

 Phoebe

# Messenger

Volume 98, Issue 3 | Summer 2017



## *Take Flight*

WITH  
NAOMI CRESSMAN

NEW DOGS,  
NEW TRICKS

*Adult Day  
Services*  
AT PHOEBE

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**On the cover:** Naomi Cressmen, 102, dreamed for years of piloting one of the airplanes she used to watch at airshows. In June, Phoebe made that wish come true. Read more on page 16.



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](mailto: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,  
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## A MESSAGE FROM THE PRESIDENT



*Dear friends,*

This issue's cover features 102-year-old Phoebe Richland resident Naomi Cressman living out her dream to pilot a plane. When Naomi took flight, she embodied what Phoebe aspires to every day. She pursued her passion, experiencing life fully without regard for age. We couldn't be prouder of her or of the Phoebe team members who made that special opportunity possible. At Phoebe, we strive to ensure that each of our residents at every community can explore interests and find joy each day.

Naomi's plane ride is also a strong metaphor for Phoebe's trajectory. As we embrace our new Customer Driven Culture model throughout the organization, we are gaining speed toward what we anticipate will be an incredible enhancement to the way that we provide services of all kinds. Whether in conversation with a prospective Pathstones member, on an outing with a personal care community resident, engaging with skilled nursing residents in a new activity, or enjoying a meal with one of our many independent residents, our focus is and will always remain squarely on the interests and needs of the individual. Those we serve are at the center of all we do, and when we are at our best, each employee is empowered to take the controls and fly to provide unmatched service.

This empowerment will become increasingly visible to our residents and their families in the coming months as our new Customer Driven Culture is fully implemented. This is the next step in our continual efforts to improve all aspects of the services we provide, and I anticipate it having a transformative effect on Phoebe. I look forward to sharing more about this initiative in the near future.

In the meantime, each day I'm inspired by our residents. Whether it's Naomi's flying, Dorothy's training Seeing Eye dogs, the many residents who maintain very full volunteer schedules both inside and outside of Phoebe, or any one of hundreds of other wonderful stories, the reason why I—and our employees—love our chosen vocation is clear. Where else can you feel so rewarded?

Thank you for all that you do to support Phoebe.

Peace,

A handwritten signature in black ink that reads "Scott R. Stevenson". The signature is fluid and cursive, written over a light, textured background.

Scott R. Stevenson  
*President & CEO*



# DOG DAYS

*Fifteen years and 15 dogs—  
independent living resident  
and retired educator Dorothy  
Sechler is still helping others  
see the way forward.*

Over the years Dorothy Sechler has gotten a reputation for being the dog lady. Trains, buses, parks, churches, grocery stores—everywhere she goes Dorothy can be spotted with a sidekick. They are invariably German shepherds, golden retrievers, or Labrador retrievers, anywhere from about seven weeks to just over a year old. She has had 15 so far, and their time with her is filled with a regimen of commands and exposure to human activity. These are the newest recruits of the famed Seeing Eye program, and Dorothy is their first drill sergeant.

Training begins on day one with rote memorization of the standard eight commands, and continues every day that the dog lives with Dorothy: Forward. Down. Sit. Rest. Park. Out. Leave it. Off. The ensuing months are daily exercises in integrating the dog with the human world: traffic, construction sites, stores, restaurants. Dorothy has taken hers on train rides across the country. After about a year it's time for them to leave Dorothy and move on to the next stage. "When the dog is looking back to check on you, you know it's ready," she says. Some dogs she's sorry to say goodbye to, but there are some she's glad to see the back of. "Sometimes it's hard for me, and sometimes it's hard for the dog!" she says.

Moving to the Terrace at Phoebe Allentown in spring 2017 did little if anything to disrupt the routine of the last 15 years. She had the carpet in her apartment replaced with wood to make cleanup after new puppies less of a chore. As it happened she was just finishing with a dog when she moved in, and her newest one came in June.







Dorothy retired young—at the age of 56—and knew she needed something to do. A friend recommended getting involved with Seeing Eye Inc. She had never had a dog before. In fact, Dorothy has had only one dog “of her own” (as opposed to the 15 she has trained), and that only because her sister insisted she adopt one after her husband’s death. Her own dog (a retired show dog that became “bilingual” in show dog commands and Seeing Eye commands) proved a useful companion for the training process, keeping the puppies in line and helping to housebreak them.

There are about ten people in the program Dorothy works with now. After the first year the dogs move on to harness training at Seeing Eye. Experts there with backgrounds in psychology or education pair the dogs with blind owners. Dorothy’s dogs have been sent out all over the country, into Canada, and to American territories. There’s a subtle art that goes into this process and bad matches are rare. Owners typically keep the dogs for about ten years, after which they are retired. “It’s hard for them to give the dog up then,” says Dorothy.

The way she has trained dogs has changed as she’s learned and matured in the experience herself, says Dorothy. When she started it was recommended to work on one command for a week or two, and then move on. She has gotten smarter since those days, she has also learned about her proper place in the relationship. “You can’t think of dogs the way you think of people,” she explains. “You have to be the alpha dog because if you aren’t they will move up the chain of command and become the alpha. They can outthink you.”

Needless to say, Dorothy is an active retiree. She lives with and trains a new dog every year and offers demonstrations about Seeing Eye Inc. wherever she is asked. When she isn’t teaching dogs, she’s teaching humans. After teaching elementary school in the East Penn School District for 35 years Dorothy now offers her services to adults who never learned how to read, either through neglect or lack of opportunity. She works with the Literacy Center in Allentown doing this and teaches English as a second language there.

As for the dogs, she doesn’t plan to give them up any time soon: “[I’ll do it] as long as they give me one and I can keep up with it!” she laughs. 🐾



*Decentralized dining is just one of many lean initiatives under way at Phoebe Allentown.*

# Going *Lean*

## An update on repositioning Phoebe Allentown

Summer kicked off with a bang at Phoebe Allentown. The community is in the midst of an organizational repositioning that institutes lean principles as well as internal remodeling. This new model of care—dubbed “Customer Driven Culture”—equates to more hands on deck and more time that our employees spend with residents.

Michell Staska-Pier, Executive Director of Regional Operations explains, “We’ve changed the way we deliver care by decentralizing our care workers directly onto the floor where their residents live, so each neighborhood at Phoebe Allentown now functions like its own little village.”

This means that for each resident, the social worker, community life team member, and nurses are just a few steps from each resident’s door. It also means less time is spent with employees and residents in transit from one end of the building to another.

To learn more about living at Phoebe Allentown, visit [phoebe.org/allentown](http://phoebe.org/allentown).

“We are working smarter, not harder,” says Beth Cickilly, Manager at the David A. Miller Personal Care Community. Cickilly copiled the “Lean Team” in organizing the neighborhoods throughout Phoebe Allentown so each community has exactly what is needed for each group of residents. “There’s no more running

to different floors to look for pieces of equipment—it’s kept right where it’s supposed to be. This is a big building, so the time saved by that alone is amazing.” By organizing and standardizing the neighborhoods, the team found many ways to improve the way Phoebe’s staff works every day.

What’s next? Phoebe Allentown is hard at work applying decentralization standards to dining services. Construction on the East Annex neighborhood kitchens will begin in a few weeks, and extensive remodeling has already been completed on the Trexler wing. Residents can expect restaurant-style dining and made-to-order dishes come early fall.

“There is a lot of change and transition occurring right now at Phoebe Allentown, but it’s for a great goal: improving our care model. I’m beyond excited for the future of Phoebe Allentown,” says Staska-Pier. 🍴

# A LITTLE *Tranquility*



*Barbie Clements (left) loves the time she spends at Tranquility Place, and her husband Bill knows that she benefits from the constant engagement and warmth of the environment.*

Tranquility Place helps caregivers manage stress, and frees up time for them to pursue their own interests while our professional staff cares for their spouses and parents with dementia.

