

# Community Connection



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**CARF  
Accreditation**

**Staff  
Appreciation**

**Health Care  
Grants**



## On the Cover

*The new covered entrance of Winchester Hall.*

*Thank you to Bill Young, Donielle Palmer-Weatherholtz, Kitty Zuckerman for contributing to the photography in this issue of the Community Connection*

## Community Connection

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Niki Wilson  
Kitty Zuckerman

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ASAPfast!

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## CEO Corner

*Jeannie Shiley, President and CEO*

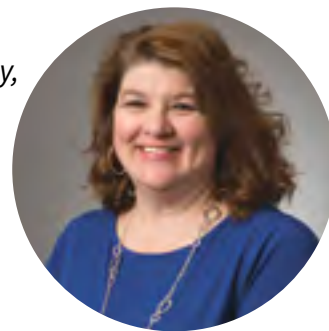
As we met to discuss this issue of the *Community Connection*, the group decided quickly to focus on a theme that exemplifies joy and excitement as we embark on a new year. Each day brings an opportunity to find joy, but the beginning of a new year is always special.

Our joy was tested quickly when a pipe burst in the early morning hours of January 17, 2022 and flooded our Vitality Center. The good news is we had many staff spend the night due to a snowstorm and the extra hands helped make the recovery effort swift and effective. Within hours, the Bistro serving area had opened and a restoration company had arrived to start assessing the situation. Due to the quick response and teamwork, the Bistro dining area was only closed for a few days instead of a few weeks!

SVWC has partnered with Plante Moran to help facilitate a new strategic plan for our community. This process began in December 2021 and involves our Corporate and Foundation boards, residents, employees, future residents, and community partners. The plan is to be completed toward the end of the first quarter of 2022. I will be excited to share the plan once it is finalized.

A second elevator is being added to Wappacomo Hall. This project should be completed during the first quarter. This elevator will certainly bring much joy to our residents and employees who have spent countless hours waiting on the existing elevator.

*Jeannie Shiley,  
President  
& CEO*



Our design, construction, and marketing teams continue to make progress on the Villa project. The next couple of months contain many milestones, which are critical to the success of this project. I can assure you that there will be tremendous joy expressed by many when the first shovel of dirt is turned for the Villas.

The Interiors Committee will be meeting soon to discuss renovations to our Main Dining Room and Abbey. Administration did include dollars in the 2022 capital budget for this purpose. New carpet was selected for the second and third floors of Winchester Hall. Proposals are being obtained to have this carpet installed. New carpet and new furniture have a way of brightening our spirits.

Our leadership team is focusing on improving communication with our residents and staff. We are looking at different tools and streamlining what we have in place to ensure that all information is delivered timely and concisely.

As you can see, our community is choosing to look to the future rather than focusing on the challenges of the past. We have learned a lot about ourselves over the last several years. We will take these lessons learned and work to improve our future.

I hope you take time out of your day to spread and experience moments of joy. It doesn't have to cost you anything and the reactions you may receive will be priceless. ■





## Foundation Update

Niki Wilson, Foundation and Marketing Director

What a year of giving! As I look back on 2021, I am so thrilled about everything our generous donors funded. **The Helen Abrahamsen Employee Scholarship** awarded 28 scholarships in its first year! The Foundation supported the **Positive Approach to Care** training, employee engagement activities and multiple items to enhance the lives of those in our Health Care areas. The Foundation also began new programs including the **Shark Tank Innovation Grant Program** and the **Employee Emergency Angel Tree** program. I look forward to sharing more information about what was funded in this issue of the *Community Connections* magazine and in our Annual Report, which will come out in May.

The Foundation Board and Foundation office are looking forward to another great year. We will be working with different departments to fund grants that help staff and residents in serving our mission to improve their well-being. We will be participating in the strategic planning process and aligning the Foundation's goals to support the needs and growth of the organization. I know we are all looking forward to the joy a new year brings. Cheers to you in 2022, and thank you all for your continued support and dedication. ■



## Shark Tank Awarded

The Shark Tank Innovation Grant Program awarded two grants in its inaugural debut in October 2021. **The first grant will be used to spruce up Teresa's Garden "so that all may enjoy and learn from it."** This renovation includes seeds and plants to incorporate native Virginia plants, planter markers

for individuals to be able to learn about the species of plants and soaker and flexi hoses to be able to water plants. **The other grant will create an art space for our Health Care residents.** Residents will have workbenches, lighting and a place to store pieces they are working on. The program aims to "launch new channels for resident creativity."

