

What Is The CCCR of NC?

An organization of residents of continuing care retirement communities in the state. Its objective is to protect and further the interests and welfare of residents of CCCRs throughout the state.

How Did It Begin?

It was incorporated in 1988 under the leadership of Dr. Harry Groves, a retired law school dean who was concerned about our inadequate state laws covering CCCRs. Its first project was to win enactment of basic legislation for the licensing and regulation of such communities. This was achieved in 1989. The position of Manager of Continuing Care Retirement Facilities was created within the NC Department of Insurance. Currently Jeffrey A. Trendel is the Manager. He has jurisdiction over 47 facilities (housing 14,000 residents) across the state. There are six more CCCR facilities awaiting licensing at this time. The Department has recently reactivated its Continuing Care Advisory committee on which CCCR of NC is represented.

What Does It Do?

CCCR of NC monitors Federal and State legislative proposals that may impact on our communities and their residents. These include health care and long term health care insurance bills before Congress and the State Legislature; Federal and State tax proposals; major changes suggested nationally in health care and HMOs; and potential changes in Social Security and Medicare.

CCCR of NC encourages development of strong, effective resident associations in every retirement community across the state and active resident participation in the formulation of policies and programs that affect them. It seeks to support the fiscal soundness and effective management of all our communities. It strives to work closely with community administrators and boards of trustees (and with all other agencies and organizations concerned) to develop the best in safe, happy and productive retirement living.

Please Join Us Now

CCCR of NC Membership

Name(s) _____ Date _____

Mailing Address _____

_____ NC _____
City Zip Code

Your Retirement Community _____

Please check as appropriate: New Member Renewing Member

Individual

- One year \$5.00
- Life Membership \$50.00

Couple

- One Year \$10.00
- Life Membership \$100.00

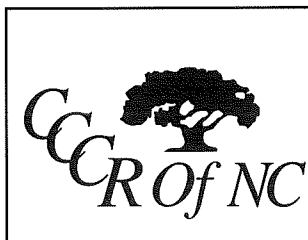
Please make checks payable to **CCCR of NC** and give to your representative. If you do not have a local representative mail to:

Management Services for Organizations
P. O. Box 1783
Salisbury, NC 28145-1783

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March, 2004



THE HOTLINE

THE HOTLINE is published four times a year for the *Continuing Care Community Residents of North Carolina* (CCCR of NC), incorporated in 1988 "to further the interests of residents of continuing care residents communities in North Carolina.

Board Meeting Summary

Ten officers, 23 Board members, and guests met at Twin Lakes, Burlington on January 21, 2004.

Al King welcomed all and spoke of the recently completed new building: Assembly Room, Swimming Pool and continuing renovations taking place. He introduced Patty Scotten, Marketing Director, who told of the founding of Twin Lakes in 1982, based on a legacy given to the Macedonia Lutheran Church. Twin Lakes now has 320 independent units, assisted living apartments, and a nursing unit. She also noted that they were demolishing older buildings and building new ones that will have generators. They still have another 50 acres available.

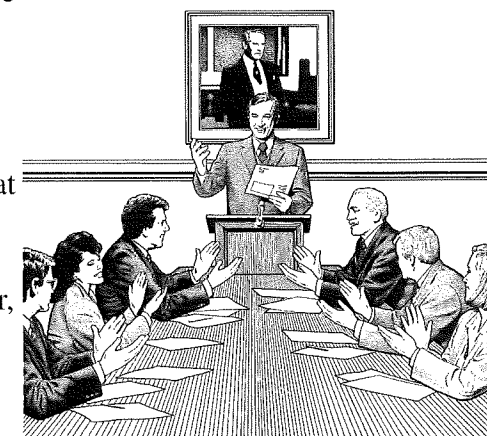
Charles Fitzpatrick introduced Dr. Lawrence Apple, of Twin Lakes, who spoke of the Great Decisions Series which is being offered at Twin Lakes in conjunction with Elon College. (see page 9)

Don Hasty, President, reported from the January 8 Executive Committee meeting. He included the new Travel Reimbursement policy (see p. 2) and a list of scheduled meetings for 2004. They are March 18 at Glenaire, May 19 at Scotia Village and the Annual Meeting,

October 21, at Christ United Methodist Church, Greensboro. It was noted that the different meeting dates from Wednesday to Thursday was a result of scheduling changes. He said that the Executive Committee continues to work on the report from the ad hoc financial committee. He stated that there is no general agreement across the state as a number of communities are receiving all the information they need; others are not satisfied with the information they are given. Twenty-nine of forty-nine communities have members on their Board of Directors. The Executive committee is working on wider distribution by sending the report to all Board representatives. Persons interested in the report should contact their representatives. The report has also been sent to NCANPHA and Jeff Trendel, Office of the NC Department of Insurance (DOI).

