

**Page 7** All 10 of ABHOW’s CCRCs receive the highest accreditation.

**Page 9** Martha Whitmore Hickman goes in search of her roots and learns something of the origin of her vocation.

## ABHOW Residents Serve Their Wider Communities



Every second Thursday, Carol Baccaro packs and distributes brown bags full of fruit, vegetables, meat and bread from the food bank. Other days, she drives homebound local seniors on shopping trips, runs bingo games at a nearby senior center, and helps out wherever she can at her apartment community, Casa de Redwood in Redwood City, Calif.

When she moved into the community after a career in bookkeeping, she found herself with extra time on her hands. “Someone just mentioned that these opportunities were available, and I thought I was a perfect fit,” she says. Now 70, she finds her service work “extremely rewarding. The gratification of doing for other people

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Photo above: Casa de Redwood resident Carol Baccaro packs grocery bags for a food bank.



**ABHOW**

Mature Living Since 1949

means a lot at this time in my life,” she says.

Baccaro is not the only one to feel that way. A recent AARP study shows that 39 percent of retired Americans volunteer more now than they did earlier in their lives. Those who increase their civic participation “see the value of volunteering ... both in staying active and healthy and in finding greater meaning and purpose,” reports the study, “More to Give: Tapping the

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**“The gratification of doing for other people means a lot at this time in my life.”**

– Carol Baccaro, Casa de Redwood resident

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Talents of the Baby Boomer, Silent and Greatest Generations.” Older Americans are living longer, healthier lives; their numbers are growing, and their interest in community involvement is increasing. Consequently, says the study, retired people can potentially have a transformative effect on their communities.

Residents of ABHOW communities certainly do their share. Clea Givens-Bullock, administrator of Mount Rubidoux Manor in Riverside, Calif., says that about 75 of the 188 people who live there are honored each year at their volunteer appreciation luncheon. Elizabeth Chamish, community services director at Piedmont Gardens in Oakland, Calif., says well over half of its residents are involved in service.

Those who live in ABHOW communities run resident councils, tend community gardens, and plan events. They create and donate craft items, serve on church committees, act as foster grandparents, gather coats for the needy, read to schoolchildren, volunteer at local hospitals, participate in national and global service organizations, and use their professional skills to mentor young people beginning their careers.

Hideko Parker, 80, who lives in Mount Rubidoux Manor, serves on Riverside’s Intercultural Relations

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Baccaro

## Volunteer Makes New Friends

Every spring, Larry Marks, 88, polishes silver for the Oakland Museum’s white elephant sale. A resident of Piedmont Gardens in Oakland, Marks also serves on the information desk at San Francisco’s Asian

Art Museum, and he has volunteered at that city’s airport museum and cartoon museum as well.

Finding volunteer efforts he enjoys is nothing new for Marks, who served for 27 years on the ski patrol at resorts in the Sierras. At first, he’d “watch over people who looked like



Larry Marks works as a volunteer at the Oakland Museum.

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## New Friends Via Volunteering *Continued from page 2*

they were going to end up in a tree.” Later, he became a supervisor and, ultimately, regional chairman.

Marks likes the fact that his current service keeps him busy. “I enjoy meeting people and I enjoy talking,” he says. And he has made new friends by volunteering. Once a visitor to the Asian Art Museum commented on his bolo tie and ended up sending him some. In return, he sent her 100 cartoons from his personal collection.

“You never know who you’re going to meet,” Marks says. “It’s important to talk to people. Some little old lady comes up and wants to know what to eat in the cafeteria, and then she comes back and tells you the chicken salad was wonderful. It makes you feel good.”

## Resident Aims For Change

When Jan Gilmore moved to a crime-ridden Indianapolis, Ind., neighborhood, she helped establish a café “on a lot of prayer and a tiny shoestring.” The

Unleavened Bread became a hub for faith and community groups, poets, police officers, and the urban and prison ministries she worked with for years.

Gilmore always



Marks

enjoyed service. So it’s no surprise that when she moved to Mount Rubidoux Manor five years ago, she immediately found ways to give. Now 68 and president of the Resident Council, she serves as liaison with LaSierra University’s service learning program. She helps spearhead the Manor’s efforts to go green, writes a monthly newsletter column, and is making plans to redo the library and form a new support group.

