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Sit Down and STAY a While

As a continuing care community, Asbury Heights is designed to facilitate residents' transitions from independent living homes into personal care apartments and then onto full-time nursing care if and when it's necessary. But the Asbury staff understands the importance of remaining as independent as possible for as long as safely possible, so they introduced STAY (Support and Timely Attention for You) in the fall of 2008. The program is available to any of Asbury's independent-living residents who may require a little extra help in order to continue living on their own.

Since its inception, the program has exceeded expectations for both residents and staff. The STAY team of nurses now

Heather Dietz, RN, checks the blood pressure of Asbury resident Betty Hickey who uses the STAY program.

oversees 800 daily pill distributions per month and 50 refills of medication boxes with medication management being the primary reason residents request STAY. In all, STAY nurses have 1300 interactions with patients in a single month with coverage available 12 hours a day, seven days a week, including evenings and weekends. The result is fewer unplanned hospital transfers in 2010 compared to 2009, which shows an increased quality of care.

If the numbers aren't enough to sway you, maybe resident feedback will. Stacy Mikelonis, Administrative Director of Quality and Clinical Services, says that while some residents were resistant to STAY, they have come to embrace it as a valuable service that enhances quality of life. And many men and women exploring Asbury Heights for the first time have moved into the community because of the security of the STAY program.

(continued on next page)

Seasons

(STAY, continued from previous page)

"Through word of mouth and personal experience, residents have come to recognize the value of STAY," says Stacy. "Whether our nurses are administering medications on a daily basis or providing assistance following a hospital stay, residents view STAY as an asset not found elsewhere in the area, and they appreciate the security, which ultimately means fewer negative health outcomes for them."

Due to the success of the program, Stacy's team is in the process of expanding STAY to include educational programs, and in late 2010, plans to launch a Chronic Disease Management Program that will be based on a model designed by the Stanford School of Medicine. Research shows that 100 percent of Asbury's independent living population has some sort of chronic health condition.

Also in the works is a formal evaluation of STAY by students from the University of Pittsburgh Graduate School of Public Health. The team is conducting independent research, some while shadowing STAY nurses, and will release its findings this fall.

If you or someone you know would like to know more about STAY, call 412-571-5143 or visit asburyheights.org/stay.





Resident Jeanne Starr enjoys lunch in the Asbury Way Café with Phyllis Lewis and Gerri Johnston.

Calling Asbury Home

Jeanne Starr has always been an independent woman. At 18 years of age, she moved to Pittsburgh from Butler, attended secretarial school and worked in most every position at the Pittsburgh General Agency of Union Mutual Life Insurance Company. She left the agency after 30 years, and with a partner the Starr/Wiegand Agency. They were in business for 25 years until they both decided to retire and sell the agency. Jeanne lived independently with no immediate desire to move, though having cared for her parents and watching a neighbor struggle, she knew the time could come when she might need assistance with the responsibilities of day-to-day living. As she approached her 70's, she set to work researching and visiting senior living communities, assessing which would best meet her needs and even requesting the opinion of her physician.

"I asked my doctor what he thought about my moving into a senior community," recalls Jeanne. "He said, 'I think you should do it now while you're active and healthy and can create a full life for yourself. But find somewhere with a continuum of care where someone will care for you regardless of your health and abilities."

From there, the decision was easy. Asbury met the criteria. "There was a special warmth here at Asbury. During my visits people seemed genuinely happy and went out of their way to say 'hello,'" remembers Jeanne. "I was able to picture myself and my furnishings fitting in, and I can honestly say that in 10 and a half years I've never had an unhappy day here."

"There was a special warmth here at Asbury. During my visits people seemed genuinely happy and went out of their way to say 'hello.'"

Jeanne says that after three of her girlfriends helped to move her into Asbury's independent living apartment, the community quickly became home for her. She was put in touch with a longer-time resident through the Good Neighbor program, which helped her get acquainted in her new surroundings. Today, she enjoys exercising in the campus Fitness Center, playing bridge four nights a week with friends and attending Resident Council meetings where she was President for a time. She utilizes the Health and Wellness Center because of the convenience

You Asked, We Answered

To stay competitive in a growing marketplace, Asbury Heights is transforming two floors of what is commonly known as "Building 7" into a magnificent independent-living community, The Allemont.

Designed with independent seniors in mind, The Allemont will boast a private fitness center featuring equipment designed specifically for seniors, a theater, a business center, a library, an art center with room for scrapbooking, a community area for get-togethers and more. And it's all located within the same building just steps from every apartment.

