

 Phoebe

Messenger

News from Phoebe Ministries

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Positioning FOR THE
FUTURE

THE POWER *of a*
New Home

IN MEMORIAM:

The Rev. Dr. Grant E. Harrity



Table of Contents

Featured in this Issue:

IN MEMORIAM

- 4** A Good and Faithful Servant

PHOEBE AT WORK

- 10** Building for the Future
15 Pathstones by Phoebe: Peace of Mind
22 Phoebe Pharmacy: The Extra Mile

INSPIRED LIVING

- 16** Upscaling Retirement

THE GREATEST GENERATION

- 18** A Wonderful Life

ASK THE EXPERT

- 20** Activities and Memory Support

INSTITUTIONAL ADVANCEMENT

- 12** The Spirit of Giving

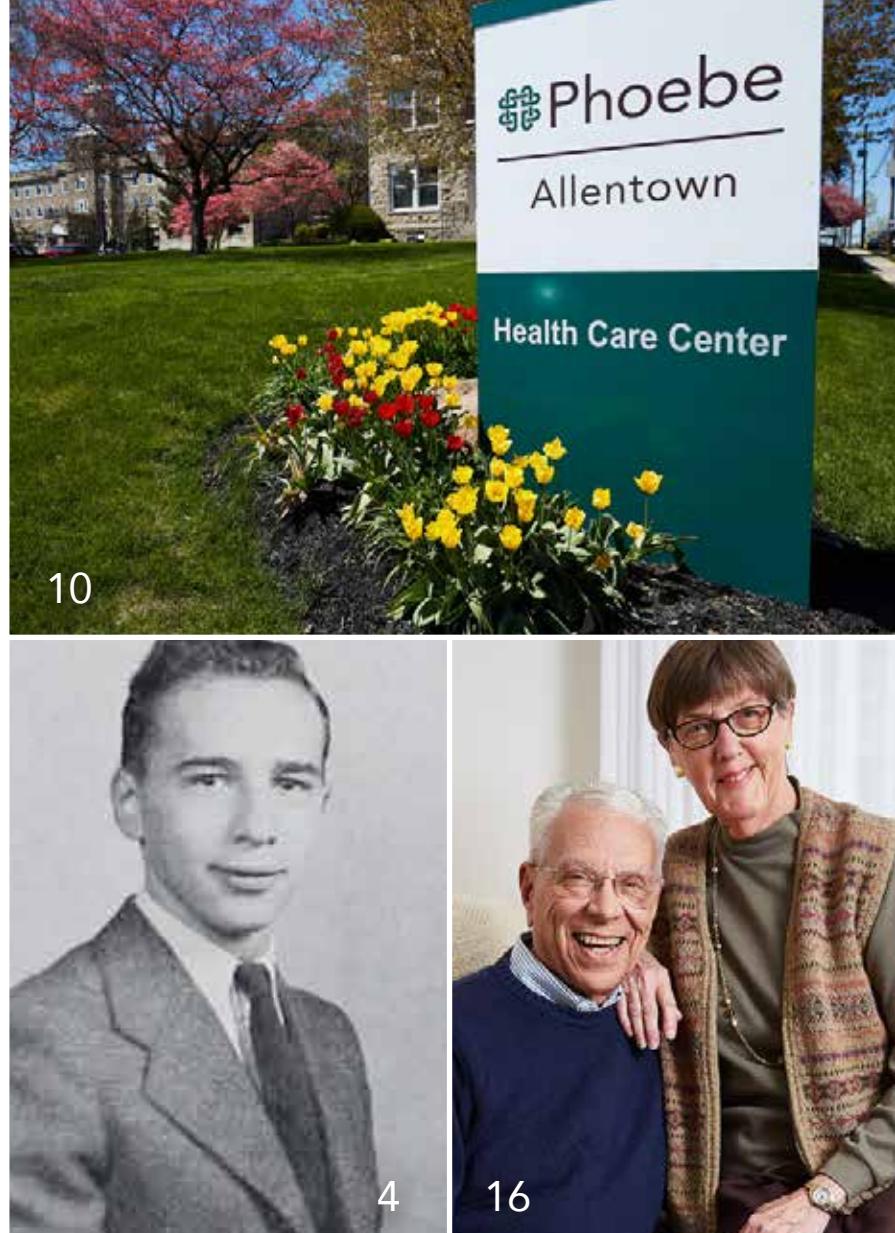
Happenings

- 8** Phoebe Institute on Aging
24 Pastoral Care Services

Also Inside

- 26** Phoebe Campus News
30 Leadership at Phoebe
31 Calendar

On the Cover: Phoebe Allentown is always working to better serve our residents. They are, as ever, the center of our focus and our mission. Jane Bieret stands with Megan Heffelfinger, RN, and Jackie Roberts, CNA, employees in the updated Trexler Wing in the Phoebe Allentown health care center.



Phoebe-Devitt Homes is the official name of the 501(c)(3) not-for-profit corporation doing business as Phoebe Ministries. Founded in 1903 and incorporated as such in 1984, Phoebe-Devitt Homes is responsible for the supervision of facilities, long-range planning, development, and fundraising for 14 locations, two pharmacies, and a continuing care at home program. Together, these affiliates provide long term care, housing, and various support services to thousands of individuals annually.

Phoebe Ministries is affiliated with the United Church of Christ and is a member of LeadingAge, LeadingAge PA, and the Council for Health and Human Service Ministries of the United Church of Christ.

Subscriptions & Suggestions

The Phoebe Messenger welcomes suggestions, feedback, and corrections. We also invite those who wish to subscribe or opt out of the mailing list to contact us. Please direct your concerns to marketing@phoebe.org or 610-794-5132.

The official registration and financial information of Phoebe-Devitt Homes may be obtained from the Pennsylvania Department of State by calling toll free within Pennsylvania at 1-800-732-0999. Registration does not imply endorsement.

Mission Statement:

**A community of faith,
called by God, to
serve the needs and
to enhance the lives
of our elders, their
families and the
broader community.**

Scott R. Stevenson,
President & CEO

Rev. Daniel T. Moser II
**Chair, Phoebe Ministries
Governing Board**

Peter McConnell,
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A MESSAGE FROM THE PRESIDENT



Dear friends,

No industry is in a greater state of flux than health care. Battles over the Affordable Care Act rage in Washington; managed Medicaid for long term care is imminent in Pennsylvania; the regulatory environment is increasingly punitive; and reimbursements for caring for older adults continue to fall. All of this has a direct impact on Phoebe: over the past five years, we have experienced \$30 million in cuts. These massive changes could have been a crisis for Phoebe—instead they created an opportunity for us to re-evaluate the way we operate. Thanks to

exceptional board leadership and an employee base second to none, we are successfully weathering these changes and embracing ways in which we can better serve our residents, their families, and the community.

This isn't the first time that Phoebe has seen shifts. I want to call particular attention in this issue of The Messenger to our remembrance of the Rev. Dr. Grant Harrity, whose leadership and vision positioned Phoebe to weather myriad changes both during and after his tenure as president of the organization. I am humbled to present the award in his name at each year's Phoebe Institute on Aging benefit. He is sorely missed by the entire Phoebe family, and we will continue to strive, as he did, to serve our residents and the community at the highest level.

In recent years we have diversified our services with mental health services, home care, consulting, and Pathstones by Phoebe, all while growing our pharmacy and expanding the Phoebe Richland campus with Meadow Glen Personal Care. We have upgraded and renovated living spaces on each campus, and we are in the process of rolling out a new person directed culture. We continue to focus on innovation throughout our continuum of services and will continue to grow to better serve older adults in the communities we operate.

I cannot adequately express my thanks to everyone who has supported Phoebe through a great deal of change. Without your encouragement and generosity we simply could not accomplish what we have, nor could we plan for a future that will, no doubt, involve considerably more change. Your faith in us allows us to thrive, and with your ongoing support Phoebe will continue to lead the way in exceptional care and services for our aging community. We strive to honor God in all we do, as we have since our founding 114 years ago. 

In Christ,

A handwritten signature in black ink that reads "Scott R. Stevenson".

Scott R. Stevenson
President & CEO

In Memoriam |

GRANT E. HARRITY



Grant E. Harrity:

A GOOD AND FAITHFUL SERVANT

Phoebe's first president, Grant Harrity, arrived in Allentown in 1961 as a young pastor at a local church. Over the next thirty years, he would leave an indelible mark on the community around him, touching the lives of countless others and leaving a legacy of the highest honor.

The inscription next to his senior portrait at Ursinus College in 1946 identifies Grant E. Harrity as the “Altoona Kid” (also a popular headwaiter, a debater, and a future missionary to China). Born in Lancaster, Ohio, Harrity and his family moved to Altoona when he was still a child. Friends and family describe him as quiet, humble, and reserved, but also a faithful and beloved friend, endowed with an incredible gift for serving others. His dedication to improving the community around him came as naturally to him as his sense of humor. By all accounts a servant leader, Harrity brought together the compassion and selflessness of a minister with a strong sense of business and a talent for networking. “He just loved people,” says his wife, Anne (Markley) Harrity; the husband she knew took joy from being part of the lives of others, and in helping where he could.

