

# Friendship HAVEN

# Times

SPRING 2017



Rollie enjoys visiting with the coffee crowd that meets every Monday, Wednesday and Friday afternoon.

## In This Issue

- 2 Friends By Chance, Neighbors By Choice
- 4 Room for Everyone
- 5 A Place to Call Home
- 6 A Life of Caring for Others
- 8 Building on our Commitment to Memory Care



## Grow & Flourish

### Self-Proclaimed “Old Soul,” Rollie Peterson, Finds His Niche within Friendship Haven

Helping others has always been important to Rollie Peterson. Although he once struggled with finding his true calling, he knew it would be people-focused. Getting his start in social work, Rollie eventually became intrigued with the retirement age demographic. “I’ve always felt that I have an “old soul,” so I fit right in with this great generation that we serve,” Rollie explained. “I can relate to them, and I appreciate their values,” he continued.

Pursuing that interest and starting out as Friendship Haven’s Housing Director in 2000, Rollie has been a part of the process of building today’s campus from the ground up. Within the first few years of working at Friendship Haven, Rollie, along with the executive team, began having regular meetings regarding campus renovation. The goal for each project was twofold- meeting the needs of current residents, while planning ahead for future prospects. After many discussions with architects and designers, and lots of planning, projects started coming to fruition. In 2003, four new townhomes were built. The Gardens Assisted Living came in 2004, with the Wellness Center and Kenyon Place following in 2005. Rollie is passionate about his lawn and garden, so he thoroughly enjoyed “bringing the outdoors inside” during these expansion projects in an effort to develop a dynamic campus. Now, being able to step back and see the bigger picture puts a smile on Rollie’s face. “To see the space utilized the way it is today is incredibly gratifying,” he reflected. “It truly allows residents to live full lives with faith, passion and purpose.”

continued on page 3

# Friends By Chance, Neighbors By Choice



Childhood Friends, Mary Moore and Diane Ferrin, Are Now Townhome Neighbors



In a class picture from their childhood, Diane and Mary can both be found in the back row. Diane is third from the right and Mary is fifth in from the right.

Growing up in the small town of Moorland, just west of Fort Dodge, there were few kids, and even fewer girls in town, so it was no surprise Diane Ferrin and Mary Moore would become the best of friends at an early age. Through the hands of fate, the changes life brings, and a gap of nearly 40 years, the two ladies have rekindled their very special bond that was started in Moorland those years ago. Friendship Haven has uniquely played as a backdrop to each of their lives in some fashion or another, and now it has made them neighbors once again.

Mary and Diane are so similar in some ways, but they each bring their own flare and personalities to the table. The constant giggles, inside jokes and countless memories fill the room as the two ladies take a trip down memory lane to when their friendship began. Diane begins, "I have fond memories of running around town, playing cowboys and indians; enjoying the simple games we all loved playing." They remember going to Olsen Park and riding on the train and all the town kids meeting at the Ferrin household to watch the classics on one of the first TV's in town. Mary enlightens, "Our childhood was simple, yet wonderful!"

When the girls reached the fifth grade, Mary and her family moved into Fort Dodge. As the years went on, their friendship distanced as the girls went to different schools and the trips between towns were rare. Little did they know, their paths would cross throughout the years as fate would eventually bring the two ladies back together, and their friendship stronger than ever.

The first time their paths would cross was in the mid-1960's when ironically enough, they both worked at Friendship Haven on different floors in separate jobs. They were under the same roof at the same time and never realized it. Mary washed dishes in the old west building, while Diane served as a nurse's aide on the fourth floor.

Again, a few years passed without much communication between the two. Then, Mary's mother made preparations to move into Friendship Haven. Prior to moving, she had an auction that Diane attended. It was the first time the girls had really spoken in many years. That was in 2003, and since then, the ladies have rekindled their friendship and made many new memories together.



It is clear Mary (seated) and Diane (standing) still enjoy the simple pleasures in life, like swinging on the one of the playsets on campus.

In early 2016, Friendship Haven would again play an important role in their friendship. Mary and her husband decided to make the move to a townhome in April of last year after wanting to downsize and having loved the accommodations seen with Mary's mother. When a neighboring townhome opened up shortly after, Mary knew exactly who to call. After some persuasion, Diane moved into the townhome directly behind Mary in December of 2016.

