

# SPRINGMOOR

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## LIFE CARE RETIREMENT COMMUNITY

### Frequently Asked Questions:

- **What is Springmoor Life Care Retirement Community?**

Springmoor is a nationally-accredited CCRC (continuing care retirement community) offering a modified Life Care contract. The community is located on 42 acres of beautifully developed land in Northwest Raleigh. Springmoor is designed to emphasize independent living, dignity, security and peace of mind.
- **What is a continuing care retirement community (CCRC)?**

Part independent living, part assisted living and part skilled nursing, CCRCs offer a tiered approach to the aging process, accommodating residents' changing needs. Upon entering, healthy adults can reside independently in single-family homes, apartments or condominiums. When assistance with everyday activities becomes necessary, they can move into assisted living or nursing care centers. These communities give older adults the option to live in one location for the duration of their lives, with much of their future care already figured out.
- **What is Life Care?**

Life care communities like Springmoor offer residents unlimited access to health care at a discounted rate. Payment of the upfront "residence" and "care" fee guarantees care for life, despite unforeseen financial or health issues. Life care contracts also have tax benefits for prepaying for future health costs.
- **Why is Springmoor's national accreditation important?**

Springmoor is accredited by CARF-CCAC, the aging services branch of CARF International, which is an independent, nonprofit accreditor of health and human services. Through accreditation, CARF-CCAC assists CCRCs in improving the quality of their services, demonstrating value, and meeting internationally-recognized organizational and program standards. The rigorous accreditation process applies sets of standards to service areas and business practices during an on-site survey. Accreditation, however, is an ongoing process, signaling to the public that a service provider is committed to continuously improving services, encouraging feedback, and serving the community. Accreditation also demonstrates a provider's commitment to enhance its performance, manage its risk, and distinguish its service delivery.

- **What types of residences does Springmoor offer its community members?**

The community has 19 different types of floor plans ranging from studio/alcove apartments to a two-bedroom, single-family home with a den and a one-car garage. Variations exist and will be determined by location of unit. Below are several variations and a marketing representative can give you individual floor plans upon request.

- **What types of services and amenities does Springmoor offer its community members?**
  - Guaranteed residence for life
  - Use of on-site Stewart Health Center for outpatient and inpatient care
  - Springmoor Comprehensive Health Care Program covers most medical expenses
  - Use of all Springmoor facilities and services
  - Physical security through around-the-clock staffing
  - All maintenance and home repairs
  - Care of lawn and grounds
  - One meal a day (homes, villas, apartments)
  - Three meals a day (Supportive Living Center and Health Center)
  - Special diet requested by a physician
  - 24-hour emergency call service and health care
  - All utilities: electric, water, local and long-distance telephone, gas, cable
  - Weekly housekeeping service
  - Bed linens and their laundering
  - Scheduled transportation for shopping, activities and medical appointments
  - Central smoke and fire system
  - Use of grounds for exercise, recreation and relaxation
  - Companionship
  - Participation in the many scheduled activities and entertainment at Springmoor

**Amenities include:** Springmoor has many recreation and craft areas, indoor swimming pool, putting green, private chapel, Wells Fargo bank, hairstyling shop, pharmacy services, library, convenience store, multi-purpose space for entertainment and social uses, and beautifully-appointed parlors for relaxation and companionship. Springmoor residents have golfing privileges at Wildwood Green, which is less than 10 minutes from Springmoor. The community's brand new Pathways Wellness Center is a favorite among residents with its beautifully appointed salt-water lap pool, state-of-the-art exercise room, private movie theater, massage rooms, billiard room and café/bistro.

- **What is Springmoor's history and how large is the organization?**

The Springmoor Board of Directors in conjunction with Mr. Justus M. (Jud) Ammons, a leading Raleigh developer and civic leader, developed Springmoor. Located in Greystone Village, Springmoor is one of many large communities that Mr. Ammons has developed in Raleigh and other parts of North Carolina with pride and success. In planning Springmoor, Mr. Ammons enlisted the guidance of consultants and community leaders and personally studied the needs of seniors. His deep interest in seniors and his personal and financial commitment have resulted in Springmoor becoming one of the nation's foremost life care retirement communities. **Springmoor employs**

**approximately 425 staff members, and has about 500 residents.**

- **Who are the members of the community's leadership team?**
  - Management
    - David W. Ammons, chief executive officer
    - Fred Conner, executive director
    - Dr. W. Wells Edmundson, medical director
  - Board of Directors
    - Mr. Charles B. Ballard (Bruce): President, Springmoor Board of Directors
    - Mr. Ernest Carraway: Vice president, Springmoor Board of Directors
    - Mrs. Edith Simpson: Secretary/Treasurer, Springmoor Board of Directors
    - Mr. Albert H. Calloway: Member, Springmoor Board of Directors
    - Dr. Robert E. Cook: Member, Springmoor Board of Directors
    - Mr. Joe James: Member, Springmoor Board of Directors
  
- **What is Springmoor's mission?**

Springmoor Life Care Retirement Community is a non-profit organization established to provide full life care for residents who are usually more than 62 years of age. The organization subscribes to the following mission:

  - To promote the social, emotional, psychological, spiritual, and physical well-being of each resident; To provide quality housing, amenities, medical and health care, physical security, activity and enrichment programs, food service and support services;
  - To provide facilities, staff, policies and procedures that are sensitive and responsive to the day-to- day and changing health and personal needs of each resident;
  - To provide an honest, forthright environment of positive thinking which promotes for each resident dignity, peace of mind, confidence and the pursuit of an active lifestyle;
  - To operate and manage the community so it is cost-effective and efficient, yet sensitive and personal in relating to resident needs.