

From the Desk of The Executive Director KIM MENDOZA

Well, June is finally upon us. Although we had some nice days in May, there should be many more this month. One of the things I am super excited about – NO MORE MASKS! I am sure there are many people that are just as happy as I am. With that said, I am sure there are still individuals who prefer to wear theirs. So please be understanding and not critical of them. We are still requiring masks when you are using our medical transportation, following CDC guidance. Hopefully, as more individuals continue to get vaccinations we can get rid of them completely. Life is beginning to feel normal again.

Speaking of normal, those of you who have been around for a while are familiar with the inspections we get from HUD. We have been told that starting in June, inspections will start back up again. Our maintenance staff is on the ball and trying to make sure everything is looking good when the time comes. You will get a notice from Maintenance saying they will be coming to do inspections in your apartments. If we find things we need to repair, etc. they will need to return to fix it. As the resident, if there is anything you need to do, you will be informed of such. If we get a high enough rating, they won't come back for a couple of years, lower ratings mean they return in a year.

Another item that needs to be addressed again is having a Will and Living Will. We continually have individuals ask us information on residents who find themselves in the situation where they can no longer speak for themselves. If you don't have these or haven't given us a copy for your folder or notified (and provided copies) whomever you are designating as your representative, you need to get this done. Most recently a family friend came in who stated she had been named as the POC for medical decisions. However, the resident never gave her copies and we had no copy in her folder. This, fortunately, although serious, was not a life or death situation. Please make time to take care of this very important issue. See Tricia Robinson if you would like to set up an appointment with the lawyer that visits. Problem solved!

We are running into this problem more and more, a resident passes away and individuals are coming to us for access to the apartment. Please do not put us in that position! We have no authority to allow someone into your apartment because they say so. If you have already given a family member a key, then they obviously have access and there is no issue. However, if you have multiple family members, we don't know who to let in or not. So we won't let anyone in. You can keep this from happening by informing us who is allowed to come in if

you are gone or pass, or by getting a will done. We hate to see anyone inconvenienced, however without permission or your key, we will not grant access.

There were a couple of residents who complained to me about an aide coming to them and asking for money. If you have concerns about an aide, that would need to be addressed with the agency for whom they work. Luther Towers/Luther Village can ban individuals involved in theft or other issues; but, however, there must be some sort of report filed with either the agency or the local police department.

As long as the COVID situation stays the same or improves, we are looking into the possibility of throwing a picnic for the residents. We will post information when a determination is made.

On another note...

Turnover at the Security Desk has been on-going lately. So I would like to introduce you to our newest person – **Bob!**

Don't let his looks fool you! He loves to give slobbery kisses and he also enjoys treats. His bark IS worse than his bite. *Here's his mugshot!*



Kim Mendoza

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From the Desk of The Deputy Director – JESSICA PARSONS

We are now entering June which means warmer weather and fresh air which we all could use! We have started to feel some normalcy with the removal of the mask mandate (unless you are not vaccinated and/or have symptoms).

You will notice that the office doors are open for your convenience. We ask that you respect the work of the staff – but if you need to meet with a staff member, please make an appointment.

This month will also be the first time we are doing face-to-face appointments in over a year for recertification's. Please keep these appointments but, as always, if you need to reschedule because of a conflict, contact Rachel Bakley.

The LT1 vestibule benches and the parlor furniture have arrived and we are excited to finish it off with some wall décor in the coming weeks.


As a reminder, if you choose to obtain a dog/cat in accordance with our Pet Policy, please contact Jessica Balog to schedule an appointment to complete the proper paperwork and pay the pet deposit before bringing your pet onto the premises.

As always, I am here to serve you – so, if there is anything for which I can be of assistance, don't hesitate to reach out.

Jessica

"The greatest mistake we make is living in constant fear that we will make one..."

From the Office of Social Services – TRICIA ROBINSON

Hello, Everyone 

CALLING 911 – It can be very alarming to see a fellow resident or visitor in distress. Everyone reacts to stressful situations in a different way but, if we prepare our minds in advance as to what we will do, sometimes that helps us to react appropriately.

