



ARBOR TRACE



TOWER POINTE
AT ARBOR TRACE

The Arbor Trace Revue

1000 Arbor Lake Dr. Naples, FL 34110 (239) 598-2929

Special Hurricane Irma Edition

On Sunday, September 10, 2017 Hurricane Irma impacted Arbor Trace as a category 3 hurricane. Residents braced for what was being called a “devastating storm”. We are grateful that Arbor Trace survived Hurricane Irma with minimal damage and all residents are safe and sound.

Whether you stayed here at Arbor Trace, or evacuated, we know you have a story to tell. This edition has been dedicated to the experiences of the residents, staff, and family members during and after the storm.

Thank you to those who contributed to this issue. We appreciate your stories and your willingness to share.

-The Revue Team

October 2017



Resident Appreciation

A tremendous thank you to all of our residents who assisted their neighbors during Hurricane Irma. There are countless stories of residents helping residents. Many residents on higher floors in the two midrise units and the tower took in residents from the ground floors and the villas. Some residents who have been out of state for the summer, called the Clubhouse and told us to open their units and let residents stay in their condos to stay safe. Other residents checked on their neighbors, or took them a meal, or gave them a ride to the airport...etc.

There were many residents who stepped in to man the desk at the Tower during the storm. Our hats go off to Ron Timmerman, Carl Steinhouse, Dick & Barbara Wilson, John & Julie Egenberg, and Phil & Karen Sexton. It was a wonderful comfort to your neighbors to provide reassurance in the lobby during the storm. Thank you all!

What a wonderful community full of loving and caring residents!

Way To Go Team!

We would like the following employees to be recognized for staying on property and working during Hurricane Irma. Their efforts in keeping the residents and our property safe during this unprecedented hurricane were outstanding.

These employees are from administration, the maintenance department, nursing department, and food service department.

Nick & Jennifer Hoops, Jennifer Whitten, Kevin Cooney, Colleen Mulready, Craig Stavola, Pierre Ferrand, Monique Eugene, Roxy Artates, Dan Kelly, Lynne Harper, Jeremiah & Fe Salvador, Denise Sanchez, Vierge Simon, Merline LouisJeune, and Tim Lastre.

Thank you so much to each employee for going above and beyond in our time of need—we love you and are forever grateful!!!

2 The Arbor Trace Revue

Notes from the President of Your Operating Board

As you would expect, Dan Edenfield has had his hands full this month with Irma, that is, the hurricane, not any secret girlfriend. So, Dan asked me to write this month's missive from on high. Last month's notes from Dan were prescient, dealing with the topic of property coverage for the Association and your individual home owner's property policies. Did he know something we did not??

Thankfully, compared to what the weathermen forecast, the effect was milder than expected, especially in terms of the predicted storm surge. Ten feet was a possibility, but very little surge was the reality. But that wind was ferocious and the worst damage came from wind shear, felling trees, signs, uprooting some roof shingles, and dislodging some tiles in the dining room. And, to our considerable discomfort, we lost electricity for several days and thereby lost our treasured, but until now, probably underappreciated, air conditioning. Don't even think about trying to save anything in your refrigerator as everything should go.

A good number of our resident volunteers manned the concierge desks both before and after Irma came roaring through. For those residents who put themselves out beyond the call of duty, you have our sincere thanks. Kudos go to the Wilsons, the Egenbergs, the Bermans, the Sextons, Ron Timmerman, and many others, including our Librarian Elizabeth Bergenheim, who supplied reading materials to Arbor Glen residents both before and after the storm.

Many, many of our employees, too numerous to list here, did a sterling job of keeping this community functioning at an acceptable level. I will single out a few who did a herculean job.

In Arbor Glen, Kevin Cooney, Dan's assistant, along with Colleen Mulready, Lynne Harper, Dan Kelly, and numerous other courageous staff stayed during the hurricane and the days that followed caring for all of our residents, attending to their every need. Sleep during those days was not a luxury any of the staff enjoyed. We all admire and appreciate all of our Arbor Glen staff who worked so tirelessly.