"It has been such fun becoming neighbors again," explains Diane. As Diane continues to unpack, they are finding yet another similarity the two women have shared over their lifetime- a love for collecting flamingos. Both ladies have collected flamingo antiques and figurines over the years, not knowing the other did so as well. As a smirk crosses Mary's face she says, "We like to think it was meant to be!"

Although both Mary and Diane have been busy with a multitude of tasks, they are excited to start participating in a few activities on campus and keep each other on their toes in their new neighborhood! One thing is for certain, there is never a shortage of stories or laughs when the two are together.

## Grow & Flourish continued...

During the renovation of campus, Rollie, along with the executive team, implemented a different lifestyle culture throughout Friendship Haven. The main objectives were emphasizing a resident-focused concept and utilizing the six dimensions of wellness- physical, emotional, spiritual, vocational, intellectual, and social. As social wellness has been shown to be the most critical for health and happiness, significant time and efforts were put forth in order to enhance a social feel. Residents accepted these principles and there has been much success since the implementation. "This place is a home to many, and to see residents enjoy the company of others and have fun is so special to me," said Rollie.



While Rollie has experienced a lot of success in the past 17 years of working at Friendship Haven, he has also endured some challenges as well. Beginning the process of change is sometimes hard to grasp. Having to assure the residents that the change was necessary, wasn't always easy, but everyone benefited greatly in the long run. "We all got through it together," Rollie said. "We're all family here, so it was important to me that everyone was on board with the changes."

Rollie notes that his biggest accomplishments have been seeing the improvements on campus as well as the implementation of a purposeful lifestyle. Providing residents with opportunities to find their purpose gives their life more meaning, which also enhances personal well-being. Rollie also enjoys being a part of an innovative team and stated, "The people that I work with here are a major reason why Friendship Haven has become a well-respected senior living community in the Fort Dodge area."

Now the Vice President of Residential Life, Rollie enjoys focusing on what he does best: helping people. Since coming to campus, changing roles, implementing new strategies, helping design campus additions, and everything in between, Rollie is happy to have found his niche. Unsure on a career path in his early years, Rollie would later find that his passion for serving others would grow and flourish at Friendship Haven, making a positive impact among residents and within the community. Many days, he can be found visiting with residents around the table or walking the halls, greeting everyone by name and with a smile.

Rollie resides in Fort Dodge with his wife, Jan, and they have three grown children. Rollie is highly involved in the community, having served on the Community Health Center Board, participating in Leadership Fort Dodge, and holding a church leadership position.

# Room for Everyone

## Social Spaces & Guest Rooms Available at Friendship Haven

At Friendship Haven, available square footage includes far more than a resident's apartment. Residents can take advantage of multiple areas throughout campus that can accommodate small or large groups for many different occasions and activities.

### Social Spaces

Positioned in the center of campus lies the “heartbeat of activities,” better known as the **Tompkins Celebration Center**. Although various events are hosted by Friendship Haven, this space can also be reserved for personal events such as birthdays, anniversaries, retirement parties and reunions. With the capacity to fit 150 or more people, the Tompkins Celebration Center's availability fills up quickly around the holidays. The **Kenyon Place Conference Room** and adjoining **Rose Legler Dining Room** can be booked together or separately, depending on the party size. The dining room includes a small kitchenette and has patio access with a grill for outdoor enjoyment. The perfect place to entertain or relax with friends is in the **Ann Smeltzer Creativity Room in River Ridge**. Outfitted with a kitchenette and seating to hold 12 or more people, residents enjoy playing cards, hosting book clubs and visiting. During non-dining hours, the **Hearth Dining Room** and **River Ridge's Dining Room** are also available. The lounge areas in the **Fireside Library** and near **Bloomers Too** can be utilized for get-togethers as well.

All social spaces at Friendship Haven are offered at no charge to residents, but a reservation is recommended for use. If desired, food can be brought in independently or catered by Friendship Haven for a fee. Be sure to consider any of these rooms for your next party or social gathering! As an extension of your living space, these rooms ensure the feeling of home is always with you.

### Guest Rooms

For guests visiting from out of town or staying with residents in end-of-life care, Friendship Haven offers guest rooms located in River Ridge as a way to be closer to family and friends. Room options include studio and one-bedroom layouts.

