



The Informant

June 2025

Residents Council

Residents Council Vice President Bob Harpur reported that the last meeting was held on Friday, May 30. A big shout out to our dedicated area representatives who have had a great month connecting with fellow residents! Your efforts to involve others in Village life—through New Resident Orientation, area gatherings, ice cream specials, coffee hours, the recent bus trip to Hale Theatre, and much more—are truly invaluable. If you're interested in becoming an area rep, please reach out to your current representative and help us continue to foster a warm and welcoming FVT community.

Standing Committee Reports

- **Building, Grounds & Safety Committee** – Chair Linda Cooper shared that the tree trimmers have been onsite and will be returning. If you have a specific tree you feel needs attention, please submit a work order.
- **Bylaws & Procedures Committee** – Chair Ed Kearns proposed the addition of two new procedures to the Residents Council Procedures Manual. Both were approved by the Council.
- **Finance Committee** – Rose Frankfort provided an oral report and noted that a detailed written report is available on Resident Apps.
- **Healthcare Services Advisory Committee** – Chair Pauline Peverly shared that several AED (defibrillator) wall-mounted units are now located throughout the Village. A 12-minute instructional video on AED usage can be

found under the "Video" icon on Resident Apps.

- **Resident Engagement Committee** – Sandy Somers announced an upcoming Activities and Volunteer Fair, scheduled for February 19–20, 2026 in the Skirm Auditorium.
- **Welcome Committee** – Chair Susan Barrett reported that ten new residents moved into the Village during the month of May. The next Welcome Coffee is scheduled for June 19th.

The meeting also featured guest speaker Maryann Erickson, who introduced the new Jewelry Studio located in the Arts and Recreation Center (ARC). Nine talented jewelers are available every Tuesday from 9–11 a.m. to help with repairs. The only cost to residents is for materials—labor is free, though donations are welcome.

The next Residents Council meeting will be held on Friday, June 27 at 9:30 a.m. in the Skirm Auditorium. All are welcome to attend!

The Villager Quilters and Fabric Artists

At Friendship Village, we are proud to recognize the incredible talents of our Village Quilters and Fabric Artists—a dedicated group of women who quilt for both joy and purpose. Among their many charitable efforts, they proudly support the Quilts of Valor Foundation, a national organization whose mission is to honor and comfort U.S. military service members and veterans who have served in combat zones. Since its founding, the

Foundation has awarded over 405,000 quilts, each a heartfelt symbol of appreciation and gratitude. A Quilt of Valor is more than fabric and thread—it's a tangible expression of respect, comfort, and gratitude for those who have bravely served our country. Each stitch carries with it the love and care of the quilter, ensuring that recipients know they are remembered, appreciated, and honored.

On behalf of the Quilts of Valor Foundation and the Friendship Village Quilters, Cecilia Dahl proudly presented a Quilt of Valor to Village resident Terry Pochert. Terry served on active duty in the U.S. Air Force from 1966 to 1970, stationed in Southeast Asia at Korat Royal Thai Air Force Base (RTAFB) with the 388th Tactical Fighter Wing. This unit bore the brunt of the tactical air war in Vietnam, carrying out missions of great importance. During his service, Terry also launched his broadcasting career, working as a broadcaster engineer with the American Forces Thailand Network, part of the American Forces Radio and Television Service (AFRTS). One of the highlights of his time overseas was helping with Bob Hope's iconic Christmas show. Terry's military experience laid the foundation for his future career and earned him several distinguished honors, including the National Defense Service Medal, Vietnam Service Medal, Republic of Vietnam Campaign Medal, and a Bronze Service Star. Unfortunately, while serving in Southeast Asia, Terry was exposed to Agent Orange, resulting in long-term disabilities. He was honorably discharged in 1970 with the rank of E-4.

This Quilt of Valor stands as a tribute to Terry's service, courage, and sacrifices made to protect our freedoms. We thank Terry and all our veterans for their dedication, resilience, and valor. All of you are truly appreciated and forever in our hearts.

Friendship Village Foundation

During the month of May, several proposals submitted to The Foundation were not approved—some due to cost, and others because Administration chose to fully take on the projects independently. One such project was the painting of the left and right arrows at the main gate exit onto Southern Avenue, which was

completed and fully funded by Administration for the benefit of all.

However, The Foundation proudly stepped in to fully fund two important projects that originated from Administration:

- The installation of large, aluminum raised-letter signage over the entrances of all three parking garages, which will make it much easier for residents and guests to locate the correct garage.
- The purchase of a new replacement planer for the Woodshop, ensuring our talented woodworkers continue to have the tools they need to pursue their craft.