The Foundation and Foundation Board appreciates all of the individuals that applied for the Innovation Grants and to the grant panel who participated in the Shark Tank. Grants, such as these, improve the quality of lives of our residents. We could not provide these services and programs without the dedication and support from our donors. Thank you! ■





Pitching In:

## Staff and Residents Help in SVWC Dining Services

By Erin Johnson

One of the many monkey wrenches that COVID has thrown into the cogs of Westminster Canterbury has been the draining of support staff in Dining Services. We had lost over 25 members of our staff, and holes began to appear in the phalanx of our Food Service formation. Cross-training had been helpful in the beginning of COVID, but as the losses in staffing began to increase, we had to devise more fruitful methods of making sure service continued in the quality fashion the residents were acclimated to.

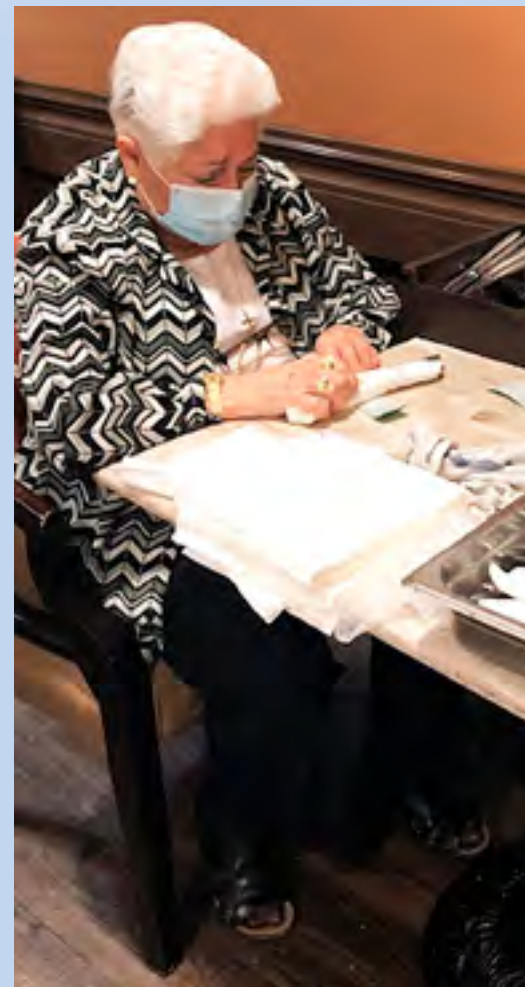
Starting in early October, volunteers came from the woodworks filling the gaps during service, and keeping operations running smoothly. Employees from all departments, supervisors, managers, directors, and even our CEO; running plates to the residents,



manning the register, and even in the back, sautéing Pot Stickers like professionals, cooking Veal like veterans in an Italian kitchen.

The residents themselves volunteered in droves. They were running plates to the dining room, even running To-Go orders all the way to the cottages. They bagged cookies, rolled silverware, and portioned dressings, salsas, and sour creams into ramekins to make our jobs easier during service.

We even had residents training other residents to do these tasks. The outpouring of assistance and the eagerness of the residents to sign up for the volunteer duties astounded us all, and continues to this day. As a department, we are all immensely thankful for everything the volunteers have done to assist us in keeping this operation running successfully. ■







## Meet our Front Desk Team

L: Karen, Middle: Linda, R: Tara

The front desk team is an integral part of the SVWC family. These individuals are often the first welcome that our visitors get and help residents/staff with everything from answering questions and to coordinating transportation. They are the smiling faces (under their masks) that greet us as we enter the main entrance and are always eager to lend a helping hand.

