

NaCCRA LIFE LINE

*The Resident's Watchdog...
The Industry's Friend*

National Continuing Care Residents Association

Vol. 20, No. 6

Published Bimonthly

November/December 2015

PRESIDENT'S COLUMN



LET'S LOOK AHEAD

Ruth H. Walsh

When I left office as your President in April of 2014, I never thought that I would be called back to lead NaCCRA. With the changes about which you can read below, I am now Interim President for the short transition between the sudden resignations and the naming of new and permanent officers.

We are fortunate that we have a highly skilled group of colleagues working for us in NaCCRA. They are providing valuable assistance to me, which allows me to handle this transition responsibility while at the same time pursuing many other activities - Including serving as Chairman of the StoneRidge Residents Association, membership in ConnCCRA, as well as volunteering with an active group of women

educators and being a member of the Mystic Scottish Country Dancers - all the while "working" the Wellness Model here at my CCRC.

I am also very happily involved with family: children, grandchildren and now four great grandsons who range in age from 5 months to 7 years - and know full well the importance of families in our busy lives.

Please know that NaCCRA will continue its work to promote, protect, and improve the lifestyle of all CCRC residents throughout the United States. I have asked Jack Cumming, NaCCRA's Research Director, to prepare the article below, which explains the transition at NaCCRA and how it bodes well for our future. We have work to do . . . And I am grateful for the many hands that make my tasks "light."

Continuity and Change

Jack Cumming

NaCCRA is both an educational and an advocacy organization. Controversy is the soul of education and advocacy. Education explores all aspects of human endeavor and, at its best, prepares people to work with others from differing backgrounds and with differing views for the future. Advocacy involves the shaping of public policy to reflect the best of the alternatives.

NaCCRA is not a political organization; it is not partisan. Instead, NaCCRA seeks to discern what is best for older and aging Americans, and for CCRC residents particularly, and to work to shape public policy toward those ends.

Controversy can affect not only what to advocate but also how to advocate. Recently such a matter of the "how" has engaged NaCCRA's Board. The question has been whether to accept an invitation of collaboration from LeadingAge (the non-profit provider organization) or to maintain the purity of NaCCRA

(continued on page 6)

WHAT'S IN THIS ISSUE

Message from President pro tem	1
Editorial	2
Technology for Aging Jack Cumming	3
Ask&Share	4-5
Legislative Success Stories	7
NaCCRA Fall Meeting	8
LeadingAge Convention	9
Bennett Napier's Column	10
New Members – Deceased	11
NaCCRA Membership Application	12

EDITORIAL



The year is coming to a close. It's time to wish one and all Happy November and December Holidays!

Life Line does not regularly provide space for letters to the editor; but Jennifer Young introduced the Ask&Share column, which invites you to have a say, in the January/ February 2014 issue. To get the ball rolling she asked residents to share how their CCRC administered the year-end holiday bonus for employees.

In subsequent issues she asked readers to discuss smoking policies, type of "I'm OK" systems, policies on absence, etc. Residents from 11 states (CA, CT, FL, MD, NC, PA, TX, NY, OR, VA, WA) have contributed to the dialogue and some residents are regular contributors. We hope to hear from CCRC residents in Kansas, Colorado, Maine, Georgia - all 50 states!

This column and the Forum on the NaCCRA web page fulfill one of the purposes of the organization – keeping members informed of the policies and practices of CCRCs across the nation. We urge YOU to participate in the dialogue. Share your experiences. Share your thoughts. Share your ideas.

Past issues of Life Line can be reviewed on the web site. See directions on page 3.

MEET ME IN BOSTON! November 1-4. (See pages 8 and 9.)

