



3550

June - August 2014

a publication by and for the residents of Mirabella Portland



Steve Casey
Editor

This is the time the bloom fades from the rose. Almost four years old, the Mirabella community, hard up against 100% full, finds the euphoria that marked every early day has ebbed.

We've lost that new car smell. We're not on holiday any more. The cruise ship has docked.

Still, almost universally, Mirabella residents show in a number of ways – a culture of inclusion, a kind word or gesture, a genuine concern for one another – that this is a tight and comfortable community.

It's just that we've come to realize it's not the Magic Kingdom; it's not Camelot.

We find we have wildly different politics, religious views, personalities. Some think first of others, some think first of self. Originally invigorating, that now also can exasperate. We can let trivial irritations obscure big-issue satisfaction. We struggle with communication. We worry about health care access and financial stewardship. We would like to see more people who *don't* look like us.

We want to know where this little community is heading. Are we partners in this adventure, or mere passengers?

The recent strategic planning retreat was designed to address all that, and – despite some healthy skepticism – it seems to have been pretty successful.

Getting the members of the resident council together with executives of parent company Pacific Retirement Services and executives of Mirabella – and doing it with an independent facilitator, off-campus, away from distractions – was money and time well spent.

Did that one-day session solve every problem? Nah.

But it did separate wheat from chaff. Kept odd gripes or old grudges from interfering with spotting systemic problems that should be solved, and substantive successes that should be celebrated and enhanced. Specific people now are accountable for each of the identified goals.

A recent Wall Street Journal photo showed a sign reading "If you don't know where you're going, any road will get you there."

We'll hit detours and washouts and new construction over the next few years, but at least we have specific destinations as we start our journey.

And we start from a pretty great place. ❀



Rolf Glerum
President

Cutting Slack

The centuries-old nautical term -- cutting slack -- is derived from the process of tying up a ship. When the mooring line gets too tight, the sailor yells "Cut me some slack." In other words, "Loosen up a bit." In modern times, it means, "Give me some leeway or give me (or someone) a break."

The three main areas of criticisms at Mirabella are dining, parking and housekeeping. Some of the complaints are entirely justified, but many are less so. Some may say frivolous.

I have talked to training staff in all three areas, and it's my observation that many, if not most, residents in Mirabella haven't the slightest idea of what goes into hiring and training new employees.

In the dining areas, for example, a background in customer contact is more important than experience as a server. After references are checked, new hires are put through days of intensive training and orientation. They begin with two days of hosting, then move on to one day of food running, four days of server training and, finally, two days of proficiency testing. Interestingly, training in The Bistro is more intense than in the Arias, because the Bistro clientele is more diverse and changeable.

The dining training manual is 75 pages, and staffers are expected to study and know its contents as second nature – there are written tests! And then there is a 90-day review.

Valet and housekeeping training, although completely different than dining, carry the same importance and emphasis. Here again, customer contact experience is recognized and encouraged, and is part of the interview process, even before actual training begins.

We come now to complaints and criticisms. I remind you that most employees in these areas are one to two generations younger than us residents. I suggest we all take a step back from time to time, and remember when we were learning new skills or jobs. Did we make mistakes? You'd better believe it . . . and some were whoppers!

So the next time you have an error made in your dinner order . . . or find an area in your unit that wasn't adequately dusted . . . or your car isn't staged quite as soon as you'd like it to be . . . that's the time to "cut a little slack." And maybe you could do it with a smile, instead of a frown. ❀

Campus Expansion Eyed

Is the Mirabella campus going to grow? At the April meeting of Mirabella's resident council, executive director Anthony Sabatini left open the possibility the community could add new units.

Calling "untrue" a rumor that all third-floor apartments will be absorbed into an expanded assisted living center, "unless we build more independent living units," he was immediately questioned by council member Bernice Johnston who asked the equivalent of "Say what?"

She wanted to know where additional units could be built.

Anthony said there are no building plans, but it is prudent to consider expansion at some distant date, and "there is property in the neighborhood for sale or for purchase of an option."

In a later interview with 3550, he said there are no plans to purchase any specific property.

Whether there would ever be an expansion is at this point speculative, he said.

He said adding more care units without independent living units does not make financial sense, and lessens Mirabella's appeal to independent seniors.

The two city blocks at South River Parkway and Curry (where the dog park and dahlia garden are) and the adjacent block (abutting the Zidell property, where the city is staging equipment used in the Greenway project), belong to OHSU.

So does the large parking lot directly opposite Mirabella across Curry St., part of which is to be used by the university in connection with building the new clinical building atop its parking structure at Bond between Curry and Whitaker.

3550 STAFF

Editor: Steve Casey

Deputy Editor: Nancy Moss

Production Editor: Ronnie Rudolph

Production Team: Judy McDermott, John Branchflower

Sports Editor/Photo Coordinator: Ron Weber

Photographers: Bob French, Curtis Guthrie, Ron Mendonca

Columnists: Larry Braverman, Marge Carothers, Sheri Winkelman

Writers: Adrienne Casey, Claire Weber

Advertising Manager: Adrienne Braverman

Reassuring Plans Revealed for Assisted Living

Anthony Sabatini put minds at rest at the April resident council meeting.

His comment was the most reassuring to date about assisted living, in a community where one of the most frequent questions long has been "When I need it, will there be room for me?"

Even the healthiest and most active ask that question, looking off into the future knowing that today assisted living already is full.

The contract residents signed at move-in permits moving them to other Pacific Retirement Community or third-party facilities if there is no room available at Mirabella.

3550 Health Care Coverage

Although management has repeatedly said that is highly unlikely, the worry continues.

In April, Anthony said if an independent living resident needs – based on a professional assessment – to "transition" to assisted living, and there is no room, Mirabella's home care program will give that person assisted living-level of care in his or her own apartment until a suitable unit opens up in the AL facility, at which time the resident will move.

The charge will not be the usual home care per-hour fee, he said, but the resident will be charged only the rate he or she would pay if in fact living in an AL apartment.

"The logistics will be difficult," he told 3550, "but this is something we want to do for our residents if we get to that point.

"I didn't want to say anything about it until I was sure we could make it happen. I never want to over-promise."

3550 is a publication of the Residents' Association of Mirabella Portland. Its mission is to inform, enlighten, question, explore, amuse and occasionally irritate, thus enhancing the communication within and about Mirabella.

© 2014 Residents' Association of Mirabella Portland. 3550 Magazine, c/o Editor Steve Casey, 3550 SW Bond Ave., #2507, Portland, OR 97239.

On the Cover: Standing in hip waders at the base of Latourell Falls in the midst of a downpour, Todd Albert took this dramatic shot of the closest Columbia Gorge waterfall to Portland. This is only a short walk from its parking lot and June is the perfect time to visit. It's about a 40-minute drive from Mirabella.

...And now we are 1

With this issue, your 3550 magazine celebrates its first anniversary.

We are not prone to a lot of patting ourselves on the back. For one thing, at our age we risk painful shoulder damage. For another, a lot of people made this publication a reality.

First, thanks to our readers; without you, there would be no point to this enterprise. Thank you for your accolades, your suggestions, your complaints, your support. It's our paycheck.

Second, thanks to our advertisers. A lot of business is done here on word of mouth and good will, and the people and firms advertising in 3550 are busy building good will. We hope you repay them by giving them the opportunity to earn your business.

Third, a sincere thank you to Mirabella management, which has been supportive since day one, even when our coverage made them flinch. Most residents don't know it, but Anthony Sabatini launched this magazine – with the understanding he and other admin types would take some hits from time to time, that 3550 wouldn't be a house organ or PR tool, that the editor would determine what would be covered by the publication, and how it would be done.

And an enormous thank you to every resident, staff member, neighbor and friend who contributed articles, photos, stories, editing, production work, or who served on the communications committee. At the risk of omitting a name, thanks are due these folks:

Todd Albert, Kim Batcheller, Ken Berg, John Branchflower, Yvonne Branchflower, Adrienne Braverman, Larry Braverman, Andrea Calcagno, Marge Carothers, Adrienne Casey, Billy Cook, Nick Cowell, Priscilla Cowell, Ann Crumpacker, David Fradkin, Bob French, Nancy Glerum, Rolf Glerum, Walter Greizerstein, Greg Gross, Curtis Guthrie, LeAnne Hawkins, Bev Healy, Peggy Hickman, Megan Huston, Paul E. Johnson, Bernice Johnston, Gil Johnston, Sivia Kaye, Jim Luke, Judy McDermott, Gilbert Meigs, Bob Melvin, Muriel Mendonca, Ron Mendonca, Dona Morris, Nancy Moss, Ed Parker, Taylor Pittman, Celene Robert, Jim Rudolph, Ronnie Rudolph, Anthony Sabatini, Maggi Travis, Barbara Van Raalte, Claire Weber, Ron Weber, Sheri Winkelman, Carole York.

The magazine has been supported and its independence respected by the RAMP council.

We are grateful to our printer, Lithtex Printing Solutions in Hillsboro, particularly our rep there, Barry Daigle, and the whole production team, led by Sharon Adams.

