Remembering Jim Feldman

By Christopher Taydus
Riderwood TV Manager

It’s never easy to say goodbye to a longtime volunteer who dedicated as much time to the TV Studio as Jim Feldman and it’s even harder when two of the most recognizable aspects of the TV Studio were started by him. Jim was responsible for starting the Riderwood Reporter newspaper and the Riderwood Reporter TV News show. While I only had the opportunity to meet Jim a handful of times between my start at Riderwood in December 2016 and his passing earlier this month, his dedication to keeping Riderwood residents informed of the latest happenings from around the campus was evident.

Jim was the founding editor-in-chief of the Riderwood Reporter newspaper and later produced a monthly opinion column entitled “The Observer” in which he offered his thoughts on a variety of local and not-so-local topics.

Jill Owens joins Riderwood as new Customer Service & Communication Manager

By Mary Popkin
Resident Writer

Before you chose Riderwood as your new home, did you visit other Erickson Communities? If so, your experience may echo that of one of Riderwood’s newest staff members, Jill Owens, the new customer service and communications manager for General Services. Jill’s earliest introduction to Erickson Living communities was when she was assisting a Charlestown resident with a home furnishings recommendation made by her mother Joy Owens, an independent interior designer.

That early experience with an Erickson Living property may have had an influence over her decision to work at Riderwood, but it’s likely her interests, education, skills, and experience that best equipped her for the responsibilities she now has in General Services. Jill’s background includes graduating from the University of Baltimore with a master’s degree in health administration. Her previous job was working for ten years at the front desk of the Westin Bellevue Stratford Hotel (now the Hyatt at Bellevue) in Philadelphia. This earlier role might help make the communications specialists at the various clubhouse front desks even more skilled in aiding residents and visitors with their various requests.

In her new assignment, Jill oversees the activities of General Services staff who hear from residents about their issues and needs, and then schedules necessary work to fulfill those needs. Tasks scheduled, among others, include replacing ceiling lights, cleaning carpets, arranging car and bicycle parking, and making guest room reservations. The job can come with its challenges as many of those assignments are completed by workers in other departments within General Services, not under Jill’s direct responsibility.

Regardless, Jill is ready to meet the task and is eager to work with the residents. She said, “Being able to serve the people of Riderwood is a privilege I intend to carry out happily for a long time.”

Resident’s photography recognized overseas

By Martha Robinson
Resident Writer

Ruth Horlick’s photographs were among the featured works of ten artists in an exhibition sponsored by Prague’s Gallery of Art Critics that ran from mid-April to May 11.

Most of Ruth’s photographs are of graffiti or posters, representing in color and style their countries of origin. She calls them “Contemporary Temporaries.” Their images, many reflecting an element of mystery, fill two published art books. “Rather than searching for street art that makes obvious statements,” she photographs “to surprise and at times amuse the viewer.”

The invitation to ship her photographs to Eastern Europe was an unexpected honor and recognition. “At my age,” she says, “I’ll take it.” She and her husband, Max, are aiming for 100-year birthdays. After 14 years at Riderwood, they are widely regarded as role models for living long and full lives. He is a writer and an internationally recognized authority on Social Security and Medicare. “Creativity keeps you young,” they say.

The Prague exhibit was organized by Jenufa Kent, a colleague of Ruth’s in the formerly active International Artists Support Group. “Jenufa was a co-exhibitor exploring the theme Transcendence,” said Ruth. The show was described in terms of personal, social, and political ideas and events expressed through paintings, digital media, graphic designs, collage, and photography.

“Jenufa came to my home and selected the photographs for Prague,” she said. “We could not ship them in frames with glass so she removed the photos and packed them in a suitcase. The pieces were reframed in Prague and hung for the exhibit.”

Preparing for the exhibit was an “interesting” experience unlike most shows. According to Ruth, each of the four photographs to be shown required detailed documentation on forms authenticating their existence and she had to sign an agreement granting the gallery the rights to display but not sell each piece.

Ruth’s interest in photography began during her youth in Europe. She has studied, practiced, and exhibited extensively in group and solo shows in China, Egypt, India, and Russia. With Max, she has traveled worldwide, coming home with photo studies of nature, architecture, and abstractions.
Greetings from the Administration

By Gary Hibbs  
Executive Director

As we celebrate Independence Day this month, it makes me think about what the word “independent” means today. Our nation was born out of a longing to have control over our choices in life as both individuals and as a nation. Freedom... independence!  

But, as I’ve really thought about what it means to be independent, it makes me wonder. Are any of us really “independent”? Aren’t we really “interdependent”?

Ghandi said, “Interdependence is and ought to be as much the ideal of man as self-sufficiency. Man is a social being.” Developmental psychologist and psychoanalyst Erik Erikson would even go further, saying that, “Life doesn’t make any sense without interdependence. We need each other, and the sooner we learn that, the better for us all.”

Yes, our nation was certainly born with a strong sense of individualism, a strong sense of standing on our own... independence. Most Americans would agree that free will, free markets, the ability to make choices and build self-esteem are all good things.

Yet, there is a “dark side” to unbridled individualism. American biolinguist, and former University of Maryland Professor Dr. John L. Locke wrote almost 200 years ago in The De-Voicing of Society: Why We Don’t Talk to Each Other Anymore that there is a contemporary social dysfunction that magnified after WWII that he labeled as “atomization.” That is, people drifting away from each other through a great emphasis on individualism. We need each other, and the sooner we learn that, the better for us all.

We have become, absolutely alone. We have become, in the words of Locke, “soo solo sapiens.”  

