

# UPDATE

July 2020

Friends Homes Guilford & Friends Homes West

www.friendshomes.org



We all know a hero is someone who rushes into a burning building when everyone else rushes out. At Friends Homes, our heroes rushed into work when residents could not come out.

On February 28, 2020, Friends Homes' Safety Committee held an emergency preparedness tabletop exercise for a "Code Purple - Pandemic."

The team asked: What would we have to do if a respiratory pandemic comes to our area? They worked through different scenarios and what would be needed to prepare properly. Policies were developed, lists of needed equipment were made, and training started.

It all paid off a few days later — COVID-19 was in play in Guilford County.

### A message from the Executive Director

Heroes work and live here! I have been truly amazed watching the action and support of everyone here at Friends Homes and in our greater Friends Homes community as we come together during this pandemic. From residents making masks to the sheer resilience that I see on the faces of our staff when they come to work every day to do what they do best – take care of our residents.



Friends Homes' Vision Statement challenges us to create a community that provides a welcoming, supportive and inclusive environment in which residents and employees may thrive. And, it reminds us to treat each person with dignity and respect in recognition of the principle that "There is that of God in every person." It goes further to give us the tools for how to meet these objectives by offering the deeply rooted Quaker core values of: Simplicity; Peace; Integrity; Community; Equality and Stewardship. Our Vision Statement is how we live and work, not simply words on paper. As the Friends Homes family, we may not change the world, but we do have the opportunity to make an impact on the lives of those we care for and those we work with every day.

I want to give a special shout out and thank you for your support of the 2020 Annual Giving Campaign. As of the end of June we have raised about \$56,000 of our \$111,000 goal to support the Residents' Assistance Fund. When our residents, at no fault of their own, deplete their financial resources, they can be comforted knowing they can continue to call Friends Homes their home due to the generosity and support from our friends.

In June, our Guilford campus began preparing the land along Ridgecrest Drive for 20 new townhomes, which is scheduled for completion in the spring of 2021. The new Wellness Center and Bistro on the West campus is set to break ground in late July followed by our 73 new apartment villas, townhomes cottages and our bridge connecting the two campuses. I look forward to the completion of these projects and welcoming new friends to our community. I hope you will reach out to our Marketing Department to learn more about this exciting expansion and all the wonderful things happening at Friends Homes.

Peace and health to you and your family.

Warm regards,

**Arnie Thompson**Executive Director

### Grant provides 10 iPads, carts for skilled nursing



Skilled Nursing Activity Directors **Jackie LeMere** and **Kayleigh Dorsett** worked with Director of Health Information Technology **Alice Carroll** to apply for and receive a grant for 10 iPads and two carts to use in the skilled nursing facilities at Friends Homes Guilford (Whittier) and West.

The grant was through the N.C. Culture Change Coalition through funding from the Centers for Medicare and Medicaid (CMS). The application was submitted at the end of May and was granted almost immediately. This resource provides an easy way for residents to communicate with their loved ones while under the "Stay at Home" order using FaceTime. They also make telehealth easier for residents to see their specialists.

Be sure to like **Friends Homes** on Facebook.



**HEROES**Continued from p. 1

We scrambled for personal protective equipment (PPE) — masks, gloves, gowns, goggles and ear thermometer probes. This new process would now be in place for everyone.

The need for PPE was incredible. We asked vendors for PPE, traveled out of state to pick up shipments, and even went to Facebook asking friends to provide homemade masks. Directors of



Donated masks.

Nursing guarded the N95 mask inventory like it was gold.

By March 9, disinfecting went into high gear. We began reviewing and updating vaccination records for employees and residents. We screened all employees for signs and symptoms of Covid-19 and closed our doors to all visitors and volunteers. Employees were issued letters that they were essential. We cancelled all outings and group activities. Care plans for residents became conference calls between the care team and



Acuity Unit housekeeper **Dot Young** in PPE.

family members. Residents of health care were screened daily for symptoms of the virus.

Our administration appealed to the N.C. Department of Health Services Regulations for a special license to create a Medicareand Medicaid-certified, eight-bed wing in Fry Hall for new residents of health care. The goal was to create a protective buffer

for the entire Friends Homes community, should the virus present during the first 14 days after the residents' arrival. Extra precautions were put in place in these wings - head-to-toe coverage - N95 masks, gowns, goggles and gloves.

