

UPDATE

April 2020

Friends Homes Guilford & Friends Homes West

www.friendshomes.org

We love it here!

Jimmy and **Peggy Truitt** have been calling their two-bedroom apartment on the West campus home for 25 years.

As a matter of fact, they are the first and only occupants of their apartment, arriving shortly after the West campus opened. In a quarter of a century, they've seen a lot of changes, but they heartily agree, "the place is perfect!"

When they came to the West campus there wasn't a pool or exercise room, and no Wellness Director (**Teresa Cox**) or her great programs. There also wasn't a resident lounge. In the evening, residents weren't ready to go home following dinner, but there was no place for them to gather and visit. The Truitts chose to do something about it with the support of **Dick Coe**, West's Administrator at the time, and with a committee of volunteers they raised \$250,000. The Board of Trustees approved funding of an additional \$100,000 and with that the lounge was built.

"The lounge has really been an asset," shares Jimmy. "In the evening it's hard to find a place to sit it's so full."

While the Truitts offer plenty of praise for the many services offered by Friends Homes, something that has been a genuine benefit to the couple is having easy access to clinical services. Over the years, the Truitts have made the on-site physicians their primary care providers. Having clinical care on campus has been especially comforting to Jimmy who's never spent a single night in a hospital and wasn't even born in one. Both Peggy



and Jimmy look forward to the greatly enhanced clinic that will come as part of the expansion.

They also agree that Friends Homes' location cannot be beat with a grocery

store, pharmacy and banking all within walking distance. Although Jimmy prefers to drive, Friends Homes provides transportation to those locations once a week for any resident.

Please see Truitt on p. 2

A message from the Executive Director

I hope this Update finds you and your family doing well and healthy. It has been a remarkable few months as Friends Homes prepares for our upcoming construction project while at the same time responding to the COVID-19 (Coronavirus) pandemic. The resilience of our residents, staff and partners has been overwhelming as we continue to work together to minimize exposure throughout our



campuses and at the same time ensure there are ample supplies to support our needs.

People like **Alice Carroll** and **Holly McPherson**, who recently celebrated their 40-year work anniversary with Friends Homes, are at the core of our overall success. These two ladies were acknowledged along with 24 of their team members at our recent Annual Service Award luncheon. On that occasion, we celebrated over 340 years of service in support of Friends Homes and the delivery of our mission.

In January, we welcomed **Dr. Anjali Gupta** as our full time Medical Director. Dr. Gupta works with Piedmont Senior Care and specializes in Geriatric and Internal Medicine. She is dedicated to supporting Friends Homes health center and independent living residents and is supported by two Nurse Practitioners, **Man Xie Mast** and **Dinah Ngetich**. Dr. Gupta and her team have already made a tremendous impact among our residents particularly with Dr. Gupta's

warm personality and caring demeanor. We are very thankful for their daily presence in our community.

We look forward to mid-May when we anticipate construction will begin on both campuses. At the Guilford campus we will build 20 new townhomes and modify the main entrance. We will also begin work on the new Wellness Center and Bistro on the West campus around the same time. The site work for the new villa apartments and homes on the West campus is scheduled to begin in August. As of today, nineteen townhomes on the Guilford campus are reserved and 53 of our 73 homes on the West campus are reserved. Congratulations to all who are moving us ahead!

My sincere thank you for supporting our 2019 Annual Giving Campaign that raised over \$103,000 in support of the Residents' Assistance Fund. The committee for the 2020 Annual Giving Campaign set a goal of \$111,000, which represents 10% of our overall projected need for residents' financial assistance for this year.

Because of friends like you and the overall support of the Annual Giving Campaign, our mission of providing quality care and services to our residents at reasonable cost will carry on.

Warm regards,

Arnie Thompson Executive Director

Truitt Continued from p. 1

Jimmy and Peggy are grateful to have celebrated their 50th, 60th and 70th wedding anniversaries surrounded by friends and family, right at home, in the living room at West. As a complete surprise to them, their daughter, **Liz**, was married in the living room at West as part of their 50th anniversary celebration. Many attending knew it was both an anniversary party and a wedding, except Jimmy and Peggy, who were delighted to share the happy occasion with their daughter and new son-in-law, **Ed**.

Among the many things Jimmy and Peggy love about Friends Homes, they truly enjoy the food and they are intrigued about the coming addition of a bistro.

The Truitts appreciate the security of the new name badge swipe system, and the convenience of having one item that grants them access to their apartment, or to the building and for their meals on campus.

"At our age, security is important," states Jimmy. He remembers when everything had locks and there were "thousands of keys" floating around. "The key card is a goldmine – it gets us in and out of the building, gets us our food and can't be passed around."

While Jimmy and Peggy feel Friends
Homes offers so much, their favorite part
about calling Friends Homes, their home,
comes down to the friendly people –
residents and staff alike. Peggy beams
about the staff, "The staff is wonderful!
If you want something, they do it!" Their
hall has monthly hall meetings, which
they never miss, not because the topics
are always incredibly interesting, but
because their neighbors have become
like family to the Truitts.

Jimmy and Peggy are still pleased with the decision they made so many years ago, and they happily share, "We love it here - it suits our needs and then some."

