

Messenger

News from Phoebe Ministries

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On the cover: We thank our many heroes—from employees, to residents, to families—for their steadfast support and faith during this pandemic.

PHOEBE IS A PROUD MEMBER OF



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 communities, long-range planning, development, and fundraising for a network of retirement communities, affordable housing, pharmacies, and a continuing care at home program, which combined serve thousands of seniors 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.

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.

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Mission Statement:

A community of faith, called by God, to enrich the lives of our seniors, their families, and the communities we serve.

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Phoebe Ministries

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A MESSAGE FROM THE PRESIDENT



Dear friends,

Since our last issue of the Messenger, the world has changed. I hope that you, your family and friends, and the people with whom you work and worship have remained healthy and safe since the COVID-19 outbreak began.

Phoebe Ministries has weathered many storms in our 117-year history. Our longevity would not be possible without the hard work and commitment of Phoebe's direct care staff, who have always provided high-quality, compassionate care to our residents despite whatever challenges arise. 2020 is a new challenge.

This year brought personal risk to the very important work of caring for our nation's seniors.

Currently, more than 1 million senior living workers are protecting our nation's most vulnerable population of adults who are most at risk from the novel coronavirus. Nearly 1,000 of them work on the frontlines with our residents at Phoebe's four Continuing Care Retirement Community (CCRC) campuses.

Our direct care staff are heroes. There is no other word for them. Along with our administrative and support staff, they continue to show up each day because of a deep connection to Phoebe's residents, and to the mission that guides our work. In deep gratitude, I want to thank our Phoebe employees, who are the lifeblood of our ministry. This issue of the Messenger is dedicated to them, as well as to our incredible residents and our families. Thank you for putting your faith in us.

In this issue, you'll read about Phoebe's COVID-19 response tactical team, our many volunteers—including residents—who have sewn masks and gowns or donated supplies, and our efforts to go virtual to help our residents through imposed isolation. You'll also read about Rev. Dr. Hilary Barrett, who assumed chairmanship of Phoebe's Governing Board, you'll see the latest images from newly renovated Phoebe Berks, and you'll get an update on Chestnut Ridge. As we move forward through this pandemic, we continue to keep our organization on track for a bright future ahead at each of our campuses.

As this is our annual report issue, you will read about our loyal sponsors and donors. Throughout the pandemic, they have continued to support Phoebe by reallocating their event sponsorships, attending our first virtual event, and helping us promote Phoebe's Connecting Hearts campaign for COVID-19 relief. On behalf of Phoebe Ministries, I want to extend my sincere appreciation to all of you who have stood by us during this ordeal.

Rest assured that our belief in God, our mission, and our ministry prevails, and that we will continue to let Him guide us through this difficult time until we can be together in person once again.

Peace,

Scott R. Stevenson
President & CEO



Phoebe HEROES

THERE'S NO "I" IN PHOEBE

*Left to right: Kelly Bock, director of environmental services,
Jill Hoderman, administrator, Phoebe Allentown*

We dedicate this section of Phoebe Ministries' Messenger to our employees, as well as our residents and families, who have been, and remain, steadfast in their support of and faith in Phoebe's mission throughout the COVID-19 pandemic. At the same time, we grieve for the residents and the employee whom we lost during this tragic period, as every passing leaves an indelible mark on our organization. COVID-19 has affected all of us in so many ways, but, here, we share our appreciation for the continued dedication, perseverance, and compassion shown by our staff to help keep our residents as safe as possible.

THERE'S NO "I" IN PHOEBE

"In my 25-year career, this is by far the most amazing team I've ever worked with," says Kelly Bock, director of environmental services at Phoebe Allentown. The overwhelming story of Phoebe's ongoing response to the COVID-19 crisis has been the ability to come together as a compassionate, innovative team—creating and performing astonishing tasks for the seniors we serve—in the face of a global pandemic.

In early February, Phoebe's newly formed infection control team began meeting daily to discuss a COVID-19 plan. By the end of February, the first death would be reported in the U.S. Soon after, all four of Phoebe Ministries' campuses began implementing a coronavirus preparedness plan, asking visitors to refrain from entering buildings if they had any symptoms and closely monitoring residents and staff for respiratory symptoms.

As a senior health care provider for 117 years, Phoebe has witnessed and weathered many storms including the influenza epidemic of 1918 and 1919. The difference is that in 1918 we were in a humble farmhouse with 30 seniors being cared for by a handful of staff. Today at Phoebe, we are the honored caregivers to thousands of seniors with a dedicated staff of over 1,200 employees. Our Phoebe family has grown, but the personal attention and care to our seniors remains steadfast. "I am so proud of the way we have come together to combat this pandemic. We are truly family," says Star High, executive director of Phoebe Berks and one of the knowledgeable leaders fiercely guiding Phoebe's residents and staff to safety.



Star High, executive director, Phoebe Berks

The following is a sampling of the countless examples of dedication to our residents, and their safety, that the Phoebe staff performed in the spring of 2020. Every effort was made to include as many staff members as possible, but we know that there are hundreds more, hard at work, behind every example mentioned here.

THE FRONTLINERS

"I love my residents," says Kemi Taylor, certified nursing assistant at Phoebe Wyncote. "As caregivers we have to be strong for each other and strong for residents." After leadership made the difficult but necessary decision, during the height of the spring outbreak in Philadelphia county, to evacuate the health care center at Phoebe Wyncote and move residents to a dedicated COVID neighborhood at Phoebe Allentown, Taylor was one of many direct care staff who took a Phoebe shuttle bus from Wyncote to be with residents temporarily relocated to Allentown.



From left to right: Amanda Combs, unit manager, Khan Brown, Aran Boswell, Lenora Aleki, certified nursing assistants, Phoebe Richland

For the five-week period, her 15-hour work days, including the hour-long commute each way, was a sacrifice she was willing to make. Normally on day shift at Wyncote, Taylor worked nights at the Allentown campus so she could be home during the day for her children, since schools were closed at the time.

The nursing staff on all campuses showed up in force, balancing their own health and stress with personal challenges (like daycare for their young children and home care for their aging and vulnerable parents) with their duty to care for Phoebe's residents, comfort their fears, and acknowledge their losses.

"Our residents are brothers and sisters, mothers and fathers. We do everything we can to make this situation better for them," says Julie Haag, charge nurse and unit manager at Phoebe Richland. Direct care workers across campuses bonded within the stressful situation, having to limit their interactions outside of work. "What we do outside this building is the same as inside. If not, it could be devastating to our seniors," says Haag. "Of course there's fear, but within that fear has grown extreme closeness with other staff and with our residents."