Not good! I hope we take in the observations of Ghandi, Erikson and Locke as we celebrate “Independence Day” and realize that we need each other. In fact, our use of the label “Independent Living” here at Riderwood is a bit of a misnomer. More accurately, at our highest level of creating community and living and working as individuals here and anywhere, we must be “interdependent.”

Happy Independence Day, everyone!

Riderwood Reporter

The Reporter aims to appeal to our diverse population. Our priority is to inform residents about Community news. Articles are accepted and edited at the discretion of the Publisher, Editors, and the Editorial Board.

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If you have any questions or if you would like to submit an article for the August 2017 edition of the Riderwood Reporter, please submit to Editor-in-Chief Robyn Hutson at rhutson@erickson.com by Friday, July 14, or call 301-572-8399 x 606-2077

Principles of considerate conduct

By Amy Holzer

CommUNITY Living Committee Member

Beautiful lobby signs with positive quotes, articles in the newspaper, presentations to different groups – it has been a busy and productive year so far for the CommUNITY Living Committee. This committee continues to encourage everyone at Riderwood to “choose civility,” and we are just getting started.

Some plans for the second half of the year include continued presentations to groups on campus, the roll out of bookmarks highlighting the “12 Principles of Considerate Conduct,” and a presentation by Daniel L. Buccino, director of the Johns Hopkins Civility Initiative on October 10.

Be on the lookout for our collector items. We will be issuing bookmarks to celebrate the “12 Principles of Considerate Conduct.” Collect all 12 principles to be a winner. There could be a great prize in your future.

From “The Twenty-Five Rules of Considerate Conduct” that Forni presents in Choosing Civility, we have chosen 12 and will call them the 12 Principles of Considerate Conduct:

1. Pay attention
2. Acknowledge Others
3. Listen
4. Be Inclusive
5. Speak Kindly
6. Respect Others’ Opinions
7. Mind Your Body
8. Respect Other People’s Time
9. Respect Other People’s Space
10. Refrain from Idle Complaints
11. Respect the Environment
12. Avoid Personal Questions

Learn more about the principles by reading Choosing Civility by P. M. Forni. Copies are available in each campus library, as well as the county libraries. Before the end of the month, copies will be available for purchase on campus. Watch the bulletin boards and Riderwood TV for additional information.

“Before George Washington became the first president of the United States of America, he, as a young boy, wrote a publication called the Rules of Civility and Decent Behaviour In Company and Conversation. Washington’s book covered 110 rules on civility with a primary message to instil good manners.” -Wikipedia

- CommUNITY Living Committee

Have an idea for a program? RWTV always welcomes suggestions. Contact Avedis Aghguiguian at 301-572-8457 or aaghguiguian@erickson.com

www.RiderwoodTV.com

There you’ll find the latest news from the Riderwood Reporter, this week’s TV Guide, contact information for the TV studio staff, and much more!
From the Resident Advisory Council: Dining Services

By Edward Gehres
RAC Dining Liaison

Dining has just undergone a change to the Signature Dining Program. Signature Dining offers fresh, made-to-order, resident-focused menus, executed at the moment of service that personalizes the culinary experience.

What I want to focus on in this article is the nature of the Dining Rooms in the five neighborhoods on campus from formal to informal. Formal being defined as with linens, and whether the meal is served entirely by wait staff.

The most formal is Seasons Dining Room in Town Center. When the Dining Room first opens, the tables are set with linen tablecloths, flowers, and the silverware, napkins and water glasses are set in a formal fashion; and the entire meal is served by wait staff consisting of waiters who tell you what the fruit of the day is, the bread choices, and the soup of the day; after which they take and serve your drink order; next the waiter takes your order for bread and appetizer which are then served by runners; the waiter then takes your order for entree and dessert which are then served by the runners. Throughout the meal bus boys pick up the used serving dishes.

The next in terms of less formal is Fireside in Village Square. When the Dining Room first opens the tables are covered with linen tablecloths, no flowers, and the silverware is rolled up in the linen napkins and placed on the table at each place along with the water glass. The meal is served by wait staff as at Seasons except that there is a salad bar at each end of the dining room with a bread station.

The next in terms of less formal is Overlook at Lakeside Commons. When the Dining Room opens the tables have bare tops with placemats on which have been placed the water glass and the silverware wrapped in a linen napkin. The meal is served by wait staff as at Seasons and Fireside.

The next in terms of formality is Windsor in Neighborhood building on campus, there are thirteen Dining rooms. Each Dining Room serves three meals a day, plus a continental breakfast, all of which are served to the residents.

Remembering Jim Feldman (Continued)

(Continued from page 1)

Jason Boyle, an IT business analyst for Erickson Living Corporate and former manager of Riderwood TV said, “He was always ready with a joke and a smile, but always took his responsibilities seriously. He was always looking for new ways to improve the programs he was working on, never satisfied or willing to settle. At the same time, he was incredibly flexible and volunteering as often as he had, but was still very much involved in the community and it was obvious that he cared deeply for its future. Avedis Aghguigian, Riderwood TV Production Coordinator said, “I know that if I were to ask Jim about how he was doing at this moment, he’d tell me, without fail, ‘About the same as yesterday.’ I never knew how to interpret that, but I know it was always coming from a good place.”

Outside of Riderwood TV, Jim was instrumental in Riderwood’s Resident Advisory Council, where he ran four times, and served three terms, his last as Chairman (not ‘chair’ as he never wanted to be associated with furniture). Jim’s dedication to the RAC was evident from his enthusiasm when he came down to the Riderwood TV studio at the close of each RAC election to record a spot announcing the winners of that year’s campaign.