Thank you all. Here's to another great year.

Steve Casey, Editor



Want to be a part of 3550?

The magazine is always in the market for skilled contributors to join our staff of writers, editors, photographers, designers, illustrators, and ad reps.

To help with the advertising sales effort, please contact advertising and business manager Adrienne Braverman, at atbloregon@live.com To contribute to the editorial side of the publication, please contact editor Steve Casey, at stevenjcasey@me.com or deputy editor Nancy Moss at hawaiimoss@msn.com.

Please do not submit articles on spec, but discuss your ideas with the editor first and receive a specific assignment. When writing, remember you are *not* writing for a newsletter, you *are* writing for a professional magazine.

Articles must be submitted to the editor in digital

format in the MS Word program, and are subject to editing.

Photographs and other artwork must be high-resolution in order to print properly. This means resolution of at least 300 ppi – pixels per inch. The editor and photo staff are happy to work with you on this.

3550 covers life at Mirabella – the good and the bad. It also covers news of the South Waterfront neighborhood and topics that matter to our readers. Articles, whether hard news or features, are expected to meet high journalistic standards of accuracy, fairness and good writing.

And if you have ideas for stories but don't fancy yourself a writer, please share them with the editor.

On the Trail of Neighborhood Urgent Care

by Nancy Moss and Steve Casey

The good news is that an urgent care center *may* at last be coming to the South Waterfront.

The bad news is that it's *not* a sure thing, and in any event is unlikely to be here before 2018.

"Urgent care" is sort of "ER-light." It's for after-hours medical attention for injuries or illnesses too serious for an aspirin or Band-Aid, but not nearly serious enough for a hospital emergency visit.

Sharon McCartney, Mirabella's health services administrator, says the community experiences four to seven cases a month that could be treated in an urgent

3550 Health Care Coverage

care clinic. By the terms of its license, Mirabella's health center may not provide such medical assistance to independent living residents.

So Mirabella residents have sought for months to bring an urgent care center to the neighborhood.

To Mirabella. To OHSU's Center for Health & Healing, known as CHH. To a nearby high-rise or storefront. Anywhere.

Doug MacKinnon and Paul E. Johnson, two Mirabella residents who lead a health committee task force, have been the mainstays of the effort.

With OHSU planning a South Waterfront expansion, there is a chance the urgent care center, like the fabled

boll weevil, may soon find a home.

Mark B. Williams, OHSU's vice president for campus development

and administration, is the executive who gets buildings built. He told 3550 the first one on the to-do list is an outpatient facility opposite CHH, where an expanse of lawn now covers an underground parking structure. The parking structure was designed, he said, to support a high-rise facility to be built some day on that block.

Someday is fast approaching.

"My marching orders are to get that building open by July 2018," he told 3550.

While Williams does real estate deals and gets buildings constructed, others determine what departments and clinics will occupy those buildings. Occupancy of

the new building is now in the planning stages.

Brian Newman is OHSU's planning and development director, and shared the university's overall plans with Mirabella residents during a presentation in Willamette Hall last year.

Newman told 3550 that OHSU is now "in the middle of the programming phase" for the new structure, and that there is a "potential for an urgent care partner to use the space."

That "partner," he said, could be part of OHSU or be a separate entity.

Newman said he expects the current part of the planning process to be complete by Labor Day, and has agreed to return to Mirabella in September to keep residents up to date in a "3550 Presents" program.

Many Mirabella residents are OHSU donors, current or former faculty members, patients, or have other affiliations with academic or clinical sides of the university.

MacKinnon and others believe now is the time to speak up, before the programming phase of planning for the new building concludes.

He said this is a good time to "pressure OHSU to put urgent care in its outpatient facilities in the South Waterfront."

Williams, the vice president responsible for real estate and construction, said OHSU is "receptive and eager" to hear what constituents want and need, and it pays attention to the "total needs of the community."

One way to make views known is to write the university president, Dr. Joe Robertson, at 3181 S.W. Sam Jackson Park Road, Portland, OR 97239-3098.

It's more than sending in a wish list, of course.

Newman, the programming vice president, said the university also must consider financial and strategic issues.

One Mirabella resident, noting that "money talks," suggests South Waterfront residents collectively come up with a significant contribution to OHSU, conditional upon the university placing an urgent care center in the South Waterfront.

Others suggest that Mirabella administration use the community's long relationship with OHSU to urge establishment of an urgent care center.

(see OHSU p. 16)

SOUTH WATERFRONT

URGENT  CARE



Cathy and George Bauer

photo by Bob French

George Bauer's first command at sea was not the voyage of his dreams.

The time he was led off his ship in handcuffs wasn't a great day, either.

"The first ship I ever was master of, I took to scrap," the Mirabella resident said with a smile. It was the Utah Standard, an aging tanker he picked up in San Francisco and took to Taiwan where it was dismantled.

By then, he was a veteran of 23 years as a mariner, first as a Navy officer and then as a merchant sea-

and I did it. After the cruise, I was pretty salty, and I liked it," he said.

He liked it so much he applied to the Maritime Academy, and in 1950 started his academic and seagoing studies.

"Right after we were accepted and went in, Korea broke loose," he said. "The Navy was kind of watching us. After three years we got our commissions, and orders within a month."

As a Naval officer, he served on three different ships.

"When we graduated, I had a third mate's license," he said. "I saved all my time on the (Navy) ships and got the captains to write me a letter saying I had served as a

grading his license in San Francisco, he met Cathy, who was working for the Federal Reserve Bank there. After a two-month romance, they were married in April 1963.

Working his way to being ship's master – which came on June 11, 1976 – he went where the oil took him.

One San Francisco to Honolulu run, offloading was slow. "Those sailors went crazy," he remembered. "They were in jail. They took all the money they could ashore. They just didn't know how to handle themselves with those port days."

A number of voyages were to Alaska.

At first, the ships dropped their cargo at Seward, and the company sent the loads on by train to Anchorage, as Cook Inlet was too dangerous in storms.

"Then guys in the office wanted to make a name for themselves, and said 'These ships can go up Cook Inlet.' So we did. And I remember going up the inlet and coming out, at us, was another company ship with a big hole in her bow from the ice," he said.

"Going up to Alaska in the winter is no fun. The wind is blowing, the ice is thick, and the wind's trying to blow you off the dock when you're tied up. It's just not a fun thing to do."

During the Vietnam war, he took loads of jet fuel to Wake Island, a big refueling base. His colleagues thought he was nuts for enjoying the trip. "But I sure did. I didn't want to go up to Alaska anymore."

While George was out at sea having adventures, Cathy was in the family home in Walnut Creek, Calif., "chasing a little boy around the house.

"I'd work for a couple of months and then come home for a month's vacation. And when I got to be master, it got better. I'd work two

(see BAUER p. 22)

Resident Profile: George Bauer **From a lifetime at sea** **to retirement by the river**

by Steve Casey

man, his career starting by chance when after high school graduation in Redwood City, Calif., he enlisted in the Naval Reserve.

"At the time, you could just join up and you'd be in one of the divisions at Treasure Island," he reflected one recent morning. "The Navy said you should take a training cruise once a year, and they posted a list of all the cruises you could take.

"One of them was a two-month resupply cruise to Alaska. Seven or eight ships went up. The deal was, we'd go up to Point Barrow and unload all that gear."

To prepare for being "seagoing stevedores," the crew drilled in San Diego for a month "to learn to move stuff around," George said.

And then they set off to Alaska, cargo holds loaded with pipe, aviation gas and dynamite.

"All this time, I was just a dumb kid, and they told me what to do

deck officer, which gave me enough time to get my second mate's license."

Out of the Navy, looking for a mate's job, George smacked into union seniority. He waited two months for a two-week vacation relief stint and thought to himself, "This isn't going to work."

A friend told him he should go see Chevron, which operated tankers worldwide. He and Chevron liked each other, and he stuck with the company until retirement.

"The way Chevron operates," he said, "they have an American-flag group and an international group. The international group is big suckers. They go to the Mideast and load, and go into the gulf ports. The big guys can't get anywhere close to shore – they have to anchor 25 miles or so off the coast and then these special ships go back and forth and unload them."

While a second mate and up-

When Tammy Cortes-Flores moved from Iowa to Portland in 1992, with her first husband and two young children, she was lonely, “lost, scared to meet new people.”

Today, she says “absolutely no” to the thought of moving back to the Midwest and adds, “The Mirabella’s my family, a big family to me.”

After working at a Des Moines hospital’s birthing center, Tammy and her family moved to Oregon, where she became lead housekeeper at the Monarch Hotel in Clackamas, aligning her working hours with her kids’ school time. Later, she moved to Country Inn Suites at the Port-

enthusiastic Ducks supporters, driving to Eugene or to away games. She gave up her season ticket recently, but Tammy’s face still lights up when she talks about those football weekends.

Not all was idyllic, as Danny had to contend with a diagnosis of cancer, but it seemed under control.

After 15 years of marriage, in July 2012, Danny died unexpectedly, when his cancer roared back and took him.