Nick Hoops and Craig Stavola rode out the hurricane at Tower Pointe and certainly had their hands full trying to hold things together as awnings blew away causing damage to the south side exit door and clipping a fire sprinkler head setting off all kind of alarms. Without their help, things could have been much worse. In the aftermath, Nick, Craig and Nick's wife Jennifer, immediately sprang into action removing debris from the roadways making them accessible again.

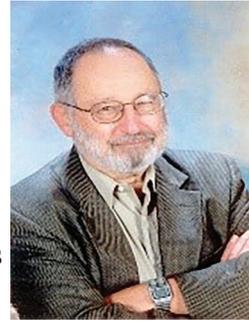
In the days to come, Nick and Dale Carnes needed four hands and two heads each, to keep up with all the work Irma dumped at our doorstep, but keeping up they did. And thanks their dedicated maintenance crew who worked tirelessly to assist Nick and Dale, they miraculously kept everything operating that could be kept working in the absence of power from FPL.

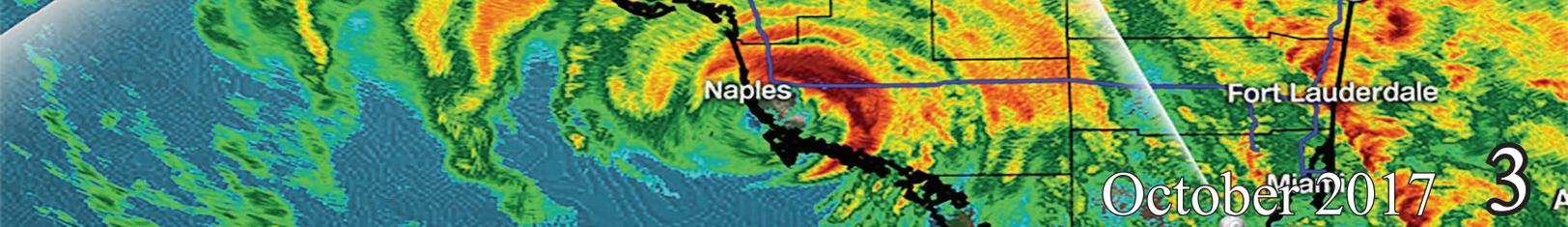
Jennifer Whitten did a yeoman's job, all around, from acting as a handyman and tree clearer, to providing us, together with her valiant kitchen crew, with take-out tasty meals every afternoon. Many of the housekeeping staff also pitched in, supervised by the hard-working Donna Skroski. What a loyal staff!

Last but not least, old reliable, Dan Edenfield, arrived and began organizing our recovery efforts. He jumped right in to handle communications with Collier County, FPL, and various government agencies to restore services to our community as well as contacting insurance adjusters and numerous contractors to begin the rebuilding process.

Dangers will persist in the coming weeks in terms of fallen trees, power outages, contaminated tap water, and our community's capacity to handle sewerage. Ignoring the dangers posed with the "so far, so good" approach is foolhardy. [It's like the story of the guy who accidentally fell off the roof of a ten-story building. When he passed an open window on the fifth floor, he was heard to calmly say, "so far so good!"]. All of us must be careful and keep up our guard. And please, be patient while management, our boards, and the staff work diligently to restore all of the amenities we have come to so enjoy and make this a great place to retire. On behalf of the Tower Pointe, Arbor Trace, Tower Trace and Arbor Pointe Management Boards,

Carl Steinhouse, President, APM Board





October Calendar Notes

Wednesday, October 4th: We are having our annual flu clinic today. Please bring your Medicare card and know which vaccine you prefer. CVS will be here with the high dose vaccine and the pneumonia vaccine.

Friday, October 6th: Lunch Bunch will head out today at 11:30am. Please sign up at the Clubhouse if you would like to enjoy lunch out. The location will be announced at a later date. Music will be played at the Top of the Pointe this afternoon at 4pm by Lois Kehoe and friends so please make reservations at the Clubhouse and enjoy some great music starting at 5:30pm.

