



# The Hotline

North Carolina Continuing Care Residents Association

[www.norccra.org](http://www.norccra.org)

## F BOARD OF DIRECTORS REPORT

Forty representatives from 18 CCRCs (4 Western, 3 Central and 11 Eastern) met on a beautiful spring day at Carolina Meadows May 8. There were the usual reports from the Executive Committee. The Treasurer's report showed, relative to our budget, we are in good shape. Sandy Wigdor, as outgoing chair of the Eastern Region, presented a "Road Map" of what Eastern Region officers did in 2018-2019. This "Road Map" can be a guide for all regions as new officers assume their responsibilities; they don't have to start the year with unanswered questions of what needs to be done. To get a copy of the "Road Map" condensed version, or the whole "Kit & Kaboodle" contact President Wayne Campbell, Sandy, or NorCCRA's Communications Director ([zircher@me.com](mailto:zircher@me.com)).



Art Cooper presented a new document drafted by the Executive Committee on *Duties of a NorCCRA Community Representative*, which gives guidance especially to those newly taking on the responsibility within their CCRC.

Sindy Barker gave a legislative update, and the good news is that things are quiet - - "no red

flags being raised." Several NorCCRA members wrote their Congressmen and Senators asking support for maintaining the 7.5% medical expense deduction. No responses have been received, so hopefully no news is good news. Regarding hospital observation vs. admission, this session of U.S. Congress H1682/S753 *Improving Access to Medicare Coverage of 2019* attempts to amend Title XVIII (Medicare) of the Social Security Act. With respect to post-hospital extended care services, any period of Observation shall count as In-patient days, and if discharged after three midnights, patients are eligible to be considered for extended care in a skilled nursing facility. At this time David Price is the only North Carolina Congressman to sign on as a co-sponsor; neither NC Senators have done so. Sindy is asking residents to get in touch with both Senators and their Representatives asking them to co-sponsor HR 1682 or S753. The most effective way will be to contact them through their website. Nancy Wise has replaced Steven Johnson as Manager of the Special Entities at DOI. (See pages 4 and 6.)

Sindy Barker's tenure as Board Member for NC Leading Age is over, and NorCCRA will now be represented by Wayne Campbell.

*Save the Date!*

**October 8, 2019**

# Annual Meeting

**Christ United Methodist Church  
Greensboro, NC**

*President's Message.....*



**Always Looking Ahead But Looking Back Also**

*.....by Wayne Campbell*

It takes a long time to make things happen. My year as President is half gone, BUT, there is half remaining and I have lots to do and many of you to visit.

In the first six months I have had the opportunity to visit several NorCCRA affiliated CCRCs. There is always something (and often more than one thing) that catches my eye and imagination. At Friends Home at Guilford, Greensboro, I received a book entitled "The Experience of War." It consists of dozens of short stories written by their residents of their reflections on WWII. Theodor Benfey, also a resident, was the editor of the book. Ted shepherded the project through its completion, and now the residents have a book that they are selling. This is an example of a wonderful, collaborative effort for residents.

Jo Ramsey is a resident and Community Representative living at Aldersgate, Charlotte. Jo was a most gracious and knowledgeable host for a meeting with residents and several meals in their new dining facilities. We also had breakfast with Past-President Milton Gilbert and met with NorCCRA's previous Secretary, Catie Webb. What a wonderful place to call home and what wonderful leadership within the residents.

At a recent meeting with residents at Well-Spring in Greensboro, I met Bob Hunt, their Community Representative, a most congenial individual and in possession of a perfect leadership style to be their Community Representative. Everyone in attendance was excited to listen to Sindy Barker, spokesperson and Chair of NorCCRA's Legislative Committee talk about what is going on in the current General Assembly.

My wife Peggy and I had a most productive pre-planning meeting with Jan LaHayne, Community Representative, who gave us a really good tour of their 200 acre home at Twin Lakes, Burlington. NorCCRA's Director of Membership Services, Susan Rhyne is also a resident there and we're going back for a "real" meeting with their residents in July!

And there are others to be mentioned, people and places but I am out of space...

I hope Peggy's and my visits have raised awareness about NorCCRA within your communities. We still have time available on our calendars for additional visits to your CCRC. Email me at [waynpegg@gmail.com](mailto:waynpegg@gmail.com) to schedule.

And so from my home to yours, may good health and much happiness be yours as we have moved past winter and most of a wonderful spring!

