



# July 2024

## Chanticleer String Quartet Returns to Timbercrest!

Chanticleer and pianist Darius Frowner will return to Timbercrest on Friday, July 26 at 10:00 a.m. in the Assembly Room.

Chanticleer is a long-standing Timbercrest tradition, and they look forward to returning each year. The quartet is comprised of professional musicians from all over the country, and a guest musician to add a little flavor to their program. The group members gather every summer at the Chanticleer Farm near Richmond, Indiana for practice, touring and to conduct stringed-instrument camps for Wayne County youths.

The group is delighted to have Darius with them this year. They met during one of Darius's national tours of "Ain't Misbehavin'" and have enjoyed performing together around New York City. He is arranging "Odyssey of the Seasons" especially for their Indiana tour.

Richmond native Caroline Klemperer-Green, is director and first violin; other members are Stefan Xhori (violin), Jennifer Smith (viola) and Elizabeth Gottling Mendoza (cello). Guest musician this year is pianist Darius Frowner.

This performance is free and open to the public!

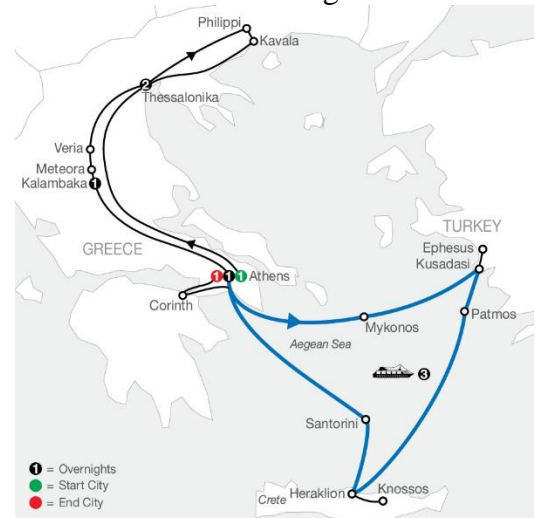
## Parkinson's Support Group

Due to the July 4<sup>th</sup> Holiday, The Parkinson's Support Group will **not meet in July**. The next meeting will be Thursday, August 1 at 3:00 p.m. in the Resident Activity Room.

## "Footsteps of Paul"

Join us in the Assembly Room on Friday, July 12 at 2:45 p.m. as we embark on the journey of Paul through Turkey and Greece.

First Brethren Church Associate Pastor Ron Burns and his wife, Pei, recently returned from a 14-day tour entitled "Footsteps of Paul in Turkey and Greece". They have put together a presentation including photos, video and stories to share with us. It will be as if we took the tour a long side them.



## Light Up the Night Sky!

Enjoy the town Independence Day festivities with Carol on Thursday, July 4. The bus will leave from the Hub at 8:00 p.m. and travel to Manchester High School. The North Manchester Civic band will perform prior to the firework display.

Bring a lawn chair if you have one and maybe some bug spray! **Sign up in the notebooks at Rose Garden or Courtyard.**

## SHEPHERD'S CENTER PROGRAMS

The Shepherd's Center does not meet during the months of June, July or August.

Programing will resume in September and go through December.

### Breakfast Out with Carol Bluebird Café

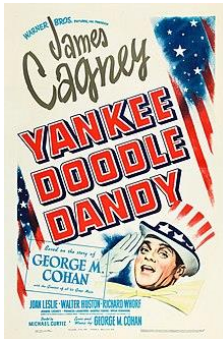
Take a short drive with Carol on **Tuesday, July 2 leaving at 8:30 a.m.** to The Bluebird Café in downtown Laketon.

Formerly Earl's Place, The Bluebird has been a staple in the one-stop town for many decades. On any given day you can walk through the front door and be greeted by many of our area's farmers.

The cost of your meal and gratuity is on you.

**Sign up in the notebooks at Rose Garden or Courtyard.**

### Tuesday Matinee



Join us for an afternoon matinee and popcorn on **Tuesday, July 2 at 2:00 p.m. in the Chapel.** This is in addition to the Friday evening films offered twice a month.