If you witness a resident fall and they cannot get up, **CALL 911**. If you witness a fight between visitors or residents, **CALL 911**. If you see a resident is hurt or bleeding or complaining of chest pain, **CALL 911**.

We receive many phone calls at the security desk telling us about someone in distress – please, make your first call to 911 and then call and let security know you called 911. Do not be afraid of calling 911 – they are only there to help – they may ask you questions for which you do not know the answer but that is OK! The faster a call is placed, the faster the person can get the help they need.

If You are hurt or have fallen down and can reach the phone, **CALL 911**! If you have the energy or ability, call and let the desk know you called 911. This saves time and gets you the help you need most promptly.

Financial Assistance: A couple times a year, I like to take the opportunity to remind our residents of programs that offer financial assistance to those who qualify (based on monthly income). We have many new residents so take a minute and read over the following information.

MEDICARE SAVINGS PROGRAM: State of Delaware offers financial assistance to pay Medicare Part B premium if your income is below \$1,435/month. Many residents are currently receiving this assistance; if you receive the benefit, you do not need to do anything. If you do not know if you are receiving this benefit, please feel free to give me a call. We can review and apply for this benefit so that you will be receiving it.

EXTRA HELP WITH PRESCRIPTION COSTS: Medicare beneficiaries are eligible for Extra Help with prescription costs. If you have an income less than \$1,595/month and assets less than \$14,610, you may qualify for Extra Help – so give me a call.

DELAWARE PRESCRIPTION ASSISTANCE PROGRAM: Eligible seniors 65 and older with a monthly income less than \$2,126 may qualify for assistance with prescription costs. Give me a call and we can see if you qualify.

Communion: Please call Tricia at **302-674-1408 ext 131** if you would be interested in receiving Communion on Sunday mornings. If there is enough interest, then Holy Cross Church also has an interest in returning to Luther Towers.

Movie Night Will Return in June!

The June Movie will be *"The Little Things"* starring Denzel Washington. See *last page* for dates and times.

TRIVIA: If you have an answer you would like to submit for this month's Trivia Question, please put it in the BLACK BOX next to the security desk (both campuses have one). Jennifer from Dover Place will do a door prize drawing for those who have correct answer!! *Tricia*

JUNE TRIVIA QUESTION:

Which actress, whose career spanned from the 30s to the 80s, has won the most Academy Awards?

INFORMATION BOTH CAMPUSES

Rent will be pulled on June 4th.

In some months, your rent may not come out of your account on the 4th due to holidays or weekends.

Please check with your bank to verify rent funds have been deducted *before* pulling your money out while assuming the rent was already paid.

This will save you from Insufficient Funds problems.

From The Desk Supervisor – KARI EBERT

It seems like it was just January and suddenly we're plunging into June! June always makes me think of children aching to get to the last day of school. Some may be graduating high school, elementary school or kindergarten. But all are celebrating a year full of learning and accomplishments. It reminds me that we are all lifelong learners and we never know the talents & knowledge someone else has. Did you know we have former teachers, postal workers, nurses, musicians, artists, engineers and preachers here? And that list doesn't even scratch the surface. Imagine what we can learn from each other if we only stop to ask and listen. There's an African proverb that says: when an elder passes on, a library burns to the ground. I, for one, want to read as many of those books as I can! I hope you do too. Get to know your neighbors and find out what they're passionate about. You never know what you might learn.

A quick reminder that security desk personnel are here to assist during emergencies. However, it's always best for the person on the scene to call 911, then notify the desk. If someone you're with needs emergency assistance, every second counts. Also, 911 dispatch will ask questions that we cannot

answer if we're not with the person in need of help. Of course, if you or someone else isn't able to make the call, we'll step in as quickly and efficiently as possible. Your safety and well-being are paramount.