As the saying goes, "*It is better to give than to receive*," but with The Friendship Village Foundation, you can do both. The Foundation is a powerful way to give back to the Village, to your fellow residents, and to future generations—all while seeing the results of your generosity in real time. When you give to the Foundation, you benefit now, and your neighbors benefit too. Your proposal can spark real, tangible improvements. You'll see your gift at work through:

- Grateful residents who benefit from your ideas
- Employees furthering their education thanks to Foundation funding
- Fellow residents receiving financial assistance in times of need
- A constantly refreshed Andes Library, filled with new books and magazines for all to enjoy

The impact is immediate. The gratitude is heartfelt. The rewards are shared. We are fortunate to have The Friendship Village Foundation working to better our community every day. Please consider donating—because when you give to the Foundation, the *receiving truly is here and now*.

Marketing

Marketing had two sales and three move-ins during the month of May.

There were ten future residents added to the *Ready List* and one cancellation. The *Ready List*

now consists of a hundred and twenty-two prospects.

We are holding firm with 96 percent of residences sold and 94 percent of residences occupied. There are 691 Independent Living residents.

The Marketing team had a full and exciting month in May! We hosted a lively Happy Hour event that welcomed a full house of 41 attendees, resulting in 6 new leads—a great success in community engagement and outreach!

We're also thrilled to report that the Village received 5 positive online reviews in May, earning us a 4.7 out of 5 rating! Thank you to everyone who continues to share their positive experiences—please keep those reviews coming!

A few months back, our Marketing team organized a major photoshoot to refresh our website, and the results are stunning! With over 50 residents volunteering as models, the new photos and video beautifully reflect the vibrancy of our community. We are proud to announce that our new website has officially launched! We will continue refining and updating it over the next few months to make sure it perfectly represents Friendship Village. As part of this effort, Director of Marketing and Sales Mark Young shared an amazing new video featuring our residents talking about life at the Village. Thank you to everyone who participated—your enthusiasm and authenticity shine through!

Exciting news on the expansion front: As of May 30, we have 72 deposits on the priority list for Phase 3 Ironwood! We've also received some questions about the difference between the *Priority List* and the *Ready List*. Here's a quick breakdown:

- The Ready List is for those who place a \$10,000 fully refundable deposit to choose from any available residence—whether it's an apartment, cottage, or casita—anywhere in the Village.
- The Ironwood Priority List requires a \$2,000 fully refundable deposit and reserves a spot specifically for Ironwood Phase 3.

- Some people choose to be on both lists to keep their options open. Occasionally, someone on both lists may receive an offer for a cottage before Ironwood is ready—allowing them to move in sooner and later transfer to Ironwood when it's complete.

We're grateful for the interest and excitement around Ironwood and everything that's happening at Friendship Village. Stay tuned—more updates are on the way!

Health Services

For the month of May, the Health Care Center maintained a strong census with 121 out of 128 beds occupied. We welcomed 49 admissions and had 48 discharges. Our Memory Care unit continues to operate at full capacity, with all 24 beds occupied.

At the HCC, we continue to focus on resident safety and fall reduction. Our KamiCare program remains a key part of this initiative. KamiCare is an *opt-in fall detection system* that records a 90-second video when it detects a resident lowering toward the ground. While it does not prevent falls, the footage helps us analyze incidents and improve safety strategies to help prevent future occurrences. We are excited to announce that our Nunnenkamp Assisted Living facility will be piloting a new fall prediction and prevention program called Helpany. Unlike KamiCare, Helpany tracks normal movement patterns to predict and prevent falls before they happen. Currently, this technology is only available in Assisted Living settings. If the pilot is successful, we plan to expand it to Memory Care Assisted Living and, eventually, the Health Care Center. Early signs are promising, and we are optimistic that Helpany will contribute to continued reductions in fall rates across the campus.

The Health Care Center proudly celebrated Nurses Week in May, and we are looking forward to honoring our incredible Nursing Assistants during CNA Week, June 12–18. Their dedication and compassion are the heart of our care.

Administrator Jadyne Schmidt shared that the Health Care Center did not receive the Gold Award this cycle. While this news was disappointing, we still have one year of eligibility

remaining—and we are more determined than ever. The next application opens in August, and we are already rallying our team to give it everything we've got!

The Health Services Advisory Committee will host an Admissions and Accounting Forum on Sunday, June 16, in the Independent Living Private Dining Room. Three sessions will be offered: 11:00 AM, 1:00 PM, and a special 6:00 PM session available for adult children and advocates who wish to attend. Sessions fill up fast so make sure to sign up before it's too late.

