

UTHER OWERS

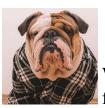
November 2023

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From the Desk of The Executive Director KIM MENDOZA



Well the cooler temperatures are finally here; although I don't

like the colder weather, I do love flannels, sweaters and boots... so I guess it is a tradeoff! At least for a few months.

It is also time for celebrations – the two big ones are Thanksgiving and Christmas. Some residents are aware that we serve meals to residents free of charge – one only needs to sign up. The Thanksgiving meal will be served at the Luther Towers campus; the Christmas meal is served at Luther Village campus. Look for further information in the newsletter.

I hope the Residents at Luther Towers I enjoy the clean shiny floors! It was a process... from cleaning on our hands and knees and hiring someone to come in and cover with epoxy. They should finally stay clean – and that makes us happy! We will be looking into doing this same process in the other buildings as it is something that will last a LONG time.



Addressing Important Issues:

Cats at Luther Towers Campus:

I am sure residents on this campus have seen the increase in the feline population. We are working with an organization, currently on a waitlist, who will capture the cats/kittens and have them spayed/neutered, vaccinated and treated for fleas. Part of one ear will be clipped to show they have been Treated and Released (TNR). Once they have all been captured/fixed, the feeding will cease and they will move on to find food elsewhere.

Keep in mind, they are <u>feral</u> cats and can carry disease – getting bitten or scratched by them could cause you issues.

As they continue to in-breed, it will cause deformities among the kittens. Not to mention, they will run off the squirrels and birds from the campus. So, <u>do not feed the</u> <u>cats/kittens!</u> They are being appropriately cared for in order to deal with the problem as a whole.

Pullcords: All apartments are equipped with two (2) pullcords which *should be* hanging down to the floor to enable residents to reach them easily in case of a fall.

However, the fact that they hang so low causes them to be pulled accidentally either from pets, kids, vacuuming or other reasons.

When this happens, the Security Personnel will attempt to give you a call to ensure you do not require assistance. If you don't answer, they will have to leave the desk and come physically check your well-being.

<u>At the same time, an ambulance is being</u> <u>dispatched</u>...

We ask that if you accidentally pull your cord, call the desk ASAP and let them know or answer when they call. This alleviates an ambulance and Security staff responding, when they could be needed for an actual emergency elsewhere. (Continued on page 3

(Continued from page 2)

Homeless Individuals: As I am sure you are all aware, Dover – in addition to many other areas – is experiencing an increase in homelessness. We are continually having individuals wandering onto the campuses. Recently we had an individual going around a campus



trying to enter numerous doors (but don't worry – Security was tracking him).

Security does an amazing job identifying these individuals, addressing the issue by asking them to leave, or contacting police. This is all done to ensure the safety of our residents – and another reason why you **should NOT allow access to anyone** into the buildings whom you do NOT know. If they are a valid visitor/delivery person, they can use the RISE system.

A side note to this issue, although we all feel for someone who finds themselves in this situation, taking in a homeless individual as a visitor – whom you may have no idea as to their real history/situation – can put yourselves and others in danger.

INFORMATION BOTH CAMPUSES RENT will be pulled on

November 6th.

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 avoid Insufficient Funds problems.

I ran across the poem below that really hit home with me – she is my hero!!

Poem written by Athey Thompson

I shall Gather up All the lost souls That wander this earth All the ones that are alone All the ones that are broken All the ones that never really fitted in I shall gather them all up And together we shall find our home

Taken from "A Little Book of Poetry" —*Tales of the old forest faeries*—

A little poem taken from a poetry book written in Camberley, UK. This photo is of "Camberley Kate," the lady who roamed the streets with her "stray dogs" cart and picked up all the abandoned. It is said that during her lifetime she rescued and gave a loving home to more than 600 stray dogs.



Kate Ward in Camberley England — 1962

From the Desk of The Deputy Director - JESSICA PARSONS

The holiday season is upon us. Remember that the holidays are a time to spread kindness and generosity. Whether it's through volunteering, donating to charity, or simply spending time with friends or loved ones – there are many ways to make a positive impact in your community during this time of year.