I'm in the process of updating the list of residents who use oxygen. This is extremely important if the power goes out. Security personnel and maintenance consult the list when they run extension cords from the emergency plugs to those who need it. Please call to double check that you're on the list and notify the desk if you begin using oxygen for the first time.

Did You Know:

- ♦ Laura Ingalls Wilder published her first book when she was 65.
- ♦ Anna Mary Robertson Moses (Grandma Moses) only started painting in earnest when she was 78.
- ♦ Sophia Loren, still gorgeous & talented at 86, said it best: "There is a fountain of youth: it is your mind, your talents, the creativity you bring to your life and the lives of people you love. When you learn to tap this source, you will truly have defeated age."

Kari

So Very Much to Enjoy & Appreciate at Luther Towers!



From The Maintenance Manager KELLY HAUER



MAINTENANCE NEWS

KELLY'S REMINDERS: The recycling dumpsters are for Recyclable Materials Only. Recycle items are to be put in the proper dumpster loosely and NOT in plastic bags.

At some locations, there are recycling cans in the Trash Rooms. Please Do Not put Household Trash in the Recycle Cans.

Kelly



Maintenance Graphic: The late Kirk Harris (deeply missed security desk personnel) often used his talents to create caricatures of residents and staff members. Here, he caught the personalities of the maintenance & custodial staff.

Clockwise from top left above:

Kelly Hauer (Director), Roger Kemp, Larry Mason (former), Bruce Johnston (deceased), Brian Coker, Rageena Collick, Johnny Boyd and Donna Eacho. How lucky we are to enjoy a small part of his legacy!

PEST CONTROL

Luther Towers Apartments

June 2nd	601-623	4102-4116
June 9th	701-723	4201-4216
June 16th	101-110	A01-A18
June 23rd	C01-C18	

Luther Village Apartments

None
At This Time

THOUGHT FOR THE MONTH

Much of the stress that people feel
doesn't come from having too much to do...
It comes from not finishing
what they have started.



**The messages below were distributed via your Inbox.
They are repeated here in your Newsletter for easy reference.**

To: All Luther Towers / Luther Village Residents
From: Jessica Parsons
Re: **REORGANIZATION**
Date: May 14, 2021

There have been many changes to the structure of our organization – but also, many duties have been re-assigned as well. Below you will find a list of the tasks for which each person is responsible to help you contact the appropriate person for your needs.

Jessica Balog – Director of Admissions

- Processes applications for admissions
- Lease signings
- Repayment agreements for tenants
- Make application packets
- Process interim changes (e.g., changes in a tenant's medical, income, etc.)
- Unit transfers
- Removing a resident from a lease
- Apartment showings

Tricia Robinson – Director of Social Services

- Activity room Reservations/Calendar
- TelAgenda Slides/Information (lobby TV scrolling images of calendars, menu, weather, etc.)
- Food Bank
- Contact for activities (bingo, Church, exercise class, ceramics, movie night, etc.)
- Meals on Wheels referrals
- Medical Equipment
- DART Para-Transit applications
- Private Housekeeping/aide services
- Medicare/Medicaid
- Community Relations (e.g., call-ins from Home Health care Adult Protective Services)
- Add live-in Aides to current resident
- Update changes in resident phone numbers

Rachel Bakley – Administrative Coordinator

- Processes annual recertifications
- Monthly newsletters
- Sell bus tickets
- Initiate accommodation process
- Handle move-out paperwork
- Daily Stat checks
- Assign reserved parking and garden boxes

Kari Ebert-Security Lead

- Process lost card requests
- Process lost key requests
- Update emergency contacts

To: All Luther Towers / Luther Village Residents
From: Jessica Parsons
Re: **VISITOR MANAGEMENT SYSTEM**
Date: April 30, 2021

Both Luther Towers and Luther Village campuses have a new Visitor Management System installed. The steps for your visitors to gain entry are posted on the wall next to the kiosk in each building. Here are the detailed instructions...

