



Carillon Chronicle

News From Home | Spring 2016

3rd Annual Jazz and Juleps Events Raise Over \$14,000 for Local Projects

Carillon's 3rd annual Jazz and Juleps fundraisers were a huge success, raising over \$14,000 across 20 charitable organizations from around the state. The signature fundraising events will provide a much needed boost for local improvement projects, everything from establishing a butterfly garden for elementary students in Concord, NC, to helping abused and neglected pets receive medical care and find new homes in Salisbury.

All 20 "Jazz and Juleps on the Terrace" events put the "fun" in fundraising on Saturday, May 14. The events are a Southern springtime *(continued on page 7)*



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From the President Having the Conversation

Two-thirds of Americans over the age of 65 have yet to discuss long-term care or other issues related to aging with their family members. It's a sensitive, but necessary, conversation; one that adult children often have trouble initiating, and one that mom and dad would prefer to put off as long as possible. Here



*Karen E. Moriarty,
President and CEO*

at Carillon, we've learned that a little planning and forethought go a long way toward a positive outcome for everyone in the family.

Timing is everything, as they say, and that is certainly the case when initiating a family conversation on long-term care. The best time to have that conversation is years before the need arises. Waiting until a healthcare emergency is on the horizon adds stress to an already stressful situation.

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Making Magic Moments in Memory Care

From the moment we take our first breath a time line begins marking the moments of our lives. There are many events to celebrate such as first steps, first words, first bike ride, first car, first kiss and even first love. We continue adding to our time line as we age, starting families, careers and doing those things that we know to be important and expected of us.

Education? Check.

Providing for our family? Check.

Taking care of our self? Well, at least we try.

Time passes and the story of life unfolds with each defining moment a permanent thread in our tapestry. Some are fragrant roses while others are the thorns we wish we could remove.

For dementia caregivers the thorns can begin as soon as the diagnosis is received. Many of us will experience what it means to have a loved one diagnosed with dementia. With one in eight individuals over 65, and one in two over 80 currently having Alzheimer's disease, it is hard to find someone not impacted in some way by Alzheimer's alone, not to mention the many other forms of dementia that exist such as Lewy body, vascular and frontal-temporal.

The key to creating "magic moments" in dementia care is to seek "opportunities for success." Too often we approach individuals who have dementia with a mindset of "disability" thinking of all they can not do for themselves. While this is necessary in daily care, it is also necessary to be highly mindful of the "ability" still present, and do our best to capitalize on what the individual can still do for themselves, even if it is not 100 percent as perfect as you would do.

As loving and willful caregivers we take over all tasks, leaving them with nothing to do all day but sit around and become bored. To be left without cognitive, physical, sensory and spiritual stimulation is bad for anyone, and especially bad for the person with dementia. Studies have proven the result of inappropriate stimulation will be restlessness, lack of sleep, disruptive behavior, inability

to focus and there will even be increased potential for combative behaviors. These are not the magic moments we are striving for!

So what would be appropriate activities to promote opportunities for success and bring the magic moments? Below is a list of five ideas to try. You will find it may take a few attempts before you are comfortable, but one thing is certain: The closer you come to the individuals personal long term hobbies, likes, interests and routine the closer you will be to a magic moment in your care giving journey!

Sing like no one is listening!

It has been said that music is the universal language and this remains true in dementia care. No matter what the stage of disease process, singing a familiar tune out loud such as Jingle Bells, You Are My Sunshine, or their favorite song usually elicits a positive response. You may even find individuals who no longer communicate verbally can still hum or follow along some with you in familiar lyrics.

Take a stroll down memory lane together

Reminiscing therapy is a powerful art form that can be done any time two or more are gathered together. All you need are a few props such as an old photograph, magazine, or trinket that has a story, and then begin to tell the story. "This is a picture of you and Dad on your wedding day...you are wearing your Mother's wedding dress..." Place the picture in their hand and let them hold it. "You had a bouquet of roses..." If you can give them a rose to smell at this point, you have likely just hit a home run as you now have used auditory, verbal and tactile cuing, all of which is necessary to increase the chances that your message will be successful. Sit back and watch the magic moments begin...