Gilmore serves the broader community, too. She organized a neighborhood watch and belongs to the neighborhood association, and she has applied to join the mayor’s commission on aging. With a local organization, she helps create support circles so families in poverty can become self-sufficient. Before the election, she worked the phones for the Obama campaign.

Gilmore finds it personally rewarding to help others, but she also wants to help bring about change. “If we can help other people move ahead,” she says, “then our world is better.”



Jan Gilmore (right) volunteers at Mount Rubidoux Manor.

Council and acts as an interpreter when delegations from her native Japan visit the city. A few years ago, when Sendai, Japan, built a Japanese garden for Riverside to celebrate their 50-year sister city relation-



Hideko Parker of Mount Rubidoux Manor volunteers her time to teach origami.

ship, Parker visited the gardeners daily to bring food and translate for them. Within the Manor, she has served as floor monitor and fire marshal; and she regularly teaches origami at the local library, an annual festival, and a nearby university.

Maxine Eastman, 77, started volunteering to improve her health. For many years, she was so busy working as a pediatric nurse and spending time with her family that she didn't have much extra time for community service. Once she retired and moved to Hillcrest Gardens in Daly City, Calif., she saw service as a good way to stay active – particularly as she recovered from a stroke.

“I had to get my body together,” says Eastman. “I had to get out and move. I had to make myself mobile again.” For more than 10 years now, she has helped people in wheelchairs take part in exercise classes at a nearby senior center. She also volunteers weekly at the local food bank.

Both Chamish and Givens-Bullock say residents who already volunteer tend to continue after they move into their new community. Givens-Bullock says some residents seek out service activities, while others step up when asked. “I think this generation has more of a tendency to be involved with activities outside [the Manor],” she observes. “The generation before them was more concerned with volunteering within the community. The new group volunteers inside and out.”

The Manor facilitates civic engagement by providing meeting space for community organizations and encouraging residents to get involved. New residents learn about volunteer opportunities from the Resident Council or Welcome Committee during orientation or through a conversation with the community's service coordinator.

“Without the volunteers, we would not be able to foster the sense of community that we have,” says Givens-Bullock. “They are really the social glue, you might say.”

Chamish says Piedmont Gardens takes the approach that residents should be as involved as they would like to be. The range of choices within that community and farther afield allows residents to find service opportunities that suit them.

“A lot like the committee work and a lot like to work behind the scenes – they don't want to go to meetings,” Chamish says. “One resident finds it relaxing to stuff the message boxes. Another resident designed a prescription drug delivery service.”

Members of this generation take their responsibilities so seriously they sometimes hesitate to sign up for volunteer activities “because they're not sure they will be able to meet that obligation,” Chamish says. “We try to

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# Painful Past Prompts Successful Journey

**R**oy Kuramoto isn't shy about saying the worst thing that happened to him as a child contributed mightily to the outstanding adult he became.

Kuramoto, a resident of Pilgrim Haven in Los Altos, Calif., since moving here in 2004 with his wife, Yemiko ("Amy"), retired in 1990 as corporate vice president of the pharmaceuticals division of Syntex Industries in Palo Alto.

But before seeing years of success in the pharmaceutical industry, Kuramoto faced some of the nation's darkest stateside days as an internee at the Gila Bend War Relocation Camp south of Phoenix, Ariz., from 1942–1945.

"It was very disturbing," says Kuramoto, a Japanese-American sent from his native Los Angeles to the camps at the age of 14 along with his parents, four brothers, and two sisters. "I wondered, 'Why am I being shipped away when I've done nothing wrong?' Everything I had done up until then had been right and yet I was still being shipped out because of my ancestry."

Among the younger internees, the big concern was what they would do when the war ended, Kuramoto says. His option, given that his family could not support him, was to join the Army. But even there he continued to meet with discrimination.



Roy Kuramoto looks through an old photo album in his Pilgrim Haven home.


"If you were in the service and had the uniform on, there were still places that wouldn't serve you," he says.

The subsequent drawdown of the military resulted in his being discharged with full benefits, including college tuition through the G.I. Bill, only one year after enlisting. He moved to Salt Lake City, Utah, to finish his bachelor's degree in pharmacy at the University of Utah. It was there he met Amy, soon to become his wife, who

avoided being interned by virtue of living in Wyoming during the war.

