

# the friendly journal

# Journal

Volume 49

Spring 2012



Wedding stories and photos shared by the anniversary couples were captured in a booklet created especially for the celebration.

## Happy Anniversary!

A very special celebration of marriage was held at The Friendly Home in honor of our residents and their spouses. "We have many couples who set such a wonderful example with their love and devotion to each other, so we thought it would be a great idea to celebrate their decades of marriage with an anniversary party in their honor," notes Tanya Arena, The Friendly Home's Director of Admissions and Social Work.

Prior to the party, the couples were asked to provide a few of their favorite wedding photos and memories. These were compiled into a keepsake booklet, copies of which were given to each of them the day of the celebration. Many of the anniversary honorees said that they hadn't looked through their wedding albums in years, and doing so in order to choose photos for the party was a lovely walk down memory lane.

The day of the party, an elegant noon meal consisting of salad, prime rib, champagne and wedding cake was served by The Friendly Home's leadership team – with men in tuxedos and women in black and white. Flower arrangements and corsages in the event theme colors of black, white and red and a violinist added to the festivities, as well as a blessing by the Home's Pastoral Care Coordinator, Father Byron Roy, and a toast in the couples' honor by Administrator John Gagnon.

The couples thoroughly enjoyed the celebration, delighting in reminiscing about their wedding days and honeymoons. With marriages lasting over 40, 50 and even 60 years, these couples provide inspiration and bring to life the concepts of love and commitment. ■

At your service! The Friendly Home's department directors wore tuxes in keeping with the elegance of the anniversary party. Pictured from left are: Bill Robinson, Director of Dining Services; Jim Wichman, Director of Environmental Services; Dan Goldstein, Director of Building Services and Manager of Linden Knoll; Mike Perry, Senior VP and CFO; and John Gagnon, Administrator.



The wedding cake!



Bruce Gardephe looks fondly at Ellie, his wife of over 64 years!



Don and Elizabeth Gracey, married since 1957, share a champagne toast.



Barbara and Michael Walker were married over 48 years ago. Here they share a smile at The Friendly Home's anniversary celebration.



The Friendly Home gratefully acknowledges the following companies and individuals who generously donated their time, products and services to help make The Friendly Home's anniversary celebration so special for our Members and their spouses:

- ♥ **Gourmet Goodies** ~ wedding cake
- ♥ **Tuxedo Park** ~ gentlemen's tuxedos
- ♥ **Kristine Chiavaroli** ~ violinist
- ♥ **Rachel Hastings** and **Anthony Hart** ~ compiled a music CD with the favorite songs of the anniversary couples.
- ♥ **Meghan McLellan** and **Chelsea Stahl** ~ St. John Fisher College Service Scholars who interviewed several of our anniversary Members and/or their spouses to collect information about their wedding memories.
- ♥ **Erica Reisinger**, Dixon Schwabl ~ photography
- ♥ **Kimberly Winkelman**, Recreation Specialist at The Friendly Home ~ flower arrangements, corsages and boutonnieres



### Friendly Home Announces New Director of Building Services, Linden Knoll Manager

The Friendly Home is pleased to announce the addition of Daniel Goldstein to our leadership team. Goldstein is the Director of Building Services at The Friendly Home, and additionally serves as the Manager of Linden Knoll, an independent senior living apartment community located adjacent to the Home.

In his role as Director of Building Services, Goldstein is responsible for organizing, directing and supervising the Home's Building Services department, including general maintenance, new construction, renovation projects, fire safety, telecommunications, and security of the building and grounds. As Manager of Linden Knoll, Goldstein oversees all operational and functional responsibilities of the senior living community.

Goldstein, who lives in Canandaigua with his family, most recently served as the Executive Director of the Summit at Brighton. Comments James E. Dewhirst, The Friendly Home's President and CEO, "I am very pleased to welcome Dan to our organization. With over 30 years of management experience in the senior living field, Dan is an excellent addition to our leadership team." ■

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### TOP SCORES ON MEMBER/FAMILY SATISFACTION SURVEY

*"The Friendly Home is an outstanding place and we are thrilled to be a part of it. We are extremely grateful for the care our family member receives. It is a blessing for us."*

– Family Member  
Write-in Comment

Each year, The Friendly Home conducts a survey to measure the satisfaction levels of our Members and families in a variety of areas ranging from the care and concern demonstrated by staff to the cleanliness of our premises. We are very pleased to report that The Friendly Home received excellent ratings in our most recent survey, which was conducted in the fall of 2011. The response rate of surveys completed and returned was an impressive 60%. Here are a few of the highlights indicating the percentage of Excellent/Good responses received in key areas. In each of these areas, The Friendly Home's scores significantly exceeded national averages.

