

# PASSAGES

The Mayflower

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A PUBLICATION OF THE MAYFLOWER RETIREMENT COMMUNITY



## Innovation...

*International Council on Active Aging Chooses Mayflower/Rollins Program as One of North America's Most Innovative*

Residents and staff already knew it. So did Rollins College professors and students. And now, the rest of the world does, too!

Like the community itself, the lifelong learning program at The Mayflower meets a standard of excellence that truly sets it apart. But, don't just take our word for it.

The International Council on Active Aging (ICAA) – an

association that leads, connects and defines the active-aging industry – has honored *Live and Learn*, The Mayflower/Rollins intergenerational enrichment series, with its prestigious ICAA Innovators Award for 2011. This accolade recognizes programs that support healthier, more vital living by targeting any or all of the seven dimensions of wellness (social, emotional, vocational, spiritual, intellectual, physical and environmental).

"The Mayflower/Rollins series is an inspiring example of creativity and excellence," says Colin Milner, ICAA's founder and CEO. "This program has succeeded in engaging people and encouraging them to participate in something that enhances their health, wellness and quality of life."

Adds Mayflower CEO David McGuffin: "We are thrilled and honored by this award. It is a testament to the lifestyle and values we've promoted here for more than 20 years."

### A Groundbreaking Initiative

Marketing Director Jana Ricci, a Rollins alumna who was instrumental in developing and implementing the program, agrees – noting that *Live and Learn* is groundbreaking in many ways. "This partnership differs from other retirement community/university affiliations because of its focus on immersion in the subject matter, interactivity and a small teacher-to-student ratio," she notes.

"Our residents don't just sit in a classroom listening to a lecture; they might be sculpting, or doing improv on stage at the college theater, or learning to play a musical instrument. This is truly an inclusive partnership intended to engage older adults in learning."

Resident Patrick Perrott, who has taken a number of Rollins classes, adds: "I built my career in the technology field as the owner of a computer-chip manufacturing company. Through The Mayflower's partnership with Rollins, I've enjoyed the chance to

Rollins' Micki Meyer (left) worked closely with Jana Ricci, director of marketing at The Mayflower, to implement the *Live and Learn* program.

keep learning about the things that interest me most. Spending time on campus and participating in experiments led by Rollins professors is, in my mind, a great benefit of living in this community."

### Intergenerational Enrichment

Micki Meyer, director of the Office of Community Engagement at Rollins, explains that academic experiences like these are both transactional and transformational. "When we're young, we spend our time trying to create purpose and meaning in our lives. And when we're older, we *reflect* on the purpose and meaning in our lives," says Meyer. "Intergenerational learning enables us to understand and help each other, and we ultimately find that we are more closely linked than we originally thought."



Mayflower residents Patrick Perrott and Annette Rosch listen as Dr. Christopher Fuse demonstrates a Van de Graaff generator in physics class.

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# Stability...

In Rough Economic Seas, The Mayflower Continues to Maintain a Sure and Steady Course – Providing Security for the Future and Remaining Nearly 100% Occupied

With concerns about Social Security, Medicare, the economy and the national debt dominating the headlines, it's no wonder that older adults – like most Americans – express concern about the future. In fact, according to a 2011 Gallup Poll, 71% of those surveyed say they worry "a great deal" about the economy – far more than other issues including healthcare and terrorism. In keeping with that mindset, a research and policy brief issued in July by the Institute on Assets and Social Policy noted that an increasing number of seniors now fear that they might outlive their economic resources.

But, despite all that, The Mayflower has maintained occupancy rates that have averaged 98% over the past three years – nearly 20 points higher than the state average of 79.6% for CCRC independent living and well above the national average of 90%.

Why? Because Mayflower residents don't just think ahead, they plan ahead.



Pat Levy says The Mayflower has given her great peace of mind.

Here, they can find certainty in an uncertain world... with predictable expenses, guaranteed continuing care and a financial foundation that is Plymouth Rock-solid.

## Peace of Mind

That sentiment rings true for Pat Levy, who came to The Mayflower three years ago in the early stages of the economic downturn. As someone who graduated from the Massachusetts Institute of Technology and then ran a successful furniture store and land-development company with her late husband, Pat easily recognized the value of moving to The Mayflower.