From Us to You: We love to show our appreciation for the residents by providing a Thanksgiving Feast for Luther Towers residents and a Christmas Feast for Luther Village residents. It's a time we are able to see everyone, serve you and have fellowship.

Sign-ups will begin November 1st for Luther Towers residents – please contact Corrin Parsons to sign-up.

Fire or Fire Drill: We recently had some fire drills and there were questions regarding which doors to exit. If it is a <u>fire drill</u>, *which you will know because you will see staff directing you*, you will exit down the stairwell and report to your designated assembly area.

If it is a <u>true fire</u>, you should exit to the nearest door and then report to your designated assembly area.

If the fire department is directing you, then you would follow their direction.

Fire drills are important for you and for staff to be well equipped in case of an emergency. When the fire alarm sounds, you are to exit immediately and report to your designated assembly area. <u>We have seen residents either</u> <u>leave the premises or stay outside but this</u> <u>does not help us or the fire department in</u> <u>case of a true fire</u>. We need to account for each and every one of you.

When you exit the stairwell, please make sure you are walking down <u>ONE</u> side of the stairs so that you don't block the entire path. This will prevent you and others from being trampled on and allows others to pass easily.

We appreciate your cooperation when we conduct the fire drills.

Access Cards: We have seen an increase in aides, guests and family members using residents' access cards. These cards are strictly for the resident. The use of access cards by others can affect the stat system we have in place for your safety. Your guest or family member needs to contact you for access to the building or they may contact security.

Repeated unauthorized uses could result in your card being disabled!

Figuring Your Rent: Each year HUD (The Department of Housing and Urban Development) requires us to review income, assets and medical expenses to determine your rent. As you know, this information changes every year; therefore, your rent changes. The amount of change depends solely on what changes with you.

Your rent is based on 30% of your gross income. Eligible medical expenses can lower your rent, but not always since the amount has to exceed a HUD established percentage of your income to make an impact.

Typically, you will always see an increase in rent due to income increases from Social Security Administration along with any other income you may receive. We have no control over the increases – we follow HUD guidelines and implement them.

I encourage you to review the last page of your lease addendum each year to review the amounts for income, assets and eligible medical expenses we used to calculate your rent. If you ever have any questions, please don't hesitate to let us know.



Employee of the Month by Jessica Parsons

This month I would like to highlight...

Dan Raube has been with Luther Towers/Luther Village for 10 years as one of our medical transportation drivers. I have personally known Dan for more than 22 years when we attended church together. When we needed a driver, I immediately thought of Dan. I knew he would be a great asset to the organization and he didn't hesitate to step up.

Dan has a large family to include 5 daughters, one son, 13 grandchildren and 10 great grandchildren. This past year was his 20th trip to Alaska where he enjoys fishing.

Dan is also very talented in wood working. He



Dan Raube

makes various things such as cutting boards, tables, benches, chairs, etc. His work is very impressive. I have attached a picture of an item we asked him to make for our board members. Dan is compassionate, kind and possesses the highest integrity. We all enjoy having him

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around.

STEPHEN MINISTRY is here to help and will come to your doorstep.

How Can We Help? Going through a Difficult Time? Health Crisis? Loneliness? Alienated from Family?

Everyone goes through difficult times. Having someone to care, to listen, and to share God's love with you can help you get through the confusion, stress, or loneliness you may be experiencing.

If you are interested in speaking with someone who is willing to listen with care, please reach out to ...

> Helen Morella Coordinator for Stephen Ministry Team St. John's Lutheran Church 302~734~7078





From The Maintenance Manager KELLY HAUER



PEST CONTROL

Luther Village Apartments None at This Time



Luther Towers Apartments

Nov 1st... LT-1... 201-223.... LT-2... B01-B18 Nov 8th., LT-1., 301-323., LT-3., 1001-1018 Nov 15th., LT-1., 401-423., LT-3., 2001-2018 Nov 29th .. LT-1 .. 501-523 LT-3 ... 3001-3018

THOUGHT OF THE MONTH

"Happy November!" November is the month to remind us to be thankful for the many positive things happening in our life.