Mirabella residents rushed to respond to Tammy’s family tragedy. The cards, letters, prayers, and donations to charity on her behalf “helped out amazingly,” Tammy says. She singles out human resources director Teri Terrill’s help

know how to do,” she says. “You earn your living,” she adds, with quiet pride.

Tammy leads a staff of 12, seven housekeepers and five custodians. Each housekeeper will clean five apartments a day, averaging about an hour and a half in each. They cannot move residents’ personal items, for fear of breaking them, or move pieces of furniture.

Mirabella residents may look back wistfully at housecleaners in their past who lovingly dusted each china figurine and buffed every wooden surface to a mellow glow. That isn’t going to happen here. On the other hand, kitchen and bathroom surfaces will gleam; showers will be scrubbed clean. Tammy’s

Staff Profile: Tammy Cortes-Flores Cherishing Past and Present

by Nancy Moss

land airport. Following a job posting on the Internet, Tammy took her present position as housekeeping and environmental supervisor at Mirabella.

Along the way, Tammy divorced her first husband and married Danny Cortes-Flores, who owned a landscaping company in Vancouver, Wash. Danny and his mother taught Tammy to make “from scratch” tortillas, mole, and Tammy’s favorite dish, pozole, a Mexican corn soup. Tammy’s sister-in-law still sends her seasonings from Mexico.

Tammy’s two boys were six and eight when Danny came into their lives. He took them to play miniature golf, to Blazers’ games, and later on, taught them how to drive. “They looked up to him as their dad,” Tammy says; he was “the active person in their lives.” He pressed them to do well in school.

Tammy and her husband were

and calls Mirabella’s total reaction “a blessing.”

More recently, Tammy’s son became critically ill with the H1N1 virus and lay in intensive care for 2-½ weeks. Doctors gave him a 50/50 chance of recovery. Tammy took care of her grandchildren, aged three, four and five, at night after a full day of work. “It was very, very hard,” she admits.

“The kids were able to see their dad in the hospital,” Tammy says and adds that “The doctor said that’s what pulled their father through.” He is now home and healthy.

Asked how she manages to show up at work after Danny’s death, gall bladder surgery of her own, and her son’s illness, Tammy says, “I wipe my feet on the doormat when I come to work; I leave my baggage outside the door.”

Growing up on a farm, in the middle of 10 kids, taught her about work. “Hard work was what we

training will see to that.

If a resident complains about the quality of cleaning, Tammy will meet with that person, going over the rules, limitations and specific complaint. She will also talk to the housekeeper involved, discussing and explaining the resident’s view. “You can do this,” she encouraged one person whose work had been criticized by a resident.

“I train them to clean the way I want my home to be cleaned,” Tammy says.

“I was trained by the best,” remarks Mirabella housekeeper Debbi Whalen, saying of Tammy, “She’s the best boss I’ve ever had.”

Tammy’s crew also does the set-up for Mirabella’s numerous programs.

“Tammy makes it happen regardless of the complexity of what we want,” says Muriel Mendonca, program committee co-chair. “She is a gem.”

(see TAMMY, p. 27)

Tammy Cortes-Flores



photo by Ron Mendonca

A MILLION POLICE STORIES IN THE NAKED CITY

(Just not many of them in the South Waterfront)



photo by Bob French

Portland Police Bureau Officer Timothy Bocciolatt talks with citizen during patrol shift. Bocciolatt works downtown and patrols the South Waterfront.

by Steve Casey

The South Waterfront theme song might as well be “Ain’t Misbehavin’.”

“I live down here, and I have no problem walking around at one in the morning,” Nick Newby said. “I think it’s a very safe area.”

Newby should know. The 32-year-old is an officer on Portland Police Bureau’s Neighborhood Response Team who lives and works in South Waterfront.

It is, he said, so safe here that calls to Portland police totaled a whopping two in one recent month. The neighborhood gets a couple of patrol passes a day, maybe, but otherwise Central Precinct cops spend

their shifts where neighborhoods are needier and people are edgier.

Newby said his team “focuses on livability issues, recurring criminal issues. These are items patrol can’t fix – because patrol is a Band-Aid – and the detectives don’t want to touch. We partner up with the Office of Neighborhood Involvement. They do the crime prevention and we do the enforcement, and we all try to bring the two together.”

Pacific Patrol Services, a private security company hired by businesses and residential buildings – including Mirabella – provide an active presence, also helping to deter crime.

Newby came to the Portland Police Bureau in 2009, after service

on two other agencies. Here, he’s worked North Precinct and Central Precinct.

When he worked the 4 p.m. to 2 a.m. “afternoon shift” as a patrol officer throughout the city, he dealt mainly with drugs and alcohol and the wonders they create.

* * *

It is about 5 p.m. on a Monday, and Officer Timothy Bocciolatt is Portland police unit 854 on the afternoon shift.

Having cruised downtown streets since starting on patrol, he and I are making a pass through the South Waterfront. It’s new territory for Bocciolatt, who transferred to Central from the bureau’s East Precinct less than a fortnight earlier.

We’ve already dealt with his name. “It’s pronounced bush-a-lot,” the 26-year-old said. “You can imagine the middle school humor.”

A former paramedic, Bocciolatt became a federal immigration agent until he tired of being transferred all over the country and was offered a job in his native Portland, on the department where his dad served 28 years before retiring as a detective sergeant.

If you follow news from the weird side, you may have heard his name. Just before his transfer to Central Precinct, he became notorious as “the cat guy.” He was the officer called when a family barricaded themselves in their bedroom to escape the snarling assault of their enraged 22-lb. “attack cat.”

Bocciolatt found himself being interviewed on television (he hated it), on radio and in newspapers as far away as Belgium.

“My goal is to work undercover one day,” he said. “This didn’t help.”



Officer Nick Newby

Bocciolatt is unflappable during our shift, which ranges from Code 3 (lights and siren) runs through town on emergency calls, to slow patrol through quiet streets.

First call: a holdup alarm at a downtown bank. As Bocciolatt swings into action mode the radio calls him off; it was a teller moving “bait” money at the end of the business day.

From there it was a walk on the sad side:

--A heroin addict down on the street, possible overdose, medical responders en route;

--A drunk stole tools from a citizen’s bicycle pack and the victim kept eyes on him until Bocciolatt arrived and arrested the thief;

--Possible suicide attempt, which turned out to be only talk, and another police unit took the young man to a hospital;

--A powerfully built construction worker is powerfully drunk, lying in the upstairs hallway of an apartment house where he was unknown. He had caused a ruckus in a nearby bar, walked out on the tab, and off he went to jail, protesting loudly.

Bocciolatt was consistently calm interacting with citizens – some angry, some frightened, some inhabit-

ing an alternate universe.

Several units went looking for a 14-year-old developmentally disabled girl who had taken off from home. Officers found her several blocks away, clinging for dear life to a sign pole and refusing to speak.

Bocciolatt talked to her gently, softly, trying to reassure her she was safe, trying to get her to tell him her name and what was wrong. She told him her first name but refused to say more because last time she did, she said, officers took her to a mental hospital.

It is not his call, but Bocciolatt is frustrated. He sees a sweet young girl who does not have chance one in this life.

Another call sends us on a “man down” report to the Park Blocks where homeless advocates are giving away food. Paramedics take over.

A young woman there tells an officer she’s spotted the woman who punched her a month ago, and points the woman out.

Bocciolatt and the other officer check and – what do you know? – there is in fact a police report of an assault a month ago, the suspect

identified only by first name.

A brief interview later, the woman who showed up for a free dinner is on her way to jail, to the muttered protests of young street people with cell phones, capturing this historical footnote.

* * *

Bocciolatt and Newby are pretty impressive. So are the others we encountered on patrol. Assertive when necessary to take care of business, but respectful and even humorous in their interaction with anxious citizens.

They know Portland police are not universally loved – and that some officers have earned public resentment. They believe those officers are few.

“I’ve never worked with such a special group of people, who work hard, who are honest, who are good people trying to do good things,” Newby said in an interview in Mirabella’s Bistro.

Clearly, it is a job both he and Bocciolatt love.

Newby: “It’s the best show on earth.”



Portland Teaching Bangladesh Cops

by Nick Newby



With Bangladeshi police officer

As an officer of the Portland Police Bureau, I recently had the opportunity to travel to Bangladesh, teaching community policing strategies to newly hired sub-inspectors of the Bangladesh Police. Sub-inspectors are roughly the same rank as an officer in the USA and they provide most of the investigative resources for their agency.

I traveled with Lt. Mike Fort, also of the Portland Police Bureau, as well as Captain Jason Wallis from the Port of Portland Police. Our team was the 41st group of officers to

(see **BANGLADESH** p. 27)

A Complex Question: The Best, Fairest

by Ed Parker

The Employee Appreciation Fund, or EAF, is one of the most rewarding – and contentious – programs at Mirabella Portland.

Each year, residents pool voluntary donations and give a generous cash gift to each employee. The gift is not based on employee salary, but solely upon the number of hours worked over the year, and is shared on equal footing among employees residents see every day and those who work in the background.

