

The *hotline*

HARRY GROVES: CHAMPIONING THE RIGHTS OF SENIORS AND OTHERS

by TAYLOR SISK

(Reprinted from North Carolina Health News, March 18, 2013)

Harry Groves often took the path of resistance, always championing the rights of the people around him. After he retired, that fight extended to the rights of seniors. In the end, it wasn't the complaint itself that bothered Harry Groves so much as the lack of due process.

Groves, a retired UNC-Chapel Hill law professor, did have a complaint. It was 1988, and he was a resident of Springmoor Life Care Retirement Community in Raleigh. Groves was generally pleased with the accommodations he and his wife, along with his mother and hers were afforded at Springmoor. But he had an issue with the food, and he raised it at a residents' association meeting.

After the meeting, the executive director came to his apartment and, according to Groves, said, "You should not make any public complaints here. If you have something to complain about, you should come and see me privately." "I didn't like that," recalled Groves, now 91 and living in Carolina Meadows in Chapel Hill. "I didn't like that at all. "So I decided, well, I better see what kind of rights I have at this place."

The result of that inquiry is Chapter 58, Article 64 of the N.C. General Statutes, legislation that regulates

continuing care retirement communities and helps protect residents' rights. Among other provisions, the law states that residents of CCRCs have the right to organize and be kept informed on the operations of the facility.

Groves, the Emeritus Henry Brandis Professor of Law at UNC-Chapel Hill, drove the legislation to enactment using his considerable force of will, and catching the industry unawares. "The developer of Springmoor had some real political pull, but he didn't use it, because he didn't think I knew what I was doing," Groves said recently, seated in the small apartment in which he's lived alone since his wife, Evelyn Apperson Groves, passed away in 2011. "He thought I was just another old guy puttering around. "By the time he realized that this could be a fait accompli, he got busy—but it was too late."



SEPTEMBER 4, 1921-AUGUST 24, 2013

At that time, Groves said, continuing care communities were just springing up, "and almost none of the legislators knew a damn thing about them. So they listened to what I had to say. "One of my best friends here said, 'You'd never get the law passed now. Never.'"

A path of much resistance

This wasn't the first time Harry Groves exerted his will

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against the conventions around him. He was born Sept. 4, 1921 in Manitou Springs, Col., the grandson of slaves. His father built private roads in the mountains that provided access to the homes of the wealthy. “He would have wanted me to enter his business,” Groves said, “but I had other interests. I had academic interests; I wanted to teach, and that’s what I prepared to do when I went to the University of Colorado in 1939.”

The university had always been integrated, but not the dormitories. Groves objected, and became the first nonwhite admitted to a men’s dorm. He earned a degree in English and got a teacher’s certificate, but was called into the Army, serving as a second lieutenant in an artillery unit in Europe during World War II.

After the war, Groves entered the University of Chicago to pursue a graduate degree in education, but was soon once again tacking an alternate course. “I often get asked why I chose the law,” he said. The reason he provides is that the University of Chicago’s education curriculum offered him no challenge; the courses were too easy. “But somebody told me there was a challenge to be had in the law school.” So he enrolled, and, “I liked the law very much.”

“I knew that I wanted to teach,” he said, “and so it was law then that I would teach.” His first teaching job was at North Carolina College for Negroes, now North Carolina Central University.

With the outbreak of the Korean War, Groves was called back into the Army and assigned to an infantry company at Fort Bragg. Though Harry Truman had ordered the integration of the armed forces after World War II, “it hadn’t filtered down to make any significant changes,” Groves recalled. “I decided I wanted to be transferred to the Judge Advocate General’s Corps. Well, that had to go all the way up to Washington.” Permission was granted, and Groves spent the duration of his tour with the 82nd Airborne Division, which remained at Fort Bragg.

He was then hired as dean of the law school at Texas Southern University, a traditionally black institution,

where he began admitting white students. He next went to the University of Singapore as a visiting professor and was appointed head of the law department and dean of its faculty. “That was a wonderful experience, the best experience of my life. The work was challenging. The school was quite new. It graduated its first law school class the year I went there.”