Residents can rest easy with a locked private entrance to the building, 24-hour security and Asbury's continuum of care should they need it.

"Many seniors we meet are interested in downsizing and doing away with the responsibilities of homeownership, but they're not ready to relinquish their independence," explains

Joan Mitchell, Sales Director, Independent Living. "The Allemont offers carefree living in beautifully appointed apartment homes while providing the security of the Asbury Heights name and reputation."

If you or someone you know would like more information or would like to tour The Allemont community, call 412-571-5188. Take advantage of limited-time pricing options and choose from a variety of floor plans and custom upgrades!

United Methodist Services for the Aging is a faith-based organization whose mission is to improve the lives of older adults through high-quality, compassionate care.

A MESSAGE FROM JOHN ZANARDELLI

Dear Friend of Asbury Heights:

The Greek philosopher Plato once said, "The beginning is the most important part of any work." At Asbury Heights, we know that while new beginnings can sometimes be difficult, they are worth celebrating for the potential they hold. From the introduction of a new resident to the development of a new initiative, beginnings move our organization forward and allow us to continue on our mission of providing quality, compassionate care for older adults.

This issue of *Seasons* tells of the many recent new beginnings here at Asbury Heights, starting with a redesign of the newsletter itself. The new layout is bright and fresh and has an energy aligned with that of Asbury.

Inside this issue, you'll meet longtime Asbury Heights' resident **Jeanne Starr**. Her zest for life and passion for the place she calls home is infectious, but most important may be her message to new residents.

You'll also find an update on the STAY program, which allows independent residents of Asbury to remain in their homes with the help of nurses who visit them, and we'll introduce you to new projects under the Perfecting Patient Care model.

Make sure to read about important changes to the Asbury Foundation's giving programs, highlights from this year's volunteer appreciation

luncheon and the latest from Asbury's Pastoral Care Department.

vardell.



We've included an informative story about the specially trained geriatricians who staff Asbury's Health & Wellness Center and oversee the care of a great many of our residents. Discover why being cared for by a fellowship-trained geriatrician can make all the difference in the health of seniors.

And you won't want to miss the article about our independent-living apartment area, The Allemont.

As Asbury Heights continues to explore new possibilities for our campus, we invite you to open your mind and heart to the promise that new beginnings hold. Something as small as saying "good morning" to a new face or as large as renting a new apartment on campus may bring you and others untold amounts of joy.

Sincerely,

John J. Zanardelli, FACHE President and CEO



(Jeanne Starr, continued from page 2)

and expert care of the doctors, dentists, and nurses. She has even stopped by the rehabilitation department for suggestions on how to tweak her scooter to make it ergonomically correct.

While she lives in an independent apartment on campus, Jeanne enjoys the housekeeping services and occasionally takes advantage of the STAY Program (see STAY, page 1). Early on, she prepared easy breakfasts and/or a quick lunch in her apartment and always had dinner in the Asbury Dining Room. Now she visits the Asbury Way Café for light breakfasts and lunches and continues to enjoy dinner in the dining room, providing her with no worries of having to wash dishes. And she can socialize with friends who she affectionately calls "the lunch bunch."

Jeanne says, "If you want to be busy, you can be busy all the time at Asbury. There is always something going on here. Some spend their time in the Asbury Mall playing scrabble, visiting the beauty salon or barber shop, or shopping in the Country Store. Others tend to private gardens or utilize the Asbury vans to go on group outings. Everything you need and want is available, and there's always someone to assist you."

While being interviewed for this article, Jeanne slipped a piece of paper across the table. It said simply, "to improve the lives of older adults through high-quality, compassionate care." It's the mission of Asbury Heights, something Jeanne believes strongly in and supports through regular donations to the Asbury Foundation.

It is through the generosity of others that Asbury is able to live up to its 102-year-old history, its mission, and to be able to offer the many services and amenities that Jeanne touched upon during her interview. Without the support of our community, there would be no Asbury.

Jeanne is a top supporter who champions for the organization daily and has been instrumental in the success of various funding initiatives. With her assistance, Asbury welcomed a new van for residents to utilize for trips to the grocery store, doctors appointments and social outings. She played a role in the renovation of the nursing center in the late 90s, ensured a successful capital campaign and most recently a Centennial Celebration.