NaCCRA Officers

President pro tem Ruth Walsh.....CT . rhwdvb@aol.com
 President Elect . . . To be determined
 SecretaryWilliam A. Ratcliff .MD. . waratcliff@comcast.net
 Treasurer..... To be determined

Directors

Rev. Robert D. Nicholson WA...rdnern2@gmail.com
 Vice-President Membership
 Walton Boyer NC . walton.boyer@charter.net
 Peter Straub. VA...Petestraub9@gmail.com
 Barbara Trought NJ. . barbaratrought@gmail.com
 Jean Hurley VA . Jhurleyed@gmail.com

PAST PRESIDENT ..Ruth Walsh . . CT. . rhwdvb@aol.com

WEBMASTER: Martha Marks NM – NaCCRA.com

Newsletter Editor: Jean Hurley... ..VA...Jhurleyed@gmail.com

National Continuing Care
 Residents Association
 Headquarters
 325 John Knox Rd.
 Suite L. 103
 Tallahassee, FL 32303
 Phone 850-224-0711

NaCCRA exists for the purpose of promoting, supporting, and protecting the chosen lifestyle of Continuing Care Retirement Community (CCRC) residents in the U.S. NaCCRA is the only national organization for CCRC residents and is dedicated to the promotion of continuing care resident communities as a humane, cost-effective, long-term care model for elderly individuals. Its work is conducted primarily by volunteers. Support comes from dues and gifts.

NaCCRA has been classified by the IRS as a tax exempt 501©(3) corporation since October 2000. Donors may deduct contributions as provided in section 170 for Federal estate and gift tax purposes if they meet the applicable provisions of the sections 2055, 2106 and 2522 of the Code.

Printed and mailed bimonthly at the Management Headquarters listed above. (Tallahassee, FL).

Web Master
 Martha Marks
www.NaCCRA.com

Address comments and article submissions to the Editor at Westminster-Canterbury on Chesapeake Bay 3100 Shore Drive, Apt. 1008 Virginia Beach, VA 23451

jhurleyed@gmail.com

CCRC Integrity



CCRCs exist to serve the residents who live there. That purpose can best be met if the residents have a voice in the governance of their community. That is achievable when the residents are members in the nonprofit corporation for the duration of their residency. In a nonprofit with members, it is the members who elect the board. Similarly, in the for profit world, residents can be shareholders in a cooperative corporation, in which case it is they who elect the governing board.

Without resident involvement, CCRCs are autonomous under the direction of the board and executives. This can be particularly sensitive in the case of those entry fee funded CCRCs in which the residents provide the at-risk, equity capital but lack the ownership voice that generally accompanies such an investment.

How does this affect you as a CCRC resident? You may have been told that a portion of your entry fee is deductible as medical expense paid in advance. This is particularly important if you have a full care inclusive (Type A) continuing care contract. If your CCRC has an account to ensure that funds forecast as deductible future medical expenses are, in fact, used for that purpose, then that is evidence that resident interests are valued.

When CCRC contracts balance resident interests with practicalities, and when providers honor the spirit of those commitments, that is evidence of respect for residents. One resident writes that at her CCRC a new in-home services entity formed by the provider charges now for services that originally were included under the contract. If so, that provider is no longer upholding the spirit of the resident contracts. That is unfortunate.

Other examples of respect for residents abound. When residents are included on the CCRC board, that's an indication that those in charge value residents and their perspective. When providers discuss decisions in advance with all interested residents, that is evidence that the provider is seeking to do what's right. When residents are included in strategic planning and brainstorming sessions, that shows a commitment toward the resident perspective. When compensation consultants are retained to ensure fair pay for the workers who directly serve the residents, and not just to set executive incomes, that values the residents' interests.

Together we can achieve a great future. The cornerstone of any CCRC's brand identity is a reputation for integrity toward residents. We need each other and we are blessed to be able to come together in mutuality, collegiality, and commitment.

Jack Cumming, Director of Research

JOIN US ON THE WEB!

1. Type naccra.com into you computer's web browser.
2. Put your cursor on the Forum link at the top of the page.
3. A menu will drop down. Put your cursor on the second option. Register for the Forum, and click that link. Follow the directions on that page, and soon you'll be able to participate in the discussions.