In 1965, Groves became president of Central State University in Ohio, which at the time was a predominately black institution. “It was a riotous time,” Groves said of his tenure, from ’65 to ’68, at the university. “I was a young president; I was liberal, and I really couldn’t figure out what the problem was.” He called the student body president into his office and said he was told, “All we want you to do is stand aside while we remove the white students from campus.” And I said, ‘You can’t do that. I can’t permit you to do that.’”

His life was threatened and a riot ensued, and Groves shut the campus down just before Christmas break. “I resigned after the riot, because I thought any president who had to have the police come in, particularly the state police, ought to resign. If you lose that kind of control of your institution, you need to step down, and that’s what I did.”

After classes resumed, a petition was circulated asking that he return, which he did for a time. But his wife was in poor health and her doctors said she needed peace. He again resigned. “My life was in danger,” he said. “It was hardly peaceful.”

In 1981, he was offered a newly created chair at UNC. He and Evelyn bought a 14-acre farm with a pond in Durham County, built a home and tended to a horse, ducks, chickens, two pairs of swans and some African pygmy goats. He remained at UNC until his retirement in 1986.

A movement, and a bill

In the summer of 1988, disturbed by the Springmoor executive director’s response to his food-related issue, Groves began investigating the state’s oversight of continuing care retirement communities. He learned of

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a law that required CCRCs to file disclosure papers regarding the administration of the community, but that there was no penalty if the CCRCs failed to file the papers. “They didn’t have to file,” he said. “So it meant nothing—absolutely nothing.”

He began to research laws protecting residents of CCRCs in other states, found that some had good ones, and resolved to write one for North Carolina, “improving on the best of those that I had found.”

He then set about to organize. He formed a not-for-profit corporation, now called the Carolina Continuing Care Residents Association (NCCCRA), and began to build a constituency, enlisting members first at Springmoor in Raleigh and Carolina Meadows and Carol Woods in Chapel Hill. Then he hit the road, traveling across the state to build support.

He next needed a lobbyist, and recruited himself for the position. “I didn’t think any lobbyist would know what I knew about the law,” he affirmed. “I wrote it; I wrote every word of it, and I didn’t think that [anyone] could go in lobbying with the background, the information and the interest that I had. So I decided to do this lobbying myself, and I did.”

The legislative building became a second home: “I spent day after day over there at the legislature. I’d go in the morning and I’d have lunch and I’d stay into the afternoon, and I visited every legislator that I could, which was most of them.”

The bill sailed through committees in both houses with no opposition, with Groves on hand to explain the particulars and answer any questions. But he’d been savvy enough to call in some backup.

“I brought a couple of carloads of residents of these communities—nice little white-haired old ladies and bald-headed gentlemen—to just sit out there in the chairs in the hearing room. They didn’t have to say anything...I explained the law. But I wanted the legislators to see, ‘There’s grandma sitting out there.’ And they did. They felt, ‘Well, this is something that might affect my mother or grandmother.’ “And that worked; that really worked very well.”



Harry Groves and Ethel Foote at NCCCRA Eastern Region Annual Meeting in April, 2013

Photo by Carol Carson

The bill went to the Senate and passed unanimously there, then hit a snag in the House. Apparently, the chair of the House Rules Committee at the time wouldn’t let the bill reach the House floor because, Groves said, he was in the midst of a personal battle with the representative who had introduced it in the Senate, and “he didn’t want him to get credit for anything.” Appeals were made, AARP muscle was summoned, and the bill passed in the closing hours of the 1989 session.

The law stipulates that license to operate a CCRC must be received from the state Department of Insurance, a disclosure statement must be provided annually to residents and any prospective residents, specified

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financial reserves must be maintained, an owning entity may not sell or transfer ownership without prior approval from the state and residents have the right to organize and be kept apprised of the facility's operations.

The Department of Insurance now conducts annual financial audits and has the right to intervene if a CCRC appears to be in financial trouble. Previously, there was no auditing.

The NCCCRA now has more than 4,000 members. It's been active recently in protecting residents' rights to return to their communities after hospitalization.

'They're meeting'

"I think it's been effective," Groves said of the law. Before it was enacted, he said, a would-be developer could solicit investors in a new community without any guarantee of the resources to complete it. "You could have sent out a brochure saying, 'Send me \$25,000 and I'll put you on my mailing list to get into this beautiful community, and here are some drawings of it,'" Groves said. "People could do that; there wasn't anything to prevent them from doing that. You can't do it now."

