

InterACTS

IN THE SPIRIT OF LOVING-KINDNESS

Issue 1 2009

Notice the Change *We Heard You!*

Feedback from the 2008 Employee Satisfaction Survey indicated you wanted to see some changes to InterACTS. Some of you felt the stories were too long, while others preferred articles to address topics of general interest rather than focusing so much on community news.

In addition to shorter, more reader-friendly articles on topics important to

you, each edition will include a regional news section which includes news specific to your region - whether you work in Pennsylvania, Florida or the Mid-South Region.

We asked, we heard and we delivered! Let us know what you think by sending an email to:

InterACTS@actslife.org

DID YOU KNOW...

DID YOU KNOW... The name, or acronym, "ACTS" comes from the original corporate title of "Adult Communities Total Services" as well as from the book of Acts in the Bible, which also contains instructions to care for the elderly. The name ACTS Retirement-Life Communities took effect when ACTS resumed self-management in the mid-90s.

ACTS News Nuggets

S&P Affirms Financial Health of ACTS

With all the financial turmoil experienced by organizations large and small throughout the nation, here's some good news to report...Standard & Poor's has once again reaffirmed the financial health of ACTS. According to S&P, ACTS' BBB+ rating affirmation and stable outlook are based on its strong organizational structure; excellent governance and management; good dispersion of operating and financial risk as evidenced by its portfolio of CCRCs in six states; strong demand with high occupancy rates; adequate financial performance with moderate debt levels; and the accreditation of its communities by the CARF-CCAC for financial viability, governance, quality of life and health care. S&P's positive evaluation of ACTS' overall financial health is shared by Fitch Ratings Services, which has previously affirmed ACTS' credit rating at A-



ACTS
Retirement-Life
Communities®

A Newsletter for
Employees of ACTS
Retirement-Life
Communities, Inc.

Stop Smoking Now



Quitting smoking is not easy, but you can do it! To have the best chance of success in quitting, you need to know what you're up against. To view a free video on smoking cessation, you can just access ACTS Portal and click on the link. The video, provided by Carebridge, is approximately 20 minutes long. You may also access the video by registering at Carebridge at: www.myliferesource.com and enter the access code **9KHPS**.

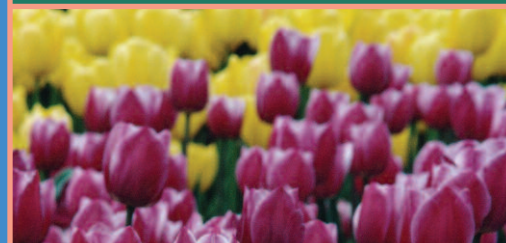
For additional assistance and information on kicking the habit, you can contact Carebridge **any time**, day or night at **1-800-437-0911** or via their web site. The assistance you receive is completely confidential.

Remember, quitting smoking has immediate as well as long-term benefits for you and your loved ones!

InterACTS Food for Thought

*Life must be lived
forwards, but can only
be understood backwards.*

- Soren Kierkegaard



6 Strategies To Help You Stick To Your Budget

Source: *Bargaineering -
Engineering for A Richer Life*

People who are concerned about managing their personal finances know that the first thing that you need to do is to create a personal budget. This is a multi-step process which involves taking a close look at your income and expenses, determining your financial goals and then creating a spending plan for yourself. Take a look at the following strategies to help you meet your goals:

Strategy #1: Make it a game (by setting goals) • By doing this, you'll see your budgeting improve as you work towards something instead of working away from something. Be creative and try to set mini-goals.

Strategy #2: Treat yourself • Once a week or once a month, treat yourself to something reasonable.

Strategy #3: Track to the dollar • Round your spending to the nearest dollar.

Strategy #4: Focus on Different Spending Categories • If you sum up your spending in categories, try devoting different days to different categories. On Monday and Tuesday, try to restrict spending on eating out. On Wednesdays, avoid spending on clothing, shoes, etc.

Strategy #5: Review your budget with someone • Maybe your budget is too restrictive. If your budget is unrealistic then you stand little chance of sticking with it.

Strategy #6: Set a big goal • Why are you budgeting and saving money? Perhaps it's for a vacation at the end of the year or maybe a down payment on a house or a new car? If you're budgeting to make ends meet, set your goal to be debt free or to fund your emergency accounts. Tape that goal on every credit card you have, on your wallet or purse, on everything. Let it be a constant reminder and motivation to reach your goals.

Get Your ACTS Emails at Home

ACTS makes it easy to get updates about your benefits (health plans, 401(K), pension, paid time off, etc) and other important ACTS news delivered right to your home email address. Here's how:

- Access **ACTS Portal** by double clicking on the **Internet Explorer** icon on your desktop
- Type the following URL in the address window: **https://portal.actslife.org**
- Type **user name (employee ID)** and password in the login area displayed. Contact the Service Center if you do not remember your password.
- Click on **My Information** in the upper left corner of ACTS Portal home page
- Click on **Contact Information** under **My Information**
- Enter work phone number, work extension and home email address, **only** if ACTS does not provide you with a GroupWise email address. Click **Update**

ACTS Can Help YOU Get FIT!