Few disagree with giving our valued employees a holiday gift. But reasonable minds differ over who should be included, and who should be excluded.

Now that Mirabella is full, many residents are unfamiliar with the EAF, its history and its provisions. And as the elected council of the Residents Association of Mirabella Portland (RAMP) has appointed a committee to review the program, 3550 believed it was time for a primer on how the program works.

In April, the council appointed an *ad hoc* committee to review policies for the distribution of EAF funds. Specifically, the committee is to solicit opinions and suggestions from residents on two questions:

Should department heads receive the end of year cash gifts provided by EAF?

Should employees who leave Mirabella before the year-end gifts are distributed receive an EAF gift?

Association president Rolf Glerum said the committee is to report to the council in July, and the council, after getting further resident feedback, will decide in August on how, or whether, to change the program.

Meanwhile, residents are asked to make their comments to the committee chair, Kim Batcheller, or one of its members – Bruce Howard, Jane Partridge, Toni Tidman and Irene Tinker.

3550 takes no position on these issues, but presents a factual look at the program and the issues so residents can make up their own minds.

How much are we talking about?

Residents, through the EAF, gave employee gifts totaling \$17,000 in the first partial year, 2010, which began when the first resident moved in on August 31. In 2011, the total was \$176,000. In 2012, it was \$244,739. Last year, with the building all but full, the total was \$308,678.

The EAF is funded through voluntary resident dona-

tions. The suggested amounts are \$2 to \$5 per person – double that for a couple – for each day of residence in Mirabella. The suggested gift for a full-year resident couple, then, would be \$1,460 to \$3,650. Some residents give less, some more.

Who receives a gift now?

The current policy is to distribute EAF funds to all current Mirabella Portland employees, excluding executive director Anthony Sabatini and health services administrator Sharon McCartney, both employees of Mirabella Portland's parent company, Pacific Retirement Services (PRS).

How are the gift amounts calculated?

The funds are distributed in proportion to the number of hours worked without consideration of pay rates. Each full time hourly employee receives the same year-end gift as a full time boss. Overtime does not count in this calculation.



Caryn Samore, Heather Hire, and Justin Bubik receive annual gift from grateful residents

So, how much do they get?

In 2013, each full time employee received a gift of \$2,326. Those who worked fewer hours received a proportional share.

Does management write the checks or give the gifts?

No. The gifts are paid directly from a RAMP bank account without management involvement in the policies or touching the funds.

Way to Appreciate Our Fine Staff?

Do other retirement communities – or other associations, for that matter – do something similar?

Similar arrangements are customary in almost all retirement communities, some social clubs and some residential community associations. They are usually non-profit associations with rules prohibiting employees from receiving tips. EAF fund arrangements typically are not used in communities where individual employees are permitted to accept tips.

What are the tax consequences of the gift?

Your 3550 magazine is not permitted (and not qualified) to provide legal, tax or accounting advice, so the following comments are unofficial reports by an unqualified investigator of comments made by a variety of sources.

If payments are made by or through the management, the U.S. Internal Revenue Service (IRS) regulations are clear. Payments would be subject to both employer payroll taxes and tax withholding for the employees.

Consequently, payment policies, bank accounts and arrangements for payment from the EAF are kept completely separate from management.

It is also clear that resident donations to the EAF are not tax deductible to the donors. In the Mirabella case, RAMP is not a charitable organization permitted to issue tax-deductible receipts. The Mirabella Portland Foundation is not authorized to give gifts to employees other than employee scholarships, which are paid directly to the educational institution where the employee studies.

Aren't the gifts really tips?

A gift by any other name is still ... a tip? Tips are not allowed at Mirabella Portland and other retirement communities because of the potential for staff to favor some residents over others.

The major unresolved tax issue, one on which the IRS has not issued a ruling of which 3550 is aware, is whether EAF payments are gifts under the IRS gift tax rules or tips under IRS rules concerning tips.

If they are treated as gifts, there is no tax consequence to either the donors or the employees because the first \$14,000 of gifts to each person in each tax year by any donor is exempt.

Consequently, most organizations providing EAF funds assume they are gifts. Mirabella prohibits tips, and RAMP attempts to make the gifts as un-tip-like as possible.

Are there other, non-PRS sources of information?

Absolutely. Your investigator also consulted the management bible for retirement communities, a book by Benjamin W. Pierce titled "Senior Living Communities: Operations Management and Marketing for Assisted Living, Congregate and Continuing Care Retirement Communities."

Pierce underscored the importance of EAF funds not being controlled or run by management.

Pierce also suggested:

- Keeping EAF funds in a non-interest bearing account to avoid triggering income tax consequences,
- Employees should be reminded the IRS might later determine that the income is taxable tip income,
- Inclusion of all employees who contribute to the welfare of residents, including kitchen and office staff and other behind the scenes employees.

What does he say about department heads receiving gifts?

"Department heads should be ineligible for awards from this fund if they are eligible for other bonuses or performance incentives."

At Mirabella Portland, department heads – called "directors" – do not receive any bonuses or performance incentives. Marketing personnel do not receive sales commissions. Consequently, they are currently included.

Yes, but if the directors get fat executive salaries, I would be less inclined to give them a gift. What do they make?

As is common business practice, individual director salaries are not available. However, a reliable source said the average salary of directors reporting to the executive director is \$64,300.

Do directors receive bonuses or incentive pay?

No.

Would eliminating the director gifts be divisive?

Some residents supporting the current arrangement told 3550 it is important that all employees see themselves as part of a team responsible for the quality of service provided at Mirabella. Others say it would not inhibit cohesion.

How many directors are we talking about, anyway?

Six.

(see EAF p. 14)

(EAF from p. 13)

Would taking away directors' EAF gift make much of a difference to the hourly employees?

Based on 2013 numbers, the best estimate we have is that eliminating the directors' gift would make perhaps a 4% difference to hourly workers: an extra \$88 for a full-time employee, half that for a half-timer. A full-time hourly employee would thus have received \$2,414 instead of \$2,326. The directors would have received nothing.

How have other retirement communities chosen whom to include?

An April 2014 survey of 11 PRS retirement communities found that four communities, including Holladay Park Plaza, like Mirabella Portland, include all employees except PRS employees.

Four communities, including Rogue Valley Manor in Medford, include all employees except for directors. At Mirabella Seattle, residents give directors a gift basket and a \$50 gift card instead of the full amount other employees get. One facility excludes all employees making more than \$50,000 a year. Another gives a gift of \$50 to employees making more than \$40,000 a year.

If we want to include employees who work only part of the year and leave before December, what is involved?

It would be tough. That's not an argument, just a fact.

Management has an obligation to protect the confidentiality of employee and former employee information. They cannot give out forwarding addresses, even if they have them. They cannot tell residents whether or not former employees were fired or left voluntarily.

RAMP could not ask Mirabella management to distribute funds because that would trigger undesired tax consequences. Your investigator could not determine any practical way to include former employees in the program.

How about doing "the gifting" twice a year or more?

Yes, one alternative approach to get some EAF money to employees who leave before the time of the year-end gift would be to give the gifts more often, for example twice a year or even quarterly.

All PRS retirement communities have an annual program. We heard one report of a non-PRS community giving employee gifts twice a year.

Members of the Mirabella Portland resident volunteer committee managing the EAF program are opposed to soliciting and distributing funds more than once a year because of the substantial number of hours of volunteer

labor involved. They think it would discourage volunteer participation.

Some suggested that there might be donor fatigue if residents were asked to donate more than once a year. Indeed, most resident contributions are made toward the end of the year.

One resident suggested a major purpose of an incentive fund should be to reduce employee turnover. He said turnover is expensive, in part because of recruiting and training costs, and retaining valuable trained personnel is important to the quality of service at Mirabella and to reducing costs. He said giving gifts more than once a year would reduce the employee retention incentive.

Up to you, then RAMP will act.

Residents will be asked for their views on changing the program or leaving it in place.

In arriving at those views, there are many things to consider:

Should residents consider the EAF fund to be tips to selected employees rather than gifts to the entire staff and accept the potential tax consequences of that decision?

Would changing the program to exclude some employees reduce the incentives to work as an integrated team to meet resident needs?

Would it increase costs and create upward pressure on monthly fees if a management bonus were to be paid from resident fees rather than voluntary donations and by reducing employee retention incentives?

Could donors and volunteers be persuaded to run more than one EAF program solicitation and distribution each year?

Nobody ever said it was going to be easy. ☼



A Rough Roadmap for the Next Three Years

by Steve Casey

After a long day one participant described as “intense,” a group of about 30 people with a vested interest in the future of Mirabella outlined a game plan for the next three years.

It was billed as a “strategic planning retreat,” held on April 23 at the Benson Hotel in downtown Portland and led by professional facilitator Marilyn Snider of Oakland, Calif.

A week later, the council of the Residents Association of Mirabella Portland (RAMP) presented the plan at an informational meeting for all residents.

“I went in pessimistically,” RAMP vice president Claire Weber told 3550.



