

GOOD Life News

at Terracina Grand

DECEMBER 2018

www.terracinagrand.com



“The Gift of Giving”

The holiday spirit is among us! Remembering others that are in need and giving to the less fortunate continues to be the mission statement for our Hook, Needle and Yarn Ladies.



These group of ladies just finished making 30 winter caps and mailed them to the West Side Catholic Center located in Cleveland, Ohio. This special center is responsible for giving clothing items and feeding the less fortunate. Our Hook, Needle, and Yarn Ladies were able to help someone stay a little warmer this year, not only with their kindness and generosity, but with their beautiful talent.

Intergenerational Visits

Spending time with our young friends from Sea Crest is time treasured. The fifth and sixth graders from Sea Crest Day School visit once a month. During the visit, we enjoy social programs, games, crafts and much more. It's a great way to meet others and establish a special bond with a little friend.



**Our Talk.
Our Walk.
Every Day!**

**Platinum Service®
Standard #5**

“I am always considerate and treat residents and fellow employees with dignity and respect.”

During the holiday season, Platinum Service Standard #5 reminds us to treat customers, residents and fellow employees graciously and with the dignity and respect they deserve, even in difficult situations. Each day we have the opportunity to enrich the lives of others and show our professionalism and genuine care. Respect and dignity are the cornerstones of positive, constructive and caring relationships. A great work environment is created by many simple events such as greeting each other by name, or by providing a friendly and prompt response to a request. Customers, residents and guests should always come first, thus fulfilling the principle of being a customer-centered organization. Even in difficult situations, we must appeal to our professionalism and react in a way that is consistent with our value system.

Resident Spotlight

Bob and Peggy Anson

Dottie and I met them after a long rehab from a fall for Bob and listened to some stories covering their 75 years of marriage. We also heard that Bob expects to celebrate his 100th birthday so standby for that event. Bob was born in Hamilton, Mont., and grew up at the age of nine years with an inspiration from Lindberg and Earhart to learn to fly. After graduating from Butte High School, he was accepted at Park Air College/St. Louis University.



He obtained his B.S. in Aircraft Engine Maintenance Engineering with an FAA license for aircraft engine maintenance and instrument ratings. He was an aviation pioneer in Latin America between 1940 and 1963. He was a pilot, trainer of pilots, test pilot, businessman and aviation executive in Costa Rica and Central America.

Peggy grew up in Lansing, Mich. and graduated from Lansing Business University. She became a secretary at Michigan State University. They met when a classmate of Bob's invited him to his home in Lansing and it was love at first sight, after which a long-distance courtship began. They were married in Lansing, Mich. in 1943 and settled in San Jose Costa Rica for 20 years.

After graduating from college in 1941, Bob accepted a pilot position with TACA, a Central American Airline based in Costa Rica. For the next 10 years, he would make two round trips to Miami each week. When WWII began he joined the USAAF in Panama, returning later to TACA where Peggy had been working as a stewardess for TACA. In the meantime, TACA was declared crucial to the war effort and Bob was released from military duty to return to his old job.

Peggy followed thereafter to focus on raising a family. They soon became proud parents of three children, Brian, Robert Jr. and Richard and later four grands and six great-grands. After Bob's return, he was given an option to buy the TACA maintenance business which was renamed SALA, that he managed for 10 years. He retired from SALA after logging some 20,000 flying hours. They soon moved the family to Bethesda, Md. to take on a new job with Lloyds of London in handling their flight insurance business. They were given an opportunity to meet the Queen Mother to celebrate her 80th birthday.

They are life members at Congressional CC in Washington, D.C. and became seasonal Naples Snowbirds in 1989 and later, homeowners at Foxfire CC where they are avid golfers, Bob having a hole-in-one with Peggy scoring two. Wow!

Resident Birthdays

Carolyn G., 1st	Blanca M., 18th
Helen S., 2nd	Dorothy H., 19th
Susan F., 9th	Margaret P., 22nd
Edward I., 10th	Stella M., 22nd
Kenneth D., 11th	Donald C., 23rd
Bonny C., 16th	Arthur H., 23rd
Donald M., 17th	Lorraine K., 27th
Charles M., 17th	Arline A., 27th

Platinum Service® Employee of The Month

Florencia Sanchez de Torralba, Housekeeper

Florencia has been selected as our November Platinum Service® Employee of the Month. Florencia has worked at Terracina Grand since July of this year. Her supervisor describes her as a great



team player and always willing to learn new things and help wherever needed. She sets a great example of Platinum Service®. She has a warm, caring and positive attitude that makes our community a great place to live and work. When asked what she likes best about working at Terracina Grand, she says getting to work with the residents. Many of the residents have complimented her work and helpfulness.