In his later years, Jim stepped back from volunteering as often as he had, but was still very much involved in the community and it was obvious that he cared deeply for its future. Avedis Aghguigian, Riderwood TV Production Coordinator said, “I know that if I were to ask Jim about how he was doing at this moment, he’d tell me, without fail, ‘About the same as yesterday.’ I never knew how to interpret that, but I know it was always coming from a good place.”

Benevolent Care Fund Campaign kicks off

By Fiona Divecha
Resident Life & Philanthropy Manager

Through the kindness and generosity of many residents, staff, resident groups, community business partners, and family, the Benevolent Care Fund (BCF) is able to help residents who have exhausted all of their financial assets and are not able to cover their monthly costs with their monthly income. The BCF is a charity set up to help all residents at Riderwood if the unforeseen were to occur.

All of our residents worked hard all their lives to save for their retirement and had a plan. Every resident was screened to ensure they were financially able to take care of themselves for many years. The “unforeseen” is catastrophic or long-term medical conditions needing expensive, ongoing care. It can also be the high level of inflation on medical services or living a good, long life past any age you expected or could have planned.

Being able to provide financial assistance to these residents so that they may continue to live amongst their friends and neighbors at Riderwood is the mission of the Benevolent Care Fund. It is only possible through generous donations from kind neighbors like you.

Our annual fundraising campaign for the Benevolent Care Fund will start on July 18 and go through August 18. The Orient Express themed Gala will be held on September 16. We ask all residents to please participate by giving a donation or attending the Gala to help their neighbors. The BCF is a community fund and needs to have the entire community’s support.

Sustainability Corner: Shopping to reduce your carbon footprint

By Margie Steffens
Sustainability Committee Member

Overwhelming scientific evidence tells us that the gradual warming of our planet is due primarily to carbon dioxide emissions, to which each of us contribute. My display for Earth Day at Riderwood gave me an opportunity to explore my own grocery shopping experiences, and how my purchases could contribute to global warming.

I learned that palm oil is present in most of the commercial bakery mixes we use for cakes, cookies, pancakes, etc. Palm oil and palm products are imported from tropical climates and require the burning or cutting down of large acres of native forests to make room for planting palm trees. Extensive air pollution results from the practice as smoke from burning forests drifts over large land masses, causing respiratory and other illnesses. It is especially bad for children to breathe this air. Knowing this, I now look for mixes that use canola oil or corn oil instead.

I also am trying to incorporate more organic foods into my diet. Organically grown produce eliminates the use of pesticides that pollute our water and contaminate the soil and avoids using chemicals that can be harmful to beneficial insects. I try to buy produce that is grown locally or at farmer’s markets, cutting down on transportation costs requiring fossil fuel, which contributes to global warming. One scientific study showed that buying local food can reduce the amount of petroleum consumed to transport your dinner by a whopping 95%! I have also found that organic products are often cheaper than nonorganic ones, and they are fresher and longer lasting as well. I notice that every local grocery store has areas for organic produce.

The preparation I did for the Earth Day display made me realize that almost every area of human activity can contribute to the generation of carbon dioxide and reducing this might seem like an overwhelming task. However, the good news is that this awareness provides residents with many opportunities to reduce our carbon footprint in almost every aspect of our lives.

Upcoming opportunities for action:

- National Clean Beaches Week – July 1-7
- World Population Day – July 11
- International Tiger Day – July 29
Keeping it in the family

By Almeda Girod
Resident Writer

2009 was an adventurous year for Marie Loughlin Dixon, an occupational therapist. She bought her first house, whitewater rafted the Grand Canyon, and made the transition to a position with the award-winning Riderwood rehabilitation team.

When she saw how the residents and community thrived, Marie wondered if her parents might follow through on their idea to live at Riderwood one day. After 40 years in Columbia, MD, Rich and Kathy Loughlin moved to Forest in February.

While growing up, Marie, her sister, and parents had dinner table conversations about their parents’ work. Kathy was an Early Childhood Special Educator for Howard County and this sparked Marie's interest. She met and shadowed school therapists and chose to study occupational therapy since it is about “daily living.”

Rich, formerly an economist with the US Department of Transportation, volunteers with The Lazarus Foundation where donated computers are refurbished and given to students and disabled veterans. He has a garden plot here at Riderwood and looks forward to enjoying woodworking, picklesball, and bocce. Kathy is a Treasure Chest volunteer and reads, gardens, and may return to sewing and jewelry making.

Marie and her sister, Melissa, with their husbands have helped their parents move and thanked them for making the decision to live at Riderwood. Marie and husband Mike have a Maltese Poodle named Toby. The dog “loves receiving affection” and was given this in abundance when he previously visited Arbor Ridge. They continue to work together, as when Mike cultivated Rich’s garden and Marie stayed overnight and breakfasted on French toast during the February “snow scare.”

Art Exhibit Artist’s Profile: Won Yin

By Steve Mayer & Won Yin
Riderwood Arts Council

We recently talked with three artists whose works are on display at the Art Exhibit II which opened in June; the exhibit is located at Lakeside Commons in the Encore Theater lobby, hallway and upstairs in the Lakeside lobby. The exhibit is presented by the Arts Council of Riderwood which also juried the works. Check out the August and September editions of the paper for more artist profiles.

