



A Touchmark® community  
Est. 1980

# Staff member receives US citizenship



Life Enrichment/Wellness Assistant Erika Mendez (right) accepts an American flag from resident Mark Radcliffe during a champagne reception. Family and friends gathered to celebrate with Erika, as she received her United States citizenship in April. “It is a delight to have Erika on the Waterford team, and we were very excited to celebrate with her,” says Executive Director Merry Lunde. Erika’s husband, Adam Mendez, also works at Waterford as the executive chef. Waterford staff members and Erika’s children also are pictured.

## Popular store makes wish come true for resident

Lilly Decker had a wish come true in early April.

It all started when she was notified by Coldwater Creek, a popular women’s retail apparel

company, that her identity was possibly compromised. The company representative explained that they would take precautions to protect her identity when she shopped via Coldwater Creek catalogs.

Lilly then wrote a letter to the chief executive officer of Coldwater Creek to let him know about the good customer service she

had received. In her letter, Lilly mentioned that she had not visited a store but hoped to visit one some day. Then, the CEO called the Coldwater Creek store in Bozeman, Montana, and told the staff to make it happen.

“The store then called me with a personal invitation to visit, and I could bring some friends, *(cont.)*”

(cont.) too,” says Lilly, who decided to invite her nieces, Karen Kohm and Laura Kline, good friend Virginia Thompson, and Marie Lavinder, Waterford Assisted Living manager.

The group started their visit with lunch at Johnny Carino’s Italian Grill, and Coldwater Creek paid for the meal. When they reached the store, staff greeted Lilly with a dozen lovely pink roses. They gave the group a tour of the store, including the up-to-70-percent-off racks.

Lilly and her friends then did some shopping. The trip finished with a special dessert, which was created at the bakery next door and served at a lovely table setting in the store. ■

*Editor’s note: Lorri Mullen, Community Relations director, contributed to this article.*



Lilly (center) poses with family members (from left, clockwise) Lara Kline, Karen Kohm, and Karen’s daughter, Amy.



Lilly Decker receives a bouquet of roses from Coldwater Creek staff member Saun Brown (left). Coldwater Creek employee Julie Kraft (center) also is pictured.

## Waterford launches redesigned Web site

Check out Waterford’s updated Web site, WaterfordHelena.com. Among other features, you’ll find:

- Life Enrichment/Wellness calendar
- Slide show of homes
- Seasonal e-cards to send to friends
- Options for text size



## Experience quality design throughout

Waterford apartments and homes include stylish design features that can add extra comfort and convenience. Many homes offer universal design features, like spacious bathrooms, easy-to-turn doorknobs, and single-level living with no steps.

“When constructing and designing homes, our goal is to meet the needs of people while adding style and comfort,” says Touchmark Vice President of Architecture Joseph Billig. “In all communities we aim to create homes that offer high-quality design features,” says Joseph.

If you’d like to see and experience a Waterford home, call 406-449-4900 for your personal presentation. ■



**From apartment 360, you can see a beautiful view of the Helena Valley. The apartment includes 753 square feet, one bedroom, and one bathroom. Call for your personal presentation today or to join the waiting list for cottages.**

## Destination Discovery—whole-person wellness



**Marge Coalman, EdD**  
Vice President of Wellness & Programs,  
Touchmark

Mather LifeWays Institute on Aging, Dorsky Hodgson Parrish Yue, and Ziegler Capital Markets carried out the first National Whole-Person Wellness Survey. As outlined in the introduction, “This extensive Web-based survey sought to identify wellness program components in continuing care retirement communities by determining current and projected program features in six areas. These areas include programming, activities, space and campus design, and financing. In addition, respondents were asked to provide their perspective on the benefits of programs to their residents, staff, and organization.”

Their conclusion was that communities that have a deeply rooted culture of wellness share common characteristics:

- *“Wellness is fully integrated into the organization;*
- *Programming is comprehensive, including all six dimensions of wellness, and engages both residents and staff in the process;*
- *Benefits of the wellness program are extended to others (beyond the resident population).”*

The respondents were grouped into three categories. About half (51 percent) were identified as “tenderfeet,” with almost no culture of wellness. Twenty-eight percent were labeled “travelers”—communities that are moving toward a culture of wellness. The third group was referred to as “trailblazers,” because they had most or all of the components.

For several years, Touchmark has embraced the six components of wellness, and in the last five years has established the Touchmark Full Life Wellness & Life Enrichment Program in all 11 of its communities operated in the US and Canada. I work with *(cont.)*

(cont.) the executive directors and Life Enrichment/Wellness directors to implement and audit the program, and I can tell you with tremendous pride that Touchmark communities are in the trailblazer category. In fact, we outdistance most competing providers in the organizational components related to wellness that were used in the survey.

