

Village Insights

The Newsletter of Carleton-Willard Village

30th Anniversary Issue – 1982-2012

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CARLETON-WILLARD VILLAGE

Carleton-Willard Village is a not-for-profit continuing care retirement community accredited by CARF-CCAC, and a teaching affiliate of the Boston University School of Medicine.

At 30, Sense of Community Still Resonates Big with Residents



A Momentous Accomplishment – Carleton-Willard Village, established in August 1982, turns 30 this year.

Many of the Village's longtime residents have seen a number of big changes since Carleton-Willard's inception in 1982. But the beauty and closeness of the community is the same as ever.

Margaret Jenkins remembers the early days vividly. "I drove out here from my home, week after week, watching Carleton-Willard being built from the ground up," recalls Margaret. "I could see right away that it was going to be something special."

Resident Margaret Mendelsohn was similarly impressed. "The way the buildings

had nature all around them," Margaret remembers. "And to feel far from the city, with all the trees and flowers – such a beautiful place!"

But the appeal of the Village went far beyond appearances. "You felt so nice the moment you walked inside!" resident Trish Gately fondly recalls. "You felt like you belonged – you know that feeling? And the decor was comfortable, very warm...it made you feel like you were home."

The Carleton-Willard staff also figured prominently into the future residents' initial perceptions of the Village. "I was very impressed by my introduction," notes Margaret Mendelsohn. "It was just so friendly

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Building a Village: It's All About Planning

If you think new construction is a fairly daunting undertaking, imagine a top-to-bottom renovation on a building that's completely filled with residents! The operations team at Carleton-Willard Village has been called upon to manage the logistics of such complex projects – like



Master Planner – Paul Lund, Director of Facilities Management, has been integral to every Carleton-Willard expansion and renovation project since 1986.

the recent Llewysac Lodge renovation – many times over the years.

“That was always the most impressive thing about our construction projects,” notes Paul Lund, CWV’s Director of Facilities Management. “We’d start off asking, ‘Okay...just how are we going to get this done?’”

The Llewysac project involved removing residents from their rooms for the day so construction crews could make structural, utility and cosmetic upgrades. Crews were given unforgiving deadlines: all residents had to be back in their rooms by the end of each day, without exception. The renovations progressed, one room at a time, for over four years.

Another complicated project was the renovation of the *Skilled Nursing Facility*. “We basically gutted the whole building,” explains Paul. “Electrical, HVAC...there was a good deal of construction, too. We even completely redid the administration wing.” Looking back, Paul considers the logistical challenges of the project “staggering.”

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Ideal Diet Can Be A Matter of Taste

As the Village’s Registered Dietician, Cherie Asgeirsson translates her extraordinary knowledge of nutrition into healthy dietary programs every day for



Carleton-Willard residents. But after 23 years, she’s found a new recipe for healthy living – and it’s less about what one eats, and more about who one is. “Coming from the hospital and research setting, I had a very idealistic view,” explains Cherie. “What’s the right cholesterol number? The precise menu? But I’ve learned that my goal is really to increase our residents’ quality of life.”

Meeting that goal involves guiding residents rather than setting absolutes. “It’s not so much about what you should eat and when, but what you like to eat, and when and where you want to eat,” says Cherie. “I’ve gone from the curative to the qualitative – what’s best for each person? What makes you feel good, while at the same time keeping you safe? That’s what’s most important.”

Nutritional standards are, of course, an essential part of all Village meal programs, but Cherie takes her role a step further. “Every resident is like my own grandma and grandpa. And I want them to like what they eat!”

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At 30, Sense of Community Still Resonates Big with Residents

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and welcoming!” Margaret Jenkins had a similar experience. “I was impressed by the people in charge,” she says. “This was my first introduction to retirement living, and they were well-qualified...they knew what they were about. That says a great deal about a place.”

“For me, it was meeting Barbara Doyle,” says resident Gene Odell. “I was so impressed with her. She knew all the facts. She’s a wonderful listener. And I had a lot of questions!”

Since 1982, the landscape of Carleton-Willard has seen its share of changes. “The Village has gotten considerably bigger,” notes Margaret Mendelsohn. “The athletic facility, the pool. And there are more people living here...many more homes.”

The addition of Main Street was a major step forward for the Village, according to Gene Odell. “Main Street is very unusual, very special,” says Gene. “You can meet old friends, you can make new friends. Even if you’re using a walker or a wheelchair, you’re not isolated. At other facilities, especially the high-rise places, if you’re disabled, you’re isolated. I think that would be so hard! Here, you can go to Main Street, meet people, play some bumper pool, or go to the [Abbott] Dining Room or [Victoria] Café for a meal!”