Within the last year, Jeanne was instrumental in the Foundation's new approach to their Frances Hamilton Society. As a long-time society member, she takes great pride to ensure Frances Campbell Hamilton's vision lives on for the next 100 years. During the 2009 campaign, Jeanne hosted an event to promote the Foundation and the importance of joining the Society, renewing or upgrading current memberships, and promoting the Society to friends and family.

Jeanne has seen the benefits of retirement communities from an early age. "I cared for my aging parents for many years, and was relieved when they said they wanted to move into a retirement community, their safety was of great concern for me," recalls Jeanne. "Mother was 96 when she died, and Daddy was 101. I know they wouldn't have lived that long had they continued to live on their own."

"Some people wait too long to move in, but nature moves you from one stage to another. Asbury eases those transitions, and to me, that's worth supporting!"

If you are interested in learning more about how you can support the good works of Asbury Heights, please contact their Development Office at 412-571-5107/5106 or e-mail them at asburyfoundation@asburyheights.org.

Geriatrics: The

Residents and family members experience first hand the many benefits of Asbury Heights. A variety of housing options, amenities, diverse social activities and more make it one of the premier retirement communities in the area. But it's the board-certified, fellowship-trained geriatricians who put Asbury heads above neighboring facilities.

"Asbury Heights is the only long-term care facility in the South Hills with three specially trained geriatricians on staff," says John Zanardelli, President and CEO, Asbury Heights. And because they're affiliated with an academic resource — UPMC — they're on top of what's happening in the medical community and are actively involved with research and teaching activities shaping the specialty."

David A. Nace, MD, MPH, Asbury's Medical Director; Steven M. Handler, MD, MS; and Rollin Wright, MD, MH, MPH, all see patients in the Health and Wellness Center on campus. Michelle I. Rossi, MD, who recently completed her term as a member of Asbury's Board of Directors, frequently brings her area of expertise to board-discussions. All are board-certified, fellowship-trained geriatricians. Geriatric fellows receive two additional years of training specific to seniors following the completion of their residency program. The geriatric fellowship sets them apart from primary care physicians who may care for a large number of elderly patients but are not specially trained.

Like a pediatrician who is taught to care for the specific needs of children, geriatricians are trained to care for the medical, social and psychological needs of seniors. From diagnosis to disease management, the health care goals of a 75 year old are very different than those of a 40 year old.

According to Dr. Wright who is also part of the UPMC Senior Care-Benedum Geriatric Center, geriatrics is a balancing act since patients are often dealing with more than one ailment at a time. It's about managing multiple medical



conditions while taking into account functionality, dependence and quality of life issues.

"Our patients are physiologically different than younger patients. Caring for an elderly patient with diabetes and a heart condition is much more involved than writing a prescription and asking her to come back in six months," explains Dr. Wright. "Can she give herself daily insulin injections? How will she tolerate the prescription for her heart disease since its side effects can make you feel as though your blood sugar is low? Does she even want to continue medication for her congestive heart failure? If not, are her advance directives in place? Is she capable of making such decisions?"

Geriatricians undergo years of training to learn to differentiate between the effects of aging and disease. Cognizant of the tendency to overmedicate patients, geriatricians can be better prescribers of medication than the average physician. They're cognitive experts experienced in managing the neurological needs of aging patients and are adept at accessing other disciplines on behalf of patients, working

in multidisciplinary teams and with families and other caregivers.

"It's about open lines of communication across specialties and with the family members to ensure we're meeting the patient's needs as a whole," says Dr. Wright. "We have access to endless resources, and we know how to access them on behalf of patients and families."

Asbury Heights is fortunate to have geriatricians at a time when the number of these specialists is dwindling. According to The American Geriatrics Society, "the number of people 65 and older is larger than ever before, and those 85 and older constitute the fastest growing segment of the population." Currently, there is only one geriatrician for every 2,500 Americans 75 or older. And by 2030, the number is expected to drop to one geriatrician for every 4,254 older Americans.

Several factors contribute
to the shrinking number of
geriatricians. Reimbursement rates
for geriatric services are low, and
geriatricians earn less than other
physicians in other specialties. And with
many doctors facing sky-high debts from
medical school loans, income can play an
important role in determining what
specialty a physician chooses. In addition,
the schedule of a geriatrician is less predictable
than specialties such as radiology or
dermatology.

"Often people don't understand the value of a geriatrician until they or a family member sees one," explains Dr. Wright. "Our society puts a high value on youth. As that shifts, so will the opinion of geriatricians."