Won Yin majored in Design at the University of Michigan where she became interested in ceramics. She worked as an art teacher in Montgomery County Public Schools when in 1975 she met Richard Lafeun, a master teacher in ceramics and director of the Columbia (Maryland) Visual Art Center (later a part of Antioch College). She opened a ceramics studio with a reduction kiln in her home and joined the Thought Gallery, a co-op in Annapolis. She returned to teaching, mostly as a ceramics teacher until retirement in 1998. She and her husband moved to Riderwood in 2005; she feels extremely privileged to teach ceramics here under the PGCC SAGE program. Won says “it is so exciting to teach here because our residents have such incredible backgrounds. They create what they wish; all I have to do is facilitate their efforts.”

The current exhibits at both Lakeside Commons and Montgomery Station will remain until September and then rotate to Montgomery Station and Village Square from September to December. In September the Arts Council will jury art for a new exhibit at Lakeside Commons; any resident or Staff member may submit art for consideration by the jury.

High school students commit to volunteerism

By Bob Merikangas
Resident Writer

We at Riderwood are certainly aware of the services provided to us by the many staff workers here. However, some of us are not aware of the high school students who come here to provide services to us, and do not receive any pay for what is called “student service learning hours.”

Judy Felsenfeld, our volunteer program coordinator, has an information sheet that tells us: “Riderwood is an approved volunteer site for service-learning hours for the Montgomery and Prince George’s County school systems.” The prospective student volunteers fill out application forms, and come for an interview. The students must also have two recommendation forms by a teacher, or counselor, or community sponsor, and have parental consent. It is expected that the students will reflect on their experiences, link their service with their learning in school classes, and be able to apply what they learned to their activities in the “real world.”

“…the feedback from our students has been very positive,” Judy says. “One student shared that she had played her violin for a room full of Arbor Ridge residents. Another student said she learned a lot working in rehab and the staff there are so nice.”

Many students here learn from helping the staff at Arbor Ridge, in services to the residents there, such as pushing wheelchairs, and also just in friendly visits. In addition to serving at the extended care facility, some do tasks such as filing papers, cubby stuffling, and helping out at special events on campus, or on special trips.

The students get a volunteer handbook, and have some training to prepare for their volunteer service. Most service is during the summer. When they finish their year, there is an exit interview. Most students come from the nearby High Point High School, but some come from other local public high schools and also from private schools. Each year about 25 students come. Some students serving as volunteers have relatives here, both residents and employees.

Meet Hasker Samuel – A great role model

By Sandi Waibel
Race Relations Facilitator & AAIHC member

Born and raised in a segregated suburb of Winston Salem, NC, Captain Hasker says, “I was fortunate to grow up there. We had our own schools, libraries, and bus service. Jobs were plentiful and neighbors became extended family.”

Both his parents worked full time in the tobacco factory. For years his mother was PTA president and his father a leader in the church choir. His parents emphasized work ethics, responsibility, respect for others, and family.

Spencer, his first grade best friend and mentor, and Spencer’s mother (a teacher), taught Hasker the value of education, and helped motivate him to achieve. He had other great mentors in life that also encouraged him to learn new things. Hampton Institute (now a university) recognized Hasker’s many talents and awarded him an academic scholarship. He majored in music education and met Sylvia Pinkney, whom he later married.

In 1957, Hasker became an Army Transportation Corps Officer and served in Labrador, Greenland, Germany, and Vietnam. The couple raised two sons during his ten year service. Captain Samuel left the army and went to work in human resources for the US Government. He retired in 1989.

Hasker, Sylvia and Sylvia’s mother (Bernadene) moved to Riderwood in 2013 and immediately joined the African American History Club. They, along with Rev. Bell (Pastoral Ministries), orchestrated two special worship services and tributes to Dr. Martin Luther King, Jr. His men’s chorus, from his home church, performed at the MLK services. Hasker is active at Northeastern Presbyterian Church in Washington where he is an ordained elder, president of the Chancel Choir, and the Men’s Council.

Hasker’s philosophy: “Regardless of circumstances, never let your talents you have to serve and help others.” He focuses on a positive view and though he’s achieved many things, being a good father, husband, and role model are his most significant accomplishments. A great man to get to know.

Values Team encourages integrity for July

By Amy Holzer
Erickson Living Values Team Member

The Erickson Living Value for the month of July is “Integrity,” which models the following behavior:

• Earns the confidence of others through honest and trustworthy behavior
• Does the right thing by addressing and reporting unethical behavior
• Demonstrates consistency between what is said and what is done

Anytime you see a staff member going above and beyond while demonstrating the Erickson Living Values, especially showing good integrity, please consider nominating them for an Erickson Living Values Award.

Nominations can be sent in via e-mail to RVWELVAwardNominees@erickson.com or by filling out the form available on community bulletin boards. The completed forms can be turned in to the Human Resources Department. The winner receives $100 and a day off with pay and our staff greatly appreciate this recognition. Please go out and nominate today!
Pen pal program creates intergenerational friendships

By Corrine Lennox
Resident Writer

It started with an article appearing in the December 2016 Riderwood Reporter by Amy Holzer, Community Resources Coordinator, and Judy Felsenfeld, Volunteer Coordinator. “If you like to write and make a difference in a child’s life, consider joining a new pen pal group,” it said.

On January 13, Amy, Judy and ten Riderwood residents met in a Lakeside Commons classroom with Caser Kerr, gym teacher and innovator of the pen pal program at Edward M. Felegy Elementary School in Hyattsville, MD.

Riderwood volunteers would be writing to 20 fifth graders, all of whom had volunteered to participate in the program. The majority of the school’s population is of Hispanic origin, so the program focused on both increasing students’ letter writing skills and community participation.

