

Canterbury



Winter 2010

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

Season's
Greetings from
Canterbury
Woods!



Canterbury Woods

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tales

From the President

Canterbury Woods Residents Love Choice Dining

Have lunch with your friends.
Have dinner with your family.
Maybe even sneak in for a little evening dessert. That is the essence of Choice Dining. Through the addition of our new Point of Sale (POS) system, Canterbury Woods continues to enhance our residents' freedom of choice and add flexibility to their lifestyle.

Traditionally, Canterbury Woods has offered its residents 15 or 30 meal credits per month as part of our monthly fee structure. This system, although common in Life Care communities, can sometimes lead to very regimented and even unhealthy eating patterns for residents. In a credit-based system, residents may sometimes overeat during their mealtime as they seek to maximize the value of their credit during the dining experience.

In a credit system, menus have no prices, which can also promote overeating. Having a set amount of credits per month also frequently conditions residents to only use them for dinner or for lunch, thereby limiting the social and



Rob Wallace

communal experience of dining in a community setting.

Choice Dining changes all that, and more. Instead of credits, residents' monthly meals are converted into a dollar figure and the menus reflect the prices of each of the items. Residents can then spend against that dollar figure. Even though this is a conversion to a monetary Point of Sale (POS) System, no money is ever exchanged. The system simply tracks what a resident orders and deducts it from their monthly balance, very similar to a checkbook. Residents are given a slip at the end of their meal reflecting their current monthly balance.

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Employee Spotlight – Patricia Nirelli, RN, BSN



Patricia Nirelli

How many Directors of Nursing with over 20 years in the medical field sing in a blues band and ride a Harley?

If this article were to appear in Artvoice or Gusto, we'd be interviewing Patti Parks, the bike-riding R&B vocalist who doubles as Director of Nursing at Canterbury Woods. As it is, Patricia Nirelli (Parks is her maiden name, the one she uses on stage) embraces her important role at Canterbury.

Patti joined Oxford Village in July, and assumed her duties as Director of Nursing following the retirement of (name) on October 1. After working at Kaleida Health and in the Catholic Health System, she's come to learn that everything she'd heard about Canterbury Woods is true.

"Prior to coming here, I'd heard from colleagues that Canterbury Woods has an excellent reputation," said Patti, who coordinates all skilled nursing and rehabilitation services with an interdisciplinary team of over 40 people.

Patti's team cares for residents who come to Oxford for short-term rehabilitation, and those who require permanent skilled nursing. "We make sure we're doing our best to meet each resident's physical, spiritual and emotional needs here at Oxford," she said. "We work to keep each one safe, and functioning at as high a level as possible. There are many smiling faces here."

Earlier this year, Canterbury Woods achieved its prestigious CARF-CCAC designation, the highest national accreditation accorded to skilled nursing facilities.

"We expect a level of excellence and efficiency, and we constantly raise the bar for our residents," added Patti. "Our CARF-CCAC accreditation validates that we go beyond what the regulators expect us to do."

For Patti, it's touching to hear memories of lives lived long ago from dementia patients at Oxford Village. "Never squash their identity," she said.

"Respect who they are and who they were before. Keep them whole. Keep them comfortable."

"One resident was reliving a board meeting he led from his professional career, and we played into that. We recognize the importance of this as a matter of course, in addition to our formal memory care program in Butterfly Cove."

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We make sure we're doing our best to meet each resident's physical, spiritual and emotional needs here at Oxford.

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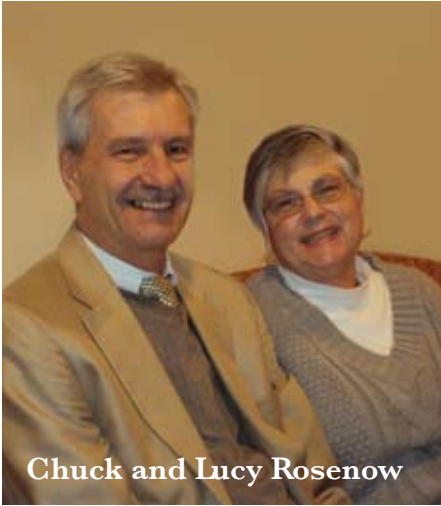


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If you have a Facebook account, joining our friends is easy! Simply go to our home page at canterburywoods.org and click on the Facebook icon at the top. Then click on the "like" button once you get to our Facebook page.