Kelly's Reminders:

I have noticed that residents are hanging things on or covering fire sprinkler heads in their apartments.

This is a Violation of the Fire Code and HUD!

The Fire Sprinklers in your apartment are there

for your protection in case of a fire.



Please Do Not Hang Things On or **Cover Up the Fire Sprinkler Heads!**





Do Not Feed the Feral Cats on The Property!

We are working with a local agency to have them fixed and vaccinated and your efforts may complicate the situation...



STANDARD MAINTENANCE CHARGES

Bathroom:

- 6.00 Medicine Cabinet Shelf \$
- 5.00 Soap Dish \$
- \$ 29.00 Toilet Seat
- \$ 75.00 Shower Curtain w/hooks (for walk-in shower only)

Refrigerators:

- \$ 5.00 Ice cube trays
- \$100.00 Crisper Tray Cover
- \$ 35.00 Shelf Railing
- \$ 11.00 Shelf bracket (each)

Ranges:

- 12.00 Burner Knobs \$
- \$ 4.00 Drip Pan (each)
- \$ 30.00 Broiler Pan
- \$ 10.00 Range filter

Electrical Repairs:

- \$ 15.00 Bath Light Lens
- \$ 15.00 Ceiling Light Globe
- \$ 4.00 Receptacle
- \$ 1.00 Receptacle Cover
- \$ 4.00 Switch
- \$ 4.00 Switch Cover \$ 40.00 Cord Mate Necklace

Windows:

- \$ 40.00 Replacement Screen
- \$ 75.00 Storm Window
- \$ 80.00 Slim Shade Blinds
- \$ 15.00 Slim Shade Operator (screen mount)
- \$ 20.00 Slim Shade Operator (window mount)
- \$ 10.00 Curtain Rod

Locks:

- S 5.00 Replacement Key
- \$ 10.00 Dead Bolt Latch \$ 50.00 Lock Change

Miscellaneous:

- \$ 10.00 Access Card
- \$ 2.00 Lanyard
- \$ 5.00 Laundry Card
- \$ 1.00 Light Bulb
- \$150.00 Minimum Carpet Repair

From The Desk Supervisor KARI EBERT

November's here and the weather is getting chilly! I'm just not as warm blooded as I used to be, and I have been investing in heated blankets, sweaters, and warm accessories. I'm determined to be cozy this year, and I hope you're doing the same.

You've probably noticed that we have a couple new additions to the security team. Adam and Kayla are two very bright, kind people. They've been here for over a month and have already made an impact on many residents. Of course, they were a little nervous thinking about all of the systems and procedures they have to remember, but they've really done an outstanding job. Make sure you introduce yourself to them if you haven't met them yet.

I'd also like to take a minute to brag about the rest of the security staff as well. We've had a bit of a rough spot where we didn't have enough coverage. Numerous staff members helped to fill in, even going as far as working double shifts and working overtime. Our goal is to always have 24-hour a day coverage at both properties, but sometimes it just isn't possible. Anything can happen at any given time, and it could mean the difference between life and death. That's why I'm so thankful that everyone pitched in and helped keep Luther Towers and Luther Village safe and secure. I appreciate them more than you can imagine and appreciate the way they collaborate as a team!

"The way a team plays as a whole determines its success.
You may have the greatest bunch of individual stars in the world, but if they don't play together, the club won't be worth a dime." *Babe Ruth*

Quick Reminder

When guests spend the night, the 14-day limit applies to the guest and <u>not the resident</u>.

This means that they can't spend 14 days with one resident and 14 days with another.

This also means that if someone is spending the night with two residents off and on, both sets of days add up together.

The Math:

"Alice" spent <u>3</u> nights with "Helen" at <u>Luther Towers</u> in March.

She then spent <u>4</u> nights with "Margaret" at <u>Luther Village</u> in April.

