

GOOD Life News

at Terracina Grand

SEPTEMBER 2018

www.terracinagrand.com



Executive Director

Hello Everyone,

I can hardly believe we are entering the fall of 2018. It was a year ago that Hurricane Irma hit. We are finally seeing the cleanup from that completed. It also marks my anniversary starting with Terracina Grand. For me, it has been a pleasure learning the community, company processes and systems, as well as getting to know the residents, family members and staff. Thank you to all here for making this a great experience so far. I look forward to many years to come serving all of you.

The re-roofing project was delayed in August for various reasons, but as I write this, we are being told the first week of September, they will be finished. Again, a big thank-you to everyone for your patience as I know we are all looking forward to relief from the parking frustrations.

Construction on The Gardens has encountered some delay as well; our opening date has been pushed back to December of this year. Again, as time gets closer, we will insure tours available for everyone to see.

Our Resident Satisfaction Surveys came in at a 94% response rate and our Overall Resident Satisfaction Score came in at 90%. Thank you all for participating and sharing your important feedback with us. We will be sharing our top three scoring areas with you and the top three areas of improvement identified. We will be working on a plan to address those areas and will share that with you in the near future.

I am happy to report our dining room chairs reupholstery project has been in full swing over the month of August and should be completed in September.

Please remember to get your nomination in for the Platinum Service® Employee of the month by September 7th. Staff from all departments are open for nominations in September!

Thank you,

Tracy Hooks, Executive Director

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

**Platinum Service®
Standard #3**

"I am proactive in my service approach and focus on anticipating the needs and desires of our residents."

A business technique that ultimately determines the success of our service approach is "Organizational Performance." The three key ways in which we can display outstanding organizational performance are through efficiency, effectiveness, and efficacy. In practical terms, Platinum Service teaches us the right thing to do, both for residents and internally. Our training, both technical and on the job, teaches us the processes necessary to execute our business in the most effective and timely way. A few suggested proactive behaviors include: focus on the resident, think ahead, and place yourself in their shoes. When we place our residents at the center of everything we do, it is much easier to be proactive.

Resident Spotlight

September Resident of the Month:

Georgine Labeu

This month's parlor chat was with Georgine about her life growing up in Toledo, Ohio. The city had an interesting history with the founding of the Libbey Glass Company that had many firsts that included light bulbs, machine-blown glass and one-piece press-and-blow stemware that gave the city the title of the "Glass City". Interestingly, Georgine attended Libbey High School which still exists today and has a long list of prominent alumni. She spoke fondly of attending that school as well as meeting the subsequent love of her life, Bud, with whom she had a marriage of 45 years. He was an ironworker for a good portion of his life — not what one would classify as an easy job. They became proud parents of two boys and later grandparents of two grands, Amy and Lori, and five great-grands. After her husband passed, she came to Naples at the suggestion of her children where Mike and Gloria are always there for her.

Toledo provided many fond memories that were special at the time the family lived there. The Toledo Zoo was particularly so, being the third-largest in the country and offering a number of award-winning wildlife and bird exhibits that got national attention.

On a sad note, the city still remembers a huge fire that gutted the Tiedtkes Department Store in 1975 that challenged fire responders from a wide area of the state.

On a happier note, she enjoys to read and to play Bingo with friends Dottie Thomas and Ginny Sims who provide some special and happy moments in her days at Terracina Grand.

Introduce yourself if you have a chance.

— Bob M.



Computer Class

Do you have questions about your computer or cell phone? Would you like to learn how to Skype or set up a Facebook page? If so, you are in luck! Every Sunday afternoon at 1:30 p.m., we have a junior volunteer that can assist you with any computer, cell phone or iPad concerns. Please join us in the Galleria on Sundays at 1:30 p.m., we will be happy to walk you through any computer concerns.



Remembering 9/11

Terracina Grand will be honoring our first responders and embracing the meaning behind 9/11. We will be starting our day by traveling to three different fire stations: Fire Station 20, 75 and 72. A tour has been scheduled for Fire Station 20. In honor of this day, a tray of cookies will be given to each fire station. Later in the day, two firetrucks will be parked in front of the entrance to Terracina. Chief Kingman Schudt will be saying a few words about 9/11 and will then educate us on firetrucks. Later that day, we will have a guest speaker, Steve Mutart, take us through what actually occurred on Sept. 11. It will be a full day of remembrance. We want to make sure that those that are no longer with us are never forgotten and those that are heroes are embraced. There will be a timeline of scheduled events in the Galleria.