Don further noted that he, Sterling Whitener, and Myles Walburn will continue to, meet with NCANPHA to discuss

(Continued on p. 2)



THE HOTLINE
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issues of concern. Myles Walburn is replacing Ivor Collins.

The DOI has requested nominations for its Advisory Committee: A healthcare professional and an engineer. Don Hasty asked for recommendations from members. The DOI Art contest exhibits are on its website: (www.ncdoi.com). The winner was from Arbor Acres

Myles Walburn told of the health problems of our founder, Harry Groves. He has bounced back well and is back to work. Harry states that the "Legislative process in DC is infinitely more complex than in North Carolina." DeWitt Barnett, Friends Home West, made a motion that a greeting be sent to Harry Groves. The motion carried. Myles reported further on the two meetings that he attended (AAHSA & NaCCRA)on behalf of CCCR of NC meetings which were reported in the last HOTLINE. He added that he has resigned as vice-president of NaCCRA as of the end of 2003. He continues to feel that NaCCRA plays a very important role in providing a forum for state officers to learn from each other and coordinate their efforts.

Bill Palmer of Management Services for Organizations compared the current membership as compared to the last two years. He apologized also for delay in record keeping due to staff sickness.

**New Travel Reimbursement Policy:
for CCCR**

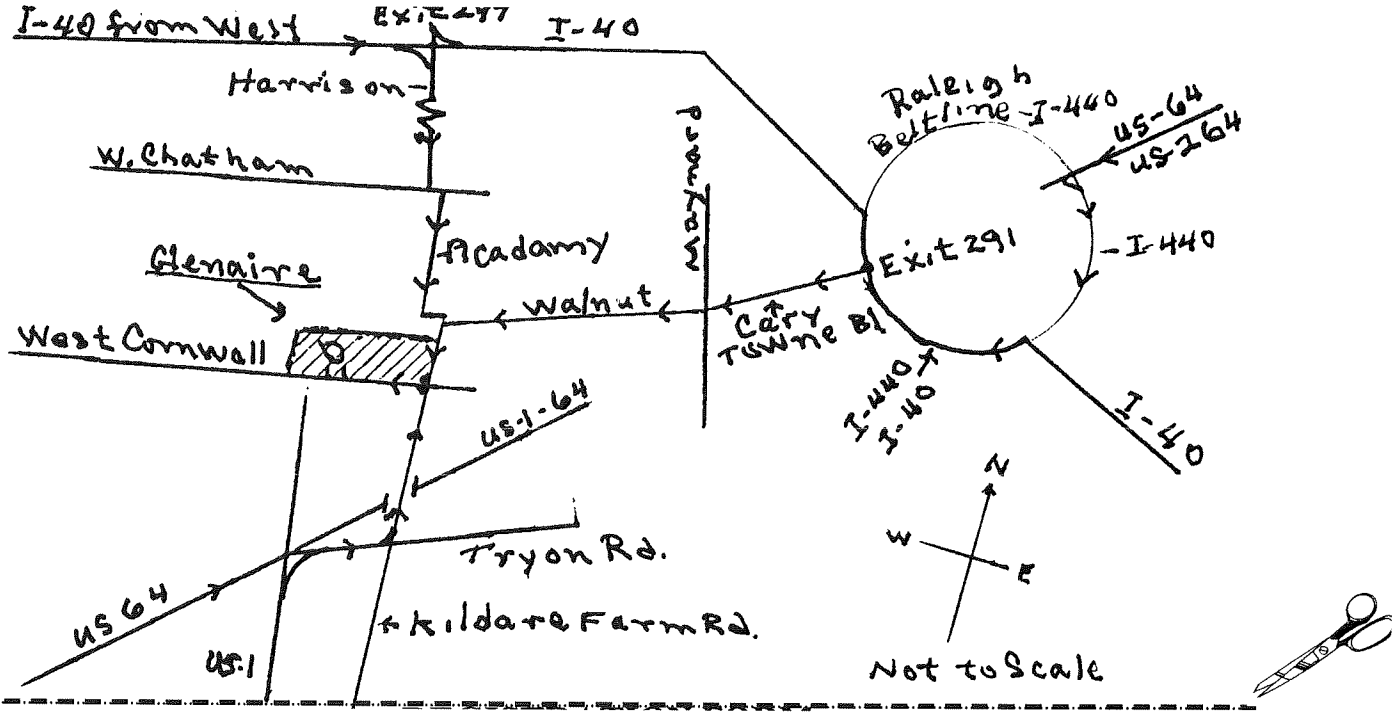
The travel reimbursement policy was adopted by the Executive Committee and presented to the Board:

1. That the concept of a completely volunteer organization be adhered to for the present
2. That until an across the board allowance can be made available for all Board representatives, CCCRofNC adhere to a policy of a NO reimbursement policy for travel to Board meetings.
3. That the treasurer continue to pay the cost of lunch for all officers and Board members at the quarterly and annual meetings as well as at all executive committee meetings.
4. That the budget item "President's expenses" be appropriate for travel and other expenses as needed.
5. That each community undertake to support their Board representatives' expenses if needed.
6. That each community, in hosting a Board meeting, to be asked to provide at least one accommodation for long-distance commuter Board members to such meeting, the host community members to be responsible for any expense.
7. Where travel is authorized by the Executive Committee, some guidelines should be determined as to either: a) sharing expenses or b) cost reimbursement



To Glenaire from South or West: Take US-1 1-440. Follow 1-40-440 to Exit 291, loop to turn left onto Cary Towne Blvd. Follow to cross Maynard, then at next light turn into Walnut. Go about 1/2 mile to hospital on left, turn left to Kildare Farm Road. Follow to Cornwall. Follow to Kildare Farm Road, turn left and follow to W. Cornwall. Turn right, go 150 yards, turn right into Glenaire. Meet in building 4000 in front of you.

To Glenaire from East: If you come on US-64/264, come to 1-440 (Raleigh Beltline) and turn left. If you come on 1-40, turn left onto



**Registration Form
CCCR of NC Board Meeting, Glenaire, Thursday March 18 2004**

Please fill out **one** form for each attendee, providing all necessary information. Use additional forms as required.

Return ASAP to Quentin Lindsey, 156 Wee Loch Drive, Cary, NC 27511
 E-mail: QLindseyl@aol.com
 Phone: 919-319-1288

THURSDAY, MARCH 11, IS THE DEADLINE FOR RESERVATIONS

Name _____ Community _____

Phone _____ E-mail _____

\$8.50 (Check to Twin Lakes Terrace)

Pay at the door

CITIZENS POLICE ACADEMY

Cypress Glenn residents recently had an opportunity to learn more about our friends, the Greenville Police Department, who gave a 10-week course in our auditorium. These weekly two hours of instruction, from a large number of knowledgeable police officers, informed us of a great deal about our Police Department and our city problems. Some of the information concerned the great problems of domestic violence and narcotics. Other topics were DWI Enforcement, Accident Investigation, Accreditation, Firearm Safety, and perhaps the most popular of all, the K-9 unit with the young expensively trained dog who visited us.

Some residents who did not sign up for the course were disappointed to learn what they were missing and some came to visit classes.

Those of us who took the course are proudly displaying our framed CITIZENS POLICE ACADEMY diplomas and feel very knowledgeable about our Police Department and how hard they work. We learned how we can sometimes help them as well as depend on them to help us.

Because of this a lot of us have recently joined the GREENVILLE CITIZENS POLICE ACADEMY ALUMNI and hope for mutual help and understanding.

Anne Love

Cypress Glen



WARNING; WATCH OUT FOR THE LATEST SCAM!

One of the latest scams going is being called on your phone by someone who claims to be a lawyer telling you that an action is about to be brought against you for nonpayment for a car that you (supposedly) purchased from a local or nearby dealer. If you protest that the caller has the wrong person you are told that someone has stolen your identity. You are then asked a number of questions seeking personal data ostensibly so that the caller can clear your name. ADVICE: answer NO such questions; the more information you disclose to try to protest your innocence the deeper in and more vulnerable you become to enabling real identity theft.. Hang up. Call the Police, the Better Business Bureau toll-tree at 1-888-495-8501 and Phone Busters (toll free) at 1-877-317-7236 (also via Internet at <www.PhoneBusters.com>,. a Canadian organization working to stop telephone scams).