Over the years, Groves would receive calls from CCRC residents requesting legal advice. Not long ago, a man called and said his executive director wouldn't provide residents with a room in which to meet. "He said the residents didn't need to meet," Groves said. "Well, I have a provision in the law which says that residents have a right to meet, and that if they are prevented from doing so the person preventing them is committing a crime and can be prosecuted either by the attorney general of the state or any local prosecutor."

He mailed the man that section of the law. "I said, 'Take this to your executive director and ask him to read it.' And he did, and he read it." Due process prevailed. "Now they're meeting," Groves said.

Harry Groves passed away on August 24, 2013

UNIVERSAL DESIGN IN HOUSING

The Universal Design in Housing is the design of a residence to be usable by all people without the need for adaptation for special needs. It is endorsed by the American Architects Association, the National Homebuilders Association, the Center for Universal Design of the NC State University College of Design, the National Kitchen and Bath Association and AARP. Both the American Architects Association and the National Homebuilders Association provide certification for Universal Design Housing for architects and builders.

The Commission of Rehabilitation Facilities—Continuing Care Accreditation Commission (CARF-CCAC)—is the only accrediting body for continuing care retirement communities. It is funded by its member CCRCs. It is not clear in its accreditation process that CARF includes the Universal Design in Housing as one of its criteria in evaluation CCRCs. It should be.

I recommend the following:

- CARF should include the Universal Design in Housing as one of its criteria in evaluating CCRCs.
- NCCCRA endorses the Universal Design in Housing.
- NCCCRA strongly encourages all CCRCs to begin implementing the Universal Design in Housing in all new construction and major renovations.
- NCCCRA recommends that all CCRCs only use architects and builders who are certified by their member organizations.

Billy E. Griffin
Resident, Twin Lakes Community
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CARE COMMUNITIES AND WE THE RESIDENTS

NaCCRA, NCCCRA, CCRAs, LifeLine, HotLine, LeadingAge, FASB, FLiCRA, IPAB, AARP, AAHSA, HCBS, PACE, OCR, ONC, NAIC, Right to Return Home Law, etc.

What is one to make of all this alphabet soup? Unless one is involved on a day-to-day basis, it is hard to get down to brass tacks. One knows that the people involved are good people and likely to be doing good work. But much of the promotional wording is so general it is hard to understand the specifics. When receiving the recent brochure my eyes glazed over and I put it in the bin. WRONG!

Wake up and smell the coffee!

The first point to grasp is MONEY. We residents are (or were) relatively well-to-do but we are also VULNERABLE.

Most of us who live in care communities have sunk our capital into the move. In exchange we hoped to obtain guaranteed care of our health and the friendship of community.

What protection do we have if our community organization is badly run or goes bankrupt? We could be out on the street. Where does the power lie? Answer: not with us. It's our money but we don't have control. In some respects we are like small shareholders of companies where the directors have sometimes put their own interests ahead of their shareholders. And we don't even have shares to sell.

There are several organizations which affect us.

- Continuing Care Residents Associations. (CCRAs) We, the Residents.
- Continuing Care Resident Communities Association (LeadingAge). Representing the administrators of the communities. (not the same thing as CCRA above)
- Commercial companies who supply the market we create.
- Government bodies at national and state level.

Each of them has different interests which may or may not overlap with each other. Think: who has what skin in the game? Residents want short-term good administration and we provide the money. Administrators want continuing employment for themselves but don't have their own money

invested. Commercial companies want profit. Government representatives want votes.

To improve the protection and the power of us residents seems to me to be the chief and overwhelming objective of the national association of continuing care residents. This body (NaCCRA) was only formed in 1996. Previously we had no national representation and little legal protection in cases of abuse or maladministration. Harry Groves, a lawyer and North Carolinian who died in August, was one of the principal individuals responsible for this major achievement. Under this national umbrella is now a vast collection of state and regional associations and committees. They deal with all aspects of continuing care communities: improving legal protection, finance, exchange of experience on everything from health facilities to emergency exit drills. The resident members of these bodies are all unpaid volunteers.

Happily, North Carolina is the best state in the Union for legal protection of our interests and Deerfield is the best care community in the State of North Carolina.