Academic work eventually took him to the University of Wisconsin for his master's degree and doctorate in 1950 and to Columbia University in New York as a professor in 1955,

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*Pioneering leadership has characterized ABHOW since 1949. From the company's innovations in continuing care to its successful financing of affordable housing to its unique approach to dementia care, ABHOW has led the way for the senior living industry. ABHOW residents have been pioneers as well. In the company's 60th year, we celebrate their stories of pioneering leadership.*



Roy Kuramoto at age 18.

where Amy gave birth to the first of their three children. As time passed and he and Amy traveled farther east, the prejudice they experienced diminished.

By 1958 Kuramoto was working for what was then Ciba Pharmaceuticals, and in 1966 was asked to return to the West Coast to help the company build its

production capacity. It was a move the couple made with some trepidation. “One of the first questions I

asked when I interviewed in California was, “Where can I live and where can I not live?” he says. “They said there were no restrictions. I liked to hear that, but was it really true?”

It was, he says, and he has relished being back in California ever since. During that time, he came to see the many hurdles he faced not as obstacles, he says, but as incentives to succeed – a philosophy that has carried him far in life.

“I think picking people up and moving them forced them to do things they wouldn’t have done,” he says. “I’m sure if I didn’t get sent to the camp I wouldn’t have ended up moving across the United States. People ask, ‘Why aren’t you bitter?’ And I say because it made me do things I wouldn’t have otherwise done.”

*This story originally appeared in the Winter 2008 edition of Pilgrim Haven Insight.*

## ABHOW to Mark Diamond Anniversary

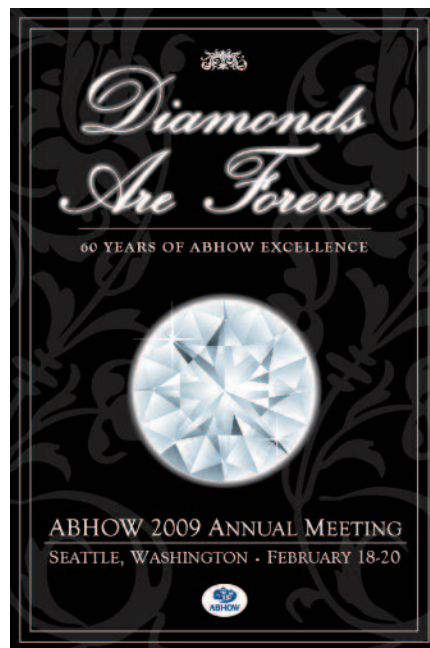
ABHOW’s annual meeting is always a major educational and celebratory event. This year is even more special as the company marks its 60th anniversary.

“Diamonds Are Forever: 60 Years of ABHOW Excellence” is the theme of the Feb. 18-20 meeting at the Hilton Seattle Airport & Conference Center. Board members, presidents of resident councils, staff, family and friends will be on hand to conduct the business of the corporation and to observe the anniversary.

The ABHOW Foundation will also celebrate a major milestone: its 40th anniversary. Playing off ABHOW’s annual meeting theme, the Foundation’s gala event the evening of Feb. 18 is billed as “The Foundation Is A Jewel.”

Judson Park in Des Moines, Wash., will welcome the meeting attendees. The continuing care retirement community will give tours of its recently renovated campus on Feb. 19 and host an evening event.

For more details, contact Roxanne Chase at the ABHOW corporate office at 925-924-7114.



In recognition of ABHOW's ongoing high-level performance, CARF-CCAC – the industry's accreditation body – has awarded all 10 of ABHOW's continuing care retirement communities with five-year accreditation. This industry seal of approval has been awarded to less than one-fifth of the nation's continuing care retirement communities.



"In today's world where choice and information can seem overwhelming, people need trusted third-party evaluation to help them validate decisions," said David B. Ferguson, ABHOW's president and CEO. "They need this when purchasing a car, deciding on a hotel or even choosing a

movie. So it's obviously particularly important when it comes to a decision that has so many personal and family implications. Our residents and their families gain great peace of mind that CARF-CCAC, the gold standard in continuing care retirement communities accreditation, has awarded this accreditation to our communities."