Providing at-home care for a loved one with a debilitating disorder can be a stressful and exhausting experience for the caregiver. Adult day services have emerged as an empowering option for families of seniors with Alzheimer's and related dementias. While providing a few hours of much needed respite time and freedom for the caregiver, adult day care programs provide structured activity, companionship, and stimulation for attendees. Phoebe Berks offers this type of personalized care within the safe and welcoming environment of the Tranquility Place Adult Day Center.

Bill Clements, whose wife, Barbara, is a client there, says he is grateful for the free time that Tranquility Place affords him to "recharge and take a breather." Clements is 89 and lives in Robesonia, near Phoebe Berks in Wernersville. He has been taking Barbara, who is also 89, to Tranquility Place three times a week for the past six years. "Tranquility Place has been a real outlet for me," said Clements. "I don't know what I would do without the help I get at Phoebe and from my son, Brian, who is my right arm."

Clements says Tranquility Place is a second home to his wife. "Barb has loved Tranquility Place since her first visit. In the very beginning I signed her up for only two half-days a week. But after seeing how much she enjoyed the friendships she made and all the attention she received, I increased her attendance to three half-days a week."



*Tranquility Place clients, Donald Price and Brenda Parris, pictured here, spend their time interacting with one another, playing games, and relaxing. It's a nurturing place that respects the dignity and individuality of each person.*

Bill, usually cheerful, grew emotional as he confided, “It’s been tough—really tough—at times. But Tranquility Place has made it possible for me to keep Barb at home with me as much as I possibly can.” Bill quickly brushed aside his emotions to joke, “Anybody who doesn’t take good care of Barbara would be on my hit list. So you can be sure I know that Barbara is getting really good care at Tranquility Place!”

Robert Reeser has been attending Tranquility Place since November 2014 after experiencing a fall at home. As his wife, Shirley, recalled, “Bob had been getting therapy at home after his fall. His therapist from Bayada Home Health Care noticed I could use some help with him, so she recommended I call Phoebe Berks about their adult day program.” Shirley was impressed by her tour of Tranquility Place, especially by the spa services available to Bob who, no longer able to manage stairs, had been washing in the first-floor powder room at home. Shirley decided to register her husband for one full day a week so she could have a day to herself for outings and respite time.

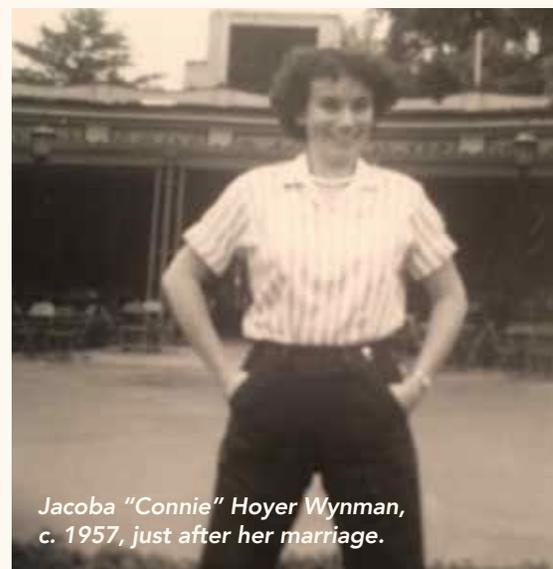
“Most of all, I am grateful for the uninterrupted time I get for myself when Bob is at Tranquility Place,” said Shirley. Although she can leave Bob at home by himself for an hour or two knowing he won’t get out of his recliner, Shirley says she would not be able to free up enough time to visit friends or take an occasional day trip. Tranquility Place gives her the freedom to do that.

Bob’s attendance at Tranquility Place increased to two full days a week as Shirley’s health began to decline in recent years. Friends from her church have graciously volunteered to transport Bob so Shirley can have as much free time as possible on those days. “My biggest stress relievers, besides our wonderful children, Robert and Gretchen, are Tranquility Place and my friends from church,” said Shirley. As for her husband, Shirley reports, “I can tell when Bob comes home after a day at Tranquility Place when he has been mentally stimulated. It makes me happy to hear they have him singing and even playing piano because music has always been so important to him.”

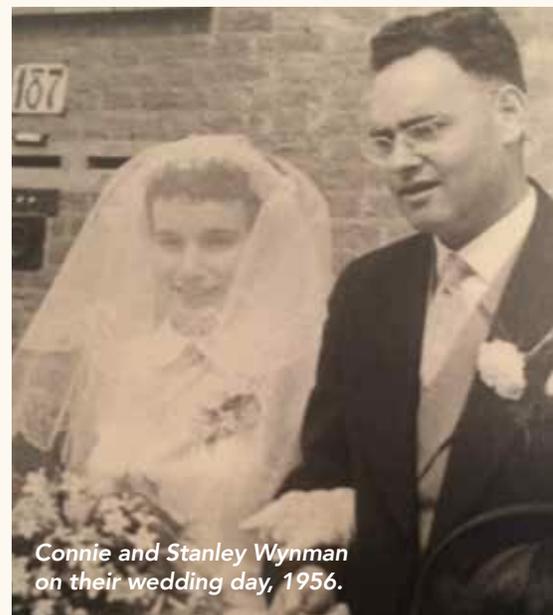
The power of Tranquility Place is in its ability to offer options to caregivers and their loved ones with dementia. It provides an alternative to costly at-home care and placement in long term care, while still providing stimulation and engagement to attendees. It is waiver-approved which makes it an affordable option, and flexible scheduling and no minimum requirements mean the program can be tailored to suit any family. And that’s what is at the heart of it—making room for families to stay together in their own homes for as long as they can. ☸

[If you would like more information on personalized Montessori-based day programming for your loved one, call 610-927-8940 or visit \[phoebe.org/tranquilityplace\]\(https://www.phoebe.org/tranquilityplace\).](https://www.phoebe.org/tranquilityplace)

# The Greatest Generation



*Jacoba "Connie" Hoyer Wynman, c. 1957, just after her marriage.*



*Connie and Stanley Wynman on their wedding day, 1956.*

## LIVING MEMORY

Connie Wynman moved into Phoebe Wyncote in early spring 2017. Her story is retold here through interviews with her daughter, Monique LeBlanc.

“My mother is a strong woman. She doesn’t give up,” says Monique LeBlanc. Her mother, Connie Wynman, was a prisoner of the Japanese concentration camps in Indonesia during World War II, an experience that she carried with her every day of her life—but it was a good life she built for herself once outside the walls of the camp.

Connie was born Jacoba Dietrich Theodora Willemina Hoyer (she changed her name upon emigrating to the United States) in June 1928 in Malang, East Java. She was the fourth of five children born to Johneeka Foudraine and Jacob Hoyer, a plantation owner and editor at a Dutch newspaper. At the time, Indonesia was still known as the Dutch East Indies, and had been operating under the rule of the Dutch government since 1800. Jacoba grew up in Bali. Her mother was divorced, which at the time in Indonesia equated nearly to homelessness for her and her children. The hardships amidst which she raised her family can now only be guessed at.

When she was fourteen years old, the Japanese took control of the East Indies, a violent occupation that lasted from March of 1942 to the end of the war. Jacoba and her mother and three sisters were captured along with thousands of

others and shifted into the concentration camps that sprang up throughout the islands. Her brother, Jaap Hoyer, served in the Dutch navy. Forewarned that capture was a possibility, Jacoba's family had been told they could bring along only a single pillow

each. So her mother sewed valuables into the hems of their clothing and pillows. One day the Japanese arrived on their doorstep, guns in hand, and walked the Hoyers to the camp. As an adolescent, Jacoba was subjected to the cruelty and barbarity of her captors, witnessing the violence and torture that would mark the terrible peak of human suffering now so familiarly associated with the camps and the war.