Administration

May was a busy and exciting month for Friendship Village leadership, filled with learning, networking, and recognition! Executive Director Cole Marvin, Associate Executive Director Emily Garba, and Administrator Jadyne Schmidt attended the Life Care Services (LCS) Conference in Houston, Texas, where all communities managed by LCS come together for days packed with educational sessions, leadership insights, and a prestigious awards ceremony. We are proud to share that Friendship Village of Tempe brought home TWO awards:

🏆 **Road to 95 Award** – Our entire campus (Independent Living, Assisted Living, Memory Care, and Health Care Center) achieved 95% or higher occupancy.

🏆 **Resident Satisfaction Award** – Recognized for our outstanding dedication to enhancing the resident experience and fostering a welcoming, supportive community.

Associate Executive Director Emily Garba gave an outstanding presentation to the conference attendees on how to achieve a strong response rate on Resident Satisfaction Surveys—and why that response rate is crucial to achieving high scores. Her session was very well received!

We were also flattered to be referenced multiple times by the conference's C-Suite leadership team as a community others should strive to emulate. Go FVT!

Additionally, the team attended the Arizona LeadingAge Conference at Wild Horse Pass

Hotel & Casino. Like LCS, this conference also includes professional education and an award ceremony—and once again, Friendship Village walked away with two wins:

🏆 **Wee Montano** was awarded Certified Nurse Assistant of the Year

🏆 **Rosa Silas** in Memory Care was awarded Caregiver of the Year

We are incredibly proud of both of them. Congratulations, Wee and Rosa!

A resident recently brought up concerns about Arizona LeadingAge's involvement with memory care regulations. Arizona LeadingAge is a nonprofit association for long-term care providers. A recent proposal to eliminate certain memory care regulatory sections raised eyebrows. Friendship Village, a long-time participant in Arizona LeadingAge, also found the initial statement confusing. Arizona LeadingAge has since clarified:

"While we are disappointed our concerns about the clarity and implementation challenges of the rules were not accurately reflected in the public narrative, please know that Arizona LeadingAge strongly supports high-quality dementia care and training. We were instrumental in advocating for HB2764 in the first place."

Executive Director Cole Marvin supports their clarification but is also open about his concerns. He notes that FVT remains strongly committed to quality care, but the concern is with how regulations are written—not the need for them. "We couldn't be more opposed to the regulations—not because we don't care, but because these types of government rules often drive up costs and strip away our ability to use common sense. Just like the nursing home regulations—which are the second-most regulated industry after nuclear power—many of these rules have done little to improve outcomes," Cole said. "But rest assured, FVT will continue to follow the rules and train our team accordingly."

The Leave a Legacy Program, led by Director of Legacy Support Services Rob Mitchell, is off to a strong start! Rob's calendar is already full for his

next visit. Thank you to all who have supported this meaningful initiative!

Scam Awareness Reminder - Unfortunately, scams do target residents at the Village. A common one involves a resident's hacked email asking others to purchase gift cards and send them to scammers. Please stay alert. If you receive any suspicious emails or phone calls, do not respond. Instead, report them right away to Social Services Director Caroline Eggert at ext. 3155.

To help raise awareness, resident Bill Arnold shared this clever and cautionary poem with Executive Director Cole Marvin who was pleased to share it with the community:

Gmail Alert - By Bill Arnold

When I check my email I find I have been gifted
several thousand dollars if I respond
Looking closely, I see that scammers are trying to
abscond

Others looking like real emails want me to accept
a free gift
All I have to do is give them my phone number
and they will get on with their grift

Still others say that my account has been hacked
They just want me to respond right back

Friendship Village has its own unique hack
One resident asks you to buy a gift card and send
the gift card serial number back

Spam emails are sent with as little as the word
"Hi"

Please don't be a fool and try to reply

Be aware of emails that ask for your information
Your response may create a malware infestation

Gone are the emails from my grandson
requesting money
Since I don't have one, I thought those were quite
funny

No longer emails from Nigerian princes
Who want to launder money as he tries to con us

This occurs day in and day out since I cannot
unsubscribe
They come with email addresses which I cannot
transcribe

Beware of a scam that comes from google.com
with no reply
Security alert ignored because you could
probably be financially drained dry

So take warning when seeing a gift horse
Do not accept or you will face dire remorse

"Send me your correct email or check routing
number for more information
I'm looking forward to taking a well-deserved
vacation."

Executive Director Cole Marvin would like to
share a heartfelt message of appreciation that
came from one of our residents:

"The Tram Drivers at the Village are high on the
list of PR representatives for Friendship Village.
They serve on the front lines year-round, but
especially during the hot summer months! They
get very little relief from the heat themselves, yet
somehow maintain their positive attitudes, helpful
demeanors, and first-rate service."

