

The Neighborhood News

An Innovative Senior Community

OCTOBER 2014]

260 McDougall Ave. • Detroit, Michigan 48207 • www.RivertownSeniorLiving.org | PVM / UMRC

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WELCOME HOME !!

The City of Detroit Fire Marshall has issued an ordinance that there is to be smoking on the 4th. Floor Roof Top. Violators will be ticketed and issued a 30-Day notice to vacate.



Maintenance Work Orders

We love to hear from you. But please call the office to place maintenance work orders at **313.259.9000**, leave your name, apartment #, and description of the problem and we will address it as soon as possible.



Please **DO NOT** stop maintenance in the hallway with your work orders, they may not remember to come back to you and we will have no record of your request.

Should you have maintenance Emergency after 4:30pm please call 313.300.1813 and someone will be available to assist you.

Happy Halloween



Look for PVM on:



SERVICE COORDINATORS'S CORNER

As service coordinator at Rivertown Neighborhood Apartments, my goal is to help residents continue to live independently. To do this, I look for resources in the community to help meet each person's needs. I am a licensed master social worker and have worked as a service coordinator for more than two years. I am employed by the Luella Hannan Memorial Foundation. Vanessa Rorai, graduate social work student at Wayne State University, will be working with me over the course of the next few months.

I will be reaching out to all residents in the building, but please call or stop by if you have situation that Vanessa and I might be able to help solve. I am in the office from 9 a.m. - 5 p.m. every Tuesday and Friday and alternating Mondays. In addition to linking residents with services, I am required by HUD to hold free monthly educational workshops in the building. The education workshop planned for this month is a Meet and Greet, scheduled at noon on Monday, September 29.

Hannan Team Leader Annette Pledger, Vanessa, and myself will attend the event with the hopes of getting a chance to meet with all residents. The Center for Senior Independence has been invited to present for the October educational workshop.

Fliers with details about the date and time will be sent out. I welcome suggestions on education workshops, so if you have any ideas, please let me know. I can be reached during my scheduled work days at 313-446-8703.

Thanks!
Renee Saunders,
LMSW
Service Coordinator





It's Your Life. Live It Well.

By Tom Wyllie,
Director of Wellness

This month we have a guest columnist, Morgan Nelson, an intern from Oakland University's Wellness, Health Promotion & Injury Prevention Program

Bullying and RESPECT

When you think of the word 'bullying,' your mind may go back to the days on the schoolyard playground, in high school halls, or even in the professional workplace. Bullying, however, can occur at any time and any place in a person's life including our later years. Although it is a growing problem, we can take effective steps toward addressing the issue and perhaps redefine what bullying means.

Bullying can take on many forms which may include name calling, gossiping, insults, racial slurs, shunning, belittling jokes, bossy behavior, invading personal space, spreading rumors, making fun of physical or mental disabilities, making offensive gestures or facial expressions, and engaging in mental and/or physical abuse. It can lead to reduced self-esteem, feelings of rejection, fear and anxiety, depression, suicidal thoughts or actions, self-isolation, increased stress, negative changes in eating and sleeping habits, and negative effects on activities of daily living.

To bully is to essentially disrespect your peers.

There are steps YOU can take to prevent and stop disrespectful thoughts and actions. Everyone can practice RESPECT:

- o **R**ecognize others for who they are and appreciate their differences
- o **E**nergize your environment; make it welcoming for others
- o **S**upport and uplift the spirit of your peers
- o **P**ractice empathy; put yourself in their shoes
- o **E**xpand your social network, connect with your peers
- o **C**ommunicate with kind words and gestures
- o **T**reat others how you would want to be treated



Announcements

Rules and Regulations

1. Proper attire including shirts and shoes must be worn in ALL common areas.
2. All rubbish must be placed in plastic bags, tied securely, and put in the proper waste receptacles.
3. There shall be no altering or installation of locks, ceiling fans, outside antennas, etc., without written consent of the landlord or landlord's agents.
4. Patio areas and area around the apartments should be kept from being cluttered or used as a storage area. Clothing should not be hung on the patio.
5. No waste receptacles, supplies, footwear, umbrellas or other articles shall be left in hallways or hung from windows.
6. Water usage is not for car washing.
7. Car repairs and maintenance work of cars should not be done on the property of the Village.
8. Common area laundry facilities are for residents only.
9. Residents must provide their own personal property insurance.
10. The unit or common areas are not to be used for unlawful purposes.
11. Neutral colored BACKED house drapes, window shades and mini blinds, must be used in window treatment.
12. **EVERYONE** must participate in Tornado and Fire Drills. Residents may not tamper with, unhook, or disengage the smoke detector located in resident apartments.
13. Live Christmas trees are not allowed.



The Senior Advocate.