THE LEADERS

On March 13, Tracy Roman, executive director of regional operations, started communicating daily strategies and information, including the numbers of coronavirus cases, to the entire workforce of Phoebe. "As of 1:45 p.m. today the Pennsylvania Department of Health reports 33 total cases in PA," wrote Roman. Roman, head communicator of the COVID task force led by Michell Staska-Pier, vice president of health care services, began to transparently communicate state-wide information, mobilize supply requests, and design plans for a specialized COVID-19 neighborhood to proactively house and treat any seniors in the community who may become sick with the virus.

"People look to me to be the 'expert,'" says Roman, "so I have to make sure I have the latest facts to help everyone make the best decisions for our staff and residents." In addition to reviewing the news and many websites daily, Roman receives copious communications from key health sources including the Centers for Disease Control (CDC) and the South East Healthcare Coalition, and regularly participates in calls with state coalitions like



Tracy Roman, executive director regional operations, Michell Staska-Pier, vice president of health care services, Phoebe Ministries



Top: Michelle Keenan, Nancy Card, discharge planners, Phoebe Allentown Bottom: William Lamm, Tiffani Pilat, Shawn Clark, servers, Phoebe Berks

LeadingAge PA, Department of Health, and Centers for Medicare & Medicaid Services. She takes all she learns and leads the facilitation at Phoebe.

In order to utilize the vast knowledge of the staff and openly plan and communicate, a daily COVID virtual meeting was created, and included 50 plus internal stakeholders from all four campuses and service lines. Absorbing all pieces of information, master synthesizer, Staska-Pier, leads the team by pulling together cohesive processes, like the campus-wide universal testing initiative. “This is an amazing group of people all using their expertise to ensure that Phoebe makes the right decisions throughout this unprecedented time,” says Staska-Pier.

THE COUNSELORS

“Prayer and spiritual support are a keystone to Phoebe’s mission and vision and this has not changed during this crisis,” says Rev. Dr. Scott Brooks Cope, director of pastoral care for Phoebe Ministries and compassionate counselor to anyone who approaches him. Brooks Cope, along with his team of 13 chaplains, spends as much one-on-one, face-to-face time with residents as possible. In addition, they have creatively altered spiritual services, support groups, and meditation experiences to view live or recorded on Phoebe TV and by virtual video. The Phoebe pastors also offer support to family and staff through frequent phone calls and spontaneous hallway counseling sessions. During times of reopening, small, socially distant worship services meet for those comfortable and group prayer is shared. For others, daily prayers are recorded and weekly inspiration is offered in the campus newsletters. “Find joy and wonder in the small things,” writes Leah Knox, chaplain at Phoebe Berks. “The taste of life these days may be bitter. And yet, beauty still surrounds us.” Knox, a strong believer in gratitude, provides spiritual and supportive resources for over 330 independent living residents on the Berks campus.

“I spend a lot of time on the phone with families talking about their loved ones and reassuring them,” says Tammy Zumstein, social worker at Phoebe Richland. As news of the pandemic hit in March, Phoebe’s social workers counselled families and residents soon-to-be-discharged from Phoebe’s short term rehabilitation services. All were worried about moving from Phoebe to home and, in some cases, bringing in much needed at-home services post rehabilitation. Residents living in long-term care worried about their family members living out in the community. “Residents care deeply about their families and about us,” says JettaAnn Rawdon, social worker at Phoebe Allentown. “Residents ask us how *we’re* doing.”

THE SERVERS

In mid-March, Phoebe took a proactive approach by temporarily discontinuing group dining until further notice. During this time, everyday across four campuses, the Phoebe dining staff, many of who work for Cura hospitality, worked to deliver hundreds of meals directly to Phoebe residents. On the Phoebe Berks campus, dining was a particular challenge for those who live independently but enjoy the daily community dining experience that Phoebe provides. With local high schools closed, Phoebe Berks found an abundance of teenagers willing to be part of a massive sanitary, contactless delivery effort, bringing meals directly to the residents’ cottage doorways. During the height of the spring quarantine, when more than 900 meals were delivered per day, this became a vital, and cherished, point of contact independent residents had with the outside world. “Local teens quickly recognized resident loneliness—and would frequently draw pictures or write notes on the disposable delivery containers in order to provide some joy and comfort,” says High. Today at Berks, on average, the dining staff continues to deliver 175-200 meals a day.

Food service in general was also hit hard in April and May. Phoebe chefs overcame stark difficulties, in some cases, to order and receive various grocery items necessary to prepare the high quality meals that residents are accustomed to. “Our residents were incredibly patient,” says Jessica Pettie, director of dining service at Phoebe Richland. “At times we would need to change the menu at the last minute because our suppliers didn’t have basic ingredients for a recipe that would otherwise be easy to get.” Pettie, and other dining staff, creatively overcame this challenge and steadfastly provided enjoyable, healthy options for Phoebe’s residents.

THE SANITIZERS

Sanitation is always essential at Phoebe, but in early stages of the unknown coronavirus, new and rigorous cleaning processes had to be designed and executed by a dedicated housekeeping and laundry staff, whose essential jobs quickly became vital to ensuring the health and safety of our residents. “I knew I would need something more than hand cloths to wipe down surfaces that had been exposed to the virus,” says Phil Harris, director of environmental services at Phoebe Wyncote.

Harris bought large hand sprayers that he and his staff could use to decontaminate surfaces and spaces more thoroughly. Joe Gratz and Kevin Lyons, Wyncote's environmental services staff and Phoebe shuttle bus drivers for Wyncote staff working at Allentown, decontaminated the buses daily after picking up staff that had returned from caring directly with COVID-19 residents. This level of cleaning has helped to dramatically mitigate the virus' spread. "The daily cleaning process takes longer but it's worth it," says Tatiana Negron, housekeeping manager for Phoebe Allentown. Laundry processes, always held to high sanitation standards even in non-pandemic times, have also increased, due to the sheer volume brought on by the daily wear of full personal protective equipment (PPE).

THE RENOVATORS

By the end of March, Phoebe's infection control team began proactively designing an isolated COVID neighborhood to be housed at Phoebe Allentown. Shortly after, the environmental services staff implemented changes, including altering the flow of ventilation through the use of individual air dampers brainstormed by Steve Ondrusek, maintenance manager for environmental services and an HVAC expert. This design ensured that air was not transmitted from the COVID neighborhood to other areas of Phoebe Allentown's health care center. Enclosed clean areas and contamination changing areas were created for direct care staff to put on and take off personal protective equipment (PPE), and clean rooms were set up for staff meals and breaks. This specialized unit was proactively created to house 17 COVID-19 positive residents if needed. Little did the Phoebe Allentown staff know, but by April 15th, an additional 20 beds would be created for the emergency evacuation of 37 residents from Phoebe Wyncote.