CFO Mary Schoegg

“I’ve been to a few of these and they have been, oh, to be polite, ‘fluffy.’ This was not. I was impressed by the basic procedure that said we’re starting with blank sheets of paper and going from there. The biggest plus for me was being able to

hear from Mirabella employees saying ‘here’s what we’re dealing with.’”

RAMP council members, Mirabella board members, Mirabella executives and those from parent company Pacific Retirement Services (PRS) attended the session, identifying strengths and weaknesses of the community and its management, and from that devising five goals to be reached over the next three years, with regular progress reports given to residents.

The goals are:

- Increase trust and communication among residents, staff, RAMP, PRS, and Mirabella’s board of directors;

- Demonstrate efficient operations to ensure high-quality services at the lowest possible monthly fees for residents;

- Expand the Mirabella “footprint;”

- Attract, develop and retain quality staff;

- Strengthen the financial position of Mirabella.

Not all Mirabella issues are part of the plan yet, according to RAMP president Rolf Glerum, who said the plan is only a start, with plenty of work ahead to put meat on its bones.

“They left out some stuff which we need to address. We’re going to have a six-month review and we can get it done by then,” he said.

He noted communication and trust was a recurring theme.

“I think it’s up to the council to come up with a strategy to increase the communication between the residents and administration. The council needs to be the clearing-

house for implementing that plan. The communication has to work both ways.”

The plan calls for PRS’ chief financial officer Mary Schoegg to secure refinancing of Mirabella’s \$90-million debt by October, although negotiations have seemingly gotten nowhere over many months.

“She’s confident we’ll reach the objective of refinancing by October,” Glerum said. “She’s on the verge of signing up the lead bank, and others will follow.”

Some residents objected to spending money to have an off-site seminar, followed by a dinner.

“It seems to me that this kind of thing for one day is no big deal,”



CEO Brian McLemore

Glerum said.

“I’ve been to retreats similar to this, held by a non-profit. Some years we went out for two nights off-site and on other years we had the retreat in the facility. There’s no comparison. In-house we were constantly interrupted and far less productive.” ❀

OHSU's Williams said the university wanted a continuing care retirement community on the South Waterfront, on property it would sell to a favored retirement community operator. That was Mirabella.

One reason was a desire of university gerontologists and other researchers to study an aging population, and Mirabella residents have partnered with the university in several studies.

MacKinnon and others hope to persuade OHSU that those partners need and deserve an urgent care center in

the now-expanding neighborhood.

The neighborhood – before development of proposed new apartment buildings – now is home to an estimated 4,750 residents, according to Pete Collins of the South Waterfront Assn.

Approximately 3,000 people are employed in the neighborhood, with most of them working at CHH, and when the Collaborative Life Sciences Building is completed, another 6,000 people will be working and studying here, Collins said. ☼

Five Closest Urgent Care Centers to Mirabella

It's not serious enough to warrant being a low-priority patient in the Emergency Department, but it's not something you can handle at home.

Your doctor's office is closed or can't take you, and Mirabella isn't licensed to treat you. OHSU has an ER but no urgent care center.

Where do you go?

The five closest urgent care centers to Mirabella are:

Portland Urgent Care

4160 NE Sandy Blvd., Portland 97212

503-249-9000

Google Maps says it's an 8 minute drive from Mirabella.

Open Mon-Fri 8 to 8

Open Saturday 8 a.m. to 2 p.m.

Open Sunday 11 a.m. to 5 p.m.

Takes Medicare and many insurance plans

Zoom Care, Pearl District

202 NW 13th Ave., Portland 97209

971-998-1011

Per Google, an 8 minute drive - or take the streetcar

Open Mon-Fri 8 a.m. to midnight

Open Sat-Sun 9 a.m. to 6 p.m.

Accepts many insurance plans but does not accept Medicare

Illness or injury visit, self-pay is \$140

Doctors Express

25 NW 23rd Pl., Portland 97210

503-862-2182

Per Google, an 8 minute drive – or take the streetcar

Open every day, 8 to 8

Takes Medicare and many insurance plans

Providence Immediate Care, Gateway

1321 NE 99th Ave., suite 100, Portland 97220

503-215-9900 (for all Providence Immediate Care centers)

Per Google, an 11 minute drive

Open Mon-Fri 8 to 8

Open Sat-Sun 9 a.m. to 7 p.m.

Takes Medicare and many insurance plans

Providence Immediate Care, Bridgeport

18040 SW Lower Boones Ferry Rd., suite 100, Tigard 97224

503-215-9900 (for all Providence Immediate Care centers)

Per Google, a 15 minute drive

Open Mon-Fri 8 to 8

Open Sat-Sun 9 to 5

Takes Medicare and many insurance plans

*Remember to Thank our Advertisers
Tell Them You Saw Them in 3550*

Yawn! Fitness Starts Awful Early Around Here

by Nancy Moss

At 5:45 a.m., when John Harbison begins his daily walk, the South Waterfront seems empty, its



Rolf Glerum

sidewalks deserted except for the occasional dog walker. John watches carefully at intersections; at this time of day, cars sometimes ignore stop signs.

3550 Health Care Coverage

John's exercise program, which he describes as "consistent and aggressive," includes stretching and range of motion exercises for his neck, and lower back, as well as motor exercises for his arms and legs. He ends the day with a 15 to 30 minute walk after dinner, rain or shine, which brings his time spent exercising to at least an hour, every day.

John believes that a sound exercise program can "prevent decline – slow it or stop it." In John's case, the walking suggested by his cardi-

ologist has brought significant improvements: an improved echo-cardiogram, and in the last six months with exercise and diet he has lost 25 pounds, mostly by cutting down on carbs, and thus avoided taking medication for Type 2 diabetes.

"It takes a real commitment," John points out, but adds, "I've been lucky."

While John is out walking the South Waterfront, a few early-morning treadmill walkers and stationary bikers are multi-tasking in Mirabella's Fitness Center, wearing earbuds and watch-

ing videos while they exercise.

Among them is Rolf Glerum, who begins his daily 10 kilometer stationary bike-riding program and video-watching at 6:30 a.m. After

a heart attack in 1991, Rolf bought his first stationary bike and has gone through three, not counting those at the Mirabella Fitness Center.

After a recent 11-day stay in the hospital, during which he lost 30 pounds, mostly accumulated fluid, Rolf says, "I feel great." Going back to the Fitness Center bike was "a new day" for him. He weighs himself every day, passes up tempting desserts, and keeps regular appointments with his cardiologist.

Not an athlete, except for occasional hiking or ski trips, Rolf used

his 1991 heart attack as a wake-up call and added regular exercise to his life at Mirabella.

At 6:30 a.m., Jane Mausshardt watches local news on her treadmill TV screen, four days a week. After two minutes, she switches to five minutes of national news and the stock market and then to the Hallmark Channel, where she is now watching "I Love Lucy." Aside from occasional golf, Jane hasn't always exercised but feels the need here at Mirabella.

"I sit a lot because I play bridge here," she notes, adding a bit apologetically, "If I don't go at 6:30, I won't do it at all."

Jane praises the *esprit de corps* of the early exercisers; when an outsider uses the treadmill or particular stationary bike prized as 'theirs,' the displaced person feels a bit disgruntled, she says. Their sense of ownership is keen.

At 6:15 a.m. every Monday, Wednesday and Friday, Rosie



John Harbison

(see YAWN , p. 18)

(YAWN from p. 17)

Batcheller begins her exercise program with stretching, then does 20 minutes on the treadmill, using the cross-country setting that varies going up and down, setting it at 3.5 miles per hour and ending with a five minute cool-down. Rosie next makes a circuit of four Wellness Center machines, using the personalized card wellness coordinator Karle Wagner set up for her. Rosie follows that with some time on the half-ball, for balance. (The half-ball, by the way, is a humbling piece of equipment, even for those who feel well-balanced.)

On Tuesday and Thursday, Rosie follows the same routine except for work with weights. She spends 45 minutes to an hour on each session. She also does Tai Chi three days a week.

In her youth, Rosie skied both downhill and cross-country, but it was her doctor, a gerontologist, who recently inspired her meticulous program.

“Once you hit 70,” Rosie points out, “exercise is more important than ever,” to avoid losing muscle mass and becoming what her doctor calls “frail elderly.”

“Any day you can take a walk is a good day,” Rosie’s doctor tells her, and recommends eating avocados and nuts.

At 6:30 a.m. in Mirabella’s pool, Antoinette Hatfield and Ardyth Shapiro are walking laps, each in her lane, while Geri Abere and Sivia Kaye swim. Jill Seager and May Lee, who starts her workout at 4:30 a.m. every day, have already left.

As with the gym rats, a sense of camaraderie pervades the early morning pool users. Geri Abere, who works out three times a week, continues coming at 6 a.m. because of the “friendly atmosphere” and her hope that Ardyth will break into song. Something like “You’re Getting to be a Habit with Me.” Her 6 a.m. exercise “leads to 7 a.m. coffee and happiness,” Geri points out.