Four of our residents play leading roles. Walton Boyer and Marleen Varner are both directors of the national association. Marleen is the editor of its bimonthly publication *LifeLine*. She will also shortly become treasurer of the North Carolina state association. Walt is chair of the North Carolina association. Bernard Coleman is editor of *Hotline*, the publication of the North Carolina association. Brenda Tremoulet is chair of the western region chapter. So it is a feather in Deerfield's cap and our good fortune that these four residents play such a major role in our state and national CCRAs.

They are all white knights fighting for us, the residents. Make no mistake we need their skill and energy. An important recent achievement is having two residents appointed to the Deerfield board of directors. Previously we had no vote at the table. Many other CCRAs in NC and other states have even less power and representation. Let us look at our two standard bearers in this world: Walton Boyer and Marleen Varner. Who are they and how did they get involved in the first place?

Walt has spent his life working in the service of others. He served 31 years in the US Navy and after retirement (Captain) for the Department of Defense on anti-missile defense (Star

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Wars). He and his family moved house 17 times. Only those who have done it know what disruption that entails for the family, especially for his wife Jo Anne.

In 1984 he was asked by the Bishop of New Jersey to help sort out a care community named The Evergreens, which was approaching bankruptcy and whose residents were being badly treated. It took seven years and a major construction of 200 apartments financed by bank loans to turn it into an example of a good CCRC. Since then Walt has been involved in all aspects of CCRCs but in particular financial transparency, requiring correct actuarial assessments and ensuring approval by the State Department of Insurance. The number of hours he spends and has spent must run into thousands. Currently 20 hours a week would be a fair estimate. But what matters is his experience and effectiveness in achieving his goals.

Marleen Varner has the unusual experience of having lived in two CCRCs. In the Estates at Carpenter for six years she was the youngest resident. In 2007 she returned to her own home in Tennessee for three years while searching and visiting 35 other communities to find one that she liked. She found many that had good aspects but often one major drawback, such as their financial statements might be missing or inadequate. An excellent one had its nearest medical facilities many miles away. Deerfield had many advantages with no significant shortcomings. She moved here in 2010. Both here and in Florida she has been continually involved in committees and leadership roles. Her first-hand experience is second to none. Finance is her major focus. If a CCRC is offering incentives to the elderly to sign up, she knows that is a bad sign. In contrast, Deerfield has 700 on the waiting list.

I have become very impressed and somewhat enlightened while composing this article. Next time I'm invited to give my opinion on what new sporting facilities we would like to have created at Deerfield, I shan't be too blithe in suggesting expensive extensions. It's MY money not theirs!

I shall spend my money on \$50 for a life membership of the NCCRA and \$150 on a life membership of the national body NaCCRA. It's in my own interest to do so.

I hope you will follow suit!

Ben Watson,

Resident, Deerfield Episcopal Retirement Community

THE STATE OF OUR DWELLINGS—A REPORT

How do our dwellings look after many years of occupancy? And what has our administration committed itself to do to maintain our dwellings in good condition? In the January-June 2013 Hotline we asked these questions and I requested that the various CCRCs respond to me describing the local situation. At our Central Region gathering I repeated my request with the result that I have now received reports from seven retirement communities.

Of these 7 CCRCs, 6 have commitments in their contracts that after a certain number of years (the number of years varied from five to ten) renovations would be undertaken. I had hoped to find some correlation between the generosity of renovation policies and the entrance fees and monthly fees charged to the residents. I located these fees in the publications put out by the North Carolina Department of Insurance for 2005 and 2013. However I found no correlation. For instance two of the seven CCRCs have high fees but very divergent practices. One commits itself to do a complete overhaul every seven years. The resident is given alternate accommodation during the work. Residents may request postponement. The other has made no commitment.

Where renovations were promised they included repainting and carpet replacement, and in some cases replacing refrigerators and other appliances if needed, also raising of toilet seats.

Of the six responses promising to renovate, three stated they would do it after ten years, two after seven, one after five to seven years, some mandatory, some optional. None of the seven CCRC responses specified a dollar amount for renovation.

One CCRC reported hiring an outside consultant to survey all dwellings: "...our management had a consulting company come in and survey all of our physical facilities. They made recommendations on which items should be replaced at certain times, and what sort of preventive maintenance would be appropriate for other items."