The current team of Tara Hiett, Front Desk Supervisor, Linda Rollins, Front Desk Receptionist and Karen Franzen, Front Desk Receptionist bring us a wealth of customer service experience from their previous positions at the George Washington Hotel. At the hotel, they encountered individuals from all over the world, and helped to ensure the guests had a memorable experience. Here, they have the opportunity to get to know our residents and the staff and have built great relationships in the short time since they have started. Tara Hiett is a Winchester native with a

background in cosmetology and the hotel industry. She has two children and in her spare time she enjoys kayaking, gardening and reading. Linda Rollins moved to Winchester over five years ago. She has one daughter and one grandchild. In her spare time Linda enjoys reading, shopping and spending time with family. Karen has lived in Winchester over 15 years. She has a talent for crocheting and hunting for a good bargain at local thrift shops!

The front desk is also staffed with wonderful per diem individuals who help fill in the gaps in the schedule to ensure that a friendly knowledgeable face is available to meet the needs of our residents, staff and guests. We are truly lucky to have these individuals as part of our team! ■



*Fellowship Fund Committee for Special Event's 2019 Ides of March fundraiser.*

## Internal Promotions

Congratulations are in order to these wonderfully dedicated staff members whose talents and skills were recognized. Each receiving a promotion to continue their great work!



**L: Jen Brannon, Accounting Associate/Receivables; R: Nancy Nethers, Accounting Supervisor**



**L: Molly Ambuske, Dining Services Supervisor; R: Chelsea Swartz, Dining Services Supervisor**



**Vince Williams, Maintenance and Emergency Response Coordinator**



*Positive Approach to Care (PAC), developed by leading dementia expert Teepa Snow, provides education, support, and training to improve the world of dementia care, one mind at a time, through a relationship first approach. Care-partners learn to use their talents and abilities to develop awareness, knowledge, and skill with all people that will transform what exists into a more positive dementia care culture.*

## 2021 Culture Change Champion Award Winners (Oct. – Dec. 2021)

### 2021 Winners:

Jan. Nardia South  
Feb. Debbie Ambrose  
Mar. Kathy Landrum  
Apr. Jaclyn Henry  
May Michael Williams  
Jun. Jill Huhn  
Jul. Brooke Onstead  
Aug. Michael Rice  
Sep. Susie Smith  
Oct. Kelly Good  
Nov. Amber Daniels  
Dec. Timeka Milton



### November 2021: Amber Daniels

Amber's resident-first attitude and genuine devotion to the well-being of each resident living in health care are just some of the reasons why she is worthy of this award. In her role as Activity Coordinator for Health Care, Amber is regularly seen sharing smiles, jokes, and a positive attitude along with numerous creative activities; qualities that demonstrate Amber's willingness to try just about anything to connect with each resident and encourage meaning and joy in their lives. Particularly during this time of Covid, Amber has taken on the role of friend, confidant and family. How lucky we are to have Amber in our Westminster family! Thank you for all you do, Amber!



### October 2021: Kelly Good

Kelly Good has been an exceptional CNA on the Dogwood neighborhood for many years and has been one of the true leaders in dementia care among her peers. She

has used her training each day with the residents to ensure they feel comfortable, understood and truly cared for. She always uses the Positive Approach to Care techniques when working with her residents, such as comforting a resident who may be having a hard day or taking a resident by their hand and connecting with them so the resident knows they are being heard. During this time of COVID, she has truly become valuable as a Culture Change Champion! The residents and her peers are very lucky to have Kelly on their team!



### December 2021: Timeka Milton

Chances are, if you've spent any time in Wappacomo Hall, nurse Timeka Milton has probably offered you a smile, a thoughtful connection, a kind word or a helping hand. Every day when she shows up to SVWC, Timeka radiates joy and an obvious genuine care for others. She is dedicated, she consistently puts her residents and their needs first and she works to make the quality of life better for our residents. A family member shared, "My parents just loved Timeka, thanks to her sunny disposition. She and my dad teased back and forth a lot, which made her visits delightful for them. SVWC is blessed to have her here to care for our residents!" Thank you for your example, Timeka! That is why you are our December Culture Change Champion!