Main Street holds a special place for Trish Gately as well. “Before I came here, I was very shy,” Trish explains. “When I first got here, I went to Main Street, just to see. I remember asking some people, ‘So, would you like to have dinner?’ Total strangers! And they said yes! Well, that took me right out of my shell.”

But despite the expansions, the character of the Village remains the same as the day the doors opened. “The quality of people who come here, that’s never changed,” maintains Gene Odell. “I think the Village attracts a certain kind of person. All you have to do is visit here. [CWV Marketing Director] Peggy Whitely takes you around, you meet the residents, you really get the picture.”

“I was never interested in a retirement community,” admits Margaret Jenkins. “When I retired, I wanted to find a nice,

secure home. You get that here, of course, but I became so interested in all of what Carleton-Willard was offering – the programs, the activities and social events. And the living spaces are just so lovely! I’ve never made a better decision than the one to come here.”

“There’s always a lecture or art event going on,” adds Gene Odell. “The bulletin board is full with activities. And then you see the Fitness Room and the pool, the gardens and the grounds and the walking paths. People very quickly get a sense of what kind of life you can have here.”

The potential for a rich and fulfilling retirement is attracting ever-younger residents to the Village. “There are couples here in their seventies,” notes Gene Odell. “They’re babies!”

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Partners in an Extraordinary Community – (clockwise from top left): Carleton-Willard Village residents Tricia Gately, Margaret Mendelsohn, Gene Odell and Margaret Jenkins.

Village Garden Tour a Thing of Beauty

Imagine a symphony of color, an orchestration of artistry and nature. If you can, then you have an idea of what visitors to the 2012 Village Garden Tour experienced on June 12.

The Garden Tour is always one of the most anticipated occasions at The Village, and this year's event did not disappoint. Fifteen residents' private gardens were on display, with several cottages and homes also open for visitors to view – an impressive showcase of horticultural skill, garden design and home aesthetics.

In addition to residents' personal gardens, six of the Village's common gardens exhibited the extraordinary talents of CWV's own landscape artist, Philip Kenney. A continuous slide show of Philip's work was presented in the Auditorium during the Tour.

Approximately 90 guests from the Bedford Garden Club, the

Carleton-Willard At Home program, prospective new Village residents, and garden lovers from the surrounding community joined many of our own residents for this year's Tour. Both residents and returning visitors noted that this year's event was one of the most exciting ever.

"A lot of people are surprised to see gardens like ours," says Kenney. "Many don't realize that if they move here, they can get a townhouse and a little garden of their own and stay active. That's really appealing."



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Additional photos from the Tour can be found on page 10.

Llewsac's Superior Approach to Assisted Living

Of the many distinctions that set the Village's Llewsac Lodge apart from other assisted living facilities, the most significant is also the most fundamental. "It comes down to how you operate a facility," says Lois Young, CWV's Director of Llewsac Lodge.

Lois, not surprisingly, is unabashedly passionate about the Llewsac mission. "My goal – the goal of Llewsac Lodge – is to maintain the highest quality of life as we can for our residents," she explains. "We're keeping people healthy, high-functioning and independent. Unlike any other assisted living facility, we've got the capabilities and resources to actually do that."

The Llewsac difference can be traced back to the founding of Carleton-Willard Village. When the old Llewsac Lodge was incorporated into the Village, it was licensed under existing Massachusetts nursing home standards, rather than the newly created criteria for "assisted living." In those facilities, nurses can only serve in an ancillary role, and are restricted from directly treating patients or giving medications. In a medical emergency, nurses in these other facilities have to call a doctor or 911.

"Assisted living' is a social model for a facility," Lois explains, "It's not a medical model."

By stark contrast, Llewsac's nurses are on duty round-the clock, and because of Llewsac's licensing, can directly administer treatment. "It's always under the direction of a physician," notes Lois. "But we give patients most of their medications. We can change dressings after surgery. We can do injections, give oxygen, perform tests like

diabetes testing. And we can treat diseases like pneumonia and other upper respiratory infections."



Lois Young, Director of CWV's Llewsac Lodge.

The extended nursing capabilities translate to improved longterm health for patients, and Llewsac's nurses are able to form close bonds with residents and their families. "We really get to know our people and understand their needs so much better," says Lois.

But it's the benefits of preventive care that are the most impressive for Llewsac patients. "We can actually prevent certain illnesses from occurring, and we can manage chronic illnesses so they aren't so debilitating," Lois explains. "Sure, you

can always go to the emergency room if you need to, but by that time, you're so sick! Here at Llewsac, the minute someone gets ill – especially a chronic illness – we're on it."

