

## Morris Health Services Center Nets Top Honors

The Morris Health Services Center at Presbyterian Village in Austell was recognized recently for its quality of service with top honors in a nationwide survey.

Each year nursing homes nationwide participate in a resident satisfaction survey conducted by the MyInnerView organization. Residents, families and staff answer a wide range of questions designed to assess satisfaction with quality of life, quality of care and services. The Morris Health Services Center scored in the top 10 percent nationwide in resident satisfaction, which is the highest distinction awarded.

Residents are asked to rate their satisfaction with a wide range of matters, such as food quality, responsiveness of the nursing staff, opportunities to make choices, and ability to participate in favorite interests. Family and staff also answer questions to give a well-rounded picture. The honor follows another recognition for the Morris Health Center in 2009: a five-star rating in a nationwide, on-line ranking system initiated by Medicare.

"We could not be more pleased with the outstanding performance of our Health Services staff in achieving these highest honors in quality and service. Results like these are not possible without a dedicated, well-trained staff committed to living out our mission to provide exceptional services every day," said Carolyn Hardy, Health Service Center Administrator. ♦



Evelyn Daniel (left) works to regain strength with physical therapist Sandra Dupree at the Morris Health Services Center.

## Classic Time Enjoyed By All

Presbyterian Homes of Georgia's third annual golf tournament was a fundraising hit of classic proportion with a record 43 teams joining in the fun on October 26th at the Atlanta Athletic Club. Presbyterian Homes expresses heartfelt thanks to co-chairs Eleana and Dave Garret for their hard work and dedication to ensuring the event's success.

The *Caring Hands Classic* and pre-tournament gala—the Ceilidh Auction—benefit Presbyterian Homes' vital ministry: In 60 years of serving senior adults, no resident has been asked to leave due to outliving his or her financial resources. In all, the tournament and auction netted more than \$74,000 for the *Caring Hands Fund*.

"How amazing it is, in a time when spending is down and people are concerned about their own financial situation, our residents in need can sit back as if they are in the arms of God," Eleana Garrett said. "It's because the people of God continue to step forward and give—whether at the auction or golf tournament or both—and give generously. It was just a glorious event!"

Congratulations to Pleasant Hill Presbyterian Church of Duluth for wresting the Knox Cup from First Presbyterian Church of Athens in the tournament's popular church team versus church team challenge. Great thanks to our tournament sponsors: Morrison Senior Dining; Peach State Freightliner; Chick-fil-A; Osceola Supply; Fiver Star Cadillac of Macon; Thomas Financial; Verizon Wireless; eGolf Scoring; redpepper; and The Gunning Group; as well as to our tee sponsors: Peck Shafer; Drew, Eckl & Farnum; and Mauldin Jenkins. ♦



Guests enjoy the pre-tournament Ceilidh Auction. Photo by Andrea Mills.



Church teams join in the fun of the Caring Hands Classic. Photo by Ansley Braxton.

## Chaplain Interns Add Unique Perspective



Ask Reverend Mary Huie-Jolly, Chaplain at Calvin

Court and Phillips Tower, who benefits more from the chaplain internship program—the interns or the residents—and she'll tell you in a word: *both*.

Administered through the North Atlanta Clinical Pastoral Education Center at Saint

Joseph's Hospital, the ecumenical program helps those in the process of discerning a religious vocation by giving them experience in a real-life clinical pastoral setting. Presbyterian Homes recently welcomed four interns to the communities of Calvin Court and Phillips Tower.

The program offers an excellent opportunity for hands-on training, Huie-Jolly said: "The interns learn how to simply be there for people and with people, how to improve their

**"The most rewarding thing about being a part of this community is witnessing the staff and residents truly being God's touch for each other in their daily lives."**

Denise Haines

listening skills. They learn to be aware of their own feelings and the feelings of others. They learn a lot about interpersonal relationships and how they interact with others." At the Presbyterian Homes communities, the chaplain interns have worked with small groups, assisted with many community-building activities and held chapel services. While the chaplain interns discover many things from their experience here, the residents also gain from the interaction. "This is an opportunity for someone to bring a different perspective to our residents," Huie-Jolly said. "The interns have been an energizing presence." Presbyterian Homes extends all good wishes to our chaplain interns: Crawford Clay, Denise Haines, John Morgan, and David Rogers. ♦



Presbyterian Homes of Georgia  
3675 Crestwood Parkway  
Suite 370  
Duluth, Georgia 30096

Non-Profit Org.  
U.S. Postage  
PAID  
Athens, GA  
Permit No. 1

# The Messenger

YOUR CARING HANDS SINCE 1949

www.phgainc.org

FALL 2009

## Presbyterian Homes Celebrates Two Milestones

Presbyterian Homes of Georgia marked 60 years of ministry this year with a grand celebration on the Quitman campus on Sunday, September 19. Friends and supporters joined residents and staff for a barbecue with all the fixings, a look back at a tradition of caring, and a glimpse at Presbyterian Homes today.

