

Canterbury



tales

Summer 2010

The lifestyle.
The people.
The experience
of Canterbury Woods.

From the President

Looking to the Future

In our last newsletter, we heard from residents, employees and planners who were here even before our doors opened for the first time in 1999.

Today, we will bridge the gap from the past to the present by featuring relatively recent – and most welcome – additions to our Canterbury Woods board.

We are thrilled to have Mary Lou Rath and Christopher Lane sitting on our board. As County Legislator, Mary Lou was on hand when we broke ground in 1998 and again for the ribbon cutting ceremony in 1999. For 30 years, she has been an enthusiastic and stalwart advocate of senior care and CCRCs like Canterbury Woods.

Chris Lane is the CEO of Millard Fillmore Suburban Hospital and brings a wealth



Rob Wallace

of healthcare experience. He's also a licensed nursing home administrator, having run several facilities in New England prior to coming to Western New York. We will rely on Chris' advice as we seek to grow and improve Life Care services here at Canterbury Woods.

As our most recent additions to the board, both Christopher and Mary Lou share their thoughts in this newsletter.

On The Board: Serving Canterbury

Senator Mary Lou Rath

Former Erie County Legislator and New York State Senator Mary Lou Rath may be retired from active politics, but her passion for supporting senior living still drives her.

When she was approached to serve on the Canterbury Woods board of directors, it was a natural extension of the work she'd done for long-term care initiatives in Western New York.

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Canterbury Woods

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Experience Canterbury

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929-5817





Mary Lou Rath

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After all, she was here when we broke ground in 1998, and first opened our doors a year later.

“At the time, I was the Erie County Legislator representing the area where Canterbury would be built,” said Ms. Rath. “When I was approached by (President) Ed Weeks, I was amazed at the size, scope and vision of the campus.”

When in the state senate, Ms. Rath was on the Health Committee, chairing the Long-term Care Task Force. Over the past few decades, aging demographics continue to increase the focus on assisted living, adult care and skilled nursing.

Ms. Rath encouraged the licensing of CCRCs when she was in the senate. “There needs to be a more creative look at seniors and aging in place,” she said. “A CCRC is the perfect choice, but NYS has been hesitant to grant licenses. Also, the concept of continuing care needs to be available and offered at different levels no matter what the ability to pay. Government can, and should, help.”

According to Ms. Rath, the board is talking in terms of expanding and developing wellness activities at Canterbury Woods. “It’s a high priority for the residents, and for me personally,” explained Ms. Rath. “Wherever people are aging in place, they need to be healthy.”

From her days in student government, Senator Rath was always interested in politics.

“Then I married into the Rath family, where it was politics morning, noon and night,” she said. “I did volunteer work in the community when my kids were growing up, and when I was asked to run for the county legislature, it was natural for me to focus on giving back to the community that has done so much for me and my family.

“My service to Canterbury Woods is simply an extension of what I’ve done for the last 30 years,” continued Ms. Rath. “My experience with Canterbury’s management has been very positive. Rob Wallace has been managing finances so well... it’s almost a model for other institutions who want to be in good shape financially.”

Ms. Rath also sits on the board for the Amherst Senior Citizen Foundation.

Meet the Staff



**Michael Hollatz-Guastella
Executive Chef**

Michael Hollatz-Guastella has been Executive Chef at Canterbury Woods for nearly five years. His passion for pleasing our residents matches his passion for food.

“I was that little boy that stood next to his grandmother in the kitchen,” recalls Michael. “Both my mother and grandmother were excellent old-world cooks. Mom was a pastry chef.”

Michael was born in Buffalo, and lived in Europe from age 2 till the age of 8. “Somehow my father would always get us into the kitchen of every restaurant I was in,” he recalls.

Locally, Michael worked at a number of restaurants and country clubs, including Just Pasta and Rigaletto’s. As sous chef at Just Pasta, he was 2nd in command and learned hands-on cooking. “I gained a tremendous amount of

knowledge from each experience,” he said.

Michael plans the menu for both the clubhouse and the dining room, including weekly specials. “We cater to residents who are independent with no food limitations, and also to those with dietary restrictions. We get to be as creative as possible, balancing recognizable foods with a modern flair that’s not too over the edge.”

“I love it here,” he continued. “I am much more involved with my ‘customers’ on a personal and emotional level. I go to the dining committee meetings, where I listen to residents express their concerns.

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Resident Spotlight



Charles and Bernice Fogel

When Canterbury Woods first opened its doors in 1999, Charlie Fogel was ready to move in. His younger wife Bernice, however, was not. Even after friends moved in, she put it off until she got their house of 58 years in order. “It’s still not there yet!” quipped Bernice.