*Mary Ann Drummond,
Senior Vice President,
Clinical and Risk Management*

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Carillon Welcomes Goyette as Chief Operations Officer

Carillon Assisted Living welcomes Bob Goyette, one of the nation's leading senior living executives, to its management team. Goyette assumes the role of Chief Operations Officer, overseeing operational and fiscal management of Carillon's growing portfolio of assisted living communities. Carillon—North Carolina's premier provider of licensed assisted living and Alzheimer's care—operates 20 communities statewide, with others in the development pipeline.



Bob Goyette, one of the nation's leading senior living executives, joined Carillon's management team.

Goyette brings to Carillon a background of 25 years in the senior living industry, spanning clinical, operations and marketing leadership. He started his career in the military, where he served as a nurse in the Army. Goyette got his start in senior living at Sterling House Corporation, where he opened more than 20 assisted living communities. He honed his skills as Senior Vice President of Operations at Elmcroft Senior Living, where he oversaw operations for one of the nation's largest assisted living and memory care portfolios. Prior to joining Carillon, he served as Regional Vice President for Brookdale Senior Living.

Karen Moriarty, Carillon's founder and CEO, says the company will benefit from Goyette's extensive expertise managing large national portfolios.

"We are so fortunate to welcome Bob at this stage in his career, and at this time in Carillon's history," Moriarty said. "He's succeeded at marshalling smooth operations of large national chains. He is the perfect person to guide us to the next step in our journey, as we look to grow our mission in a competitive way while maintaining the highest standards of uncompromising care."

Goyette says he was attracted to Carillon Assisted Living in part because of the company's high regard

among competing senior living providers, as well as its homegrown status as North Carolina's only locally owned and operated provider of licensed assisted living. Goyette is a big believer in operating senior living communities with a person-centered approach to care amid a culture of hospitality.

"Mentoring young professionals in the senior living industry is one of the things I'm most passionate about," Goyette said. "I take a great deal of pride in the fact that the people I've had a chance to help grow are still working with seniors today, and still making a difference in their lives."

Goyette succeeds former COO Ken Kirkham, who held the role for 15 of his 17 years at Carillon. Kirkham will now transition to the role of CFO, ensuring sound fiscal management through the next stage of Carillon's growth. Kirkham's superior leadership as COO helped shepherd Carillon's rise from fledgling startup to the top assisted living provider in the state.



Ken Kirkham

A Dancer's Revelations

Lucinda Ransom has danced on some of the world's greatest stages. From New York, to Paris, to Rome, she performed for the notable figures of the day and carved out a place for herself among the dance world's elite choreographers. Google 'Alvin Ailey' at the pinnacle of his dance career, and it's Lucinda Ransom you'll see dancing next to him. Being part of Ailey's dance theatre company at its heyday is the highlight of Ransom's career. In all, Ransom danced for more than 30 years professionally. She retired from the stage in her late 40s, and began the next phase of her life as a dance teacher. Dance is all she has ever known, and dance is all you really need know about Lucinda Ransom.

On how it all started

"I was old, when I started. Fourteen is old to be just starting out in dance, you see. Most of the other little girls were little bitty things, and there I was, all long legged and everything. I would have started sooner but we couldn't really afford it. I'm not sure how my mother did pay for it when I started. All I remember now is that I loved it. I loved it more than I thought it was possible to love anything. And you know what I discovered? I was good."

On her first big part

"Someone told me there was a new ballet company starting up at the Sherman School. It was 1957, I remember that. They held auditions, and I was chosen. It was fantastic, because I was the only black dancer in the company. We were chosen to dance with some opera companies. I loved Carmen, that was my favorite. I got \$15 for each performance. I thought that was wonderful. Getting paid to dance? Wonderful!"



Lucinda Ransom makes her home at Carillon Assisted Living of Wake Forest.

On experiencing racism

"I think there was a perception at that time that African dance was all black dancers could really do. Modern, ballet, abstract dance – there was a lot of curiosity about whether we could do that. I remember auditioning for a production that Agnes De Mille was starting up. She had that curiosity. What could we do, she wondered? Well, she loved us. We were always showing people what we could do. And one day, I realized, I don't have to prove it anymore. I can just go out there and dance."