The above findings, given the fact that only one out of the seven CCRCs made no commitment to renovate, strongly suggests that, for marketing purposes alone, every CCRC needs to make some significant commitment either specifying the kind of work it is willing to do, or stating a dollar amount it is willing to contribute.

Ted Benfey

Friends Homes at Guilford
email: benfeyo@bellsouth.net

**NCCRA Annual Meeting
Greensboro, NC October 24, 2013**

There was lots of good information shared with CCRC residents who attended this year's NCCRA Annual Meeting. Steve Johnson of the NC Department of Insurance (the agency designated to monitor the compliance of CCRCs with state regulations) reported that the beginning economic recovery has seen an upswing in both occupancy rates of existing CCRCs and the early development of five or six new communities in the past six months. Searstone CCRC in Cary is anticipated to be licensed for its first resident admissions in November.

Tom Akins, president of LeadingAge of NC (the organization of CCRC executive directors and staff), reminded the group that LeadingAge has two primary functions: education and advocacy for non-profit CCRCs. It provides workshops throughout the year and next year will conduct a series for middle management and a workshop for executive directors and board chairs. Advocacy has been a major focus during the NC legislative session this year, and he thanked CCRC residents for contacting their representatives to oppose tax legislation that would have impacted CCRCs in a significantly negative way. He anticipates that some of these bills will be introduced again during the General Assembly's 2014 session and urged residents to remain alert to the need for action. He specifically referred to threats to the property tax exemption and sales tax rebate currently enjoyed by CCRCs.

The keynote speaker, Jill Hoggard Green, PhD, RN, President and Chief Operating Officer, Mission Hospital/MMA in Asheville, NC, presented a comprehensive and detailed overview of changes in health care. Many changes will impact persons with multiple health issues and physicians. She emphasized the absolute necessity of electronic health records to provide immediate retrieval of patient health data at all sites of care, and the expense of developing these systems, citing the large amount required to have a system implemented in the 18 county health care system where she works.

Margaret Keller
The Forest at Duke, Durham, NC



Dr. Hoggard Green waiting to speak



Officers: Marleen Varner, Treasurer, Barbara Pray, Secretary, Walton Boyer, President and Willie Johnson, Past-President



Photos by Herald Hughes

NCCCRA OFFICERS FOR 2014

WALT BOYER, President

Walton T. Boyer, Jr. graduated from the US Naval Academy in 1953 and served for 31 years in the Navy, with a specialty in weapons research and development, retiring as a Captain, USN, in 1984. After retiring from the Navy he worked until 2002 in the ballistic missile defense industry. Walton is a graduate of the Naval War College and the Industrial College of the Armed Forces. He has earned masters degrees in Nuclear Physics from the US Naval Postgraduate School and Business Administration from the University of Rochester.

Walton was on the board of directors of *The Evergreens*, the episcopal home in Moorestown, NJ, from 1984 until 1992, during which time it transitioned from a nursing home to a full featured CCRC, and was cited by NBC News as one of the finest in the country. Currently, *The Evergreens* has earned five stars from US News and World Report and called "One of America's Best Places to Live" by *CNN/Money Magazine*.

Walton married Jo Anne Moore in 1953. They have two children, Kathleen, a university professor, and Mark, a senior executive with PricewaterhouseCoopers. They have four grandchildren, including a granddaughter who teaches scuba diving in Key Largo. They entered the *Deerfield Episcopal Retirement Community* in 2004.

Walton is a past president of the residents association at Deerfield, has served for three years on Deerfield's board of directors, NCCCRA's Treasurer (for the second time), and on the board of directors of NaCCRA. He chairs the CCRC Financial Soundness Committee for NaCCRA, delivers Meals on Wheels, is on Deerfield's Chapel Committee, the Residents Finance Committee, and chairs Deerfield's Danny Boone Scholarship Committee.

HEATHER RODIN, Vice-President

Heather Rodin moved to Galloway Ridge in August 2005 from Norwalk, CT, where she had lived for over 50 years. She served on the initial residents' council as vice-chair and then as chair. She then served as a resident director on the Galloway Ridge board of directors.

Heather was chair of the Eastern Region of the Continuing Care Community Residents of North Carolina (CCCR of NC now NCCCRA) and on two state wide NCCCRA ad hoc committees.