Over the next five months, resident volunteers exchanged letters with students weekly. Group leaders, Rhoda Sumner and Salochea Fernandopulle, coordinated with Kerr, ensuring that letters were received and hand-delivered to the students.

“Thanks for being my friend. I finally have someone to talk to,” said one student. Another student asked, “I have a new friend and he is a boy. Question: Is this normal?”

On June 2, the volunteers boarded a Riderwood bus to meet the students in Hyattsville. When the students saw the bus, they began cheering, which brought tears to Judy’s eyes. “I am wearing my Sunday best to look special for you,” said one student.

After getting acquainted, students shared what they liked most about their pen pal. A few responses included learning about World War II, having a pen pal that likes to shop, and being able to write to someone who can speak their language.

Riderwood volunteers later recapped favorite pen pal experiences. One resident shared her student’s eagerness to learn more about her home country and culture. Another resident volunteer spoke of a student’s letter describing a serious family loss. The volunteers agreed that it was an experience of a lifetime and there are plans to continue the pen pal program next year.

Riderwood resident a former child star

By Almeda Girod
Resident Writer

Amy Morrow Greenwood was four years old when she observed her older friend performing in a drama. Amy, an only child, had parents that did not encourage but did support her interest in acting. They found a woman in their Chicago neighborhood who served as her drama coach. This was shortly after the end of World War II and her first part was that of a little girl separated from her mother in an air raid.

Another drama teacher, Flovia Drazay, was located but she would only accept Amy if she read. Amy was determined and learned to read by age five and was accepted into the program with older children. Ms. Drazay had “connections” in the Chicago theater community and this led to small parts and later an audition to be the grand daughter on the radio show, “Ma Perkins.”

Amy, who stood on a stool to reach the microphone, remembers the director asking, “What would you do if a piano was moved across the stage?” Her simple response, “I would keep on reading.”

She got the part and for five years (ages 6-11), Amy performed as Paulette, making appearances on holidays and other times to bring some “comic relief.” The cast of “Ma Perkins” reported at 10 a.m. for a two-hour rehearsal and then broadcast live at 12:15 p.m. and 2:15 p.m. with lunch between. Amy also played the parts of several young girls on the Sky King show, as well as a radio show aired on Friday afternoons shortly in the Chicago public school classrooms.

“Ma Perkins” moved production to New York when Amy was 11. She continued in dramas being one of two Chicago students who were chosen as a “cherub” in the Summer Institute of Speech at Northwestern University. It was then that Amy decided to not major in drama but to focus on art. This led her to study art at the University of Michigan where she met her husband, Glenn, and they returned to Chicago, where she graduated from The School of the Art Institute.

Amy and Glenn married and pursued careers in art education and law as they reared two children. They moved to Calvert Landing three years ago. Amy says that she is pleased that she can continue to pursue her first love of drama through the Riderwood Actor’s Studio.

Resident Satisfaction: General Services

By Lance Severance
General Services Director

In General Services (GS), it is our commitment to improve quality of service to our residents. Focus areas have been identified, in part, through the Resident Satisfaction Survey.

Common areas are kept clean, neat, and free of clutter.

There are weekly scheduled meetings with the facility coordinators, housekeeping and grounds teams to discuss areas of concern and plot out service improvements with GS Leadership. As a result of these meetings, fewer calls are being placed to GS regarding common areas. Areas in need of our unique services are now more regularly scheduled for maintenance/repairs before our residents have to place service calls.

Routine maintenance of buildings and grounds is taken care of in a timely manner.

Erickson is implementing a new work order tracking system called ServiceMax. Once installed here at Riderwood starting in July, this program will better allow tracking of all work orders from creation to completion. We will be able to track work progression as well as any delays are anticipated. This will help facilitate timely communication to our residents for work performed in their units. This will also allow for GS to give more accurate times to residents for when work will be scheduled to begin, reducing resident’s wait time.

Maintenance requests for apartment repairs are taken care of in a timely manner.

GS plans to add in follow-up quality calls this year. The intent is to follow up with residents who have submitted a work order, and the work has been completed. We want to know how satisfied our residents are with the work we’ve completed. If the work is not satisfactory, we want to know that as well, so that quality will continue to improve.

Welcome New Residents

The following new residents have moved to Riderwood between May 23 & June 22

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<th>Name</th>
<th>City</th>
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<tr>
<td>Patricia Linengefelte</td>
<td>Ellicott City</td>
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<td>Barbara Reiner</td>
<td>Silver Spring</td>
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<td>Prokop &amp; Patricia Coves</td>
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<td>Martin &amp; Martha Bell</td>
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<td>David &amp; Margaret Bagwell</td>
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<td>Kurt &amp; Barbara Meyers</td>
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<td>Margaret Greenwald</td>
<td>Bethesda</td>
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<td>Anne Gillespie</td>
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<td>Sandra Joe</td>
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<td>Toni Singer</td>
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<td>Linda Heyder</td>
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<td>Geraldine Dillard</td>
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<td>David &amp; Roberta Wigdowsky</td>
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<td>Susan Flanagan</td>
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GS to give more accurate times to residents for work performed in their units. We will also allow for GS to give more accurate times to residents for when work will be scheduled to begin, reducing resident’s wait time.

Maintenance requests for apartment repairs are taken care of in a timely manner.

GS plans to add in follow-up quality calls this year. The intent is to follow up with residents who have submitted a work order, and the work has been completed. We want to know how satisfied our residents are with the work we’ve completed. If the work is not satisfactory, we want to know that as well, so that quality will continue to improve.
Conversation with Administration
By Wendy Ferris, Associate Executive Director

Please come and join the next “Conversation with Administration” at 2:00 p.m. on Wednesday, July 19 in the Lakeside Commons Encore Theater

These monthly conversations provide an opportunity for residents to share concerns and receive feedback. They also help administration understand what we can do to improve customer service. Questions and answers may be altered for this column without changing the accuracy of the information presented.