Harrity met Anne Markley in 1948 when she was 18 and still living with her mother in Lansdale. He was a newly ordained minister from Lancaster Theological Seminary. Anne’s mother had been a student at Ursinus, and had known Harrity and his father, another alumnus. That year Grant was coming to act as assistant pastor at Anne’s church and had been invited to stay with the Markleys. “I had been planning to go to Ocean City for the weekend and here comes this minister,” Anne laughs. She’s mirthful when remembering those early years. She remembers that when her mother brought Harrity upstairs to introduce him, he stepped out and reappeared with a huge book that she eyed apprehensively, thinking it was the Bible. “Turns out it was worse,” she jokes, “It was an encyclopedia!”

In Memoriam | GRANT E. HARRITY

Anne laughs about it now, as she does with many glad memories of her husband. "He wore well right from the start," she says, "I thought he was great." They were married the following year. For the next thirteen years, Harrity served at churches in Sunbury, Coopersburg, and Hagerstown, finally moving to Allentown in 1961, when he became the pastor at St. John's United Church of Christ, on Sixth and Walnut streets.

Joan Miller Moran, whose father, Donald P. Miller, established the Century Fund in 1985, was a member there. She recalls Grant and his wife as fun-loving people who threw lively Christmas parties. "He was a quiet—a very quiet—person," says Moran. "When he did say something, it was significant." Though he was modest and reserved, there was more to Harrity than that, Moran says. "He had a twinkle in his eye, a sense of humor."



As a husband and a father, Harrity exhibited the same quiet attention that manifested throughout his life. "He was very family-oriented," says his daughter, Barbara. "And she [Anne] meant the world to him. He just adored [her]. He was not a touchy-feely father but you knew he had your back." She remembers her father as a man who loved to golf, and to garden at his summer home at the beach; he read every newspaper that came to the house.

Grant Harrity, 1984

"He was an intellectual," she says. "We've all become a lot like him, getting involved in other organizations. He gave us a moral upbringing and taught us to fight for what we believed in. He was a great father to look up to and a great father-in-law to his daughters' husbands. He just loved them."

The Harritys traveled a great deal, too, visiting Israel twice, and once spending a week at a kibbutz. They served as



The Harrity family at the celebration of Grant's retirement in 1994. Standing from left to right: Jim and Barbara Galligan; Bob and Patricia Ragan; Eric and Kim Giler. Anne and Grant are seated in front.

tour guides together in Europe and Africa, something Anne says he was hesitant to do but later enjoyed. "We had a great marriage," she remarks fondly.

In the city of Allentown, Harrity quickly became a highly active and involved local leader, deftly balancing family life with the demands of his congregation and the responsibilities of numerous other organizations. The list is staggering: trustee and chairman of the board of HealthEast, the predecessor of Lehigh Valley Health Network; two terms on the Allentown School Board, including four years as president; trustee of the Century Fund; trustee of Cedar Crest College; interim director of the Lehigh County Historical Society; organizer and first president of the Planned Parenthood Association of Lehigh County; Lehigh County Historical Society; Public Health Nursing; Red Cross; the Allentown Library; the Board of World Ministries; delegate to several General Synods—to name a few. In 1994, Harrity was named Executive of the Year by the Council of Health and Human Services of the United Church of Christ. In 2015, he was honored with the first Rev. Dr. Abraham B. Koplin Award for Exemplary Services to the Aging by the Phoebe Institute on Aging. A year later the award was renamed in Harrity's honor.

Harrity had become involved with Phoebe early on, joining the board of trustees of Phoebe Apartments Inc. in 1966, when the affordable housing community on Linden Street was just a dream. With the board, Harrity saw it through to completion in 1972. During this time Phoebe



GRANT E. HARRITY

"Altoona Kid" . . . popular headwaiter . . . active on campus . . . debater . . . directed men's May Pageant farce . . . "Y" . . . student council prexy . . . future missionary to China . . . "Hubba, Hubba, Hubba!"

The dedication of Phoebe Berks health care center in 1992 with Harrity on the far left.



also launched the construction of an independent living community across Turner Street from what was then the Phoebe Home, completing the Terrace at Phoebe Allentown in 1984. This was a pivotal year in the organization's history and in Harrity's own life. He retired from St. John's to assume the role of Phoebe's first president, succeeding the Rev. Dr. Paul Haas who had been executive director of Phoebe Home since 1973. In that same year, Phoebe established the Phoebe-Devitt Homes parent board to supervise three corporations: Phoebe Home Inc., Phoebe Apartments Inc., and Phoebe Terrace Inc.

In the years that followed, Harrity led Phoebe through a period of unprecedented expansion. In Allentown, the David A. Miller Personal Care Community was completed on Chew Street facing the Fairgrounds. In Wernersville, Phoebe opened its first facility fully conceived and designed as a continuing care retirement community. Phoebe Berks—complete with a village of cottages, apartments, community spaces, and a state-of-the-art health care center—was opened in 1992. The Village community center is dedicated to Harrity himself. Lisa Fichera, now Chief Operating Officer for Phoebe Ministries, recalls Harrity's commitment to seeing Phoebe Berks take shape. She says he was committed to seeing the fledgling campus come to fruition before his retirement in 1994. "He had a wonderful balance of being hands-on," recalls Fichera, "but was always looking at the big picture."

As president, Harrity paved the way for Phoebe to expand into an additional seven affordable housing communities throughout counties in eastern Pennsylvania.

Harrity himself said of Phoebe, "We are dedicated to expanding our mission and will continue looking for ways to meet the needs of today's and tomorrow's aging."

Bill Hacker, whose father served with Harrity on the board and who is himself a Phoebe-Devitt Homes Governing Board member, reflects on his legacy. "He recognized that we couldn't be a nursing home anymore. We needed to expand our services without losing sight of what the mission was."

What Harrity did for Phoebe, and for so many other organizations that relied on his leadership, was to bring together people of varying talents and skills, and to lead them to work together. His vision was of a united community, one committed to its own betterment and the aid of those who could not help themselves. "People trusted him as their leader," says Hacker; "they trusted his vision." That vision carries on today, as Phoebe has expanded its services to cover the full continuum of care for older adults.

Incumbent President and CEO of Phoebe Ministries, Scott R. Stevenson, remarks, "The Rev. Dr. Grant Harrity was the first president of Phoebe, and the impact he had on our ministry and the community we serve has been felt for decades and will continue into the future. He was a mild-mannered giant who committed his life to Christ and making the world around him a better place."

Today, Phoebe looks back on Harrity's life and works as a reminder of where we've come from and what we continue to work for. Thanks to the dedication and vision of Harrity and others like him, we are in a better position to serve our communities and to enhance life for the aging in more ways than ever before. ■

Cathy Bendel was recognized at the benefit for receiving the PIA scholarship. Right: Scott Stevenson, President & CEO.



The thirteenth annual Phoebe Institute on Aging Benefit commemorated Wisdom with Age in March, with nearly 250 supporters of Phoebe gathered to celebrate and raise funds in support of education for Phoebe caregivers and the community as a whole.

Since the theme of the benefit was education, it was especially fitting that this year's Rev. Dr. Grant Harrity Award for Exemplary Service to the Aging was presented posthumously to Francis A. Salerno, M.D., who was instrumental in establishing the Phoebe Institute on Aging in 2001. Dr. Salerno, who passed away in November 2016, was well respected and, often, beloved by his patients and peers for guiding individuals through the aging process. As he networked and mentored other geriatric care professionals, his commitment to education and collaboration were an inspiration to his colleagues and a driving force in the region for years to come.

 Phoebe

Institute on
Aging

Benefit

WISDOM *with* AGE

The benefit was also an opportunity for some of Phoebe's own older adults to demonstrate that it is never too late to learn something new. Attendees were treated to a drumming demonstration by residents of the Terrace at Phoebe Allentown. In 2015, a group of residents worked with students from DeSales University to better understand the benefits of rhythmic drumming, which has been shown to improve gait speed and walking strength in study subjects. They reunited at the benefit to share their newfound talent with everyone.

The benefit raised over \$80,000 in support of education. Lead sponsors for the event included Arbor Insurance Group, L.R. Webber & Associates, The Morning Call, and Stevens & Lee. The event, which was held at DeSales University, also featured a performance by the Craig Thatcher Band, Unplugged, and the presentation of the Phoebe Institute on Aging Benefit scholarship (see facing page). ■■■

For more information about the benefit, including future sponsorship opportunities, contact Molly Driscoll at 610-794-5163 or mdriscoll@phoebe.org.



SCHOLARSHIP AWARD

This year's Phoebe Institute on Aging scholarship was awarded to Cathy Bendel, an employee of Phoebe Allentown, and formally recognized during the Phoebe Institute on Aging Benefit at DeSales University.

Bendel first came to work at Phoebe Allentown more than 20 years ago as a licensed practical nurse, and for many years considered returning to school to complete her education. She is now studying at Excelsior College to become a registered nurse; it was through the encouragement and support of her supervisor at Phoebe that she finally recognized that it was obtainable. Bendel works at Phoebe Allentown as a resident assessment coordinator; she will become an RN by the end of this year.

Sue Schlener, Interim Executive Director at Phoebe Allentown, says, "Cathy exemplifies the essence of nursing's philosophy due to her judgment, knowledge, and compassion. I have worked with Cathy for a long time and I remember when I was just starting out she was the nurse you always called for guidance—she never hesitated to help. I am honored to have gotten the opportunity to learn from her." ■

Scholarships and other programs of the Phoebe Institute on Aging are in part made possible by the generous support of donors. If you would like to support education at Phoebe, contact Institutional Advancement at 610-794-5132 or advancement@phoebe.org.

