Culture Change Conference - What Happened

Four of us went this year from SVWC to the Pioneer Network’s 11th annual conference held in a suburb of St. Louis. About 1,200 people attended. They came from all over the U.S. and a few from Canada. This is a loose alliance of mostly senior administrators and high-level nurses from large retirement communities, chains of senior care centers and nursing homes, and a few hospitals.

These people share a sense that what has emerged in this country as long-term care for seniors needs to move beyond the “hospital model” where residents are simply patients

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Two Staff Vacancies Filled

Cindy Hunter is our new Director of Human Resources. She joined Westminster-Canterbury on July 29, replacing Dee Borgoyn. She has been employed for many years as a Human Resources Consultant, and spent 20 years in corporate HR. Her credentials include a Bachelor of Science in Community Communications and Public Relations from James Madison University, as well as a Master of Science in Human Resources Management from Marymount University.

Cindy is a new bride, having just married Mike last November. She now has two stepdaughters: Kaitlyn (21) and Kelsey (16), plus “three spoiled cats.” They live in Woodstock, where, incidentally, Cindy grew up. She is active in a number of civic activities: the Woodstock Rotary Club, “Coats for Kids,” and “Relay for Life.” Cindy volunteers for the American Cancer Association, sings in her church choir, and is a Past President of the Rotary Club of Woodstock.

Cindy’s first impression of SVWC was the quality and friendliness of the residents here. She is looking forward to making many new friends.

The vacancy in our Marketing Department has been filled by Robin Cardillo. She is our new Marketing Specialist, who joined the staff

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and their ailment is what gets attention. They talk about changing the culture of senior care. They are experimenting, trying things out. They meet to compare notes, tell about what they’re doing, what’s working, and what isn’t. There is a great deal of excitement in this.

We got caught up in their excitement. Dr. Terry Sinclair, Chair of our Board of Trustees, became deeply interested in ways that nurses can be better trained for long-term senior care. Sara Stern, one of our newer trustees, looked closely at new concepts of care beyond drugs for those suffering dementia. Jeannie Shiley explored the role of a CEO in a community where culture change is taking hold. She also sought out the variety of ways communities deal with the death of their residents. I attended workshops dealing with music therapy, retrofitting traditional facilities for new-style care centers, and a general survey of the culture change movement.

We made a 90-minute presentation at the conference in one of the concurrent sessions. We reported the efforts we have been making at SVWC to assess and improve the quality of care offered here. Jeannie opened with a brief sketch of our community. I described the workshops we held last year, the working draft report, the open forums held late last year, and the report released in April this year. We then did a mock workshop to demonstrate the method and closed with a panel discussion among the four of us. The attendees seemed startled that a resident led the SVWC assessment. Others were struck that the assessment covered the entire campus, not simply the specialized nursing units.

At the end of our presentation, two long-time leaders of the Pioneer Network board of directors announced they thought our workshop was the most valuable they had seen over the eleven years of conferences. It was also the first time trustees, a CEO, and a resident had led a workshop. They applauded our working hypothesis: “It ain’t broke, but let’s make it even better.”

Bob Sherwood

Successful Book Sale at SVWC

The Library Committee, faced with an excessive number of donated books, decided to hold a book sale for the benefit of the Fellowship Fund. Many hours of hard work went into sorting 37 boxes of books.

Some Library Committee volunteers were joined by other volunteers to work during the three-day sale, August 15 to 17. This group effort earned $415 for the Fellowship Fund.

Many many thanks to the twenty residents who helped set up, sell books, and take it down. The sale wouldn’t have been successful if not for the staff and the special people who purchased the books. It was a true labor of love.

Marcia Greene
Friday Concert: *Amor y Saudade*

Our next Bistro Concert on Friday, September 16, will be sophisticated, exciting, and new. A trio of soprano, clarinet, and piano will entertain us. This mix of sounds alone is fascinating, but the considerable talents of these musicians will give us a very fine evening. As a trio they call themselves *Amor y Saudade*, a very romantic name taken from the Portuguese of Brazil (which I translate as Love and Longing).

Mariana Mihai-Zoeter is a lovely lyric soprano. She was born in Romania where she began her professional singing career. She advanced her career in Brazil where she sang and taught voice for several years before moving with her husband, Garrick, to Winchester. One reviewer praised her “...inborn instinct for emotional coloring, a sense of coming from inside the poetry and the music...”. Her repertoire includes opera, operetta, oratorio, sacred music, and contemporary music.