By one of the many hard won and bittersweet miracles of that time, she and her family survived. Japan capitulated on August 15, 1945, and the Proclamation of Indonesian Independence was read two days later. It was around this time that Jacoba saw the low-flying planes of the American air force, and the cloud of paper notes that fluttered to the ground inscribed with a dazzling message: You are free. The bomb had dropped on Hiroshima, and the power of Japan in the Pacific had been decimated.

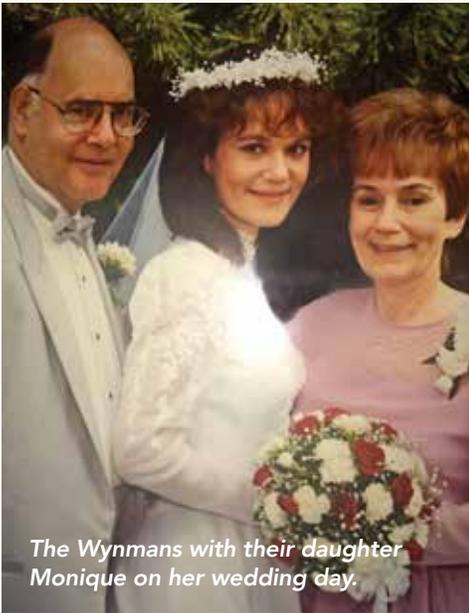
Jacobica emerged into a world utterly changed. "My mom's brothers and sisters moved on," says LeBlanc. "They left the camp behind. My mother never did. She carried the camp with her every day of her life." Citizens could no longer pass down the street without an armed escort because of the still very present danger of Japanese and Indonesian militants. The face of the nation was changing. The East Indies would soon disappear, winning independence from the Netherlands in 1949 and transforming into the United States of Indonesia (which dissolved in 1950) and then the republic it is today.

In the midst of these changes, and at the age of 19, Jacoba completed high school. By 1950 she and her family had moved to the Netherlands, seeking a new life in an altered world. After months at sea the Hoyer women settled in The Hague (Jaap, Jacoba's brother, was in an Australian hospital after the war, temporarily blinded by the atom bomb); Jacoba became a secretary and one of her sisters became a medical assistant, while the other two married Dutch men they had met in Indonesia.

After the horrors of her teenage years, Jacoba sought expression and comfort in dance, becoming a ballerina and dancing in "Swan Lake" in The Hague. While taking dancing lessons in 1955/56 she met the man who would become her husband. They decided to marry and move to the United States, and planned the emigration for their honeymoon, stopping in Paris on the way and ending the trip in the home of Dutch sponsors in New York City. Their Dutch surname, Wijnman, was rendered Wynman by American immigration authorities. Jacoba had by this time begun introducing herself as Connie, and kept the name with her American citizenship.

Over the next sixty years Connie raised two children, living with her husband in Bethlehem for nearly three decades before moving with him to a retirement community in 2015, and then to Phoebe Wyncote two years later. Stanley passed away in June 2017, and she has forgotten much of the intervening years. Her voice and her legacy live on in her daughter, who recounts the stories of her mother's life that represent so many untold stories of her generation.

As a prisoner in the camp, Jacoba—now Connie—had been given a number like tens of thousands of others, pinned to her clothing. For over fifty years she kept it and other possessions from the camp with her, finally donating them to a museum in the Netherlands where they reside today. These are the tangible reminders of a dark time that must not be forgotten—and with them, we honor the memories of those who can no longer recall for themselves what has passed. 🕊️



*The Wynmans with their daughter Monique on her wedding day.*

# Up to the CHALLENGE

Partnering with Phoebe Pharmacy made all the difference to this alcohol and drug treatment center—and it's just one of many examples of the pharmacy's successful partnerships throughout the region.

It was providence that got Christian Gilbert, M.D., FACS, started with his work in the drug treatment facility Teen Challenge Training Center Inc. After 40 years of practicing medicine, including 25 as a heart surgeon, Gilbert felt called to look for something else. He met Kristopher McFadden Sr., President and CEO of Teen Challenge, and since then it's been a whirlwind ride. His facility in Rehrersburg, Pennsylvania—the first and only drug detox center under the auspices of Teen Challenge, which runs rehabilitation centers nationwide—is bustling with new patients every day and, thanks to the relationship forged with Phoebe Pharmacy this year, running more smoothly than ever.

“We were looking for a partner to help us, and Phoebe Pharmacy blew us away with their team and everything they had to offer,” says Gilbert. “It's been great.” Up until May 2017, Teen Challenge had been using a small local pharmacy which wasn't able to meet its demands, particularly where deliveries were concerned. Phoebe Pharmacy, which serves thousands of customers in long term care and behavioral health facilities across eleven counties in Pennsylvania, was well positioned to take on the task of organizing and dispensing medications to Teen Challenge's growing population.

What makes this Teen Challenge center unique among its sister facilities is the detox program and the medical model that Gilbert and Pam Gehres, nurse manager, have implemented in both detox and short term rehabilitation. It is also this element that requires a rigorous and

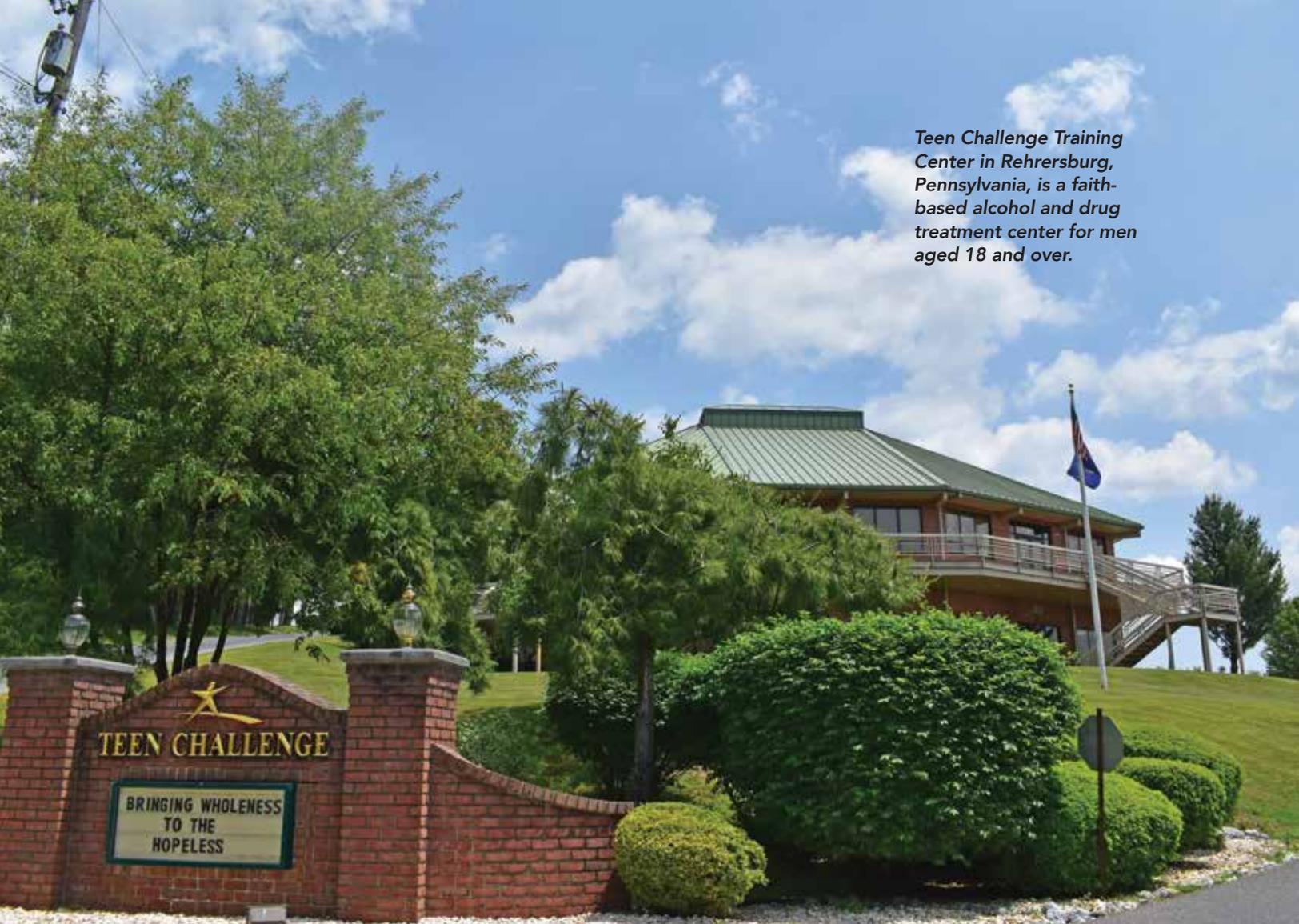
dependable support system in the pharmacy—a role Phoebe Pharmacy fills expertly with years of comparable experience under its belt.