Cathy Bendel was presented with the Phoebe Institute on Aging scholarship on January 6, 2017. From left to right: Lauren Everett, Interim Assistant Administrator, Phoebe Allentown; Lisa Fichera, Chief Operating Officer; Sue Schlener, Interim Executive Director, Phoebe Allentown; Cathy Bendel, Resident Assessment Coordinator, Phoebe Allentown; Lynne Ahner, Director of Nursing, Phoebe Allentown; Molly Driscoll, Major and Planned Giving Officer, Phoebe Ministries.

THE PHOEBE INSTITUTE ON AGING SPRING CONFERENCE

The Changing Face of Care: Serving Older Adults in a Dynamic Environment

NEW DATE: May 25, 2017

8:00 a.m. - 4:00 p.m. | DeSales University

Featuring keynote speaker Dr. Robyn I. Stone, Ph.D., Executive Director and Senior Vice President of Research at the LeadingAge Center for Applied Research.

Our spring conference will focus on new trends and service lines in senior care and how the current dynamic health care and political environments can inspire us to find solutions to the current care puzzle.

Register now at [phoebe.org/piaconference!](http://phoebe.org/piaconference)

If you registered for the original conference date, you need take no further action.

REPOSITIONING Phoebe Allentown

We sat down with Scott Stevenson, President and CEO, for a candid update on the Phoebe Allentown repositioning project. It was announced in January 2017 that Phoebe Allentown was reducing its skilled nursing bed complement to 270 beds. Hear from Scott the reasoning behind this decision, and what it means for the future of Phoebe.

Q: Scott, what is the main goal behind this repositioning at Phoebe Allentown?

A: The repositioning of the Allentown campus is to improve our care model and protect the long term sustainability of skilled nursing, one of Phoebe's most well-known services. After a thorough review of the Allentown campus operations, it was determined that reducing our skilled nursing bed count ensures we can continue to hold true to our mission of serving older adults, even those requiring skilled nursing care.



Q: Why does Phoebe need to reduce the skilled nursing bed number? Can you explain that to those who aren't in the senior services field?

A: Sure. It ultimately boils down to the widespread changes in the health care industry, which have greatly impacted Phoebe's skilled nursing complement. Overall Phoebe is strong, financially speaking. But to continue our mission well into the future, Phoebe must evolve and adapt to the changing health care industry. We are constantly evaluating how we can best provide services and support. The Affordable Care Act, the shift to home- and community-based services, and the switch from fee-for-service to value-based reimbursement are all reasons why our skilled nursing bed number needs to be right-sized. These industry changes alone amounted to more than \$30 million in lost revenue over five years. You can't have one service line eating away at the bottom line and affecting all of your healthy service lines. And I should mention that Phoebe isn't alone in this. We've seen organizations get out of the skilled nursing care industry altogether. Phoebe can't do that, and we won't do that—skilled nursing is part of our mission.

Q: What good things will come out of this repositioning?

A: Phoebe's in the process of rolling out a new person directed culture model at Phoebe Allentown. Our goal is to have the start of the process implemented by July. Some of the positive changes our residents and families will see are increased direct care staffing per resident, elimination of our older three- and four-bed rooms, and the decentralization of dining services. Essentially, we are putting all the services our residents need directly in the neighborhood where they reside. Phoebe Allentown is an old, historic building. Restructuring it this way allows us to give our residents a much more homelike experience, even though the building was originally very institutional looking.

Q: How is this affecting the employees at Allentown?

A: This is a hard question. I think everyone understands it's never easy to do a repositioning. It's never easy to change a service line that could also affect our employees in an undesirable way. And our employees are of such value to us—I think our recent awards show that. Our goal is to be transparent. We've held multiple town hall meetings, and we've erred on the side of over communicating rather than under communicating. We've offered buyouts, and we had a very positive response. So that's the toughest part of all of this—the employee part. I'm so grateful for our employees, who put the residents first every single day! They've gone above and beyond to make sure our residents are not nervous about this repositioning and that they realize these changes will make their lives even better at Phoebe Allentown.

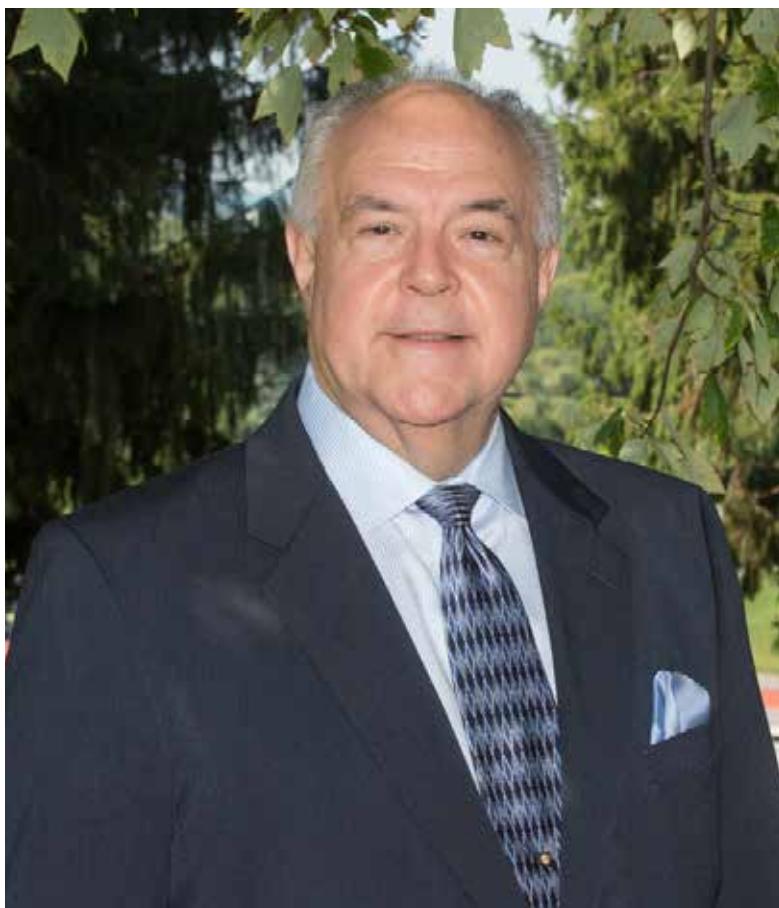
Q: So tell us about the residents, Scott; how are they handling it?

A: Our residents and their families have been wonderful. We've been under construction in parts of the health care center for the past few years as well, and they've embraced the changes with open arms, understanding that the light at the end of the tunnel is even better care for our residents or their loved ones. No residents at Phoebe Allentown will be asked to leave; we take that very seriously. We are asking a few residents to move to either the new Trexler Wing or the updated East Annex—two areas of the building that have experienced recent renovations. The leadership at Allentown has done a good job communicating to the families who may be affected, and given them ample notice. Residents are the reason we are here doing what we do every day, so their care and experience is the most important thing out of this entire repositioning. #

More to come in the near future about Phoebe's person directed culture initiatives! Learn more about Phoebe Allentown by visiting phoebe.org/allentown.

The Spirit OF GIVING

In honor of the impact their contributions have made over the years, we asked donors to tell us a little about what Phoebe means to them, and why they support our mission.



Larry Benner, Richlandtown

Larry Benner has been an integral part of Phoebe since its expansion to the Richlandtown area in 2000, when he became a board member of the newly acquired Phoebe Richland (formerly Zohlman Nursing Home). A lifelong resident of Richlandtown, and organist and choir director of St. John's United Church of Christ in the borough for more than fifty years, Benner was recommended to the board by the Rev. Dorothy Shelly (one of Phoebe's devoted chaplains) and the Rev. Richard Teitsworth who was on the nominating committee to secure board members for the new acquisition. Benner is a member of Phoebe's Century Circle, which recognizes individuals who sustain our work with \$1,000 or more in a fiscal year.

"My first contribution was in honor of Lucy Frankenfield, a retired school administrator of Saucon Valley School District," Benner recalled. "She was a resident at Phoebe Richland and a very close family friend." Over the following years, until the end of



Dr. and Mrs. Carl Lam, Allentown

her life, Benner made his contributions to Phoebe in Frankenfield's honor, and then later in honor of his mother when she became a resident there. When Phoebe initiated a new project to construct a personal care facility at Phoebe Richland—what would become Meadow Glen—Benner saw a new opportunity to make a positive impact at Phoebe and to honor his family. He made a pledge to the construction project and the Benner Heller Memorial Chapel at Meadow Glen was named for his parents and grandparents on both sides. With this, Benner felt he was able to extend his family's local support and legacy directly to Phoebe.

"The level of care that Phoebe offers is just marvelous," says Benner. "I am just pleased that I can do something to pay it forward and help others who may not have the means to support their needs here."

Benner says that giving to a cause like Phoebe's means more than a feeling of goodwill—he encourages people considering a gift to think about the impact they

can make. "The need is there with so many financial programs being cut and reimbursements becoming less and less," he said. "We need to step up and help wherever or however we can."