How would you rate your overall satisfaction with this facility?	95%
What is your recommendation of The Friendly Home to others?	96%
Care/Concern of Staff:	97%
Cleanliness of Premises:	97%
Quality of RN/LPN Care:	96%
Respectfulness of Staff:	95%
Respect for Privacy:	95%
Quality of CNA Care:	94%
Choices/Preferences:	94%

Members and families also have an opportunity to write in comments in response to the question: Tell us what The Friendly Home does best. The answers below are heartwarming and personal reflections of the quality of care and services we provide:

*"The way the staff looks after our father gives us great peace of mind."* – Family

*"The Friendly Home is beautiful, clean and well-maintained. The staff is friendly and caring, and speaks to the residents kindly and with respect."* – Family

*"Staff, nurses, CNA's, receptionists and secretaries are excellent! The Social Worker assigned to my mother's care is exceptional. Her empathy and concern are stellar!"* – Family

*"The care and concern provided in Memory Care is outstanding!"* – Family

*"I can't see how it could be better. It's excellent."* – Member

*"I'm happy living here."* – Member

*"The care is exceptional. There is always someone around who is friendly. I feel spoiled!"* – Member

*"I think that you make the residents here feel as though we are all family."* – Member

### TCC SATISFACTION SURVEY RESULTS

Soon after discharge from The Friendly Home's Lovejoy Transitional Care Center (TCC), our patients are asked to complete a survey rating their level of satisfaction in a variety of areas. Results are compiled and shared twice a year. We strive to make each patient's TCC experience outstanding and the survey feedback is a very valuable tool in helping The Friendly Home achieve this goal. Here are the highlights of the most recent surveys, which reflect the percentage of patients who rated the TCC's care and services as Excellent/Good, as well as comparisons to the national average in each of these categories:

#### QUALITY OF REHABILITATION THERAPY:

Friendly Home	97%
National Average	86%

#### LIKELIHOOD OF RECOMMENDING TO FAMILY OR FRIENDS:

Friendly Home	92%
National Average	78%

#### OVERALL SATISFACTION:

Friendly Home	89%
National Average	78%

#### QUALITY OF RN/LPN CARE:

Friendly Home	92%
National Average	83%

#### QUALITY OF CNA CARE:

Friendly Home	91%
National Average	80%

#### PROGRESS TOWARD ACHIEVING REHAB GOALS:

Friendly Home	92%
National Average	82%

Former TCC patients are also asked to share their thoughts on what The Friendly Home does best. These comments support the statistics in a very personal and meaningful way:

*The high quality of care and surroundings makes The Friendly Home a home away from home. Every aspect of my stay exceeded my expectations.*

*The staff and physical therapist were excellent. They made me feel very comfortable and welcome.*

*Being in a rehab program was all new to me.*

*Everyone was very helpful in getting me home. I continue to do well.*

*My rehabilitation was a very pleasant experience. From day one and beyond I had no pain or discomfort and could see or feel improvement. I really felt pampered. Everyone was so kind, gentle and concerned.*

*What a terrific facility—caring staff who are so exemplary in their fields, from physical therapy to nursing to aides to dining to house-keeping. I believe that my recovery from knee surgery was absolutely enhanced by the care received at The Friendly Home.*

### PLEASE JOIN US FOR ANY OR ALL OF THESE UPCOMING OPEN HOUSES!

*Spring is a great time to explore the Friendly Senior Communities!*

#### Linden Knoll

Please join us for an Open House on **Sunday, April 22 from 2:00 – 4:00 p.m.** Linden Knoll is located at 81 Linden Avenue in Brighton. Tour our brand new model apartment, enjoy light refreshments and chat with current residents. With a monthly rent of \$775 including utilities, a variety of amenities and services, a beautiful campus, and preferred consideration to The Friendly Home, this senior living community may be your place to call home!

For more information, please call **Sharon Peterson at (585) 385-0223** or visit [www.lindenknoll.org](http://www.lindenknoll.org).

#### Glenmere

Glenmere at Cloverwood, an assisted living residence which includes a memory care neighborhood, will be hosting Open House events on **Thursday, April 19 from 1:00 – 3:00 p.m. and Thursday, May 17 from 1:00 – 3:00 p.m.** The Open Houses will feature apartment tours, as well as amenities such as recreation and meeting rooms, lounge areas, dining and gathering rooms, country kitchen and outdoor gardens.

Glenmere is conveniently located at One Wheatley Terrace, off Clover Street, just south of Jefferson Road in Pittsford. To learn more about Glenmere, please contact **Tamara Stout at 248-1135** or [tstout@glenmere.org](mailto:tstout@glenmere.org) for a personal consultation.

#### Cloverwood

Come see for yourself all that Cloverwood has to offer, including an active, engaging lifestyle in beautiful surroundings both inside and out. From our lush grounds to our inviting patio homes and apartments, from delicious dining experiences to an amazing array of things to do and places to go, Cloverwood's amenities and services are unmatched.