Florencia is from Mexico and came to Naples 30 years ago and has lived here since. She lives here with her husband and five children, two of which are still at home. When asked what she likes to do in her free time, she says she likes to people-watch at the mall with her daughters.

We are happy to have Florencia as part of the Terracina family! We thank you, Florencia, for all you do!

SOAR

We've all experienced the delight that accompanies opening a beautifully wrapped gift. There are other gifts that come straight from the heart and cannot fit into a gift box or bag. Presents may be unexpected or anonymous. Most often, gifts convey a desire to please, satisfy or make another person feel better, appreciated, special or cared for. Some cost very little, yet make a huge difference in the lives of others.

This holiday season, I challenge you to give gifts that keep on giving ... random acts of kindness. These are deliberate, selfless actions that bring happiness to others without consideration of reciprocity. The recipient need not be a stranger and may be someone that lives right next door. Someone that may appreciate your kind deed so much that they carry out the kindness to someone else. This domino effect is only possible if we each seize the opportunity to do good right here and now.

I'd like to share some ideas to mindfully add to our Christmas, Hanukkah, To-Do or Bucket Lists:

- Offer a smile, a hug, a compliment and words of encouragement.
- Send a handmade holiday, birthday, get-well card or note.
- Nurture compassion by listening empathetically without interrupting.
- Hold the door or elevator and escort a friend home.
- Make a helpful introduction and include others.
- Invite someone to dine, walk or join in worship.
- Call, write, email or text to let someone know you care.
- Share stories, memories, unwanted or excess items, photos, umbrellas, books, articles, etc.

These and other small acts are often better than anything that lies within a gift box. Try some today and you may discover that there are no limits but the sky in making our community a better place to "SOAR."

Culinary Corner

Culinary Operations

Tutti A Tavola

The month of November has come and gone, but not without memories. November started with a bang: Culinary Corner with Pearl Essence has been spectacular. Culinary Delights Soups by Jeremy is growing; we celebrated Veterans Day on Nov. 11. We were all delighted with the turnout, as it was a nice way to honor the men and woman who served for our country. Residents and employees enjoyed our outdoor fall festival. As we all enjoyed the cool 70 degree weather, we got to play with the different animals that came to visit us. In the spirit of Mr. Goodman, we enjoyed a true Minnesota treat: the booya. November 22 was a night to remember. We ate, laughed and enjoyed the evening with our families on this Thanksgiving Day. As we enjoy the busy holiday season, we continue our Food for Life and Food for Medicine programs to fuel us. We enjoy what we do at Terracina Grand and we hope to continue creating memorable experiences with each and every one of you.

Tuscany Dining Room Hours of Operation:

- Breakfast from 7 to 9 a.m., last seating at 8:30 a.m.
- Lunch from 11 a.m. to 1 p.m., last seating at 12:30 p.m.
- Dinner from 4:30 to 6:30 p.m., last seating at 6 p.m.

Upcoming Events:

- Taste of Terracina (special evening with our new residents) and Culinary Delights Soups by Jeremy
- The residents' holiday party will be December 12, 2018.
- The employees' holiday party will be December 7, 2018.
- New Year's Eve, December 31, 2018, we will be celebrating the coming of the New Year 2019.

Our Main Ingredients Are:

1. Cooking with Love and Passion
2. Serving from the Heart

Beach Time!

On a beautiful Sunday afternoon our Terracina residents headed to the beach. With a cooler in hand, hats on head and suntan lotion, we were off to experience the beauty and peace that Florida's beaches provide. Excitement filled the air as we loaded the bus to Lowdermilk Park. What a great day!



Montessori Moments

The Montessori lifestyle is embraced every day on Pearl Essence. Every Thursday, ice cream is enjoyed by all. Everyone gets to choose how they want their savory ice cream treat. Our ladies get so excited about their ice cream social that they enjoy sharing and making sure others don't go without.





TERRACINA
GRAND

Senior Living

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Housekeeping Director

Delfina Ortiz

Maintenance Director

Mike Maynor

Culinary Operations

Joseph Rotondo

Spiritual Director

Ria Ruane

Poetry Corner

A place for worship with God
With Psalms of quiet prayer,
The thunder of Evil gunfire,
Loud pleas from God's faithful,
With sounds of wrenching fear,
No chance for last Goodbyes,
Salvation in seeing the Face of God,
With promises for healing to all,
Who have Faith, Hope and Love.
We Say Shalom.

By: *Bob M.*



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