All residents of Asbury Heights and The Embassy can make an appointment to see a geriatrician in the Health and Wellness Center on campus. For more information, call 412-571-5050.





(Bottom row, left to right) Elaine Coverdale, Dorothy Mathewson, Emma Jean Freil, Ruth Parker, Jeanne Starr

(Top row, left to right) Patty Hansen, Dennis Habowski, Marci Thomas, Debbie Pomozzi, Newt Blair, Bob Ryan, Lee Scott, Janet Thomas, Maude McDowell, Clarice Bittner

Thanks a Latte

Each year, Asbury Heights celebrates the hundreds of volunteers who donate their time and talents to residents and staff across the campus. Volunteers are comprised of residents, members of the community, various groups and churches and teens involved in community service programs. Marci Thomas, Director, Volunteer Services, honored current volunteers with a luncheon of appreciation followed by delectable desserts made by Asbury's own Dining Services' staff and 30 flavors of coffee and tea from Coffee Tree Roasters on Beverly Road in Mt. Lebanon. The creative "Thanks a Latte" theme carried over into the centerpieces — gerbera daisies artfully arranged in coffee mugs decorated with coffee-related phrases. Marci presented volunteers with gifts in recognition of their service, including many student volunteers.

"We rely on our volunteers to help keep Asbury running smoothly on a daily basis," says Marci. "Whether they're working in our campus post office, visiting with homebound residents or assisting at a special event, they provide a valuable service."

THANK YOU TO THIS YEAR'S MILESTONE VOLUNTEERS:

1 Year

Dora Beards Laverne Born Barbara Charley Raymond Charley Lucille Giles Anne Hoffman Eileen McClure Robert McNeilly Joanne Petrillo Pam Thomas

2 Year

Margaret Conway Joan Craft Jean George Kimberly Greway Sue Kowalo Sheila Lee Helen Paracca Patricia Schoener Nina Shah Jean Sweeney Norman Waldman

5 Year

Clarice Bittner Dennis Habowski Patricia Hansen **Dorothy Mathewson** Lee Scott Janet Thomas

10 Year

Newt Blair Jean Howe Pat Matvey Maude McDowell Ruth Parker Debbie Pomozzi Jeanne Starr

15 Year

Marjorie Cadwallader Robert Ryan

20 Year

Emma Jean Freil

30 Year

Elaine Coverdale Bette Lou Reichard



Honoring Our Employees

The dedication and compassion of Asbury Heights employees is what sets the organization apart from the others.

This past January, Asbury honored employees celebrating milestone anniversaries with a luncheon and award ceremony. The following employees have contributed more than 320 total years of service.

Retiree **Barb Ramirez**

Bea Thomas

20 Years **Debra Barzanty** Charlotte Ritchev Debbie Schoonover

15 Years Art Barbus **Audrey Burgoon** Debra Kopcho

10 Years Michele Burkhart Linda Reese Karen Spaley Joe Stanziano **Dwayne Wingard** 5 Years

Christen Bosh Darlene Brownstein Peg Chabala Cindy Chojnicki Pat Cook Carol Cridge John DiBernardo Robert Dorenburg Casandra Glanton Janice Grove Florence Hall Samantha Hilpert Evelyn Iskandar Dina Jamison Doretta Leach Ludmilla Mackanych Amy Maga Michael Medvick Harry Meinhardt Joan Mitchell Rachel Moorhouse Carlean Smith Tamica Trent Yolonda Webb Sue Wharton Mary Wilson



Embracing Religious Diversity at Asbury Heights

Left to right: Rev. Jerome Vereb, Most. Rev. William Winter, Bishop George Bashore, Rev. Dr. Andrew

In April 2009, the Asbury Heights community lost a cherished member of its family when the **Rev. Neal K. Rogers** passed away. Rev. Rogers served as the chaplain and director of Pastoral Care at Asbury for 17 years, nurturing an ecumenical and inclusive spirit on campus.

Rev. Rogers requested that after his passing, Dr. Andrew C. Harvey, a longtime friend and colleague, be appointed chaplain. Though Dr. Harvey had large shoes to fill, he has seamlessly transitioned into his new role, fostering Asbury's spiritual life. He leads a non-denominational worship service each Sunday morning in the Hickman Memorial Chapel where worshipers often spill into the atrium. Those unable to attend often watch and listen to this service on television via Asbury's cable system. Dr. Harvey conducts additional services throughout the week at Asbury Villas, Asbury Place and Spring Lane and offers a weekly bible study in the Hickman Chapel.