By Lynn Alexander,
Vice President of Public Affairs

“WHAT I DO MATTERS”

A recent experience reminded me of why I chose to entrust my career with Presbyterian Villages of Michigan. We are continuously engaged in an initiative titled Service Excellence which permeates our culture at PVM. The logo: “What I do matters” supports this commitment to excellence in customer service.

The four pillars of Service Excellence are:

Listening: Acutely paying attention and seeking to understand.

Relationships: Our way of forming a meaningful and genuine connection with our residents, each other, and the community.

Accountability: The willingness to accept responsibility and delivering upon expectations.

Respect: Treating all with dignity and worth.

As we are often told, we never know when we may be facing a tough caregiving situation. And such has been the case with me. Thus, I have had a chance to not only be involved with Service Excellence at a professional level, but also to experience it at a personal level as a consumer. All at once I had two parents hospitalized at once, a transfer to rehab Mom and the death of my dad. During that time, my mom had to bury her husband while transferring from independent living to a hospital setting, to rehab, and then back to independent living.

This was a very traumatic situation for my entire family. One of the few bright spots was the care and customer service given to us by the leadership and staffs of The Village of Oakland Woods and The Village of East Harbor.

They were there for us minute by minute, responsive in every way, and compassionate in their interactions with us. In short, they exemplified all four pillars of Service Excellence; and I am indebted to them for life.

I am proud to say that I work for Presbyterian Villages of Michigan! Thank you all.

US MAIL & PACKAGE POLICY



The Rivertown Office/Staff may not hold, keep in office or sign for any type of mail or packages addressed to the resident.

All U.S. mail or packages must be delivered directly to the resident.



Giving Matters.

By Paul J. Miller, CFRE,
President, PVM Foundation

PVM FOUNDATION

Support Future Residents *and* Generate Income for Life!

Did you know that there are other ways you can support your PVM Village besides writing a check? You can leave a legacy for future residents through a planned gift to the PVM Foundation, like a charitable gift annuity.

A charitable gift annuity is an agreement between a donor and PVM where the donor makes a gift to PVM. In exchange, the donor receives **fixed payments for life** with as high as a 9% rate of return, depending on the donor's age. You don't have to be very wealthy to make a charitable gift annuity. With a little planning, even people of modest means can make a big difference.

With your gift, you can help improve the lives of future residents at your Village in so many ways, such as through Benevolence to help residents in emergency financial situations or fitness programs like A Matter of Balance to reduce falls.

Donors who make a planned gift to PVM are eligible to be members of the Calvin Society and are honored annually at a special event. For more information about Charitable Gift Annuities and Calvin Society membership, please contact us at 248-281-2040 or pvmfoundation@pvm.org.

Thank you to all our donors who support the PVM Mission and make a lasting impact on future residents!

Warm regards,
Paul J. Miller, CFRE

Eastern Market, a non-profit, invites you to

INAUGURAL HARVEST CELEBRATION



Thursday, October 16, 2014
6:30 PM

Join us inside Shed 3

* Classic and Craft Cocktails *

* Live Entertainment *

* Silent Auction *



Presbyterian Villages of Michigan Foundation
presents its 11th annual Gala

Get Your Motors Running!

Sponsorship Packages Available!

Patron Tickets \$375
Individual Tickets \$250

For more information, contact
PVM Foundation at 248.281.2040
or visit www.pvmfoundation.org



5:30 p.m.
VIP Pre-Reception & Raffle Preview
(Sponsors & Patron Tickets only)

6:30 p.m.
General Reception & Raffle

7:30 p.m.
Dinner, Program & Entertainment



DETROIT SYMPHONY ORCHESTRA
LEONARD SLATKIN Music Director

A COMMUNITY-SUPPORTED ORCHESTRA
Seating is limited.

RIVERTOWN SENIOR APARTMENTS PVM/ UMRC

PVM RISK MANAGEMENT



For Your Safety.

*By Carrie L. Moon-Dupree,
Vice President of Risk Management & Quality*



2014 Resident Satisfaction Survey

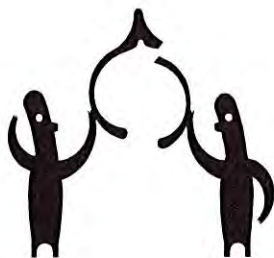
Thank you to the 1,316 residents and families across Presbyterian Villages 25 Villages who took the time to respond to the 2014 Resident Satisfaction survey. Those surveys, plus your written comments, provided us with valuable information concerning what we are doing right and where improvements need to be made. Your administrator, after reviewing the results, will develop steps to improve in key areas that you have indicated are important to you. The results of the survey as well as action plans will be shared with residents, families, board members and staff. Measureable goals are set along with a touch points throughout the year to see what progress is being made.