"Alice" has accrued <u>7</u> nights of her permitted <u>14</u> day stay at the Luther Towers & Luther Village complexes.

The Quiz Question:

How many nights does "Alice" have left to visit friends overnight at the Towers?

The Answer:

"Alice" has used <u>HALF</u> of her permitted overnight stays at the Towers...

Therefore, "Alice" has 7 nights remaining for the 6-month period.

**The period began with the first night "Alice" stayed overnight.

"Fictitious" names





What are You Reading? Share & Join the Book Club! Make New Friends. Make Your Reading Far More Interesting. Gain New Perspectives. Sign Up via Tricia Robinson

















MEET & GREET

Join Us!

Enjoy Meeting & Making New Friends.

While you're at it, have a snack & a sip.

Find out what you might be missing!



LUTHER VILLAGE (I)A 4:00PM NOVEMBER 11TH, 2023

LUTHER TOWERS (I)A 6:00PM NOVEMBER 25TH, 2023



WELCOME TO ROSEMARY CIRCLE



2nd Wednesday of Each Month

1:00 pm • LT I (conf room)

Fellowship, Prayer, Learning

ALL ARE WELCOME Sponsored by: United Methodist Women





(Annual Enrollment Period)

Annual Open Enrollment for Medicare is In Full Swing!

There are Several Major Changes to the Medicare Advantage Plans

Including <u>Humana will No Longer Be Accepted</u> by Christiana Care starting January 1st, 2024!

Delaware will Welcome Highmark and WellCare to the List of Carriers!

For a Comprehensive Review of All the Changes, Contact me at <u>443-477-7958</u> for an Appointment



Brenda Zimmerman Insurance Producer

99 Wolf Creek Blvd, Suite 1b Dover, DE 19901 direct: 302-213-7029 cell: 443-477-7958 brenda.zimmerman@bankerslife.com LISA HARSHBERGER Luther Towers Building I <u>Appointments</u>: 674-1408x131 Tricia Just \$20 for 30-Minute Session



HEALTH FIRST MEDICAL CARE QUALITY COMPREHENSIVE CARE AT HOME

PROVIDING A WIDE RANGE
OF SERVICESN•Primary Care•Mental Health Consult/
Mental Health Counseling
•Annual Wellness Exam•Medication Management/
Pharmacy Consultation
•Audiology/Optometry
Assessments
•PodiatryC



Affordable Health Care Solutions in the Comfort of Your Home



Exercise Class "MORNING STRETCH W/BETSY" Every Monday Morning at 10:15am in Luther Towers I(A) Hosted by: Certified Instructor Betsy Gustafson



BINGO SCHEDULE Luther Towers

Mondays	5:00pm	(II)A
Wednesdays	5:30pm	(I)A
Thursdays	5:45pm	(IV)
Fridays	5:30pm	(I)A
Saturdays	5:00pm	(II)A
LUTHER VILLAGE		

Wednesdays 10:00am (I)A Thursdays 6:30pm (I)A

A)A E A



DENZEL WASHINGTON



MOVIE NIGHT "THE EQUALIZER 3" *NEW* STARRING: DENZEL WASHINGTON THURSDAY, NOV 16 5:30PM WWW LV III THEATRE SIGN UP ON BULLETIN BOARD IN YOUR BLDG

1

WITNESS THE FINAL CHAPTER



IN CINEMAS AUGUST 31

	Saturday		NOTE • PIC		5 45am, 12:45p	m
nedule	Friday		0		l:00am, 1:00p	
023 BLUEBIRD Schedule	Thursday	2 Pickup Times Noted on the Side MIDDLETOWN FARMERS MARKET	9 CHRISTIAN MALL	16 middletown farmers market	23 Thomkgowing Non TRANSPORTATION	30 middletown farmers market
3 BLUEI	Wednesday	1 Pickup Times Noted on the Side WALMART	8 walmart	15 walmart	22 walmart	29 walmart
ber 202	Tuesday	Trip Pickup Times <u>LV</u> 11:00am <u>LT</u> 11:15am	 7 9am, 10am SAFEWAY, TARGET, FOOD LION, 11:00am BYLER'S 	14 9am, 10am SAFEWAY, TARGET, FOOD LION 11am ROSES	21 9am, 10am SAFEWAY, TARGET, FOOD LION, 11:00am BYLER'S	28 9am, 10am SAFEWAY, TARGET, FOOD LION 11am ROSES
November 2	Monday	Tuesday Pickup Times <u>LV</u> 8:45am, 9:45am <u>LT</u> 9:00am,10:00am	6	13	20	27
- UTHER OWERS	Sunday		Ŋ	12	19	26