From *Countdown*
Abermethy Center



Directions to Glenaire

To Glenaire from West or North: Take I-40 to Exit 287, turn right to Harrison Avenue, follow until cross 2 railroad tracks, turn left at next light to W. Chatham, go one block to next light, turn right to Academy street, follow to old school building, turn left at light, go 1/4 block and turn right to Kildare Farm road, go to second light and turn right to W. Cornwall. Go about 150 yards, turn right to Glenaire. Meet in building 4000 in front of you.

MEETING OF NC DEPT OF INSURANCE CONTINUING CARE ADVISORY COMMITTEE

According to the laws of NC, there is a nine member Continuing Care Advisory Committee established to serve in an advisory capacity to both the Commissioner of Insurance and the Continuing Care Retirement Communities Section of the NC Dept of Insurance. The Committee includes at least two facility residents, two representatives of the NCANPHA, one CPA, one architect or engineer, a health-care professional and two at-large-members. Meetings and agenda are set by the Director of the CCRC Section of the NC Dept of Insurance and his administrative assistant in consultation with the members.

This was a new committee for Sterling Whitener and me to attend as resident representative members. Previously, Myles Walburn and Hope Davis have served for us.

Particular meeting topics, in the main, included an update on new CCRC's coming on line shortly. A discussion of changes in the law affecting CCRC's being recommended by the Dept. of Insurance as House Bill 253, a review of summaries of financial results and occupancies of those CCRC's whose fiscal year ended last September 30th, and possible changes in reserve requirements in "equity communities". The four new CCRC's in the process of becoming licensed are Ivy Acres in Winston-Salem (the first African-American CCRC in the US), The Village at Brookwood in Burlington, The Cedars of Chapel Hill in Chapel Hill. and Galloway Ridge in Pittsboro. The last two licensed in 2002 were River Landing at Sandy Ridge in Colfax (Greensboro area) and The Gardens of Taylor Glen in Concord. Pending the possibility of the four new ones to be added

this year, the current count of CCRC's licensed in NC today is now 49.

May 15th, 2003

Don Hasty

Piedmont Center

Language Funnies

If people from Poland are called "Poles," why aren't people from Holland called "Holes?"

Why do women wear evening gowns to night-clubs? Shouldn't they be wearing night gowns?

If love is blind, why is lingerie so popular?

Why is a person who plays the piano called a pianist, but a person who drives a race car not called a racist?

Why are a wise man and a wise guy opposites?

Why do overlook and oversee mean opposite things?

If horrific means to make horrible, does terrific mean to make terrible?

If lawyers are disbarred and clergymen defrocked, doesn't it follow that electricians can be delighted, musicians denoted, cowboys deranged, models deposed, tree surgeons debarked and drycleaners depressed?

Why is it that if someone tells you that there are 1 billion stars in the universe you will believe them, but if they tell you a wall has wet paint you will have to touch it to be sure?

The Search for a Site that is Just Right

CCCR-NC's 2004 Annual Meeting

Given our ever increasing numbers, and the fact that few retirement communities can host 400 or more attendees at our annual meetings, the CCCR Board last year asked Friends Homes West and Friends Homes at Guilford to explore alternative sites in the Greensboro area. We visited a college but the space available was too large, and the space at a beautiful new synagogue was too small. The search began to resemble the story of the three bears especially when the third site visited turned out to be just right.

The CCCR's of Friends Homes West and Friends Homes at Guilford look forward to welcoming you on Thursday morning, October 21, 2004, in the Christ United Methodist Church on Holden Road just south of Friendly Avenue in Greensboro. The church is located just a few minutes by car from the host CCCR 's.

The church has 1000 parking spaces. There is a spacious and pleasant fellowship hall for all of us as well as rooms for break-out sessions. Trained church personnel will prepare box lunches as well as refreshments before the start of the morning session.

At times in the past when payment was accepted on arrival, fewer members came to the meeting than had been indicated by reservations. This caused financial problems for the Board and, to avoid it next fall, we will ask for pre-registration payment by mail with a discount for early payment.

A planning group has begun its work with DeWitt Barnett of Friends Homes West and Theodor (Ted) Benfey of Friends Homes at

Guilford as co-chairs. They will be assisted on site by Friends Homes residents who are also members of the church.