THE CONNECTORS

Since May, over 3,300 virtual Zoom calls had taken place between Phoebe residents and their families and friends. IT and marketing teams worked behind the scenes to implement "Connecting Hearts," the virtual video call program, to make scheduling virtual communication as quick and seamless as possible. Shortly after Phoebe leadership made the difficult but necessary decision to stop in-person visits, it became apparent that technology would be the new, critical

bridge for residents to continue their much-loved visits with their families. Community life staff on each campus worked together with the marketing staff to schedule visits. "It's been an honor to witness video calls," says Joan Wickel, community life lead for Phoebe Allentown. "I've watched many wedding anniversary celebrations and birthdays, and all are cherished and most precious experiences." This virtual communication program, Wickel believes, will be one of the many positive takeaways from this otherwise negative experience. "I wish we were doing it all along," says Wickel. "We can now provide an easy way to connect everyone no matter how far away they live."

THE SUPPORTERS

Even for those not on the front lines providing resident care, all of our dedicated Phoebe employees play a crucial role in continuing our operations and furthering our mission.

The struggle to obtain PPE made headlines across the country. Phoebe's materials management team worked tirelessly to find and purchase personal protective equipment. "It was a huge challenge, like a treasure hunt," said buyer Diane "DeeDee" Urffer, who scoured far and wide to ensure our shelves remained stocked with appropriate and essential masks, gowns, gloves and other PPE.

Phoebe's finance team, led by Bob Richards, chief financial officer, and Tom Baer, executive director of finance, created new tracking systems to document expenses for COVID-related materials, labor, and services, which was essential for the much needed but complex government funding. Scott Stevenson, president and chief executive officer, and Lisa Fichera, chief operating officer, led creatively to make sure that Phoebe, having survived the influenza epidemic of 1918, survived another pandemic. "We are committed to ensuring 100 more years of excellent senior care," says Scott Stevenson, president and CEO of Phoebe Ministries. Stevenson's compassionate leadership and communication through emails and videos shored-up the staff morale just when they needed it. "I am so grateful for everyone's efforts to keep our residents healthy and safe," wrote Stevenson in an email communicating a bonus for each current full-time and part-time Phoebe employee who worked during the COVID pandemic in March, April, May, and June.



From top to bottom: Lisa Fichera, executive vice president and chief operating officer, Scott Stevenson, president and chief executive officer, Bob Richards, senior vice president and chief financial officer, Phoebe Ministries, Teresa Harris, housekeeper, Phoebe Wyncote, Steve Ondrusek, assistant director environmental services, Phoebe Allentown

The marketing team quickly reallocated marketing budget funds to publicly celebrate our Phoebe frontline heroes and provide continuous updates on Phoebe.org to make sure Phoebe’s stories are available and families are well informed. The office of Philanthropy, forced to cancel the Phoebe Institute on Aging conference, the annual benefit, and golf tournament, continued to forge ahead knowing that charity care fundraising goals are critical to Phoebe’s mission.

Human resources, led by regional director Lauren Kiefer, supported employees by ensuring that Phoebe stayed aware and ahead of all policies and procedures that have been impacted by the virus. “This experience

will change human resources forever— further emphasizing the need to support employee health and wellness,” says Kiefer. Like everyone, Phoebe employees are dealing with a lot. “We’ve seen a rise in the use of our Employee Assistance Program which has become a lifeline to those seeking help and support for overwhelming stressors amplified by the pandemic,” says Kiefer. In addition to daily stressors, positive events like annual cookouts, meditation classes, and awards celebrations were cancelled or postponed. Despite all the troubles a pandemic brings, the Phoebe staff continues to show their unyielding commitment to the care of our residents.

THE MICRO-TEAMS

Food Shoppers

From mid-March until June, a dozen Phoebe Berks staff went grocery shopping each week for as many as 100 residents. “Two times a week we loaded the Phoebe Berks bus with over 100 bags of groceries from local markets,” said Jean Gerhard, director of wellness and leader of the grocery team. Residents were able to either order in advance or provide shoppers with lists of 15 items each. Shoppers and sorters included Pam Martin, community life coordinator, Robin Staudt, administrative manager, Dan Edgar, nurse practitioner, Tammy Yacobowsky, social worker, Jennifer Muir, nurse, and Michelle Franks, fitness coordinator, among others. “We will do this as much as needed during this crisis,” says Gerhard. “Helping our residents stay safe is our top priority.”

Mask/Gown Sewers

In mid-March, it became apparent that masks were becoming scarce. By March 31, Sue Schlener, executive director of Phoebe Allentown, put out the call to all staff, volunteers, and residents to help sew masks.

Socially distant tables were set up in Moyer Hall to cut fabric squares and elastic to form sewing kits for anyone willing to construct the protective face-wear. Phoebe needed 3,000 masks in order to make sure all staff had at least two. Cindy Raub, normally the administrative assistant for the social work department at Phoebe Allentown, oversaw production. “It all came together working as a team,” says Raub. Volunteer staff, including president and CEO Scott Stevenson and COO Lisa Fichera, rotated fabric cutting shifts. Within a week 1,200 masks were handed out. Administrative assistant and organizer extraordinaire, Linda Plunkett, distributed all the kits to sewers and kept track of all volunteers and homemade masks and mask kits coming and going. Gowns were quickly becoming hard to find so buyer DeeDee Urffer quickly started searching for fabric, elastic, and ribbon, which was not an easy task in this unprecedented supply market. A key member of the team, master seamstress and personal care resident, Loretta Delebar, made masks and the gown prototype, designed by Urffer, to test materials and create accurate measurements. Once enough masks were made, the volunteers began sewing gowns.