On April 9, Governor Roy Cooper issued an executive order for North Carolinians to stay at home. The order included the discontinuing of group activities and group dining in nursing homes. A brand-new system for meal preparation, packaging and delivery was created. The dining team created an assembly line, put together resident meals from a pre-selected order and began delivering to each apartment and room.

Looking for additional ways to keep our Independent Living residents safe, and on campus as much as possible, our Life

Enrichment Coordinators began offering weekly grocery shopping and pharmacy pick-up and delivery.

Residents of Friends Homes express feelings of safety from the many measures put into place to protect them; however, lack of social interaction does have its impact. We turned to technology to connect our residents to friends and family and to offer other forms of engagement. The tablets purchased from the recent iN2L (It's never too late) grant became a lifeline for online chats, virtual tours, and games. Our in-house TV channel, Touchtown, that each resident has access to in their home, has become a resource for daily exercise classes, and a variety of movies and documentaries.

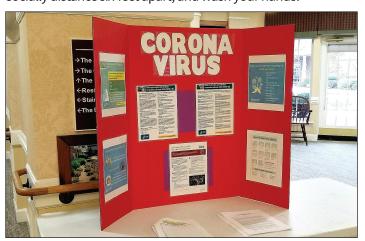


Father's Day drive-by parade at FHG.

Other creative ideas were also put into action. On Mother's Day and on Father's Day, we invited family members to take part in a drive-by parades. Dining delivered special treats, like chips and guacamole for Cinco De Mayo, ice cream on hot day, and even farm fresh strawberries.

Friends Homes continues to follow executive orders to stay at home. We have had a few employees test positive for the virus and, due to our screening process, they were detected quickly.

Our heroes remain vigilant in this battle and hope a vaccination comes soon. Until it does, we hear the mantra, "Wear a mask; socially distance six-feet apart; and wash your hands!"



Whittier skilled nursing

#### By Peggy Longmire

# Staff, residents fight COVID-19 threat

This article was originally printed in the Greensboro News & Record on April 26, 2020

The residents and staff of Friends Homes West on West Friendly Avenue in Greensboro are working to prevent the COVID-19 virus from invading their campus. To date, no one there has been infected with the dreaded virus.

"Here at Friends Homes, we have been blessed to have our 630 residents and 400 employees embrace strict guidelines to protect ourselves from the virus." said **Arnie Thompson**, executive director of Friends Homes West and Friends Homes Guilford for independent living, assisted living and health care.

Some of the guidelines include social distancing in which residents are not to gather for group activities, including playing cards or board games, exercising together or watching live-streamed events.

"This virus doesn't care who you are, why you've gathered, what you've touched or why. It is contagious and is spread by humans being in close contact with one another," said **Donna Sprinkle**, the associate executive director at Friends Homes' west campus. "The virus is transmitted by droplets from a cough, sneeze, talking or singing."

Thus, no Friends Homes West, or FHW, choir for now, no gathering for Sunday evening worship or vespers in the recently redecorated living room. No family visits inside FHW, and no eating together in the large dining room. Meals are delivered to each resident's apartment. A menu for breakfast, lunch and dinner is given out each day.

In early April, resident **Rod Jackson** sent out a form asking if residents were interested in volunteering to make masks for FHW's staff members and residents. Jackson called for a preliminary meeting to get things started and asked for a volunteer with organizational skills to head the team.

**Emily Herman** volunteered to head the group. Herman



worked at UNCG for 27 years, eventually becoming the executive assistant to the vice chancellor of information technology. Her husband, **Harvey**, was a chemistry professor at UNCG. The Hermans have lived at FHW for four years and have had several volunteer leadership positions.

"When we came here, we had a choice of seven apartments. Now, there is a waiting list for an apartment," Harvey said. "Since we've been here, there have been many changes, such as the entire complex was refreshed and plans are in place for expansion, and there will be more opportunities for exercise."

Fabric was donated and a simple design was used for making the masks. This included a double-layered rectangle of fabric with three pleats and elastic to go over the ears. Volunteers made 111 masks for staff members and then 144 for residents.

Because the volunteers couldn't work together, Emily made packets of fabric and elastic to make five or 10 masks and dropped them off to volunteers. When sewers finished a packet, they dropped it off and got more materials. Making the masks was challenging, but enjoyable for the participants.