ASK and SHARE



Send your Asks and Shares to Jennifer Young at young@jyretired.com

Sometimes this column seems like a game of hopscotch --- a question is asked, and *some* responses come in to answer. Often they get to me after the deadline of the next issue. So I save the responses for a future issue. Because of the varying lengths, I have to work with space limitations. In the meantime, new Asks come in.

I want to thank Ralph Collins of **Tryon Estates** of Columbus, North Carolina, a member of the ACTS family of communities. In December of 2014 he e-mailed me a nice long list of how they do things there, based on several "Asks" of 2014. I have already provided some of his "shares" (May/June 2015 issue), but I'd like to give you the remainder here:

Communication Devices: They use an in-house TV channel, monthly calendars, and bulletin board postings at the elevator and in the main lobby. They do a "reverse 911" call as a reminder for really important items. E-mail is being utilized for sending the monthly activities calendar and weekly menu, since 70% of the residents have e-mail.

Campus Newsletter: A newsletter is produced by Resident Services as an insert to the monthly calendar. Articles are contributed by the residents. Important meetings such as "Ask the Director" are covered and written up for the newsletter by a resident volunteer.

Communicable Disease Prevention: Hand sanitizers are in the common areas and at the entrance to the eating areas. When there is an outbreak, those who are sick are asked to request food delivery to their apartments. During an outbreak, the salad bar is removed.

Travel Program: ACTS corporate has a travel agent/service. A yearly program is held describing upcoming trips, with brochures. A local travel service catering to seniors has its brochure on the main bulletin board. No medical restrictions appear to be placed on those signing up.

Security: There is a security person on duty at the main entrance 24/7. For off shifts and the weekends there is an additional security person monitoring the roadways, parking lots, and halls. They are uniformed, but not armed, using a marked car.

And now, some replies to last issue's "Ask" about **Garage Sales:**

Broadmead, Inc. (Cockeysville, MD): Our Garage Sales are called "Barn Sales" – two major ones being in the spring and fall, with several mini and furniture sales throughout the year. They are advertised by photo over the in-house website and are held in our Community Center. The revenue pays for most of the residents' activities and charitable donations to the Residents Association's outside charities. Articles are donated by residents and by families clearing out an apartment of their deceased loved one. About 150 residents work throughout the year sorting, cleaning, repairing, and pricing. Broadmead staff assist, and paid movers are hired for moving the goods and taking leftovers to the Salvation Army and Goodwill. Residents and family members unpack, set up, and are the sales personnel. A publicity committee sends mailing to over 800 people in the Broadmead vicinity. These combined efforts result

(continued on page 5)

In recycling, socializing, producing income, helping charities, and building a sense of community.

Information provided by Alma Smith

Westminster on Chesapeake Bay (Virginia Beach, VA): The Residents Association has a chair and co-chair of Flotsam & Jetsam (F&J), who work with a large group of volunteers. They price and sell whatever clothing, furniture, dishes, and appliances the residents discard or the family doesn't want when a resident dies. Every Tuesday volunteers price goods in a room equipped with a washer and dryer devoted to F&J. Items are placed in labeled boxes. Filled boxes are sealed and sent to a storage facility. Once a year, in August, a Garage Sale is held in the local high school. In addition, at Westminster itself, a back hall room is dedicated to furniture sales, open every day. These items are priced for sale, and a buyer can write out a check, drop it in the F&J Box and take the item. Staff can be notified to help with large items. There also can be items for auction. Interested buyers put on a slip of paper how much they'd pay over the starting price and drop it in a special F&J box. When the auction deadline is reached, the highest bidder is notified. Proceeds go to Westminster-Canterbury Foundation's Fellowship Fund which supports residents who could not otherwise afford to live here. The F&J volunteers enjoy the fellowship in working together and getting the first chance to purchase.