DeWitt Barnett hdbrrmb@triad.rr.com
Friends Home West

Ted Benfey benfeyot@infionline.net
Friends Home Guilford

Management Services for Organizations

Management Services for Organizations (commonly called MSO) maintains the membership records for CCCR of NC. As they work primarily with non-profit teachers organizations, maintaining their membership records and carrying out other organization administrative tasks, their telephone is answered as such. Hence, if you call Bill and Anne Palmer who are the owners of MSO, they will not answer with CCCR of NC but with some group related to teaching. Be assured you have the right number. The Palmers have several other persons working with them. At this time Ruth Page is the account manager for CCCR of NC. She actually maintains the CCCR database. Specific questions about CCCR membership should go directly to her. Bill Palmer at the main office can answer more general questions about CCCR. The following are current e-mail addresses and telephone numbers: Bill Palmer <wpalmer@mgtserve.org> or <palmer@vnet.net>, telephone 704-642-1933 fax 704-642-0840 Ruth Page, <ruthnmat@yadtel.net>, telephone 336-284-6860



THE GREAT DECISIONS PROGRAM

Initiated in 1954 by the Foreign Policy Association (FPA) of New York, the Great Decisions Discussion program is the oldest and largest grassroots world affairs educational program of its kind in the country. Great Decisions is used in community based discussion groups, schools and universities, civic and religious institutions, and retirement communities all of which share a common belief in the need for popular education in international affairs. Great Decisions discussion groups are centered around the Great Decisions Briefing Book. This well researched annual publication provides eight timely global topics to be read by group participants. Participants read the briefing book articles prior to group meetings. Through these discussions, the FPA strives to help Americans gain a better understanding of, and interest in, significant world issues in the belief that in a democracy a concerned and well informed public is the foundation of an effective foreign policy.

At the end of each discussion, participants fill out opinion ballots which are tabulated for the National Opinion Ballot Report. These are compiled and distributed annually by the FPA to the media, Congress, State Department and the White House.

The Great Decisions Program consists of:

1. The Great Decision Briefing Booklet containing an essay on each of eight topics by an expert in the field (\$15).
2. A Great Decisions TV Series (a 30 minute video addresses each of the 8 topics (\$40).
3. The National Opinion Ballot is included in the Briefing Booklet.
4. Discussion Groups.

Great Decisions "On line" and the "Newsletter" are available through the FPA website at <<http://www.fpa.org>>.

We have been very fortunate to have the collaboration and Co-Sponsorship of Elon University in presenting the Great Decisions Program at Twin Lakes Center. Through the efforts of Dr. Chalmers Brumbaugh, head of the Political Science Department, this partnership has brought us both monetary and intellectual benefits. Elon has provided speakers for many of the Essay Topics and has also underwritten the cost of the booklets. The Essay Booklets, which cost \$15, are purchased by Elon University but we charge our participants a registration fee of only \$10.

The program has been very popular at Twin Lakes. The first year (2002) we sought to restrict registration to 35 participants, but demand pushed registration to 55. We consistently had 65 attendees at each session. Registration for the 2004 will be increased to 80 participants since we can accommodate a larger number in the new Twin Lakes Wellness Center.

The eight topics for Great Decisions 2004 are:

1. The media and foreign policy
2. The Philippines—dilemmas of renewed security ties.
3. Weapons of Mass Destruction—what now after 9/11.
4. Europe Today—a triple challenge
5. Muslim Diversity—its challenges to US policy
6. U.S.-Latin American relations post 9/11
7. Middle Eastern Political Reform
8. Public Diplomacy and US Foreign Policy

The 2004 Twin Lakes Program will address five of these topics with an additional one added by special request that is not in the FPA series