Dr. and Mrs. Carl Lam, like so many others, first became involved with Phoebe through family. They were looking for a place for Mrs. Lam's parents to retire, and settled on the Terrace at Phoebe Allentown. Two years later, Mrs. Lam's father moved into the health care center across Turner Street, followed eventually by her mother, who lived at Phoebe a total of eight years. The Lams lived close by so regular visits were easy, and Mrs. Lam says she was always pleased with the care facility. "We just decided it was a good place," she says. Their first gift to Phoebe was their way of offering thanks for all the good things Mrs. Lam's parents had experienced there. Today the Lams are members of the Century Circle and Phoebe's Legacy Society, which recognizes individuals who have included Phoebe in their estate plans.

For the Lams, the answer was always Phoebe. “When the time came that we needed to do something for my parents, we knew that Phoebe would be the right place,” says Mrs. Lam. She recalls the reputation that Phoebe always had as a place that provided not just care but compassionate care—companionship, community, individual attention. “The people there go out of their way to do things for the residents: little, but meaningful things—something that comes from the heart. And that’s important. There’s an element of love in that.”

“There are plenty of places around, but Phoebe is reliable,” says Dr. Lam. Including Phoebe in their estate plans gave the Lams the satisfaction of doing something in return and helping to ensure Phoebe would continue to make an impact on families like theirs in the future.

Mrs. Lam recalls that her parents were very attached to their home, and she feared that moving them to another community would be a daunting task. “When they got there and saw how nice it was, it went well,” she says, “and I think it’s really important that Phoebe made the effort for that. You’re going through not being in your own home anymore so there has to be a connection somewhere. And that was very well done on Phoebe’s part.” What Phoebe was able to provide for Mrs. Lam’s parents was a home and a true community, and that made all the difference. ■■■

If you would like to learn more about how you can get involved in supporting Phoebe financially, please contact Institutional Advancement at 610-794-5132 or advancement@phoebe.org.

Do you know all the ways you can support Phoebe Ministries?

Since its inception in 1903, Phoebe has relied on the charitable support of donors. With their support, we can continue to offer a home for our residents who no longer have means. And there are so many ways to help, each suited to a different purpose and set of circumstances.

To request a copy of our guide to planned giving, contact Institutional Advancement at 610-794-5132 or advancement@phoebe.org.

- ▶ Charitable gift annuity (CGA)
- ▶ IRA rollover
- ▶ Event and program sponsorships
- ▶ Bequest
- ▶ Gift of cash
- ▶ Gift of retirement assets
- ▶ Gift of securities
- ▶ Gift of life insurance
- ▶ Gift of real estate
- ▶ Gift of personal property

Make a gift today at phoebe.org/giving or contact a gift officer to discuss the best option for you.

Peace of Mind

NOT JUST FOR MEMBERS

Phoebe's continuing care at home program brings its members peace of mind; but it also impacts their children who don't live close to home anymore. As a daughter of two members, Karen Martz explains what this means to her.

“**N**o one wants to admit that their parents are getting older. Having parents who have always been tremendously strong, both mentally and physically, is wonderful but it has been very difficult watching their minds and bodies age. When my father first approached me about the Pathstones program, I knew nothing about continuing care at home. After some research, I came to realize that this program was an outstanding fit for my parents. Both of them are strongly independent people who want to remain that way as long as possible.

As their medical power of attorney, I have a great responsibility to make sure not only that their needs are met, but that they're met to the desires and wishes of my parents. The Pathstones program brings me incredible peace of mind. Knowing that there is a wellness coordinator who comes to the house to do a preliminary evaluation—covering physical, cognitive, and environmental situations along with coordinating services customized specifically for my parents' needs—is a tremendous gift to me and my siblings, but most of all to my parents. The Pathstones staff came into my parents' home with tremendous respect, empathy, and compassion, not only for my parents but for me as well. They allowed us to express our feelings and concerns with absolutely no judgment and only kindness.

The thing that I like most about Pathstones is that as a child of a member, I feel that Pathstones is becoming an extended family of sorts that will advocate for my parents and bring expertise to the table that I do not have. Pathstones will take a proactive approach to my parents' needs in ways that I cannot provide for them.

Knowing that someone is available locally and I can call on them should something come up with my parents is something I could never fully express in words. I look forward to continuing this journey with Pathstones. Having my parents as Pathstones members allows my siblings and me to worry less about all the details of my parents' health and wellness and allows us to enjoy ‘the now.’”

To learn more about Pathstones by Phoebe, call 610-794-6700 or visit pathstonesbyphoebe.org.



Carol and Martin Cottrell enjoy all the benefits of Phoebe's care continuum from their own home.



The Cottrells with daughter Karen Martz.



UPSCALING *Retirement*

Making the decision to move into a retirement community is one that a growing number of people face every day—and it's not an easy one. Paul and Janet Klee are experts on embracing change and taking advantage of the opportunities that retirement offers. They made the move to Phoebe Berks, and it's like being home again.

Paul and Jan Klee have a connection to Phoebe Berks that goes back to its earliest days. They represent a new group of people now moving into the community as second generation residents, and have known some of its members for two decades. In the early 1990s, Paul's father was among the second wave of people taking apartments at the newly erected Phoebe Berks Village. He was a widower taking his wife's loss very hard, and Paul and Jan were nervous about his transition. His new neighbor, a woman named Rosemarie, quickly took Paul's father under her wing, and became close friends



with the family. Over the next eight years, Rosemarie brought Mr. Klee to games and events in the community center, and introduced him to people. He fell in with a group of eleven widowers like himself who had all worked at Carpenter Technology, a prominent employer in Berks county, and was soon spending whole mornings in the cafe off the front lobby, chatting over the remains of breakfast.

"We knew then we were over the hump," says Paul. "His mood, his emotional state, his whole life improved."

Jan's mother also lived at Phoebe Berks for two years before she passed. Paul and Jan were frequent visitors, and became close friends with many of Mr. Klee's neighbors. Jan took care of Rosemarie when she began to decline, and insisted on remaining in her own apartment, something Jan committed herself to seeing through with her.

With such close connections to Phoebe Berks it seemed only natural that the Klees would plan to move in themselves and spend their golden years there. The time finally came early this year, and Paul and Jan moved into their new apartment in February. Jan says it was like coming home again. "We weren't strangers," says Jan. "When we met our welcoming committee it turned out to be old neighbors of ours from Amity Township, friends we'd known for years!"

The same sense of welcome permeates everything at Phoebe Berks. "It's just friendly, and warm, and welcoming," Jan said only two weeks after moving in. She likes to walk her daily mile on the second-floor corridor of the Village every day, and says, "No matter who you pass they'll talk to you first. If they don't recognize you they'll say, 'Oh, a new face! Welcome!' As a whole it couldn't be better."

The Klees had visited other retirement communities, but "the vibe wasn't right. We just felt at home at Phoebe. The people here are encouraged to get out and join in the fun!"

That's exactly what the Klees plan to do. "It almost seems like we're on a cruise ship, on vacation every day."

Joining the community at Phoebe opens up opportunities for engagement and socialization that the Klees could not have realized anywhere else. Phoebe Berks is a bustling hub of activity, and the Village residents live their part in it to the fullest. The Klees say they plan to do as much as they can, and from day one their calendar has been packed every night. "It just pulls you right in," says Jan. Movie nights, games, exercise classes, arts and crafts, and live entertainment from lectures to music are only a few of the

activities to choose from. Residents are also closely involved in volunteering work, from the Abiders who pass vigil with those nearing the end of life, to facilitators of the Spirit Alive program (an engaging worship service designed for people with dementia), and those who visit the residents of the health care center trying to bring a little warmth into someone else's life. Paul and Jan are taking all of it in. Jan is particularly interested in volunteering in the memory support neighborhood, Village Gardens, just adjacent to the Village apartments.

Taking the step to leave behind a larger home and many of the things that filled it is a difficult one for many people. It means a different way of living, in many senses of the word. For Jan and Paul Klee, however, it meant more than that—it was a new chapter of their lives.

"When it comes to actually giving things away, it's tough," says Jan. "Mental preparation is a huge thing." But without reservation, Paul and Jan agree that the advantages at Phoebe outweigh the possessions. "You've got to let it go and that's hard to do; but there's a different experience here that you can't get at home. You have to join in and be willing to meet people and join them."

One of the strongest draws for the Klees is Phoebe's commitment to charitable care for our residents. Jan's mother was taken care of in this way, and the impact on their family was a deciding factor in their move to Phoebe. Jan herself was recently diagnosed with Parkinson's disease—she's doing wonderfully, but knowing that she can rely on Phoebe's care for the rest of her life gives her and Paul peace of mind.

In choosing Phoebe Berks, the Klees have upscaled their life, joining a community that has everything to offer right at their doorstep. 

To learn more about apartments at Phoebe Berks, call 610-927-8171 or visit phoebe.org/berks.

The Greatest Generation

Magee in summer 2016 at Phoebe Wyncote.

A Wonderful *Life*

A Pittsburgh native survived the POW camps, and looked back on his life in wonder and gratitude.

Jack Magee spoke with us just weeks before passing away.

We thank his family for the opportunity to share his story with our readers.

In the winter of 1944, just days before the Battle of the Bulge, Jack Magee was moving across France with his regiment, the 423rd attached to the 106th Infantry Division. They had finished training only weeks before. Magee's division was sent to relieve the 2nd Infantry Division at Schnee Eifel in December, and assigned to an unusually large 26-mile front—Magee says they were so close to the Germans they could smell the fuel of the German tanks and hear them moving.