The film this month features James Cagney in "Yankee Doodle Dandy." Brought to the White House to receive the

Congressional Gold Medal from President Franklin Delano Roosevelt, Broadway legend George M Cohan (James Cagney) reflects on his life.

Flashbacks trace Cohan's rise, from a childhood performing in his family's vaudeville act to his early days as a struggling Tin Pan Alley songwriter to his overwhelming success as an actor, writer, director and producer known for patriotic songs like "Yankee Doodle Dandy," "You're a Grand Old Flag" and "Over There."



## Oasis

Come for inspiration and reflection every **Wednesday at 4:00 p.m.** in-person in the Chapel.

- July 3 Patriotic Songs, Jane Willmert pianist
- July 10 EvenSong Worship with Bruce Russell
- July 17 Design Outreach – Michael Cook – “Alleviating global poverty through life-sustaining technology”
- July 24 Helping Ukraine Refugees – Jennie & Frank Ramirez
- July 31 Music & Story – Pamela Haynes – “From Sunday School to Concert Stage: My life as a musician”

Come to Oasis in person. It is also broadcast live on the Timbercrest Senior Living YouTube Channel and can also be viewed at a later time on the YouTube channel.

## TUG

The Technology User Group (TUG) **will not meet during the summer months of June, July, and August.** The group will resume meeting monthly beginning in September.

The September meeting date will be announced in the September Timberline. During the summer, residents may contact the TUG technicians for assistance with your personal technology devices (computers, printers, and smart phones). The TUG resident technicians are Gary Heisler, Dean Beery, Al Williams, and Dianne Wichern.

## Annual Conference Church of the Brethren

The Church of the Brethren Annual Conference is being held in Grand Rapids **July 3 through the 7**. We have the capability of live streaming the Evening Worship Sessions in the Timbercrest Chapel. **The service starts at 6:45 p.m. each evening and is scheduled to go until 8:15 p.m.**

They kick off Wednesday evening with Moderator Madalyn Metzger. Madalyn has strong Timbercrest roots! Her grandparents were longtime residents, and we are now blessed to have her parents, Dennis & Van, with us, as well as aunts Wendy and Cathy. Thursday evening's service is offered by Pastor Greg Broyles from Roanoke, Virginia. Followed Friday evening with Brandon Grady from Glenville, Pennsylvania. They conclude evening services on Saturday with Leonard Dow of Philadelphia, Pennsylvania.

No sign-up is required. Shout out to Tim Ritchey Martin for coordinating!

### Timbercrest Book Club:

The Timbercrest Book Club will meet **Monday, July 8 in the Conference Room at 2:00 p.m.** Our July book is "Funny in Farsi," by Firoozeh Dumas, a memoir of growing up Iranian in California after she came to the United States with her family in 1972 at the age of seven. If you are interested in joining, text or call Marilyn at 260-578-5008. We love new members!

### Knit for Kids

Knit for Kids meets **Tuesday, July 9 at 1:00 p.m.** in the Education Room. Contact Marie Willoughby if you have questions @ 260-982-6970.

### Memoir Writing Group

We meet on the **second and fourth Tuesdays of the month at 2:00 p.m. in D Wing Lounge**. We choose topics to write about in between times, and then we read to the group at our meetings. Sometimes a member might write about some other topic, or just come to listen. We always have a good time. Questions? Contact Eileen Flory, 982-0088, eflory@peak.org.

## Annual Watermelon Feed Yellow Cardinal Financial Services



Michelle and Mallory of Yellow Cardinal Financial Services have been blessing the town of North Manchester and Timbercrest with an Annual Watermelon Feed for many, many years.

This year they will treat us on **Tuesday, July 9 beginning at 2:00 p.m. in The Nook**. We encourage you to enjoy your watermelon on the patio or in the Courtyard Gazebo! We thank Michelle and Mallory for this sweet summer treat and their continued support of Timbercrest!

### Our Grocery Cart Food Delivery System

Food distributed on the second Wednesday of the month comes from the Second Harvest Tailgate at the Manchester Church of the Brethren. This is a resident-sponsored program.