Garrick Zoeter’s refined clarinet playing has delighted many in Winchester for several years since he joined the faculty at Shenandoah University conservatory. He has played here at SVWC several times. He recently played a challenging Brahms quintet at Shenandoah University with the Audubon String Quartet, affirming his mastery of classical clarinet music.

Sue Boyd taught piano at Shenandoah University’s music conservatory for many years. She is now Professor Emeritus. Sue has accompanied several musicians in previous Bistro Concerts. Her playing is gracious and elegant.

Their program will begin with *Cantilene and Variations*, two well-regarded pieces for clarinet and piano by the French clarinetist and composer Louis Cahuzac. Then *Songs of the Tropical Forest* by Heitor Villa-Lobos, the most renowned Brazilian composer, written for soprano and piano will follow. *Three Romanian Folk Songs* written for soprano, clarinet, and piano by the Romanian composer Tiberiu Brediceanu will close the first half of the program.

The second half will be a musical tour through the storytelling of our own resident Claudia Martin. She will recite her *Mountain Legend* with an accompaniment of music by Debussy, Schumann, Macferren, Schubert, Ricky Ian Gordon, Mozart, Kalliwoda, Seiber, and Gaveaux.

The concert will begin at 7:30. Admission is $10 per person at the door. You are encouraged to invite friends to join you. Farland Capital Inc. is a sponsor of the concert series.

*Bob Sherwood*

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of SVWC on August 7 after serving for four years in the business development section of the Winchester-Frederick County Economic Development Commission. Her bona fides include a BA in liberal arts/creative writing from Virginia Wesleyan College. Robin’s husband Jim has just joined INVENIO, a start-up company here in Winchester, which specializes in share-point websites. Jim and Robin are the parents of Max (age 15) and Thomas (age 12). In addition, there is Wilson, a Cairn Terrier, and two geckos. Robin grew up in Page County (Luray). She loves to cook, and because Jim and his family are long-time NY Yankees fans, so is she.

Robin’s main reason for joining the Marketing staff at SVWC is to enjoy more personal interaction than was available in a large government institution. She looks forward to meeting as many of our residents as possible.

*Dick Mann*
Histories 11

The last note was concerned with the Civil War, which was a tragedy undertaken to keep the country from sundering itself. This note concerns the period from the end of that war to the beginning of World War I. It’s a period during which the country consolidated itself to become a real nation from border to border.

An example of that consolidation is shown in the book *Nothing Like It in the World*, by Stephen Ambrose. This is “the story of the men who built the transcontinental railroad, the investors who risked their businesses and money; [and] the enlightened politicians who understood its importance,” and all those who did the backbreaking and dangerous work on the tracks. For the first time New Yorkers became aware of Californians, and vice versa. That’s when we really started to become a nation.

And the greater part of that nation was the states in between. The book *How the States Got Their Shapes*, by Mark Stein, answers questions such as, “Why does Virginia’s northern border depart from the Potomac so weirdly?” And “How did Virginia get the bottom part of Maryland’s eastern shore? It’s not even connected to Virginia!” Questions like these are answered for all fifty states.

Another indication of growing national awareness is described in the book *On Hallowed Ground, The Story of Arlington National Cemetery*, by Robert Poole. Even before the war was over, Union General Montgomery Meigs proposed making the Lee property across the Potomac River from the capital into a national cemetery. Secretary of War Edwin Stanton declared it so, and Arlington National Cemetery was born as a burial place for northern and southern dead, including those from the U.S. Colored Troops—an enduring symbol of nationhood!

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Thursday Evening Programs

After the summer hiatus, the series of Thursday programs returns in September, performed in The Abbey at 7:30 p.m.

**Sept. 8.** “River Stories” — Hayden Mathews will take us on a 500-million-year tour of the Shenandoah River, which he calls a “stream pirate” because of its habit of gobbling up other streams. Learn how the Shenandoah and its tributaries guided the settlement of the Valley and how our environment is changing before our eyes.

**Sept. 15.**—“The Anatomy of the Murder Trial”— Kevin Mills, a noted criminal defense lawyer of Martinsburg, WV, will walk us through the complexities of a murder trial. He is the son of resident Bill Mills.

**Sept. 22.**—“Have Bells, Will Ring”—The 6th Dimension Handbell Ensemble plays a broad musical repertoire ranging from classical to pop, sacred to jazz. The six ringers in this adult ensemble employ many advanced ringing techniques that enable them to ring 3 to 5 octaves of English handbells that normally would require 10 to 12 performers. In addition to an extensive performing schedule, the ringers present seminars on handbell ringing.