"You have to move here before you actually need it," Pat says. "I did, and it's given me great peace of mind. When I need long-term healthcare, I'll have the security of knowing where I'll be."

And, she adds, life has become much more carefree. "Not worrying about maintaining a home is a great comfort," she says. "Staff members respond quickly and do everything to high standards. I'm very pleased."

## Excellent Timing

So are Virgil and Winni Hartsock, who spent their careers managing details as an Air Force senior logistician and a legal assistant, respectively. Later in life, they weighed their retirement options carefully before making a decision they summarize in two words: location and reputation. "We wanted to stay in Winter Park, and we knew about the quality healthcare available at The Mayflower," Winni explains. "We considered the uncertain economy, and we were planning to

Virgil and Winni Hartsock decided not to wait to move to The Mayflower, even in an uncertain economy.



Fran Hodes appreciates the security of pre-funded long-term care.

wait. But then we saw this apartment, and it was too beautiful to let slip away. So we took the step – and our house sold in only four months!"

At The Mayflower, the couple continues their longstanding civic involvement. Both participated in the inaugural "Leadership Legends" class, and Winni took the "Memory in Photographs" course in partnership with Rollins College. Virgil enjoys calligraphy and was even commissioned to design pieces for The Mayflower years ago.

"There are countless opportunities to learn, grow and socialize here!" Winni says. "We're grateful we came when we did."

## Preparing for the Future

That statement resonates with Fran Hodes, who appreciates the security of pre-funded long-term care. "Who knows what the future will hold?" she says. "At The Mayflower, I have peace of mind knowing what's expected of me financially. Moving here was the right thing to do."

It's a good fit for more reasons than one. Having helped raise the region's performing-arts profile as a board member of the Orlando Opera and Orlando Symphony Orchestra, Fran appreciates that The Mayflower offers transportation to local cultural events. "I'm grateful that I can still explore my life's passion here," she says.

Explore, she does... to the point of finding herself "overwhelmingly busy." Her social calendar is booked, too. "The people here are so well-educated and very warm," she says. "They inquire how you're doing, and they mean it."

Through her work with Philip Crosby and his Quality College here in Winter Park, Fran also knows the value of an attentive staff, which she's found at The Mayflower. "They're amazing, and many of them have been here forever," she says. "My life here is worry-free! I'm very content."

# Longevity...

With a Staff Retention Rate Eclipsing the National Average, The Mayflower's "Family Atmosphere" Helps Residents Stay Happy (and Healthier) Longer

When it comes to maintaining a standard of excellence, The Mayflower leaves no stone unturned. It shows in national recognition for innovative programming. It shows in occupancy levels that have remained high, even during a troubled economy. And it also shows in a staff retention rate considered virtually unattainable in the CCRC industry. Indeed, while employee turnover at continuing care retirement communities nationwide hovers between 75-80% annually, The Mayflower boasts a stunningly low 10%!

How? By creating a friendly, comfortable "family" environment where people enjoy coming to work every day.

So much so that Jerri Skinner, director of nursing, drives 36 miles one way to get to work because she loves her job so much. "The Mayflower is like a family," says Jerri, who started as a charge nurse in 1995 and worked her way up. "We have solid relationships and feel very comfortable with one another. Leadership here really fosters that environment; the CEO can name every single employee by sight. If you have a problem and you need support, you can get it here."

## A Positive Atmosphere

Elyse Baclar, wellness coordinator since 2001, agrees. "If the person at the top has a positive attitude, there's a domino effect. Our CEO treats everybody with respect. It's uplifting, and you feel it in the atmosphere."

Sharing that sentiment is Chris Rothenberger, director of social work services, who has been with the community since mid-1991 – providing education and counseling to residents and their families, conducting a support group and managing discharge planning. "The Mayflower is a very supportive, pleasant, nurturing place to work," she says. "My job hasn't been static in



Betty Nelson, pictured here discussing travel plans with residents Elaine and Steve Basch, has worked as community services director since the community opened.

all these years. I've been encouraged and enabled to grow in an environment with people who actually care about me."