From left to right: Ron Reinert, Jeff Amig, drivers, Phoebe Pharmacy, Pam Martin, community life coordinator, Michelle Franks, wellness coordinator, Daniel Edgar, wellness nurse practitioner, Jennifer Muir, wellness registered nurse, Tammy Yacobowsky, wellness social worker, Jean Gerhard, wellness director, Phoebe Berks, DeeDee Urffer, buyer, Sue Schlener, executive director, Linda Plunkett, administrative assistant, Cindy Raub, administrative assistant, Phoebe Allentown

Test-Kit Transporters

Ron Reinert, part-time driver for Phoebe Pharmacy, had no idea he would be transporting COVID test kits when he took a per diem driving job after retiring from his career as vice president of a construction company. “I volunteered to transport the tests right away. Phoebe keeps me safe,” says Reinert as he explains the process of transport and delivery. Drivers pick up test strips from Clarity Labs, our partner

lab in New Jersey, then bring them to the pharmacy where they are distributed to one of the 46 communities that Phoebe Pharmacy serves. After testing, swabs are picked up, protected by three layers of packaging, placed directly into a cooler, and delivered back to Clarity where they are processed. As of October 23, 2020, the Phoebe Pharmacy drivers have transported over 35,000 COVID-19 test kits in seven counties since mid-March.

THE WYNCOTE CRISIS

In April, Phoebe Wyncote was facing a crisis of its own. Many residents and staff were dealing with the effects of the early spread of the virus hitting large, east coast cities like Philadelphia, just miles from Phoebe Wyncote, the smallest of Phoebe’s campuses. When this unprecedented and unpredictable virus suddenly struck a number of Wyncote’s skilled-nursing staff, Phoebe’s leaders and other Wyncote staff worked quickly to ensure residents continued to receive appropriate care, making the difficult, but necessary decision to temporarily relocate them to Phoebe Allentown, while affected Wyncote staff recovered. During this crisis, the staff banded together to try to keep their community safe. Many worked countless, long shifts for an extended period of time making sure their beloved residents had consistent care with familiar faces. Vice president of health care services Michell Staska-Pier worked tirelessly with Montgomery County health officials to seamlessly lead the community through this unprecedented crisis. “Wyncote, Richland, Allentown, and Berks staff came together to help care for our Wyncote residents. It was an amazing show of dedication,” says Staska-Pier. “I will never forget it.” 🙏



From left to right: Kevin Lyons, maintenance, Cheryl Randolph, community life lead, Phil Harris, director of environmental services, Joe Gratz, maintenance, Phoebe Wyncote



Lovetta Kargobai, charge nurse, Kemi Taylor, certified nursing assistant, Phoebe Wyncote



PHOEBE'S NEW

Virtual Reality

When it comes to technology, older adults today are faced with a dilemma. They grew up before the era of computers and the internet, yet most of the world now relies on mobile devices, apps, voice activated technology, and video chatting, which all come with a learning curve and are constantly changing. Older adults can greatly benefit from adapting to new technologies however, and it's clear that many seniors have discovered that. Recent national data shows that approximately 70% of seniors are now using the

internet, and technology is providing them with an improved quality of life through increased connectivity and a sense of community—especially during the COVID-19 pandemic.

As we navigate through this difficult time, Phoebe is more determined than ever to not only protect the health and well-being of our residents, but to also find safe and creative ways they can spend time with their friends and family. Since March when COVID-19 first affected the region, Phoebe

From left to right: Ric Vogelsang (Radelow family friend), Phoebe Richland resident Evelyn Radelow, AnnMarie Petitto-Thomas, community life lead, Phoebe Richland, Hans Radelow (Evelyn's husband)

Ministries' four campuses have gone the extra mile to make sure all residents throughout the continuum of care stay active and in contact with their families, friends, neighbors, and pastors, while adhering to the guidelines put forth by the Centers for Disease Control (CDC) for staying healthy and mitigating the spread of COVID-19.

With all the CDC precautions in place, activities at the communities have been limited, so Phoebe staff is utilizing technology and other measures to minimize the impact of social distancing on residents' daily lives.

Here are some creative ways Phoebe is making sure the seniors living at our four campuses and beyond are staying engaged through the use of technology:



ACROSS ALL OF THE PHOEBE COMMUNITIES:

Messages of Cheer – With outside mail service being restricted at the height of the quarantine, Phoebe encouraged loved ones of residents to send “Messages of Cheer” from the Phoebe website to residents. Friends and family of residents can visit Phoebe’s website and select a themed message of cheer card and write a personalized message. The cheer cards are then printed by staff and given to the recipient. Senders can also opt to send a message to a senior they don’t know who simply hasn’t received mail for a while. This brightens the day for a resident who may not have family.

ZOOM Calls – Family and friends can schedule ZOOM video calls through Phoebe’s program “Connecting Hearts” which was launched in March. Reactions were uplifting and inspiring for all during these times of stress and uncertainty. “He instantly perked up when he saw his daughter, granddaughter, and their pet dog on the computer screen,” said the Rev. Albert Martin, chaplain at Phoebe Allentown, after assisting a resident with a video call. “He just kept saying—‘I love you, I love you’—it was a really nice thing to see.” Staff continue to share touching stories, such as a resident hugging the iPad after the call, and some being moved to tears upon seeing their loved ones’ faces.

Phoebe Ministries’ residents and their loved ones aren’t the only ones who are benefiting from connecting residents with their friends and families. Jane Infante, social worker at Phoebe Allentown had tears in her eyes after assisting a resident with a call. “What a wonderful service for our residents and families!” “Connecting Hearts” is available across all Phoebe campuses ensuring virtual connections while adhering to appropriate health care privacy regulations.



Joan Wickel, community life lead and Jamie Moll-Hunsberger, community life coordinator, emcee telecasted activities on Live TV at Phoebe Allentown

Virtual Tours Led by Sales Staff – Phoebe’s sales staff at all four continuing care retirement communities and at Chestnut Ridge had to make adjustments to accommodate requests for tours while also adhering to the social distancing and visitation restrictions in place at the time. In order to be able to still give tours to individuals interested in seeing the senior living communities while also keeping everyone safe, the sales team started to use video calling software like FaceTime to take prospects through the different areas of the communities in real-time using their smart devices. This allowed future residents the ability to tour the communities from the comfort and safety of their homes.

AT PHOEBE ALLENTOWN:

Telecasted Activities – Live TV accessibility enables residents to tune-in to telecast programming from their rooms. Name-that-tune, spring trivia, and remote bingo are among the favorites. Community Life staff host the activity while residents call in with the answers on their phones and a prize cart is brought to the residents’s room so he/she can claim a prize of choice. “The fun for residents is making the call with the answer, then hearing themselves live on TV throughout the whole health care center,” says Joan Wickel community life lead at Phoebe Allentown and telecast emcee. “It’s not ideal but it helps folks stay connected and feel like they’re part of a community, even if it’s through the TV.”