Resident Spotlights – Chuck and Lucy Rosenow



Chuck and Lucy Rosenow

One of Canterbury Woods' newest – and youngest – couples is already at home in their apartment along with Gizmo, the long-time family dog.

Recently retired, Chuck and Lucy Rosenow knew they wanted to downsize. Lucy had in mind a patio home or condo, but her back surgery and impending knee replacement led them to consider a continuing care retirement community.

True to his career as a former city economic development planner, Chuck did a large amount of research and put considerable thought into making the move to Canterbury Woods. They settled into the Cambridge Apartments on June 16, 2010.

The Rosenows discussed their reasons for deciding to move. "People don't believe that they are old until they are 95. But the younger we are, the more choices we can make for ourselves instead of forcing our children to make them for us," said Chuck. "That's

why the move to Canterbury makes so much sense. We can age in place here."

When Lucy first walked through the doors, any doubts she had were completely erased. "There was no turning back," said Lucy. "I didn't even need the tour."

The Rosenows wanted a first floor apartment with its own exterior door. Only six of this type of apartment exist at Canterbury. After waiting a year, the Rosenows got what they wanted.

"Lori Eichinger, the move-in coordinator, helped us with what to bring from home – what would work and what wouldn't work. It was a flawless move," said Lucy. "And once we moved in, resident mentors helped us get through the first few months."

Chuck and Lucy grew up across the street from each other on Buffalo's West Side. They will be married 44 years in December.

Chuck worked for the City of Buffalo under four mayors. While on Mayor Griffin's development team, he was instrumental in getting Coca Cola Field (originally Pilot Field) built in 1988.

After a stint in Reno, Nevada where they both worked, they

returned to Buffalo in 2005 as Lucy retired from a long-time teaching career. Chuck retired in 2008.

"It's such a vibrant community. We are always made to feel comfortable," said Lucy. "The staff is so well-trained, so patient, so kind – especially the wait staff in the dining rooms."

"It's the culture," agreed Chuck.

Lucy stays physically active with aerobics and exercise in the pool. Chuck draws on his development experience serving on the finance committee. And both are on the welcoming committee.

"Occupancy here is quite high," said Chuck. "What surprised me, though, was the number of residents from out of town. Their kids living in the area like to have their parents nearby."

Lucy also served on a committee to test the Choice Dining system... a declining balance method which has proven to be much more flexible for residents. "And the food is excellent... moreso than I ever dreamed of," added Lucy.

The Rosenows' grandsons like to visit them in their new home. According to Chuck, five-year old Anthony beamed, "so many nanas here, and they all love me!"

“...the younger we are, the more choices we can make for ourselves instead of forcing our children to make them for us. That’s why the move to Canterbury makes so much sense. We can age in place here.”





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Rob Wallace cont.

Sound complicated? It's really not! By not being regimented to 30 or 15 meal credits per month, our residents are finding that a spur of the moment lunch with friends and that planned dinner with their spouse can happen on a regular basis. Residents are now eating 40 plus meals per month for the same monthly fee value of the 30-meal credit program! One resident states, "The new Choice Dining Plan is wonderful. I actually find myself eating healthier as I am able to better control my meal size and

even order half portions, if I desire. Before this plan, I never ate lunch in the dining room. Now I do it all the time."

Choice Dining is just another example of Canterbury Woods' commitment to enhancing the lives of our residents. We believe that Life Care retirement living should feature the amenities, options, and flexibility that allow residents to live the lifestyle of their choice. Come to Canterbury Woods and see for yourself!

– Rob Wallace

Patricia Nirelli cont.

Singing and performing is her avocation, and Patti brings the same passion and creativity to caring for Oxford Village residents and visitors. "I think it's important to bring in these creative juices day-to-day," she said. "I love it here."

A lifelong Western New Yorker, Patti lives in Amherst with her husband Guy and two of their seven children.

