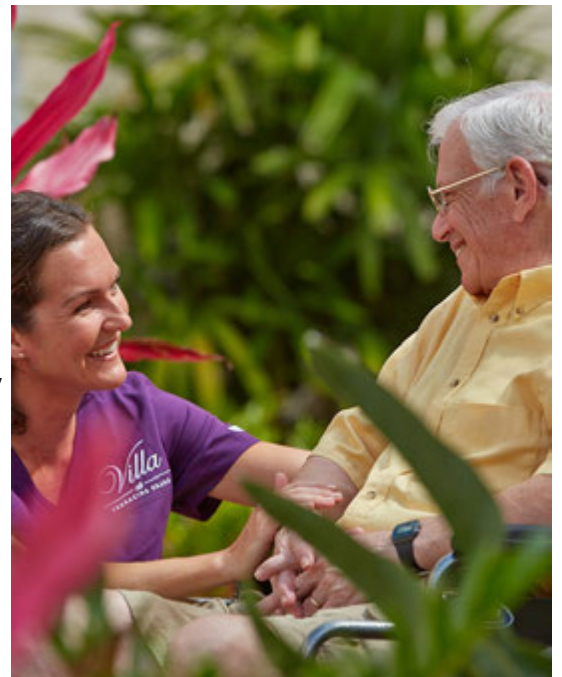


GOOD Life News

at Terracina Grand

JULY 2018

www.terracinagrand.com



Executive Director

Hello Everyone,

As we head into to July, we will hopefully be wrapping up the re-roofing project. I want to thank everyone for being patient with us during this time, as we know it has caused greater challenges with our building access and parking.

Our Satisfaction surveys will also be concluded in June, and we will see results in August sometime. Our goal was to achieve a 100 percent response rate and an improved satisfaction score from the prior year of 93 percent. Thank you all for participating and sharing your important feedback with us.

Our Pearl Essence unit has become a Pearl Garden Unit effective July 1. This means the unit will now be a male and female unit, allowing us to meet the greater needs of our residents in our Terracina Grand community. If you have any questions or need more information, please contact our marketing department or myself.

A great shout out to our residents and staff for being part of our education formats for preparation of Hurricane Season in June.

Please remember to get your nomination in for the Platinum Service® Employee of the month by July 7. The Department being celebrated in July is our Nurses!

Happy Fourth of July!

— Tracy Hooks, Executive Director

Art Show

On Thursday, May 17, Terracina had an Art Show! Our Pearls of Enrichment Residents worked very hard putting together their creative talent to share with others. A special thanks goes out to Caren and Donna for orchestrating this special event.



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

**Platinum Service®
Standard #2**

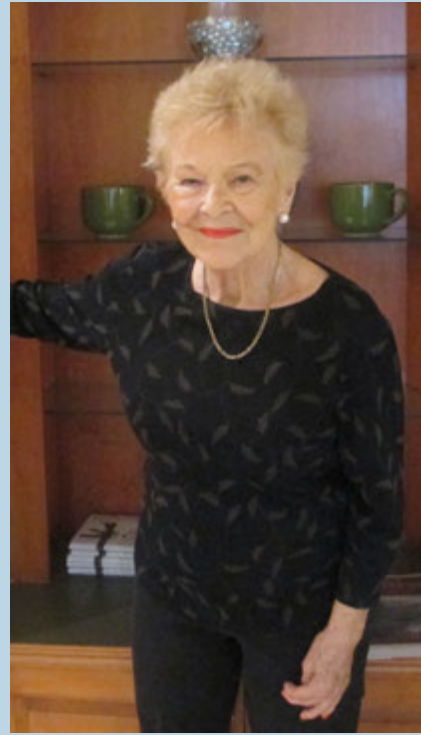
"I build lifetime relationships with our residents by creating memorable experiences."

"The customer always comes first" is an old saying that still rings true today. When surveyed, customers said they didn't feel it was a good service experience when employees worked on something else when they were waiting for assistance or when employees continued talking to each other as the customer waited for help.

At The Goodman Group and in our managed communities, Platinum Service® shows how we are always trying to focus on our residents to ensure these types of things do not happen. Through our service standards and our service approach, we make these promises to our residents: To be genuinely caring, reliable, create a great personalized experience, and be friendly and cooperative.

Resident Spotlight

This month's Resident of the Month is Aileen Rusczyk. It was Christmas morning when Dottie and I came down for some cookies and special coffees at the Espresso bar in the Lobby. Aileen joined us to chat about the activities for the day, one being building a Gingerbread House, which Dottie decided to leave for and test her building skills as a wanabee builder. So began an exchange of some life stories with Aileen that were fun to chat about.