Evelyn Radelow, Hans Radelow, AnnMarie Petitto-Thomas, community life lead, Phoebe Richland

AT PHOEBE BERKS:

Touchtown – The large 300-plus independent community of residents use their smart devices to tap into Phoebe’s community engagement platform called Touchtown. The app provides residents with real time updates, access to activity calendars and the ability to view live programming. “Once Phoebe Berks had to restrict visitors for the health of our residents, we had to get creative and start using Touchtown in a much broader way,” says Pam Martin, community life coordinator at Phoebe Berks Village. “Instead of just campus updates we now have guided virtual tours of different countries and exotic islands, TED Talks, and clips of motivational speakers.” Community life staff also lead live virtual bingo games through Touchtown, and a few independent living residents lent their talents by having staff record them playing the piano, which was then scheduled to show at a certain time on residents’ televisions.

AT PHOEBE RICHLAND:

Photo Greetings – The community life staff was hard at work all Spring making sure families could see the happy faces of their loved ones. “We took photos of every resident who wanted to send their messages of cheer out to their families,” says Annmarie Petitto-Thomas, community life lead for Phoebe Richland. For those who want to visually check in but don’t have a smartphone, the Phoebe staff is busy sharing photos and videos of residents smiling and greeting their families on the Phoebe community Facebook pages.

AT PHOEBE WYNCOTE:

Recorded Videos – Staff are creating short videos of residents using a newly donated iPad and are sending them directly to their families. Families are sending recorded videos back that residents can watch as often as they want.

AT CHESTNUT RIDGE AT RODALE:

Chestnut Ridge at Rodale, Phoebe’s newest 60+ independent living community, hasn’t broken ground yet, but that doesn’t prevent Phoebe staff from considering Chestnut Ridge depositors as already part of the Phoebe family. Lifestyle specialist Karen Sinkovits has hosted several virtual webinars over the past few months and even started a virtual book club for future residents of the forthcoming independent living community.

Phoebe Ministries will continue to help residents stay active and connected as much as possible during these trying times, fulfilling our promise to lead the way through innovative services that promote fullness of life. 🌱

SAVE THE DATE

for the Phoebe Institute on Aging
RE-SCHEDULED Spring Conference

Sex, Drugs, and Rock & Roll:

Baby Boomers and Aging

**Thursday,
March 18, 2021
at ArtsQuest
at SteelStacks**



Institute on
Aging



“I am a senior and understand how important it is that I stay safe and take precautions so I can continue doing what I love. I also want all attendees, especially seniors, to stay safe. I look forward to visiting the Lehigh Valley in March of 2021.”

Dr. Ruth Westheimer,
world-renowned sex therapist,
author, professor, and lecturer

FOR MORE INFORMATION ABOUT
THE EVENT OR SPONSORSHIPS:

610-794-5132 | PHOEBE.ORG/PIACONFERENCE

We extend our sincerest apologies to the amazing Phoebe Berks staff who were unintentionally omitted from the Spring 2020 story “Decades of Dedication”. We celebrate your service of 20 years or more to Phoebe and our residents. Our mistake does not in any way reflect how much you’re appreciated!

The Messenger Team

*From left to right: Amy Aulenbach,
Stephanie Moore, Santra Bailey,
Linda Anspach, retired, Barb Kahl,
Kim Christman*



A Heart for Mission

The Rev. Dr. Hilary Barrett Becomes Chairperson of the Phoebe Ministries Governing Board

“I love Phoebe’s mission and ministry,” says The Rev. Dr. Hilary Barrett when recently asked about her new role as Chairperson of the Phoebe Ministries Governing Board.



“Phoebe has a 117-year history of providing benevolent care for seniors. That is our story to tell,” she continues. “The Board’s focus is to ensure that Phoebe stays true to our story, that we continue to serve seniors into the future, no matter what challenges we—and they—face.”

Dr. Barrett assumed leadership of the Phoebe Ministries Governing Board on July 1, 2020, during arguably one of the most challenging times in senior care. The COVID-19 crisis has brought personal risk to both seniors and senior care providers. The pandemic has affected Dr. Barrett both professionally, as Senior Pastor of Pleasantville United Church of Christ, and personally, as a daughter worried about her own elderly mother, who lives far away in California.

“I know first-hand how great the need for charity care can be for seniors,” says Dr. Barrett. “COVID-19 adds a new layer of health and economic insecurity. I’m seeing that in my congregation and in my own family. Places like Phoebe, that care for older adults even after they have exhausted their resources, are critical.

“But I also know that Phoebe’s ability to serve the community, and our sustainability, are dependent upon a sound business model. We have to achieve a delicate balance between our future fiscal health and our legacy.”

Dr. Barrett first began her volunteer work at Phoebe at the prompting of her friend and colleague, Rev. Daniel T. Moser II, who currently serves as Minister of Spiritual Nurture at Pleasantville UCC. Barrett joined

Phoebe’s Church Relations Committee in 2006, and became Chair of the Committee in 2011.

“There are two accomplishments during my tenure on Church Relations of which I am most proud,” says Dr. Barrett. “First, we expanded the Committee beyond the UCC. As the culture shifts, so must we. We fostered connections with other faith traditions, and invited representatives from those traditions to serve with us on the Committee.

“Second, we started the Clinical Pastoral Education (CPE) Endowment Fund, which provides scholarships and training to students pursuing Pastoral Education as their vocation. Phoebe is one of the only organizations on the East Coast that offers this training. Every faith leader has to complete clinical pastoral education, and the CPE Endowment is a primary way that parishioners can make a contribution that has a direct impact in the lives of those serving a community’s spiritual needs.”

Dr. Barrett was elected to Phoebe’s Governing Board in October 2011, and became Vice-Chair in 2017. She has also served on the Phil-Mont Strategic Advisory Council at Phoebe Wyncote.

Dr. Barrett has been Senior Pastor of Pleasantville Church since 2003. Originally from Berkeley, California, her lifelong love for story found expression in an undergraduate degree in World and Comparative Literature from San Francisco State University. She also holds graduate degrees from United Theological Seminary of the Twin Cities (M. Div.) and Pacific School of Religion (D. Min). Her Doctor of Ministry thesis was entitled, “Telling Stories: Narrative Approaches to Congregational Studies.”

Dr. Barrett served congregations in Worcester, West Chester, and Holland, Pennsylvania before coming to Pleasantville in 1998. She is a recipient of the Louisville Institute’s Sabbatical Grant for Pastoral Leaders (2012), and was the George Arthur Buttrick Lecturer and preacher at the Bay View Association, Michigan (2013). Together with Rev. Moser, she is co-founder of Sabbath Time Ministries, a non-profit providing reading retreats for pastors.