## January 2022: This month's Culture Change Champion Award goes to... our entire SVWC community!

Our recent CARF accreditation, including our brand new Dementia Care Specialty Program accreditation for Blue Ridge Hall, wouldn't have been possible if it wasn't for every dedicated, compassionate, hard-working staff member AND every incredible resident who has chosen to call Westminster home. Together, we have made Westminster just that, home. Through embracing a culture centered on building relationships, to embodying a person-directed approach, and celebrating individualities, preferences, talents and strengths, we have created a community and Westminster family of which to be proud! Thank you, to each and every one of you! ■



### SVWC Receives CARF Accreditation!

*By Kitty Zuckerman*

The Commission on Accreditation of Rehabilitation Facilities (CARF) International has announced that Shenandoah Valley Westminster-Canterbury (SVWC), a continuing care retirement community, has been issued CARF accreditation for the sixth consecutive time, based on its recent survey. In addition, and new this year, CARF awarded SVWC Dementia Care Specialty

Program accreditation for its 12-bed memory care center.

Founded in 1966, CARF International is an independent, nonprofit accreditor of health and human services that recognizes exemplary performance among retirement communities across the country. **“This achievement is an indication of your organization’s dedication and commitment to improving the quality of the lives of the persons served.”** wrote CARF President/CEO Brian Boon, Ph.D.

An organization receiving a Five-Year Term of Accreditation has voluntarily put itself through a rigorous peer-review process and demonstrated to a team of CARF surveyors during an on-site survey that it is committed to conforming to CARF’s accreditation conditions and standards. Furthermore, an organization that earns CARF accreditation is commended on its quest for quality programs and services.

SVWC has worked toward the Dementia Care Specialty Program for five years using the Positive Approach to Care (PAC) developed by leading dementia advocate and expert Teepa Snow. PAC provides education, support, and training to improve the world of dementia care, one mind at a time, through a relationship-first approach. Care partners learn to use their talents and abilities to develop awareness, knowledge, and skill with all people, transforming what exists into a more positive dementia care culture.

“Industrywide, this is the seal of excellence for a retirement community,” explains Jeannie Shiley, the President and CEO of SVWC. “We’re so proud to have earned this recognition once again. I attribute the accreditation to extremely dedicated employees who are passionate about their work and an incredible group of residents involved in the community, working together to make it even better.” ■





## Westminster











## SVWC Appreciates Staff!

By Chanda Palmer

Over the past several months, SVWC has been offering a variety of events to let staff know how much they are appreciated. They are working above and beyond each and every day. Many are working extended hours, additional shifts, and covering duties outside their job description. For all of this, we say thank you and you are appreciated!

Starting in September, ideas started coming in from department managers as well as staff on what types of events we should offer. Our goal was to have two events per month until the end of the

year. From food trucks to gift cards and cold hard cash, our staff were afforded a variety of options to put a spring in their step.

- **September:** Strite's Donuts, Technology Prize Raffle, 3 Fires Oven Pizza
- **October:** Kettle Korn, Target Giftcards, Fizzles BBQ
- **November:** Skrimp Shack, Resident Association Appreciation Gift, Holiday Pies
- **December:** Santa's traveling cocoa cart with Chick-Fil-A cookies, stay bonus, and

Jeannie's 12 Days of Christmas (random drawing for cash prizes)

Much of this was made possible by the generous donations of residents and the Foundation Board. Chick-Fil-A also donated cookies for the cocoa cart. Planning is underway for events in 2022. We know the gifts are not enough to reverse the oppressive exhaustion many have felt during the pandemic, but we are very grateful and blessed for the perseverance of our staff. ■





# Grants for Health Care

*By Donielle Weatherholtz Palmer*

The Residents of our Health Care and Assisted Living areas have had the pleasure of being the recipients of several grants through the Foundation Office. A few of these grants include **a permanent aviary on Blue Ridge Hall (BRH), shadow boxes for BRH, a new sensory area for BRH, new sensory items for Health Care, mobile magazine rack and an upcoming grant approval for a permanent aviary for Wappacomo Hall.**

The ideas for these grants come from staff members and Residents. The ideas are presented to me and I research the product availability, making sure that they are sustainable and that it will be beneficial. The end goal is providing something useful and

something with meaning back to our Residents.

Choosing one grant to highlight is difficult. The Residents of BRH have been the recipients of most of the grants, which continues to set our memory enhancement apart. The Residents love their birds. You will see them checking in on them daily, watching them grow and just being present in the moment. The world hustles and bustles by and their birds bring peace. Another highlight was the purchase of the shadow boxes. The shadow boxes give the apartments another personalization. With the help of the activities coordinator, each resident selected objects that they were proud of and had meaning. The objects are a reminder of where their apartment is but also

a conversation piece for the other Residents as they travel up and down the halls.