The Continuing Care Accreditation Commission (CCAC) was founded in 1985 as the nation's only accrediting body for continuing care retirement communities and similar organizations. In January 2003, CCAC was acquired by the Commission on Accreditation of Rehabilitation Facilities (CARF), a nonprofit accreditor founded in 1966 that touches more than 7 million individuals served in a wide range of human service organizations.

"The care and well-being of seniors is one of the most fundamentally important responsibilities of society," said Dr. Brian Boon, president and CEO of CARF International. "The communities in American Baptist Homes of the West that have demonstrated the highest level of achievement in this rigorous process are commended for their quality programs and services."

CARF recognized many exemplary practices in the ABHOW communities, a designation that is only given for those programs and services that far exceed the national standards. CARF awarded accreditation to ABHOW's innovative dementia care program, The Grove, which has been implemented at five communities. Notably, ABHOW is the first multi-site organization in the nation to receive accreditation for dementia care.

CARF highlighted ABHOW's use of technology to enhance resident care while optimizing human touch. Residents' medical records are fully electronic and are reviewed by the appropriate medical staff before periodic consultations with residents.

CARF also noted how creating a sense of place and purpose is a vital part of superior continuing care retirement communities. To that end, a number of ABHOW communities have implemented weekly farmer's markets and horticultural programs that inte-

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**"The communities in American Baptist Homes of the West that have demonstrated the highest level of achievement in this rigorous process are commended for their quality programs and services."**

*– Dr. Brian Boon, President and CEO of CARF International*

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grate health and wellness philosophies with residents' preferences and choices. Every community received several exemplary recognitions for a variety of programs.

ABHOW communities spent the better part of a year preparing for the accreditation process. Employees,

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**A**BHOW will administer its annual survey of resident satisfaction in the continuing care retirement communities in October rather than February as in previous years.

The later date will give the company more time to create a new survey instrument and to include residents in shaping the questions, says Jeff Glaze, senior vice president and chief operations manager.

“It’s time to reevaluate the survey instrument itself and to make changes to make it a more valuable tool,” Glaze says.

The October date also fits well into ABHOW’s planning and budgeting cycle, he adds. Results from the October survey will be delivered to the communities by the first of the year, giving local leaders and residents ample time to create action plans before the budget development process begins in the spring. ABHOW’s fiscal year runs from Oct. 1 through Sept. 30.

The previous survey rated a total of 33 subjects on a scale of 1 (very poor) to 5 (excellent), and residents offered written comments on administration, daily living, health services, facilities/environment, dining services and overall satisfaction. Last year ABHOW communities scored high in the friendliness and courtesy of staff, the variety and availability of suitable resident activities, and the cleanliness of common areas.

The survey was administered for four years, which allowed the communities to track their progress. ABHOW’s ratings were also compared against national marks. Two California communities scored above the national average in all three levels of care: Plymouth Village in Redlands and The Terraces of Los Gatos.

In 2008 residents noted the need for improvement

in three areas: administration’s responsiveness to inquiries and complaints, effectiveness of residents’ associations, and quality of service in the Health Center. Staff, board members and residents used that feedback to devise plans for improvement.

ABHOW will still use the month of February for surveying – the Employee Opinion Survey. The separation between the two surveys will give company leaders an opportunity to focus intently on each group, Glaze says.

Glaze will meet with the presidents of resident councils in February at the ABHOW annual meeting and will solicit ideas on how to enlist residents in shaping the new survey instrument.

“Our number one priority is resident satisfaction,” Glaze says. “And we want to be sure we have an instrument going forward to get as precise information as we can from residents.”



Last year residents gave their communities high marks for activities. At Plymouth Village in Redlands, Calif., Lucille VonWolffersdorff shares an art studio with other residents.

Where are you from?" we are often asked when, newly arrived, we meet new people in new places.

"New England. Western Massachusetts." It is indeed where I am from, and my father and his forebears for generations back. I have seen my father's places in towns and farms along the Connecticut River valley.

But until a number of years ago my vivid sense of my mother's places went back only one generation to Troy in Eastern New York State, where her parents had come as young adults from Oldbury, England. When my husband and I were going to do a two-week drive through the British Isles, I knew I wanted to go to Oldbury. My mother had died a few years earlier, and perhaps I was wanting to be in touch with a missing part of her life, and thus with her.

Driving through the grim coal mining Midlands, we came at last to a sign, Oldbury – the town a collection of empty storefronts, doorways with broken steps, everything covered with accumulations of dust from mines no longer working.