## A Trusting Environment

Ann Cole, health services coordinator, started as a nurse in December 1989, the same day The Mayflower welcomed its first independent living resident. "We've had a wonderful team here from the very beginning," she says. "Every day when I go home, I can look in the mirror and know that I've done something good that day. We all want the best possible things for The Mayflower and the residents. And we've gotten a lot in return. We always get more than we give."

It's a culture that has been nurtured at The Mayflower since day one. "In an industry that accepts high turnover as the norm, we stand apart," adds CEO David McGuffin. "We do everything possible to foster stability, so that our residents can build relationships with staff members they know and trust. This truly is an extended family."



Elyse Baclar, who has spent a decade as The Mayflower's full-time wellness coordinator, helps Dick Jansson stay fit.



With more than 270 years of combined experience at The Mayflower, these staff members define long-term service. Above (l-r): Assisted Living staff members Marie Daverman, Marge Ansley, Ann Cole, Mark Stottle and Vince Gray. At right, Health Center staff, seated (l-r): Jerri Skinner, Chris Rothenberger; standing: Josh Daverman, Charmaine Stephens, Colleen Goebel-Norris, Barbara de Paula, Madeline Ayala, Sabrina Sanabria, Cathi Carter and Al Kunrunni.



# Wellness...

*With a Focus on Preventive Healthcare, The Mayflower Makes It Easy – and Fun – for Residents to Feel Good at Any Age*

With research proving the importance of preventive health as people age, life at The Mayflower offers a significant advantage. Residents can choose from an abundant variety of wellness activities – including exercise classes, lectures on medical topics and an annual Health Fair.

Launched not long after The Mayflower opened more than 20 years ago, the Health Fair has expanded under the leadership of wellness coordinator Elyse Baclar. “Every year we have more residents and vendors participating,” Elyse explains. “We make it as interactive as possible, and people really look forward to coming!”

This fall’s event was no exception, with offerings such as memory screenings, blood-glucose tests, dietitian consultations, massage therapy, bone-density screenings, vascular health consultations, and balance and stability assessments.



Above, left: Marie Bellocchio gets a vision screening. Center: Robert Davis, therapy supervisor and rehab coordinator at The Mayflower, uses the BioSway machine to measure Joan McComber’s balance and stability. Right: Midge Ruff enjoys a session with a licensed massage therapist.

Residents were able to chat with The Mayflower’s consulting pharmacist to ensure that their prescription combinations were safe and effective. They also had the chance to meet with vendors demonstrating equipment such as amplified phones and magnifying devices for reading.

For those who proactively manage their health – like Betty Powell, a former water aerobics instructor, and her husband, Dr. Alton Powell, a retired OB-GYN – the fair provided a cornucopia of benefits. “I discussed my vascular health, bone density and diet with specialists, and I had my blood glucose checked – all without leaving my neighborhood!” she says. “Programs like this help us keep up on wellness issues, and they’re fun, too!”

Elaine Basch, who visited the dietitian’s booth to discuss nutritious options for breakfast, echoes that sentiment. “I love peanut butter, and

the dietitian told me to add it to my oatmeal for protein,” she says. “It’s wonderful to have access to such helpful information.”

Medical professionals concur. Francoise Marvel, a 4th-year medical student at Florida State University’s College of Medicine, participated in the Health Fair as part of her geriatric rotation through Florida Hospital’s Family Practice Residency Program. She helped with memory screening tests called mini-cogs.

“When it comes to memory, people don’t want to expose a weakness. But it’s certainly reassuring to find out that there isn’t anything wrong,” she says. “It’s also important to keep the brain and the body exercising. The Mayflower does a good job of helping residents do that. Here at the Health Fair, everything is in one place – and participants can get a lot done in a short time, while also socializing, having positive interactions and getting important healthcare information.”



Top left: Susan Busche shares a friendly greeting with Oliver, a certified therapy dog who visits The Mayflower weekly. Top right: Pharmacist Alan Obringer reviews Carole Service’s medications. Above: Betty Dunn and Betty Powell get nutrition tips. Left: For an added bit of fun, Penny Wilson poses for a caricature artist.



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