Wednesday, October 11th: It's Oktoberfest! The Arbor Lake Singers will be kicking off the fun at 5pm in the Clubhouse Lobby and all are invited! Come enjoy the Management Party this evening starting at 5:30pm. Please sign up at the Clubhouse if you plan to enjoy dinner and dancing this evening. We hope to see you there!

Friday, October 13th: ROMEO (Retired Old Men Eating Out) is heading out this morning at 11:45am. Please make sure you call the Clubhouse to reserve your seat on the bus.

Wednesday, October 18th: The Arbor Trace Condo Association will be meeting today at 3pm in the Clubhouse Activity Room. All Arbor Trace Condo members are encouraged to attend.

Thursday, October 19th: Signature Lunch is back! Come enjoy music and a lovely lunch buffet starting at noon the Colonnade. Please sign up at the Clubhouse if you plan to enjoy lunch.

Friday, October 20th: We have rescheduled our trip to the Brambles Tea Room for today, since Hurricane Irma ruined our trip in September. Be sure to sign up at the Clubhouse if you would like to go to Brambles. Tonight is the first trip of the season to The Artis for the Classic Series. Please sign up at the Clubhouse and be ready to leave at 6:20pm.

Monday, October 23rd: This evening we will be celebrating all residents with an October birthday. If this is you, we hope to see you for dinner at 5:30pm under the balloons in the Colonnade. Please RSVP to the Clubhouse.

Wednesday, October 25th: Have you ever seen Arbor Glen? If not, come and get informed on a tour at 10am to see what our assisted living is all about. Please sign up at the Clubhouse.

Thursday, October 26th: The Tower Pointe Condo Association meets at 10am in the Gathering Place this morning. All members are encouraged to attend.

Friday, October 27th: Ladies grab your pennies, and be ready to board the bus at 10:45am as we explore thrift stores in the Bonita Springs area with lunch at Panera Bread. Please sign up at the Clubhouse.

Tuesday, October 31st: Our annual Halloween Costume Management Party is tonight at 5:30pm. Prizes will be awarded so get your costume ready and please make a reservation at the Clubhouse if you plan to come enjoy a fun evening.

6 The Arbor Trace Revue

Naples

Fort Lauderdale

Miami



Wellness Check Adventure!

In the aftermath of Irma, we unfailingly did wellness inspections, transported food and handed out bottled water. Upon arriving on the 4th floor of building 9 we were amazed to walk off the elevator and see a few tables set up with games, coffee cups and non-perishable snacks, such as whole wheat bread, peanut butter and jelly. Apparently this floor was offering all floors to come up or down to engage in social activities, enjoy a snack and try to resume some normalcy in the midst of a frightening storm and the days to follow. It was delightful to see people come together and form a bond during a threatening situation. Others helping others is what this community is all about!

-Jody Long

A Letter of Gratitude

Dear Arbor Trace Staff,

We both want to express our gratitude for your tireless efforts in taking care of the Arbor Trace community, and our mother Jean Alexiou.

I am writing to thank you and the entire staff for always, always, always making your residents the top priority at Arbor Trace. You and your staff have always exceeded our expectations, but these past couple of weeks during Irma you have all gone above and beyond. We just can't believe how even in the extreme conditions of cataclysmic weather and no power you still provided the residents meals. It is amazing that with no operating kitchen, no air conditioning, and limited staff and resources, you are still feeding the residents, answering their questions and providing them with the consistent comfort and attention that puts them (and families out of state) at ease. How lucky we all are to have found such a special place with such a caring group of people to help make our parents "grown up" years a fun & safe experience.

With much gratitude,
Helen Trybus & John Alexiou

A Big Thank You Hug!

I will forever feel indebted to our early responding Arbor Trace staff who left the needs of their homes and families to come and take care of us.



Our kitchen staff really stands out for their heroic job they did in producing all those wonderful meals for us and they did it with such a great, smiling attitude.

Thank you! Thank you!to all of our early responders...my heroes.

Love,
Suzie Eslick

Ps. I just discovered my absolute favorite sound...it's the hum of a working air conditioner.