**Sept. 29.**—“The Future of the Museum of the Shenandoah Valley”— Dana Hand Evans, Executive Director of the Museum of the Shenandoah Valley, will speak about some of the exciting plans for the future of the Museum, including the renovation and preservation of the Glen Burnie Historic House. You will be an “insider” learning more about this Winchester treasure.

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*Warner Eliot*
A Walk in The Woods Benefits Health

Professor Qing Li of the Nippon Medical School, Tokyo, writes in the July-August issue of *American Scientist* that exposure to the gaseous phytocides which protect plants from predators have positive effects on health. For walkers, blood pressure was significantly lower, and lower levels of the stress hormone were found. Blood levels of the adrenal hormone were higher—low levels are associated with obesity and type 2 diabetes. Higher values contribute to heart health.

Early mornings are my favorite times. I often sit on the bench overlooking the run-off pond, and I am rewarded with views of schools of goldfish, an occasional bullfrog, and in early Spring, a Mallard duck gliding in to land on the water. Only occasionally am I joined by Susan MacKay and her dog Tip or Tom riding his bike with his black dog Jack.

A stroll up Mount Racey confronts me with numerous old floral friends: yellow Mullen spikes, blue bachelor buttons, and young sassafras seedlings. Turning at the large rock into the beginning of Chuck Coffin trail I am rewarded with a bevy of vines of black tasty raspberries. Every day for a week I filled a container to have ice cream and berries for an afternoon dessert.

The trail enters the heavy woods where several gigantic tulip poplar trees and May apples bloom. The only wildlife is an occasional black snake, a box turtle, and many dew-filled spider-woven nets I brush aside.

In the meadow there are many Queen Anne’s Lace with their scientifically significant single black-centered flowers whose secrets won Barbara McClintock a Nobel Prize for understanding jumping genes.

After an hour or so, relaxed, feeling better, calmer, and clearer-headed, I walk home to Winchester Hall with my trusty European walking sticks.

*Walt Shropshire*

Artists of Lawrence Gallery

Following the well-attended opening reception early in August, paintings and drawings by 97-year-old Redbud Court resident *Betty Davis*, and Winchester resident *Robin Palmer* continue to enliven the walls of *Lawrence Gallery*.

With deep roots in the Valley, *Mrs. Davis* and her husband returned after WWII to rear their children here. Here, she would market her original clothing designs and produce hundreds of greeting cards to benefit social causes. Here, she would teach and pursue a lifelong fascination with things artistic. Betty admired the lines of Jefferson County historic homes, and eventually catalogued 50 of them through her drawings. As a passionate gardener, Betty rendered the flowers she grew into watercolor paintings now hanging in public buildings and homes, often lamenting, “... there was never enough time...” to do justice to them both. The viewer, though, will realize she did find time to do a great deal.

*Mrs. Palmer*, a Winchester native, received encouragement for her natural artistic talents from her Handley High School art teacher. Robin married a Californian and reared her family there. Despite the demands...
During the month of September, we will be distributing a newly-revised Resident Handbook to all residents. The handbook was revised as a direct result of two initiatives: Culture Change and the Resident Satisfaction Survey.

During the Culture Change workshops it became clear that the Resident Handbook was not as complete or comprehensive as it should be to new and current residents. In addition, this year’s Resident Satisfaction Survey revealed that there was room to improve the new resident orientation process. With these thoughts in mind, we set out to totally revise the existing Resident Handbook. Participation on this project was widespread—many residents, staff, and family members contributed information and suggestions.

To aid in the process, we asked our sister communities and other sources to share their handbooks, which they graciously did (we reviewed a total of 12 handbooks from other communities). This allowed us to compare what type of information we wanted to include in our new handbook. Improvements were made to maps of the community. Our Marketing Department worked closely with Design Concepts, a local architect, who created a series of maps for each area of the buildings. The new handbook will also contain a number of policies and procedures that residents can refer to as needed.

It is our hope that the new Resident Handbook will enhance your living experience at SVWC by providing relevant information about the various services offered on campus, and the policies and procedures that help to guide our community. We encourage all residents to read and use the handbook as a reference tool in the months and years to come.

It is designed to be updatable. Similar information is grouped so new information can be added without reprinting the entire document. We also welcome any comments or suggestions you may have on how we can improve the handbook as we move forward.

From the President’s Desk

Jeannie Shiley
President/CEO

September, 2011

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of parenting and a long professional career with Hughes Aircraft and ADP, Mrs. Palmer persisted in furthering both her academic and creative endeavors. Initially working in watercolors, acrylics, and oils, Robin ultimately settled into her current niche, Watercolor Pencils. Now retired and back in Winchester, Mrs. Palmer continues to draw and teach others. Two of her students are exhibiting their works, as well.