According to Lois, the results are nothing short of remarkable. "We treat people faster, they get better quicker, and they stay healthier longer," she says. "We've kept people healthy here when they had been sick all the time at home. They're able to get out and go places again...get back into life and enjoy the things they love to do."

Lois' Llewsac experience has had an impact on her personally as well. "This is the best job I've ever had in my life. I'm so grateful to be here."

"It's an amazing thing that we do," she adds. "It's a miracle, really!"

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back to health
could be through
our woods.



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Around The Village

The Big 3-0! Carleton-Willard Village celebrated its 30th Anniversary with a series of celebrations August 1-3 featuring an exciting Virtual Cruise for residents. Various locations around the Village were transformed into scenes from three popular "Ports of Call": Nassau, Bahamas; Paris, France; and Florence, Italy. A full report of all the festivities, complete with event photography, will be highlighted in the next issue of Village Insights. Don't miss it!

Meet Phyllis Jacobsen Phyllis was a resident of the Elizabeth Carleton House in Roxbury when it was incorporated into Carleton-Willard Village in 1982. Still active at 98 (here she is enjoying a swim at the Village's Aquatic Center), Phyllis has been a longtime resident of Llewysac Lodge.



Taking Cues From Nature

When it comes to shaping the landscape of Carleton-Willard Village, Philip Kenney turns to the source. "I take my cues from nature," explains the Village's veteran Landscape Gardener. "I borrow ideas from what nature has placed around us."



A Natural Artist – CWV's resident horticultural expert, Philip Kenney.

For 16 seasons, Philip has been transforming the individual gardens around the Village into a cohesive sensory experience. "We have so many people here who love to walk," says Philip. "They'll take a stroll from their townhouse to Main Street, or along one of the walking paths. Now, we have a series of beautiful gardens that connect people to all these outdoor spaces."

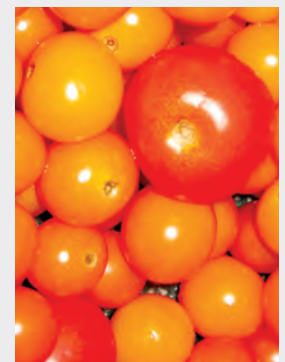
According to Philip, each Village garden lends itself to a different feel and theme. The Croquet Court Garden, for example, is reminiscent of the outlying fields and wetlands. "I decided it should be a more natural garden, not so formal," explains Philip. "I borrowed plants and other elements from the nearby wilderness and brought them in nearer to the Village."

That strategy is a central element in Philip's design approach. "I'm trying to bring nature close to those residents who, perhaps, can't get out like they used to. I'm bringing the woods and the fields to them."

According to Philip, the Village's gardens are a work-in-progress. "But that's the fun with gardens," he says. "They're never done!"

This Just In

Village residents and staff members participated in this year's Connect The Dots Tomato Patch, and now we're all reaping the rewards of their hard work! The tomato patch was one of thousands of projects worldwide supporting 350.org's Connect the Dots Day. The event was developed to bring attention to climate change and to encourage the reduction of carbon dioxide emissions by growing and purchasing locally grown food. Fresh, vine-ripe Sungold tomatoes are now regularly featured at all Village dining venues. Be sure to check out the next issue of Village Insights for more about the project, along with photographs of your resident farmers in action!



Barbara Doyle Marks 30th Year at Carleton-Willard Village



The Village's CEO and President, Barbara Doyle.

As Carleton-Willard celebrates its thirtieth anniversary, 2012 also marks another 30-year milestone: Barbara Doyle's tenure as the face and voice of the Village.

Already an experienced senior care professional when hired as the Village's Associate Executive Director,

Barbara was promoted to President and CEO of Carleton-Willard Homes Inc. after two years. She has led Carleton-Willard Village through a series of extensive facility expansions and renovations since that time. Barbara is also the guiding force behind the development of a progression of innovative senior care programs, such as the highly successful Carleton-Willard At Home.

Carleton-Willard was a groundbreaking concept in 1982 – the first retirement community of its kind in Massachusetts. From day one, Barbara championed the ambitious vision of the Village's founders and adopted the organization's mission as her own. Over the years, Carleton-Willard has grown steadily in stature and strength. Today, it is one of the most respected continuing care retirement communities in the country.

A leader and respected figure in the senior services field at both the state and national level, Barbara has served as both President and Chair of Massachusetts Aging Services, and has been a member of the national Board of Directors of the industry association Leading Age. She has been recognized for her service with numerous awards, including the AAHSA Meritorious Service Award and the MassAging Outstanding Mentor Award.

"For 30 years, Barbara Doyle has dedicated her life to understanding the needs and aspirations of the elderly," says Jim Saltonstall, Chairman of Carleton-Willard Homes.