An important aspect of feedback to residents and families is an explanation of why we can or cannot act on their concerns. For example if a resident at an affordable housing site offered the observation that their rent is too high, we can pass that information along to HUD and MSHDA, but we cannot change how rent is calculated. If however residents do not feel they have received value for their rent money, that is an area we can do something about. The first step would be to find out from the residents what would more value look like to them. In both instances, an explanation is in order.

Communication between administrators and residents is an ongoing process, not just at survey time. It is important that when the 2014 survey results are presented at your Village you attend the resident meeting to discuss the results. Perhaps your administrator needs some clarification on a particular issue or can offer a more detailed explanation as to why something is the way it is. When people work together for the common good, much can be accomplished. The one thing that comes through on both the employee and resident surveys is that we care about each other, which is a great place from which to start.

Presbyterian Villages of Michigan is committed to Service Excellence and the four pillars of: Respect, Relationship, Accountability and listening. You have spoken and we are listening.

Together we can accomplish great things.



Rivertown Neighborhood

October, 2014

~ October 2014 ~						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2	3	4
5	6	7	8	9	10	11
12	13 Columbus Day No Mail today	14	15	16	17 <i>Grand Opening of</i>	18
19	20	21	22	23	24	25 Happy Birthday Jennifer Thompson
26	27	28	29	30 Happy Angels Night 	31 Happy Halloween 	Notes:

PVM~ UMRC

ADMINISTRATOR'S MEMO



Subject: Smoke Free Environment

As a leader in Quality Senior Living and in support of our ongoing commitment to the safety, health and well-being of our residents, staff, and guests, PVM has implemented a new Smoke Free Environment Policy. Effective July 1, 2010 indoor smoking is no longer allowed at The Village of Spring Meadows II, including in individual apartments. Smoking will be permitted in designated outdoor smoking areas only. For purposes of this policy the term "smoking" means inhaling, exhaling, breathing or carrying any lighted cigar, cigarette, or other tobacco product or similar lighted product in any manner or form.

Failure to observe this policy shall constitute material non-compliance with your Lease Agreement. A violation of this policy may result in the termination of your Lease.

Subject: Possession of Guns

Guns of any kind are prohibited at the Village. The Village is private property; HUD therefore allows owners/management to set restrictions and guidelines for residents.

Subject: Illegal Use of Drugs

Residents, household members, or guests under residents control may not engage in activities that may threaten another resident's health, safety, or right to the peaceful enjoyment of the premises. These activities include, but are not limited to the following: Residents, or guest under resident's control, may not engage in the illegal use, sale, distributions, or manufacture of drugs.

Residents, or guest under resident's control, may not engage in the abuse or pattern of abuse of alcohol.



"team work- makes the dream work"

EXTRA, EXTRA Read all about it....

Resident activity survey, coming to a door near you!

Residents it's your time to tell us what you would like to have and do at your community.



Calling ALL Resident Leaders
Start Up for Resident Council
It's time for you to take the lead.



Please cast your name for the following positions
In the office by 10-10-2014

Tenant Council President
Vice President
Secretary
Treasurer
Sargent at Arms

Floor Captains
Needed
For 1st & 4th floor

New Floor Captains

2nd. Floor- Mary Woods
3rd. Floor- Marvin Roger



**RIVERTOWN
BOARD
Of
Directors**

Gloria Robinson: President

John Nixon, III: Vice President

Secretary: Robert Schroeder

Treasurer: Colleen Dolan-Greene

Lynda Jeffries, Ph.D.

Roger Myers

John Thorauer

BIRTHDAY CELEBRATIONS !!!



***Happy Birthday to you,
happy birthday to you....
Happy Birthday
Jennifer Thompson # 407
10/25/ 2014
Happy birthday to you!!!***

Rivertown Senior Apts.
260 McDougall St.
Detroit, Michigan 48207
313.259.9000
313.394.0670 (fax)