The following reflects the highlights of the meeting conducted in May:

Announcements:
• In our Sales updates, we had a very successful month. We are expecting anywhere from 15 to 20 reservations in May and we will end with about 22 settlements. To date, we have 86 settlements, and our occupancy is at 96.0% as of the end of April. We have 52 available apartments.
• In our Resident Life department we would like to welcome two new Fitness Coordinators. Tresha Walsh will be working in the Village Square fitness center and Chris Hynson will be working in Montgomery Station.
• Our Dining Services department is now offering more variety in our vegetarian choices. We took residents’ feedback requesting healthier vegetarian meals. We have been offering soy based tempeh as an additional protein option and so far the feedback has been positive. We will continue to monitor the feedback and may put it on the permanent menu. We are also rolling out an improved carry-out service.
• In updates with our General Services department, we completed treatment on appropriate trees on campus that have been adversely affected by the Emerald Ash Bore. In our Engineering department, we are working on some HVAC units and cooling tower. In our Transportation department updates we would like to remind everyone that safety is our highest priority and we ask for everyone’s patience as we deliver our services around campus. Visitor badges will be made available soon.

Questions and comments by residents:
1. Can the outside railings along sidewalks and steps be repainted?
Railings were repainted at the end of June.

2. Can you give me an update on the new Calvert Landing elevator project?
The decision has been made to install another elevator in Calvert Landing. We are working on the next steps of where the best placement will be in the next steps of where the best placement will be for the new elevator. Please look for more information to follow.

3. Will we be phasing out the keys for the elevator in Calvert Landing?
We are working on the Permanent menu. We are also rolling out an improved carry-out service.

4. Is there a place I can store my bicycle?
We have a bicycle storage room in the terrace level of Garden View. If you are interested in storing your bicycle there please let security know and we will help you to make the arrangements.

5. When are dead trees removed from campus?
We identify, tag, and remove trees periodically.

6. How can residents have additional input into the upcoming renovations at Town Center and the new Wellness Center?
We have Design Input Groups (DIG) already established for the two mentioned projects. These resident/staff groups meet on a regular basis to discuss the continuing projects. If you would like to make suggestions or provide feedback, please come to the Administration office and we will pass the information on to the appropriate group.

N-E-1-4-10-is?

2016 Riderwood Tennis Tournament Team. From left: Susan Rogers, Gordon Hawkins, Charles Slaugh, Norma Slaugh and Joel Sarnoff
By Charles Slaugh
Tennis Club President

N-E-1-4-10-is! This was the little word puzzle that the late Stan Diamond used to attract attention to the Riderwood Tennis Club. Stan was the primary proponent and spokesman for the construction of the tennis courts at Riderwood, which opened in July of 2003. The courts are made of a hard rubber material called Sport Court®.

Tennis was popular with early Riderwood residents and the club membership of 26 in 2003 grew to over 60 members in just a few years. There were so many tennis players at Riderwood that folks often had to wait their turn to get a court. Some of the players who have included Stan Diamond, Joe Summer, Jim Kennedy, Pat Bursley, and Charles Slaugh.

Former tennis player and club president Joe Summer recalls, “Sometimes you had to wait more than an hour to get a court. Now things have changed; there are many former tennis players at Riderwood.”

Each year Riderwood hosts a tennis tournament and invites other Erickson communities to participate. The contest is held in the Fall and pits Riderwood against players from Charlestown, Ashby Ponds, and Greenspring. This year marks the 12th annual tournament.

The Tennis Club has decreased in number in recent years. We have a good number of players still residing at RWV but too many had hips, shoulders and brittle bones have retired many of our past members.

There are sure to be a number of newer residents who can play tennis and an invitation is extended to all. The group plays Round Robin games on Tuesday, Thursday, and Saturday mornings beginning at 8:30 a.m.

Night Owls celebrate Independence Day

By Lorraine Priestley
Member, Riderwood Night Owls

The Night Owls are presenting the classic film Yankee Doodle Dandy starring James Cagney as George M. Cohan. The movie will be shown on July 4 at 3 p.m. in the Encore Theater.

Tickets are free and will be distributed in each of the dining areas on Monday, June 26; Wednesday, June 28; and Friday, June 30 from 4:30 to 6 p.m. (Wikipedia mentions that in 1942 for the premiere Showing of Yankee Doodle Dandy tickets were only available if you bought War Bonds).

It is a chance to go away singing the songs that we are sure you will remember ……… “The Yankee Doodle Boy”, “Give my Regards to Broadway”, “Harrigan”, “You’re a Grand Old Flag”, “Over There”, “While Strolling Through the Park One Day” to name a few.

Make seeing the film a July 4th Tradition!

Correction: Due to an editorial change in the June 2017 issue, “white oak trees” were misidentified as “swee oak trees” in the headline and first sentence of the Nature Alert article. The Riderwood Reporter apologizes for this mistake.
Meet the new Community Resources team

By Amy Holzer
Lead Community Resources Coordinator, VSQ

Community Resources is excited to introduce our new team! Community Resources (CR) staff assist with resident-run groups and clubs, the PGCC courses, campus-wide events, room bookings, MyErickson, and much more.