"Barbara thrives on challenges," adds James Stockwell, President of Carleton-Willard's Residents' Association. "She is a pleasure to work with and an inspiration to the Village."



Sharing the Vision – Barbara Doyle addresses attendees at a 1988 groundbreaking event for construction of the new Village Auditorium, one of many expansion projects she has overseen while at Carleton-Willard.

Sense of Community Still Resonates Big

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you can have here."

The potential for a rich and fulfilling retirement is attracting ever-younger residents to the Village. "There are couples here in their seventies," notes Gene Odell. "They're babies!"

According to Margaret Jenkins, one Village feature that has never wavered is the quality of the food. "I used to go to the Ritz Carleton in Boston for breakfast all the time," says Margaret. "I've

always said, the breakfast at the dining room here compares with the Ritz!"

Another point on which these women agree: the staff at the Village has always been second to none. "I just love the staff!" says Trish Gately. "I guess I can't help but be partial, but I think they'd do just about anything for any of us. For someone coming from their own home to a retirement community, that's big"

Carleton-Willard Village Taking Shape



Beginning the Transition – (Top row, left to right): The first Llewysac Lodge in Bedford, purchased by the Frances E. Willard Settlement in 1909 as a home for needy older women and a summer working facility for the Home for Working Girls founded by Elizabeth Caswell; farm-raised food being preserved in the kitchen of Llewysac Industries; Llewysac products for sale to the public. (Middle row, left to right): Residents of Llewysac Lodge gather for prayer; Nellie M. Cook Hall, later called the Main House, was built in 1913 to provide additional dormitory space and improved work space for Llewysac Industries; clearing the original 65-acre site for Carleton-Willard Village in Bedford, 1981. (Bottom row, left to right): The first of many cluster homes is built under the towering pines, 1981; with the Main House in the background, Badger Terrace construction begins, 1981; Higgins House is set on a temporary foundation and moved to its new location, 1982.

Expanding Through the Years



Carleton-Willard Keeps On Growing – (Top row, left to right): Lowering the grade for the new employee parking lot to shield its view to the surrounding neighborhood, 1988; one of the many groundbreaking ceremonies, with President/CEO Barbara Doyle at center, 1988; the Main Street/New Wing construction in 1988 added the Auditorium, Terrace Dining Room, Rotunda, Victoria Café, and an expanded main kitchen to the Village. (Middle row, left to right): The Main House is razed to make room for new independent living apartments at Winthrop Terrace, 1991; foundation work for Winthrop Terrace; Winthrop Terrace construction in full swing. (Bottom row, left to right): Extensive landscaping, a hallmark of the Village, being installed at Llewysac Lodge and Winthrop Terrace, 1991; soon to be a favorite spot for residents, the Croquet Court is installed, 1991-92; facade of the Wellness Center under construction, 1999-2000.

The 2012 Village Garden Tour



Nature on Parade – Beautiful weather and even more beautiful gardenscapes awaited residents and visitors attending this year’s Village Garden Tour. Tour participants were greeted (bottom center, left to right) by CWV’s Peggy Whiteley, Marketing Director; Linda Devine, Acting Assistant to the President/CEO; and Paula Von Kleydorff, Carleton-Willard At Home Director.

All About Planning

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“We had patients, medical staff, support staff, visiting families – what do you do with all those people? You just can’t shut everything down!”

The administrative wing was temporarily relocated to trailers while work continued with the resident rooms. “It took a massive amount of coordination, especially with residents’ families,” Paul says. “In the end, I’m so happy with the result. The rooms look so much more like home. But it was definitely a challenge.”

Another test of planning and organization was one of Paul’s very first projects at the Village: the extension of Main Street and its associated new amenities, including the Victoria Café, the Auditorium, and the expansion of the main kitchen.

“People have to eat,” says Paul. “How do you shut down a kitchen and still feed the residents?” The solution was to rent a cooking facility in nearby Waltham where Village chefs could

prepare meals and deliver them hot to residents. “I don’t know how we did it,” Paul confesses. “I was just amazed. I still am.”

Even projects like the building of the new employee parking lot in 1987 required more than the usual amount of forethought. “Our neighbors on Wagon Wheel Drive, understandably, didn’t want to look out their windows and see a big parking lot,” says Paul. “We actually lowered the grade of the parking lot ten feet to get it out of view. We added a stockade fence and trees, and installed box lights so the parking lights shine downward. We really try to be good neighbors.”

Another of Paul’s favorite projects was the new Maintenance Garage. “Let me tell you,” Paul insists, “Once you get a place for all your stuff, you’ll never know how you got along without it!”