A Tremendous Success!

2019 Annual Giving Campaign raises \$103,604

As Friends Homes entered our seventh decade, the 2019 Annual Giving Campaign goal was established at \$70,000, yet we raised an astounding \$103,604, all benefiting the Residents' Assistance Fund. A heartfelt thanks to our many donors (listed below) who gave so generously!

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A special thanks to our volunteer leaders who gave their time, talent and treasure to ensure the success of the campaign: Chris and Sandra Canipe, residents of the Guilford campus; Carson Grantham, resident of the West campus; and **Don Farlow**, member of the Board of Trustees.

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Please see Campaign on p. 4

^{*}Every attempt has been made to recognize each donor as requested. Please accept our sincere apology for any error, and contact Sarah Barker at 336-458-0354 or email sbarker@friendshomesinc.org, so that we may correct our records.

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EMPLOYEE RECOGNITION

40 years of caring

Friends Homes is fortunate to have many staff members who have demonstrated a long-term commitment to our community. We recently celebrated those staff members serving five-year incremental work milestone anniversaties, including two who were recognized for 40 yeards of service: Alice Carroll and Holly McPherson. They join Dot Young who celebrated 40 in 2018.

Alice came to Friends Homes in 1979 as a part-time dietary aide. A graduate of N.C. State University with a degree in sociology and political science, she was living in Greensboro working at an after-school youth

program. Her roommate was Friends Homes Guilford Dining Director **Janie Stout** and she encouraged her to come and work at Friends Homes.

Alice was noticed by FHG Administrator **Bill Pleasants** early on who hired her to work as a part-time social worker to support the existing social worker who was an octogenarian. At the same time, the activity director had to take medical leave, and Alice soon became full-time working as the activity director and social worker designee for the 40-bed Hinshaw Hall. She also kept medical records, handled staff development and helped in the business office. Before corporate compliance officers existed, Alice managed handicap accessibility requirements and privacy laws.

In the early 1980s, FHG built the Fry Hall residential care building (RCB) and expanded services on its campus. Alice coordinated the RCB move-ins, furnished and stocked the new building and attended school at the University of North Carolina-Greensboro to earn her social worker degree. When Fry was up and running, Alice returned to Hinshaw skilled nursing and helped write the certificate of need to add 19 beds. She assisted the director of nursing with administrative functions and worked to obtain her license to be a nursing home administrator. New Executive Director **Wilson Sheldon** then named her health care administrator.



Alice Carroll

"Wilson gave me the opportunity for growth. I give him credit for believing in my potential," Alice said. "I would do anything he asked...except to become a nurse."

Alice went through the regulatory storm of the Omnibus Reconciliation Act (OBRA '87) which changed how nursing homes were regulated and run. Working in Hinshaw for eight years, she brought it into modern times and introduced Friends Homes to person-centered care. Alice said that her grandmother was in a facility in High Point that had three-bed rooms and smelled bad.

"There was no way that I was going to work in a facility like that and I didn't want my family to be in a facility like that," she said.

So, Alice went about creating an environment in which she could be proud. The pride and joy of her career, she proclaims, was writing the grant to become an Eden Alternative facility in 1998. Alice has served on the N.C. Culture Change Coalition for many years, serving recently as its president. She gives a special mention to fellow long-term employee CMA Holly McPherson for helping with the Eden Alternative. She said Holly was crucial to the process as a dog trainer, and the birds also loved her.

In the late-1990s, Alice was ready for a change. Friends Homes now had two campuses and needed a director of environmental services and laundry. Alice took over this position and ran the cleaning systems for both campuses. In 1999, with the task of taking on Y2K and the pending disaster that businesses were expecting, Alice's title changed to Special Projects Coordinator. With just a few computers and no WiFi, Alice had the job of navigating the computer systems of Friends Homes.

Today, Alice is Director of Health Information Technology and responsible for over 145 devices on campus and 75-80 network users. She also oversees the medical records coordinators at both the Guilford and West campus.

Coming soon: New homes and Bistro

Excitement abounds as the Sales and Marketing Department has been incredibly busy meeting with Residents of the Future and other prospects regarding our expansion.

In the initial phase, we will add 11 cottages, 28 townhomes and 54 villa apartments between the Guilford and the West campuses. In addition, the Wellness Center on West Campus will be expanded with enhanced amenities to include a new Bistro with outdoor dining, a sports court and other common spaces.

Our main dining room on our West Campus will also undergo a major renovation. Along with these additions, we will also begin accepting pets in the new expansion homes!

Nineteen of 20 townhomes at Friends Homes Guilford have been reserved with 10% deposits; priority reservations for 53 of 73 of the homes to be constructed at Friends Homes West have been received.

For more information on how to secure your place in our new expansion, please call Marketing at 336-369-4313.







Memorials & Honorariums received Oct. 1, 2019-Feb. 29, 2020

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Please see **Honorariums** on p. 8

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Memorials & Honorariums received Oct. 1, 2019 - Feb. 29, 2020 continued

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Thomas & Winnie

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brief reprieve from the trials of today. this time. May this Update bring you a We hold our Friends in the Light during



