



The Friendship Quilt

A newsletter highlighting news and trends affecting senior living in our community.

Transportation to Independence

Friendship's car and bus service keeps seniors on the road



Getting out is easy with Friendship's car and bus service.

No car? No worries.

Independent living at Friendship Retirement Community® really does mean independence. Even when getting around.

Friendship is one of the few retirement communities in the region offering a chauffeured car service and a bus schedule, enabling residents to visit the doctor, go shopping, buy groceries, relax at museums and parks, enjoy concerts — get to most anywhere they need to live life to the fullest.

“So many of our new residents are not driving anymore,” says Ken Srpan, director of resident services. “Taking the car away is seen as the last vestige of independence. This way our residents can remain as independent as possible, do things that they want to do, and go places they want to go. It’s a big drawing card for prospective residents and family members to know they have access to reliable, safe and affordable transportation.”

Friendship’s car service is available five days a week during the day. It’s ideal for physician or beauty appointments, grocery runs or special events. Residents can reserve a car for a nominal per-mile fee for trips in the Roanoke Valley and a small fee for roundtrips within Friendship’s campus along Hershberger Road.

“The nice thing is that the driver can help carry groceries, or help a resident find a doctor’s office,” explains Friendship’s Vivian Dacal, whom residents call to book a trip. “And our residents are picked up at their door and dropped off right where they

want to go.”

In addition to personalized car service, Friendship has two 24-seat buses that shuttle independent living, assisted living, and Health and Rehab Center residents on a regular schedule or to special events.

Every morning at 9:45, a bus takes residents on a predetermined route that includes physician offices, banks, grocery stores, malls and shops. The bus drops residents off at the location and then returns later in the day to pick them up for the ride back to Friendship.

Buses also are used to take residents to arts and entertainment events, including the symphony, museums, the Grandin Theatre and Avalanche baseball games. Or “just get out, enjoy the fresh air and go for a ride,” Srpan says.

“With higher gas prices, it’s one way to save money,” he says. “Plus our residents don’t have to drive at night or find a parking space. We drop you off literally at the door.”

Residents say Friendship’s transportation makes all the difference.

“I like how they carry your groceries in after a trip,” says Marie Papp, Regency III Resident. “It’s very convenient.”

Joyce Brogan is another frequent user of both the taxi and the bus. “I don’t have my car so this really helps,” she says. “I don’t know what I’d do if I didn’t have this.”

To learn more about independent living at Friendship, call (540) 265-2230.

Welcome



Welcome to *The Friendship Quilt*, a newsletter about trends in senior living and health care offered by the people at Friendship Retirement Community®.

In this issue you’ll learn about how Friendship’s transportation network helps to keep our residents independent. You’ll also read about a special group of volunteers who help to improve the quality of life for the elderly and you’ll meet a group of veterans reminiscing about their sacrifices to our nation.

With more than 40 years of trusted service, Friendship is one of the largest retirement communities in Virginia. A not-for-profit organization, Friendship offers nursing care, assisted living, independent living, personal care service and a broad range of medical services, including outpatient rehabilitation and orthopedic care.

And, as you’ll read in this issue of *The Friendship Quilt*, Friendship provides an innovative approach to today’s senior care.

Stan Huffman
President and CEO
Friendship Retirement Community

Visit us at www.friendship.us

Contents

- Transportation
- Helping Hands
- War Stories
- Teaching Nurses

Friendship does not discriminate against any person on the basis of race, color, national origin, disability, or age in admission, treatment, or participation in its programs, services and activities, or in employment. For further information about this policy, contact the Corporate Compliance Officer (540) 265-2222.

Helping Hands

Volunteers enhance quality of life for Health and Rehab Center residents



Tissa Burrow (middle row, left), Bruce Mengel (back row, left) and Renee Richardson (far right) lead volunteers dedicated to making life better for residents of Friendship's Health and Rehab Center.

Big-screen TV. Ice-cream maker.
Popcorn machine.

Welcome to movie night at Friendship Retirement Community's Health and Rehab Center.

These aren't your typical nursing-home accoutrements. Then again, the people who provided them aren't typical, either.

These and other goodies were provided by Helping Hands, a group of family members and Friendship employees who raise money to enhance the quality of life for residents. Whether it's a larger TV or a fun evening of activities, Helping Hands delivers.

"These residents have looked after other people for all their lives," says Tissa Burrow, a Friendship social worker who advises Helping Hands. "Our residents made sure their children had what they wanted, and now a lot of them don't have family around — so Helping Hands is like a family taking care of them."

Helping Hands was formed in 2005 to attract volunteers and raise funds to make life more enjoyable for residents of Friendship's Health and Rehab Center. The group is led by Bruce Mengel of Fincastle, whose mother-in-law once lived there.

The group has held fund-raisers on campus or solicited cash or goods donations to purchase equipment, supplies, clothing, DVDs, eye glasses, hair care and more. They've also put on parties and social events.

"We truly wanted to make a difference in the lives of the residents," Mengel says.

The fact that the majority of Helping Hands members represent families no longer living at the nursing home is a testament to the group's mission.

"They have seen the difference we make," Burrow says. And not just for the residents, either.

"The staff here at Friendship has embraced Helping Hands," she says. "Some of the nurses headed up our bake sale, and we made \$1,200 in two hours. It makes the staff feel good, and that turns right around and feeds into the welfare of the residents."

Helping Hands relies on Burrow and co-worker Renee Richardson to identify needs for residents.

"If they really need something, we raise money to get it," Burrow says. "People are willing to give. These folks are fun and their hearts are big."

To learn more about Helping Hands, call (540) 777-1303.