Bernice finally agreed to accompany Charlie to Canterbury Woods in July 2008. She’s very glad they’re there now.

“I realized after a medical emergency that we have no close family in the area, and all our neighbors in the Hertel-Parkside area had either died or moved,” said Bernice.

Charlie soon made an appointment with Shari Franco, who was “absolutely remarkable,”

according to Bernice. “They just took care of us,” she added. “They were pleasant, eager to help, an absolute joy. This continues with the staff and maintenance people.”

Charlie and Bernice live in a beautiful corner apartment, chosen because of the ample light and the view of the pond. From their living room windows they can also see the main entrance to the lounge & lobby.

Their story is not unlike the stories told by many Canterbury couples.

“In 1946, I was a professor at UB,” recalls Charlie. “She was a summer school exam proctor who scheduled professors for day or evening summer classes.”

“I wanted to meet him,” continued Bernice. “So I scheduled him for evening summer school classes. When he came in to complain, that was it!” They were married in 1947 on July 4th. “I call it loss of independence day,” laughed Charlie. The Fogels have three sons who live in San Francisco, Seattle and Bombay, India.

Today, they keep active at Canterbury Woods. They participate in aerobics and yoga,

and take classes in Shakespeare, art, mathematics and the New Testament.

“You can do things if you want – or not!” Charlie said. “It’s your choice as to how involved you want to be.”

After 41 years as a teacher, Charlie is still an active emeritus at UB. He’s been a Rotarian for 56 years, and mentors a 2nd grade student at School 72 in Buffalo. They are active at the Amherst Senior Center, attend concerts, and enjoy the distinguished speakers series at UB.

They are always trying to convince people to move to Canterbury, volunteering on the Hospitality Committee. Bernice’s advice is simple. “Come yesterday,” she said with a smile.

“I’ll stick with that,” added Charlie, as they prepared to walk to lunch. “The people, the peace of mind, the service – it’s all great. I haven’t heard anyone who didn’t say they absolutely love it here.”

One more thing: this year, Charlie will celebrate his 97th birthday. Bernice is a relative baby.

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The feedback is very constructive and we take everything they say seriously.”

When residents were recently surveyed, the dining department is at the top of the list as the “#1 satisfier” at Canterbury Woods. Michael insists that he is just one member of a team here.

“Everything goes smoothly here because of Denise Siuda, Melissa Shaffer, Lisa Urso, and nearly a dozen dedicated cooks,” he said.

What’s on the horizon? Every element of the dining department is being addressed, with good things to come. “We’re expanding the hours at the clubhouse to accommodate

the desire to use it more,” said Michael.

So, what’s Michael’s specialty? “It’s keeping the residents happy with a good variety of well-prepared meals,” he said. “That’s what does it for me.”

Come in and experience Michael’s specialty for yourself!





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On The Board: Serving Canterbury



Christopher Lane **President, Millard Fillmore** **Suburban Hospital**

A native of Andover, Massachusetts, Christopher Lane came to Buffalo in 2003 as President of DeGraff Memorial Hospital. As a licensed nursing home administrator in New England, he's experienced CCRCs like Canterbury Woods and is a great addition to the board of directors.

Chris was named CEO of Millard Fillmore Suburban Hospital (MFSH) in January 2007 where he oversaw

their \$70 million ER expansion. He also serves on the boards of the Amherst Chamber of Commerce and Millard Ambulatory Surgery Center, and is President of the Board of Directors of Waterfront Nursing Home.

Chris won the national Modern Health Care Up and Comer Award, was named to Business First's annual 40 under 40 list, and was appointed Citizen of the Year by the Chamber of Commerce of the Tonawandas.

In 2000, a family friend asked Chris if he'd like to run a nursing home chain he was starting in Connecticut. That's when he met Bill McGuire, current CEO of Kaleida Health.

"Bill said, 'I have a hospital in Tonawanda (DeGraff) I'd like you to run for me.' The move was tough, but this is a great place to raise our children," Chris said.

Chris created a team environment at MFSH for the full patient healthcare experience. "I surround myself with the best and the brightest people and give them the tools to succeed, then get out of their way," he said. "And Canterbury has developed a great team."

Chris is very selective about who he supports. "I was impressed by Rob Wallace's commitment to improving healthcare in the community. Canterbury has a wonderful reputation from everyone I've talked with. The management team and organizational staff are committed and patient-centered."

At Canterbury, Chris sits on the strategic planning committee and audit/finance committee, where he draws on his experience running a \$25 million hospital.