"The Germans came right at us on December 16. We were an untested unit and they surrounded us," said Magee. He spent six days alone in the dense Hürtgen forest during Europe's coldest winter on record before he was captured, along with 6,000 others following the battle.

Magee was taken to Stalag IV-B, a massive 25,000-person prisoner-of-war camp, and later transferred to Bitterfeld, near Leipzig, where there were only 25 American POWs with another camp of British soldiers not far away.



Magee on the right in full uniform.

"We had been stripped of our outside garments," Magee recalled. "It was so cold we were constantly removing our shoes and rubbing our feet. They had taken our coats and boots and given us Russian jackets and wooden shoes."

The prisoners were forced at rifle point to work every day in an aboveground coal mine. They collected coal and put it in train cars on a narrow gauge railroad that ran around the coal field.

Prisoners were usually housed in one-story wooden barracks which contained bunk beds stacked two or three high and a charcoal-burning stove in the middle of the room.

"We got up early and had Ersatz [a German brand] coffee and not much to eat—a 500-gram piece of bread. [That's the equivalent of a loaf of bread split 25 ways.] I was very hungry and lost a lot of weight. It was a lesson in survival. I think we all adopted the philosophy that if one person got out alive, I'm going to be that person," said Magee.

Individual camp layouts varied but all were enclosed with barbed wire and contained guard towers which were manned by armed German soldiers ready to shoot anyone trying to escape.

"Towards the end of the war things became lax because of the precarious situation of the Germans losing the war," said Magee. Hitler had ordered that all prisoners be executed but the guards were looking out for themselves; some of them fled to South America.

"We and hundreds of other prisoners were thinking of going over or under the fence. Three of us escaped together," he recalled.

The trio made their way to the first farmhouse they could find. The woman living there told them there were friendly troops about five miles down the road. She let them stay the night in the hayloft as long as they promised to take her son—who had just been drafted into the German army—along with them. The next day they headed for Switzerland. They met a buck sergeant who offered to take the young man to a holding depot in a nearby city, from which Magee believed he was eventually released and returned to his farm.



"I wish I could live my life over again," Magee said in an interview earlier this year. "It has been wonderful and I wouldn't change a thing."

Eventually Magee and the others found their way to Camp Lucky Strike, one of the famed Cigarette Camps that dotted the countryside in France and Belgium. "It was like a tent city. There were cots, fresh water, food, doctors...everything," said Magee. Camp Lucky Strike was in the north of France, between Cany-Barville and Saint-Valery, nearly 300 miles from the Franco-Swiss border.

They were transported home on one of the American Liberty ships shortly after their arrival at Lucky Strike. "It was filled with POWs and hospital cases," he added. Three days from Boston the news came that the war had finally ended.

Magee spent 60 days recovering from seven months of near starvation, and eventually reunited with his family. Returning to civilian life, Magee came in time to own his own automotive equipment business. He raised four sons and a daughter with his wife, who passed away after 26 years of marriage. Magee, aged 92 at the time, moved into Phoebe Wyncote in 2015.

"I wish I could live my life over again," Magee said in an interview earlier this year. "It has been wonderful and I wouldn't change a thing."

Activities and MEMORY SUPPORT

Pam Kleckner, Memory Support Coordinator, Phoebe Allentown

Pam Kleckner joined Phoebe in 1995 as activity assistant on the Bridgeways neighborhood at Phoebe Allentown. Certified through the National Certification Council for Activity Professionals (NCCAP) as an activities director specific to memory care, and trained in Montessori programming, Kleckner has also provided training and consultation through the Phoebe Center for Excellence in Dementia Care. At Phoebe she works with community life and therapy staff to engage with residents in memory support neighborhoods.

Why are activities important for older adults with Alzheimer's disease and related disorders?

It is very important to keep people with neurocognitive disorders engaged. There is no cure for Alzheimer's disease or related disorders, but keeping their minds active can sometimes slow the progression of the disease. Engaging these individuals can also aid in keeping secondary issues at bay, such as depression or inappropriate behaviors. Any time spent enjoying a positive activity is time not spent exhibiting negative behavior, and that means a lot for individuals with cognitive impairment.

What activities get the best response from individuals with neurocognitive disorders?

First, the activity has to match the person. As part of Phoebe's commitment to person directed culture, we get as personalized as possible. Direct care staff gathers all of the information that it possibly can related to each resident's unique life story—everything from family history to preferences about mealtimes and hobbies. We use this information to find activities that the resident will enjoy. The individual has to like what they are being

asked to engage in; without the joy of what they're doing they may not participate and we lose an opportunity for engagement.

Second, we have to take into account their current abilities. Where a resident may have once enjoyed a game of cards, he or she may no longer be able to do so. So instead we might give that person a few decks of cards to sort. The manner in which they choose to sort them is not relevant. The goal is to stimulate the mind.

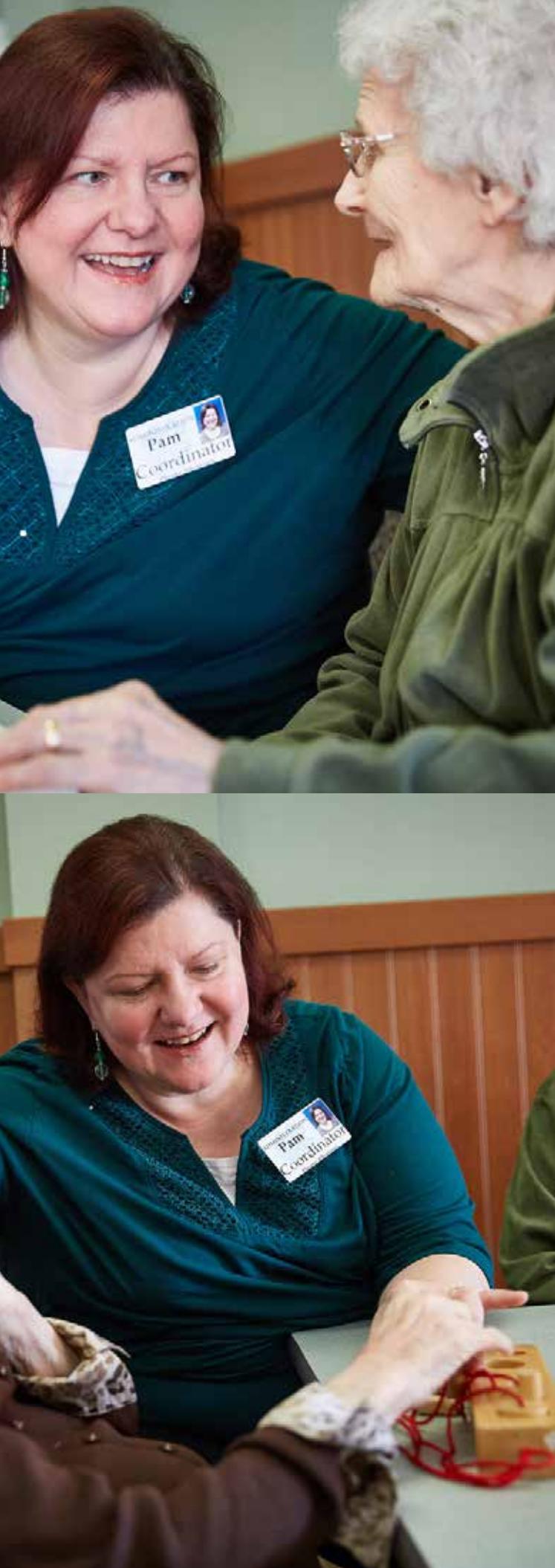
I have a loved one with dementia who needs to live at home. What can I do to engage them in activities?

Engage them in life! It is important to understand that this diagnosis does not mean your loved one can no longer be an active part of his or her life, family, and community. Everyone should be given the choice whenever possible. People who were active in their communities and liked to "give back" will likely still get that sense of satisfaction even if the act itself has changed.

For example, if a woman with dementia provided meals on a daily basis for her whole adult life, but she can no longer manage the responsibility, perhaps she could set the table, or prepare a small part of the meal. She can peel the potatoes, chop a vegetable for the salad, or stir the soup. Take small tasks that set the individual up for success. This provides satisfaction and a feeling of participation that are important to overall wellbeing. 

For more information on activities and dementia care, or if you'd like to get involved as a volunteer, contact Pam Kleckner at 610-794-5363 or pkleckner@phoebe.org.





GET YOUR BRAIN GOING!

The brain is a muscle that must be exercised, and a little effort goes a long way. Try some of these activities at home to keep yourself engaged and mentally stimulated. You might find your memory is sharper, and your enjoyment of life more profound.

- **Fill out a daily crossword puzzle, word find, or Sudoku.**

You can find these in any newspaper or buy books of them at a local dollar store.

- **Take a one-mile walk three times a week.**

If the weather is poor, try the mall or join a gym for a few months.

- **Make some new friends at church or at other social occasions.**

Meeting new people exposes your mind to new experiences, and you never know who could be your new best friend.

- **Visit somebody in the hospital or a long term care facility.**

A brief chat with someone can make all the difference, both in their life and yours.

- **Take a painting class.**

Paint party classes are a rising trend these days—take a group of friends and try something new!