**“Senior living communities are increasingly focused on cultivating a culture of wellness for their residents, staff, and community—to improve quality of life and to avoid illness and reduce health care costs.”**

—*The National Whole-Person Wellness Survey (2008)*

The Touchmark program is dynamic and based entirely on the strengths, skills, and interests of residents. To learn more about the Touchmark Full Life Wellness & Life Enrichment Program, contact Life Enrichment/Wellness Director Marguerite Rylander. ■

## Thinking spring—and summer

**Marge Coalman, EdD**

Vice President of Wellness & Programs, Touchmark

Finally, the hallmarks of spring are visible. Crocuses, daffodils, budding fruit trees, and longer daylight hours invite us outdoors. We know summer is right around the corner, and the desire to dig out those walking shoes and head out for a walk or hike is strong. Resuming outdoor exercise is good for everyone. The benefits of sunshine and fresh air as well as the inspiration that comes from preferred sports and familiar trails are great ways to nurture one's body, mind, and spirit.

However, the commitment to a group-exercise class,

strength-training regimen, and laps or aquatic classes in the pool is an important part of the formula for success when resuming or beginning outdoor adventures. The research community reminds us with the results of evidence-based studies every day that strength training and flexibility are important aspects of the equation to good health and functional fitness. Aerobic exercise alone—even with the well-known benefits of walking—will not provide the overall conditioning that prevents the onset of bone-thinning diseases, muscle loss (sarcopenia), and deconditioning.

Maintaining the discipline of a scheduled class, personal training session, or workout on strength-training equipment overcomes interruptions or demands life might impose.

As the days lengthen and the golf clubs, bike, and walking shoes beckon from the hall closet, make sure to keep your health club or exercise class regimen among your list of daily to-dos. The total health equation is a formula for success in all of the varied activities and adventures that lie ahead. ■

## Join a fitness class



**Fitness Instructor Sherri Wooten (far right) leads a Posture & Balance class. The class is on Tuesdays and Thursdays at 10:45 am and is for all skill levels. Sherri also teaches an Energize and Exercise class Tuesdays and Thursdays from 9:30 to 10:30 am in the Forum.**

## Team members attend training

During April, members of the Life Enrichment/Wellness teams from around North America gathered for yearly training. The theme for this year's training was *Destination . . . Discovery*.

Life Enrichment/Wellness Director Marguerite Rylander attended the two-and-a-half day training seminar, where she gathered practical information from speakers.

"The Life Enrichment/Wellness professionals across the company are a talented and energetic team with a common purpose—to enrich people's lives," says Marge Coalman, EdD, Vice President of Wellness & Programs, Touchmark. "The annual gathering promotes the exchange of new ideas." ■



**Inez Cummings works on a needlepoint project in sewing class.**

---



---

## Recent events



**From left: Hobby Club members Kay Morgan, Opal Buchanan, and Milli Wilde paint stepping stones for the Waterford garden.**



**During the Spring Cleanup at Waterford, staff gathered to do their part in being green. Front row, left to right: Housekeeping Manager Danielle Simonich, Life Enrichment/Wellness Director Marguerite Rylander, Executive Director Merry Lunde, and Assisted Living Manager Marie Lavinder. Back row, left to right: Community Relations Director Lorri Mullen, Administration Services Manager Karolyne Redding, and Maintenance Manager Tom Hayes, holding a Halloween decoration.**

## Coming Events

**Thursday, May 29, 10:15 am**

Trip to Valley Farms Nursery and lunch at Perkins.

**Friday, May 30, 2:30 pm**

Floral arranging presentation by Ben Franklin Crafts.

## LET YOUR SPIRIT SOAR

*Writers, photographers, and poets live and work in Touchmark communities, some of their talent and creativity is featured in the newsletter.*

## My Mom

By **Jennifer Hines**, Assisted Living Administrative Assistant

**I MIGHT HAVE A SKEWED POINT OF VIEW**, but I am entitled to that, because my Mom is my Mom. She is a great woman, one who has taught me everything I know and some things that I am sure I know but have not really figured out yet. However, I know she will be there for me when those doors open, and I have to figure them out.

I grew up in a house being the eldest of three children. I had a lot of responsibility helping my Mom with the “kids.” I can remember stating at a young age that, “I am never going to be like Mom!” As days go by and I grow older, I am reminded of my statements [that] I made while being upset or mad at her and get them thrown right back into my face. I have found out in about the last three years that she really wasn’t that bad of a person, and I am very proud to be more and more like her every day.

I cannot begin to list the numerous things that I have taken from my Mom and applied to everyday life. A few that you may notice around the Waterford are my work ethic and nurturing spirit. She always told us to not stop until the job is done and certainly don’t start it if you are not going to be able to finish it. She raised me as a nurturer. This is most likely why I have always worked with older adults. I thrive in this environment, knowing that my days are not wasted; I feel that I am needed, and my work really makes a difference in everyday life. I also have the great opportunity to learn every day ... . Mom always says that you learn something new every day, and if you have not, then you are not trying hard enough.



**Assisted Living  
Administrative  
Assistant  
Jennifer Hines**

*June’s focus is celebrating the good times; the deadline is May 30.*