The seed for Presbyterian Homes was planted in 1942, when 76-year-old Corin Hubert asked her pastor Rev. Frank McElroy, Sr., if the church had a place to care for "older members who don't want to become a burden to their

families and friends." While the immediate answer was *no*, building the ministry became Rev. McElroy's mission. With the first donation of \$50 from widow Mrs. J.W. "Mother" Allen, a ministry began.

With the support of the Presbytery of Southwest Georgia, the Synod of Georgia and many others, the Presbyterian Home in Quitman opened in 1949. One of



Speakers at Quitman's 60th anniversary celebration: (front row l-r): Fritz Orr, resident and former board member; Dr. Hugh Ward, Pastor, First Presbyterian Church, Moultrie (former Board member); Dr. Frank H. McElroy, Jr., President, CEO; Dr. W. Glenn Doak, Jr., Chairman of the Board and Pastor of Athens First Presbyterian Church; (back row) Chaplain Richard Hartsfield, Pastor of First Presbyterian Church, Quitman; and Chad Carter, Interim Executive Director of Presbyterian Home, Quitman.

Continued on page 3

## 2009 Board of Trustees

Rev. Dr. W. Glenn Doak, Jr., Chair, *Athens*  
Mr. G. Richard Pope, First Vice Chair, *Atlanta*  
Rev. Charles R. (Chuck) Hasty, Jr., Second Vice Chair, *Columbus*  
Mr. James L. Newland, Treasurer, *Athens*  
Dr. Frank H. McElroy, Jr., President and CEO, *Quitman*  
Mr. Jack R. Benedict, *Columbus*  
Rev. Robert Brearley, *St. Simons*  
Mr. Robert (Bob) Eskew, *Austell*  
Rev. Eleana Garrett, *Dawsonville*  
Mr. Larry M. May, *Thomasville*  
Mrs. Dawn Mullins, *Atlanta*  
Mr. Robert H. Neel, *White*  
Mr. William B. Pendleton, *Atlanta*  
Mr. Frank Thach, *Roswell*  
Mr. James E. Utsey, *Savannah*  
Dr. Elizabeth Wilson, *Decatur*

## Development Office Staff

Susan E. Stone, *Director of Development*  
Jerry Dean Weber, *Director of Planned Giving*  
Ansley Braxton, *Development Associate*  
Beth Godbee, *Administrative Assistant*

## In This Issue

Engifted . . . . .	2
Presbyterian Homes Employees Embrace Ministry . . . . .	2
Morris Health Services Center Nets Top Honors . . . . .	5
Classic Time Enjoyed By All . . . . .	5
Chaplain Interns Add Unique Perspective . . . . .	6



## Hearthstone Residents Benefit from SimpleC

Like many persons with Alzheimer's disease, a Hearthstone resident was experiencing some agitation and anxiety and was speaking loudly. A care giver gently guided her to her room and turned on a flat-screen computer monitor connected to a multi-media device, programmed with the resident's favorite music, photographs, and even the familiar voices of loved ones. Not only did the resident calm down immediately, but shortly afterwards she walked back to the common area and joined in activities with others.

This is the kind of positive result that care givers, families and residents are experiencing with the use of an innovative technology called SimpleC. Hearthstone is the widely acclaimed memory support center at Presbyterian Village; staff members there are

Continued on page 4

## Our Mission:

Presbyterian Homes of Georgia, Inc., is a Christian ministry providing exceptional services to enhance the quality of life for senior adults.



engifted: (v.) to provide with gifts;  
For by grace you have been saved  
through faith, and this is not  
your doing; it is the gift of God.  
—Ephesians 2:8

## Consider a Legacy of Hope and Trust

By Jerry Dean Weber

*For thou art my hope, O Lord God: thou art my  
trust from my youth.*  
Psalm 71

Whether the economy is on a fast track or a slow pace, whether the market is moving up or down, we are, as the psalmist reminds us, to trust in God. Steadfast in faith and uplifted by hope, we continue to persevere in the face of uncertain times.