**Ruth Edwards** cut fabric and loaned her old sewing machine to Emily. The 97-year-old was a "Rosie the Riveter" during World War II and said making the masks brought back memories of that time.

"Now, we must look for the silver lining, knowing that this pandemic will pass and that life will eventually be back to normal," Edwards said.

Other workers on the cutting team were **Mary Ann Hogewood, Frank** and **Sandra LoNano**, and **Karlyn Shankland**, an elementary school teacher for 36 years.

The mask sewers included Marguerite Coyle, Faith Fisher, Jeanette Gibbs, Carol Gillespie, Emily Herman, Joanne Koehler, Carol MackKenzie, Ann Miller, Anne Russell and Erica Rutishauser.

In addition to making masks, **Amy Charbonneau**, FHW's life enrichment coordinator, implemented a "bored board" for individual activities and fun things to do to relieve the boredom felt by spending so much time alone and inside. She organized a photo contest of flowers in the FHW gardens.

"We feel blessed to have the equipment and systems to have engagement opportunities through our Facebook page and virtual communication app and through our tablet devices for residents in nursing and assisted living to communicate with loved ones," Sprinkle said. "We continue with preparations to stay safe from COVID-19, and we are very grateful that to date, we have not had any cases or suspected cases of the virus."

Thompson added: "We continue to adapt as an organization and stand united until we come out on the other side of this pandemic."

# Social Services staff offers pandemic support

Everyone has an equal share of responsibility during this pandemic, but the Social Services and Resident Services staff at Friends Homes are not only dealing with the emotional support of residents but families and staff as well.

Friends Homes is fortunate to have the support of six individuals who provide for the needs of our residents in all levels of care. In speaking with all of them on the current situation, one thing that stood out was how overwhelmingly positive they were. Across all levels of care, they said that even though residents and family are frustrated because of restrictions, the general feeling is how appreciative and grateful everyone is

Despite anxiety from residents, they have offered support through 1:1 conversations, simple reassurance, offering advice to turn off the news in exchange for soothing music or uplifting television programs, and understanding the importance of mindfulness.

for taking resident safety so seriously.

Staff shared the importance of family interactions through teleconference and video chats as well as visiting through the window. **Dorian Edwards**, Household Coordinator for Assisted Living at Friends Homes West, said the use of technology has been one of the positives to come out of this.

"We have all gotten real familiar with Zoom, Teams, and FaceTime and although it does not compare to face-to-face contact with families, it at least allows the opportunities to



Music therapist **Randi Lee** with residents in Whitter Skilled Nursing.

see and speak with them," Edwards explained

Bobetta Waynick, Social Worker for Friends Homes West, added that Care Plan conferences have gone "virtual" and without these teleconferences, supported by Life Enrichment staff, keeping families updated about their loved ones would have been difficult. She is very appreciative of the time and talent Life Enrichment gave to make these happen.

On the Friends Homes Guilford campus, an acuity wing was established to provide 14-day quarantine for anyone that had been admitted to the hospital. This was done to provide a buffer for incoming admits before re-entering the general population.

**Emily Tremblay**, Fry Hall Social Worker said that with the addition of the acuity wing, five Assisted Living residents had to be moved to another room to allow for the space. Emily has been spending

much more time with residents since family has been unable to assist with moves. She praised the staff for their work helping move residents to the acuity wing.

Social Services staff have also been a conduit of administration as they disseminated updates and information about the virus to families through emails, phone calls or letters.

Each day has brought a different set of circumstances or issues since the pandemic began. With that, the importance of staff self-care is crucial. Many of the Social Services staff say that spending

time with family, walking outdoors, getting rest, gardening, hiking, trying to avoid the "COVID 19" extra pounds, and keeping up with family and friends have helped them navigate this time. Many noted that the support they are receiving between all departments has been incredible.

**Katy Osmann**, Social Worker for Whittier, noted the best thing she has seen come out of the pandemic is the increased closeness of staff.

All in all, our Social Services staff has made an impact on both campuses. **Linda Bradshaw**, Resident Services Coordinator for Independent Living at FHW said residents often tell her how much she is appreciated and those words of affirmation have really meant a lot to her. The entire Social Services team echo the sentiment that the support of residents and their families have been incredible and very much appreciated during this time.