Information provided by Jean Hurley

Some "Shares" about **Resident Health and Wellness Committees and Programs**, an "Ask" from 2014:
Smith Crossing (Orlando Park, IL): The Resident Council of independent living established a Health and Wellness position that began in January 2015. The position was written into the Bylaws with the purpose of promoting the well-being, interests, and activities of the members and seeking solutions of general concern. The first volunteer for this position aligned himself with paid staff positions — the Wellness Coordinator, the Exercise Physiologist and Dietitian. A Committee has been established to meet monthly, with any interested residents welcome to attend to share desired programs or areas of concern. Two current efforts were to establish a route for people to take part in the water activities at a nearby health club with two pools. The other was a Walker/Cane clinic to determine if walker/canes are at a proper height. This clinic also provided information on safety issues with walkers and canes.

Information provided by the first volunteer for this Wellness position, Leo Frainier.

Florida Presbyterian Homes (Lakeland, FL): They have a Wellness Committee whose purpose is coordinate with staff in encouraging residents to participate in physical, mental and spiritual activities that promote wellness and independence. Committee members come from all campus neighborhoods. In 2015 they held a sign-up day for the county's Senior Games, later holding a Recognition Party for those who participated in the Games and in the National Wii Bowling Tournament. For the Annual Picnic, open to all residents, staff, and the Board of Directors, the Committee provided games. With the Wellness Manager, they had an outdoor activity with food, music, and fun on National Health and Fitness Day. Puzzles, Galore and More activity and Trivia Contests were held at two campus locations. In September, they staged a Healthy Aging Week, with the theme "Let the Adventures Begin" in which each day there was a different activity.

Information provided by Maryon Bramley, Chair.

The **new "Ask"** for this issue's column: Does your community have defibrillators? Are they accessible or under lock and key? If locked, who has the key? Are your defibrillators the kind that anyone can use because the machine talks you through the procedures?

Want to read past issues (and therefore past Ask and Shares) of *Life Line*? They can be located on NaCCRA's website, www.naccra.com

MESSAGE FROM the PRESIDENT (continued from page 1)

NaCCRA as an organization of, by, and for CCRC residents only. Eventually, after much agonizing, the decision was that we can gain more for residents through communication and collaboration than otherwise.

Different Board members had different reasons for deciding this issue. Some sought to keep NaCCRA pure. Others believe that the providers are doing the best that they can and deserve to be supported. The viewpoint that tipped the balance ever so delicately in favor of continuing with LeadingAge, however, seems to have been highly pragmatic. As tax exempt organizations, the nonprofit providers must espouse policies that provide a public benefit. By working with LeadingAge we can invoke the providers' nonprofit values to advance the standing and security of residents.

Our nation espouses equality for all and self-determination for the people; that's the American concept of public benefit. Within the senior housing context that translates to allowing residents full standing as human equals with the executives and staff who serve them. The principle of self-determination calls for residents to have a fair voice in the decisions that govern their lives. When providers commit to public benefit and public service, they commit to values that are what residents clamor to have. We can now advocate for such equality where residents have, heretofore, had only token representation, if they were allowed to be present at all. Using the provider values to benefit residents is very pragmatic. It's the approach that Mahatma Gandhi used to free his people from colonialism.

How does that translate into an advocacy agenda? There seems little controversy among residents about the following. Residents deserve financially sound CCRCs with sustainable, strong balance sheets. Residents deserve fair contracts that are readily understood. Residents in tax paying CCRCs deserve the same security and dignity as those in tax exempt CCRCs. Residents deserve to be heard in the decisions that frame their lives. Residents deserve to be guaranteed fundamental rights of human dignity and self-determination.

We can now advocate these fundamentals directly with the providers within LeadingAge. We believe that we can work in friendly tension with LeadingAge to educate providers about the interests of those to whose welfare they are committed. NaCCRA is and will continue to be independent of the provider organizations. We share many common interests, but we will continue to advance vigorously the interests of residents when they conflict with provider special interests or entrenched values.