As Dr. Barrett assumes leadership of Phoebe's Governing Board, she cites her staying power and leadership training as two gifts she brings to the role. "I also see it as the Board's responsibility to take care of Phoebe staff, particularly in the new climate created by COVID-19," she says. "Speaking from the perspective of a pastor, there are two 'congregations' the Board must attend to. The first are the residents of Phoebe communities and those in care of Phoebe facilities. The second 'congregation' is the Phoebe staff—executives, administrators, and front-line staff.

Everyone at Phoebe is working together to keep the residents and themselves safe. It is important the Board do everything we can to support them during this uncertain time. ☞

"I have a heart for the people who are doing the work for Phoebe's residents and families. I have a heart for Phoebe's mission."

Robert "Bob" Miller Concludes Term as Governing Board Chairperson

In June, Robert "Bob" Miller ended his term as chairperson of the Governing Board. Originally elected in April 1988 to represent the Pennsylvania Southeast Conference of the UCC, Miller has served as a board member and as treasurer before being elected chair in 2017. He has devoted 32 years of service to Phoebe Ministries so far, and plans to continue as a member of the Audit, Finance, and Investment Committee.

"I became involved at Phoebe because it was a good way to use my administrative talents to help others," says Miller. "The more I knew about Phoebe Ministries, the more I noticed how much they care for their residents. Phoebe is a strong faith-based organization, and this is important to me."

Miller and his wife, Judith (Judy), both had parents who were residents at Phoebe Allentown and say they are impressed with the level of care their parents received. "My mother had Alzheimer's disease and was bed-ridden. She had also suffered a stroke," says Miller. "She was very well taken care of.

"Judy's mother lived at Phoebe for more than six years and was very grateful for the services and activities that Phoebe provided," he continues. "Staff members are competent and caring—they always keep the residents in mind."

Miller cites the creation of the Phoebe Reciprocal Risk Retention Group in 2004, the hiring of Scott Stevenson as CEO, the expansion of the pharmacy, and the purchase of Chestnut Ridge campus in Emmaus in 2018 as his proudest achievements while leading the Board. These decisions greatly improved Phoebe's financial health. Renovations to Phoebe Berks and to Allentown's Miller Building and Trexler Wing were also completed while Miller was chairperson.

The Millers are generous annual donors to Phoebe and established the Robert & Judith Miller Family Fund endowment in support of charity care. They are members of Phoebe's Legacy Society and, in 2018, they became members of Phoebe's continuing care at home program, Pathstones.

Miller holds a degree in dairy science from Penn State University, and worked for Lehigh Valley Dairy for 40 years, retiring as Senior Vice President of Operations at the Schuylkill Haven plant. The Millers have two sons and two grandsons.

"My time on the Governing Board has been very rewarding," says Miller. "I have worked with some very caring and influential people on the board to make Phoebe Ministries better. "I am excited about the future of Phoebe because of the outstanding staff who are forward-looking and really care about the organization and the people they serve."

Bob and Judy Miller have been named the recipients of the 2021 Rev. Dr. Grant Harrity Award for Exemplary Service to the Aging. They will receive the award in June. ☞



The Art of Living

With social distancing and safety as their top priority, community life came up with creative ways to keep residents engaged and connected throughout quarantine.

Helping residents stay physically active with safe and fun games and events has been a priority. At Phoebe Richland, community life created new hallway games like the Phoebe 500 (a game that entails racing remote-control cars down the hallways), fishing with magnetic fish and poles, and bean bag toss. Socially distanced fitness routines including a doorway “Twist & Shout” dance party at Phoebe Wyncote where residents can participate in safe group activities together. “They’re doing a good job here!” says one Phoebe Wyncote resident in response to the creative and personal ways Phoebe staff is keeping everyone connected and having some fun.

go out and shop for whatever the residents request from the dollar store, and deliver it to each room. “In Community Life we know what the residents like to buy and what they need—it’s worth it to see them smile when the cart comes around,” says Phoebe Wyncote’s Community Life Lead Cheryl Randolph.

Residents are also staying active by connecting with nature. At Phoebe Berks, independent living residents often take socially distanced walks outdoors. A favorite spot for a stroll is George’s trail, named after Rev. George Miller. After retiring to Phoebe Berks in 2012, George worked with administration to establish a larger nature trail. He helped clear the weeds and brush around a smaller walking path originally created by Boy Scout Troop #456, working for several hours a week to clear a space that his fellow residents could use for exercise, birdwatching, and pleasant nature strolls.

Residents Staying Busy DURING COVID-19

Socially distanced events were also held following all CDC and DHS guidelines, including a room-to-room Luau complete with drinks, snacks, and flower leis. Even a hallway dress-up party occurred where residents stayed in their doorways to show off their best 1950’s inspired wardrobes.

Phoebe Richland community life lead AnnMarie Pettito-Thomas explained, “The one good thing to come out of COVID was how the relationship between staff and residents deepened into something really close. There is so much more interaction between everyone. Staff is dancing, participating in games, and also having a good time!”

At Phoebe Wyncote, community life integrated favorite resident activities like going to the dollar store into the “Traveling Dollar Cart.” Community Life staff

Though he passed away in May of 2020, the wonderful project he helped establish continues to bring joy, especially during uncertain times.

Phoebe Berks residents also take time to tend their outdoor garden plots, where they grow all types of vegetable to share.

To keep busy while helping their fellow Phoebe residents and greater community, residents are volunteering their time and talents. Many residents have donated homemade gowns and masks to Phoebe staff members to aid in the growing need for PPE. The Terrace at Phoebe Allentown resident Dorothy Sechler was one of many residents who stepped up to help, explaining that, “A lot of the volunteering that I was doing before the pandemic hit was no longer available to me. Therefore,



I had a lot of extra time, and I've always enjoyed sewing, and they needed masks and gowns for the medical [staff], and I just naturally switched over to that." To date, she has created over 80 masks for staff and family members.



Residents share their creativity with each other too. For example, personal care residents at Phoebe Richland used their crafting skills by making bracelets as Bingo prizes for fellow residents in the memory support neighborhood. Musicians Sandy Leidich and Bob Masenheimer, residents at Phoebe Berks, shared their talents by recording themselves playing piano and organ music to broadcast on Phoebe TV where residents can listen and enjoy in the safety of their homes and rooms.



Birthday celebrations were different for everyone—but our staff, residents, and families made it fun! There were a variety of types of birthday celebrations which included window visits with families able to safely give birthday wishes complete with cards and balloons. Residents shared in celebrating each other's birthdays too, by signing joint birthday cards, and enjoying delicious cake delivered to everyone's individual room.