Maria Aghguiguian is the new Communities Resources Coordinator in Town Center and looks forward to working and supporting the resident groups and activities. Many of you know Maria from her work in the Dining department, most recently in Windsor Restaurant. She has been with Riderwood for 12 years. Maria graduated from the University of Maryland, Smith School of Business, with a degree in Business Management. Her email is Maria.Aghguiguian@erickson.com and her phone number is 301-572-8458.

Amanda Hixenbaugh is the Community Resources team lead and has moved offices to Village Square. Her email is Amanda.hixenbaugh@erickson.com and her new phone number is 301-572-8458.

Amy Holzer is now the Community Resources team lead and has moved offices to Village Square. Her email is amy.holzer@erickson.com and her new phone number is 301-572-8329. Amy has worked at Riderwood for 7 years, starting at Riderwood TV and joining the CR team in 2014. She is excited to continue her work with Community Resources and help lead a wonderful team! Amy also recently got married so keep an eye out for her new name as well –Amy Hahn!

Community Resources has big plans for our future, such as updating the room booking system, improving our activities calendars, and organizing the craft rooms. The Community Resources team looks forward to meeting our residents and neighborhoods in our respective neighborhoods, connecting with our resident group leaders, and becoming an integral part of the Riderwood family!

The new Community Resources team: (L to R) Lead Coordinator Amy Holzer (VSQ) and Coordinators Libby Bernstein (MST), Amanda Hixenbaugh (LSC), and Maria Aghguiguian (TNC). (Photo courtesy of Chris Taydus)

Home Exchanging: Our place or yours?

By Dick Mulligan
“Tales from Riderwood” Writer

Back in the good ol’ days, my wife, our three kids, and I exchanged homes for summer vacations three to five weeks at a time. My late wife, Phyllis, brought the idea to me after reading about it in the Sunday Post and it turned out to be a great one. Unfortunately, she passed away last year but our family often reflects on some of our home exchange adventures.

The idea started after WWII with high school teachers who had worldwide curiosities but limited budgets. At first, we exchanged within the U.S., and then, having gained confidence, we were off to Europe. As a family, we saw the world, learned a lot, and made some new friends.

Over 40 years, we visited the art galleries in London (Tate), Paris (Louvre), and Madrid (Prado). We also played blackjack in Monte Carlo, attended the opera in Vienna, swam on the French Riviera, watched snake charmers in Morocco, a bullfight in Madrid, and sipped a little vodka at the Hermitage in St. Petersburg!

During those years, we exchanged our home in Marlton, Maryland and upon retiring, our Florida home with pool in Palm Coast. Both of these destinations are very popular with world travelers, who want to visit Washington’s many historical sights and swim or fish in Florida.

One memorable exchange was with a family in the Rome suburbs. The father was a screenwriter and his wife was an actress. We enjoyed their sculpture gardens and sipping wine with their friendly neighbors, while they enjoyed our large department stores, D.C. sites and the boardwalks and all its glories are spectacular.

Just as our exchanges were so enjoyable and educational, your families might find them fun and rewarding. They are also quite practical; you save on both hotels and transportation. So you see, Phyllis’ “good idea” paid us many dividends.

Riderwood receives Montgomery County Recycling Award

By Reggie Denis
Assistant Director of General Service

Riderwood Village in Silver Spring received a Highest Recycling Achievement Award during the 18th Annual Recycling Awareness Week Recognition Achievement Ceremony held on May 24. In 2016 Riderwood Village recycled more than 18 million pounds of recyclable materials, to recycle an impressive 93 percent of the waste they generated. In addition, Riderwood implemented a comprehensive food donation effort, as well as a food scrap recycling program, both of which diverted almost 713,000 pounds of food scraps from their waste stream. Of course, we couldn’t have achieved this without the active participation of residents and if we are to meet or exceed our recycling goals for 2018 I’d ask that we remember to:

• Continue to educate new and existing residents and staff about our Recycling program.

• Use the recycling closets: Trash should not be disposed inside of the recycling closets.

Once the recycling containers are contaminated, the materials are disposed of as trash.

• Understand the recycling process: The collection of all recycling materials follows a process called “Single Stream.” Although residents are encouraged to separate Mixed Paper items (newspapers, magazines, soft cardboards) from Commingled items (metal cans, plastic water bottles, milk and juice containers etc.), the collection of those materials in front of your apartment is combined into a single container at pickup. This container is then emptied into a compactor and hauled to an off-site drop off center for processing. Single Stream reduces sorting efforts and has been shown to increase the recycling percentage by as much as 30%. It also reduces collection costs and worker fatigue. Riderwood trash and refuse expenses have benefited tremendously from such savings, over the past five years we have consistently spent less than budgeted every single year!

I’d like to encourage all Riderwood residents, new and old, to join in our recycling efforts. Considering that in 2005 our recycling percentage was only 21 percent – as compared to 93 percent in 2016 – our campus has come a long way. To put it in perspective, the average reported recycling rate for multi-family properties in Montgomery County was 34.5% in 2016. I encourage all Riderwood residents to continue supporting this movement – the benefits are too immeasurable to ignore! The Recycling Committee, in partnership with General Services, is always available for assistance, training, and education if you are interested.

Pictured from left to right are: Reggie Denis, Assistant General Services Director, Hugh Palmer, Housekeeping Utility Team Leader, Mr. Ken Kennedy, Lion’s Club Member, and Mr. Jim Henkelman-Bahn, Chair of Riderwood’s Sustainability Committee.
Relatives of Residents concert returns

by Estelle Belson
Piano Club Concert Producer

For the fifth consecutive summer, the Piano Club is delighted to bring you a concert of young, talented grandchildren of residents.