The schedule for food delivery on **Wednesday, July 10** is:

- 1:30-2:30 p.m. Distribution in the Manor
- 2:00-3:00 p.m. Neighborhood Home residents may pick up food in the Resident Activity Room before or after the snack in The Nook.

If you won't be home, ask a friend to get some food for you. If you would like to volunteer to help, please call Mary Ebey at 982-2366.

### Walmart, Here We Come!

Shop at Wabash Walmart on **Thursday, July 11 departing from the Hub at 1:00 p.m.**

We generally arrive at Walmart at 1:30 p.m., depart at 3:00 p.m., and return to Timbercrest by 3:30 p.m.

Shopping lists for those unable to go must be in **CAMPUS MAIL ONLY** by **NOON, July 11**. Remember to include a phone number where you can be reached in case the shopper has questions.

In line with the new fee structure, there will be a fee assessed for this service. If you plan to go along on the bus, there is a \$5 fee. Likewise, if you send a list with the shopper, there will also be a \$5 fee. These charges will be added to your monthly statement.

**Sign up in the notebooks at Rose Garden or Courtyard.**

## Foellinger-Freimann Botanical Conservatory Fort Wayne

Join Adrienne for an afternoon picnic and trip to Fort Wayne's Botanical Gardens on **Thursday, July 11.**

The conservatory offers three indoor garden areas featuring a Showcase Garden, Tropical Garden and a Desert Garden. They also showcase four outdoor garden areas; An Exploration Garden, Terrace Garden, Salon Plaza and Beverforden Garden.

For lunch we will dine al fresca at the conservatory. They have a great picnic area called the Prado. If you are on a meal plan, I will ask that dining services prepare a box lunch for you at no additional cost. If you are not currently on a meal plan, you can bring your own lunch or I can ask dining services to prepare a lunch for you as well. I believe the cost of a boxed lunch is \$12.

**The bus will leave from the Hub at 10:30 a.m.** arriving at about 11:15. We will unload and eat our lunches once we arrive and then spend the afternoon exploring the gardens. The cost for the day is \$10 and should be paid to Adrienne in advance. **Sign up in the notebooks at Rose Garden or Courtyard by Monday, July 8!**

## Serendipity Bible Study Groups

Everett Shattuck leads Serendipity Bible studies, incorporating sharing and discussion in the context of Bible passages. These low-key studies are geared for people new to Bible study and long-time Bible students. "Serendipity" comes through mutual discovery and reflection.

- **Fridays, July 12 & 26 at 9:30 a.m.** in **G Wing Lounge**, led by Everett Shattuck.

## North Manchester Farmers Market

The Timbercrest bus will be available to transport residents to the Farmers Market and back on **Saturday, July 13 leaving from the Hub at 9:30 a.m.** **Sign up in the notebooks at Rose Garden or Courtyard.**

## Dementia Learning Group

Family, caregivers and friends of persons with dementia are welcome to the Learners' Group, **Monday, July 15 at 6:30 p.m.** in The Nook. This group is open to Timbercrest and the general public. The mutual sharing and support is positive and helpful for those involved. The group moderator is Mari Adkins, from Bickford Cottage, Wabash.

## 2<sup>nd</sup> Annual Garden Party

Timbercrest residents work very hard to make our Courtyard a beautiful and inviting space. We'd like to celebrate them and show off their hard work by inviting you to our **2<sup>nd</sup> Annual Garden Party on Tuesday, July 16 at 2:00 p.m. in the Courtyard.**

Come ready to enjoy the many different flower beds and refreshments. Resident gardeners will be on hand to answer any questions that you might have. Refreshments will be served on The Nook Patio.

## Game Night with Mike and Lucy

Join Lucy and Mike McKinley for an evening of cards, billiards, dominoes, board games and refreshments **Wednesday, July 17 at 6:00 p.m.** in the Recreation Room. Please note that we have moved to Wednesday evenings to better suit Mike and Lucy's schedules.

No sign-up needed. Just come for a great evening, and maybe learn a new game.

## Giant Crossword is Back

Do you enjoy crossword puzzles? Join Carol in the **Resident Activity Room on Thursday, July 18 at 2:00 p.m.** for Giant Crossword.