On working with the great Alvin Ailey

"To work with Alvin was to transcend everything. Nothing was the same for me once I started performing with his dance company. I was in awe of him. We all were. He was so commanding, so different from other choreographers. He wanted his dancers to mean something. He demanded that we be actors and actresses; to dance was not enough. You had to be. He was so articulate. He had a way of conveying what he wanted. There was no grey area, nothing was abstract. You always knew exactly what he meant. He was a revelation all to himself, just like the dance he's famous for."

Executive Directors Take the Helm in Clemmons, Indian Trail and Mooresville

Spring 2016 has proven to be a busy, bustling and exciting time for Carillon with the addition of three executive directors to the company's community management team. Ken Ricardo, Cam Cecil and Ty Lewis are the new directors of Carillon of Clemmons, Indian Trail, and Mooresville, respectively.

Ken Ricardo is new to Carillon of Clemmons, but is a familiar face to the Carillon family. Ricardo served as Resident Care Director at Carillon Assisted Living of Lincolnton for three years before taking the helm as executive director in Clemmons. Ricardo has the distinction of being the first assistant director to become an executive director as part of Carillon's executive management training program. Ricardo says the pilot program was instrumental in preparing him for his new leadership role.

"I learned from the best – Executive Director Cindy Shepherd in Lincolnton," Ricardo said. She prepared me to sit in the ED's seat, and I couldn't be happier. It's very rewarding, and probably what I love most is the challenge always changes. As executive director, you never have the same day twice."

Ricardo, the father of three daughters, is a Licensed Practical Nurse (LPN).

Cam Cecil's family owns a group of skilled nursing communities in South Carolina, where Cecil got his start as a nursing home administrator, following in the footsteps of his father and



Ken Ricardo is Executive Director of Carillon Assisted Living of Clemmons.



Cam Cecil is Executive Director of Carillon Assisted Living at Indian Trail.



Ty Lewis is Executive Director of Carillon Assisted Living of Mooresville.

grandfather before him. The call to take on a different challenge brought him to Carillon Assisted Living at Indian Trail, where he now serves as executive director.

"I've learned that hospitality is key in an assisted living community," Cecil said. "In the skilled setting, the goal is to get people feeling better, period. In assisted living, people want more than just that out of life – they want a high quality dining experience, fun and interesting activities, and more. It's a challenge, but one I'm glad to have."

Cecil and his wife have an infant daughter.

Ty Lewis comes from a family of clinicians, and has spent his life working with and caring for seniors. He was named executive director of Carillon Assisted Living of Mooresville in February. A native of Baton Rouge, Lewis started his career at a skilled nursing center in 2004. He learned a deep and abiding respect for seniors from his great-grandparents, whom he credits for his caring nature and good listening skills.

"My motto is 'pay it forward,'" Lewis said. "My great-grandparents made a path for me, and I want to spend my life making a path for seniors. You can learn so much from older people: life lessons, wisdom, integrity, the value of hard work. They've paid their dues. Now it's time for us to do for them."

Lewis is father to a young son.

First Step in Fall Prevention is Most Overlooked



Determined to do all they could to keep their elderly mother from falling, Mrs. Smith's family introduced new tools to keep her steady. They purchased a new walker, which helped their mother to walk straighter. They purchased a newfangled chair alarm, which was supposed to prevent falls by alerting Mrs. Smith's caregivers when she moved too suddenly. But her falls only increased.

"Rule number one in preventing falls is to know your loved one and learn from them," says Janie Benton, director of clinical services for Carillon Assisted Living. "Though well-meaning, the new tools this family put in place only made her less comfortable. The discomfort caused pain, and the pain caused her to fall more frequently."

Mrs. Smith returned to using her old walker. Her family

discontinued use of the chair alarm. Her caregivers reviewed her medication, and reduced the amount of duragesic pain relief she was receiving through medicated pain patches. Over time, she adjusted well to the lower dosage, and felt more steady on her feet as a result.

The lesson we can all learn from the Smiths, according to Benton, is to listen and learn from the person who is experiencing repeated falls.

