

Reaching Out

to friends of Royal Oaks

Winter 2012

We shine our light on...The Munters

In November 2011, Royal Oaks got even brighter when Bob and Barb Munter moved into a beautifully renovated Mimosa apartment. Sun City residents for many years, the Munters decided to sell their lovely golf course home and move to Royal Oaks for the social life, zero-maintenance, and access to care facilities.

"When Bob had his heart episode, I knew, in my heart, that the best move to make would be to an active retirement Lifecare community," said Barb. Barb's first husband developed Alzheimers and she was his caregiver for many years. Bob's first wife died suddenly after a brief illness. "At Royal Oaks, we know if something happens to one of us, the services are right here to respond instantly and take care of us short or long-term. That is quite a relief to both of us."

In their very early 70s, the Munters are the new breed of seniors who are opting to sell their homes and move to a continuing care retirement



community (CCRC) like Royal Oaks so they can live life to the fullest without the worry of household maintenance. "We were able to sell our home at a palatable price and decided to invest in our care for the long-term rather than sink money into another home, particularly in this housing market," explains Bob (a retired electrical engineer who built satellites for Ford Aerospace). "I still golf three times a week and when I come home, there are no household chores calling my name. Barb and I head happily to the Oak Room, for a wonderful dinner and socializing with all the new friends we have here."

After retiring from teaching elementary students, Barb became

a Realtor and is passionate about interior design. She knows the value of living in a CCRC. "In addition to the care facilities here if we need them, our apartment fits us just perfectly," she explains. "Royal Oaks renovation program allowed me to completely customize my apartment and I certainly had fun making the apartment just as I want it."

Barb is active in several social clubs in and around Sun City and maintaining those ties is important. "I host my clubs here on our beautiful campus and I don't have to clean or cook before the ladies arrive. The pool patio is a delightful place to entertain our friends from outside Royal Oaks. We are totally spoiled!"



HCC is E-x-c-e-l-l-e-n-t

The Royal Oaks Health Care Center has received yet another Excellent Rating from the Arizona Department of Health Services (ADHS), scoring 99 out of 100 points.

Our 125-bed Health Care Center is a wonderful amenity for our Independent Living residents who require short or long-term care following an operation or illness. We hope they never have to use it, but if they do, we certainly want to provide top-notch care and we are so pleased to share the results of the latest survey.

Six surveyors from ADHS arrived at Royal Oaks on December 28, 2011 to begin their periodic review of our care center. After touring the kitchen, the dining rooms, and the resident living areas, they settled in to speak to residents in the care center.



"The survey process has changed through the years," explains Dina Capek, Director of Health Care

Services. "The focus is now on talking to staff about the care needs of residents and to the residents about how their care is delivered. Resident interviews include many topics such as food, activities, preservation of dignity and respect, pain managed, personal preferences honored, and how they like their coffee!"

In addition to the interviews, the surveyors comb through our internal documents to record how we track quality indicators such as falls and injuries, infections, wounds and pressure ulcers, grievances, and other items. They request an extensive report that must be generated in a few hours that includes the use of



psychotropic medications, urinary catheters, residents with mobility deficits, cognitive deficits, behavior management, residents at increased risk for falls, how they are identified and what is included in their plan of care to attempt to reduce falls.

The surveyors meet with the dietary and housekeeping departments to ensure that food is prepared safely and that the environment is free of hazards. They look for any evidence in a resident's living space that may indicate an unsafe environment or anything that would violate the preservation of a person's dignity.

Residents drive the care in our health care center and they also drive the survey results. If there is a concern, the surveyors follow that concern through to ensure that the need was met. Care plans are developed and revised for every resident in an ongoing fashion. Surveyors review care plans to ensure they actually address the needs of the residents. If the resident expresses a concern, and the care plan does not reflect how the staff is addressing this, this would indicate a possible deficiency.

They ensure our records are current for fire and disaster drills, staff education and ongoing training, new hire references are checked and employment requirements are

maintained. Our HR department is meticulous and makes every effort to ensure there are no deficient practices.

The bottom line was a status of Excellent and many, many compliments on how Royal Oaks maintains such a great quality of life for residents.

On a space-available basis, our Health Care Center can also be used by non-residents. If you or a loved one is in need of short or long-term care, Brenda Frazier, RN, can help you. She can be reached at (623) 815-4299.



Royal Oaks is the only full Lifecare community in Sun City and one of only a handful of CCRCs in the country who have been granted an "A" rating by Fitch, a global credit rating organization.

Contact Marketing for further information: **(623) 815-4132**

Visit our interactive website:
www.RoyalOaks.com
10015 W. Royal Oak Road,
Sun City, AZ 85351

The Learning Tree is Sprouting!