Drive-by birthdays were also very popular this year. Phoebe Richland resident Chester Westgate celebrated his 100th birthday with a car parade of friends and relatives who carried signs and waved happy birthday wishes from the safety of their vehicles.

Some things may be different, but we continue to make the best of every situation. Here at Phoebe we are continuously thankful for our dedicated staff and incredible residents, family members, and other supporters for keeping spirits up during these difficult times. Our community has truly become closer than ever! 🍀

From top to bottom: Sandra Leidich, Mildred Westgate, Bob Masenheimer, Alma Slotter, Annelies and Rudy Visser

Reimagined ...

Phoebe Berks Village just completed a \$7.5M renovation of the Grant Harrity Community Center. This reimagining of the Community Center introduces new amenities for Phoebe Berks residents, encouraging them to live their best retirement lives with us!



The main entrance to the Grant Harrity Community Center is now open and warm. There are comfortable seating options for residents, families, and friends who frequent this space on a daily basis.



Lounge spaces throughout the Community Center allow for spontaneous meet ups, as well as communal space for clubs and groups to get together.



Bistro 422 replaces the previous dining room. The new restaurant features daily specials, a casual, warm ambiance, and plenty of room to invite friends and family for dinner.



Perhaps the most exciting addition to Phoebe Berks is the Pub. Here, residents can relax before their dinner in Bistro 422, or enjoy more classic tavern fare with a cold brew or glass of wine. Close to the pool table and game room across the hall, the much-anticipated Pub will be a hub of activity for Berks residents.

Construction officially wrapped in early summer, but, due to COVID-19, group activities and events have been limited for resident and staff safety. Even with protocols in place, residents and staff are thrilled with

the new amenities, and apartments and cottages are selling quickly. There is a waitlist for our cottages, and apartment availability is extremely limited, often with only one or two available at any given time. 🏡

If you are interested in learning more about living at Phoebe Berks, please visit [Phoebe.org/Berks](https://phoebe.org/Berks) or call 610-927-8183 and request an in-person or virtual tour.

STEPS TO PREVENTION

A conversation with Susan Lynn, Phoebe's Regional Director of Rehabilitation.

In the late 1980s and early 1990s, “I’ve fallen and I can’t get up” was dramatized in a series of television commercials for personal fall devices. This commercial brought to light the serious issue of falls for older adults and though the catchphrase turned up on t-shirts and as a punchline in comedy routines, it did not help reduce the seriousness of the issue. Today, the occurrence of falls for older adults is just as prevalent. Even though technology has advanced by leaps and bounds with personal devices closing the gap for response time, there is no substitute for the best defense against a fall... prevention to not fall in the first place.

Susan Lynn shares her experience with the falls, slips and tumbles that often plague older adults.

Falls are dangerous no matter a person's age, but why are they particularly dangerous for older adults?

Often times older adults are dealing with more than one ailment so a fall, in addition to having brittle bones or diabetes could certainly compound any situation negatively. The result of the fall could be something as minor as a bruise or a cut but that coupled with a resident on blood thinner medication can be a dangerous situation. And then there are major falls that might break a bone, displace a hip or worse, cause death from head trauma. The healing process for each injury could be a few days or upwards of a few weeks or months, depending on the severity and whether or not rehab is necessary. The healing and/or rehab time serves as a disruption in the daily lives of the patient, which could lead to further complications or setbacks in other areas of the older adult's routine.

Everyone has taken an unexpected tumble in their lifetime. Can you look at an individual and predict if they are going to fall in the future?

There are definite signs we look for when assessing a senior who might be at risk for a fall. The speed, or “gait,” when walking slows down and eventually turns into a shuffle where the feet are barely moving with each step, inching across the floor. This is a sign of someone who is not comfortable with their balance and this increases the risk of a fall. In most cases, this situation is avoidable. As people age, they don't want to accept the fact that they cannot do things the way they used to yet, what they don't understand is that making small accommodations can lead to a longer, healthier, life. If you don't address the needs, you will age faster. Even a small tell-tale sign, something as minute as someone taking smaller steps or trying to hold on to every piece of furniture as they traverse a room, is a sign that a potential fall may be in the near future.

If someone is susceptible for a fall, are there steps they can take to prevent this from happening?

Absolutely. The number one predictor of falls is leg strength. If the legs cannot support the body, a wobble, fall, spill, or topple is inevitable. So it is important to build leg strength. We recommend three steps — Step 1 is to get assessed. Step 2 is to follow a plan. Step 3, repeat Step 2 for as long as you can. You will be rewarded. Wellness in some cases has to be re-learned. Those who adapt age with dignity and grace. I have seen 90 and 100 year old individuals who get around easily as if they were 30 years younger. And they all have one thing in common — they invested in their health over the years. It is the simple formulas that often return the highest yield. People invest money to watch it grow and mature. The same goes for your health. Invest now and often and you will be rewarded with a healthy return.



“Walking is a great way to add exercise to a daily routine and keep those legs strong,” says Susan Lynn.

What are some examples of how seniors can invest in their health?

Older adults need to find the time and place to incorporate daily exercise into their routines. Even something as simple as walking around for 15 minutes every day. Shopping malls were once open to host Senior Walks but you can get the same kind of walking experience here at Phoebe. Most hallways at Phoebe are great for socially-distanced walks. They all have railings so there is support if needed. And not only do the hallways offer a nice walking area, they also allow for social interaction.

Anything else you want to add?

Yes. I would stress the need for assessing residents in relation to all forms of therapy: Physical (walking, exercising), Speech (chewing, swallowing issues, memory, cognition) and Occupational (buttoning and tucking shirts, buckling belts, fine motor skills and personal cleansing). We all come into this world needy and we all leave the world being needy too. It may sound cliché but the bottom line is, if you don't use it, you're going to lose it. Balance, speech, and the most basic daily functions all fall into this category. The Rehabilitation team at Phoebe offers screening, evaluation, and therapy. Residents can have their levels of activity tested, especially their gait and balance. Something as simple as watching someone walk can be very telling. It is a glimpse into the future health of an individual.

Can't come to us for rehab? We'll come to you in the comfort of your own home! 🏠

Contact Phoebe Rehabilitation Services for more information: 610-794-5215 or visit [Phoebe.org/Rehab](https://www.phoebe.org/Rehab).

When the Going Gets Tough, We're in this Together.

