
Westbury World

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A Continuing Care Retirement Community*

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Coping with the Virus

These are unprecedented times. Within days, we have taken our whole business practice and turned it upside down.

Administration continues to closely monitor all the information, guidance, and regulations that become available in order to minimize risk and exposure to our residents and staff. As the situation unfolds, our team remains vigilant discussing precautionary measures and preparations to mitigate its impact at SVWC. Decisions are changing frequently, and we ask for your patience and understanding for our efforts.

We have restricted visitation in health care, assisted living, and memory care to include only essential health care personnel or certain compassionate care personnel. The rest of campus is also closed to all visitors. All entrances except the main entrance at Lawrence Hall are locked. All persons needing access to the building, including staff, will be directed to the main entrance. Anyone with a valid business need will be screened appropriately before entering the building.

We are closely monitoring and having individual conversations with staff and residents who have traveled out of the immediate area and implementing appropriate screening or self-quarantining as deemed appropriate. SVWC is ordering as many supplies as are allowed at this time. Everyone who can, needs to stock up on essentials. Resident Concierge Laura Hager is doing some private shopping for those residents who do not want to leave the community.

All group and resident activities are canceled until further notice. We will use the internal channel (977) as often as possible for programming purposes. Administration is also communicating with residents every weekday morning at 9:30 a.m. using the internal channel to give updates and answer residents' questions.

We have also added a new icon to the resident portal. It is the first one listed. We have added memos and various other links to the folder. Some links are informational and others are fun and educational things to help keep your day full.

The Canterbury Café and Main Dining Room are closed. The Bistro and Tavern remain open with tables spaced appropriately and with a reduced number of people per table. The Abbey and the Main Dining Room will be used for overflow seating. Delivery of food will continue, with no tray charge to apartments and cottages. Charges are also being waived for the use of all disposable products. The salad bar is closed. Pre-packaged salads are available, as well as an increased number of grab-and-go options. Dining closes each evening at 7:00 p.m. to allow more time for cleaning and sanitizing the various areas.

We also implemented new work schedules for the majority of staff. The leadership team and other employees have been assigned to be on a team (known as the pink or blue team). Staff will be working three (12) hour days and then will be out of the building for four days. This will provide for continuity of leadership and will help to minimize exposure risks for both residents and staff.

These are challenging times. We need to stay diligent in our efforts to protect ourselves and one another. We can still stay connected in new and creative ways. I have a small figurine of an angel in my office with an inscription that reads "God gives the hardest battles to the strongest soldiers." These tough times will pass, and I believe we will be stronger as a result of the challenge. Stay informed and stay healthy!

Jeannie Shiley

A Thank You from the Residents Association

There is no way to give enough thanks to the Administration and staff who are working so tirelessly to take care of a community of 380 residents during this prolonged crisis. Every day, they provide us with whatever new information is available that pertains to SVWC's particular situation. Their overall efforts have again heightened our awareness of what a special community we live in.

We understand and appreciate that the decisions they have taken in changing routines, limiting services, imposing restrictions, and canceling activities have been made with the goal of providing as much protection as possible to residents and staff alike. Table spacing, temperature taking, physical distancing and other such protective measures are small prices to pay for staying healthy.

I feel certain that I speak for all other members of the association in this expression of appreciation.

Cari Sherwood
Residents Association President

Board Members Attend Coffee with Administration

At the March 4 Coffee With Administration meeting, Board of Trustees Officers Dennis McLoughlin, chair; Bill Pifer, vice chair; and Scott Arthur, secretary/treasurer, gave a 2019 year in review and talked about current projects.



Photos by
Peggy Jackson

Trail-clearing Activities

On March 9, members from Mother Nature's Team renewed clearing efforts against winged euonymus, an invasive species on SVWC's trails. The work, a continuation of several efforts last year, focused on the lower boundary trail, and resulted in a head-high pile of cuttings to be shredded by Environmental Services.

The winged euonymus is a particularly prolific non-native plant that displaces more appropriate and attractive bushes and trees on the trails. The team's efforts, both this month and last year, have improved the appearance of the trails, and have made room for possible new plantings. The team plans further clearing activity proceeding along the lower and upper boundary trails and then on other trails occupied by the plant.

Sylvia Wilson



Photo by John Poe

Team members participating on March 9 (left to right) are: Kate Reed, Chuck Walters, Aubrey Owen, Bill Young, and Sylvia Wilson. Not pictured: John Lotz and John Poe.



Photo by Bill Young

From the President/CEO



The first three months of 2020 have been busy for everyone at SVWC. The final plans for the Bistro renovations have been completed, and the work should be finished in June or July. Auditors have completed their year-end work, and proposals have been received from several firms to complete an operations assessment for SVWC during the first quarter of the year. Following this review, proposals will be sent to several consultants to assist us in developing a new Strategic Plan for the community. This work will occur in the second to third quarter.