At a time when many of us have reduced incomes and fewer assets, we still can express our hope in the future and reflect the love of the master, a love so freely given to us, by continuing ourselves to give. Each time we do, we make a statement of faith in, and express our hope for our common ministry to God's most senior children.

There are a number of ways in which you can make a difference in the lives of our frailest and neediest residents. Many of our donors make gifts every year throughout their lifetime to support the *Caring Hands Fund*, Presbyterian Homes' charitable care fund. Your annual gifts are vital to this ministry, and we thank you for your continued generosity.

Did you know that you also can help ensure the future of our ministry through planned giving? Maybe you have been considering a significant outright gift but realize that this may not be the year to do so. Perhaps, instead, this may be a good time to move forward with a legacy gift—a gift that *someday* will benefit our ministry through a bequest in your will, a charitable gift annuity, or a charitable trust.

A legacy gift is a gift of hope and an expression of faith. Someday a senior resident at one of our campuses—be it at Presbyterian Retirement Home in Quitman, Philips Tower in Decatur, Calvin Court in Atlanta, or Presbyterian Village in Austell—will be facing a future with little or no financial resources. Yet, this person can be assured, because caring, discerning individuals like you experienced the joy of making a legacy gift, enabling us to continue our mission to our residents in need. Someday your planned gift, just like your annual gifts, can help a precious, aging senior at a most vulnerable time in his or her life.

This may be the perfect time to create a legacy for your lifetime that would ensure the permanence of our 60-year commitment of never having asked a resident to leave due to outliving his or her financial resources. Please call us at 404-231-5758 to explore ways you can build a legacy and make a difference to senior adults in need. ♦

## Presbyterian Homes Employees Embrace Ministry

**G**wen Hardy, Director of Human Resources, understands why Presbyterian Homes of Georgia maintains an 84 percent employee retention rate in a profession where employee turnover commonly reaches 30 percent: "For our employees, it's not just a job; it's the ministry."



Phillips Tower employee Shawn Williams (left) demonstrates a caring spirit with resident Gwen Alston.

Employee retention has increased steadily at all Presbyterian Home campuses for the past five years, Hardy said, and the gains have been not only in certain sectors, but across the board. Presbyterian Homes has been "very deliberate" in its efforts to retain and nurture employees, thus minimizing turnover. Steps include: a thorough and participatory screening and interviewing process for potential employees; ongoing training and career advancement opportunities; and Star Quality service events, which recognize employees who embody the Presbyterian Homes' beliefs and values system.

"Our goal is not to simply meet the industry standard, but to raise it," Hardy said. "The special spirit of the staff is what distinguishes Presbyterian Homes of Georgia." Her files are full of commendations for employees going above and beyond the call of duty. There is the nursing home assistant who, knowing that one elderly couple always went to the movies on Wednesdays, stops at the video store and brings the couple movies and popcorn on Wednesday afternoons. Another care provider brings a resident his favorite sausage biscuits from a local restaurant. Another has taken residents to her home on Thanksgiving Day and entertained not only the residents, but their families, too. "These acts bring joy to our residents, but just as importantly, they bring fulfillment and satisfaction to our employees," Hardy said.

Continued on page 4

### Presbyterian Homes Celebrates Two Milestones – cont. from p. 1

the first homes of its kind, the 10-bedroom center was soon filled to capacity. Today, Presbyterian Homes of Georgia is a ministry of the five presbyteries of Georgia and includes four communities serving more than 1,000 seniors annually. A fifth community in Athens is in development.

The celebration day included campus tours, exhibits featuring historic photographs and nostalgic items, a reception, and a dedication service, including remarks by many featured speakers. Hats off to the Quitman staff and the planning committee, including Mr. Orr and Ned Simmons, former Chaplain, for a truly memorable day.

"Presbyterian Homes is a place where no resident has ever been asked to leave due to outliving his or her financial resources," said Dr. McElroy. "The Christian values of loving and caring for each other are lived here everyday. We have a beautiful campus, a committed staff and excellent quality of programs. That's something to celebrate!"

### In 1949, the year Presbyterian Homes opened in Quitman:

- Harry Truman was President of the U.S.
- The New York Yankees beat the Brooklyn Dodgers in the World Series
- A gallon of milk cost 78 cents



Mrs. J.W. "Mother" Allen

### In 1969, the year Calvin Court opened in Atlanta:

- Richard M. Nixon was President of the U.S.
- The New York Mets beat the Baltimore Orioles in the World Series
- A gallon of milk cost \$1.10 cents



Dr. Frank McElroy, Jr. and Karen Lucas hold original ground-breaking shovel at Calvin Court. Photo by Kenneth Johnson.