She grew up in Nebraska and later moved to Wisconsin, where she was an elementary school teacher and taught second graders. Her favorite memories were the fun pieces of art that were special creations and brought so many smiles to the faces of her students. We laughed about the Packers and Bills. Each of those teams contributing fond memories from our younger days. An earlier marriage gave way to a new love as she remarried again. Her husband to be was Roman Catholic, so she smiled when she told me there were two ceremonies, one a civil and the other a Catholic Church ceremony. She never had any children and eventually came to Naples when her husband died. She met Don Mertz one day at the Cove Inn who told her about Terracina and subsequently came here to as a resident.

Her joyous enthusiasm about life was a delight to see. You too will see it if you happen to meet her as I did.

— Bob M.

Platinum Employee of The Month

Pam Harnish — Admission Coordinator

June 2018

We are happy to celebrate Pam as our Platinum Service® Employee of the Month. Pam has been at Terracina Grand since December 2017. She has made a welcome addition to the team. She is always willing



to assist and help our residents from touring to transitioning a new admission and helping them to settle in. Pam is from Parkridge, Ill. She attended the University of Nebraska, where she had a full scholarship for track and field, cross-country and academics. She earned her degree in Nutrition Science in 1986, and she began her career working as a Nutritionist. She worked in Senior Living communities and schools and over time, found herself drawn into sales and marketing. When asked what she has liked best in her career, she says working with the residents is the best.

Pam has been married to her husband, Rick, for 30 years. They have two children, Jessica, who is in medical school, and Eric, who is a financial planner. In her free time, she likes to run, bake and golf with her husband. We are glad to have you on our team and appreciate all your contributions, Pam!

Culinary Corner

Tuscany Dining Room

Upcoming events:

- Taste of Terracina (Special evening with our new residents), Fourth of July, Christmas in July,
- Tour of the Kitchen, Chef's table with Pearl Essence family gathering dinner and Culinary
- Delights Soups by Jeremy.

The month June has come and gone, but not without memories. June 2 was our Annual Hurricane Party. Residents enjoyed great music and got educated on hurricane preparedness. On June 17, we celebrated Father's Day with some amazing dads. We are continuing Food for Life, Food for Medicine and Romancing of the Food. We enjoy what we do at Terracina Grand, and we will continue to create memorable experiences with each and every one of you.

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.

Just a reminder: No hats or shorts allowed during dinner.

Reservations:

Hostess can only reserve tables for residents with guests. You may have a table you prefer, but if someone is sitting at the table when you arrive, please be gracious and ask the hostess to seat you at another location.

Our Main Ingredients are:

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

Soar

Sunny Side Up

If it takes 21 days to develop new, positive habits, we'd better get started! Would you like to become a better you, see the sunnier side of life and experience greater joy, passion and purpose? Join us in this 21 Day Challenge!



Each morning, greet the new day with the lyrics from the opening song from the musical Oklahoma, "Oh, What a Beautiful Morning" by Oscar Hammerstein. Sing out loud! Unwrap your new day like a precious gift you can't wait to open. Appreciation, gratitude and love are emotions you can focus on throughout your day to improve health and happiness. Each evening, when your head hits your pillow, take a moment to consciously practice gratitude by using your fingers to count five things you are thankful for; name them one by one.

Implementing this attitude of gratitude for just 21 days can change your life forever. It may make a positive difference in the lives of those around you as well. J.M. Barrie reminds us that

"Those who bring sunshine into the lives of others, cannot keep it from themselves."

Consider all the good gifts around you and smile. It's contagious and will ensure happy days and sunshine ahead.

I have a beautiful feeling everything's headed your way!

— Ria Ruane, Spiritual Director

Resident Birthdays

John R., 1st	Glenn G., 7th	Barbara R., 14th	Caroline K., 21st	Patricia A., 29th
Anne M., 3rd	Marie P., 8th	Walter P., 16th	William M., 22nd	Elizabeth L., 30th
Rose Marie C., 4th	Dorothy M., 11th	Dolores B., 18th	Faye G., 24th	
Elaine B., 6th	Marie T., 14th	June G., 20th	Virginia M., 25th	

Pet Therapy

Animals are such an important part of life. Every other month we are happy to have Collier County's Mini Moo Petting Zoo visit our friends at Terracina with goats, rabbits, chickens, pigs and even a miniature bull. Join us on July 15 at 2 p.m. out by the putting green.





TERRACINA
GRAND

Senior Living

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ALF #10071

MANAGED BY
 The Goodman Group

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Craig Castillo

Life Enrichment Director
Leigh Bullen

Business Office Director
Denise Nelson

Housekeeping Director
Delfina Ortiz

Maintenance Director
Mike Maynor

Memory Care Coordinator
Susan Cook

Culinary Operations
Joseph Rotondo

Painting with Mr. G.

On Tuesday, June 5, we were honored to have Mr. Gillespie, who is a professional portrait painter, conduct a painting class for our friends at Terracina. Residents painted the Florida Manatee. They did a great job! Everyone left with smiles, and they were excited he will be conducting a class next month. Thank you, Mr. Gillespie, for taking time and sharing your talents with your friends.



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