At the end of January, SVWC welcomed Betsy Stow as our new chaplain. Betsy is originally from Virginia and came to us via Wisconsin. She spent the month getting acclimated to the area and to our community. An installation service for Betsy will be scheduled for the near future.

Leila Orndorff, our sales counselor, has been heading up efforts as it relates to the implementation of a new software entitled OneDay, a mobile application that helps senior living communities connect with residents and prospects through video. We will also be using this technology for our recruiting efforts.

On March 10, the Property and Planning Committee met with our design team on our expansion project. A meeting was held with SFCS, Greenway, HG Design Studio and Spectrum marketing on preliminary design work on the adjacent property. Discussions centered on stormwater management, landscaping design, and potential placement of villas. Marketing emphasized that the size of the planned units is important because they help to fill in the gaps that exist on campus in our current apartments and cottages. There is much design work to be done over the next several months, but our Owner's Representative feels that the project is still on schedule.

During the third week of February, SVWC kicked off our third engagement survey for our staff. These surveys are conducted every six months. Results from the survey will be compared to past surveys and shared with staff. A

work group focused on employee engagement will also review the results in an effort to identify what is working well and what opportunities are available to SVWC as it relates to this area.

The Nominating Committees of our Board have been busy. We have two Board members who have met their term limits and two Board members who have elected not to serve another term. A slate of new trustees was presented at the March meeting, and we will welcome our new members following the annual meeting in May. Dennis McLoughlin, our current chair, has reached his term limit and a new chair will be elected in May.

Jeannie Shiley

Cottage Residents Donate to Children's Charity

Cottage residents collected money, clothing, and a few other items in conjunction with their quarterly cottage dinner on March 11 for the Families Reaching Out Group (FROG) organization. Their donations totaled \$1,160.00 in cash and checks plus another \$100 in clothing and other tangible items.

FROG is a Winchester-based nonprofit dedicated to making a difference in the lives of children who have been victims of neglect, abuse, or are at risk. It was founded in 2009 by foster parents to help foster children adjust to their new living situation, and let them know that there are people who care about them. It serves children and families in Winchester City and Frederick, Clarke, Shenandoah, and Warren Counties. Many of these children arrive at their foster homes with only the clothes they are wearing.

Through Froggies Closet, basic needs such as clothing, shoes, diapers, car seats, haircut vouchers, and book bags for school are provided. Donations also enable the organization to send children to summer camp and other enrichment activities. In addition, it can provide birthday parties and other celebrations for children who may have never had these privileges.

FROG encourages and equips foster families for the challenges of foster care with support meetings and educational offerings.

JoEllen Smith



Library News — April Acquisitions

FICTION

What Rose Forgot	Nevada Barr
Above the Bay of Angels	Rhys Bowen
Long Range	C.J. Box
Recipe for a Perfect Wife	Karma Brown
The Girl with the Louding Voice	Abi Dare
When You See Me (LP)	Lisa Gardner
The Museum of Desire (LP)	Jonathan Kellerman
The Other Mrs.	Mary Kubica
Weather	Jenny Offill
Crooked River	Douglas Preston, Lincoln Child
Golden in Death	J.D. Robb

NON-FICTION

The Peanuts Papers	Andrew Blauner (Editor)
Until the End of Time	Brian Greene
Why We're Polarized	Ezra Klein
The Splendid and the Vile	Erik Larson
Make Your Bed	Admiral William H. McRaven

The Power of Words

Word of the Month

care partner

(instead of caregiver, caretaker, companion or sitter)

Westbury World

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SVWC's Sensory Room

SVWC has established a Sensory Room in Dogwood Court. It is a designated space where individuals can engage in a variety of sensory experiences, including sight, touch, smell, sound, taste, and movement. Older adults with diverse physical and cognitive abilities sometimes need additional support engaging with the senses, and access to this kind of stimulation independently provides more of a challenge. Programmed activities in Health Care regularly include elements of sensory stimulation through groups like Good Sensations, homemade bread baking, and art class, in addition to self-directed activities.

Individuals can go to the room with their care partner to either calm down their senses from over-stimulation or go to awaken their senses and engage. Some highlights in the room include a touch-screen computer, a projection wall for imagery, an aromatherapy oil diffuser, a weighted blanket, musical instruments, and various light machines. Sensory stimulation has been shown to relieve distress and boredom, aid in communication, and enhance feelings of comfort and well-being.

An open house for the Sensory Room was held in January. Staff training regarding how best to use the Sensory Room will continue. The Activity and Music Therapy departments will also be using the Sensory Room for regular resident programming.