## Calvin Court Turns 40

This year also marks the 40th anniversary of Calvin Court, Presbyterian Homes' affordable senior mid-rise in the heart of Atlanta's Buckhead community, and staff and residents celebrated in style.

Festivities were held the weekend of September 12-13 and kicked off Saturday afternoon with an open house. Saturday evening, residents and invited guests hosted a celebratory "Senior Prom." A rededication of Calvin Court was held on Sunday afternoon followed by a reception.

Calvin Court also held various "awareness-raising events" for its Buckhead neighbors, said Karen Lucas, Administrator. One of the first activities was a car wash, followed by a successful "loose change drive," whereby residents raised their own funds to off-set the cost of the festivities.

Calvin Court opened in 1969 to provide affordable housing to seniors. In 1998, a merger with Westminster Presbyterian Homes of Georgia added Calvin Court as well as Phillips Tower in Decatur to the complement of Presbyterian Homes communities. "This was a big event for our residents and staff," Lucas commented. "We anticipated a large turnout, which we had. We used this milestone as an opportunity to build awareness of this terrific senior community." ♦

### Hearthstone Residents Benefit from SimpleC – cont. from p. 1

working with SimpleC founders and leadership to beta test the technology, determining ways it can help persons with Alzheimer's disease and other forms of dementia.

The key to SimpleC is the use of cutting-edge network technology to deliver personalized content to assist in the care of memory support residents, explained Zanetta Farmer, Director of Hearthstone. The ultimate goal is "improved quality of life" for residents and positive impact on residents, families and care givers alike, she said.

Simple C technology was conceived by Jason Zamer for a senior project at the University of Pennsylvania in 2002. In 2005, the company moved to Atlanta, where it works in collaboration with researchers from Georgia Tech as well as Emory, Georgia State and Vanderbilt universities to provide solutions to improve the lives of senior adults through technology and scientifically proven cognitive techniques. In May of 2009, the company was accepted into Georgia Tech's Advanced Technology Developmental Center.

Briefly, SimpleC is a multi-media device that provides personalized therapy based on a resident's life history and interests, personal photographs, favorite music, recordings of familiar voices, and daily personal schedule. The technology uses proven behavioral interventions, including reminiscence therapy, music therapy and trusted voice techniques to help memory support residents in everyday living.

Ms. Farmer said the technology provides many advantages: "SimpleC decreases anxiety and agitation, which can be common in persons with Alzheimer's disease or dementia." This more relaxed, calmer state leads to families having "a positive and more involved visit with their loved one, talking and reminiscing about the past."

### Presbyterian Homes Employees Embrace Ministry – cont. from p. 2

Presbyterian Homes offers employees many opportunities to renew and rejuvenate skills as well as to learn new and expanded ones. In fact, programs like the SimpleC memory support technology described in this newsletter and a new computerized module from Fox Learning Systems to help staff hone their skills are just two examples of how Presbyterian Homes encourages employees to be on the cutting edge.

As testament to the high retention rate, Presbyterian Homes annually honors 20-, 30- and 40-year employees. "For our residents, this means continuity and consistency of care.



Resident Lucy Van Nostran views photos related to one of her passions—running in marathons—on SimpleC.

Staff members have noted a surprising finding as well. SimpleC has encouraged resident-to-resident interaction and communication. On occasion, residents have gathered in front of the large screen monitors in the common areas and have noticed another resident's photos depicting a town where they also have lived. The recognition has sparked conversation about living in the town. While Alzheimer's disease usually isolates individuals in their own reality, in these instances, Alzheimer's is breached by SimpleC, bringing residents together in conversation.

Care givers, too, "learn new things about each of their residents, and the residents are more receptive to care as they utilize the program," Ms. Farmer said. "SimpleC is working. It complements our verbal redirecting with a visual and audio experience that enhances the quality of our residents' day." ♦

This is extremely important to our residents and to their families, and this consistency of care is a key factor in what sets Presbyterian Homes' communities apart," Hardy said.

Providing exceptional service to residents is Presbyterian Homes' mission. "The same beliefs and values we apply to our residents also apply to our staff," Hardy pointed out. "We treat staff in that very same manner as we treat our residents, and the same high standards apply. At Presbyterian Homes, we believe high quality and caring service is a valued asset; a dedicated staff is critical to providing that quality and caring service." ♦