## Teaching Kitchen Coming Up

Dining Services will host a Teaching Kitchen **Thursday, July 18 at 3:00 p.m.** in The **Nook**, for both Manor and Neighborhood Home residents. Group size is limited. **Sign up in the notebooks at Rose Garden and Courtyard.**



## Fellowship Hour

Fellowship Hour on **Friday, July 19 at 2:00 p.m. in the Assembly Room** will feature a special treat! Timbercrest has invited organist Carolyn Eppley.

Carolyn is the aunt of Jennifer Gearhart and is from Wabash, Indiana. She plays the organ alongside her pianist friend, Minda Lehman, and Narrator Luvernia Wilson.

We will take a few minutes at the top of the hour to welcome Timbercrest residents who have moved in since April's Fellowship Hour. Carolyn and friends have a great line up of music for us to enjoy!

## God's All Community Choir

God's All Community Choir will perform in the **Assembly Room on Saturday, July 20 at 1:30 p.m.** The group consists of community members that love to sing hymns!

## Blackberry Picking Cordes Berry Farm – Roann



Summer mornings picking berries make delicious memories! Join us **Monday, July 22** as we take the short drive to Cordes Berry Farm near Roann, Indiana to pick blackberries.

Cordes Berry Farm grows strawberries and blackberries for you to pick throughout the summer. Their blackberries are rumored to be gigantic and juicy! How do you plan to enjoy your berries? Will you bake a pie, make jam or eat them fresh? Let's swap recipes!

The farm accepts cash, check and credit cards. Price is per pound and may vary. **The bus will leave from the Hub at 10:00 a.m. Sign up in the notebooks at Rose Garden or Courtyard.**

## Weekly Bingo Games

Join the fun at Bingo in the **Resident Activity Room Mondays and Fridays at 11:00 a.m.** There will be no Bingo on Friday, July 26.

Due to scheduling conflicts, we often find ourselves in need of someone to call Bingo. If you are interested in occasionally being called upon for this favor, please let Jennifer Gearhart know (260-982-3959).

## Manchester Church of the Brethren Luncheon with the Pastors

Timbercrest residents who are members and friends of Manchester Church of the Brethren are invited to have lunch with their pastors **Wednesday, July 24 at noon, in the Assembly Room.**

The meal includes a salad, entrée, dessert, and beverage. Indicate special dietary needs when you sign up. Cost is \$12 per person, paid to the Timbercrest Receptionist. Residents who have a meal plan do not have to pay. Guests are welcome and should be listed on the sign-up sheet. Cost per guest is \$12.

If you need to cancel your reservation, please do so as early as possible. Contact the Timbercrest Receptionist or Amy Gall Ritchie. If you do not cancel in advance, you may incur a meal charge if you do not have a meal contract.

**Sign up in the notebook at Courtyard by Wednesday, July 17.** Contact Amy Gall Ritchie, 765-967-0657 or [anymcob@gmail.com](mailto:anymcob@gmail.com), with any questions. We hope to see you there!

## Patio Series

The Summer Patio Series continues to be a great success! For July, we welcome **Judy Bontrager** all the way from Arizona. Judy will sing for us on **Wednesday, July 24 at 6:00 p.m. in the Courtyard.**

Judy is a good friend of Carol Gebert's, and we are excited to show her how wonderful our Timbercrest community is.

I encourage you to invite your friends and family to enjoy an evening under the setting summer sun with some great music and fellowship. These events are open to the public and free of charge. Remember to bring your lawn chair, picnic blankets, sun hats and maybe bug spray. I'll see you there!

## Table Tennis for Fun and Fitness

Table tennis in the Recreation Room is each **Tuesday and Thursday at 2:00 p.m.** All skill levels are welcome, and new players are encouraged.