Abigail D'Arcangelis



Photo by Bill Cook

The Lonely Bingo Caller

On March 20, Concierge Laura Hager practiced the ultimate in physical distancing when she converted pizza bingo in the Abbey to TV bingo on the in-house channel. It worked.

Chaplain's Message

We call it "social distancing" or "physical distancing." We know we need to stay six feet away from one another for protection. We know we have to remain cautious and calm to prevent the spread of infection and panic. We know this is the way it has to be for now.

Still, it is hard to be apart from each other. We are used to meeting with our families and friends, eating together, playing games together, and planning and attending events together. All these things, and many more, are a part of the special community in which we work and live. And, on a larger scale, separation can be difficult because humans are created for relationships. George Bernard Shaw once said: "We are all dependent on one another, every soul of us on earth."

So, how do we maintain our vital human connections when we must physically stay apart? Well, we have to be creative, and, fortunately, humans are creative. This is already happening here. We have seen people giving air kisses and virtual hugs, waving to one another with bright smiles, and pulling their chairs into their doorways for conversation or singing. We have heard people reassuring one another that we will get through this, that all will be well. We have had people expressing concern about others and asking us to check on their neighbors. These may seem like small things, but they are life-giving signs that COVID-19 cannot stop human connectedness.

I would encourage you to keep it up! Call one another, email one another, send notes or greeting cards to one another—to people you know and to people you do not know. Keep spreading encouragement and appreciation. And, if you are feeling isolated and lonely, please know you may *always* reach out to your chaplains. *Shalom* to all of you in this uncertain time.

Betsy Stow

Welcome to our New Neighbors

Pat Hepner moved into 104 Shenandoah Hall from Berryville, VA.

John "Buddy" and Judy Lloyd moved into 104 Elderberry Drive from Winchester, VA.

Wappacomo Hall's Elevating Experience

The shutdown of the 20-year-old elevator in Wappacomo Hall for complete mechanical repairs from March 9 to March 13 required a lot of special adjustments by residents and staff because stairs were then the only means of access to the hall's three floors.

Dining Services provided three meals a day to all three floors separately with dining staff literally running up and down the stairs. Nursing services were provided on all three floors, with nurses also running up and down the stairs. Housekeeping supplies were stocked on all three floors so housekeepers did not have to transport them on the stairs. Social Worker Tina Davis retrieved residents' mail on request, and she even went to CVS to pick up prescriptions.

Activities were scheduled on all three floors. Security officers made rounds in all three stairways and stood ready if needed to carry anyone on Robi or Stryker chairs, which are specially designed to move persons up and down stairs. (During the week, a chair was used just one time.) Throughout the week, Environmental Services Director Jim White was working in the Apple Blossom Room in case his assistance was needed.

Third floor residents were restricted to the third floor, unless they could navigate the stairs.

New features on the elevator system include a light that indicates when generator power is in effect, a new emergency phone-call system, and new indicators on each floor to warn to use stairways in case of fire.

Basically, everything went smoothly and efficiently, thanks to the staff's helpful cooperation. Shenandoah Elevator worked double shifts until the repairs were finished. The county inspector approved the reopening of the elevator at 3:30 p.m., March 13.

Marcia Greene

Mission Statement

Shenandoah Valley Westminster-Canterbury is a not-for-profit, intimate, church-related continuing care retirement community that is committed to enabling residents to use their gifts fully, live their lives richly, and enjoy with dignity the years God has given them.

Celebrating Volunteers' Contributions

On Friday, March 6, the Foundation Office held a Volunteer Celebration Luncheon to celebrate the many volunteers who have made up the Fellowship Committee for Special Events (FCSE) through the years. Special recognition was paid to Joan Claybrook, committee chair, whose three-year term ends in June.

The FCSE is almost as old as SVWC itself, being founded shortly after completion of the first phase of the community. It serves as a committee of the Foundation Board of Trustees, and its purpose is to plan and execute special programs to help raise money for the Fellowship Fund. Fundraisers are held for residents, future residents, and the greater community. Over the years, many thousands of dollars have been raised for the Fellowship Fund.

Past endeavors have included card and game parties; casino nights; an autumn dinner dance; fashion shows and champaign brunches; a spring fair, where local vendors sell their wares; murder mystery plays with residents as cast members; and a wine tasting. When called upon, the committee also assists the SVWC Foundation.

At the luncheon, Peter Gates, Foundation Board of Trustees liaison representative to the FCSE, and CEO Jeannie Shiley thanked the volunteers for their years of hard work and service on behalf of the Fellowship Fund, as well as their dedication to SVWC's mission.