The studio room has capacity for two people, while the one-bedroom suite can hold up to four. If desired, guests can stay with residents in the Simpson Health Center as well. Friendship Haven wants to ensure comfort for both the guests and resident and will work to accommodate as needed. If guests would like to be closer to loved ones, roll-away's are available and can be used in resident's rooms at no additional charge. Visitors can choose to eat at the dining center for a small cost, while they stay at Friendship Haven.

Friendship Haven understands the importance of family, and providing these rooms allows loved ones to be closer together. Just like a hotel, these rooms can be reserved for a desired amount of time at a set rate, but unlike hotels, these guest rooms offer a home-like feeling. Reservations can be made by calling the Hospitality Center at 515-573-2121. With the ability to stay under the same roof as a resident, guests feel right at home at Friendship Haven.



The Kenyon Place Conference Center and Rose Legler Dining Room can be reserved separately or together, with the option to adjoin rooms.



The Rose Legler Dining Room has a small kitchenette and full-size fridge that is available for those who reserve the social space.



Our spacious Guest Rooms offer convenience and a home-life feeling.

# A Place to Call Home

## Each Neighborhood at Friendship Haven Offers a Unique Experience

As a life-plan community, Friendship Haven is able to offer a full spectrum of services suited for various lifestyle needs and financial profiles within each neighborhood. Our campus is organized into multiple neighborhoods- the Townhomes, Kenyon Place, River Ridge, The Gardens and the Simpson Health Center, which is comprised of Arbor Lane, Stone Heights, Catalyst and Journeys. Each neighborhood offers unique services, but our main objective is for everyone to feel at home, no matter where you are on campus.

Both The Gardens and River Ridge offer support services, when necessary, allowing residents to maintain their sense of independence. Friendship Haven runs on a motto of providing service to help residents thrive at the highest level of functioning, while keeping moves to a minimum. This adage sets the tone of service catered to each and every resident.

Opened in 2012, River Ridge is a place to call home with 56 apartments across three stories. This apartment-style living is a nice middle-ground option for those who want to maintain their independence. “We would suggest this housing for someone who is still very active yet may utilize additional services, as needed,” states Vice President of Residential Life, Rollie Peterson.

Another great feature to River Ridge is the exclusion of an entrance fee, as needed for the Townhomes and Kenyon Place. It is a month-to-month rent structure and à la carte services can be added, as necessary. Continental self-serve breakfast, a full noon meal and the option of an evening meal is provided by Friendship Haven to our River Ridge residents. Other amenities include: weekly housekeeping services, use of community rooms and laundry rooms, and transportation, including the shopping shuttle.

Each River Ridge apartment has a kitchen, complete with a stove and refrigerator. With one-bedroom and studio floor plans available, the apartments can easily accommodate couples. Our underground parking garage can take you right from your car to doorstep, without ever having to step foot outside. River Ridge truly brings all the comforts of home, with the convenience of being within a neighborhood.

Residents find peace of mind at The Gardens Assisted Living. This housing option offers a comprehensive range

of memory support services and assistance with daily living tasks in three safe, innovative households.

Gardens 100 and 200 are considered “sister households.” These secured households are connected by a private courtyard and make the perfect home for those who may have early onsets of dementia or Alzheimer’s disease, or who simply want the extra sense of security that the neighborhood offers. Our care providers create an atmosphere of familiar routines, combined with each person’s skills and interests, to encourage our residents to remain productive, creative and successful.

This supportive environment assures acceptance and confidence, which allows our residents to experience joy, comfort, security and personal growth through various activities.

Residents can garden and connect with nature in our secure, relaxing courtyard, participate in fun campus activities, develop friendships, and continue to be involved within the community.

Gardens 300 is slightly different than the 100 and 200 households. With 16 apartments, Gardens 300 can easily accommodate couples. Similar to River Ridge, this assisted living option creates a smaller community-feel,

but with a larger apartment space than those found in Gardens 100 and 200. Three delicious, nutritious meals are offered daily, as well as housekeeping, laundry, mail, check writing assistance and exercise classes held right within the household by our own wellness staff.