While the first ripples are being created in the pool, Judith Smith is taking her morning paces on a loop that takes her to the Steel Bridge, down Naito, up and over the bridge to Union Station for a brief pit stop, and then returning to Mirabella in time for Zumba and Tai Chi.

Honors for both the earliest and the latest gym user go to Bob McDermott. He is often found working out at 7 p.m. only to return between 4 and 5 in the a.m.

One gym user told me she exercises regularly in hopes for increasing her years of a full, active life. More than one of the people I spoke to use exercise to ameliorate a serious physical problem. The surprising thing is that, this early in the morning, many of them find it – and make it – fun. ☸

LeAnne Leaves Mirabella

An important part of Mirabella since before the first shovel of dirt was turned, move-in coordinator and interior design manager LeAnne Hawkins resigned after her job was substantially redrafted.

LeAnne, who knows every inch of Mirabella and is known by every resident here, is now a project manager for Kennedy Restoration, a Portland firm specializing in cleaning up and rebuilding after fire, floor or other disaster.



Less well known for her graphic design talents, nurtured over 35 years practicing that art, LeAnne was key in getting the 3550 magazine off to a good start.

“This was absolutely the best job I ever had, bar none,” she said on her last day at Mirabella. “I will miss terribly the people here.”

With the building now full, and therefore less call for move-in assistance, management redesigned her position, but the tasks – including prioritizing work orders – did not suit her skills.

At Kennedy Restoration, she is in charge of customer rehabilitation and redesign projects, much as she was for residents of Mirabella.

Residents can still call upon her design expertise, as she can work as an independent consultant on a fee basis, particularly after the six-month banishment period imposed on all former employees ends. That will be in early October.

Personal Assistant

Help When You Need It

- Life Coaching through Transitions
- Organizing Homes/Garage/Storage
- Home Staging, Pack/Unpack Your Move
- Shopping/Errands/Transportation

Catherine

CALL OR TEXT 503.805.5880
BONDED AND INSURED



Piloting Needy Seniors into Decent, Safe Housing

by Adrienne Casey

Gwen Luhta takes big strides. It was a big step to raise funds from fellow residents for Northwest Pilot Project's 35th annual Walk-A-Thon, and she strode out again when she led a first-time Mirabella team to meet other walkers at Harrison and Park last month, as they did laps around the South Park Blocks near Portland State.

She also helped organize the Mirabella community's adoption of NW Pilot Project as one of two charities to be supported during last year's holiday season.

Residents donated more than \$2,700 in cash, along with a stunning array of bedding kits and linens to help the project's clients as they settle in to housing.

Northwest Pilot Project began in 1969 as an all-volunteer agency to provide basic support for seniors at risk of losing their ability to live independently. At the time, it was the only agency providing support specifically for the elderly poor.

Its mission resonated with members of the Mirabella community, as a committee weighed what worthy non-profits to recommend the resident council designate as our "official" charities last December.

Editor's Note: This issue continues our profiles of charities to which Mirabella residents give time or treasure. The last issue featured Outreach Ministries. We look now at the Northwest Pilot Project.

"They serve people just like us, people our age who have not been as fortunate as we have been," said committee member Sivia Kaye at the time.

"There is a certain 'there but for the grace of God' element here," she said.

Although it serves many needs, perhaps the most important is assisting homeless, under-employed or unemployed seniors find decent, affordable housing.

The Mirabella cash contributions and donations of kitchen utensils, bedding, towels and other linens was part of that effort.

The program also provides emergency funds for moving costs when necessary, and even volunteer help with the physical work of settling in to new digs.

The gap between the throng of homeless who need housing and the available units is a vexing problem.

Temporary shelters are provided by local agencies, but they are generally filled, with 6- to 8-week waits. Portland Rescue Mission and City Team Ministries are also filled, with demand so high that beds are allocated by lottery or vouchers.

Not all the seniors served by Northwest Pilot Project are candidates for a rescue mission, but many are edging ever closer. While most of us at Mirabella have never experienced such uncertainty, for many Portlanders of our age, home-



photo by Curtis Guthrie

Mirabella sent eight human and one canine resident on the Northwest Pilot Project walk-a-thon in May, at downtown's South Park Blocks.

Today, Northwest Pilot Project has a professional staff, giving it expertise in bringing resources to a population in need.

As Portland's stock of affordable housing has dwindled due to building closures and "gentrification," elderly and handicapped poor increasingly find themselves on the street or on the edge.

lessness is a paycheck away. The project's clients are the working or work-spent poor.

"The people served through our housing program reflect a broad spectrum of backgrounds," the Pilot Project says in its publication, *Piloting Change*.

"We work with people who

(see *PILOT* p. 28)

Now that summer is approaching, I have started thinking seriously about playing outdoor tennis again. My lovely wife, Adrienne, told me that she is



impressed. She then proceeded to say that she would be ecstatic if I stopped just thinking and actually did something for a change – anything at all would be good.

I assured her I am serious about getting back out on the court again. Sure I'm getting older, but that is no reason to throw in the sneakers. That's not to say that I should be feeling complacent. As I have painfully figured out, tennis in the park after 70 is no walk. Sad, but my advanced age is starting to take its toll.

Larry Braverman

Actually, I knew precisely when I had reached this – should I say – mature stage of my legendary athletic career. It was when Adrienne began to win every time I put on my tennis shorts.

Here's some free advice: when it comes to your prowess on the tennis court, don't pay any attention to your spouse. You can continue to be a winner well into your eighties and nineties. The key is to find opponents who are even more ancient than you ... admittedly, often impossible.

In any case, there are two important rules. First, *never* act like an old geezer. Second, *always* remember

that you *are* an old geezer. At our age, we can hurt ourselves just taking a shower.

My point is simple. Playing tennis now takes real courage. To make the passage safer, I have put together a short list of practical suggestions:

*Play Doubles. The more people you have on your side of the net, the better.

*Don't Run. Walk. Better yet, don't move at all. Stress on the knees can be as much as 100% less, depending on your lack of movement.

*Avoid Hard Courts. Clay is messy, but it hurts less when you fall...which you will. Unfortunately, there are no clay courts in Portland, but nobody said this was going to be easy.

*Drink Lots of Water. The more time you spend relaxing by the cooler, the less time you will have to get injured.

*Pump Iron. It's much too late in your life to bulk up, but you may be able to keep what little muscle you have left, if any. While you're at it, use machines. You're less likely to drop a heavy weight on your foot.

*Play After Dark. The older you get, the longer it takes to warm up. By nightfall, you may be loosened up. You won't be able to see, but neither will your opponent. Even more important, spectators, including your spouse, won't be able to see you either.

*Pray For Rain. (Probably not necessary in Portland.) You will be able to recuperate without appearing to need the rest.

If all else fails:

*Play Golf.



photo by Curtis Guthrie

Geezer Tennis: Art Moss tries not to hurt himself while returning a serve, as his partner Larry Braverman, takes a nap.



Rumor Mill

by Sheri Winkelman

Is it really true, inquiring minds have asked, that a lot of items have been taken from the Mirabella restaurants?

I asked Executive Chef Todd Albert. Indeed, he said a lot has “walked away,” particularly from the Bistro and Aria West.

Not long after our conversation, Chef Todd declared an “Amnesty Day” – actually, several days, right around Tax Day – for “lost” items to find their way home, no questions asked.

But, really, is this pilferage a big deal? Actually, yes.

Since we, the residents, have to pay for replacements in the dining budget, I thought you would be interested in knowing just how much this “walking away” is costing us – and possible reasons why.

First, let’s look at some dollar figures for the most common missing items. Todd has to order 200 ramekins (used for butter, ketchup, etc.) every three months at a cost of almost \$70 a month. Missing flatware and soup bowls add another \$200 a month. Dinner and salad plates, napkins, glasses and cups also go missing, so budgeting for replacements adds quite a bit over a year’s time.

Now let’s talk about the “whys” – Chef Todd believes that there is very little employee theft. So, if residents are taking the items, is it because they have cognitive problems or are they doing it intentionally?

I know some people continue to be upset by the take-out policy, especially in the Bistro, but it’s hard to believe anyone would use that as an excuse to take items not belonging to them. (And let’s not even get started on towels taken from the Fitness Center, floral arrangements that wander off . . .)

So what can we do about this problem?

First of all, let’s review our own habits. I sometimes take a glass of something from the Bistro, but, so far at least, have always remembered to return it. Perhaps I should use to-go cups or, even better, my own container to avoid using the Bistro’s paper cups, which are not recyclable because of the wax coating. I think it also

“On Stage” Ushers in Spring

“May Madness,” On Stage’s spring show, presented an assortment of short pieces to Mirabella residents, showcasing the writing talents of residents Nancy Moss and Larry Braverman, and the thespian talents of a cadre of dedicated resident actors.

Carrell Bradley opened the show with “The Story of Old Drum,” a famous speech about a Missouri dog.

Norman Bengel and Marleen Tulas followed up with “He Says, She Says,” a short play by Moss about a couple’s failure to communicate.

Two monologues followed: Moss’ “Sheila,” starring Bobby Cohn, and Braverman’s “Going Elliptical,” starring Ron Mendonca.