Visitor Steps to Gain Entry:

1. Tap Directory
2. Scroll to find resident's name or type in resident's name
3. Tap on Resident's Name when it appears
4. Tap Confirm
5. Hold Driver's License / ID card up to camera and tap Camera Button
6. Tap Confirm
7. Type in First Name and Last Name
8. Tap Return Button
9. Tap Next

System will Call Resident and Resident will Confirm or Deny Entry

If you experience system trouble, find Security Desk in Call Box and follow above instructions – Security can buzz you in if necessary

Delivery Person Steps to Gain Entry:

1. Tap Delivery
2. Scroll to find Security Desk or type in Security Desk
3. Tap on Security Desk when it appears
4. Tap Confirm

System will Call Security and Security will Confirm or Deny Entry


It is very important for our residents to note that, when the system calls you, the number will show up from **unknown number in Illinois**. *The message sounds like a robo call so please listen to the call!*

It says "This is Rise Building" and then the message will confirm your name and the name of your visitor and then request you to press 1 for entry or 2 to deny entry.

We have made a request to Rise Agency to change the phone number calling in and the automated message but this may take a long time to accomplish.



June 2021 Activity Calendar

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
30	31	1	2 5:30pm Bingo (I)A	3	4	5
6 12pm CHURCH (I)A	7 9:30am SNAP (I)A 6pm Bingo (II)A 6pm Church of Christ Outreach (I)A&C	8 3pm Cherub Group (I)C	9 1:00-4:00pm Methodist Women (I)C 5:30pm Bingo (I)A	10 5:30pm Movie Night (I)A	11	12
13 12pm CHURCH (I)A	14 6pm Bingo (II)A 6pm Church of Christ Outreach (I)A&C	15 12:15-1:00pm Food Box	16 5:30pm Bingo (I)A	17	18 5:30pm Bingo (I)A	19 
20 12pm CHURCH (I)A	21 6pm Bingo (II)A 6pm Church of Christ Outreach (I)A&C	22	23 5:30pm Bingo (I)A	24 6:00pm Meet n' Great (I)A	25 5:30pm Bingo (I)A	26 10am-5pm Turner (I)A
27 12pm CHURCH (I)A	28 6pm Bingo (II)A 6pm Church of Christ Outreach (I)A&C	29	30 5:30pm Bingo (I)A	1	2	3
4	5	6	7	8	9	10

June 2021 Activity Calendar

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
30	31	1	2 10:00am Bingo (I)A	3 12pm-3pm Ceramics (III) 5pm Bingo (I)A	4	5 12pm Soup Sale (Karen Bacon) RSVP (I)A
6 9am-1pm Church Services (III)A	7 5:30pm Dominos (I)A	8	9 10:00am Bingo (I)A	10 12pm-3pm Ceramics (III) 5pm Bingo (I)A	11	12
13 9am-1pm Church Services (III)A	14 5:30pm Dominos (I)A	15 11:30am-12pm Food Box	16 10:00am Bingo (I)A	17 12pm-3pm Ceramics (III) 5:30pm Movie Night (III)A 5pm Bingo (I)A	18	19
20 9am-1pm Church Services (III)A	21 5:30pm Dominos (I)A	22	23 10:00am Bingo (I)A	24 12pm-3pm Ceramics (III) 5pm Bingo (I)A	25 9am-9pm White (III)A	26 9am-9pm White (III)A
27 9am-1pm Church Services (III)A	28 5:30pm Dominos (I)A	29	30 10:00am Bingo (I)A	1 1	2	3
4	5	6	7	8	9	10