*.....Wayne*

Mission, Vision, Values

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**"He who fails to plan is planning to fail"**

*Winston Churchill*

## Encountering the "Other" ...

### .....Or the Stranger in our Midst

**I**n early 2017, as the national cultural scene began reflecting animosity toward a variety of groups, several residents and the heads of Croasdaile Village's Life Enrichment and Chaplaincy Services departments met to discuss holding a program at Croasdaile Village which came to be titled "*Encountering the 'Other' or The Stranger in Our Midst.*"

Over eight weeks during the months of January and February, 2018, Croasdaile Village held a weekly afternoon film program for residents who were invited to consider the "other"—those not like ourselves. Topics explored included those of a different race, religion and social class, as well as recent immigrants, LGBT, and those facing mental or physical challenges. (Examples: *Guess Who's Coming to Dinner*, *Billy Elliott*, and *The Birdcage*.)

Each session was introduced with a brief skit by two "cousins" — Ima Wright (Denise Waters, Director of Life Enrichment and Associate Chaplain), supposedly from Alabama and a new resident at Croasdaile Village, and her cousin, Nevah Rong (Rev. Laurie Hays Coffman, our Chaplain) who had come from Texas to help her cousin settle in. Their conversations were a humorous commentary on a variety of "others," including a side-splitting reveal when Nevah finally told Ima that their niece had become engaged to, of all things a real "other", a Yankee! The day's film was then briefly introduced and screened. Following each film residents were invited to discuss their own feelings about that day's topic and their own contacts with others.



On a different day each week a separate class was conducted by Rev. Hays Coffman, with a reading and discussion of the book *Fear of the Other: No Fear in Love* by Bishop William H. Willimon, who is currently a Professor at Duke Divinity School and a former Dean of the Chapel at Duke University. In addition our Library put together a collection of books and DVDs on the topic for residents.

Those who participated in either or both sessions shared many very personal stories. We are exploring some ways to continue the dialog!

Submitted by *Judith Moore, Croasdaile Village*

#### QUOTABLE QUOTE

**"The uneducated  
are those who stop learning."**

*....Justice Ben Overtton*  
Florida Supreme Court

## NEW EASTERN REGION OFFICERS

Succeeding Sandy Widgor and her extremely capable team from Galloway Ridge for the Eastern Region include **Gus Ulrich**, a resident of Belle Meade, who has been elected as Chairman. Gus retired in 2004 following a career in local government management. He served as Assistant to the City Manager for Greensboro, and as Manager for Kernersville, Garner, and Holden Beach. After retirement, he served as interim manager in numerous municipalities including Wrightsville Beach, Baldhead Island, Clinton and others. He is a graduate of NC State in Electrical Engineering, and has an MPA from Syracuse University. He served three years as an Air Force pilot and engineer followed by one year as a pilot with the NC National Guard.



Vice chairman **Joe Koontz**, also a resident of Belle Meade, was born and raised in Salisbury North Carolina, and received a BS and MS from NC State University. He worked for 30 years with Eastman Chemical Products Inc. in Domestic and International Sales, and Marketing Management in fibers and filter products. After retiring to Pinehurst about 20 years ago he has held numerous community and church volunteer jobs. Joe moved to Belle Meade with his wife in June, 2018 and has taken on several responsibilities in his community.

**Joe Gaskill**, the region's new Secretary, is a graduate from Drexel University in Electronics Engineering. He has had an impressive forty year career in electronics engineering, and has served in many volunteer and leadership positions, including Cub Scouts, Little League, Home Owners Association President. Additional leadership positions included the Warrington PA Bike and

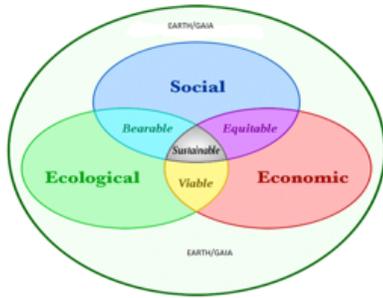
Hike Trails Committee, Communications Committee, First Friday Doylestown, and Bucks County and Pennsylvania Guild of Craftsmen. He is a former member of the Photographic Society of America.

**Dr. Carle (Woody) Mason, Jr.** has agreed to be the region's treasurer. He is a North Carolina native (Charlotte), and holds an undergraduate degree from NC State and a dental degree from UNC Chapel Hill. Woody practiced general dentistry in Wilson NC for 42 years, and is the past President of the North Carolina Dental Society and North Carolina Services for Dentistry, Inc. He has served as Chairman of the Residents' Association Finance Committee at Croasdaile Village.

The region is fortunate to have such talented leadership going forward.