## July Chapel Schedule

Come to Chapel to hear thoughts from scripture, prayer and other inspiration. Devotions are **Tuesday, Thursday and Friday at 9:00 a.m.** Oasis (see pg 2) is **Wednesday at 4:00 p.m.** weekly. **Worship Service at Manchester Church of the Brethren is live streamed in the Chapel at 9:30 every Sunday morning.**

### July Speakers:

July 2 – Ed Gebert – First Brethren Church  
July 4 – Brian Daniels – Peoria Church  
July 5 – Mary Earle – Urbana Yoke Parish  
July 9 – David Weller – Sidney Regular Baptist  
July 11 – Bruce Mohler – Pipe Creek CoB  
July 12 – Sandy Bendsen – Manchester CoB  
July 16 – Joel Kline – CoB, Fort Wayne  
July 18 – Dan Riccius – Liberty Mills CoB  
July 19 – Marilyn Kieffaber – Manchester CoB  
July 23 – Laurie Kieffaber Cornett – Wabash CoB  
July 25 – Matt Myers – Peru CoB  
July 26 – Travis Hartman – North Liberty CoB  
July 30 – Jim Smith – United Methodist Church

*Thanks to the Chapel Planning Committee for scheduling these dedicated speakers!*

### Stop & Smell the Flowers

“During every week from April to September there are, on average, ten wild plants coming into first bloom. In June as many as a dozen plants may burst their buds on a single day. No person can heed all of these anniversaries; no human can ignore all of them.”  
– Aldo Leopold

Kim Ebersole and Beth Mikesell would like to share their blooms with you on **Thursday, July 25 at 3:00 p.m.** Join them at 507 & 508 Hawthorn Trail. Transportation to and from the Hub will be provided.

### Contemporary Book Club

How To Know A Person by David Brooks is the next book being studied by the Contemporary Book Club. The club meets every **Friday at 3:00 p.m. in the Timbercrest Conference Room.** An e-book is available for Kindle, and the audio book is available at [www.amazon.com](http://www.amazon.com). Contact David Doudt with questions @ 260-578-4748.



**Timbercrest Film Committee Presents**  
**July Films**  
*Come to the Chapel for our films*

### Friday, July 12: Fiddler on the Roof

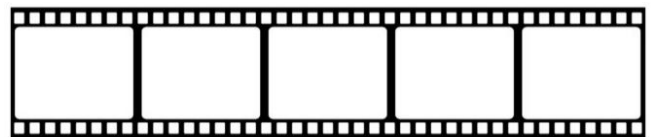
**7:00 p.m.** - Chapel  
3 hours - w/subtitles

Oscar-winning adaptation of the Broadway musical about life among the Jewish community of a pre-revolutionary Russian village. A poor milkman, determined to find good husbands for his five daughters, consults the traditional matchmaker - and also has a word with God.

### Friday, July 19: Patch Adams

**7:00 p.m.** - Chapel  
2 hours - w/subtitles

After struggling with depression in a mental hospital, Hunter "Patch" Adams (Robin Williams) decides he wants to become a doctor. He enrolls at Virginia Medical University but is disillusioned by the school's clinical perspective on patient care. With the aid of a wealthy friend, Adams opens his own medical clinic for those without insurance. He forms a deep bond with fellow medical student Carin Fisher (Monica Potter) before a tragedy causes Adams to re-evaluate his approach.



### Timbercrest Cyclers

Do you enjoy cycling? The Timbercrest Campus has great paved roads to help you rack up the miles! Cycling is a great way to work on your balance and endurance while enjoying fresh air and great scenery. It's a great stress relief but is also fun to do as a group. If you are interested in forming a Timbercrest Cycling Club, let Adrienne know. There is safety in numbers! You can call me at 260-982-3940, email [akamphues@timbercrest.org](mailto:akamphues@timbercrest.org), or just stop by and see me.

## Lunch Out with Adrienne

I am on a quest to find the best spots to dine al fresca this summer! Come along with me on **Monday, July 29 to the Cerulean Restaurant.**

Located along the shoreline of the beautiful Winona Lake, Cerulean offers a wide variety of seafood. They recently completed a major renovation both structurally and within their menu options.