Benton trains nurses at each of Carillon's assisted living and Alzheimer's care communities to look out for the medical issues and environmental factors that are most likely to cause falls in seniors. They include:

- Medications that can cause lightheadedness
- Heart issues that lead to rapid heart rate
- Low blood pressure
- Vertigo
- Vision changes, or limited vision
- Arthritis
- Weakness from acute or chronic illnesses such as COPD
- Urinary tract infections
- Shoes that are too big or too small
- Toenails that are not trimmed
- Clutter that makes it hard to navigate
- Area rugs not secured to the floor
- Ill-functioning wheels on walkers

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Household chores can be fun together

While there needs to be discretion in regards to the complexity of the task, allowing them to help you with certain chores such as dusting with a feather duster, wiping off the table, putting the napkins out before dinner, etc., is not only an opportunity for success but it also gives one a feeling of self worth. Practice this as frequently as one allows you to do so. Sorting, stacking, folding, snacking: Colored socks need to be matched. Assorted wash cloths and hand towels need to be folded. The books need to be stacked. Whew! We have worked really hard today. Would

you like to join me for a snack? I have your FAVORITE? And that is when you pull out the PIÈCE DE RÉSISTANCE that is truly their favorite snack as we know it can be difficult to keep the calories high enough when they are in the pacing/wandering stages of the disease process.

Normalization time

What was their routine for getting up each day? For going to bed at night? Did they do devotion in the evening with their family? Did they have a glass of orange juice and bowl of cereal every morning? If there was a particular habit that was routine and normal for the individual try as much as possible to ensure this is "normalized" into their daily routine.

For seniors, the best time to sit down with adult children is while you are still young, or at least, young at heart. That is to say, while you can make decisions about yourself, for yourself. Share your wishes with your loved ones, tell them about any concerns you have, and make sure they are aware of any financial plans you've made for your retirement. If you have a long-term care policy, share it with your family, and discuss together the scope and limitations of what it will, and won't, cover when the time comes. Create a living will, or written directions as to your healthcare wishes, and authorize someone in your family to have access to your medical records. To do this, simply sign and date a written request, have it notarized, and give it to your doctor to keep on file.

Most often, the long-term care conversation is initiated by the adult children of an aging parent. If there are many siblings in a particular family, we at Carillon recommend that the siblings first come together and decide who among them would be best at leading the conversation.

If there are siblings living in other states, who won't be there for the family talk, discuss the major points of the conversation beforehand, as well as any expectations related to the outcome. That will ensure everyone is on the same page and working together to give mom and dad the support they need.

Ideally, your family will have the conversation long before the need for assisted living arises. But if not, Carillon is here to help facilitate the discussion. Our care managers often lend the neutral voice that a tender family situation needs. They can quickly assess a senior's level of personal care needs, point out dangerous or unhealthy habits in the home, and help the family establish a timeline for transition of care.

Realize, too, that this is not so much about planning for the end of life as it is anticipating the best possible later years for yourself or your loved one.

–Karen E. Moriarty, President and CEO

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affair, complete with live jazz and mint juleps on Carillon's rose-filled trellis patios. In the midst of all the fun and frivolity are significant community development initiatives. Carillon is proud to partner with local community and civic organizations, trusts, art and beautification committees that are making a difference in their communities.

At each event, Carillon and its local partners asked for donations of \$25, \$50, or \$100+ to support these worthwhile projects. The level of donation determined chances to win one of six gifts and door prizes. Donations will be taken the day of the event, and participants' names and donation level will be recorded on behalf of the local organization or committee who is spearheading the improvement project.

Signature community events like Jazz and Juleps on the Terrace help Carillon fulfill its mission to be a trusted community partner everywhere that Carillon operates an assisted living and Alzheimer's care community. As part of that mission, Carillon creates opportunities for seniors to stay connected to the world around them - opportunities that enable older adults to keep growing, learning and making new connections of their own.



“I’m a hard woman to keep down. Last year was pretty bad. No one was sure I’d still be here, including me. I’ve had my fair share of bad health. And bad luck. Life is a series of things you didn’t think would happen to you. But look at me. I’m living proof, you can be happy no matter what. It’s all a choice. You’ve gotta choose to get out of bed, choose to walk when it’s easier to sit. Choose to smile and laugh.”

*— Geri Vollaro makes her home at Carillon
Assisted Living of Mooresville*



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Locations:

Asheboro	Durham	Harrisburg	Huntersville	Lincolnton	Newton	Shelby
Clemmons	Fayetteville	Hendersonville	Indian Trail	Mint Hill	North Raleigh	Southport
Cramer Mountain	Fuquay-Varina	Hillsborough	Knightdale	Mooresville	Salisbury	Wake Forest