Asbury has a large number of Catholic residents and has historically provided a weekly mass and communion service in conjunction with St. Bernard Catholic Church in Mt. Lebanon.

Spiritual life at Asbury extends beyond traditional worship services, though. Dr. Harvey and Fr. Vereb have led residents in observing Hanukkah, Thanksgiving and Ash Wednesday services. During Holy Week this year, rabbis from Temple Emanuel of South Hills made Passover presentations to residents, as well. In the spring, Dr. Harvey and Fr. Vareb celebrated the Week of Prayer for Christian Unity with the **Most Rev. William Winter**, auxiliary bishop of the Diocese of Pittsburgh, and United Methodist Bishop George W. Bashore. The Week of Prayer began in 1964 during the Second Vatican Council and has since spread to include all Christian faiths and denominations.

"While Asbury Heights has its spiritual roots in United Methodism, we seek to meet the spiritual needs of all residents, regardless of their traditions," explains Dr. Harvey. "Religion is deeply personal, but it's uniting and a source of strength and comfort to followers of all faiths."

Information about weekly religious services and programs offered through Asbury's Pastoral Care Department can be found in the monthly publication, *The Hickman Chapel Chimes*. Dr. Harvey is available for resident, family and employee counseling by calling 412-571-5125 or e-mailing dharvey@asburyheights.org.

Seasons

Perfecting Patient Care

In the Fall of 2008, Asbury Heights announced its participation in the Perfecting Patient Care (PPC) model, part of the Pittsburgh Regional Health Initiative. The goal is to "equip health care organizations with the tools and resources needed to eliminate errors, decrease inefficiency and waste and deliver more perfect patient care." As part of the PPC approach, Asbury created Operation Diamond, which highlights teams who have made exceptional progress...

WILLOW COMMUNITY COMES CLEAN

Team Members: LaNiece Butler, Elizabeth Zawatski, Pat Grummick, Charles McMinn, Kathy Czegan, Christen Bosh and Cara Todhunter

Infection control is an ongoing awareness at Asbury Heights. While policies are in place to ensure that employees practice good hand washing techniques, it's not always possible to oversee the practices of residents.

Employees of the Willow Community put what they learned at Perfecting Patient Care training to work in an effort to increase the frequency and efficacy of resident hand washing before and after meals.

Initial observation revealed an 83 percent success rate in resident hand washing prior to mealtime, but nearly a zero percent success rate following meals. During the observation period, staff considered factors such as residents' ability to clean their own hands and the amount of time involved if staff assisted with hand washing. Based on their findings, the Willow team developed a standardized hand-washing plan, which ensures that each resident has clean hands for mealtime, saves employees time and reduces the risk of infection. After only a few months with the new practices in place, hand washing prior to meal time reached 95 percent while hand washing compliance after meals skyrocketed to 85 percent.



This one initiative created awareness about the importance of hand washing not only for the staff, residents and visitors of the Willow Community, but throughout Asbury's campus. The Evergreen and Redwood communities have adopted the process with other areas to follow.

KILOWATT KILLERS

Team Members: Frank Tarwacki, Gino Clerici, Jeanne Hamilton, Cara Todhunter and Lou Speroni

It's no surprise that a campus as large as Asbury uses a vast amount of electricity when it comes to lighting. Between the lighting of outdoor areas, indoor common areas, residences and offices, approximately 4,232,800 kWh were used in 2008, and there were no controls in place to hold or reduce consumption. Costs were on the rise as were the environmental impact. The Kilowatt Killers set out to control usage and contain costs by 10 percent over a five-year period.

After a careful inventory of each building, the team began retrofitting and upgrading lighting

and fixtures. Traditional incandescent bulbs were traded for compact florescent ones, lower wattage ballasts were installed to better regulate the amount of electricity in common areas and less-frequently used areas were outfitted with motion sensors.

With a maintenance schedule in place and regular meetings between members of the Kilowatt Killers, usage fell to just under 4,000,000 kWh in 2009, requests for replacement bulbs dropped by 50% in two years, and costs have dropped two percent each year for the first two years, putting the team on track to meet its overall goal.