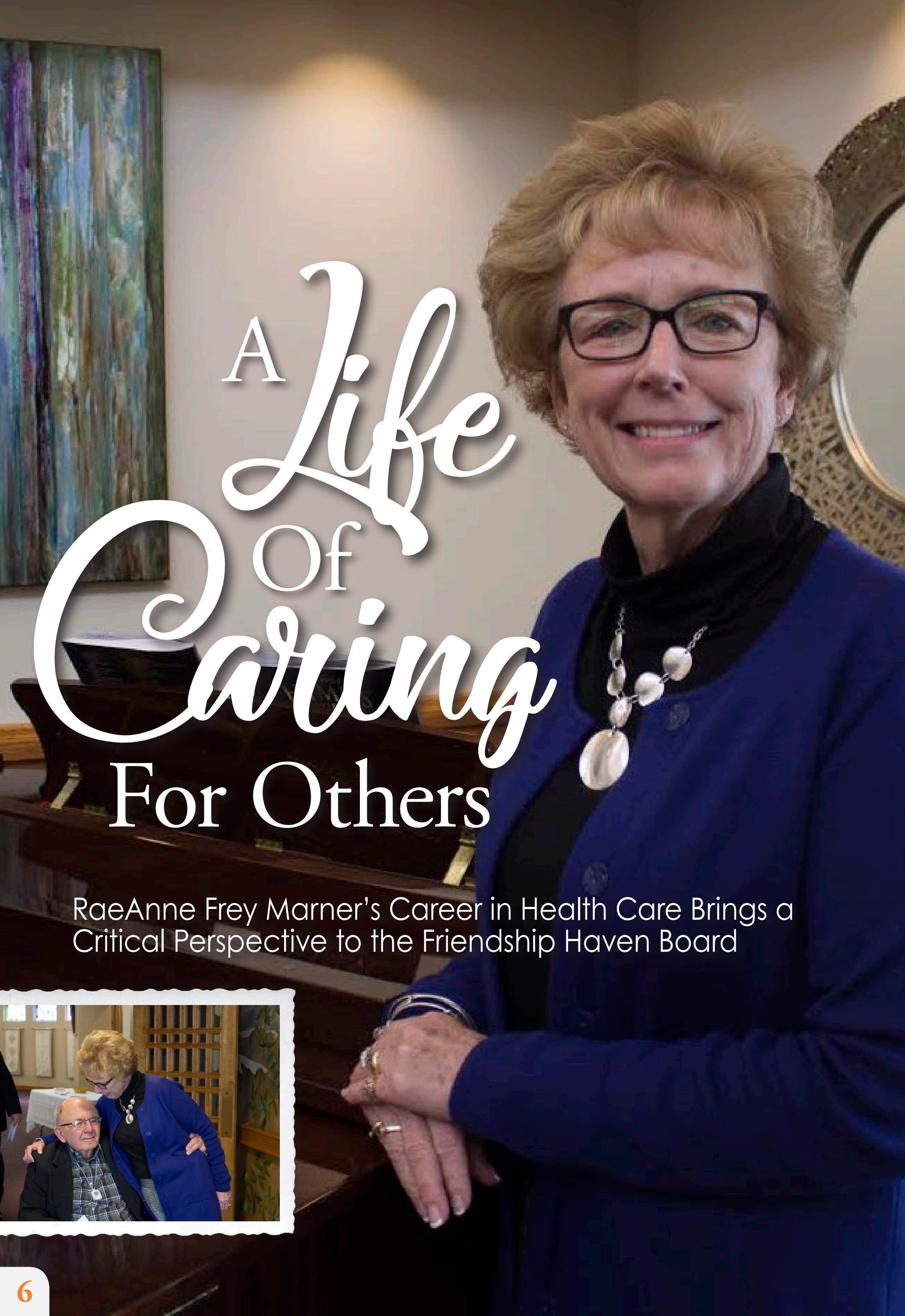
No matter the neighborhood, our employees can do it all. Friendship Haven utilizes a cross-trained method based on the social model of resident-centered care. This means our employees work around our resident’s schedule or preferences rather than following the medical model of specifically-timed services. Our memory-care staff must go through at least eight hours of training on dementia, so they are fully aware of what our residents may be going through. We pride ourselves in having superior memory-support staff who care for our residents as family and work vigorously to provide the utmost level of assistance.

Currently, we have openings in various neighborhoods and will work with families to create a seamless transition process. It is a major decision to make, but we see our residents thriving and enjoying life and the many activities offered on campus. No matter what level of support is needed, there is a home for you at Friendship Haven.