## CareMerge, ScreenCloud improve communications

Here at Friends Homes, we have all tried — with many success stories — to find balance in this "new normal' lifestyle into which we have found ourselves immersed. Keeping our residents and staff safe has been a driving force in all our decision-making processes. Our fitness center, the pool, as well as group fitness classes, have been off-limits since the restrictive guidelines were set in place in March.

Grateful for help in finding insight to help us make tough decisions, we reached out to other Continuing Care Retirement Communities to seek out the best way to successfully communicate with our residents. A common theme emerged: a webbased portal to keep residents informed, active and engaged. So, we added two new words to our vocabulary – "CareMerge" and its broadcast partner "ScreenCloud."

These tools offer many levels of imaginative options and we were very lucky to have been "fast-tracked" into a wonderful new resident engagement portal for communication for both campuses.



Photo courtesy CareMerge

Guilford Campus had an in-house broadcast system, but West campus did not. The CareMerge engagement portal with its accompanying ScreenCloud broadcast portal are changing the way we work during the COVID-19 pandemic.

We have the capabilities to hold "live" meetings via YouTube, streamed instantaneously to everyone's apartment on our designated in-house broadcast channels. Residents can tune to the in-house channel and see it just as it is happening (including mistakes and blunders on our part).

At Friends Homes, this is the talk of the

town. We show lunchtime movies and can upload wonderful programs to play around the clock.

Our fitness contractors have used imaginative strategies to take programs into our residents' apartments. We even had the foresight to "check-out" the big therapy balls and drumsticks to continue holding the ever-popular Drums Alive program with **Randi Lee**, as well as classes using dumbbells.

We have worked diligently to keep our residents safe, informed, healthy and as happy as possible during this time.

#### Virtual tours, social distance events for future residents

Despite the COVID-19 shutdown and with a little creativity, our Sales and Marketing team has continued to forge ahead with our sales and marketing efforts for the expansion as well as our existing residences.



In addition to e-mailing virtual tours of apartments to Residents of the Future and other prospects, we have hosted "drive-in deposits" to enable future residents to reserve the apartment, villa apartment, townhome or cottage of their choice without having to get out of their vehicle.

In Phase 2 of Governor Cooper's plan to re-open, we hosted small, social distancing-style events in the Arcadia House.

Finally, at the beginning of June, the construction trailer was delivered to the Guilford campus and we are underway with moving forward with our expansion.

The townhomes and cottages at the West campus are sold out. We have one townhome still available at the Guilford campus and are still taking deposits for the villa apartments at West.

For information on the exciting new accommodations and enhanced amenities, please call 336-369-4313, or visit **www.FriendsHomes.org/expansionpage**.

#### Memorials & Honorariums received March 31 - May 31, 2020

**Memorials** 

Ben E. Baber

Dan & Joan Parker

Cleta Baker

Don & Mickey Hoagland

Charles R. Barnes

Kitty Barnes

**Doris Benton** 

Karen Rinehart

Jim Berry

Ann Carroll Burwell

**Buddy Brown** 

Don & Mickey Hoagland

**Gayle Brown** 

Don & Mickey Hoagland Charlie & June Sasscer Phillip & Carolyn Tillman Nancy Quigley