- **Learn to play the piano.**

You don't have to be Rachmaninoff, but the coordination required to play even simple music can stimulate the mind in completely new ways.

- **Join a singing group.**

Find a local choir or start your own!

- **Start a scrapbook of family photos.**

Going through old photographs can stimulate your memory, and organizing them in a creative way provides hours of activity.

- **Take a daytrip: go antiquing or find a flea market.**

Take a friend and browse around for something new (or old).

- **Have a yard sale.**

Clean out some of your clutter, and you might feel a little more mental clarity as well.

- **Try a new recipe once a week.**

It's never too late to learn how to make the perfect cheesecake.

THE EXTRA



Bruce Rodkey visits weekly with Phoebe Allentown resident Ray Lane, a devoted Mules fan.

MEET THE TEAM! Hundreds of older adults at facilities across eastern Pennsylvania rely on Phoebe Pharmacy drivers every day for their timely deliveries. We thank them for their outstanding service!

Jeffrey Amig	Jason Hanna	William Hyatt	Thomas Phifer	Sandra L. Shifflett
Barry Batz	James Hemerly	Robert Kampka	David Purugganan	Dale Shuey
Dennis Bittler	Mike Henry	Robert Lilley	Ronald Reinert	Timm Stoudt
Ernest Dubble	Henry N. Hillard Jr.	James McCloskey	Gilbert Rock	Carl Timmcke
Robert Grover	Steven Hoffman	Clarence Miller	Bruce Rodkey	

MILE →

Every Sunday morning, Ray Lane asks “How did Muhlenberg do?” Bruce Rodkey knows this—and many other things—about Ray. Rodkey is a courier for Phoebe Pharmacy and one of the vital links of manpower that keeps the pharmacy running efficiently. When he isn’t driving for the pharmacy, a full-time job in itself and one which requires unfaltering flexibility with hours, Bruce is volunteering at Phoebe Allentown where Ray lives, helping with transporting residents around the building. He keeps Ray abreast of the sports season at Muhlenberg, bringing him calendars and other tidbits about the local team—he’s even given Ray a Mules cap.

Rodkey was a volunteer first, he says, and Phoebe became part of his Sunday routine: church, volunteering, and then usually work in the evenings. Rodkey is a regular and stable figure in the lives of many residents, who depend on him not only to deliver their daily medications to the nursing staff, but to offer that personal touch that comes so naturally to him. He knows what and when they like to eat; he knows their favorite sports teams; he knows how to make them feel like more than just a patient.

Rodkey is one of two dozen drivers working for the pharmacy around the clock, and every one of them makes an impact on the lives of residents in the long term care facilities they service. On any given day, pharmacy couriers make more than 70 stops at long term care communities across seven Pennsylvania counties. They deliver medication to thousands of older adults who rely on their efficiency and commitment to getting the job done. They are ambassadors, the face of Phoebe Pharmacy to residents.

The drivers take great pride in their commitment to making the delivery—dropoffs are completed no matter the time or weather. During a recent snowstorm, Jim Hemerly trekked from Allentown to a facility in Telford, navigating through challenging conditions to deliver a stat pain medication for a resident. “You do what you have to do,” says Hemerly, “no matter what. When it comes to a person’s wellbeing, we can’t compromise.”

Pharmacy drivers hail from a colorful array of backgrounds: engineers, Marines, businessmen, radio show hosts—the list goes on. Some of them work full-time jobs during the day, arriving at the pharmacy each night to make overnight deliveries. What they have in common is a selfless devotion to the residents and communities they serve, whether they are rushing to deliver emergency medications in the middle of the night, or stopping to chat with a resident about current events.

Some of the drivers from Phoebe’s Lancaster county pharmacy even help the nurses maintain the automated dispensing machines in behavioral health facilities. They make sure each machine is properly stocked for the day’s first doses, which must be administered immediately to patients detoxing from substance abuse.

“If the customer isn’t smiling,” says Bob Lilley, “the job isn’t done.” Lilley came to the pharmacy after being a field service engineer for decades; he repaired medical electronic diagnostic equipment and frequently takes extra time at drop-off points to check and repair med carts. “I do it because I can and because there’s a need,” he says.

In 2014, Phoebe Pharmacy decided to bring previously outsourced pharmacy drivers in-house, and to purchase a fleet of delivery vehicles. Pharmacy drivers are subject to the same stringent employment requirements that apply to all Phoebe employees, including the embodiment of Phoebe’s Faith in Action values, a set of behavioral commitments that each Phoebe employee agrees to uphold. Pharmacy drivers take these values seriously, exemplifying them every day. Unfailingly devoted to their work, the drivers represent the pharmacy’s commitment to quality service and going the extra mile, no matter what. ♣♣

To learn more about the pharmacy, visit phoebepharmacy.org or call 610-794-5380.

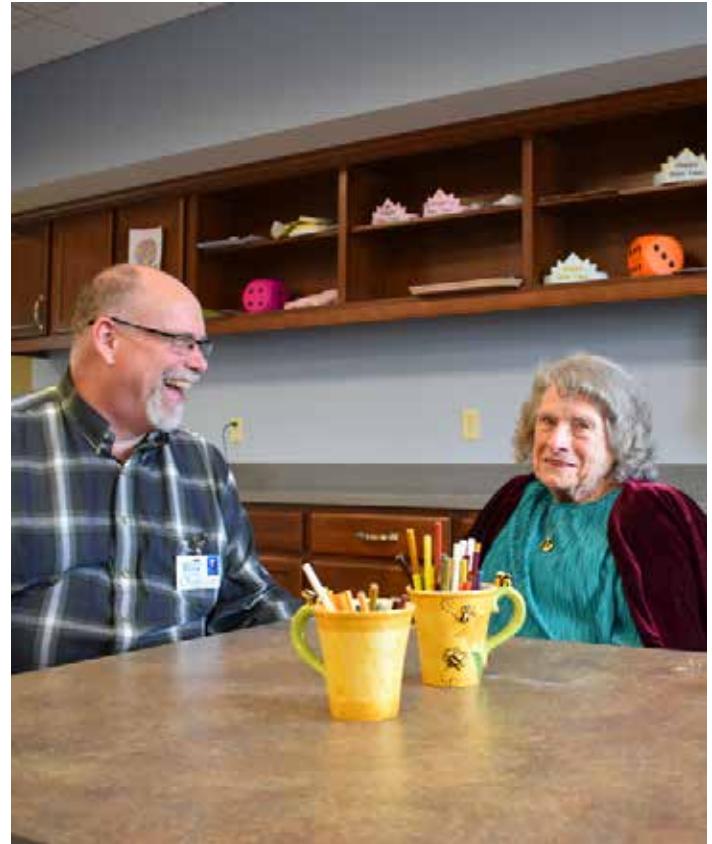


The Rev. Alisha Tatem

Welcoming NEW CHAPLAINS

Two chaplains were recently hired to augment the pastoral care staffs at Phoebe Berks and Phoebe Richland. Both part-time employees, the Rev. Alisha Tatem and the Rev. Blaik Westhoff serve alongside the full-time chaplains to help meet the spiritual needs of residents at their sites. Tatem comes to Phoebe Berks with experience working in church, community, and clinical settings in pastoral care and counseling. A graduate of Columbia Theological Seminary in Decatur, Georgia, she completed her clinical pastoral education residency at Emory Wesley Woods Geriatric Hospital in Atlanta. Tatem began working at Phoebe Berks last December, and is on site three days a week.

Westhoff is Phoebe Richland's new per diem chaplain. He is an ordained pastor of 25 years in the United Methodist Church and has served churches throughout eastern Pennsylvania. In 2015 Westhoff joined Phoebe's Clinical Pastoral Education program as an intern at Phoebe Richland. Last year he joined the staff at Phoebe Richland as per diem chaplain with a focus on establishing pastoral care services for the newly opened Meadow Glen Personal Care Community. Westhoff also facilitates a weekly Spirit Alive group at Phoebe Richland, leading residents with moderate to advanced dementia in meaningful worship. Westhoff has a personal connection to Phoebe Richland through his mother, who is a resident of Meadow Glen. ■



The Rev. Blaik Westhoff with his mother, Evelyn.

We welcome both chaplains to the Phoebe family! To learn more about pastoral care services at all Phoebe communities, please visit phoebe.org/spiritualsupport.

THE ENDOWMENT FOR Clinical Pastoral Education

The Endowment for Clinical Pastoral Education started as a small dream to make a big impact on Phoebe's Clinical Pastoral Education (CPE) program. It ensures that tomorrow's clergy are prepared for leadership in parish ministry today and well into the future.

Phoebe is one of only five CPE programs in the nation—and the only one in the region—accredited in the long term care setting. CPE at Phoebe offers students the opportunity to practice ministry in a variety of settings that are comparable to parish situations and valuable for developing pastoral relationships. There are only a few programs like Phoebe's nationwide because they do not qualify for the federal funding afforded to hospital-based CPE programs. CPE at Phoebe is firmly rooted in our foundation as a faith-based organization, and is a vital link in our continued relationships with surrounding churches.

In just a few years, the population of adults over the age of 65 will exceed the population of children under five for the first time in history. The CPE program provides an important way for us to meet the spiritual needs of that growing population. Our graduates can support family members who struggle to care for loved ones, and meet the spiritual needs of residents living in retirement communities—not just ours, but communities throughout the region. The program truly has a broad reach.