You are responsible for the cost of your meal & gratuity. **The bus will leave from the Hub at 10:45 a.m. Sign up in the notebooks at Rose Garden or Courtyard.**



## Midweek Breaks

A tasty treat is served each **Wednesday from 2:30-3:30 p.m.** in The Nook. This month features:

- |         |  |
|---------|--|
| July 3  | Treats from <i>Beth Sollenberger</i>               |
| July 10 | Red, White & Blue Desserts                         |
| July 17 | Ice Cream with Strawberries, Blueberries & Bananas |
| July 24 | Popcorn Parlor                                     |
| July 31 | Cookie Buffet                                      |

## Shopping Guidelines

### Weekly Local Shopper

- 1) **Tuesday is the only day for local shopping.**
- 2) Shopping lists are due at Jennifer Gearhart's office **by 8:00 p.m. Monday evening. There is a \$5 fee for each list you submit.**
- 3) Shopping pick-up time is **after 2:00 p.m.** on Tuesday.
- 4) Items will be clearly labeled and available for **pick up in the Resident Activity Room.**
- 5) **All purchases, as well as the fee, will be charged to your Timbercrest account.**



## Exercise Opportunities

Our exercise classes have undergone some exciting changes!

- Chair Aerobics – **Monday through Friday at 9:30 a.m. in the Recreation Room**
- Chair Tai Chi – **Monday at 10:00 a.m.**
- Strength Training – **Tuesdays and Thursdays at 10:00 a.m. in the Recreation Room**
- Walk & Roll - **Wednesdays and Fridays at 10:00 a.m.; Rose Garden Lounge**
- Chair Yoga – **Friday at 10:00 a.m. in the Recreation Room**

Beginning in July, Carol will host training sessions in the Fitness Center **Tuesdays and Thursdays, 10:30-11:00.** If the equipment seems intimidating, you find equipment difficult to adjust alone, or you just want company, join Carol for a simple workout in the Fitness Center.



## Volunteer Drivers Needed

Are you looking for a meaningful way to give back to our community? The Timbercrest Transportation Department is looking for volunteers to drive residents to medical appointments. There is no set schedule; you will be called upon as needed. We need drivers willing to be trained to use the wheelchair van, as well as those willing to drive the 12-passenger coach (no special license required). **Reach out to Adrienne @ 982-3940 or Jennifer @ 982-3959** if you are interested

## A Friendly Lift Will Get You There

Friendly Lift drivers take non-drivers to non-medical destinations. They are paid independently to take people shopping, visit family and friends, for joy rides and more. For details, see Jennifer Gearhart.

- Carolyn Bollinger, 982-2722
- Tim Ritchey Martin, 982-0031
- June Stealy, 982-0055
- Marie Willoughby, 982-6970



## Out and About in the Community

### Home Based

#### North Manchester Public Library

The North Manchester Public Library has a wonderful program for those who find it difficult to get to the library. Deliveries are made to Timbercrest weekly. You may request materials either by phone or the internet. The Home-Based Coordinator can also choose materials for patrons based on their preferences. Up to 10 items may be delivered weekly, bi-weekly or when you call in.

Carol Gebert is the Home-Based liaison for Timbercrest. She can assist you with the registration and any questions you might have!

### 60's Tie Dye Shirts

#### Public Library

Wednesday, July 10 at 2:00 p.m. throwback to the 60's with some groovy tie-dye fun! Shirts are available first come, first serve but you are welcome to bring your own tee, pillowcase, or socks to dye. Let's channel that retro energy and make some totally rad creations together. There is no cost to participate and pre-registering is not required.

**Timbercrest transportation will not be provided.**

### 2<sup>nd</sup> Fridays & More

#### Downtown North Manchester

On Friday, July 12 beginning at 5:00 p.m. Downtown North Manchester converts into Food Truck Alley, various craft & specialty vendors, KidStreet, live music and shopping for 2<sup>nd</sup> Fridays & More. This is a fantastic community event that brings many new and returning vendors to town. The annual parade is scheduled for this Friday as well! **Timbercrest transportation will not be provided.**

### One Stop Quilt Shop Hop The Honeywell Center

The Honeywell Center holds a "One Stop Quilt Shop Hop" every year. The event begins on Friday, July 19 and runs through Saturday, July 20. Over 25 vendors will have their displays filled with quilting fabrics and ideas to inspire. Tickets are \$7, **Timbercrest transportation will not be provided.**

## Jazz Festival Winona Lake

The Winona Heritage Room is hosting a free Jazz Festival on Saturday, July 27 from 12:00 p.m. until 5:00 p.m.