We couldn't agree more! Our tram drivers truly
embody the spirit of service, and we are proud to
recognize them and all of our outdoor team
members for their hard work and dedication—
especially during the Arizona heat. To help
protect our staff during the summer, we've
implemented several measures to keep them
cool and safe:

- The older black security shirts have been replaced with a cooler, thinner green version to improve comfort.
- Each team member is provided a personal water bottle (Hydroflask style) with access to ice and refill stations throughout the campus.
- Coolers with water bottles are kept on the trams.
- We offer optional gear like hats, fans, and cooling wraps for any employee who chooses to use them.

- Staff working outdoors—including Environmental Services, Grounds, Maintenance, and more—have access to hydration stations stocked with electrolyte popsicles and powder packets for added hydration.
- We have even set up swamp-cooled cooling stations in the Main Street garages to provide quick relief during the hottest parts of the day.

We are always exploring new ways to protect our team and thank them for their incredible commitment to the Village community.

We are pleased to share that Phase 3 relocation efforts are ahead of schedule! We have now reached single-digit numbers of residents who need to move from the "danger zone" into new homes elsewhere in the Village—a fantastic milestone as we continue to prioritize resident comfort and safety during the transition.

Executive Director Cole Marvin had a successful meeting with Ziegler, our bond financing partner, at the recent LeadingAge Conference. We are aiming to enter the bond market in September, and we are hopeful interest rates will be more favorable at that time. The good news? Bondholders love Friendship Village's debt because we consistently follow through on our commitments—a strong reflection of the trust we have built over time. Pre-demolition work for phase 3 is scheduled to begin in October, with full demolition set to start in January 2026. Thank you to everyone for your continued support and cooperation as we move forward with this exciting next step in the Village's growth.

2026 budget planning is already in motion. We are proud to stay ahead of the game to ensure financial health and operational excellence in the year to come.

Resident Services Administrator Matt Roeder hosted our second Dining Forum on May 28, and it was a full house! The conversation was honest, energetic, and exactly the kind of back-and-forth we love to see. Matt revisited the ongoing message that some things may look worse before they get better, while also celebrating some

recent wins in Dining worth acknowledging. Please keep the feedback coming—we genuinely crave your thoughts. Yes, we're currently focused on fixing existing offerings before creating new ones, but your input is vital. Building the Village together doesn't work without it!

The ARC (Arts and Recreation Center) is no longer dark! Stop by and check out the refreshed space, even as the final punch walk continues. Watch *The Villager* for updates as activities begin transitioning back from their temporary locations. A proper grand re-opening is planned for the fall, and we can't wait to celebrate with you!

Our Environmental Services team has a few major projects are underway:

- Acacia, Mesquite, and Main Street Garages now feature raised aluminum signage
- The Acacia Entry is getting a fresh coat of paint
- At the Gatehouse Exit, new directional arrows have been added to guide vehicles turning left or right onto Southern

Our Human Resources team currently has 25 open positions, and our recruiter is hard at work to fill them. On a bright note, our Employee Scholarship Program continues to make a difference—so far in 2025, 35 employees have received scholarships totaling \$35,000. These scholarships support a wide range of education goals, from certifications all the way to earning a master's degree.

Skirm Auditorium Update - Our AV vendor, Lever 3, recently visited the Skirm to assess the system, perform maintenance, and ensure everything is operating smoothly. They will continue monitoring it for any further issues.

The June Village Happy Hour was a blast! The theme was "I Love New York", serving smoked baby back ribs, cowboy beans, cole slaw and cornbread as an appetizer with a Long Island Iced Tea as the signature drink. The Village Happy Hour is on the first Thursday of the month after

the Village meeting from 4 p.m. to 5:15 p.m. Mark your calendars!

Employee of the Month

We are thrilled to announce that Susie Kampmueller, Social Services Assistant in the Health Care Center, has been selected as Friendship Village's Employee of the Month for June! Susie is admired by residents, co-workers, and supervisors alike for her compassion, dedication, and unwavering commitment to those in her care. She is known as a trusted advocate, offering gentle, heartfelt support to residents and their families. Her colleagues frequently highlight her willingness to go above and beyond—always ready to lend a hand and bring a sense of calm and kindness wherever she goes. Susie truly embodies the culture, loyalty, and values of Friendship Village. Her uplifting spirit, friendly attitude, and personal touches help boost morale and make a meaningful impact on everyone around her.

Please join us in congratulating Susie on this well-deserved recognition and thanking her for all she does to make Friendship Village such a special place!