One sad outcome of these Board discussions is that Dan Seeger felt that he could not sign an instrument of alliance with LeadingAge. Since he would have been required to do so as a responsibility of the President, he has stepped aside as President. Judy Moss, who has been President-Elect, had similar qualms and she, too, decided to leave her office and the Board. These were stunning developments but we understand that both Dan and Judy felt passionately about how NaCCRA should advance its advocacy. As Past-President Dan Seeger can continue to participate in the Board, though without vote, and his wise counsel and his engaging leadership are of great value. We particularly embrace Dan's actions including model laws, a bill of rights, a consumer guide, and a CCRC financial evaluation tool.

Ruth Walsh, who was NaCCRA's immediate Past-President, has agreed to resume the duties of the Presidency on an interim basis until more permanent officers can be elected. It is expected that will occur at the Boston meeting over the October 31 weekend. This has been a sad and difficult transition. Convictions are what make NaCCRA strong, and we hope that you will give us the benefit of your insights, your energy, and your understanding. If you can join us, we look forward to welcoming you to our Boston meetings.

Jack Cumming for Ruth Walsh, President pro tem

NaCCRA - the Industry's Friend

Email dated 9/15/15

I am floating on a cloud in a state of euphoria. At 3 PM EDT this afternoon the North Carolina President of the Senate and Speaker of the House held a joint news conference to announce the results of the budget battles in NC for 2016. We won both of our advocacy battles exactly as we most optimistically wanted to. Our issues of concern were the imposition of a \$20,000 cap on all personal income tax deductions including both mortgages, medical deductions and more, and a severe reduction in the refund level permitted to Not-for Profits on state sales taxes. The cap on medical deductions was totally eliminated, and the limit on sales tax refunds allowed will remain at \$45,000,000 which is a blessing for our state CCRCs. The North Carolina Continuing Care Residents Association and LeadingAge North Carolina worked together on these with NaCCRA taking the lead on the medical deduction issue and LA/NC the lead on the sales tax issue. It is an excellent example of how we can work together as partners to achieve goals of mutual benefit.



Walton T. Boyer, Jr., Deerfield Episcopal Retirement Community, Asheville, NC

The secret to our partnership is no secret at all...just the special sauce in all great collaborations: COMMUNICATION — clear, consistent, sustained communication. The folks at NaCCRA are dedicated, committed, and easy to collaborate with. And they were absolutely the difference-makers in our mutual success (thus far!) this legislative session. A great day here in North Carolina...

*Tom Akins | President and CEO
LeadingAge North Carolina, Chapel Hill, NC*



This is great news—these are the kinds of issue we can work on together nationally as we develop the NaCCRA- LeadingAge relationship. You model in your state what is possible elsewhere. Congrats.

Larry Minnix, President and CEO, LeadingAge

NaCCRA - the Residents' Watchdog

CCRC Bill of Rights Signed by Governor of Connecticut

The year-long efforts of the Connecticut Continuing Care Residents Association (ConnCCRA) were successful. State Representative Michael D'Agostine submitted the proposed legislation to the 2015 General Assembly and shepherded it through a public hearing and votes by the State House and the State Senate. It made it through, not completely unscathed, and was signed by Connecticut governor Dannel Malloy on June 26, 2015.

House Bill 5358, an Act Establishing A Bill of Rights for Residents of Continuing Care Communities, sets a baseline for all CCRCs in the state in a number of areas. Provisions in the new law require CCRCs to give residents advance notice of major construction or renovation, ownership change, and increases in monthly fees. The law also stipulates certain rights such as the right to form resident councils, and resident protections. It provide for enhanced financial transparency and requires that refunds upon move-out be made within three years if not sooner.