Dr. Lawrence Apple

Twin Lakes



Membership Totals Report

	2002	2003	2004	2005	Life
Abernethy Center	6	31	38	3	3
Aldeersgate	96	114	162	21	8
Arbor Acres	1	12	0	0	0
Belle Meade	225	218	265	15	9
Carol Woods	136	148	114	29	21
Carolina Medows	384	384	190	79	56
Carolina Village	2	0	2	0	0
Covenant Village	190	202	202	2	1
Crescent View	0	1	0	0	0
Croasdaile	168	167	57	35	30
Cypress Glen	75	75	60	5	5
Deerfield	254	267	111	77	76
Forest at Duke	212	119	60	47	47
Friends Homes Guilford	34	42	47	7	6
Friends Homes West	180	187	184	82	77
Givens Estates	0	1	0	0	0
Glenaire	194	164	190	19	13
Grace Ridge	68	109	55	12	12
Highland Farms	12	0	0	0	0
Penvick Village	45	26	2	8	5
Pennybyrn at Maryfield	29	30	23	0	0
Piedmont Center	101	85	63	24	14
Pines at Davidson	94	43	30	9	8
Plantation Estates	226	228	72	44	38
Presbyterian Home	62	50	47	9	1
Quail Haven Village	3	3	1	0	0
River Landing at Sandy Ridge	20	23	5	1	1
Salemtowne	10	18	24	3	1
Scotia Village	68	86	108	10	10
Southminister	120	110	92	2	0
St. Joseph	49	46	41	0	0
The Cypress of Charlotte	0	7	0	0	0
The Village at Brookford	0	0	1	0	0
Trinity Oaks	72	103	125	15	13
Tryon Estates	221	201	213	21	18
Twin Lakes	85	102	87	30	24
Well Spring	159	147	119	24	19
Wesley Pines	9	36	46	0	0
Windsor Point	14	6	3	2	2
Grand Total	3628	3591	2857	635	518

Life Members are included in all figures.

Friday, February 06, 2004

CCCRofNC & NCANPHA Meeting

On Friday, Jan. 23, 2004, president Don Hasty, past president, Myles Walburn, and secretary, Sterling Whitener, met with Executive Director, Susan Williamson, board chair, Steve Fishler and past chair, Bill Pleasants of NCANPHA to renew efforts to discuss issues of mutual concern. The two teams had met almost every month last year until October.

At a 2003 meeting, NCANPHA members (administrators and managers of non-profit homes for the aging) studied issues related to "Resident Involvement in Decision Making within Nonprofit Continuing Care Retirement Communities (CCRC's)". This issue has also occupied our CCCR of NC members as our own ad hoc committee on financial relations has reported. The NCANPHA study begins with the premise that "by law" non-profitability must be preserved. So the basis of all discussion begins with the IRS definition of "charitable organizations" described in the Internal Revenue Code Section 501 (c) 3 as well as the North Carolina Nonprofit Corporation Act (Chapter 55A, Article 8).

We noted that over 20 of the 47 retirement communities presently licensed by the NC Dept. of Insurance have one or more residents on the Board of Directors. Some community managements invite a resident to attend and listen to the Board when it meets but not participate. Others do not permit attendance.

We are attempting to work with NCANPHA to assure managers and administrators that residents are interested in being involved but do not seek any control as that is clearly the role of the Board of Directors. A single resident or two on the Board of Directors merely provides an opportunity to give voice to resident interests and concerns.

Unfortunately, some CCRC managements see this desire for resident involvement in the light of "conflict of interest" issues. Even though Colleges and Universities have for many years had students and faculty participation on Boards of Trustees, some lawyers see this as a conflict of interest. Most corporations, however, protect themselves with very clear "conflict of interest" provisions in their bylaws.

A national effort by Continuing Care Communities to assure "Quality First" through an accreditation process has been endorsed by NCANPHA. When claims are made you can be sure that residents will be asked for comments. Surely managements will be alert to the ideas, suggestions and wishes of the residents who have invested in this quality care!

In one of our next meetings, the teams will review some of the kinds of financial reports being offered to residents. We will seek to define "best practices". Both NCANPHA representatives and your CCCR of NC representatives are trying to develop mechanisms for working together. Your team is quite confident that cooperation is the means to success, NOT legislative and regulative action.

Sterling Whitener

Friends Home West

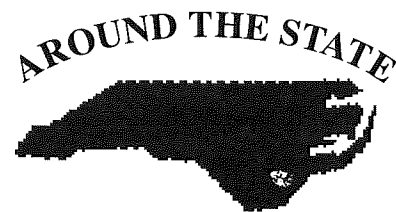
Board Meetings 2004

March 18 at Glenaire, Cary, NC

May 19 at Scotia Village, Lauringburg, NC

Annual Meeting,

October 21, at Christ United Methodist Church, Greensboro, NC



DRIVING ASSESSMENT PROGRAM AT CAROLINA MEADOWS

A task force chaired by Bobbie Gray, Director of Carolina Meadows Health Services, with representation from our Health Care staff, the CM Board of Directors, The University of North Carolina Division of Occupational Science and our Meadows Assistance Program (MAP) was formed to devise an effective individually administered test to evaluate residents driving skills. The test is called the Driving Assessment Program – DAP for short.