**NANCY WISE**  
**NAMED MANAGER OF SPECIAL ENTITIES, DEPARTMENT OF INSURANCE**

Nancy Wise has been named Manager of Special Entities for the North Carolina Department of Insurance, replacing Steve Johnson, who recently retired from the Department. Nancy has been with DOI since 2017, first as a Collateral Securities Manager and then as a Senior Financial Analyst. She has a degree from North Carolina State University with experience in both public accounting (Deloitte Haskins & Sells and Daniel G. Matthews & Associates) and corporate banking (Four Oaks Fincorp, Inc. and Four Oaks Bank & Trust Company). NorCCRA welcomes her to her new position. The letter from NorCCRA sent to our new Manager of Special Entities can be seen on page 6.



## *Sustainability* MONTH AT CAROLINA MEADOWS

Carolina Meadows held its first “Sustainability Month” in February 2019 with programs every Friday afternoon where four groups of sustainability professionals exchanged their views. The main purpose was to learn from sustainability professionals in the neighboring counties of Chatham and Orange, and from several local universities and colleges, and to learn about the United Nations Sustainable Development Goals and their local connections and finally, exchange views with neighboring CCRCs.

Kevin Lindley, Environmental Quality Director for Chatham County spoke on his successful use of “collaborative impact teams.” These are departments that are grouped together because they serve similar functions. The power of the teams is that they establish an institutional collaboration that might not otherwise occur, with the comprehensive plan as the centerpiece.

The second speaker from Chatham County was Shannon Culpepper, Solid Waste and Recycling Division Waste Reduction Coordinator. The third speaker was Brennan Bouma, Orange County’s first Sustainability Coordinator. Bouma’s advice for Carolina Meadows as they embark on sustainability efforts was: i) sustainability takes champions and has to be an ongoing effort, not just a one time project; ii) get a quick recognizable success; iii) don’t forget social equity: you may need to prioritize who gets benefits first; iv) as you make progress you will need the input and support of those outside your immediate area.

The fourth speaker was John Richardson, Planning Manager for Sustainability in Chapel

Hill. He suggests that a sustainable community is future friendly; it is a place that works to enlarge today’s opportunities for tomorrow’s generation. He left Carolina Meadows Sustainability Committee with six questions: 1) What resources do you have to make change? 2) What are your top goals? And why? 3) What do you have control over? 4) Who are your influencers? 5) What can you measure? 6) What is an easy win?

J. Robert Cox from Galloway Ridge and Lew Woodham from Carol Woods spoke to the group about sustainability activities at their respective CCRCs. And from the local universities, Kelly Harer from Elon University; Adam Long, UNC; and Andrew McMahan, Central Carolina Community College. STARS, The Sustainability Tracking, Assessment & Rating System (<https://stars.aashe.org>) a transparent, self-reporting framework for colleges and universities to measure their sustainability performance was discussed.

It was concluded that working collaboratively with diverse outside sustainability professionals is rewarding both for CCRC residents and also for those outside persons and organizations. Thus the idea has been discussed to start a Central Carolina sustainability working group. On a quarterly basis residents of neighboring CCRCs would come together to discuss sustainability initiatives with invited guests. Those interested in becoming founding members of this residents’ sustainability collaborative can contact Frans Verhagen at [gaia1@rcn.com](mailto:gaia1@rcn.com), tel: (919) 240 7164.

**More information from Carolina Meadows “Sustainability Month” will be posted on NorCCRA’s Sustainability forum. See page 8 for more information.**

NORTH CAROLINA CONTINUING CARE RESIDENTS ASSOCIATION



April 19, 2019

Nancy Wise
Manager of Special Entities
NC Department of Insurance
325 N. Salisbury Street
Raleigh, NC 27603

Dear Nancy,

Congratulations and we are delighted with your selection as Manager of Special Entities. We so admired the skill that Steve Johnson brought to both the application review process and the care he took in making sure that each CCRC continued to be financially solvent. I know he was hopeful that you would move into the Special Entities section.

Over the years, the North Carolina Continuing Care Residents Association (NorCCRA) has worked closely with both the Department of Insurance and LeadingAge NC to address issues that are of concern to both the CCRC residents and management.

In preparation for the possibility that the Department of Insurance planned to introduce technical amendments to Chapter 58, Section 64 Continuing Care Retirement Communities CCRCs in 2019, the NorCCRA Legislative Committee put together a workgroup to review Section 64 and identify sections that we believe to be essential to the financial stability of CCRCs. Our plans are to work closely with the LeadingAge NC Public Policy Committee with the hope of coming to an agreement on any proposed amendments to the statute in 2021. Recently, the Florida residents association and Florida LeadingAge were able to reach an agreement before coming before their legislature.

We would look forward to an opportunity to sit down with you so you could get a feel for NorCCRA and CCRC residents and how all of us can be of assistance to our residents.

Sincerely,

Wayne Campbell, President

Sindy Barker, Chair
Legislative Committee

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## Best Practices.....