The 2017 CPE class: the Rev. Dr. Scott Brooks-Cope (far left) stands with students Gracher Selby, Blaik Westhoff, and Craig Biehl in the Benner Heller Memorial Chapel at Phoebe Richland.

Now at the program's 20-year mark, it's time to reflect on its contributions and successes—but it's also time to plan for the future.

This is how we can grow:

1. Provide scholarships for students who find it difficult to take leave from their employment to take CPE. Many students must balance supporting their families with the cost of education.
2. Enhance Phoebe's CPE program by providing special programs to students and the community.
3. Begin supervisory CPE training. By training CPE supervisors we can spread the program's reach, increasing the number of students served and better preparing for the longevity of the program.

These three areas are the roots of the Endowment for Clinical Pastoral Education. With the first \$100,000 raised, we can provide \$4,000 in annual scholarships. When the endowment reaches \$200,000, we can provide special programs to students and the community. When the endowment reaches \$300,000, Phoebe can begin supervisory CPE training.

With the dedicated support of Phoebe's Church Relations Committee, Phoebe is proud to announce that the first \$100,000 for the Endowment has been raised. Included in that support and as a way to show faith, gratitude, and support, the Rev. Jamie Possinger offered a \$50,000 Matching Gift Challenge, designed to match any gift up to \$1,000 to encourage smaller gifts—because we all know that little gifts add up to make a big impact.

A gift to the Endowment for Clinical Pastoral Education is more than a gift; it is an investment in our future pastoral leaders who repay that investment many times over in their work and dedication to the congregations they serve. 

If you would like more information about the Endowment for Clinical Pastoral Education, please contact Gina Bortz, Director of Institutional Advancement, at 610-794-5153 or gborgtz@phoebe.org.



AVA DIGITAL AWARDS

"Phoebe Berks: Bringing People Home," a documentary featuring the history and community of Phoebe Berks in Wernersville, won a 2017 Gold AVA Digital Media Award in March 2017. The film was created in 2014 by Andy Rice of Kanai Productions to highlight the storied past of the retirement community and the land on which it stands. The AVA Digital Awards is an international competition that recognizes outstanding works of digital communication. 

ALLENTOWN

Open House Night

In January, Phoebe Allentown held an open house night to celebrate the reopening of the Trexler Wing, home of the newly remodeled short term rehabilitation unit. Case managers and referral sources from the greater community attended the event, which featured live music, wine, and hors d'oeuvres, as well as tours of the refreshed interior. The open house provided an opportunity for case managers and referral sources to get a firsthand experience of Phoebe's rehabilitation facilities and patient accommodations, something that makes their job easier when making discharges. The Trexler Wing has been substantially updated from top to bottom, and public spaces are now more open and modern than they were before.

As part of ongoing communication with area hospitals, Phoebe has also made virtual tours of the Trexler Wing available for case managers, and for patients and their families. Using photo slideshows on iPads, Phoebe staff meets personally with patients at the hospital who are being discharged to Phoebe, and shows them the living and dining areas, the bedrooms, and the building itself before the patient even moves in. "People recovering from a fall or other injury are dealing with anxiety about their condition and staying in a new place for a while," says Lauren Everett, Interim Administrator of Phoebe Allentown. "Our goal is always to make them feel welcome here and to ease their transition as much as possible. If they know what to expect going in, they feel much more relaxed and even eager to come. That's what we want."

Learn more about Phoebe's short term rehabilitation services at phoebe.org/rehab. 



ACT FAST!

Move-in incentives and savings offers are available now on renovated apartment styles at the Terrace at Phoebe Allentown and Phoebe Berks Village, but they won't last long!

For more information, or to schedule a tour, call 610-794-6010 (the Terrace) or 610-927-8171 (Phoebe Berks Village).

PHOEBE RICHLAND

NEW MUSIC TECHNOLOGY *Incites Old Memories*

It's well known that music can make people of all ages reminisce on their past, but what has been discovered in the last decade or so is the profound impact music has on those suffering from Alzheimer's disease and related disorders.

In spring 2016 the Phoebe Institute on Aging conference featured a screening of "Alive Inside," a documentary following social worker Dan Cohen as he explores how music can help those suffering from memory loss. Cohen is the founder of Music & Memory, a nonprofit that uses personalized digital music technology to improve quality of life for older adults. Cohen's idea is to use iPods to provide residents of long term care communities with personalized playlists of music from their own pasts. The outcome of the program is extraordinary—time and time again, Cohen and community staff witness residents reawakened and revitalized by their memories, all triggered by customized playlists.

As part of Phoebe's ongoing initiative to adopt a person directed culture in all facilities, staff at Phoebe Richland trained to become certified Music & Memory providers. The interdisciplinary team, led by Donna Schudel,

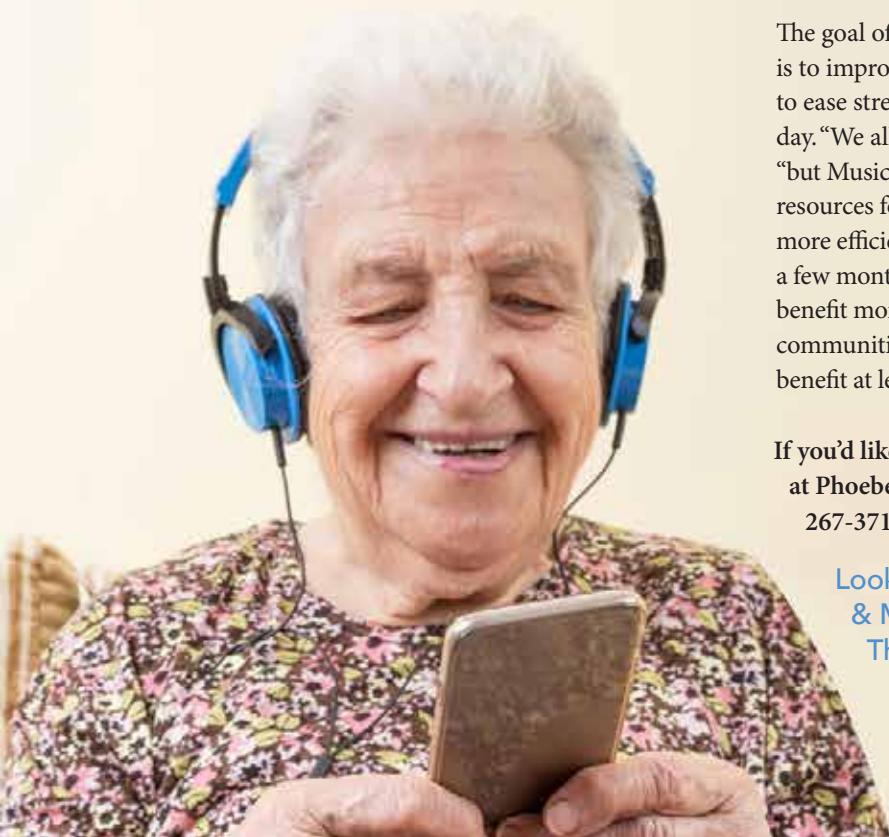
Community Life Director at Phoebe Richland, comprises community life, nursing, dining, and environmental services staff. Alongside them, students from Moravian College neuroscience and nursing programs are training as well—the students are an integral part of realizing the program at Phoebe Richland. Moravian will be implementing the program with Phoebe staff until the end of the students' spring semester (May), after which the program will rely entirely on staff and volunteers. Schudel says a study is also planned for later in the year to learn more about the program's success.

The Phoebe Center for Excellence in Dementia Care and Phoebe's Clinical Pastoral Education program both maintain active relationships with Moravian College and Moravian Seminary. The Moravian College partnership for the launch of this program was vital to its success at Phoebe Richland. "Phoebe has wanted to do this program for a long time, but the reality is that without the students, it would have been difficult. They have the technology and the knowledge of how to use it, and they give us the manpower to be able to carry it out successfully," says Kelly Carney, Ph.D., ABPP, CMC, Executive Director of the Phoebe Center for Excellence in Dementia Care.

The goal of the Music & Memory program at Phoebe is to improve quality of life for dementia residents, and to ease stressful reactions to certain events and times of day. "We all know how powerful music is," says Schudel, "but Music & Memory is really providing the tools and resources for Phoebe to be able to implement this program more efficiently." The program at Phoebe Richland is only a few months old, but Schudel foresees it expanding to benefit more residents, even outside of memory support communities. "Eventually we'd like to grow the program to benefit at least 70 percent of our community," says Schudel.

If you'd like to get involved with Music & Memory at Phoebe Richland, contact Donna Schudel at 267-371-4508 or dschudel@phoebe.org.

Look for an update on Phoebe's Music & Memory program in the fall issue of *The Phoebe Messenger!*



PHOEBE BERKS

CAUGHT IN THE ACT!

Love was in the air at Phoebe Berks in February when employees undertook a special program to show a little extra love to each other. For the entire month, employees were encouraged to "catch" each other doing good deeds that might normally go unnoticed, and then send a valentine in acknowledgement. The response was overwhelming. A wall in the Berks Village Nook (a sitting area just opposite the café) became the home for "You Got Caught" valentines, and employees who were nominated received a pin printed with the message "I got caught."