Soar

Just for today, choose to soar. Start improving your life by implementing ways to help you fly beyond the realm of your imagination. Examine this list to determine if there are things that you can add today to make your life even better.

- Sunshine
- Fresh Air
- Healthy Foods
- Rest and Relaxation
- Water
- Exercise
- Art
- Meditation/Prayer
- Service to Others
- Music
- Literature
- Laughter
- Love

Only you can determine what your unique passions and purpose. Only you can make the decision to be as free as birds that soar. Good luck as you fly higher than you ever thought you could!

Resident Birthdays

Katherine G., 2nd
 Claire H., 12th
 Helen B., 13th
 Linda S., 13th
 Frank M., 15th
 Herman H., 19th
 Mary V., 21st
 Jeannette B., 22nd
 Barbara D., 23rd
 Dorothy B., 27th
 Gladys B., 30th

Culinary Corner

Tutti A Tavola

The month August has come and gone, but not without memories. August 7, Culinary Corner with Pearl Essence was spectacular. August 15, Ferragosto Vacation, residents enjoyed great music, decorations and great spirits. August 28, a Hawaiian Luau Celebration was a wonderful surprise. 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.

Tuscany Dining Room Hours of Operation:

- Breakfast from 7 a.m. 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 p.m. to 6:30 p.m., last seating at 6 p.m.

Upcoming Events:

Taste of Terracina, Labor Day Indoor Picnic, Family Fall Gathering and Culinary Delights Soups by Jeremy

Our Main Ingredients Are:

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

Montessori Moments

Every other Monday chief Jeremy does a cooking class with our ladies in "Pearl Essence." He practices the Montessori Principles through his passion of cooking. Jeremy does a wonderful job by taking the time to implement a cooking activity where our lady pearls can be successful. A big thank-you goes out to Jeremy in supporting interaction and engagement through this wonderful program.



Platinum Service® Employee of The Month

Maxime Constant — Caregiver/Resident Assistant

August 2018

We are celebrating Max Constant as our August Platinum Service® Employee of the Month. Max is from Haiti and came to Naples, Fla. in 2001. While in Haiti, Max was the mayor of the town he was from. He became a citizen of the United States in 2011. Max is very proud of his family and has been happily married to Medeline for 32 years. We are fortunate to have Medeline working at our Villa community. They have three children, Georgery, Charley Anthony and a daughter Mical. His son Georgery is a physician in Haiti and is working to become a citizen of the United States. His other son Charley Anthony is a psychologist in Miami and their daughter Mical is an RN who works at NCH downtown.

Max began his employment at Terracina in May 2008. He says he enjoys his job here and feels at home with his coworkers. He is very satisfied to know that his residents appreciate what he does for them. He says he enjoys his supervisors and feels very supported in his job. Max has a goal of becoming a med tech and we are all excited to see him take this step in his career. Max's supervisor Sherri describes Max as very caring and kind. She always receives compliments and positive feedback about him. You can hear Max coming with his very soothing whistle while he works. Max is very efficient and always willing to help others.

We are fortunate to have Max on our team.

Max truly is a Platinum Service® Employee. We appreciate you and all you do, and are very happy to have you as part of our Terracina family.





TERRACINA
GRAND

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ALF #10071

MANAGED BY
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Housekeeping Director

Delfina Ortiz

Maintenance Director

Mike Maynor

Culinary Operations

Joseph Rotondo

Spiritual Director

Ria Ruane

Poetry Corner

A Friend Named Bud

We met one day at Ramblewood by chance,
His loud teasing laugh and friendly glance,
That brought a mutual wide smile to my face,
With some friendly chat in a newfound space,
We found Jazz, Travel and Golf our mutual joys,
That began in times when we were first young boys,
He chose Business as his passion and career,
Miles away from mine as a young, eager Engineer.
We enjoyed each other's company and had fun,
Life was exciting and new, those days in the sun,
It seemed like time and life would last forever,
Death took our time away and time became never.
Poets write that time will heal that long-formed bond,
But to those who know, it is the healing touch of God.

By: *Bob M.*



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