“Our priority is customer care, one hundred percent,” says Cindy Richart, Vice President of Pharmacy Operations at Phoebe. “The challenges in every facility we serve are unique but we pride ourselves on bringing a fresh, creative approach to every situation, and we don't rest until the last issue is resolved.”

Speed and consistency are vital elements in distributing medications for drug treatment centers, where patients are admitted at all hours of the day and with significantly less notice than, for instance, a long term care community. The urgency to supply new patients with their medications is also often greatly magnified. Phoebe Pharmacy specializes in this sort of thing. Deliveries to the Rehrersburg treatment center occur seven days a week, and the pharmacy works hard to ensure a seamless transition every time.

Another priority for Teen Challenge is keeping costs down. The pharmacy's billing department (onsite at the Allentown location) keeps clear communications open with Teen Challenge in regards to medications not covered by insurance and offering alternatives. “This enables the best clinical decision to be made for the client within the parameters of that client's coverage,” says Pharmacy Business Manager Erin Umstead. The goal is to make sure the patient and the facility are not subjected to unanticipated charges.





*Teen Challenge Training Center in Rehrersburg, Pennsylvania, is a faith-based alcohol and drug treatment center for men aged 18 and over.*

Teen Challenge, like Phoebe, is a faith-based organization. This shared foundation in values was a significant factor in Gilbert’s decision to contract with Phoebe Pharmacy. “The organization and its values are important to me as a person and as a believer,” he says. “We follow and apply biblical principles to everyone we interact with and treat here.”

The future is promising for Gilbert’s detox program at Teen Challenge, still comparatively young at five months old. In just a few months the center went from two staff members to 12, and had filled 40 short term beds and 14 detox beds by May. Gehres says the full capacity is 108 combined. She and Gilbert got the program off the ground within a year of conception, something practically unheard of in the industry. Together they are committed to growing Teen Challenge into the best it can be, and have even talked about implementing the medical model across other Teen Challenge centers nationwide. The pharmacy is there to provide expert support, making their clients’ jobs easier and freeing up time for them to focus on providing care to their patients. ☪

To learn more about Phoebe Pharmacy, visit [phoebepharmacy.org](http://phoebepharmacy.org).



***Pam Gehres, Nurse Manager, and Christian Gilbert, M.D., FACS, Medical Director, are the heart and hands of Teen Challenge’s new medical detox program.***

# Who Will Take Care of You?

As we mature, we tend to live close to our families, making health care transitions a little easier. Some people, however, have neither children nor family available to provide assistance when their health changes. Pathstones by Phoebe offers a unique advantage by providing a lifetime of wellness coaching, health care advocacy, and implementation of care services to meet ever-changing needs, all in the comfort of a member's own home.

Two of our members have shared their reasons for choosing Pathstones, and why this was a logical and practical solution for them.

## Pathstones



by Phoebe - Continuing Care at Home

"David and I have been married for 44 years but we have no children. We really like where we live and do not want to move from our home which is suitable for us to 'age in place.' Our dilemma comes from the fact that we both come from very small families which are widely dispersed and would not be available should an emergency arise. Pathstones was an answer to our prayers. Now we have a 'local' contact who will be able to help us and/or our families should we need it, as well as help to guide us as we make decisions about our future. It gives us great peace of mind."

~ June, MEMBER SINCE JUNE 2016  
*(pictured below with husband David)*



“There I was, four months after my husband passed away. What will I do with the rest of my life? My closest relative is an hour’s drive away. What will happen to me if I become sick? From observation and experience of close friends and acquaintances, I became familiar with the senior living communities in this area. Since I am an independent soul, I wasn’t certain if I could fit into the structured life of an independent living facility, so I opted to remain in my home for the time being. However, I always had the nagging thought about my future should I become ill. About the same time I was trying to sort out my life and make a further decision, I saw an article about Pathstones by Phoebe and thought it might be something to consider. I called the Pathstones office and spoke with the membership coordinator who answered my questions, gave me a brief analysis of the program, and later visited me in my home to review the program in more detail. Being familiar with the good reputation of the Phoebe name in my area, I knew this was the right course of action for me to follow, and signed on to become a member and stay in my home. This has been a positive experience and I am thankful and have peace of mind knowing that help is nearby in the event I need it.”

~ Wanda, MEMBER SINCE NOVEMBER 2016

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If you plan to rely on family for assistance, ask if you have a guarantee that they will be there when needed. They may not be nearby, or they may have other family obligations. With Pathstones you have peace of mind to know our caregiving will remain true to your wishes and our commitment to quality. Our members rest easy knowing their plan for life care is in place and professionals are ready to implement their specific plan when necessary—you can too! 🍀

**To explore how Pathstones by Phoebe can benefit your lifestyle and free you of anxiety about your future, join us at a free educational seminar: call 610-794-6700 or email [pathstones@phoebe.org](mailto:pathstones@phoebe.org).**



## THE GYM IN YOUR BACKYARD

Being active as we age is one of the most important things we can do to help prevent and manage chronic diseases and stave off cognitive impairment. But staying active doesn’t always mean buying a gym membership. You can take advantage of “nature’s gym” just by stepping out of your front door and using the walking paths and parks in your neighborhood.

Walking is the most inexpensive and accessible form of exercise. Research shows daily walks outside improve mood, circulation, sleep quality, and cognitive function; increase strength; and reduce stress and joint pain. Other outdoor activities such as gardening have also shown similar health benefits. Researchers have found that people who walk outside feel better physically and mentally compared with those who use a treadmill. So while the latter may be alright for a rainy day, nothing beats a real outdoor stroll.

There are other benefits connected with walking beyond its physical advantages. Connecting with nature can provide for spiritual wellness. Adding a partner or joining a group can positively impact your health by bringing in a social wellness component. These together all contribute to your overall wellness. Instead of meeting with a friend for dinner this summer, try meeting at a park for a walk instead. It is important to keep in mind the warmer temperatures and stay hydrated during any outdoor activity. Take an after-dinner walk to help digestion and to enjoy the cooler part of the day, or start your morning off with a brisk walk before breakfast. The options—and the benefits—are endless! 🍀



At Phoebe, dreams come true—  
even when you're 102.