Cecilia Malin, Immediate Past Secretary, ConnCCRA

**NATIONAL CONTINUING CARE RESIDENTS ASSOCIATION
FALL MEETING – NOVEMBER 1, 2015
BOSTON, MASSACHUSETTS**

CALL TO MEETING

In accordance with the provisions of the NaCCRA Bylaws, there shall be a meeting of membership that may coincide with the Annual meeting of LeadingAge

Saturday, October 31

Noon Luncheon with the presidents of member states
2:00 p.m. Board Meeting Saturday, October 31 - Place to be determined

* * * * *

Sunday, November 1

9:30 a.m. **KEYNOTE PANEL PRESENTATION**
“Hearing the Voices in CCRC Life”

PANELISTS:

Joe Anderson, Board Chair of SQLC, operator of six life-care communities in Texas and Indiana

Helmut Golde – resident, former president of the Mirabella Seattle residents Association and the Mirabella Board. President of NaCCRA Washington.
Lynn O’Connor - President and CEO at Westminster Ingleside Retirement Communities

* * * * *

10:30 a.m. **COMMITTEE REPORTS**

* * * * *

RESIDENT/ELDER LUNCHEON 11:30 – 12:30
Compliments of LeadingAge

Speakers

The Rev. Lillian J. Warner, Chaplain, Newbury Court, Concord, MA *“Who am I? I am a 74 year old Senior Citizen. A proud mother of three sons. A proud grandmother of 4 grandsons. A retired Methodist Minister. A Spiritual Director/Chaplain at Newbury Court - a distinctive retirement community in Concord, Massachusetts. I proudly proclaim that I still have a voice. I still have a purpose, a reason for being. I still dream dreams and see visions of ways that I still can use my voice and be a productive part of the community. One of my great passions is being a voice for those individuals with memory loss or Alzheimer’s disease. I believe we, as a society, need to change the paradigm of how we serve those who have been affected with these diseases. We need to hear their voice and in some instances be their voice. My message will be: “Let Our voices Ring Out”*

Barbara Gay, Director of Governmental Affairs – LeadingAge – “The 2016 Presidential Election”

* * * * *

BE SURE TO VISIT THE NaCCRA BOOTH - #551 – IN THE EXPO HALL

LeadingAge

(Formerly AAHSA – American Association of Homes and Services for the Aging)

ANNUAL MEETING & EXPO

BOSTON CONVENTION & EXHIBITION CENTER

COME to BOSTON



9:00 a.m. – Sunday - CALL TO MEETING – NaCCRA

NaCCRA VISIT THE NaCCRA BOOTH - #551 - IN EXHIBITION HALL

9:30 Panel Discussion: “Hearing the Voices in CCRC Life”

Greetings NaCCRA friends!

Many of you have attended LeadingAge's annual meeting in years past and I want to take a minute to share some of this year' highlights in the hope that you'll be able to join us November 1-4, 2015 at the Boston convention & Exhibition Center (BCEC) in downtown Boston

This year's theme is Be the Voice and our goal is to highlight how our members can lead the way through innovative care and services and putting people before profits to improve the aging experience in America. We hope you will join us in being the voice for change that makes lives better today and in the future!

Sunday November 1

9:00 - 11:30 a.m.

NaCCRA meeting at Boston Convention & Exhibition Center

11:30 a.m. - 12:30 p.m.

Resident/Elder Luncheon at Boston Convention & Exhibition Center

1:00 - 2:45 p.m.

General Session featuring Drs.. Joseph Coughlin and Mark McClellan
“The Intersection of Technology and Policy”

Monday - Wednesday

The schedules for Monday, Tuesday and Wednesday are similar to last year, though some times have changed slightly. Check your schedule of events and the brochure for all the details. Be sure to check our new and updated offerings!

All of you at NaCCRA are powerful voices for change and we are excited to have you join us.

Warmly,
Larry Minnix, President/CEO, LeadingAge

REGISTRATION for LeadingAge Annual Conference

Go to **LeadingAge.org** network. On the left side you will see “CONFERENCES” and a drop-down menu will list “Annual Meeting and EXPO.” Click on that. On the right side you will see a box with REGISTER HERE. Click on that then scroll down to “Resident” Click on “Resident,” fill out the form, and submit. You can register when you get to the Conference Center - at the Registration Table.