It is given by a professional occupational therapist from the University of North Carolina in Chapel Hill, takes about 45 minutes, and costs \$50.00 per participant. DAP is designed to assess and improve a resident's driving skills to lengthen the time one can drive safely and help one make a sound determination as to when to give up one's car keys. After each test the driver is sent a letter giving test results and detailed recommendations for follow up if indicated.

Our MAP Program is a major campus activity manned entirely by residents. As many as fifty residents volunteer to provide transportation assistance outside of regular office hours and on holidays and weekends to take neighbors to visit friends in hospitals, go to medical or other appointments, pick up visitors from RDU Airport, etc.

As a first step in evaluating DAP, eight volunteers from MAP were screened by the UNC

professional staff. The results seemed worthwhile and it was decided to extend the testing to all the MAP volunteers. Because MAP drivers and driver-escorts provide free service to all of the community it was decided that the cost of the DAP screening would be shared by Carolina Meadows, Inc. and the Residents Association.

Because of the success of the program to date, DAP screening will be made available to all Carolina Meadows residents who drive. It is also hoped by Carolina Meadows and the UNC Division of Occupational Science that the DAP will find many broader applications.

Des Reilly,

Carolina Meadows



Dancing and Drinking: The Splash Wagon Way

Keeping health-care residents in long-term care facilities adequately hydrated is a constant challenge. At Abernethy Center the staff and residents created a novel and exciting program. It not only met this challenge but also produced a whole array of largely unexpected, yet positive, benefits for the Center.

The "Splash Wagon" is a gaily-painted, three-

wheeled vehicle carrying an Igloo fruit juice cooler/dispenser, an ice chest/ cooler for cold canned soft drinks, shelves, and pull-out breadboards for preparing drinks and snacks. It also carries a "boom box" playing lively music. The idea for the Splash Wagon and boom box was based on the nostalgic memory of the ice cream truck (e.g, Good Humor, etc.) that used to come into the neighborhood in bygone days.

At Abernethy Center, the Nursing and Dietary staffs along with independent-living volunteers came up with this program which blends the therapeutic goal of hydrating residents with the integrative goal of involving independent residents in the lives of the health-care residents. The idea of a juices/soft drink hydration program cleverly nicknamed "Splash!" was conceived first. Next, independent-living resident volunteers skilled in woodworking constructed "The Splash Wagon." The exterior is brightly painted with orange, yellow, magenta, and blue stripes. For holidays it is decorated to carry out the appropriate holiday theme. Total cost: about \$200.

The Splash Wagon makes two roundtrips daily, morning and afternoon, carrying the various fruit juices, fruits, soft drinks, and snacks to be served. Refreshments and snacks are prepared by the volunteer "drivers" on pullout breadboards for the CNA's to deliver to residents. Most important of all, it turned out, is the lively music. Polka music has proved to be the most popular and effective. The cheerful, lively music heralds the arrival of the snacks and evidently arouses and whets the thirst of the residents who are welcoming and consuming them as never before. One resident said, "The old-timey music reminds me of reunion time." The program has significantly decreased the percentage of urinary tract infections on the Quality Indicator report. A major benefit of the program is that the enthusiasm of the residents has ignited the interest of the independent-liv-

ing volunteers who have filled the schedule of rounds of the Splash Wagon with substitutes to spare.

The success of the program is not attributable to any one element — it is attributable to the synergistic interaction of the elements with the spirited music being the catalyst, a conclusion agreed to by several of the volunteers. The success of the program has drawn the participation of independent-living volunteers previously hesitant to work in the health care center. Now one can see volunteers and residents dancing together in the corridor as the Splash Wagon passes. This could be, as one volunteer described it, "the best thing that has come down the pike! It is effective." Another enthusiast, when asked, smiled and called the program "Supercalifragilisticexpialidocious!"

Kim Cloer can be reached for construction directions at <kcloer@ucrhc.org> or (828) 464-8260.

Kim Cloer, B.S.W.

Abernathy Center