# *A Flying* CHANCE

In June, just 13 days shy of her 102nd birthday, Phoebe Richland resident Naomi Cressman soared above the fields and hills of Bucks County in a discovery flight organized by Phoebe employees and courtesy of Quakertown Airport, fulfilling a long cherished dream.

Perhaps Naomi's earliest experience of a plane was in 1928—her older sister Dorothy was married in a photographer's plane and Naomi recalls the hole cut in the bottom for taking photographs. In later years she took her children to airshows in Philadelphia and Willow Grove. She and her niece, Janet, also attended airshows together anywhere they could, places like Allentown, Atlantic City, and Reading—"We had such wonderful times," she recalls fondly. They walked around inside transport planes once packed with soldiers and equipment for the battles overseas during the war years; they peered over the edges of cockpits, eager to see into this fascinating and transient life of the skies.

“Naomi talked about wanting to pilot a plane in a community Reach for the Stars discussion group,” says Donna Schudel, Director of Community Life at Phoebe Richland. “In this intimate group, we encourage folks to share their thoughts, and they often reveal forgotten dreams. Naomi shared her desire not only to fly on a plane again but to pilot it. She’s an inspiration to me!”

Schudel and Jodi Pitta, the community life assistant who runs the Reach for the Stars groups, together with the rest of the Phoebe Richland team began making plans to get Naomi on a flight of her very own. Everything came together on a cloudy morning on June 5: Naomi boarded a 1979 Piper PA-28 with her grandson Earl Cressman. Looking on were Schudel and Pitta, as well as Naomi’s friends and neighbors from Phoebe, and her son Scott. Naomi boarded carefully with assistance from the staff and took off for a thirty-minute flight over Bucks County; the pilot took them over Phoebe Richland for a quick hello to her friends on the ground, and released control of the plane to Naomi herself—at 102, she fulfilled her lifelong dream of piloting an aircraft.

When she alighted, Naomi had tears in her eyes. “Can you believe I flew? Oh I’m just sky-high,” she said. “I’m so happy.”

***Naomi takes the yoke and flies!***





*Naomi stands behind the wing with friends on staff at Phoebe Richland and the pilot (far left).*

This is the work of Phoebe and the Dream Makers program at its best—bringing light and joy to our residents in every way we can. “Our Dream Makers program helps our folks fulfill new and lifelong dreams with the amazing generosity of financial gifts from the community,” says Schudel. Originally, Schudel says, the flight was to be paid for out of funds donated to the Dream Makers program, but the kind folks at Quakertown Airport enjoyed the experience so much, they insisted on donating the flight. After her flight, Naomi became an honorary member of the airport’s Young Eagles program and received a special certificate.

Naomi is no stranger to flying. She worked for much of her adult life as a manager in the Jacques DeLoux Sweater Factory in Sellersville, Pennsylvania. She would fly down at night to Miami, where a store on the Miracle Mile sold the sweaters made at her factory. She worked with the people at the store filling orders and requests, and then flew back in the morning. But she never flew for recreation, and the airshows became a source of deep delight to her.

Naomi was born in the age of the first powered flights, within living memory of the Wright brothers’ great triumph at Kill Devil Hills. She has lived through a century of rapid change in aviation and in the world. But despite all of this and her long life of flux and dreams deferred, it isn’t the past that Naomi focuses on. “I don’t really look back,” she says. “I look forward.” ✈️

Give today to enhance the lives of our residents. Please contact Institutional Advancement at 610-794-5132 or [advancement@phoebe.org](mailto:advancement@phoebe.org).



## THE VIEW FROM ABOVE

*In a quiet moment the pilot said 'I'm leveling off. You're on your own.' My adrenaline was flowing and I felt like I was going to burst. I was drinking in the scene of Phoebe Richland from above. It was big and getting bigger. There was a crowd cheering me on from the ground. I made him prove that he wasn't helping me. As soon as my fingers fit in the slots, I felt like I knew what I had to do. I learned the use of new words like banking and leveling off. When I saw the reservoir and Lake Nockamixon and all the swimming pools, I saw a whole new world.*

*Did you ever live a years-long dream? The excitement was so great when we flew over the trees. I returned the yoke to the pilot. He said he's always smooth when he lands but today he was so excited to be flying with a 101-year-old that there was a bump.*

*I want to thank everyone who was involved.*

**-Naomi Cressman**

**Naomi with her grandson Earl (left) and son Scott before takeoff.**



# WHAT'S NEXT:



**Did you know  
YOU CAN CHOOSE  
your rehabilitation  
provider?**

Many hospitals now provide rehabilitation in-house on their campuses, typically on a dedicated floor in the hospital, but **DID YOU KNOW** that if you need short term rehabilitation after a fall, surgery, or other health event, you can **CHOOSE** another provider?

**Phoebe is the LEADER in  
REHABILITATION SPECIFICALLY  
for older adults.**

# Rehabbing at Home

Rebecca Reilly, OTR/L, Director of Therapy Services, Phoebe Allentown

*I've just come home from finishing short term rehabilitation at Phoebe; what can I do to continue strength training and preventive therapy at home?*

During your course of rehabilitation at Phoebe your therapists may prescribe a home exercise program tailored to meet your specific needs and desires. The therapists will assess your abilities to gain an understanding of what you hope to accomplish before initiating a home exercise program with you. The program may comprise upper and/or lower body exercises—things like resistance in a seated or standing position, balance exercises, exercises to increase motion of a joint, and/or endurance training. Your therapist will train you or a caregiver to be able to carry out the exercise program efficiently prior to your discharge.

Your rehabilitation process isn't only your exercise program. Every activity in your daily routine has value and therapeutic components to it. From the time you get up in the morning, get dressed, and make your breakfast, to the time you get undressed and ready for bed at night, your activities help you

regain strength and independence that you may have lost prior to rehabilitation. Research shows that exercise and activity can speed the recovery process and decrease the risk of falls.

The therapists may also recommend that you continue with home health therapy or outpatient therapy upon your discharge. These services can be obtained through a provider of your choice; your discharge planner at Phoebe will provide you with a list of options. Phoebe offers outpatient therapy services at Phoebe Allentown, Phoebe Berks, and Phoebe Richland, which means you can continue receiving the same excellent therapy even after you're no longer staying with us. 🏠

**Staying active helps you stay healthy and strong.**

For more information about rehabilitation services at Phoebe, call the community nearest you:

**Phoebe Allentown: 610-794-5215**

**Phoebe Berks: 610-927-8562**

**Phoebe Richland: 267-371-4575**

**Phoebe Wyncote: 215-461-2158**

## A STANDOUT AMONG

**PROVIDERS**, Phoebe rehabilitation offers an interdisciplinary team approach to care that integrates nursing, community life, nutrition, and other departments to aid in your recovery.

## THERAPY OFFERINGS:

- \* Joint replacements
- \* Dysphagia and swallowing disorders
- \* Lymphedema management
- \* Post-stroke recovery
- \* Therapeutic exercise for strengthening
- \* Fall prevention
- \* Diabetic foot clinic
- \* Adaptive equipment training
- \* Communication disorders
- \* Pain management
- \* Movement disorders/ Parkinson's disease
- \* Balance disorders
- \* Hand therapy

Learn more at [phoebe.org/rehab](http://phoebe.org/rehab).

# THE UNDERCOVER BOSS



*The Rev. Daniel T. Moser II*

The Rev. Daniel T. Moser II, Governing Board member since 2001 (including three years as chair), has served Phoebe in many capacities, including the original Phoebe Richland Health Care Center Board of Trustees, and the Church Relations Committee. The following sermon was given by Rev. Moser at the Clinical Pastoral Education program and Pastoral Care Services reunion held at Phoebe Richland in May.

“Now there were some Greeks among those who went up to worship at the Feast of Passover.