The program will begin with a performance by brothers Miles (cello) and Collier Hill (violin) in tribute to and in memory of their beloved Grammy, "Chip" Kwiatkowski, who passed away unexpectedly last month. They will be followed by two familiar faces to residents, pianist Jacob Kaplan-Davis and pianist composer, Ellen Collier.

New to the series are two very talented young men, Daniel Kapit, classical and jazz pianist, and violinist Jeremy Hess. Together they will offer music of Mozart, Beethoven, Chopin, Debussy and Ravel, among others.

Wishing to come to you even more, this year on Friday, July 7 in the Encore Theater at Riderwood Opera Theater and will be shown early for best seating.

Tickets ($5) will be sold in all dining room lobbies on Monday and Tuesday, July 17 and 18, 4:30 to 6 p.m. Remaining tickets can be purchased in the Lakeside Commons lobby at 6:30 p.m. on the night of the performance. Buy them early for best seating.

PAC presents the history of Sally Ride

By Beth Gordon
Producer, PAC

The Performing Arts Council enthusiastically welcomes Mary Ann Jung, as Dr. Sally Ride, to the Encore Theater on Friday, July 21 at 7:30 p.m.

On June 18, 1983, Sally Ride became America's first female astronaut and its youngest on the Challenger space shuttle mission. Ride spent over 343 hours in space on two separate missions. Would you like to know what it was like to be the first U.S. woman in space?

Jung will inform and entertain you with her off to the First Lord of Admiralty. The show portrays the space shuttle and how they lived without gravity.

"Her show includes interacting with the audience, making them part of the action. Her performances are a delight to watch - and make history come alive right before your eyes," said Lisa Bacon of the National Air & Space Museum.

Jung makes history resonate with her portrayals of fascinating women. Her prior Riderwood performances have included Clara Barton, Rosie the Riveter, and Rosalie of Riverdale.

Tickets ($5) will be sold in all dining room lobbies on Monday and Tuesday, July 17 and 18, 4:30 to 6 p.m. Remaining tickets can be purchased in the Lakeside Commons lobby at 6:30 p.m. on the night of the performance. Buy them early for best seating.

Riderwood Opera Theater goes patriotic

By Steve Schwartz
Riderwood Opera Theater Group

This musical “1776” is a depiction of the events leading to the creation of our “Declaration of Independence”. The film is an annual tradition of Riderwood Opera Theater and will be shown this year on Friday, July 7 in the Encore Theater at 1:00 pm.

The Continental Congress representing the thirteen British Colonies in North America were as thoroughly divided as our contemporary national legislature. The New England and mid-Atlantic colonies differed with those in the South on economic issues and social values, with human enslavement a primary dispute.

The three main protagonists in the film make those differences clear: John Adams, portrayed by William Daniel, Benjamin Franklin (Howard da Silva) and Thomas Jefferson (Ken Howard). Their day-to-day interactions in the film are less than historically accurate.

But their positions on the disputes that blocked agreement on the Declaration of Independence are spot-on, as is the physical depiction of Philadelphia.

The strength John Adams derives from his long (and well-documented) love of his wife Abigail is well shown and represents one of the most appealing elements of the film, whose central message is that our forefathers, and foremothers were not stone monuments but real men and women.

The drama of how these men reached the conclusion that ‘their lives, their property, and their sacred honor’ at risk is reflected in many truly great songs.

An additional feature of this July 7 presentation of Riderwood Opera Theater will be Paul Robeson’s performance of “A Ballad For Americans,” first performed on CBS in1939, subsequently recorded by Victor Records, then by Bing Crosby on Decca. Copies of the lyrics of the ten minute Cantata will be available at the theater.

Direct from...Laurel?

by Lew Rhodes
Resident Writer

Adding the label “Direct from Broadway” to a theater ad means they want to assure an audience that they will be seeing a first-class quality show.

But for Riderwood’s upcoming Saturday, July 15 performance of HMS Pinafore... “Direct from Laurel?”

A clue might be found in these reviews from Baltimore and DC critics: “...this production is sheer fun and thoroughly entertaining.” (DC Metro Theater Arts)

“Laurel Mill Playhouse is a community theatre — a reality easily forgotten in the light of so many outstanding performances in its current production of H.M.S. Pinafore. Bravo!” (Baltimore Sun)

That’s why Riderwood’s Entertainment Presenters is presenting this production of Gilbert and Sullivan’s famous operetta H.M.S. Pinafore that opened April 2017 at the nearby Laurel Mill Playhouse. H.M.S. Pinafore is a comic opera that takes place on the eponymous ship and tells the story of the captain’s daughter who is in love with a lower-class sailor even though her father intends to marry her off to the First Lord of Admiralty. The show focuses on the different social classes and generally mocks the British class system.

Mark your calendars for the show and ticket sales. The matinee performance will be on Saturday, July 15 at 2pm in Lakeside Common’s Encore Theater. Five-dollar tickets will be on sale Monday, July 10 and Tuesday, July 11 from 4:00pm to 6:30pm outside the dining areas in Village Square, Town Center, Montgomery Station, and Lakeside Commons.

In Memoriam

The following residents passed away between May 24 & June 21

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<thead>
<tr>
<th>Residence</th>
<th>Name</th>
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<tr>
<td>WC</td>
<td>Monroe Sirkenn</td>
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<td>Raymond Fuller</td>
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<td>HS</td>
<td>Rose Mallen</td>
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<td>RC</td>
<td>Harriett Dietz</td>
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<td>WC</td>
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<td>HS</td>
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