She holds a BA degree from the University of Chicago, IL, an LLB from New York Law School, New York City, a MS degree in elementary education from the University of Bridgeport, Bridgeport, CT; and an MA degree in urban affairs and policy analysis from the School of Management

and Urban Professions, New School for Social Research in New York City.

Heather practiced law in New York State, and taught in Greenwich and Norwalk, CT. For over 20 years and until coming to Galloway Ridge, she was a state hearing officer for the Connecticut State Board of Education, Due Process Unit.

BARBARA PRAY, Secretary

Barbara Pray, a LIFE Member of NCCCRA, currently serves as the Croasdaile Village Residents Association's elected representative to NCCCRA. Other residents association positions she has held since moving to Croasdaile Village in 2006 include chairman of the Disability Access Committee, chairman of the Finance Committee, member of the Life Enrichment Committee, neighborhood representative, and auditor of the Residents Association's financial books.

Barbara attended San Diego State University and graduated from Indiana University with a BS in business. She is enrolled to practice before the Internal Revenue Service and currently works at the H&R Block Premium office in Durham. H&R Block has been her employer for over 32 years.

Barbara, a native Californian, is a widow with two daughters and five grand-children.

MARLEEN ALLEN VARNER, Treasurer

Marleen, a LIFE member of NCCCRA, is past president of the Deerfield Residents Association and voting member of the Deerfield Board of Directors. She has chaired the Association's Deerfield Relations Committee, responsible for welcoming new residents and promoting volunteerism. She has also served on the Danny Boone Scholarship Committee which benefits employees. At Deerfield, she has continued her long service as an AARP tax aide counselor.

She serves on the board of directors of the National Continuing Care Residents Association, of which she is a LIFE member, and has been editor of its *LifeLine* bimonthly newsletter since July 2009. She also serves on the board of *Gray is Green*.

Most recently she has served on Feeding America's national hunger study survey, visiting 12 food banks in four counties served by Asheville's MANNA Food Bank.

She is retired from a career in student financial aid in higher education that included 13 years as Director at UNC-G.

NORTH CAROLINA DEPARTMENT OF INSURANCE'S (NCDOI) REGULATION OF CCRCs

Continuing Care Retirement Communities (CCRCs) are unique to the area of long-term care in that they provide a continuum of care to North Carolina's older adults under a contract for the life of an individual or for a period longer than one year.

"Continuing care" is defined by the North Carolina General Statute (GS) Chapter 58 Article 64 as,

"...the furnishing to an individual other than an individual related by blood, marriage, or adoption to the person furnishing the care, of lodging together with nursing services, medical services, or other health related services pursuant to an agreement effective for the life of the individual or for a period longer than one year...."

"...continuing care may also include home care services provided or arranged by a provider of lodging at a facility to an individual who has entered into a continuing care contract with the provider but is not yet receiving lodging...."

Continuing care laws in North Carolina are designed to give the consumer full disclosure, concerning a CCRC prior to the execution of a contract for continuing care. These laws exist for the benefit of consumers and existing or potential residents of CCRCs.

The NCDOI has been charged with the licensing and regulation of CCRCs pursuant to GS Chapter 58 Article 64 (GS § 58-64). The Special Entities Section (SES) of the Financial Evaluation Division of the NCDOI is responsible for the regulation of NC licensed CCRC providers. The SES website can be accessed at the following web address;

<http://www.ncdoi.com/SE/Default.aspx>

and provides additional information concerning licensed CCRCs, licensing and regulation information, and contact information should you desire to learn more about CCRCs in North Carolina.

The SES is responsible for licensing new CCRCs and CCRC expansions as well as receiving and reviewing, on a timely basis, the required annual filing documents from all licensed CCRCs. These documents include, but are not limited to; disclosure statements, the provider's audited financial statement and five-year forecasted financial statement, resident agreements, statutory operating reserve calculations, and any other information concerning the CCRC requested by the NCDOI. The NCDOI reviews and analyzes the submitted information with a focus toward the financial solvency of the CCRCs. Any deficiencies or exceptions to statutory requirements are communicated to the CCRC and resolved prior to the annual acknowledgement and approval

of the provider's submitted documents and license renewal for another year.