I spotted a phone booth. "Let me look in the phone book." I looked ... Carr, Sturges, Taylor. I was elated. I returned to the car – "The names are still here!" I reported to my husband.

"Do you want to call any of them?"

"No." It had been decades since my mother had been in touch with any of her English relatives, and I had no wish to announce myself as a possible distant cousin from America. But I needed something more.

It was then I saw a sign in the dirt-clouded window of an empty store. A local theater group was going to put on a play the next Sunday. Place: Rounds Green Methodist Church.

Rounds Green! Rounds Green Methodist Church. Rounds Green Hills ...

My grandparents had been Methodist. I remembered stories of how my grandmother, a young girl hungry for learning in a day when women were unlikely candidates for higher education, would walk out over Rounds Green Hills in the early morning with her brother Tom, a student at the University, while he recited his lessons to her.

Three sets of instructions and a short drive later we came to a church on a hillside. The sign: Rounds Green Methodist Church. But it was a newly constructed building.

A sandy-haired woman of about 60 answered our knock. I launched into my tale – "I'm from America. My grandparents were from Oldbury. They were Methodists. My mother spoke of Rounds Green Hills ..."

"This church is a successor," she said. "What were your grandparents' names?"

When I told her, her eyes lit up. "Mrs. Taylor was my mother's best friend. Probably the same family – there's a memorial window to her. Would you like to see it?"

We would, and did. There was the name, Taylor, set in a green and yellow Tiffany-style window. "Yes," I said, feeling somehow proprietary, and that I had found something precious in this witness to my grandparents' lives.

We talked some more and then it was time to go. Outside I said to the kindly woman, "My grandmother used to walk on Rounds Green Hills." I gestured toward the pebbly driveway and parking lot, the streets honeycombed with houses. One could imagine joggers here more readily than young scholars in Victorian clothes. "Before all these buildings ... was this Rounds Green Hills?"

"No." She turned and pointed to the top of a double

Continued on next page



knoll that stretched up behind the church. It was uncluttered, still grassy and clear, its outline sharp in the setting sun. “That’s Rounds Green Hills.”

“Oh!” I said. “Oh, thank you.” I imagined seeing my grandmother and her brother walking, heads intent, against the sky.

We said goodbye and got in our car and drove away. I breathed a sigh of contentment. “I’m so glad we found this place.”

“Yes,” my husband said.

But I was far from Oldbury before it came to me what else I searched for in that antiquated town.

My mother had been to Oldbury once as a child of seven, accompanying her mother on a visit. We have a photograph of her in a white middie dress, in dark stockings and high button shoes, seated in a semi-circle of adults in front of a vine-covered wall. On the back in her handwriting:

“At the manse of Uncle Tom and Aunt Em.”

On her return from England she wrote a story about her trip and entered it in a contest sponsored by a national newspaper for “the best letter about a doll.” She won the contest. Her prize – another doll – came, in the course of family distributions, to me. In time I passed it on to my oldest granddaughter.

After my mother died I found in her scrapbook a page on which she had pasted the newspaper column with her prize-winning letter, along with a clipping about another prize, awarded when she was a senior in college, for the best collection of essays on English poetry.

She stopped writing when she married, and gave herself to domesticity and the raising of four children,

though when events in her life spoke their need to her she would return to writing briefly.

When I began to write and to publish it was a source of pride and vicarious satisfaction to her, and I have wondered sometimes whether I am really writing for myself or for her – to atone for something we deprived her of, to be something she would like to have been.

When, sometime later, I moved my desk, my writing space, from a large alcove to a room of my own, I framed the page from her scrapbook and hung it on the wall, over a picture of her

and the doll in question and the first writing prize I ever won – for a Latin translation when I was in 12th grade. I talked my contest entry over with my mother. She was careful not to suggest phrases – it was my work after all – but she told me what she liked better, what not as much.

It occurs to me now that part of what I was looking for in Oldbury were forebears of my own life as a writer. It pleases me to have seen the hilltop where my grandmother walked with her student brother in the early morning, and where, years later, my mother came by ship and train at the age of seven, and then went home to write a story about it.