PATHSTONES SUPPORTS THEIR MEMBERS THROUGHOUT THE PANDEMIC

Pathstones staff worked tirelessly to help their members feel safe and connected throughout the pandemic. When the pandemic was declared, Pathstones staff put in place an emergency plan for their members. Though each member is unique in their needs, the Pathstones wellness coordinator created a system to help members who are at high risk set up a plan for if they were to contract COVID-19. Updates were also made to each wellness plan communicating any new processes and procedures to both new and current members.

As a membership-based program, Pathstones is not only a service, but a community of people who make time to connect with each other, as well as go on excursions and events together while enjoying each other's company. Pathstones staff has been working on different ways of keeping all members connected. During the Spring stay at home order, they put flowers and other small personal gifts together and delivered them, social distance-style, to members to let them know that they are thinking of them.

Additionally, virtual activities and workshops were made available to members. Expert speakers are invited to present information sessions which members can use to enrich their minds.

To keep members connected with each other, Pathstones staff also helped create a program online to give members the ability to connect virtually. Working closely with each member, they were able to create a virtual space for members to stay in touch.

Communication through the pandemic has been key in supporting members. Newsletters are sent out weekly, and include positive thoughts and inspirational messages. They also help members stay up-to-date with Pathstones news and virtual activities. The newsletter also includes virtual wellness links that members can enjoy at home including healthy recipes, hiking trails, and other safe activities.

Find out more about Pathstones by calling 610-794-6700 or visit PathstonesbyPhoebe.org



Jessica Hardiman, Pathstones Membership Coordinator, shares a message with all Pathstones members via the monthly e-newsletter



PHOEBE PHARMACY SUPPORTS THEIR CLIENTS THROUGHOUT THE PANDEMIC

Since the pandemic began, Phoebe Pharmacy has been working to support their clients and communities. In April, the pharmacy partnered with Clarity Labs, an independent lab that provides pharmacy clients with quick and efficient turnaround time for COVID-19 testing.

In addition to providing quick COVID-19 testing, Phoebe Pharmacy adapted their delivery system to include fewer touch points for deliveries, including the use of disposable bags versus plastic totes. To aid in the efficiency of COVID-19 testing, drivers have been trained to quickly pick up the swabs and transport them to designated locations where they can be sent to the lab for testing.

To help provide clients with the resources they need to support their residents, Phoebe Pharmacy now has Medicare Part B billing numbers for each pharmacy. This will provide and bill vaccinations for Phoebe Pharmacy's personal care and independent living residents.

Additionally, Phoebe Pharmacy is providing on-site flu shot clinics for their clients where residents are vaccinated in the comfort of their own room or apartment.

As the world keeps changing, both Pathstones by Phoebe and Phoebe Pharmacy are here to support members and each community they serve in any way they can. 🌿

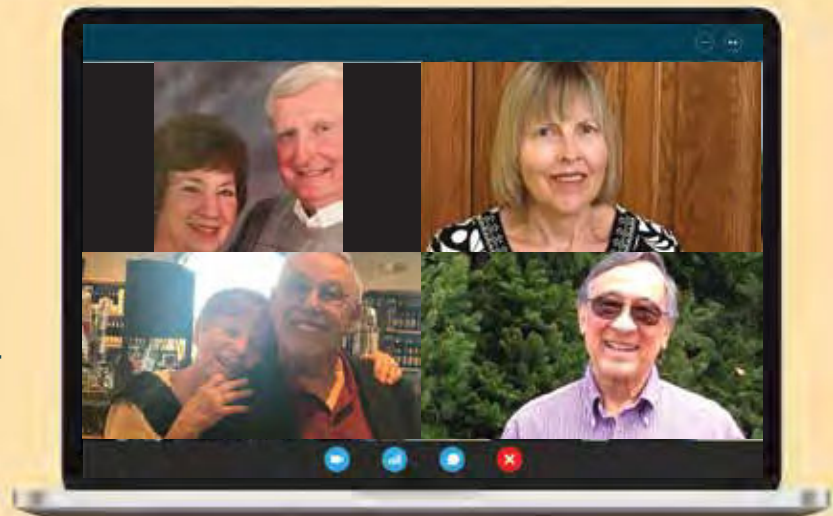
Find out more about
Phoebe Pharmacy by visiting
PhoebePharmacy.org



Chestnut Ridge at Rodale

ZOOM WITH Chestnut Ridge at Rodale

Meet some of the future residents of Chestnut Ridge at Rodale—Phoebe's soon-to-come 60+ retirement community in Emmaus, and learn why they're excited for the new independent living campus!



RICHARD AND CHARLOTTE CRUSE *(top left):*

"We always knew that a continuing care retirement community was our eventual goal. There would come a time when we would not want to worry about everyday maintenance of the house and eventuality of the need for major repairs. The newness of Chestnut Ridge, allowing us to customize our home made this a unique opportunity. In addition, the activities program, the dining and housekeeping options, and the availability of an on-site gym are just some of the amenities that interested us. Probably, more than all of this, the comfort knowing that all our needs will be tended to, regardless of the potential changes in the level of care we may need, helped us conclude that Chestnut Ridge was our choice for a future home. We eagerly await this new chapter in our life."

DORIS AND BOB FARRAR *(bottom left):*

"Our daughter, Vicki, works as the sales coordinator at Phoebe Allentown, and she introduced us to Chestnut Ridge last year. We feel it's important to plan and be proactive in our self-care as we grow older. Chestnut Ridge offers many programs aimed at healthy living to help with transitions if health limitations slowly emerge for either of us. We believe this will be a good choice as we move forward, and we are excited to be a part of the community!"

ROXANNE SCHEIDT *(top right):*

"I chose Chestnut Ridge at Rodale for a maintenance free lifestyle with amenities on site. The location of this community is also convenient to Lehigh Valley arts and cultural events. I have peace of mind knowing that there are higher levels of care available for any future medical needs."

DR. CARL LAM *(bottom right):*

"I became acquainted with Phoebe communities as my in-laws resided at Phoebe Allentown for a number of years. Both my wife and I felt they received exceptional care. When learning of Chestnut Ridge at Rodale, I was offered the opportunity to return to Emmaus, a familiar place as my wife and I lived in the area when we were newly married. The apartment floor plan is spacious and the outdoor spaces allow for an additional area to relax. The flexibility for dining options is appealing as is the offering of daily activities and special events."

Do you think the Chestnut Ridge lifestyle sounds right for you?

Call our sales center to learn more about the exciting community that awaits! Apartment homes are moving fast, and we are offering limited time specials to save you money and help you proactively plan for your future. ☎

Call 610-794-6590 or visit chestnutridgeatrodale.org to learn more!

Phoebe

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