Menu June 2021

Monday	Tuesday	Wednesday	Thursday	Friday
31 Chicken Pot Pie Buttered Broccoli Roll/ Milk Peaches	1 Meatloaf w/Gravy Mashed Potatoes Green Beans Wheat Bread/Milk Fruit Cocktail	2 Williamsburg Chicken Buttered Rice Glazed Carrots Wheat Bread/Milk Chocolate Mousse	3 Fried Fish Corn Stewed Tomatoes Roll/Milk Pudding	4 Beef-A-Roni Casserole Tossed Salad Italian Bread/Milk Pears
7 Chili w/Red Beans Rice Broccoli Cornbread/Milk Fruit	8 Spaghetti w/Meat Sauce Chef's Choice Veggies Italian Bread/Milk Pudding	9 Minestrone Soup Tuna Sub w/Lettuce & Tomato Coleslaw Milk Brownie	BIRTHDAY 10 Roast Beef w/Gravy Mashed Potatoes Vegetable Blend Roll/Milk Cake w/Icing	11 Baked Chicken w/Cranberry Glaze Wild Rice / Carrots Wheat Bread/Milk Strawberries
14 Chili w/Red Beans Rice Broccoli Cornbread/Milk Fruit	15 Ham & Cabbage Boiled Potatoes Wheat Bread/Milk Peaches	16 Baked Salmon w/Lemon Sauce Macaroni & Cheese Stewed Tomatoes Wheat Bread/Milk Pudding	17 Pork Loin w/Gravy Garlic Roasted Potatoes Chef's Choice Veggies Wheat Bread/Milk Peach Crisp	18 JUNETEENTH / FATHERS DAY Fried Chicken Mac & Cheese w/White Cheddar Greens Dinner Roll/Milk Cake w/Icing
21 Chicken Parmesan Spaghetti Broccoli Wheat Bread/Milk Fruit	22 BBQ Pork Riblet on Roll Baked Potato w/Sour Cream Baked Beans Milk Fruit	23 Herb Baked Chicken Macaroni & Cheese Peas w/Pearl Onions Roll/Milk Pears	NUTRITION CLASS 24 Liver & Onions Mashed Potatoes w/Gravy Green Beans Wheat Bread/Milk Applesauce	25 Baked Ziti w/Meat Sauce Tossed Salad Roll/Milk Oatmeal Cookies
28 Spaghetti w/Meat Sauce California Blend Vegetables Roll/Milk Applesauce	29 Baked Chicken w/Hawaiian Sauce Ginger Rice Bahama Blend Veggies Wheat Bread/Milk & Fruit	30 Vegetable Soup Chicken Salad on Bun Lettuce/Tomato Coleslaw Milk / Pudding	1 Vegetable Soup Chicken Salad on Bun Lettuce/Tomato Coleslaw Milk / Pudding	2 Vegetable Soup Chicken Salad on Bun Lettuce/Tomato Coleslaw Milk / Pudding
5	6	7	8	9



Phone Extensions

302-674-1408

Name & Position

Extension

Kim Mendoza, Executive Director	112
Jessica Parsons, Deputy Director.....	130
Tricia Robinson, Social Services.....	131
(Tuesday / Thursday / Friday)	
Jessica Balog, Admissions	119
Rachel White, Administrative Coordinator	113
Sharon Poisson, Accounting.....	132
Kari Ebert, Desk Supervisor	0
Kelly Hauer, Maintenance.....	111
Nicole Newton, Kitchen	128
Karen Ambruso, Beauty Shop.....	129
(Wednesday / Thursday / Friday)	
Front Desk.....	0



Phone Extensions

302-674-3780

Name & Position

Extension

Tricia Robinson, Social Services.....	210
(Monday & Wednesday)	
Luther Village 1 Desk.....	212
Karen Ambruso, Beauty Shop.....	674-2712 ext 305
(Tuesday)	
Medical Transportation.....	242-6187



MOVIE NIGHT

"The Little Things"

STARRING:

DENZEL WASHINGTON

THURSDAY, JUNE 17

5:30PM



CRIME THRILLER

LV III (A)



SIGN UP ON BULLETIN BOARD IN YOUR BLDG

MOVIE NIGHT

"The Little Things"

STARRING:

DENZEL WASHINGTON

THURSDAY, JUNE 10

5:30PM



CRIME THRILLER

LT I (A)



SIGN UP ON BULLETIN BOARD IN YOUR BLDG