# Twin Lakes Semi-Annual Estate Sale

Twin Lakes Auxiliary conducted its semi-annual Estate Sale March 14 to the 16<sup>th</sup>. Over 130 Twin Lakes Community residents volunteered their time during the sale, but many of those same volunteers spent countless hours cleaning out vacated residences, storing and pricing goods, and setting up for the sale.

Proceeds from the sale totaled over \$21,000 and are used to fund college scholarships for children of Twin Lakes employees. Currently, Twin Lakes gives 28 young people a scholarship of \$1700 every year so they can attend college. For many, this scholarship is the difference between attending or not attending college.



The sale is conducted in the fall and in the spring. Case goods, clothing, kitchen and dining goods as well as outdoor furniture and tools are for sale at the twice yearly sale. In addition, the fall sale includes a Christmas room that stocks and sells

holiday decorations. During the spring sale, a book sale is held.

Twin Lakes retail store, staffed by resident volunteers, also participates with high end jewelry, decorations, and gift ware all donated by residents who are moving, cleaning house, or who have passed away.

Twin Lakes administration paid overtime wages for staff to move furniture and load onto trucks for customers all the days of the sale.



It's a lot of work, but it's a great fund raiser for very deserving young people.

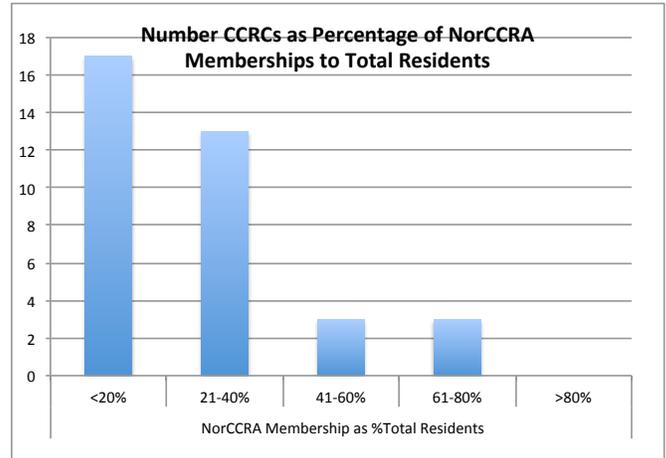
*Thanks to Jan LaHayne for this article*

*The Hotline*

**Seeking Local Reporters!**  
Send articles, ideas, photos to  
NorCCRA's Director of  
Communications Margaret Zircher  
**[zircher@me.com](mailto:zircher@me.com)**

# MEMBERSHIP UPDATE

Since the President’s Report in the March *Hotline*, significant progress has been made in NorCCRA membership. As of April 11, NorCCRA has 4143 members. By region, Western has 917, Central 756 and Eastern 2215. *Super Kudos* go to Croasdaile Village, Cypress Glen and Aldersgate whose communities have achieved NorCCRA memberships with 65% or more of their residents. And, *Kudos* go to Scotia Village, The Forest at Duke and Glenaire who have NorCCRA memberships representing 50% or more of their residents (see chart.) We still have 24 CCRCs in North Carolina with no NorCCRA members, so if you have friends living in one of those communities, introduce them to the benefits of NorCCRA membership.



*Are you a Residents Council Officer?*

Are there times you wish you could share an idea or question with other Residents Council or Residents Association Presidents or Officers throughout the state? And, are you willing to share your own experience? The Eastern Region Presidents’ at their fall 2018 meeting voiced their wish for a way to continue communicating with each other, hence the creation of a google group whose communications are closed to only those with officer responsibilities within their community. To join the ***norccra council presidents google group*** send an email with your *name, community and office* to NorCCRA’s Director of Communications [zircher@me.com](mailto:zircher@me.com).

NorCCRA has established a forum for residents in North Carolina CCRCs to communicate with each other about activities, ideas, questions, etc. regarding sustainability and environmental interests in their community.” To join the *Sustainability Google Group* or for more information, contact NorCCRA’s Communication Director Margaret Zircher ([zircher@me.com](mailto:zircher@me.com)). Send your *email address, name and community*.



**Application for membership in North Carolina Continuing Care Residents Association**

Name: \_\_\_\_\_ Community: \_\_\_\_\_

Spouse’s name (if applicable): \_\_\_\_\_

Address: \_\_\_\_\_

Email address: \_\_\_\_\_

**Annual Fee:** \$12 for individual; \$20 for couple. **Life Membership:** \$80 for Individual; \$135 for couple

**Give this application and check (made payable to NorCCRA) to the NorCCRA Representative in your CCRC.**

Otherwise mail to Susan Rhyne, 3913 Muhlenberg Court, Burlington NC 27215

**Thank You**