Valentines were given for all kinds of deeds, big and small: cleaning snow off of residents' cars; filling in a night shift; coming in early; hanging up balloons and valentines for residents; lending an extra hand with work; buying a resident a soft pretzel. Many of them were simply thanks for smiling, being on hand, or being a pleasure to work with.

"The goal was a positive promotion of the things that people do every day," says Karen Steiger, Director of Community Life at Phoebe Berks. And with over 300 responses, Steiger says it couldn't have been better. "Afterwards people were more in tune with what other people did, that maybe they had taken for granted before. There was a really positive vibe, and people were really working to acknowledge others."

Phoebe encourages employees to engage with one another and their jobs in a series of behavioral codes called the Faith in Action values. It is one of the many unique programs that make Phoebe communities the successful workplaces they are. Faith in Action sets the standard for employee conduct with values such as accountability, compassion, stewardship, and integrity, and celebrates the fruit of the spirit mentioned in Paul's letter to the Galatians. By holding themselves to a higher standard, Phoebe employees carry the mantle of Phoebe's mission, impacting their own lives and the lives of the residents they interact with every day. ■■■



PHOEBE WYNCOTE

Twilight Program Provides Residents with a Homelike Sanctuary

Between 3:30 and 4:30 p.m. every day, Phoebe Wyncoate skilled nursing and memory support residents can visit the living room area located next to the Serenity Room for a little retreat. This is the setting for Wyncoate's Twilight Program. The living room is available all day, but during this time the room assumes a different atmosphere thanks to dimmed lighting, a glowing fireplace, soft music, and aromatherapy diffusion. A hydration cart with infused water and light snacks is also provided by dining services.

The Twilight Program was initiated when the community care team at Wyncoate determined that changes in shift and sun-downing were beginning to affect skilled nursing residents, specifically ones with Alzheimer's or related disorders, around the same time each day. The team developed the current model over time after trialing several iterations since the program's launch in 2016.

"We decided that we had to change the physical environment and create a focal point away from the nursing station to give residents a more attractive alternative for their attention," says Kelly Wright, Administrator at Phoebe Wyncoate.

Phoebe Wyncoate sought assistance from the Phil-Mont Strategic Advisory Council (SAC) to find a way to support the physical changes needed to create a homelike living room. With support from the SAC, Phoebe Wyncoate renovated the living room with special touches like soft lighting, updated and comfortable furniture, an electric fireplace, and a smart TV. Staff added other details like the refreshment cart and the aromatherapy diffuser with lavender essential oil.

The greatest success of the Twilight Program has been its impact on staff and residents. "Our coworkers enjoy their time choosing soft music, turning down the lights, turning on the fireplace, and assisting residents in choosing a snack or infused water. Seeing them do this every day has been the biggest transformation in this journey," says Wright. "It is a unique opportunity to make a new connection with residents in a personal way and refocus on making each resident's day a little better."

To learn more about Phoebe Wyncoate, visit phoebe.org/wyncote. ■■■

BRINGING COMPASSION *to the Broader Community*

A group of employees at Phoebe Richland have banded together to make life a little easier for people in need. Kathleen Hardgrove, Tammy and Herb Lansberg, Jamie Moyer, Marcia Taggart, and Michael Wilson meet once a month and lend a hand at the Quakertown Food Pantry.

It began when Tammy Lansberg suggested they get a group together as an improvement on the annual food donations gathered at Phoebe Richland for the pantry. These had been comparatively low, so Lansberg put a note in the campus newsletter asking employees to get involved. Now the group meets regularly, and joins volunteers from both St. John's United Church of Christ and St. John's Lutheran Church in Richlandtown.

The pantry supplies a daily meal, as well as nonperishable items and small amounts of pet food. "We don't turn anyone away at the food pantry," says Moyer, "even if they don't live in the Quakertown area."

Lansberg states, "If we care about the community and commit our own time by volunteering to help the local community what does that say about the care we offer to the residents within our facility? It says we care about each individual within and outside of our facility. Besides we never know if this will happen to us. We may be the individual or family needing assistance someday."

The pantry served 7,657 households in 2016. Food donations totaled over \$263,000, with more than half coming from food drives and outside donations.

Contact the Rev. Jamie Moyer at 267-371-4580 to volunteer or to offer donations. 



A formidable team: from left to right, Phoebe Richland volunteers Michael Wilson, Marcia Taggart, the Rev. Jamie Moyer, Herb and Tammy Lansberg, and Kathleen Hardgrove.

Please join us

 Phoebe



GOLF TOURNAMENT

AUGUST 14, 2017

 Saucon Valley
Country Club

ON ALL THREE ICONIC GREENS:

The Old Course | Weyhill | Grace

To become a sponsor,
please contact Molly Driscoll at
610-794-5163 or mdriscoll@phoebe.org.

phoebe.org/golf



Erin Garcia, PCHA, was appointed Administrator of the Village Commons Personal Care Community and Tranquility Place Adult Day Center at Phoebe Berks. In her role, she is responsible for the administration, programming, and management of Village Commons and neighboring Village Gardens, a memory support neighborhood, including the health, safety, and wellbeing of residents. Tranquility Place is located within Village Gardens. A Phoebe employee for 10 years, Garcia most recently served as the administrator of Meadow Glen Personal Care Community at Phoebe Richland. ■■■



Alison M. Lance, MSW, was appointed Social Services Director for the Phoebe Allentown health care center. In this position, she supervises the social services department, serves as a resident advocate, and provides psychosocial support in skilled care to promote life enhancement and resident centered care. She earned a Master of Social Work from Marywood University and holds a Bachelor of Science from Kutztown University with a concentration in sociology and social work. ■■■



Nancy Koval, LPN, was named Director of Admissions for the Phoebe Richland health care center. In this role she is responsible for overseeing all aspects of the admissions process including moving prospective inquiries through admissions to residency. A Phoebe Richland employee since 2005, Koval served as a nurse liaison to admissions where she was responsible for developing professional relationships with health care communities and reviewing information on prospective residents. Koval received a degree in practical nursing from Wilkes-Barre Area Career and Technical Center. ■■■



READER'S CHOICE AWARD

Phoebe Richland was awarded Readers' Choice by Penny Power in February 2017 in the Best Senior Living category for the fourth consecutive year. Phoebe Richland offers skilled nursing care, independent living, short term and outpatient rehabilitation, and award-winning memory support care. Meadow Glen at Phoebe Richland opened in 2016, and offers both personal care and personal care with memory support. ■■■

MAY 2017

- 4** 9:30 a.m. – 2:30 p.m.
Upper Bucks Forum on Aging
 First United Church of Christ in
 Quakertown
*Call 267-371-4566 or email
dskrapits@phoebe.org for
 more information.*
- 10** 9:00 a.m. – 1:00 p.m.
AAA Driver Improvement Program
 This is a refresher course.
 Phoebe Berks Village Activity Room
*Call 610-927-8513 or email
dberstler@phoebe.org for
 more information.*
- 17–18** 9:00 a.m. – 1:00 p.m.
AAA Driver Improvement Program
 This course is for first time attendees.
 Phoebe Berks Village Activity Room
*Call 610-927-8513 or email
dberstler@phoebe.org for
 more information.*
- 25** 8:00 a.m. – 4:00 p.m. (NEW DATE)
Phoebe Institute on Aging Spring Conference
*The Changing Face of Care:
 Serving Older Adults in a Dynamic Environment*
 DeSales University
*Call 610-794-5150 or visit
phoebe.org/piaconference
 to register today.*

JUNE 2017

- 3** **Highmark Walk for a Healthy Community**
 Check-in begins: 7:45 a.m.
 Fun walk begins: 9:00 a.m.
All proceeds benefit Phoebe's community life department.
 DeSales University, Center Valley
*Call 610-794-5133 or email
hnonnemacher@phoebe.org for
 more information.*
- 17** **Richlandtown Community Day**
 Location TBA
*Call 267-371-4525 or email
dschudel@phoebe.org for
 more information.*

AUGUST 2017

- 14** 9:00 a.m.
Phoebe Ministries Golf Tournament
 Saucon Valley Country Club
*Call 610-794-5163 or email
mdriscoll@phoebe.org for
 more information.*

OCTOBER 2017

- 10** 8:00 a.m. – 4:00 p.m.
Phoebe Institute on Aging Fall Conference
The Future of Aging Services
 DeSales University
*Call 610-794-5150 or visit
phoebe.org/piaconference
 for more information.*



Phoebe Ministries was selected a Who's Who in Business Leader in the category of Personal Care/Assisted Living Center for 2017. The Who's Who program has been celebrating leaders in local business for over 30 years, and this is Phoebe's seventh consecutive year with the distinction. The survey was conducted by FieldGoals.us, an independent market research firm in Pennsylvania. The David A. Miller Personal Care Community has been providing personal care services to the area since 1989.



Marketing and Institutional Advancement
1925 W. Turner Street
Allentown, PA 18104
1-800-453-8814
phoebe.org



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facebook.com/phoebeservingseniors.

Subscribe to Phoebe Ministries at
youtube.com/phoebeservingseniors.

WALK WITH US!

JUNE 3
DESALES UNIVERSITY

Please join us for the Highmark
Walk for a Healthy Community.
All proceeds benefit community
life activities for Phoebe residents.

Register online at
hcf.convio.net/phoebewalk.



WALK FOR A HEALTHY COMMUNITY