We may be well into the 2009, but that doesn't mean it's too late to start those resolutions to get fit...and ACTS can help! ACTS employees have free access to our communities' state-of-the-art fitness centers, which offer the latest equipment including tread mills, stationary bikes, and an assortment of weight machines and free weights, recumbent stepper, an elliptical, and much more! Some communities also have heated indoor pools and hot tubs available for employee use. Take advantage of this employee perk and get started on your way to feeling great and a healthier lifestyle! Community fitness center hours vary by location and certain hours may be reserved for resident use so be sure to check with the community Fitness Director to schedule a time for your workout! If you work in the corporate or regional office or support services center, you can visit the community nearest you for this great employee benefit!

In their words...

Just about every day, positive appreciation for working with seniors and ACTS is echoed in a community, email or meeting. In each edition of InterACTS we share some of these sentiments as a form of inspiration and encouragement to all.

"It is an honor to go to work and experience loving-kindness from the staff and residents. Each day is filled with joy! We genuinely care about each other."

**Barbara J. Parrigin,
Life Care Consultant
Edgewater Pointe Estates**

"ACTS has a high level of integrity, sense of commitment and care and I get to work with GREAT people!"

**Gail Manley, St. Andrews
North Receptionist**

Carebridge Work-Life/ Employee Assistance Program is Ready To Help You!

ACTS' Work-Life and Employee Assistance Program at Carebridge provides resources to help resolve financial issues, such as managing debt, and personal issues that may be affecting your health, well-being, family life or job performance, to name a few. You and your dependents are eligible to use this program and best of all, it's FREE!

You can contact Carebridge any time, day or night at **1-800-437-0911** or also online at **www.myliferesource.com**, access code: **9KHPS**. The assistance you receive is completely confidential.



Recognized for Excellence

Congratulations to Azalea Trace (Florida), Lanier Village (Georgia) and Brittany Pointe Estates (Pennsylvania), which have been accredited for another five-year term by CARF-CCAC, an independent accrediting agency. Within the retirement industry, accreditation is widely considered the “seal of excellence” for how well a community meets or exceeds rigorous standards in administration, financial accountability, health care and resident services.

To become accredited, a participating community is scrutinized by a team of independent surveyors for financial and operational soundness and quality of care and services in such areas as culinary, activities, resident rights, access to services, nursing, and the overall safety and security of the community. A community must demonstrate continued conformance on an annual basis before being reaccredited by CARF-CCAC.

Congratulations to these ACTS communities!

Regional News

Mid-South

New Administrator at Magnolia Trace

Magnolia Trace recently announced the promotion of Elizabeth Martin to administrator. Elizabeth worked in marketing at the community before it was acquired by ACTS last May, and she filled in as associate executive director during the community's transition period. In her new position, Martin is responsible for the oversight and delivery of high quality clinical services within Magnolia Trace including WillowBrooke Court, OakBridge Terrace and the Resident Nursing Office.



Netherlands Exchange Group Visits Lanier Village

Lanier Village Estates was recently visited by top eldercare professionals from the Netherlands as part of their U.S. study tour. The group met with residents and staff to learn and obtain ideas about how to better serve the needs of Netherlands' growing senior population. Topics of interest during the week-long visit included: optimizing quality of care, home healthcare services, finance models, branding and marketing. Aging Services of Georgia recommended Lanier to the Netherlands group because of its reputation for excellence in resident services and effective management. What a tribute to ACTS and Lanier Village to be selected for this very special honor!

Florida

Welcome Back to ACTS

Within the Florida Region, ACTS is happy to welcome back two former employees who are ecstatic to be back! What a testimony to our mission of being a Great Place to Work when someone leaves the company and then returns.

Welcome back to Ken Karmeris, a former nine-year employee who worked as the Executive Director at Indian River Estates West and Project Manager of Construction. Ken is the new Executive Director at Edgewater Pointe Estates. Lisa Sliney has also returned. Lisa began her career at St. Andrews Estates North as the Nursing Home Administrator in 2003 where she orchestrated and received the Governor's Gold Seal Award. Lisa is the new Executive Director at St. Andrews Estates North and currently engaged in a doctoral program through Walden University.



Pennsylvania



ACTSually Speaking

How do you feel about standing and speaking in front of a group? According to www.performanceanxiety.com, “public speaking is reported to be the #1 fear of American adults, with many people experiencing tremendous suffering because of it.” Toastmasters International is the answer! Members learn to become a better public speaker and leader by prepared and impromptu speeches. Participants receive positive feedback with suggestions for improvement.

Meetings are the second and fourth Friday of the month at 3:00 p.m. at the Support Services Center.

If you are interested in visiting or joining the club, contact Elmer Heiland, Vice President of Membership @ eheland@actslife.org. Why do it? “Because communication isn't optional” – www.toastmasters.org.