### Vice President of Residential Life, Rollie Peterson, explains the neighborhood structure at Friendship Haven

We consider a “household” to include a kitchen and gathering space within the apartment, and a “neighborhood” encompasses those households. For example, The Gardens 100, 200 and 300 have shared kitchens and gathering spaces, so we would say The Gardens is three separate households within one neighborhood. Our River Ridge apartments would be explained as 56 households within one neighborhood.



# A Life Of Caring For Others

RaeAnne Frey Marner's Career in Health Care Brings a Critical Perspective to the Friendship Haven Board



Nurses have an undeniable sense of compassion for others.

That genuine empathy extends far past the years of bedside care and wound healing for board member, RaeAnne Frey Marner, who after a 30 year career of nursing and health care professions, is continuing her concern for others on the campus of Friendship Haven.

The list of nursing and health care related positions RaeAnne has held is extensive. Among them- registered nurse, teacher, instructor, health care manager and oncology department director. In summary, RaeAnne is a health care leader.

Her whole professional career has been devoted to providing care in one way or another. In fact, it was even the health care industry that brought her, and husband, Dr. Mark Marner, together. After meeting at a VA clinic in Des Moines, in the early days of their careers, where Mark was completing his residency and RaeAnne a nurse, they haven't left each other's side.

RaeAnne will be the first to say that she has done about anything and everything related to nursing. After beginning her career as a registered nurse, RaeAnne also spent several years teaching local health and nursing programs. The opportunities to instruct at post-secondary schools, such as Iowa Central Community College and Buena Vista University, allowed RaeAnne to share her experiences with future nurses.

“Do all the good you can,  
by all the means you can,  
in all the places you can,  
at all the times you can,  
for as long as you can.”

– John Wesley

RaeAnne later moved in a different health care direction and worked for ten years as a staff nurse in home health care and hospice care. That career experience gave RaeAnne the chance to demonstrate her leadership and managerial skills. During the time on the nursing staff, she transitioned Trinity Hospice from a volunteer program to a Medicare-certified program. RaeAnne also collaborated in the development and implementation of a case management model at Trinity Regional Medical Center.

This later propelled RaeAnne into the position of Manager Trinity Home Health and Hospice where she served in the overall leadership and

management of the department. Two years later, in 2002, RaeAnne began working in managerial roles of the Trinity Pain Management Center, as well as oncology services. Her strategic and enthusiastic management and program successes did not go unnoticed. Only a few years later, RaeAnne was asked to take on one of her career's largest projects. She was to establish a comprehensive cancer center at Trinity Regional Medical Center.

While overwhelming, RaeAnne knew this was a calling for her. Something that all of her years of nursing practice, leadership roles and team management strengths had prepared her for. This was an opportunity for her to help hundreds of local cancer patients receive local, high-quality oncology care. Left to kick-start the process on her own, but given the support of administration, RaeAnne led the development and operational planning of the impactful project. In 2012, the Trinity Cancer Center opened its doors, and RaeAnne continued to direct its positive influence and growth until her retirement.

It only seems natural then that RaeAnne would be a perfect fit for serving in a leadership capacity on the Friendship Haven Board. To her, however, there is much more to give- and be gained- by this commitment. “In my time on the board, I have met interesting people who share their compassion for the organization. I have been enriched by being in their company. This is a board representing a diversity of backgrounds and expertise. It creates healthy interaction which generates new ideas,” RaeAnne shares.

RaeAnne accredits the encouragement and wisdoms of Dr. Clarence Tompkins as still having a sound effect on both her and others' enthusiasm to make Friendship Haven the best it can be. “Dr. Tompkins had a dream more than 70 years ago. He encouraged people to dream big, and I feel he would be proud to see what Friendship Haven has become.” RaeAnne continues, “I believe I have been able to bring my talents and time to help carry on the dream Dr. Tompkins had for Friendship Haven.”

She may be retired, but that doesn't limit RaeAnne from seizing opportunities to be of service to others. In fact, she openly shares a saying from John Wesley that encapsulates her philosophy on life. “Do all the good you can, by all the means you can, in all the places you can, at all the times you can, for as long as you can.”

No words ring truer for someone like RaeAnne Frey Marner who has never wavered from being there for others.

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