There will be a variety of jazz styles and bands both large groups and small ensembles.

The event is free. **Timbercrest transportation is not provided.**

12pm – 1pm: Truth in Jazz Big Band

2pm – 3pm: Margaret Murphy Webb Quintet

3:30pm – 5pm: Howard Levy Quartet

### Dining Services Notes

Call the Receptionist (982-2118) to make guest-meal reservations for the Courtyard Dining Room. For Sunrise Dining Room (Health Care) and Crestwood Dining Room, call 982-3960. Reservations should be made 24 hours in advance. Guest-meal prices are: Breakfast: \$10 Dinner: \$12 Supper: \$11



### Be Cautious!

The summer months and nice weather encourages many of our residents to take to the roads. Timbercrest is a very active community. We want to encourage you to be mindful on our roads. Obey the posted speed limit of 20 mph.

Stay alert for pedestrians walking or biking. Share the road! Many of our residents enjoy riding recumbent bikes that sit very low to the ground. If you drive a larger vehicle, these can be hard to see.

The summer brings an increase in our Grounds crew. In addition to Jarrod and Scott, we also employ three young men. Be aware of them operating the tractors and side-by-side vehicles. We are very fortunate to have a great volunteer group of mowers. Keep an eye open for mowing crews all over our campus.





## Words from The Basement

The Maintenance crew is responsible for over 250 rooms and hallways in the Manor, 82 homes in the neighborhood and 16 apartments in town. The grounds contain 117 acres of lawn, wooded areas and paved roads and parking. All utilities, including trash pickup, on the property are also owned and maintained by Timbercrest. Wow, that's a lot to maintain, but, the crew happily does so and takes pride in keeping everyone safe and happy.

With all of these facilities to maintain, things do breakdown from age, use, weather events and the wildlife and insects which share our space with us. Some items are minor and easily fixed while others are major and require much time, planning and resources. Resources include a great crew of techs, groundskeepers, custodians, volunteers and outside contractors. Malary and Mike keep all of the crew on the right path to the jobs needed to be completed. However, we do depend upon all residents and staff to help us coordinate the jobs in the most efficient way we can.

The Maintenance hotline, 982-1147, is our method to start the process. The call comes in and it is either answered personally at that time or a message can be left when we are not available at the phone as Mike and Malary have duties outside the office as well. The messages are checked regularly throughout the day. The requests are then processed through the submission of a work order into our management system and assigned to the appropriate tech. Sometimes that tech may be Mike or Malary who will pay the site a visit to determine what level of help is needed and who would be best to respond.

The work orders automatically go to the phone of the assigned person and will stay in queue until finished, at which time the tech closes it out. All work orders stay in the system and can be checked whether finished or open. Preventive

maintenance is also scheduled in the same manner, automatically by the system.

It may be tempting to simply tell one of the crew members that a job is needed as we are passing. However, verbal person-to-person requests bypass the one big process that helps us – the work order system, TELS. When work requests are submitted through the system, we can assure the jobs are being completed by the right person and in a timely manner. Some of us, especially Mike, have many things going on and are apt to lose your verbal request in passing.

Timing is critical as well. Crew members are selected for jobs based on the available hours in the day. Critical jobs could be delayed if the scheduled tech stops to take care of a little job which could turn into a time consumer. Contractors are hired to complete specific tasks. It is important we all understand they do not directly work for Timbercrest. To them their time is their livelihood. We must remember to respect their time as they are also under deadlines that if not met can cause them issues as they also have contracts outside of the Timbercrest community. We all have a built-in urge to help others and at times we will stop critical work to assist when needed. Using the hotline will be beneficial to all.

Together we can all help keep Timbercrest the best place to work and live in safe and comfortable surroundings.

### Maintenance Hotline!

For Maintenance concerns, call the Work Order Hotline 982-1147. Questions? Call Maintenance!

**If you have something you would like featured in the Timberline or a group you would like highlighted, please email Adrienne @ [akamphues@timbercrest.org](mailto:akamphues@timbercrest.org)**