HUTHER NOWERS	Menu	November 2023	oer 202	
Monday	Tuesday	Wednesday	Thursday	Friday
30	31	1 BBQ Chicken Potato Salad & Coleslaw Wheat Bread / Milk Yogurt	2 Fried Fish Scalloped Potatoes Stewed Tomatoes Cornbread / Milk Fruit	3 Meatball Sub Potato Wedges & Corn Milk Pudding
6 Spaghetti w/ Meat Sauce Seasoned Green Beans Garlic Bread / Milk Fruit	7 Baked Chicken w/Gravy Mashed Potatoes Buttered Spinach Wheat Bread / Milk Applesauce	8 Navy Bean Soup Turkey & Cheese on Bun w/Mayo, Lettuce & Tomato Milk Pudding	 9 Roast Pork w/Gravy 5 auerkraut & Buttered Peas Roll / Milk Cake BIRTHDAY / VETERAN'S DAY 	10 Veterans Day Holiday Center Closed
13 Chili Con Carne Seasoned Rice Buttered Peas Wheat Bread / Milk Cookies	14 Fried Fish w/Tartar Sauce Macaroni & Cheese Stewed Tomatoes Cornbread / Milk Sherbet	15 Vegetable Soup Chicken Salad on Bun Coleslaw Milk Fruit	16 Thanksgiving Feast Roasted Turkey w/Gravy Herb Dressing / Sweet Potatoes Cranberry Sauce Buttered Green Beans Dinner Roll / Milk Sweet Potato Pie	17 Salisbury Steak w/Gravy Mashed Potatoes Mixed Veggies Wheat Bread / Milk Pudding
20 Sloppy Joes on Bun Baked Potato w/Sour Cream Zucchini Milk Fruit	21 Fried Chicken Macaroni & White Cheese Collard Greens Roll / Milk Fruit	22 Minestrone Soup Tuna Salad on Bun Broccoli Salad Milk Pudding	23 THANKSGIVING DAY	24 RLACK Holiday Weekend Day After Thanksgiving Day CENTER CLOSED
27 Chicken & Dumpling Mixed Veggies Roll / Milk Cookies	28 LS Ham w/Sauce Red Boiled Potatoes Seasoned Green Peas Wheat Bread / Milk Applesauce	29 Meatloaf w/Gravy Wild Rice Baby Carrots Wheat Bread / Milk Fruit	30 Liver & Onions w/Gravy Mashed Potatoes Seasoned Green Beans Wheat Bread / Milk Lemon Mousse	1