There are presently 57 licensed CCRCs in NC and several others being developed or expanded. NC is becoming one of the most popular states for the development of CCRCs. This state is and has always been at the forefront of CCRC statutory regulation and a state whose regulations have been looked to by others around the country for regulatory guidance in developing similar statutory regulations.

The following represents some of the statutes that you, as members of the NaCCRA may find to be of interest;

GS § 58-64-40 grants "...A resident living in a...CCRC the right of self-organization, the right to be represented by an individual of his or her own choosing, and the right to engage in concerted activities to keep informed on the operation of the CCRC in which the resident resides...."

GS § 58-64-40 also requires "...the board of directors or other governing body of a provider...to hold semi-annual meetings with the residents...for free discussions of subjects including, but not limited to, income, expenditures, and financial trends and problems as they apply to the CCRC, and discussions of proposed changes in the CCRC's policies, programs and services...."

GS § 58-64-80 provides for "...a nine member Continuing Care Advisory Committee appointed by the Commissioner. The Committee consists of at least two residents of facilities, two representatives of the LeadingAge North Carolina, one certified public accountant licensed to practice in NC, one individual skilled in the field of architecture or engineering, and one individual who is a health care professional...." The Committee meets at least twice a year to discuss current industry trends, developments, and concerns and reports to the Commissioner and his deputies.

The Department of Health and Human Services or successor agency provided by law maintains the authority to license or regulate any health service facility or domiciliary service facility.

Steve Johnson
Manager, Special Entities, NCDOI
Phone: 919-807-6614
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WESTERN REGION NCCCR

Annual Meeting of the Western Region
Tuesday, April 8, 2014

Grace Ridge Retirement Community
 500 Lenoir Road, Morganton, NC 28655

Registration: 9:15-9:45 a.m.
 Meeting begins: 10:00 a.m.

Registration Fee with Luncheon \$12.00
 Registration Fee without luncheon \$2.00
 (If received by March 30)
 \$14.00/\$4.00 if received after March 30

REGISTRATION FORM

You must use this form to register-Please print

Name _____

Community _____

Address _____

Telephone _____

E-mail _____

Please make out the check to "Western Region NCCCR"

Return Registration Form with your check to:
 Glenn T. Lloyd, Ed.D.

500 Lenoir Road, Apt. 427, Morganton, NC 28655

Please indicate your interest in a tour of Grace Ridge:
 Between 9 a.m. and 10 a.m. _____ After business meeting _____

The Western Region will pay for lunch for your bus driver.

Directions to Grace Ridge:
 Proceed on I-40 to Exit 105.

If coming from the East, turn right off exit onto South Sterling St.
 If coming from the West, turn left off exit onto South Sterling St.

Stay on South Sterling for about two miles,
 It will become a one-way street going up a hill.

After becoming one-way, go to the fifth stoplight and turn right.

Proceed and bear left then right at the first stoplight.

You are now on Lenoir Road.

At the next stoplight, you will see Grace Ridge on the right.

The first driveway after the stoplight goes into Grace Ridge.

**Mary Bethel will be a keynote speaker
 at the Western region NCCCR meeting
 at Grace Ridge on April 8, 2014**



Mary Bethel is Associate State Director for Advocacy with AARP North Carolina where she works to develop and implement AARP's advocacy activities and initiatives in North Carolina. This includes efforts which are State focused as well as those pertaining to national initiatives and campaigns.

Prior to coming to AARP in October of 2005, she worked for almost 30 years with the NC Division of Aging and Adult Services where she served in a variety of administrative, supervisory and program capacities. For the last 11 years of her tenure with the division, she was Special Assistant to the Director. While at the division, she served as lead staff person for external and legislative affairs and for matters related to health, consumer advocacy, prescription drugs, and special population groups.

Mary is the recipient of numerous awards for her advocacy work including the 2012 National AARP Lyn Bodiford Award for Excellence in Advocacy and the 2011 Jim Long Award given by the Seniors' Health Insurance Information Program of the NC Department of Insurance.

CENTRAL REGION NCCRA

Our Central Region Annual Meeting has been set for Tuesday, **April 22, 2014**, at Arbor Acres in Winston-Salem. Registration and social time with coffee, tea and muffins will start at 9:00 A.M. The program will begin at 10:00 A.M. After the program there will be a brief business meeting followed by lunch at noon. Information regarding the speaker(s) for the program will be distributed through our community representatives as plans are finalized.