They came to Philip, who was from Bethsaida, in Galilee with a request. ‘Sir,’ they said, ‘We would like to see Jesus.’” (John 12:20-21)

This encounter took place right after Palm Sunday, Jesus’ triumphal entry into Jerusalem to shouts of “Hosanna!” Oddly, there is no further mention of this incident. We never learn whether their request to see Jesus was ever granted.

There is a TV show called the “Undercover Boss.” The premise is that the owner or CEO of a large corporation goes undercover to take a job in one of his company’s businesses to get a feel for what it is like to work for his or her company. I have never quite figured out how they pull it off. It seems to me when the boss shows up for his first day of work followed by a camera crew, someone might get suspicious.

Immediately following my knee replacement surgery in September 2014, I scheduled myself for a couple of days of postoperative rehabilitation at Phoebe Richland, the community closest to my home. When I arrived there, the nurse took me to my room and introduced herself to me. I started to tell her my name, but she cut me off, saying, “Oh, we all know who you are.” This was, I told her, not how I pictured doing a segment of “Undercover Boss.” I think some of the staff were looking for cameras.

Almost immediately after admission, I was discovered to have deep vein thrombosis (DVT), or blood clots, the entire length of my leg. The leg began to swell up to three times its normal size until, having no place for the fluid to go, my lower leg burst open with weeping sores. My blood pressure plummeted and I was rushed to the emergency room. Once I was stabilized, they determined that Phoebe Richland, where I had checked in, was a good place for me to be but that my stay there would be indefinite while a vascular surgeon and a wound specialist figured out how to proceed.

As a preacher, I have waxed eloquently or droned on (depending on your point of view) about encountering God, seeing Jesus: in the beauty of the earth and the glory of the skies, in sunsets and birdsong and starry nights; celebrating God's presence all around us, and seeing Jesus in the less fortunate among us. But where, I began to wonder, do we see Jesus when we are flat on our backs? When the window in the room offers no view of sunrises or sunsets but only the parking lot? And, when the windows are closed, no sounds of birds but only the casual chatter from the nurse's station across the hall? Something was out of whack. I was the one who visited places like this to minister to people, not the one who needed to ring the call bell every time I had to go to the bathroom or needed extra medications for pain. What was going on? Where was Jesus?

The first time they got me out of bed into a wheelchair and took me to the physical therapy room, I met Verna, one of the patients scheduled for therapy at the same time that I was. Verna was a resident in the Cottage, the five-star dementia neighborhood adjacent to the health care center. She took one look at me and said, "Wow, what happened to you? Did you fall off a roof?"

"Feels that way," I told her.

Verna then turned to one of therapists. "Did you see my house keys?" she asked. "I will need them to get in when I get home."

"Don't worry Verna, they're safe," the therapist assured her.

As the days passed, Verna became my biggest cheerleader. When I began to move around the room with a walker, Verna would exclaim to everyone present, "Will you look at that? Look at him go! Why, he's walking better than I am!"

Mardea was the nurses' aide on the 3-11 shift. She was the one that made sure to change me into a clean hospital gown each night and helped me do those things nobody ever wants to need help doing. She even oversaw the stash of Greek yogurt my wife provided, bringing me a cup every night. Mardea is a refugee from Ghana. She had plans to pursue a seminary education before her family got caught in the middle of a civil war, when they lost everything and had to flee for their lives. Now her ministry is to the patients she cares for so lovingly.

It was about this time that I began to think there might be something to this whole undercover boss thing after all. Only I wasn't the boss. Two incidents confirmed this.

One Sunday afternoon, when I was feeling down, there was a knock on my door. I said to come in and a man I didn't know entered. "Oh," he said, "this isn't Mrs. Thompson's room."

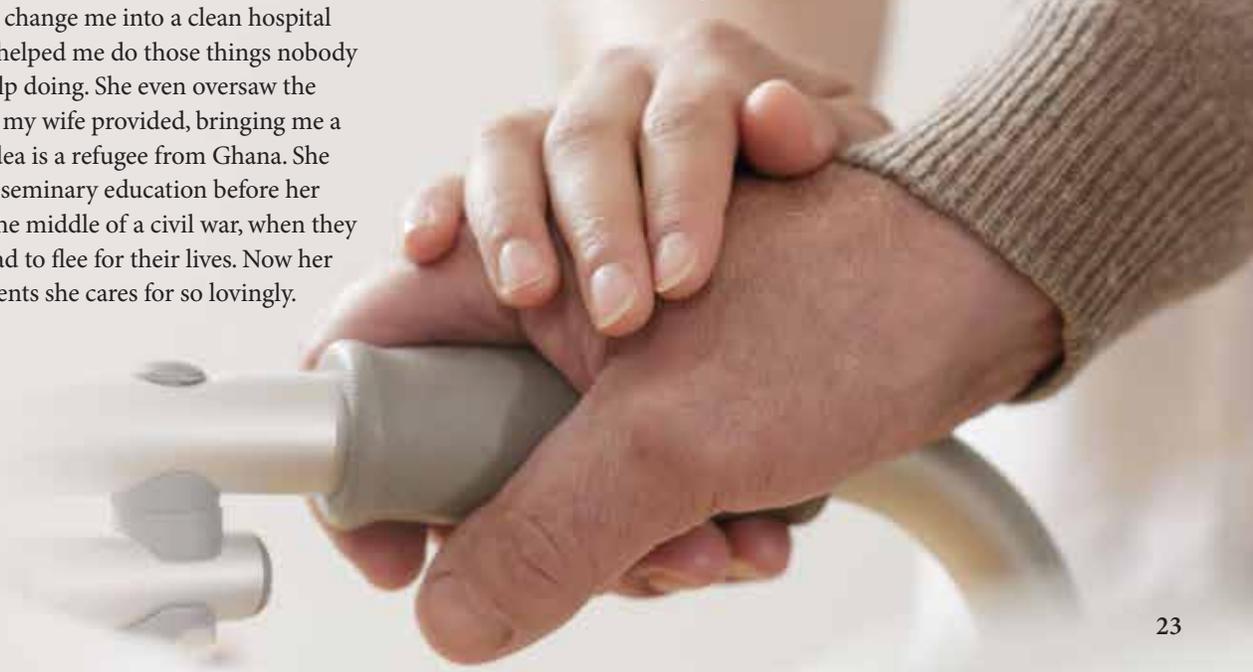
"No, you have the wrong room," I replied.

"That's alright," he said, "God never sends me to the wrong room. Can I play for you?" I said OK. He pulled a Celtic harp out of a case on his back. For over half an hour, he played beautiful soothing hymns for me, then said a prayer, and packed up his instrument to go and find Mrs. Thompson. I never learned his name.

In retrospect, I wonder how dense God must think I am that he had to send an angel with a harp, for Heaven's sake, to get through to me—apparently pretty dense.

But it all culminated that night when a dear friend and colleague called on the phone to pray with me. In my darkened room, the prayers opened my heart, and all the fears and pride and the needing to be in control were washed away. My openness to my own vulnerability allowed me to receive God, to recognize God, in all His disguises and forms. It is not coincidental that after that night I made rapid progress. Soon enough I was discharged home.

We are not told if those Greeks got to see Jesus. My guess is they did see him—not as they had hoped, but high and lifted up on the cross. There he was, taking all our foolishness and sin, our brokenness and mortality and fear of death onto himself, disguised as an itinerant teacher, dying a criminal's death, our undercover boss for those with eyes to see, saving the world and us. Amen. ☞



## HEALTH CARE PROFESSIONAL OF THE YEAR AWARD

Cynthia Richart, R.Ph., Vice President of Pharmacy Operations at Phoebe, was named the 2017 Health Care Professional of the Year from Lehigh Valley Business' Healthcare Heroes awards.