NaCCRA Enters Into a Working Agreement With LeadingAge

By Bennett Napier, MS,CAE- President/CEO of Partners in Association Management

“The National Continuing Care Residents Association is nearly twenty years old as an organization. The Foundation of the organization started in the mid 1990’s, with a more formal structure as an IRS tax exempt organization status being achieved in the early 2000’s.

During the course of the organization’s history, it has evolved into a growing and respected association. Since 2013, the membership of NaCCRA has grown by more than 40% and the membership base has expanded into a number of states across the U.S.

As organizations grow, it creates choices for leadership on “where do we go from here?” NaCCRA is no different. One of the most significant issues is public policy initiatives that can benefit residents. When one looks at the success of other organizations, a recurring trend seen through research from the American Society of Association Executives is that successful associations make alliances with appropriate parties.

The legislative climate at both the state and federal level require coalitions to achieve change. It is rare for any one group to secure public policy initiatives on its own accord. This is one of the main elements of consideration when the NaCCRA board of directors recently voted to enter into a working agreement with LeadingAge.

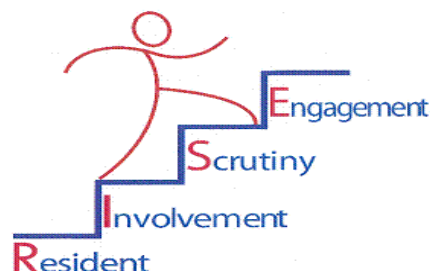
Let us be clear on the nature of this agreement:

- 1) NaCCRA is and will remain its own entity with its own membership and its own governance structure.
- 2) This agreement in no way means NaCCRA and LeadingAge will agree on every issue. What it does mean, is that both parties will have a formal protocol to follow to discuss differences of opinion. Both organizations hope to reach constructive solutions that impact both residents and providers.
- 3) NaCCRA will have the ability to have a voting member on the LeadingAge board of directors as well as the opportunity to participate in public policy discussions on LeadingAge committees/Task Forces.
- 4) LeadingAge may send representatives to attend NaCCRA meetings to share information and provide insight on public policy issues and CCRC market trends. Such representatives would not have a vote on NaCCRA operations.
- 5) Outside of public policy matters, having an open collaborative relationship with LeadingAge should foster the ability of NaCCRA to grow locally, as more CCRC Executive Directors/CEOs have a clearer vision and a better understanding of what NaCCRA stands for and what value a strong residents organization can offer to the preservation of the CCRC life style.

Bennett Napier, M.S.,CAE

President/CEO

Partners in Association Management



WELCOME THESE NEW MEMBERS and FAREWELL

ARIZONA

Oro Valley
Splendido at Rancho Vistoso
Linda Barkwell

CALIFORNIA

San Diego
Unknown Community
Bonnie Daly
Rhoda Ashley

CONNECTICUT

Stamford
Edgehill
Jim Duffy

FLORIDA

Gainesville
Oak Hammock
George Beckman, PhD
Sarasota
Bay Village
William Atz

NEW JERSEY

Basking Ridge
Fellowship Village
Edwin Blejwas
Betty Duckworth
Audrey Farley
Evemarie Gilfillan
Jean Lamp
June McDaniel
Ruth Paradise
Charel Schaub
Margaret Von Der Linde
Freehold
Applewood
Virginia Allen
Lumberton
Medford Leas
Jayne Bodner
Phil Bodner

OKLAHOMA

Tulsa
Montereau
Ann Brinlee
Yukon
Spanish Cove Retirement Village
Robert Gwaltney

OREGON

Lake Oswego
Mary's Woods
Judith Kruppenbacher

Note: These names were received
after the September/October issue
was finalized and BEFORE the
deadline for this issue - September 25.