After attending a conference last fall, Royal Oaks' managers returned to Sun City all revved up to put in place some of the programs that other communities are doing to benefit residents. One that is rising to the top at Royal Oaks is a lifelong learning "university" program. Dr. Jerry Bryan, along with his wife, Carol, are the residents spearheading the opening of The Learning Tree here on our campus.

Jerry, a retired university professor, explained what they learned after touring Asbury, a Maryland retirement community in January 2012: "Asbury runs a vibrant lifelong learning program that has two semesters and a wide variety of courses in a variety of topical areas. They bring in instructors and speakers who address residents on current events, history, humanities, culture, science, technology, and the environment. They generously shared what they've learned over the 25+ years of providing "brain food" to residents and we are so excited to take the educational programs already offered at Royal Oaks and expand upon those."

Great Decisions and New Horizons are two lecture series that residents enjoy attending here on campus, and The Learning Tree will use those as seedlings to sprout into a full-blooming, lifelong learning program. The courses will be open to residents and non-residents who have a thirst for knowledge. More information to come this spring!

Why the Fitch Rating is so important

As part of its yearly examination, Fitch Ratings has affirmed the 'A' rating on the Royal Oaks Lifecare Community. "Less than 10 of the 1,800 plus communities similar to Royal Oaks across the U.S. have attained the 'A' rating, so this is very significant," explain Royal Oaks' CFO Don May. "One of the key ratings drivers from Fitch is strong liquidity. Royal Oaks' balance sheet remains a key credit strength, with metrics which are favorable for the rating level, due in part to our sizeable cash position."

We are certainly proud of being in this elite group of communities which enjoy financial stability. "When residents enter Royal Oaks and pay an entrance fee, they can be assured that we have the resources to care for them for the rest of their life, and this honor from Fitch is third-party validation of our financial strength," concludes May.

ROYAL OAKS...BY THE NUMBERS

THE ROYAL OAKS CAMPUS INCLUDES:

- 38** acres
- 110** garden homes
- 263** apartment homes
- 59** assisted living apartments
- 125-bed** health care center
- 8** dining venues
- 1** cocktail lounge

As a non-profit, all of the money we make goes back in the form of goods and services to the residents. And, our Foundation has provided over **\$1.6 million** in subsidies to our residents over the last five years—money directly going into our residents' pockets.

Our free wellness clinic is staffed **6 days a week** by RNs.

Our **2 Libraries** stock more than **5,000 books**.

Our Fitness Center opens at **5 a.m.** each day and has personal trainers to assist residents.

Our Beauty Salon welcomes men and women for hair services, manicures, and pedicures starting at **7 a.m.** each day.

Our residents consume **11,000 gallons of ice cream** and **34,100 pounds of bananas** each year.

Visit
www.RoyalOaks.com
and experience our campus virtually!

Or call
(623) 815-4132

to have an information packet sent to you or arrange a tour.

Five Myths About Retirement Homes



Age Wave, a consulting firm focused on the aging of America, recently conducted a survey with seniors about Continuing Care Retirement Communities (CCRC), which is the category in which Royal Oaks falls. The findings appeared on Time.com about CCRCs.

The Five Top Myths are:

My current home will be the best place to live in retirement.

Many retirees believe remaining in their house gives them the most freedom and independence. But the reality is that by staying at home they spend twice as much time doing housework and shopping as someone in a retirement center, the study found. They spend far less time socializing and engaging in learning activities. Today's retirement centers cannot provide the familiarity and memories of home. But they afford plenty of privacy and ease of coming and going.

My current home is the best option to lead an active life and stay connected with friends.

Among those over 80, nearly half report suffering from loneliness—

twice the rate of younger adults. This typically is compounded when elders choose to stay in their home; they may become isolated as friends and family move away. According to the report, "Studies show that having low social interaction is as bad for your health as smoking 15 cigarettes a day, is as dangerous as being an alcoholic, is as harmful as never exercising and is twice as dangerous as obesity."

Home is less expensive.

Among homeowners older than 65, 84% have paid off the mortgage. Still, a house is expensive. Taxes, utilities, upkeep and insurance really add up. Throw in food, entertainment and a health club—all included in the monthly cost of a CCRC—and you

may find your paid-for house is no financial bargain.

"Meanwhile, the monthly fees at a CCRC often include full prepayment for Assisted Living, Memory Support and Skilled Nursing care, should they ever be needed," the study notes.



It would be easy to get any care I might need at home.

This could be true, but home health care can further isolate anyone unable to get out. It is also expensive, and your family almost always gets sucked into helping out. Family care is further complicated by today's busy lifestyles and the fact that family members often live in different cities or states.

Retirement centers are filled with people who are sick and dying.

This may be the most off-putting myth. Today's centers are not where old people go to die; it's where retirees go to find friends and activities and the security of knowing that they will never have to

move again as they become less able to live independently. "People who wait for a trigger event will likely never move to a CCRC—partly because most CCRCs require new residents to be in good health and be able to live

independently when entering the community," according to the Age Wave report.