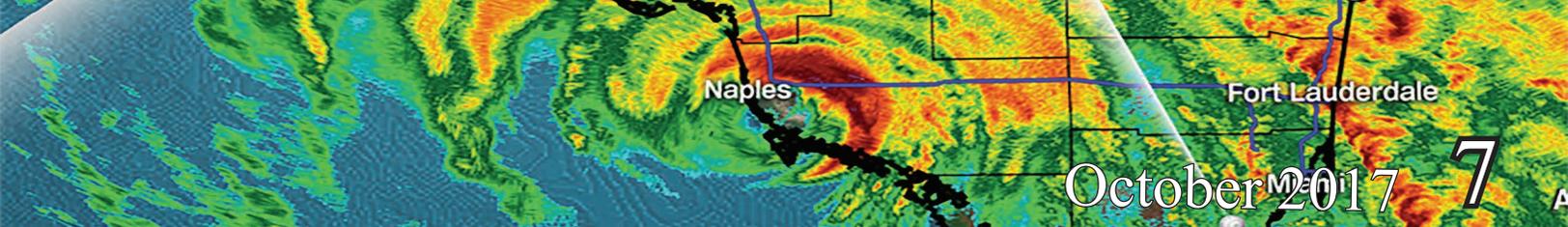
IRMA

IRMA...Impressive and frightening for a while also leaves us with other very positive impressions:

- ~Management made difficult decisions of preparation and then worked non-stop to implement their plans
- ~Maintenance (some here 24/7) "had our backs" as the storm raged, jumping in to mitigate problems as they occurred
- ~Neighbors, at first call, dropped what they were doing to provide transportation
- ~Neighbors greeted and welcomed my family with smiles...even when we "camped out" in hallways for a few hours
- ~No power...but we had coffee (thanks to kitchen staff as well as Tower neighbors) and lots of work-arounds for charging phones--sometimes our only connection with friends and family
- ~Food: can we ever adequately express our thanks to all who worked to feed us--hot meals prepared in a fiery-hot kitchen? And always, always with smiles
- ~Arbor Glen staff who stayed to care for and comfort those residents
- ~All who came back to work as soon as possible, leaving families and homes which sorely needed attention

IRMA...took many of our beloved trees and caused problems which will take time to fix but she left a strong community behind her.

-Karen Sexton



Gratitude/The face of an Angel



I want to talk a little about the blessings that we all enjoy and sometimes overlook. This last week is an excellent example about "Looking in the face of Angels."

Irma, the Germanic goddess of war was awful. I was hurricaned out after Wilma, so you can imagine my chagrin when Irma set her sights on us. We were warned, we knew what to expect, we have no excuse for any hardship incurred, but she did take her toll. Nick, Jennifer and Craig were here 24/7 addressing problems that they had control over. There are several problems that were beyond any conceivable human control. When you have 14" to 20" of rain coming down from every conceivable direction, driven by 140 MPH+ winds, you are out of your depth. Jennifer Whitten, her children, and a few of her amazing staff were here 24/7 during the worst and all pitched in to try to bring normalcy to our lives. Dale & Donna were in first thing Tuesday morning with some of the other guys, cleaning what could be cleaned and moving what couldn't. Monday we were greeted at the club house with a cup of coffee from a pot. Tuesday morning we went to the club house and one of us said, "Do you think coffee is out of the question?" I pointed to the cupboard and Eva was setting the coffee and cookies out. My friend who is hard as nails said, "I think I'm going to cry!" Every day, Jennifer W. and her people worked in the darkest, hottest place you can imagine preparing food for Arbor Glen three times a day and us refugees every afternoon. Speaking of Arbor Glen, they had their own Angels up there. Kevin, the nurses and Denise from housekeeping, working tirelessly keeping folks in excellent care and keeping all systems that were available operating, people being taken care of and being kept as comfortable as possible under impossible conditions. All of these folks have lives of their own, flooded cars, flooded homes, damage that defies description, but they chose to be with us. If this doesn't touch your heart, you don't have one.