MISSION POSSIBLE

Team Members: Debbie Schoonover, Nancy Bianchin, John DiBernardo, Martin Maroni, Jason Lowry, Jim Jamison

In 2008, the Asbury Way Café was losing money. It required a \$20,000 infusion from Asbury to simply stay afloat. At first glance, making up those losses seemed to be Mission Impossible; however, the PPC team — consisting of



leadership from Dining Services — was committed to not only breaking even in 2009 but turning a profit.

The team began evaluating every item that came and went in the Café. No small task considering that items sold had never previously been tracked. From take out boxes to condiments to hamburger patties, everything was reviewed for profitability. The more the team dug, the clearer it became that remedying the situation was Mission Possible.

By restructuring the menu, introducing less expensive packaging options (switching from Styrofoam takeout boxes to paper wraps and bags saves approximately seven cents per item) and updating the pricing structure, which had not been revised since 2007, the PPC team managed to put the Café back on track. In 2009, the shop was ahead by \$8,000, which meant that Asbury was able to focus the \$20,000 elsewhere in the organization. Café profits will be used to renovate the area, particularly the outdated food preparation area.

Leading the Way

One visit to Asbury Heights, and you'll see that the organization takes pride in being a premier senior living community in the region and works diligently to maintain that honor while sustaining the financial viability of the organization. Meet the talented board of directors at the helm:

J. David Hoglund, FAIA, LEED AP, Chair

Principal and Director Perkins Eastman

David, an architect and gerontologist, has been involved with the American Association of Homes and Services for the Aging (AAHSA) and other not-for profit state associations since 1984. He is a frequent contributor to industry publications and a regular speaker on issues of changing demographics, facilities repositioning, culture change and trends impacting design for aging adults, continuing care retirement communities, assisted living, long-term care and memory support environments. Many of David's architectural design and planning concepts have received awards from two of the senior living industry's most respected programs. He was recognized as one of Long Term Living Magazine's "Designers Making a Difference" in the June 2009 issue.

John H. Mather, PhD

Executive Director, Masters Programs
Tepper School of Business, Carnegie Mellon
University

At Carnegie Mellon University (CMU), John directs two Masters degrees including the MBA and MS in Computational Finance and manages a Masters staff for the planning, development and execution of admission, services and career placement for all Masters students in these programs. In addition, he teaches numerous marketing courses. John is active in technology-based start-ups and local area incubators, providing advice on marketing strategy and business planning and is active in the not-for-profit sector. Prior to joining CMU, he served as an executive vice president for Marketing Information and Strategy at Ketchum Communications where he spent more than 20 years.

Kenneth K. Schultz

President

Shannon Construction Company
Ken began his career at Shannon Construction
Company in 1976 where he worked as a union
laborer, union carpenter, estimator and project
manager before moving to Houston, Texas. In
Texas until 1983, he worked as a project controls
specialist at Bechtel Inc. and a product estimator
and scheduler at C.E. Crest. Ken accepted a
position as vice president at Shannon taking
responsibility for project estimation, proposal
development and management of budgets,
subcontractors and project schedules. Today,
he is the acting senior project manager on
larger projects and the chief technology officer,

conceptual estimating and operations manager.

Linda S. Hackett, Secretary

Senior Attorney Houston Harbaugh

Linda concentrates her law practice in the areas of public finance and focusing on tax-exempt borrowings and commercial lending. She is admitted to practice before the Pennsylvania Supreme Court, the United States District Court for the Western District of Pennsylvania, the United States Court of Appeals for the Third Circuit and the United States Supreme Court. Linda has written articles about the receipt and validity of subpoenas by physicians and healthcare providers, federal and state claims against health maintenance organizations and the recent changes to the Lobbying Registration Act.

(continued on page 10)



(Leading the Way, continued from page 9)

David R. Johnson

President
Thomson, Rhodes & Cowie, P.C.
Admitted to the Pennsylvania bar in 1977,
David's practice areas include hospitals and
physicians, toxic substances, employment law
and more. He has served as lead counsel in
more than 110 jury trials in both state and
federal court in Pennsylvania and several other
states. David is a member of the Pennsylvania
Society of Healthcare Attorneys of the Hospital
Association, a fellow of the Pennsylvania Bar
Foundation and a fellow of the American College
of Trial Lawyers.