In 1998, Richart was tasked with bringing Phoebe Ministries' pharmacy services in-house as part of an overall cost-saving strategy. Over the last 19 years, Richart has grown that small internal pharmacy into a multimillion dollar operation with two locations. Phoebe Pharmacy currently serves thousands of long term care, personal care, behavioral health, and independent living residents in 34 communities across seven counties in Pennsylvania.

The award was presented by Mike O'Rourke, editor of Lehigh Valley Business. Richart was also featured as an award winner in an April issue of the weekly journal.

"Cindy is compassionate, selfless, and dedicated to the well-being of residents and staff," says Anastasia Lawrence, R.Ph., M.Ed., Pharmacy Business Development and Pharmacy Performance Assurance. "She serves as a mentor to our employees in order to grow them professionally, and manages the department efficiently so that more of Phoebe's resources can be directed to charitable care." ❀



**Cynthia Richart (right) receives the Healthcare Heroes award from Mike O'Rourke, Lehigh Valley Business.**



## Called to Serve

Ronald L. Rider became involved with Phoebe Ministries in 1989. From those first days he was a perfect example of servant leadership: extremely thoughtful and attentive to staff, residents, and his responsibilities. It is for those reasons, and many others, that earlier this year Rider was appointed to serve as Trustee Emeritus for the Phoebe Ministries Governing Board.

Rider first became aware of Phoebe through his church, St. John's Reformed in Sinking Spring. At the time, Phoebe was in the early stages of planning an expansion into Berks County and Rider became instrumental to the process. He said there was a "natural fit" between his background in finance and the role he played on the board. "I was called to be involved," says Rider.

Over the last 27 years, Rider served on the boards of Phoebe Ministries, the Phoebe Berks Health Care Center, and Phoebe Berks Village. He also served on the Berks County Strategic Advisory Council. He served on the Phoebe Governing Board from 2002-2008, and 2009-2016, acting as chair from 2005-2008. Rider says "The more I did, the more I wanted to do." Throughout his service he was always willing to accept added responsibilities and leadership positions to further the mission of the organization.

Rider and his late wife Kay both showed endearing kindness to Phoebe residents and others through their volunteer work at Phoebe Berks. Rider, a resident of Phoebe Berks Village, continues to volunteer daily at the Village Gardens Personal Care Community where his wife was a resident.

Phoebe's immediate past board chair, the Rev. Daniel T. Moser II, recalls how Rider served as his mentor when he first joined the board: "Thoughtful, reasoned, insightful, generous, and faithful are all words I would use to describe his leadership. One couldn't want a kinder leader or a better model." ❀

# HONEY, I'M HOME!



At Phoebe, things never stop improving. Independent living accommodations at Phoebe Allentown, Phoebe Berks, and Phoebe Wyncote were recently unveiled with updated concepts designed to appeal to today's older adults.

Phoebe Berks Village features renovated layouts in one-bedroom apartments with open kitchens, granite countertops, decorative backsplashes, and stainless steel appliances. Pendant lighting was also added to enhance the reconfigured dining room and living room spaces. Additional features including bathroom fixtures, paint colors, and flooring have also been updated to a more modern style.



"Today's older adults want a more contemporary design," says Roslyn Tuerk, Sales and Marketing Manager at Phoebe Berks Village. Tuerk reports an increase in requests for open floor plans. "Closed-in kitchens are no longer desirable. Updated kitchens have been our biggest request."

Likewise the Terrace at Phoebe Allentown is boasting a similar update to its studio apartments. "I'm happy we can do this for future residents," says Antoinette Tranter, Manager of the Terrace. "The new layouts allow living spaces to be utilized much more effectively."

Similar updates continue at Phoebe Wyncote, where the studio apartments are being furnished and refurbished alike! Serving as both independent living and personal care apartments, the studios offer the perfect option for singles or couples who want to age in place. Their convenient accommodations are designed to meet the evolving needs of older adults as they age. "The renovations make the studios so much more homey, open, and airy," says Kelly Wright, Administrator of Phoebe Wyncote. 🏡



To learn more or to schedule a tour, visit the site below or call:

**The Terrace at Phoebe Allentown**  
610-794-6010 | [phoebe.org/terrace](http://phoebe.org/terrace)

**Phoebe Berks Village**  
610-927-8171 | [phoebe.org/berks](http://phoebe.org/berks)

**Phoebe Wyncote**  
215-461-2102 | [phoebe.org/wyncote](http://phoebe.org/wyncote)

*(clockwise) Studio at Phoebe Wyncote; Phoebe Berks Village one-bedroom apartment; studio at The Terrace at Phoebe Allentown.*



▲ The Highmark Walk for a Healthy Community at DeSales University, June 3, 2017. Members of all four of Phoebe's continuing care retirement communities attended the fundraising walk along with 29 other nonprofit organizations. Despite the rain, over 40 community members, including family members, staff, residents, and students from Jefferson Elementary School walked to raise funds for community life at Phoebe. Community life enriches the lives of our residents every day through a variety of activities. Highmark underwrites the cost of the walk, so the entire \$4,000 raised benefits Phoebe directly.



▲ Shirley Tobin and Ed Sweeney from Phoebe Berks were among several residents who attended the Highmark Walk.



▲ A reunion of Phoebe's Clinical Pastoral Education (CPE) graduates and students, April 26, 2017, at Phoebe Richland. The CPE program provides opportunities for clergy members to study and serve in long term care communities. Phoebe runs the program through the Pastoral Care Services department and takes students throughout the year. Call 610-794-5119 for more information.



<<< **The Phoebe Institute on Aging (PIA) spring conference at DeSales University, May 25, 2017.** Nearly 300 attendees heard from Robyn I. Stone, DrPH., of the LeadingAge Center for Applied Research, as well as several other speakers on the future of aging services and how to better serve older adults in a changing dynamic environment.



>>> **The Don Kimberling Memorial Games, June 12, 2017:** the winning teams stand with Star High, Executive Director, Phoebe Berks. Residents competed in Olympic-style games at the Phoebe Berks Village Board Walk. This year the name of the tournament was changed to honor the late Don Kimberling, resident, devoted master of ceremonies, and beloved neighbor of Phoebe Berks.

>>> **The Phoebe Institute on Aging (PIA) Upper Bucks Forum on Aging, May 4, 2017.** Members of the local community gathered at the First United Church of Christ in Quakertown for a day of educational and enlightening talks with aging experts and community leaders.





## Executive

**Robert Richards, CPA**, was appointed Chief Financial Officer for Phoebe Ministries. His primary responsibility is to establish and guide Phoebe's financial policies and direction. In his new role, he will also oversee the business office and facilitate Phoebe's partnership with Comforting Home Care by Phoebe. Additionally he works closely with the Audit, Finance and Investment Committee, a sub-committee of the organization's Governing Board, on strategic initiatives under consideration. Richards is also responsible for directing Phoebe's departments of Finance, Materials Management, and Information Technology.

Richards was appointed Senior Vice President of Finance for Phoebe Ministries in 2015. His previous experience includes a term as Vice President of Finance/CFO at the Good Samaritan Health System in Lebanon, Pennsylvania, and time as Vice President of Finance at Montgomery Hospital in Norristown. He has significant experience in the capital markets, self-insurance, strategic planning, and managing strategic relationships.



## Executive

**Mary Kay McMahon, RN, MHA, NHA**, was appointed Senior Vice President, Health Care Services, for Phoebe Ministries. In this role, McMahon provides oversight, direction, and strategy to support innovation and the delivery of services at Phoebe's four continuing care retirement communities (CCRCs). She leads the clinical teams on quality initiatives and provides strategy and guidance with operational improvement programs to best position Phoebe's clinical service offerings for the future. With this appointment McMahon's role will expand to include oversight of the regional support services within the organization including rehabilitation services and dementia services and programming.