**Ann Carroll Burwell** 

Sally Aycock Jim & Ellen Burwell

Nancy Clark

Arnie & Kathleen Thompson John & Anne Whitley

**Kathleen Cartland** 

Arnie & Kathleen Thompson

**Betty Causey** 

Ann Carroll Burwell

Ann Kunkel

Arnie & Kathleen Thompson

**Blake Clark** 

Ann Clark

**Bob & Sue Clark** 

Gary & Janie Lindle

William & Ruth Coble

Sam & Sandi Coble

**Hannah Coleman** 

John & Jean Coleman

John & Margaret Coltrane

Doris Melson

**Margaret Coltrane** 

Ron & Jane Norwood

Raymond T. Copeland

Lorena Copeland

Russell T. Copeland

Lorena Copeland

**Louise Deshaies** 

Obbe & Daphne Haverkamp

Lynn Dorn

Brad & Betty Jenkins

Margaret Edwards

David Andrews & Charles

**Edwards** 

Ralph & Nancy Edwards

**Binford "Bin" Farlow** 

Pat Adelberger

Sally Aycock

Barbara Barker

Gertrude Beal Christel Bullock

Nancy Clark

J. Glenn Grayson

Bob & Betty Harris

Cyril & Judy Harvey

Don & Mickey Hoagland

Mandy Lotz

Joann Martin

Sarah McAdams

Jim Newlin

Taylor Owens

Elwood & Ellen Parker

Joyce Yoshiko Parkhurst

Janet Plummer

Jace & Bene Ralls

Carl & Diane Semmler

Jessie Smith

Winnie Smith

Ray & Carole Treadway

Arnie & Kathleen Thompson Tim & Tina Webster

Estella Ferguson

Mandy Lotz

Julia Bulla Forbis Nancy Clark

**Roger Gibbs** 

Sally Aycock Christel Bullock

Ann Carroll Burwell

Louise Coble

Taylor & Audrey Doggett

Bob & Betty Harris

Don & Mickey Hoagland

Ann Kunkel

Taylor Owens

Jessie Smith

Winnie Smith Arnie & Kathleen Thompson

**Ruth Graham** 

Charles & Anne Ouinn

Lorne D. & Mary D. Grant

L. Dwight & Lorne Grant

Janie Grantham

Jenny Ross

**Faye Gregson** 

Louise Coble Margaret Hemphill

Ann Marie Martin

Doris McKnight

Wendy Murray

Wade & Brenda Shelton Dick & Carolyn Sherrick

Arnie & Kathleen Thompson

**Marion Hackbarth** Carol Campbell

**George Haeseler** 

E.D. Kennedy

John Hancock

Pat Adelberger Richard Cary

Harvey & Emily Herman

E.D. Kennedy

Magdalene Hinman Clinton Hinman

Pauline D. Hohns

Charles Hohns

**Ray Hurley** Don & Mickey Hoagland

**Elna Jones** 

Don & Mickey Hoagland Randy & Deborah Jones

**Johnny Jones** 

Carolyn Jones

Clyde L. Kearns

Barbara Barker

**Doris Kiel** 

Arnie & Kathleen Thompson

Ralph "Pat" Kilpatrick

Harvey & Emily Herman E.D. Kennedy

**Pat Lanner** 

Maureen Garrison

Hilda Layton

Donald & Sarah Murray

**Homer & Marjory Marsh** Jim & Janet Johnson

Helen Medlin

Jerry & Mary Jane Armfield

Mack & Eleanor Baker Wayne & Penny Berrier

Beverly Cox Joe & Doris De Marco

**GTCC** 

Albert & Kathryn Lochra Dale Martin

Jane Miller

**Ruth Shoemaker** Arnie & Kathleen Thompson

**Ernest & Naomi Miller** 

Wayne Olson & Sandra Miller

**Ralph Moran** 

Don & Mickey Hoagland

Rebecca Mulligan **Bruce Martin** 

Elizabeth "Lib" Murray

Ann Carroll Burwell

Arnie & Kathleen Thompson

**Maude Nance Plummer Allred** 

Elizabeth Provancha

**Gavle Neave** 

Arnie & Kathleen Thompson

**Bob O'Leary** 

Elizabeth Clary

T.G. and Mamie Owens

Dan & Janet Owens

Gertrude "Trudy" Peacock

Ann Carroll Burwell **Bob & Betty Harris** 

Tom & Marcia Hobson

Jerry & Jo Kennedy

Herb & Diane LeBosse Mark & Diane McGinnis

Joyce Yoshiko Parkhurst

Sue Tarlton

Arnie & Kathleen Thompson **Harvey Pearman** 

Martha Lou Pearman Elizabeth "Betty" Winecoff

**Phillips** 

Wade Phillips **Cora Pickard** 

E.D. Kennedy

Jill Prior

Don & Mickey Hoagland

**Mildred Rives** 

Don & Mickey Hoagland

E.D. Kennedy

Gail Pastorini Scullion Tom Scullion

Grover A. Smith

**Esther Smith** 

**Helen Stanfield** Robert Slocum

**Meegie Stout** 

E.D. Kennedy

John Taylor

Don & Mickey Hoagland

Paige Thompson

Richard Thompson Ed & Emma Wagoner

Bill Phillips

**Emma Wagoner** Ann Carroll Burwell

Gertrude Beal

Christel Bullock

Kenneth Garner