I am thankful for these grants and the opportunity to apply for them. Our Residents are able to continue to live their lives to the fullest! ■





# Lawrence Gallery

*Resident, Loretta Johnston/Art Committee Chair*



Cari Sherwood originated the idea and coordinated the exhibit entitled, "Where We Are, What We See," that featured photos taken on the campus of Westminster-Canterbury. Staff and residents again came through with an outstanding, interesting, and fabulous photographic display of scenery, people, food, activities, and animal life found on the SVWC campus. The glass display cases were populated with wildlife photos taken by hidden, motion-sensitive cameras located in the woods on campus. Jim Anderson crafted the wooden blocks and mounted the images on cardboard for this extraordinary display of nature unaware.



The Art Committee wishes to praise and thank all the donors who loaned art from their private collections to the Gallery for the two "Treasures Shared" shows. Part One was held in the Fall, and Part Two will be on display in the Gallery through early March. We also very much appreciate the photographers who framed and displayed their campus photos. Without you, the pandemic would have closed Lawrence Gallery.

The Art Committee members are Jim Anderson, Raymond Finney, Ginny Fluett, Loretta Johnston, Annette Masnik, Katherine Perry, Skip Roberts, Cari Sherwood, Charlie Thorne, and Kitty Zuckerman/Staff Liaison. ■





Board Member  
**Q&A** with *Marcia Keech*  
Foundation Trustee

### Getting to know you:

"I was born and raised in Richmond, Virginia. Husband Bill and I grew up together, attended public schools until college when I went to Mary Washington College (BA in Art Education) and Bill to Virginia Military Institute. We were married shortly after graduation and thus began my future as an Army wife. We have lived in many states, both the East and West coasts, in Germany and Hawaii. During that time we had three children, two girls and one boy all now living in Northern Virginia. They have blessed us with six wonderful grandchildren all of whom still remain in Virginia. Bill's last tour of duty was eight years in the Pentagon so I was able to teach Kindergarten, be a secretary for an international consulting firm and finally a realtor. After years of city life, we moved to Loudoun County where I joined the committee to raise funds for the new Loudoun Hospital. I became active in Trinity Episcopal Church, was President of our Homeowners Association, President of the Garden Club and worked on several local community organizations to raise funds to help locals in need. I was an active advocate for the low-income communities in Leesburg when the building owners sold out and forced the residents to other places moving them across main highways and farther from their schools.

We as a family love to travel and adore the beach so Bill and I decided to move to Savannah to retire in 2007. Water, palm trees, boating and wonderful neighbors were ours for ten years until our age and health became a concern. It was at this point that our children said it was time to come home and we truly did when we moved into Westminster Canterbury in 2018."

**Q:** What is meaningful to you about SVWC's mission?

**A:** "What a wonderful way to spend the rest of your life amongst caring friends and staff and in such beautiful surroundings. There is the ability to join, give, become, partake, share, learn within both SVWC and our outside community, all with the security of knowing you will be well cared for always in a loving and Christian manner."

**Q:** Rewards of living at SVWC:

**A:** "The people are very special here both residents and staff. Everyone is so generous and willing to give of their time and their talents which makes it such a positive way of living. Let me put it this way: SVWC is populated with caring, generous, happy, dedicated folks who love life and enjoy sharing it with others. I am honored to share mine with them." ■



# The Villas at SVWC

by Kitty Zuckerman

Currently, we have thirty-three (33) depositors for Phase One and five (5) for Phase Two. Breaking ground on the Villa neighborhood this spring lends to our positive outlook for 2022 and will result in increased interest in the Villa apartments and new depositors.

We are excited to announce that the construction and design plans for the Villa expansion project were resubmitted to the City of Winchester on Tuesday, January 11. The project development team has worked to resolve requests from the city regarding storm water management and new sidewalks

along Fox Drive — which have both been appropriately addressed. All pre-construction subcontractor bids were received, and final pricing is being formulated. The SVWC board of directors will meet in February to review all expansion project details.