The last play, “In the Bar,” another by Nancy Moss, dealt with three women in a bar, filling out a questionnaire for an online dating site. Rolf Glerum played the bartender. Dot Lukins, Joan McCoy, and Moss were the women. Don Marshall played a man who enters the bar with a mission.



photo by Ron Mendonca

Dot Lukins, Rolf Glerum, Nancy Moss

behoves many of us to look in our kitchen cupboards; who knows what we might find?

It is possible we have residents who believe they have the right to take whatever they want. They might not think about the cost we *all* have to incur to replace these items.

“Amnesty Day” was a great idea! Please remember, however, that it’s never too late. Every day we find a Mirabella-owned item in our homes should be Return-It-Now Day.

Instead of a frown, I think you’ll be met with a smile and a thank you. ☘

(BAUER from pg. 7)

months on and two months off,” he said.

Transporting oil, of course, has caused environmental disasters (see: Exxon Valdez 25 years ago)



Sister ship of George Bauer’s 650-ft. oil tanker

and other accidents – including one in late March, when the 585-foot Summer Wind collision in Galveston harbor with a barge carrying 924,000 gallons of fuel closed the busy port for days.

George believes most safety inspectors are competent. Then there are others.

In Alaska, inspectors’ boats circled his ship, their motors running – a big safety error – as the ship was loading oil, he said.

The company denied inspectors’ demand to come aboard unless they wrote an indemnification letter, but they refused.

“One day while we were loading, a state trooper and a local cop came with the inspectors and came aboard and handcuffed the first mate – who was in the middle of directing the loading operation,” George said. “Then they came for me and put me in handcuffs.”

George and the mate were taken off the ship, but a company lawyer soon sprung them.

Over the years, seafaring

changed. His first ships – half the size of the ones he would captain -- carried a crew of about 35, and by the end of his career “they’d skinned that down to 13.”

Along the way he picked up other skills – such as becoming a licensed

moved to Henderson, Nev., before deciding Mirabella would be their home. Both are well pleased. “The talent that’s here is overwhelming,” he said.

George does a balance class three times a week, and says his instructor “has toned up all kinds of muscles I didn’t know about.”

He and Cathy take walks along the river, and enjoy presentations at Willamette Hall.

“My wife is on the go all the time if she can,” he said. “Not me. I’d rather read a book.”

George and Cathy still heed the call of the ocean, favoring Regent Seven Seas these days.

“We like the Regent line for cruising,” he said. “Old folks go there. The last one was 78 days, and we didn’t want to get off – we were happy.”

Come October, they’re aboard the Regent Mariner for just under two months.

Does he fight the urge to head for the bridge and tell the captain how to run the ship?

“I have absolutely no problem not doing that,” he said. “I’m just another passenger.” ❀



Captain Bauer’s tanker going through the Panama Canal

Guy Woods, the first Mirabellan (with a move-in-date of August 31, 2010), scored another first when he topped the list of American Contract Bridge League master point winners at the South Waterfront Bridge Club for the first quarter of 2014. The Mirabella duplicate bridge interest group hosts the club on Monday and Saturday afternoons. **Ed Parker** was second in the contest that was open to all players, not just Mirabella residents. **Laurie Hardin**, **Fred Morris** and **Jean Davis** were also in the top five Mirabella players list in the open game.



with Marge Carothers

According to **Ed Parker**, the Mirabella table tennis “open play” event in April attracted close to 20 players and spectators, with players taking turns at both singles and doubles games. It was so successful that the table tennis interest group has scheduled “open play” events for Saturdays and Sundays from 2 to 3 p.m. and weekdays from 4 to 5 p.m.

All interested residents are invited to play or watch (players may reserve dedicated half hour intervals at other times.) Interestingly enough, players recently learned the rules of the game have changed since they previously played in “the old days.” But **Ed** assures that changes will be ‘splained to everyone interested in the game.

The Library Committee, according to chair **Jo Dwyer**, is encouraging residents to write **short** reviews of books they have enjoyed. Reviews should include genre: non-fiction, history, travel, fiction, mystery, science fiction or literature. Please send to Nancy Moss, mailbox 2102.

Mah Jongg folks are having a blast, says chair **Susan Berg**, who adds that camaraderie is one of the coolest things about playing the game. Not only that, but this year - in an attempt to aid Mirabella’s Resident Assistance Program - they have ordered their annual playing cards as a group, instead of

ordering individually.

What that means is that each player needs a “card” to play the game, and ordering as a group ensures that they qualify for the National Mah Jongg League’s contribution to a “favorite charity”. **Susan** says it pleases them to be able to benefit Mirabella Portland Foundation’s Residents’ Assistance Program..

Such a helpful thing for one of our interest groups to do. Call **Susan** for times and places or for help with questions about Mah Jongg, whose popularity has grown from 3 to 26 active players and 16 hoping to play at a later time. Her phone is 6719.

Walter Greizerstein, leader of the Science Interest Group, has told us that:

Science interest is strong
 science is seldom wrong
 For everything an explanation
 the fun resides in experimentation
 Each time over a dozen in attendance
 with one resident making a presentation
 enthusiasm becomes infectious
 watching the Power Point illustrations

Bob Melvin told us about antenna’s tips
 Hebe took us through CIS infrared spectroscopy
 Gilbert helped us with resonance and the Tacoma Bridge collapse
 Bruce’s talk on melanoma was more than skin deep
 Walter discussed steam engine inefficiencies and entropic handicaps
 Ed Parker, Pieter and Ronnie are warming up
 If this appeals to you, join the club.
 Call **Walter** at 6829.



Mila Ioussifova, OD

- Comprehensive Eye Exams
- Contact Lens Fitting
- Rigid Gas Permeable, Specialty and Custom Contact Lenses
- Ocular Disease Diagnosis and Management
- LASIK co-management
- Highest Quality Eyewear, Digital Lens Technology and Custom Fitting

South Waterfront Eye Care offers a relaxing and intimate atmosphere of a boutique, while providing full scope optometric services, utilizing the latest tools and technologies in eye care.



SOUTH WATERFRONT
eyecare

3615 SW River Pkwy | Portland, OR
 p. 971-229-0820 | f. 971-229-0821
SouthWaterfrontEyecare.com

Summertime...Street Car is Easy:

There is a world of fascinating restaurants and bars within easy striking distance of the South Waterfront. Summer is here and it's time to explore. This is the first of a 3550 series on easily accessible fun spots.

A SW Morrison Delightful Duo

by Priscilla Cowell and Nick Cowell

So you've taken the NS streetcar down SW 10th, browsed the Art Museum Rental Sales Gallery, done a little shopping, and now you're ready for lunch. Somewhere small, friendly, family run, inexpensive, good food—maybe a little on the wild side. You walk down 10th to Morrison St. turn left (west), and voila, four different ethnic restaurants in a row that meet all your criteria and then some. Here are two. We'll review the other two in the September issue.

Habibi

1012 SW Morrison St., open M-S 11:00-close, Sun noon to close. Happy Hour all day. (503) 274-0628

The menu at Habibi, “beloved” in Arabic, lists Lebanese/Syrian dishes. A very friendly Syrian waitress confided to us, “the owner’s parents came from Syria 10 years ago to help him start the restaurant, and the cooking is really Syrian.”

There is a full bar that features fruit juice based cocktails, Lebanese beer, and red and white wines from the well-known Masaya winery in Lebanon. During the All Day Happy Hour, low priced generous plates of traditional dishes are available. The décor in the bar and restaurant is black and white and gold, with Syrian paintings and artifacts.

Syria and Lebanon share a border

and their cuisine is similar.

Some different spices or preparation made our vegetarian mezza platter of the usual dishes of hummus, babaganush, stuffed grape leaves, falafel, and tzatziki taste a little different from the Lebanese versions. The difference was fun and refreshing. We smacked our



Friendly Syrian server at Habibi

lips and wondered, “What is that flavor?”

The chicken skewer and lamb shwarma were marinated in delicious sauces. Also different from familiar Lebanese desserts were almond panacota topped with rose water and a dense baklava stuffed with pistachios, both outstanding. The menu is extensive, with recipes from every member of the family, a multi-generational family culinary history.

Prices are very reasonable.

MUCCA

1022 SW Morrison St., open M-F 11:30-2:00 for lunch; M-Sat 5:00-9:30 for dinner. Dinner reservations. (503) 227-5521

MUCCA Osteria feels like Italy, from the framed photos of cheeses and parma ham on the walls and airy wrought iron lighting fixtures to the Italian owner/chef, speaking

Italian to his staff.

The open kitchen looks out on six tables on the hardwood first floor, with more tables on the loft above for the dinner crowd. Italian wines and beers and a large Italian coffee maker dominate the bar. The atmosphere is both warm and sophisticated. The osteria has just completed two years and is very popular.

The lunch menu is complex and interesting, with a Lunch Special Menu and two-course Lunch Special Tasting Menu that are surprisingly light on the credit card.

Everything is made from scratch—breads, pasta, gelato, biscotti, pickled vegetables, and apparently everything else.