*Martha Whitmore Hickman, a resident of Pilgrim Haven in Los Altos, Calif., is the author of more than 28 books for adults and young children. Among her adult titles are Such Good People, Fullness of Time, Healing After Loss, and The Growing Season. Books for young children include I’m Moving, Lost and Found, and A Baby Born in Bethlehem.*

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... I have wondered sometimes whether I am really writing for myself or for her ...

– *Martha Whitmore Hickman*

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**R**ichard Scott, a longtime board leader for ABHOW and the ABHOW Foundation, died Dec. 3, 2008. He was 83.

Scott presided over the ABHOW and Foundation boards in an era of significant growth. He served a total of 35 years between the two boards, including terms as ABHOW board chair and Foundation board chair and president.

In 1966 Scott was treasurer of the ABHOW board when the organization decided to establish the Foundation. Incorporated in 1968, the Foundation provided a way for ABHOW to receive charitable contributions for the benevolent care of residents.

From an initial gift of \$50,000, the Foundation grew to nearly \$3 million in assets by 1983. Speaking that year at the Foundation's 15th anniversary celebration, Scott noted the driver for the Foundation's growth.

"We have prospered principally due to the generosity of the residents of the homes probably because they see the opportunity to help their neighbors who have fewer resources than they have," Scott said.

In 1988 former ABHOW President Dr. Richard Ice honored Scott with the first Distinguished Trustee Award, recognizing his "significant, dedicated leadership and service." By then, the Foundation's assets had reached \$9.2 million.

Ice recalled Scott's good sense of humor and the fact that he liked everyone – a style that promoted a harmonious board. "He was a genial chairman," Ice said.

In 1994 Ice appointed Scott to the Historical Records Task Force. "He was a diligent contributor on the task force, which ended in a final report to the presi-

dent in 1997 and the opening of The Heritage Room at the Corporate Office in April of that year," said Dr. Sue Roderick, former vice president. In 1998 he received the Board Governance Award for "exceptional service in preserving ABHOW's history."

In 2000 the organization awarded Scott the Corporate Governance Award for his 35 years of service to ABHOW and the Foundation.

Scott was born Oct. 23, 1925, in Nampa, Idaho. His family moved to Oakland in 1935, where they joined First Baptist Church. Scott graduated from Oakland



Richard Scott addresses an ABHOW group in the early years of the Foundation.

High in 1943 and served in the Army during World War II. He married Janice McClary in 1948. The following year, they both graduated from the University of California at Berkeley. They celebrated their 60th anniversary in 2008.

Scott was a partner in his father-in-law's firm, California Steel Buildings, which manufactured prefabricated metal buildings. He later sold his interest in the firm and joined The Raiser Organization of San Mateo as a vice president. He retired in 1985.

Scott had two children. His son, Clifton, is deceased. His daughter, Pamela Scott Claassen, is senior vice president and chief financial officer for ABHOW.

## Civic Engagement

Continued from page 4

help them out. Some committees have co-chairs. Some of us act as staff liaisons. The interns help. We support them when they need us, and we stay out of their way when they don't need us."

The residents' interests connect the Piedmont Gardens community with the surrounding neighborhood, the Bay Area, and with global issues, Chamish says. "Often when residents are involved in something like voter registration, they bring it to us. They help educate the rest of us. They know it's healthy to stay connected."

Eastman does exactly that. "If I find out about anything going on in the community, I like to share it," she says. She enjoys volunteering with friends, and she loves the fact that her service work puts her in contact with so many people. Serving as a poll worker, as she has for the past 15 years, can be gratifying in other ways, too.

"It was awesome," she says of witnessing voters during the most recent election. "I lived to see something I probably never will again. So many young people, you'd ask them, they'd say, 'I never had anybody to vote for.' They'd never voted in their life. It was very rewarding."

## Accreditation

Continued from page 7

residents and board members engaged in self-study and documented how their communities meet CARF-CCAC standards. In September and October, CARF-CCAC surveyors visited the campuses.

Though the accreditation process involves a lot of hard work, the ABHOW communities reap many benefits, said Kay Kallander, senior vice president for strategic planning. Increasingly, residents and families expect communities to be accredited, and they experience a higher degree of satisfaction when a community regularly assesses itself and looks for ways to improve. And the process can foster community closeness and the exchange of ideas, Kallander added.

"We true ourselves up every five years. I always say that even if the surveyors never came, the communities would benefit from going through the process."



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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."