A Giving Tradition

Helping Hands has provided to Friendship residents over the past three years such things as:

- Ice cream social
- Visit from Santa and caroling
- DVDs
- Super Bowl party
- Popcorn machine
- Men's and women's clothing
- Cash for resident special needs
- Oversized puzzles
- Ice cream machines
- Hair care
- Four 42-inch televisions
- Elizabeth Arden products



Friendship staff and residents enjoy an ice cream social provided by Helping Hands.

War Stories

Friendship veterans gather to reminisce about service to country



Veterans at Friendship have served around the world.

A former POW. An Army nurse who helped build a hospital. A tank commander who freed Americans captive in Germany. A soldier given up for dead.

These are some of the World War II veterans at Friendship Retirement Community® who gather in the Residents' Center on the third Wednesday of every month to swap war stories and reminisce about a time that defined their lives.

"It's just nice to meet everyone over coffee and doughnuts and see what branch of services they were in," says Air Force veteran Fred Phlegar. "We enjoy sharing some of the memories."

Members of the veteran's group live throughout Friendship's campus. Friendship's Danna Owen coordinates the group "as a way to honor the veterans at all levels of care, in all branches of the military," she says.

For the veterans it's a chance to bond over common — and heroic — experiences. And for anyone willing to listen, they always have an interesting story to share.

Take Ned Daugherty. For starters, his commanding officer was the late actor Jimmy Stewart. Daugherty escaped Germany and fled to Spain. He was reported dead but returned stateside on the day of his funeral. "The family didn't know I was coming home," he says. "Mother had just returned home from the church service."

Army veteran Bill Revere spent six months in Germany as a prisoner of war. He lost 125 pounds during the ordeal. "We had nothing much to eat," he says.

Army Nurse Corps veteran Mary Mackey — the group's only woman — recounts how she worked to build a hospital in Italy that came under bombardment. "It was terrible. We had to do some repairs, but we got out safely," she says,

adding: "I must say that everyone I worked with in the Army was wonderful."

Ed Balderson recalls being pressed into service as a cook in the Pacific theater — with no culinary experience. "My captain told me, 'I bet you know how to boil water without burning the rice.' So before long we were making rice balls with cheese and bacon." Balderson also remembers charring eight big turkeys for Thanksgiving dinner. "They didn't have anyone else to cook, so they had to stick with me," he says. "It's the little things along the way that made life exciting."

Jim Warren was serving in the Philippines, preparing for an invasion of Japan. The peace treaty ending the Pacific War was signed on his 21st birthday. "When (General) MacArthur signed that piece of paper on that ship my life was saved because that invasion would have cost thousands of lives," Warren says. "A bunch of us came home that never would have made it out of the deep sea, and I'm grateful to be here."

One member of the group, Don Glosch, served as a tank commander. During one of his missions, his tank broke through the wall of a POW camp in Germany, freeing fellow Americans. Some 50 years later

while working at Norfolk & Western in Roanoke, he met a salesman who told him he looked familiar. "He said 'Were you in the Army in World War II? Did you drive a tank through a camp wall? I thought I recognized you!'"

"He was one of the ones I saved."



Howard Johnston

Teaching Nurses

Friendship is helping to launch careers in health care



Friendship Retirement Community® is known as a regional leader in providing quality health care for seniors. That's why it's a popular place for nursing students.

Friendship partners with local nursing programs to provide students with real-world experience to supplement their classroom work.

Under a long-running partnership with nursing programs at Jefferson College of Health Sciences, Radford University, Virginia Western Community College and ECPI Technical College, groups of students visit Friendship twice a week to observe nurses at work, assist in care-giving and explore specialties such as wound care, therapy and palliative and Alzheimer's care.

At the same time, this unique hands-on access is helping to fill critical nursing positions in the region while providing local employment opportunities for young people in the Roanoke Valley.

"We want to give students the best experience possible while they're here," says Tammy Shorter, RN, director of nursing at Friendship's Health and Rehab Center. "It's an opportunity for us to teach and, from an employer standpoint, a recruitment tool for us."

Donna Kitts, RN, Friendship's certified nursing assistant (CNA) instructor, says a student's first clinical hands-on experience usually involves feeding or bathing a patient. They become more active in patient care after demonstrating their skills in the classroom.

"It's a great opportunity for students to observe professionals and develop mentors," says Kitts, who also teaches nursing at ECPI.

Friendship has its own education coordinator, Anne Wright, RN, who works with representatives from the schools to develop the clinical curricula.

"I love to see new nurses. I like to teach and it's exciting to me," Wright says. "Getting people in the right place so that they can progress and succeed is what it's about."

Shorter says nursing instructors like to send students to Friendship because of its size and broad spectrum of nursing opportunities. Students also are able to work with Friendship's medical directors to get a physician's perspective on patient care.

"They're getting some management experience that they don't always get at other places," she says.

Friendship's commitment to education also benefits employees. Friendship covers the costs of tuition and books for any employee who wants to become a licensed practicing nurse. In one example, a Friendship administrative assistant learned to become a CNA before eventually earning her nursing degree thanks to Friendship's support.

"We're education focused and driven, and see nothing but good opportunities from that," Shorter says. Friendship's commitment isn't limited to nursing, either. Interior design students have studied the décor of the Alzheimer's unit and this fall pharmacy students from Virginia Commonwealth University in Richmond will work next to Friendship pharmacists.

Those involved in educating the next generation of nurses say it's rewarding.

"It's good to see the new-nurse excitement," Kitts says. "They especially like the elderly. They talk about how they want to be sure they give good care."

367 Hersheyberger Road, NW
Roanoke, VA 24012

The right time. The right care. The right place.™