Pencils and Paints continues in Lawrence Gallery until September 29, where smiles glow and foot traffic just naturally slows.

June Hess

Chapel Window Dedication

A Service of Dedication is scheduled for Sunday, October 9 at 2:00 p.m. in the Westminster-Canterbury Chapel, with overflow in the Abbey. The Chapel’s new 16 textured glass panels were designed by resident Wil Pieper. He constructed six of them.

Wil has also agreed to mount a Lawrence Gallery retrospective of his other works. The opening reception for Wil Pieper: Artistic Steps in Faith is scheduled from 3:00-5:00 p.m. following the October 9 Service of Dedication.

June Hess
Check This Out

Our Fitness Center has just received the **Total Body Recumbent Stepper**. It is easy to use and is a good cardio machine. Among the many features are:

- Walk-through access for easy entry, and a removable seat for wheelchair access,
- Versatile settings for All Body, Upper Body Only, or Lower Body Only.
- Easy to use with manual use program, and 200 levels of computer-controlled resistance, adjustable in 0.1 increments.
- Monitor displays include: Calories, Watts, Distance, and Speed.
- Iso-kinetic mode for interval and strength training.

Contact the Fitness Center at Ext. 922 for instructions on how to use this equipment.

Dick Mann

Around the Campus

**Dining Hours Change**

Beginning on Monday, September 26, the dinner hours will change.

The **Bistro** will serve dinner from 4:30 to 7:30 p.m.

**Morgan's Tavern** will open at 12:00 noon and remain open until 8:30 p.m. Dinner will be served in the Tavern from 4:30 until 7:30 p.m.

The doors to the Tavern must be closed at 8:30 p.m.

The **Main Dining Room** hours will remain the same:

- 5:00 to 7:00 p.m. – Monday through Saturday.
- 12:00 to 2:00 p.m. on Sundays.

**The Music Box**

The new season of **SVWC Music Club Concerts** begins on Friday, Sept. 9 at 3:00 p.m. in the Apple Blossom Room. **Kindred Spirits** will perform traditional Scottish and Irish music, featuring Geoff Byrd, LaVerne Sargent, and Sally Seabright.

Residents and staff are welcome to attend the music and refreshments every second Friday at 3:00 from September through June. Please come and enjoy!

**Reorganized Poetry/Prose Group**

A few years ago a group of residents met to read and recite poetry and short prose. The group is reorganizing with Ed Bell as coordinator. Invited to participate are: (1) those who recite any poetry; (2) those who read poetry they have written; (3) those who read poetry written by others; (4) those who read short prose they have written; and (5) those who just like to listen.

The first meeting of the new group was held on August 16 in the Private Dining Room. The highlight of the meeting was Jim Herbert and Bill Mills reading the well-known poem by Robert Service: “The Cremation of Sam McGee.”

The next meeting is scheduled for Wednesday, September 28, at 3:00 p.m. in the Private Dining Room. Call Ed Bell at 667-8290 if you would like to participate.

**Our New Neighbors**

One couple was added to our community in August. Please welcome: **Paul and Jane Arnold**, who moved into the cottage at 107 Wineberry Drive from Manassas, VA.
This is the last in our series of articles on the spiritual needs of the aging—the need common to everyone. This article addresses the need to prepare for death and dying. It is a broad topic, with many aspects. The primary focus here is on how we can be personally prepared to face our own deaths.

You know your own beliefs about life and death, perhaps influenced by your religious upbringing or by the beliefs you have come to hold as an adult. Be willing to explore those beliefs for important teachings and guidance which can bring help and reassurance as you prepare yourself. Related to this, please make your family, minister, or SVWC chaplains know what rituals, sacraments, etc. will be important to you in preparing for and in facing death.

Besides spiritual preparation, there is much value in personal and relational preparation. Ask yourself questions such as, “Who do I need to forgive?”, “From whom do I need forgiveness?”, “Is there someone to whom I need to reconnect?” Not only will you find peace of mind by working through these potentially tough questions, but you will be offering that same gift to those you need or want to follow-up with.

Let me encourage you to approach this issue with the commitment that you are not just preparing to die, but that you are seeking ways to live out your life with meaning and gusto. Sometimes it is not how you begin the race, but how you finish. Commit yourself to finishing strong. As the writer of Hebrews states in the New Testament, “Run with endurance the race that is set before you.”

Larry Lawhon