**Each Thursday afternoon from 2:00 – 4:00 p.m.,** Cloverwood is pleased to offer tours of its Design Center. This is a wonderful opportunity to view all of the available patio home upgrades. A generous customization allowance is now available to new patio home residents. Please visit Cloverwood at One Sinclair Drive, off Clover Street just south of Jefferson Road in Pittsford.

For more information or to arrange a personal tour, please call **Karen Sullivan at (585) 248-1131** or [ksullivan@cloverwood.org](mailto:ksullivan@cloverwood.org).



*Because Friends Care.*

## Events Around Our Friendly Community...

### Linden Knoll Holiday Tea



At left: Linden Knoll's annual tea in December always makes the holidays brighter! Linden Knoll resident Bud Wemple is served some tasty treats at this afternoon event by Marissa Mahoney and Primo Cornier.



At left: Linden Knoll friends Helen DuFlo (on left) and Constance Dodsworth at the Linden Knoll holiday tea. Helen and Constance are not only friends, but in-laws as well – Constance's son is married to Helen's daughter!

### Happy Holidays!



Above: Member Peggy Carney with her son Dave and daughter-in-law Barbara.

During the holidays, parties are held on each of The Friendly Home's units to celebrate the season.



At right: All in the family! Member Philomena Colucci with her daughters Barbara and Chris.

### Tea for Two – Or More!



Glenmere at Cloverwood, which offers assisted living and memory care, celebrated Valentine's Day with an afternoon tea for residents and their families.

Above: Smiles all around! Glenmere resident Janice Charlton (center) enjoys the tea with her daughter Jeanne and husband David, who lives at Cloverwood.



At right: Glenmere resident Palmira Sozzi is joined at Glenmere's Valentine's Day Tea by her niece Carolyn.

### A Sweet Valentine's Day

It just wouldn't be Valentine's Day at The Friendly Home without our annual Sweetheart Ball! Students from St. John Fisher College and Members came together to celebrate in what has become one of The Friendly Home's most cherished annual events.



Members Henry Wright (above) and Jack Mahoney (below) enjoy dances with student partners from St. John Fisher College.



Member Addie Carhart (above) is all smiles as she dances at the Sweetheart Ball!



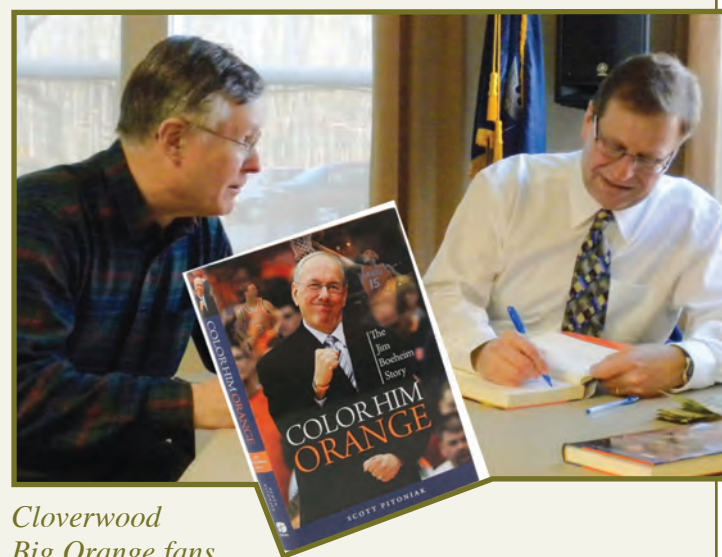
Friendly Home Members put together some sweet Valentine treats for the students.



Professional ballroom dancers joined us at the Sweetheart Ball, demonstrating dances such as the cha-cha, waltz, and fox trot.

A wonderful time was had by all!

### Cloverwood Happenings



Cloverwood Big Orange fans were recently treated to a discussion of local writer Scott Pitoniak's new book **Color Him Orange: The Jim Boeheim Story**. Pitoniak's book is the first-ever biography of the legendary Syracuse University basketball coach. Here Pitoniak (on right) signs a copy of the book for Cloverwood resident Peter Bondy.

### Become a Facebook Fan!

Please check out The Friendly Home's Facebook page. You may visit our website at [www.friendlyhome.org](http://www.friendlyhome.org) and click on the Facebook icon on the lower left. If you already have a Facebook account, search for The Friendly Home **Page** (not Group). Our Facebook page features Friendly Home photo albums, interesting facts about the Home's history, and other news and information.

Visit and become a fan today!



## Memorials

*The Friendly Home is most grateful to the families of Members who have chosen to designate the Home as a recipient of gifts in memoriam and to all the thoughtful donors to the Memorial and Staff Appreciation Funds from November 1, 2011 - February 29, 2012.*

*All gifts given **In Memory Of** or **In Honor Of** an individual through the Home's Annual Appeal will be acknowledged in our Annual Report.*

*(Individuals memorialized are indicated in **BOLD** print, and in alphabetical order by last name.)*

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