Ann Turner

Soliciting Virus Vignettes

Because of the extensive cancellations caused by the virus, *Westbury World* is deprived of some of its regular articles and almost all of the articles pertaining to special events and activities. Consequently, it will be a continuing challenge to publish a full monthly edition. One way to help fill the blank spaces would be for residents to submit their ideas for dealing with virus-inflicted boredom or anecdotes, amusing or otherwise, of actual personal experiences in doing so.

Such virus vignettes can be conveyed to me or to any other member of the *Westbury World* Work Group (see masthead on p.4) directly or via email. We are all in this mass misery together, and this might help ease cabin fever.

Paul Arnold

SVWC Foundation Mission Statement

To provide support for older adults and the people who care for them, and to fund programs and services dedicated to improving their well-being.

Photo by Peggy Jackson



SVWC's Department of Innumerable Services

Of all of SVWC's departments, the Department of Environmental Services has the most wide-ranging and varied responsibilities. Here is a sampling: it installs heavy machinery, it repairs and replaces appliances, it keeps the campus landscape in pristine condition throughout the year, it troubleshoots residents' TV problems, it keeps all living quarters clean and neat, and it handles all forms of snow removal. No job is too big. No job is too small. Following below are the key members of the department team.

Jim White directs this extensive operation. A native of Florida, he accrued many years of experience in the management and maintenance fields in several states before he came to SVWC in 2007 to assume the position of Director of Housekeeping, which eventually absorbed the maintenance responsibility.

Jim's wife is a nurse at Winchester Medical Center, his daughter was a student at Virginia Commonwealth University until the virus struck and will be a server in Health Care/Assisted Living for now, and his son attends a local high school. Jim enjoys painting (on canvas) and the family likes to go boating on Lake Holiday.

Maintenance Assistant Vince Williams, the "work order man, x821," was born in Indiana, PA, and in 2000 his family moved to Winchester so his father could take a job with SVWC's grounds crew. After graduating from a local high school in 2001, Vince spent two years at Lord Fairfax Community College studying computer software. After that, he went to work for Wendy's (fast food) as an IT specialist.

In 2016, Vince joined SVWC's grounds crew and soon moved into his current position, where he handles requests for everything from light

bulb replacements to ordering new appliances. In his free time, he likes to play slow-pitch softball and golf and read. In May, he will obtain an online degree in business management and accounting from Old Dominion University.

Grounds Manager John Poe was born in Warrenton, VA, but within six years his family moved to Winchester. After graduating from Millbrook High School, John had several warehouse jobs until 2007, when he started his SVWC career as a seasonal grounds crew worker. By 2017, John had moved into his present position.

John and his wife have a three-year-old daughter. His wife is interested in becoming an occupational therapist at some point. John likes anything that gets him outdoors, a busman's holiday if there ever was one.

Housekeeping Coordinator Gladys Nuckolls was born in Wise, VA, but spent most of her early years in Ashburn, VA. In 1999, she and her family moved to Winchester, where she worked for 10 years for Kohl's as an area supervisor. She had to quit that job to care for her ailing father, which she did on and off for several years.

In 2011, Gladys came to SVWC as a "floating" housekeeper and then spent two years as assistant to the coordinator, whom she replaced when he retired.

Gladys has been married for 44 years. Her husband is a retired sales manager for an automobile dealership. They have twin sons, both of whom live in Winchester, and seven grandchildren. Gladys enjoys growing flowers.

Paul Arnold

Photo by Bill Young

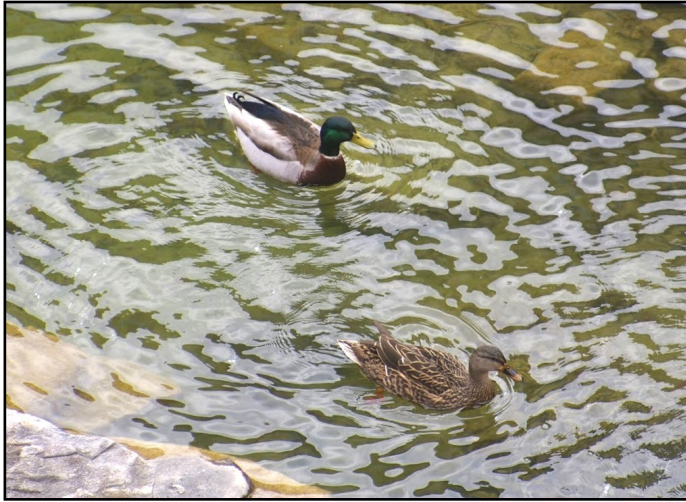


Vince
Williams

Jim
White

Gladys
Nuckolls

John
Poe



Photos by Bill Young



Springtime at SVWC: Ducks and Daffodils

Westbury  World

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