Our marketing and communication strategies for the first quarter of 2022 include a healthy combination of traditional channels, such as print media, television, and direct mail, as well as digital channels that focus on email marketing, search engine marketing and social media marketing (Facebook, Instagram, and YouTube). We



continue to attract new people who are interested in the Villa expansion as well as our existing independent living residences and the future residency program. We encourage you to like and follow us on our social media platforms and to share with your friends and family.

Check out our Facebook page using the QR code above! ■



Interior view mockup



**SVWC Dining Services** shares a new favorite!  
Try out this recipe for your next Taco Tuesday!



# RECIPE

## Street Tacos with Black Beans, Corn Salsa, and Slaw (Serves 4)

- |   |   |
|---|---|
| 8 6-inch flour tortillas                        | $\frac{1}{4}$ tsp. ground coriander     |
| 2 cups black beans, rinsed and drained          | $\frac{1}{4}$ tsp. chili powder         |
| $\frac{1}{4}$ cup water                         | Salt and pepper to taste                |
| $\frac{1}{2}$ cup corn, thawed, rinsed, drained | 2 cups shredded cabbage                 |
| $\frac{1}{4}$ cup diced tomatoes                | 2 tbsp. mayo                            |
| $\frac{1}{4}$ cup diced red onion               | 1 tbsp. sugar                           |
| 1 tbsp. chopped cilantro                        | $\frac{1}{2}$ tbsp. apple cider vinegar |
| 1 tbsp. lime juice                              | $\frac{1}{2}$ tsp. smoked paprika       |
| $\frac{1}{2}$ tsp. ground cumin                 |   |

### Directions:

In a small saucepan, add the beans, water, and dash of salt and pepper. Simmer until thoroughly heated.

Toss the next 8 ingredients together, salt and pepper to taste.

Mix the sugar and vinegar together until the sugar dissolves. Then toss with all remaining ingredients, salt and pepper to taste.

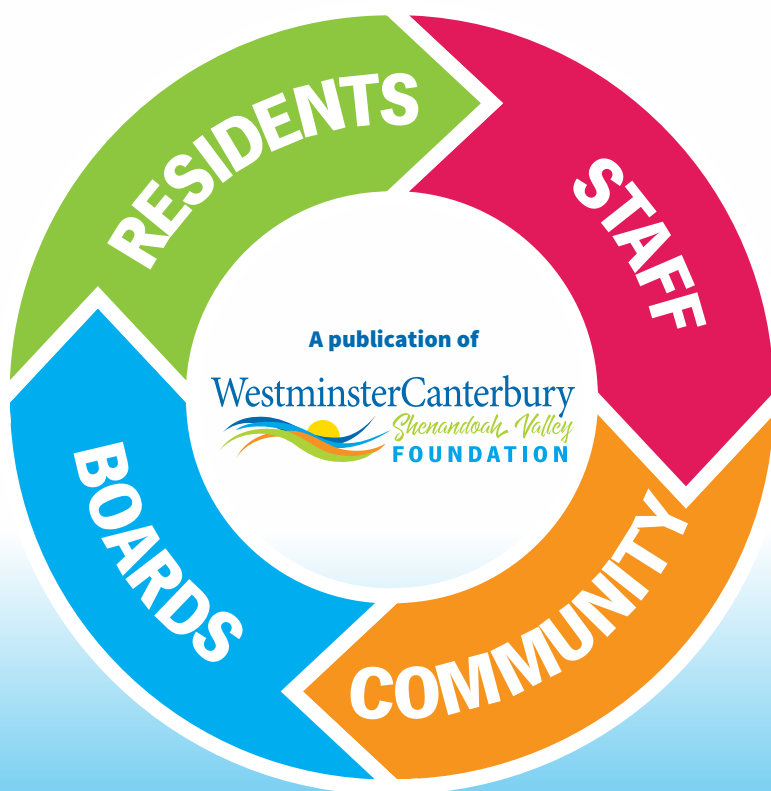
For service, grill or pan heat the flour tortillas until warm and pliable. Lay out all 8 tortillas, and then using a slotted spoon, spoon the beans, then the slaw, and finally topping it with the salsa. Serve immediately.





# CommunityConnection

Winter 2022



## SVWC Mission:

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 that God has given them.

## SVWC Foundation Mission:

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