Jodi L. Buntain. Vice Chair

Executive Administrator
University of Pittsburgh/University of Pittsburgh
Physicians

Jodi oversees the coordination of clinical and academic programs, which encompass more than 350 faculty and staff, and develops the strategic direction of the department through the implementation of initiatives within the department, the University and the Health System. Previously, she worked as the vice president of Clinical Services for the University of Pittsburgh Physicians and the administrator and chief operating officer of University Radiotherapy Associates. Jodi belongs to the Medical Group Management Association, the Academic Practice Assembly and the Association of Managers in Obstetrics and Gynecology.

Laura M. Magone, MBA

Organizational Development Consultant
For the past nine years, Laura has been selfemployed, which has allowed her to work with
a multitude of clients ranging from non-profits
to entrepreneurial ventures to Fortune 100 and
500 corporations. She has assisted companies
in the areas of customer service, team
building, direct marketing, management and
leadership development and marketing strategy
development. Laura is affiliated with a variety of
organizations including the American Marketing
Association and the American Society for Training
and Development.

Rick Purnell

President and Executive Director
Treasurer & Chair of the Finance Committee,
United Methodist Services for the Aging
Rick is the president and executive director of the
II-VI Foundation, a private charitable foundation
located in Bridgeville, Pa., which encourages and
enables students to pursue careers in science,
engineering and/or mathematics. In addition, he
is the treasurer of United Methodist Services for
the Aging and chair of the Finance Committee.

John Z. Zanardelli. Ex officio

President & CEO, United Methodist Services for the Aging

John has worked for the United Methodist Services for the Aging as the president and CEO of Asbury Heights for more than 15 years. He has a special interest in evidence-based medicine and in improving the management of not-for-profit organizations. John earned his B.S. in education from California State College in Pennsylvania, an MPH with a major in health care Administration from the University of Pittsburgh and a certificate in accounting also from Pitt.

For Your Convenience

Keep this handy directory near your phone for easy access to some of Asbury's frequently called numbers.

Administration	412-341-1030
Asbury Place	412-571-5660
Asbury Villas	412-571-5370
Asbury Foundation	412-571-5107
Nursing Care Inquiries	412-571-5182
Volunteer Opportunities	412-571-5150
Senior Information & Referral Service (SIRS)	877-405-7477
Spring Lane	412-571-5153
Admission Inquiries	412-341-1030
The Embassy	412-894-0999
Independent Living	412-571-5188



Asbury Heights would like to express its sincere gratitude to those who have donated their time to the organization during the past year. If you or someone you know would like to volunteer at Asbury, please call 412-571-5150.

249 volunteers helped in 2009:

- 91 community adults
- 55 residents
- 103 teens

19,824 total volunteer hours, which is equal to approximately \$146,000 of paid work.

Mrs. Bette Lou Reichard Mrs. Lorraine Rusnak Mrs. Mary K. Ryan Mr. Robert E. Ryan Mrs. Patricia Schoener Mrs. Joann Schrader Mrs. Lee Scott Mrs. Choral Shaffer Mrs. Nina Shah Mrs. Maureen Shannon Mrs. Mabel Speicher

Mr. David J. Stabile

Mrs. Ellen B Struch Mrs. Pat Tanner Mrs. Janet W. Thomas Mrs. Pam Thomas Mr. Edward M. Tracey Mrs. Brenda Vogel Mrs. Barbara Watson Michele Wentz Mrs. Carolyn A. White Mr. Brian Wojcik Mr. Nicholas P. Wytiaz Mr. John Yamber III

Community

Mr. Eric Abanquah Miss. Audrey Adair Mr. Ben Albert Mrs. Zarema Alishanova Mr. Thomas P. Anthony Mrs. Gloria Barber Mr. Russell P. Barber Miss. Elizabeth Bartkowski Mrs. Mary Birks Mr. Newt Blair Ms. Marjorie Cadwallader Meredith Cassandra Mr. Raymond Charley Mrs. Barbara Charley Rebecca Chembars Mr. Stephen Chitty

Miss Michele Colosimo

Mrs. Grace Hulsberg

Mrs. Irene Conway Mrs. Elaine Coverdale Mrs. Joan Craft Mrs. Jessica Dewit Mr. Michael T. Echols Mrs. Agnes Evans Mrs. Pam Feinberg Miss. Taira Georgino Lucille D. Giles Mrs. France Graham Miss. Kimberly Greway Miss. Jennifer Groves Mr. Dennis Haboski Mrs. Jacquelyn Hanley Miss Patricia Hansen Mr. Murray W. Harris Mrs. Erma Mae Henry

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Teens

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Seasons Changes by Asbury Foundation Result in Increased Giving 200

It's the role of the Asbury Foundation to raise funds to maintain Asbury Heights' status as a leading retirement community. Donations are used to purchase new medical equipment, fund campus renovations, provide more than \$2 million in benevolent care and more. All residents of Asbury reap the benefits of a strong Foundation, which is why the department has implemented numerous changes in the past year, increasing visibility and donations.