Please put this date on your calendar and join us for a day of fellowship and learning. Arbor Acres food services director has requested a final count for lunch by April 14, 2014. Please send in your registration in a timely manner in order to meet this deadline.

Randall Edwards
Chairperson, Central Region

Annual Meeting of the Central Region
Tuesday, April 22, 2014

Arbor Acres Retirement Community
1240 Arbor Road, Winston Salem, NC 27104

Registration: 9:00-9:45 a.m.
Meeting begins: 10 a.m.

Registration Fee for members (including lunch) \$10.00
Registration Fee for non-members (incl. lunch) \$12.00

REGISTRATION FORM

You must use this form to register-Please print

Name(s) _____

Community _____

Address _____

Telephone _____

E-mail _____

I (We) have the following dietary restrictions

Please make out the check to "NCCRA-Central Region "

Return Registration Form with your check to:
Gordon Forester, Treasurer
3600 D Wildflower Drive, Greensboro, NC 27410

Important: Please let your NCCRA community representative know that you plan to attend. This will help with coordination of transportation, if needed, and planning for meeting materials, etc.

EASTERN REGION NCCRA

The NCCRA Eastern Region 2014 Annual Meeting will take place on Wednesday, **April 9, 2014** at Galloway Ridge in Pittsboro, NC. Galloway Ridge is next to Fearington Village and is directly accessible via four lane highways.

The program will be announced later.

Galloway Ridge has recently expanded its living space, common rooms, and healthcare space. There is ample room for meetings as large as our 2013 Annual Meeting. A buffet lunch will be served to registrants. Parking is adequate and close. The meeting will begin at 9 am and end at 1:30 pm.

Contact is **Sherman Poultney**, poultney2@gmail.com
203-451-8043

Annual Meeting of the Eastern Region
Wednesday, April 9, 2014

Galloway Ridge

Registration: 9:00-9:45 a.m.
Meeting begins: 10 a.m.

THREE TOURS OFFERED AT 9:00 AM—Check Choice

- 1. The New Arbor (Assisted Living, Skilled Care, Memory Care)
- 2. Fitness, Rehab and Primary Care Centers
- 3. The Library

Registration Fee (including lunch) \$15.00 per person
Without lunch \$2:00 per person

REGISTRATION FORM

You must use this form to register-Please print

Name(s) _____

Community _____

Address _____

Telephone _____

E-mail _____

I (We) have the following dietary restrictions

Please make out the check to "NCCRA-Eastern Region "

Return Registration Form with your check to:
Bill Schwab, Event Treasurer
3000 Galloway Ridge Road, Apt C-306, Pittsboro, NC 27312

THIS FORM AND CHECK MUST BE RECEIVED BY APRIL 2, 2014

The *Hotline* is published quarterly by Bernard S. Coleman, Deerfield Episcopal Retirement Community, Asheville, NC, for NCCCRA President Walton T. Boyer, Jr, 25 Sheffield Circle, Asheville, NC 28803 (828-277-6493--Walton.boyer@charter.net).
 Submissions to the *Hotline* and other *Hotline*-related communications should be addressed to the editor, Bernard S. Coleman (gothic63@charter.net).

www.NCCCRA.org
The NCCCRA home page
is your source
for information.
Check it out!

Membership Application

One-year membership is \$7 for an individual, \$14 for a couple. Life membership is \$50 for an individual, \$100 for a couple. **Checks should be made payable to NCCCRA and given to your community's NCCCRA representative**, so he or she can keep an accurate tally of members. Please indicate whether you are a renewing or new member. If you are not sure who your community's NCCCRA representative is, you may find out by contacting NCCCRA President, Walton T. Boyer, Jr., 25 Sheffield Circle, Asheville, NC 28803; (828) 277-6493; walton.boyer@charter.net.

If your community does not have a representative, mail checks to:

NCCCRA, c/o Susan Rhyne, 3913 Muhlenberg Court, Burlington, NC 27215.

The form below is provided for your convenience.

APPLICATION FORM (please print or type)

For membership year 2014

 (Your name)

 (Spouse's name, if applicable)

Community _____

Address _____

Status (please check one): Renewal New member

Enclosed is payment for (please check one):

One year: \$7 single \$14 couple **Life:** \$50 single \$100 couple