McMahon has been with Phoebe since 1996 and has served in various capacities during her tenure, most recently as Vice President, Health Care Services, since 2016, with prior roles as the Executive Director of Phoebe Berks (2012–2016), and Nursing Home Administrator of Phoebe Richland (2002–2012). Prior to joining Phoebe, she had many years of nursing management experience in acute care hospital settings.



### Phoebe Pharmacy

**Cynthia S. Richart, R.Ph.**, was appointed Vice President of Pharmacy Operations for Phoebe Pharmacy. Richart has over 30 years of operations experience in pharmacy, mostly spent in the long term care sector. She became Director of Operations for Phoebe Pharmacy in 1998 and was most recently Executive Director of Pharmacy Operations. In her new position, she will oversee a major expansion of the pharmacy's customer base and additional technology advancements, and foster leadership development within the department.

Richart is responsible for the operation and supervision of the pharmacy and support staff at two pharmacy locations, as well as for the budget and revenue cycle for all aspects of the pharmaceutical supply chain. In addition, she oversees Phoebe's employee prescription drug program which she initiated in 2005. Richart was recently recognized as a 2017 Healthcare Professional of the Year by Lehigh Valley Business.



### Pathstones by Phoebe

**Tracy Polacheck** was appointed Executive Director of Pathstones by Phoebe. She is a graduate of Pennsylvania State University with a bachelor's degree in kinesiology, and a concentration in gerontology. She is responsible for the overall operations of the continuing care at home program, and oversees the development and implementation of comprehensive programs and service offerings to help members stay well and maintain their highest level of independence.

With nearly 20 years of experience, Polacheck has spent the majority of her career opening and managing a wide spectrum of retirement communities in Berks and Lancaster counties. She is a licensed administrator for both personal care and assisted living, and has established an outstanding reputation in the industry for quality care by building and developing a culture committed to excellence. Polacheck has been an active member of the Pennsylvania Health Care Association's board of directors.



### Allentown

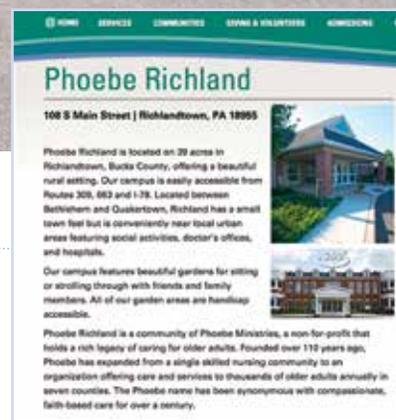
**Todd Saylor** was appointed Executive Chef and Director of Culinary Services for the Phoebe Allentown Health Care Center. In this position, he is responsible for overseeing all operations related to dining services in the skilled nursing and personal care communities, including the hiring and training of the culinary team. Saylor's other responsibilities include training program development for staff; oversight and development of systems that ensure consistency, sanitation, and safety; and product purchasing for the service line.

Saylor was previously the Executive Chef & COO of Keystone Culinary Systems and Services. He earned an A.O.S. Culinary Arts from Johnson and Wales University and became credentialed as a Certified Dietary Manager and Certified Food Protection Professional through the Dietary Managers Association at Northampton Community College.

# Phoebe Campus News



Meadow Glen, Phoebe Richland's personal care community, recently opened in 2016. Meadow Glen offers traditional personal care, outpatient therapy, and personal care with memory support services.



## PHOEBE RICHLAND

# VIRTUAL TOUR NOW AVAILABLE!

Phoebe Richland is the most recent Phoebe community to go virtual! After completing a virtual tour of Phoebe Berks last year, Phoebe again partnered with Fulmedia Interactive, a local company specializing in 360-degree interactive tours to create a virtual tour of Phoebe Richland. The timing was ideal because of the recent expansion of the Meadow Glen Personal Care Community.

Community members may have seen a limited view of recent changes and additions to the Richland campus, but the virtual tour allows for an in-depth view of the campus as if you were physically walking through it.

“Phoebe Richland has grown a lot over the past few years, and it’s important to us that potential residents, their families, and community members can see the full

scope of our new and improved campus,” says Tracy Roman, Executive Director of Phoebe Richland. “It’s especially nice to have a virtual tour for anyone who can’t physically visit Phoebe Richland, or even for people who may not be ready for an in-person tour just yet.”

The virtual tour features an interactive campus map, making it easier to visualize navigation around the campus. By clicking on a location on the map, users see an adjustable panoramic view of that location with a descriptive caption. Users can control the view of each image using their mouse and directional arrows provided. The virtual tour showcases multiple levels of care offered at Phoebe Richland, various styles of apartments and bedrooms, dining and common areas, outside views, and specialty areas on the campus. 📍

[View the new Phoebe Richland 360° virtual tour at phoebe.org/richland.](http://phoebe.org/richland)

## AUGUST 2017

- 14** 9:00 a.m.  
**Phoebe Ministries Golf Tournament**  
Saucon Valley Country Club  
Call 610-794-5163 or email  
[mdriscoll@phoebe.org](mailto:mdriscoll@phoebe.org)  
for more information.  
[phoebe.org/golf](http://phoebe.org/golf)

## SEPTEMBER

- 16** 9:00 a.m. – 3:00 p.m.  
**Richland Community Day**  
Phoebe Richland  
Call 267-371-4508 or email  
[dschudel@phoebe.org](mailto:dschudel@phoebe.org) for  
more information.

## OCTOBER 2017

- 5–6** 3:30 – 8:00 p.m. Thursday  
7:00 a.m. – 4:00 p.m. Friday  
**18th Annual Phoebe Allentown  
Basket Social**  
Phoebe Allentown Health Care Center  
Moyer Hall  
Call 610-794-5364 or email  
[jwickel@phoebe.org](mailto:jwickel@phoebe.org)  
for more information.

## OCTOBER 2017 (CONTINUED)

- 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 email  
[tbrady@phoebe.org](mailto:tbrady@phoebe.org) for  
more information.  
[phoebe.org/piaconference](http://phoebe.org/piaconference)
- 11** 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](mailto:dberstler@phoebe.org) for  
more information.
- 18–19** 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](mailto:dberstler@phoebe.org) for  
more information.



Institute on  
Aging

FALL CONFERENCE

The Future of Aging Services

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WITH KEYNOTE SPEAKER  
**Jeffrey C. Bauer,**  
Ph.D., LLC, FAANP (H),  
Health Futurist and  
Medical Economist



[PHOEBE.ORG/PIACONFERENCE](http://PHOEBE.ORG/PIACONFERENCE)

Registration opens 09 | 01 | 17



1925 W. Turner Street  
Allentown, PA 18104  
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phoebe.org



“Like” Phoebe Ministries’ Facebook page at [facebook.com/phoebeservingseniors](https://facebook.com/phoebeservingseniors).

Subscribe to Phoebe Ministries at [youtube.com/phoebeservingseniors](https://youtube.com/phoebeservingseniors).



## EVERY PENNY COUNTS

See what your gift can do!

- \$25 can provide approximately one hour of in-home care
- \$150 could cover one seminar for a nurse
- \$500 could pay for one art therapy session for a group of residents
- \$1,000 covers nearly a month of meals for a resident
- \$2,500 could provide a specialty wheelchair or patient lift

*Did you know you can make your gift using the envelope enclosed in this Messenger?  
You can also take advantage of our online giving options such as recurring gift.*

Help create brighter days for the generation who built our past by making your gift today.

*For less than \$100 a month, you can be part of the Century Circle, Phoebe’s annual leadership society.*

**Online and recurring gifts can be made online at [phoebe.org/giving](https://phoebe.org/giving).**