PENNSYLVANIA

Manheim
Pleasant View Retirement Village
Nancy Hann
Oxford
Ware Presbyterian Village
Rona Obert

VIRGINIA

Virginia Beach
Westminster-Canterbury on Chesapeake Bay
Mary Foreman
Suzanne Ganschinitz
Eve McGrory
Ruby Pritchett

WASHINGTON

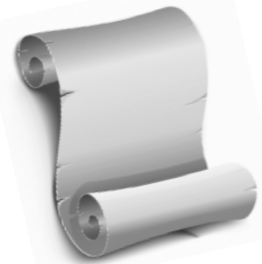
Redmond
Emerald Heights
Wesley Allen
Jeannette Augustin
Dottie Billington
Glenn Bond
George Bower
Dottie Brown
Mary Carlyle
Donald Carlyle
Louise DeButts
Robert DeButts
Ralph Dines
Dolores Griffith
David Herta
Sandra Herta
Ann Hiller
Hugh Knapp
Barbara Knopf
Pearl Legler
Keith MacDonald
Mary MacDonald
Shirley Marshall
Adele Martz
Norman McCue
Nancy McCue
Jane Nettleton
Esther Norman
Marion Northrop
Curtis Northrop
Nicholas O'Connell
Marie O'Connell
Frank Olsen
Connie Olsen
Margaret Osborne
Ronald Scott
Jean Scott
Suzanne Snepp
Jack Stahlheber
Elizabeth Stahlheber
Jeanne Stevenson
Trudy Vering

Seattle

Aljoia a Thornton Place
Branko Grunbaum
Zdenka Grunbaum
Bayview Retirement Community
Cynthia Adcock
Joe Adcock
Horizon House
Ann Brand
Bob Cram
Ruth Darden
Robert Emminger
Al Rasmussen
Irwin Sarason
Barbara Sarason
Norma Wills
Edwin Wilson
Mirabella
Hellmut Golde
Skyline at First Hill
Sonia Baker
Kendall Baker
Darrell Williams
Issaquah
Timber Ridge at Talus
Raymond Bucy
Jay Giesa
Nancy Giesa
Dorothy Hughes
Frances McLeod
Stephanie Chamberlain
Alan Chamberlain

Washington State NaCCRA Member

Hellmut Golde, President



DECEASED MEMBERS

VIRGINIA

Virginia Beach
Westminster-Canterbury
LaVerne Kennedy

WASHINGTON

Horizon House
Marion Monica Leigh
Jack Lynch

National Continuing Care Residents Association
325 John Knox Rd.
Suite L. 103
Tallahassee, FL 32303

Non-Profit Org
U.S. Postage
PAID
Tallahassee, FL
Permit # 801

Please feel free to share your copy with a fellow resident or your administrators. Your comments, suggestions and article submissions are invited.



NaCCRA Membership Application

NaCCRA Thanks You for your support • By Working Together We Can Succeed

Date _____

Name of Individual: 1st Person _____

2nd Person _____

Address _____

Telephone _____

Email _____

Name of Community _____

ANNUAL DUES (FIRST) INDIVIDUAL\$ 20.00
ANNUAL DUES (SECOND) INDIVIDUAL\$ 15.00
LIFETIME MEMBERSHIP (FIRST) INDIVIDUAL ...\$ 200.00
LIFETIME MEMBERSHIP (SECOND) INDIVIDUAL\$ 150.00
Annual Dues per Community Association\$ 200.00
Annual Dues per State Association\$ 500.00
Tax-exempt Contribution\$ _____
Total Enclosed.....\$ _____

Please make your checks to: NaCCRA
and return this notice with your check to:
NaCCRA Headquarters
325 John Knox Rd. Suite L103
Tallahassee, FL 32303
Your Check is your receipt.

**NATIONAL CONTINUING CARE RESIDENTS
ASSOCIATION**
a 501(c)(3) Corporation