Dan allowed me to sit in the command chair, the chair of all power (Jody's chair at the Clubhouse reception desk) for a little while Tuesday morning, but wisely realized that not everyone can handle that much power and had Jennifer Hoops come and relieve me.

Nick and Craig were out in the height of the storm filling generators with diesel out of the back of a pickup. Management was here right after the storm identifying priorities and directing recovery. We, above all people are highly blessed and I hope everyone here realizes that.

I can't name every one of the staff that was here, but as you see them, please give them a heartfelt "THANK YOU!"

We love you all, it's good to see you evacuees trickling back in. Please be grateful for the people here!

-The Morning Coffee Group

Irma Memories

We are all familiar with the saying "when you are handed lemons...etc." Irma gave us a beautiful opportunity to make delightful lemonade.

Just days before Sunday, September 10th, "Jack" and Jan Grunewald had moved into Tower Pointe 1601. That afternoon the 4 of us were glued to the hallway windows watching Irma's fury-to our horror we saw flying roof tiles from the garages below! One of our first discoveries was that we all enjoyed 5 o'clock refreshments. Using a flashlight we found 4 chairs, a card table, drinks and munchies, and set up shop in the lit hallway. We soon found out that the 4 of us were octogenarians and an unbelievable discovery. Jack and Jan were married May 31, 1958 at 4:00pm in Minnesota—the exact same time and date as Marty and I were, in Wisconsin. We also remembered that both of our wedding guests ruined their shoes in a horrible spring downpour.

Needless to say over 4 nights of hallway conversation, we found much in common and a brand new friendship was born!

-Alice Krebs

What A Champ!

Once we realized that Irma would render us without electricity for more than a day, we knew our battery-operated fan was going to fail us very quickly. We had enough batteries to last for one day. Our son called all over the East Coast to see if he could locate more batteries to no avail.

So, our son-in-law in Casper Wyoming went shopping for 64 D size batteries, went to FedEx at 6 pm, and shipped them 'overnight.' They arrived at 2pm the following afternoon. For five days, we had enough batteries to keep the fan going like a helicopter. We attribute the fan to saving our lives in an otherwise precarious health situation.

In addition to which I take back anything negative I ever said about that son-in-law. He turned out to be a champ! Thanks to Jerry Gonzales, CHAMP
-Joe Scott Jr.

Arbor Trace Army!

Adhering to all the warnings, we like most had lots of bottled water, hurricane shutters down, gassed up the cars, had battery operated lights, and non-perishable food – we felt we were ready for whatever came our way – or were we -- having never been through such a storm?

Irma managed to have her way with us and our building and some had more damage than others. But through it all, we were fortunate to have our soldiers in place and in fact several of them moved into the building and were with us throughout the storm. We cannot thank our wonderful staff and employees enough starting with our Executive Director and including everyone else. They have been here (some very long hours) even with their own problems at home. With very limited power and no A/C our kitchen managed to put out an excellent hot meal every day for us! Maintenance and Housekeeping had to contend with building problems, all the debris outside, and our individual situations and managed to continue to be considerate and helpful to everyone.

So kudos to our Arbor Trace Army!

-Beverly & Jack Davisson



Tiles from TP garage roofs



TP covered walkway



Flooded drive bldg. 2



Grady Hoops cleaning up



Eagle Update

I had seen the eagle pair in the nest tree a few days before the hurricane arrived -- and was pleased to see them back again after it passed. I was through the area yesterday morning and caught this photo of one of the adult pair on the way to a search for building materials. The winds blew away all of last year's nest, but sometimes the babies do that before fledging. So they are naturally inclined to a fresh start at the beginning of the new season. -RL (The Eagle Man)



Colonnade Room damage



Hungry residents



Wonderful buffet

The Revue Team

Editor... Dan Edenfield

Publisher... Jennifer Hoops

Calendar of Events... Sandy Steinbach

Contributors to this edition... Carl Steinhouse, Suzie Eslick, Karen Sexton, Scott & Regina Zimmer, Alice Krebs, Joe Scott Jr., Beverly & Jack Davisson, Helen Trybus, John Alexiou, & Jody Long