OWERS		vemb	November 2023 Activity Calendar	23 Activ	ity Calen	ıdar
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
29	30	31	1	2 1:00pm (I)A British Wives	3	4
			5:30pm Bingo (I)A	12:00pm (I)A Private RSVD 5:45pm Bingo (IV)	5:30pm Bingo (I)A	5:00pm Bingo (II)A
5	6 9:00am (I)A	7	8	6	10	11 years
12pm Church	10:15-11am Morning Stretch w/Betsy (I)A	Floction Day	1:00-4:00pm Methodist Women	5:30pm MOVIE NIGHT (I)A	1:00pm (I)A Anita Rumley Modicaro Basico	Veterans ** Day **
Service (I)A All Day	1:00pm Causey (I)A 5pm Bingo (II)A	fund thomas a	5:30pm Bingo (I)A	5:45pm Bingo (IV)	5:30pm Bingo (I)A	5:00pm Bingo (II)A
12	13 10:15-11am	14	15	16	17	18
	Morning Stretch with Betsy (I)A		1:00pm		1:00pm (I)A	9:00am (I)A Private
12pm Church Service (I)A All Day	1:00pm (1)A RSVD Causey 5pm Bingo (II)A	3pm Cherub Group (I)C	KARAOKE (I)A 5:30pm Bingo (I)A	5:45pm Bingo (IV)	Medicare Basics 5:30pm Bingo (I)A	5:00pm Bingo (II)A
19	20 10:15-11am	21	22	23 FHODDIVE	24	25 6:00pm
10mm Chunch	Morning Stretch with Betsy (I)A 1.00mm (I)A			Thursday and the	BLACK FRIDAY	MEET N' GREET (I)A
Service (I)A All Day	RSVD Causey 5pm Bingo (II)A	12:15pm Food Box	5:30pm Bingo (I)A	5:45pm Bingo (IV)	5:30pm Bingo (I)A	5:00pm Bingo (II)A
26	27 10:15-11am	28	29	30	1	2
10mm Church	Morning Stretch with Betsy (I)A 1:00mm (I)A		1:00pm (I)A	1:00pm (I)A Game Day/		
Service (I)A All Day	RSVD Causey 5pm Bingo (II)A	2:00pm (I)A Delaware Hospice	5:30pm Bingo (I)A	Coloring Comtort 5:45 Bingo (IV)		

UTHER		Novemb	oer 20	nber 2023 Activity Calendar	vity Cale	ndar
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
29	30	31	1 9:30am-11am Food Stamn Rev (1)A	2 10am (I)A Bible Study 12pm-3pm Ceramics (III)	3 10:0am (I) A	4 9:00am (III)A Private RESERVED
			10am Bingo (I)A	<u> </u>	w/Mark Lewin	5:00pm King (III)A
5	9		8	9 10am (I)A Bible Study	10	11 9:00am (III)A Private RESERVED
11am Church	5.00mm King (III) A	0.30 Durrow (I) A	10.m Binco (I) A	12pm-3pm Ceramics (III) 5-00-m King (III)	veterans veterans	4:00pm (I)A MEET N' GREET
12	13		15		17	18
9:00am (I)A Parker		AARP DRIVER SAFETY Class		12-3pm Ceramics (III) 5:00pm King (III)A		9:00am (III) A
11am Church (III)A	5:00pm King (III)A	1:00pm (I)A Karaoke	10am Bingo (I)A	5:30pm MOVIE NIGHT (III)A		Private RESERVED 5:00pm King (III)A
19	20	21	22	23 9:00am (III)A Private RESERVED	24	25
11am Church (III)A	5:00pm King (III)A	11:30am-12pm Food Box	10am Bingo (I)A	9:00am (I)A Private RESERVED 5:00pm King (III)A	FRIDAY 9:00am (III) A Private RESERVED	9:00am (III)A Private RESERVED 5:00pm King (III)A
26	27	28	29	30		2
				10am Bible Study (I)A		
11am Church (III)A	5:00pm King (III)A		10am Bingo (I)A	12-3pm Ceramics (III) 5:00pm King (III)A		

LUTHER OWERS Phone Extensions



Name & Position

Extension

Kim Mendoza, Executive Director	112
Jessica Parsons, Deputy Director	130
Tricia Robinson, Social Services	
Jessica Balog, Admissions	
Corrin Parsons, Administrative Coordinator	
Sharon Poisson, Accounting	132
Kari Ebert, Desk Supervisor	0
Kelly Hauer, Facilities Director	111
Kitchen	128
Karen Ambruso, Beauty Shop	129
Wednesday / Thursday / Friday — By Appointment Only	
Front Desk	0



302-674-3780

Name & Position	Extension #
Tricia Robinson, Social Services	210
Luther Village 1 Desk	212
Karen Ambruso, Beauty Shop By Appointment Only	. 674-1408 ext 305
Medical Transportation	242-6187