In an effort to simplify the giving process and raise awareness about Asbury's history, the Foundation transitioned all annual giving under the Frances Campbell Hamilton Society umbrella. This simple change resulted in increased giving during the 2009 fiscal year.

Seeing that a large percentage of Asbury's employees were donating to the organization, a focused employee campaign was launched in the fall of 2009 and generated \$17,000 for use on campus.

"I'm continually amazed at the generosity of Asbury's staff," says **Matthew McConnell**, Administrative Director of Development, Asbury Foundation. "Both in their work and their giving, they demonstrate their commitment to the betterment of the organization and the residents we serve."

As part of the Mt. Lebanon community, Asbury strives to educate neighbors about the "nursing home on the hill." The Foundation, in conjunction with the Board of Directors, is hosting Leadership Awareness Events at Asbury or in the homes of those interested in learning more about the campus and how to support its mission. Anyone is invited to host an event. Simply contact the Foundation for

Matt says, "Many right in our own backyard don't fully appreciate the breadth of services at Asbury Heights. The Leadership Awareness Events give us an opportunity to introduce ourselves in a relaxed, pressure-free environment and with the endorsement of someone like a board member or current donor who believes in our work. It's critical that we keep Asbury top of mind so that future generations will have access to high-quality, compassionate care as Frances Campbell Hamilton intended."

To find out more about the Asbury Foundation or to make a donation, call 412-571-5106 or e-mail mmcconnell@asburyheights.org. •



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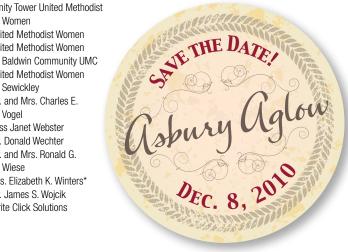
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In Sympathy...

easons

Margaret "Peg" Snowdowne was an Asbury resident who passed away on February 28, 2010. She was 85 years old. Peg was a member of the 1908 Society and left a bequest to Asbury in her will.

Peg was a member of the Homestead Park United Methodist Church and the Order of the Eastern Star, a retired employee of Equibank and a U.S. Navy Veteran. On July 24, 2008, she and a group of other Allegheny County residents were awarded an honorary medal for their service in the Navy. In addition, friends from Peg's Spring Lane residence organized a ceremony for her in the Asbury Mall. Rep. Matt Smith stopped by to present Peg with a second medal and enjoy a celebratory cake with the residents. Perhaps most meaningful to Peg was a Navy scrapbook that Spring Lane caregiver Sandy Saar created.

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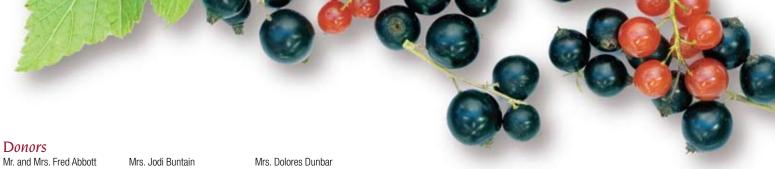
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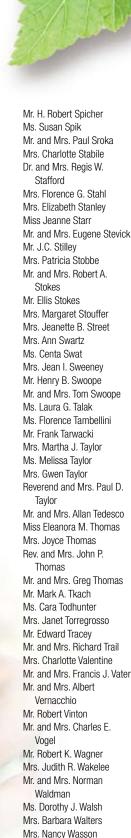
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(continued on page 18)

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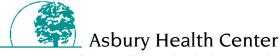
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Seasons

FAMILY DAY: On June 27, Asbury Heights celebrated its annual Family Day with residents, staff and family members. The Kentucky Derby brought out the jockeys and Southern belles, complete with embellished hats the Derby is known for. Guests enjoyed a beautiful day complete with party fare, a puppet show, balloon artist and even an airbrush tattoo artist.









ASBURY WEEK: Residents and staff of Asbury Heights commemorated Asbury Week from May 24-28 with activities including a baseball game with the Pirate parrot, a food fest and a campus parade.