Linda Wilcox
Housing Administrator
PVM / UMRC

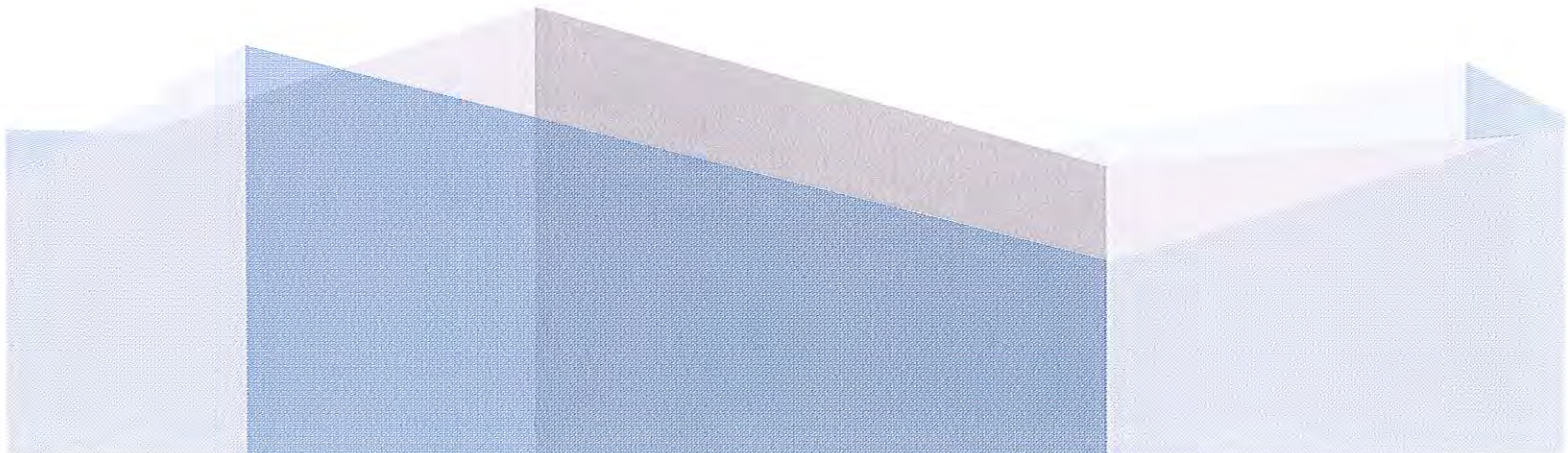
*For more details, visit
pvm.org*

You are Responsible for your Guest/Friends & Family's ACTIONS!

Residents Responsibility

Your Lease states: The LANDLORD may terminate this Agreement for the following reasons:

1. drug related criminal activity engaged in on or near the premises, by any TENANT, household member, or guest, and any such activity engaged in on the premises by any other person under the tenant's control;
2. determination made by the LANDLORD that a household member is illegally using a drug;
3. determination made by the LANDLORD that a pattern of illegal use of a drug interferes with the health, safety, or right to peaceful enjoyment of the premises by other residents;
4. criminal activity by a tenant, any member of the TENANT'S household, a guest or another person under the TENANT'S control: (a) that threatens the health, safety, or right to peaceful enjoyment of the premises by other residents (including property management staff residing on the premises); or (b) that threatens the health, safety, or right to peaceful enjoyment of their residences by persons residing in the immediate vicinity of the premises;





RIVERTOWN
Neighborhood

an innovative senior community

SENIOR
APARTMENTS

INDEPENDENT SENIOR LIVING

Presbyterian Villages of Michigan
and United Methodist Retirement Communities
invite you and a guest to celebrate the

*Grand
Opening*
of

Rivertown Neighborhood Senior Apartments

Friday, October 17, 2014
2-4 pm

The Community Room at Rivertown Neighborhood

260 McDougall Avenue
Detroit, Michigan 48207

Valet Parking
Refreshments

Jazz
Tours

Rivertown Neighborhood is an innovative senior community located near Detroit's riverfront. Rivertown Senior Apartments feature 50 one-bedroom affordable independent living senior apartments in a setting of amenities, social events, and wellness programs.

The Rivertown Neighborhood campus is a collaboration of four organizations, dedicated to quality living for seniors.

**PRESBYTERIAN VILLAGES
OF MICHIGAN**
HENRY FORD HEALTH SYSTEM
**UNITED METHODIST
RETIREMENT COMMUNITIES**
CENTER FOR SENIOR INDEPENDENCE

**Presbyterian Villages
of Michigan
Mission Statement**

Guided by our
Christian heritage,
we serve seniors of
all faiths and create
new possibilities for
quality living.

www.pvm.org

Office Numbers (313) 259-9000

Neighborhood Staff

Linda Wilcox 
Housing Administrator

313.259.9000 ext. 1
lwilcox@pvm.org

Renee Saunders
Service Coordinator

313.446.8703 ext. 3

Mary Gieger
Lead Maintenance

313.300.1813
After 4:30pm Only

EMERGENCY NUMBER

(313) 300-1813



Presbyterian Villages of Michigan Foundation serves Michigan seniors of all faiths by raising essential funds to support the mission of Presbyterian Villages of Michigan for the greatest needs of our residents. A gift to Presbyterian Villages of Michigan Foundation is truly an investment in our residents. For more information on how you can help Michigan seniors, call Presbyterian Villages of Michigan Foundation at **248-281-2040** or visit www.pvmfoundation.org



an innovative senior community

250 McDougall Avenue
Detroit, MI 48207-4251

An Innovative Senior Community