**Bob & Betty Harris** Suci Sorensen

Paul Stiles, Jr. Arnie & Kathleen Thompson

Alice Sue Weddle

Don & Mickey Hoagland

**Edwin & Helen White** 

Sylvia White & Michael Mirande **Marilyn White** 

Sally Aycock Gertrude Beal

Cyril & Judy Harvey Janet Plummer

Cecil & Edna Williams

Jeaneane Williams

Archie Williams

Don & Mickey Hoagland

Elwood & Ellen Parker

**Helen Wolff** 

Gertrude Beal Christel Bullock

Ann Carroll Burwell

Taylor & Audrey Doggett

**Bob & Betty Harris** Janet Plummer

Jessie Smith

Winnie Smith Arnie & Kathleen Thompson

**Honorariums** Virginia Apple

Mandy Lotz **Raven Barrett** 

Christel Bullock

**Christel Bullock** 

James Gwatkin & Marlene

Nielsen Diana Clark

Marion Box

**Nancy Clark** 

Ann Clark

**Bobbie Crawford** 

Rowene Clark

My family

June Fulton

**Mary Belle Gilbert** 

Gary & Marion Hosey

**Betty Godwin** 

Mandy Lotz **Carson Grantham** 

Jenny Ross

Lawrence Ross

**Nancy Green** Don & Mickey Hoagland

Carolyn Harmon

Tom & Carolyn Harmon

**Emily Herman** 

Steve & Nancy Fogarty Jenny Huffaker

Mandy Lotz

James & Allene Hutchinson Robert Blaylock

Jessica Lady

Rose Marie Jordan **Lucy Leary** 

**Christine Foy Mandy Lotz** 

Elizabeth Clary **Judith McAlister** 

James Gwatkin & Marlene Nielsen

**Bob Medford** Martha Jo Jones

Ralph & Wenda Kirkman **Gayle Neave** 

Werner Ostmann **Ron & Jane Norwood** 

Lindley & Lelia Butler

**Taylor Owens** Don & Mickey Hoagland

Dick & Carolyn Sherrick **Wade Phillips** 

Andrew & Kathy Fair **Helen Posey** 

Chris & Robin Culbreth

Jane Poulin Elizabeth Clary

**Betty Rogers** Chris Gergle

**Charlie Routh** Debbie Kaynor

Dick & Carolyn Sherrick **Charlie & Mary Routh** David & Mae Brown

Janet Plummer Jenny Ross **Peggy Shinn** 

**David Stanfield** Robert Slocum

Aileen Zampino Rose Marie Jordan

Jim & Nancy Highfill

In the April Update, we missed acknowledging Wade Phillips as a donor to the 2019 Annual Giving Campaign. His gift was made in loving memory of Elizabeth "Betty" Winecoff Phillips.

# Let your life speak

On June 4, we were pleased to co-host our second annual collaborative planned giving event along with our friends from Guilford College, New Garden Friends Meeting and New Garden Friends School and presented by **Mimi Blackwell** from Friends Fiduciary. Due to the need to socially distance, the event, "Let Your Life Speak," was held virtually and was well attended by supporters of all four organizations.



Mimi covered topics ranging from no cost future gift planning options like naming Friends Homes as the beneficiary of a life insurance policy, retirement account, checking or savings account, to low cost options like designating a percentage or specific dollar amount in a will, to options that pay an income, like Charitable Gift Annuities. Also covered were gifts that help avoid taxes, like gifts made from an IRA, appreciated securities and gifts from a Donor Advised Fund.

The presentation was short, kept to just one hour and was recorded for future viewing. If you would like to watch the video, or share that you have included Friends Homes in your future plans, or if you would like to discuss how to do so, please contact **Sarah Barker** at 336-458-0354 or sbarker@friendshomes.org.

#### Friends of Friends Homes Legacy Circle donor recognition

As interest in gift planning continues to grow, we are fortunate to have a list of individuals who have established estate plans that will one day benefit Friends Homes.

We call this special group of legacy circle donors, "Friends of Friends Homes," and we are honored to share the names of those who have made known their plans to us:

Anonymous (3)

**Charles & Mary Routh** (charter members)

**Judith Smith Moore** 

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