We were served walnut bread and Italian olive oil for dipping, then enjoyed a parsnip puree soup; light, crispy focacio bread sandwich with mortadello, provolone, and greens; Tagliere della Casa, a selection of cured meats, rabbit liver pate, pickled veggies, and Italian olives;

Ethnic Eats, Happy Hour, Just a Ride Away

Happy Hour, Superb View at Portland City Grill

by Carole York

cavatelli in a light cream sauce with homemade sausage; and amaretto gelato with cookie crumbles.

The food and presentation were both first rate and elegant. And that Italian coffee maker turned out ex-



MUCCA's sous chef

ceptional coffee and cappuccino.

To return to Mirabella walk to the corner of SW Morrison and SW 11th, cross 11th, turn left, and walk two blocks to Taylor Street. Watch for the NS Line streetcar.

Next issue: Persia House and India House: both highly recommended.

Have a favorite small restaurant a short stroll from the streetcar line?

Let our 3550 reviewers know.

Spring was in the air, and on a bright sunny Sunday my son, Tim, his wife, Laura, and I tried the happy hour at the Portland City Grill, only blocks from the streetcar, with no need to drive, pay for a taxi or arrange for Mirabella's town car.

It was the first of two visits, memorable for our sampling a wide range of delectable small plates, cocktails, wine and beer at afford-



able prices, and a spectacular view of Portland and Mt. Hood from the 30th floor of the Bancorp building, which is also known as "Big Pink."

The happy hour menu offers selections from \$4.95 to \$9.95 for the grilled New York steak sandwich. The options for \$4.95 include rice paper spring rolls, with vermicelli, cilantro lime spread salad, spicy peanut sauce; spicy peanut noodle salad with cilantro, lime, tomatoes and sesame; herb parmesan fries with fresh rosemary, red chili flakes, garlic-parmesan aioli; and Caesar salad.

The fries were piping hot, crispy with just a bit of bite. The spicy peanut sauce on the spring rolls was gentle on the palate, but the spicy

noodle salad, wow: grab the water or the beer!

Happy hour drink specials include Coors Light (\$4.95) and a featured draft beer (\$5.95); a featured white and red wine (\$6.95, \$26 for a bottle); and for cocktails a Rum Coral Cooler, Perfect Pink Margarita, and Whiskey Lemonade (\$5.95). Beer, wine and cocktails can also be ordered from the main menu at regular price.

The cocktails are standouts, although the prices, \$8.50 - \$11.00, are not discounted. Eleven Martinis that, at first, sound weird and sugary sweet are ridiculously delicious.

Margaritas, and the traditional Old

Fashioned, Manhattan and Mai Tai are available as well. For non-drinkers, lemonade, strawberry lemonade, virgin Bloody Mary, any cocktail without the alcohol, and sodas are offered.

The servers were attentive, non-intrusive and very good at describing the menu choices and offering suggestions.

The City Grill is located at 111 SW 5th Avenue, between Burnside and Stark five blocks from the 10th Avenue Streetcar stop at Stark. Enter on 5th or 6th avenues because other entrances are not open at all hours.

Happy Hours are Monday-Saturday 4-7, 9 to close, and Sunday 12 noon-11 p.m. in the lounge.



Chef Todd Gets Dining Top Job

Todd Albert, Mirabella's veteran executive chef, is now the permanent director of dining services.

Interim director since the departure of Mark Dagostino in February, he was given the permanent job in late April by executive director Anthony Sabatini.

He will remain as executive chef while taking on responsibility for the entire department.

"We brought in close to 10 applicants," Anthony told 3550. "But when it came right down to it, I thought Todd stood head and shoulders above the competition."

"Todd has managed the back of the house so well – his chefs de cuisine and sous chefs are just phenomenal," Anthony said. "It's a well-oiled machine. Do we need a new executive chef? At this time, no, but

as we go forward it's not ruled out."

Reaction among residents was swift and positive. The dining committee had met a month earlier and taken a unanimous vote of confidence in Todd, requesting he get the assignment permanently.

3550 sat down with Todd for a brief Q and A session. His answers have been edited for brevity and clarity. -Ed.

3550: How will your role as executive chef change now that you are dining services director?

Todd: It won't. I will continue to be 'present' for the kitchen staff, and to uphold the expectation that I, together with our two chefs de cuisine, Sean Eveland and Anthony Schroeder, have instilled within the kitchen team over the years since we opened.

I am extremely pleased and proud that we have developed a strong team in the back of the house. It is because of Anthony's and Sean's skills, efforts and passion for excellence that the present restructuring of the dining department is possible.

Q: What changes are you making to the front-of-the-house?

A: Those that will happen quickest are subtle modifications – for example, how we communicate with residents about future holidays and special events.

We now have a holiday calendar at Concierge that include all information residents might want to inquire about for planning purposes, for all holiday events through New Year's Day 2015.

Changes over time will involve aspects such as department culture and expectations. Other evolving changes will be in staff training and development.

Q: Will there be a dining room manager?

A: We hired Dan Harrison, who spent 12 years with



Morton's Steakhouse, as dining room manager. We plan two assistant dining room managers, one shift supervisor and two lead servers.

Q: What are the biggest front-of-the-house problems and what are you doing about them?

photo by Ron Mendonca

A: While we have a great service team, the greatest challenge I see is to have a very strong 'presence' for both residents and staff. A crucial part of my management philosophy is that it is the responsibility of front line staff to exceed residents' expectations

when those residents come to enjoy a meal with family or friends.

It is the management team's responsibility to support and set up the front line team for success.

Q: You have a reputation as a hands-on, solid leader who tells his people the truth and whose answers are straightforward and consistent. The kitchen hums. That has not always been the case with the front side. How do you change that?

A: My short-term priority is to develop a well-trained, organized, cohesive front-of-the-house management team that can then invest considerable effort in providing leadership and a great working environment for staff.

Q: Why do you want to take on a major headache when you don't have to?

A: I'm a glutton for punishment. ☘

(BANGLADESH from p. 11)

travel to Bangladesh as part of the U.S. Department of Justice's International Criminal Training Assistance Program.

This experience is one of the most epic life changing events of my life.

When you arrive in the country at Dhaka International Airport and walk out into the city, you realize how far from home you are and how significant it feels to be a minority. You immediately notice that everybody you walk by is looking at you with wonder -- where are you from and why are you in their country? I quickly learned that the people of Bangladesh were only curious. They were not judging me. They were not turning away from me. I have never felt so welcome by people who are so different from me.

After a long train ride to Sardah where the Bangladesh Police Academy is located, our team began teaching approximately 700 sub-inspectors over a one-month period. These young men and women who were around 25 years old have great love for their country and want to be part of the forward movement of their society.

Bangladeshi police face major

barriers, including corruption, political forces, and public distrust. The training program is designed to educate and empower these new officers to become the future leaders of their department.

If only you could see in the eyes of the sub-inspectors like I did. I saw that they want to impart change; they want to make things better for their country. Over time I think this program will have lasting impact. It's going to require baby steps to get there, but I believe that will happen.

For a country that is so poor and a population that faces numerous barriers, the people of Bangladesh are some of the most hardworking and non-envious people I have ever met. With the work ethic I observed in their country, I have no doubt the future police officers we trained have the strength to be part of the change that they want so badly.

Officer Nick Newby lives and works in the South Waterfront. The Bangladesh population, 90% Muslim, is expected to top 182 million by next year. The federal program seeks to overcome the people's distrust of police and to improve police practices and culture.

(TAMMY from p. 8)

Tammy's staff can be the first signal in Mirabella's early warning system.

"If you see a difference in someone's living pattern, tell me," Tammy tells her workers. If a resident is still in bed at a late hour, Tammy wants to know about it. She will pass on the information to Megan Huston, resident services director, who can alert the health care team if need be.

To promote a feeling of unity, Tammy has regular pot-luck lunches and a special Christmas party for her staff.

She takes pride in the fact that many of them have worked at Mirabella for two or three years, in a job that generally sees high turnover.

"Nobody realizes what the job entails until they've tried it," she says.

In her free time, Tammy likes to go on bike rides with her grandchildren on Portland's Springwater Corridor. Or she may go to yard sales and swap meets as she did with her dad back in Iowa years ago.

"It's a new adventure every day," Tammy says.



Capt. Jason Wallis, at left, of Port of Portland Police, and Lt. Mike Fort and Officer Nick Newby of Portland Police Bureau, with throng of admiring Bangladeshi youngsters.



Winner



Loser

Foundation Event Raises \$27,000

Jeanne Webb soon will be off to Hawaii.

She was a big winner at the Mirabella Foundation fund-raising party, raffle and auction in April, going home with rights to a Maui condo for a week.

The Hawaii-themed auction and raffle to benefit two foundation programs – the Resident Assistance Fund and the Employee Scholarship Fund – was a sold-out event, adding well over \$27,000 to the foundation account.

The reception, billed as a “gala,” featured wine, mai tais and pupu platters but, fortunately, no singing and no ukuleles.

A silent auction and a live auction were the first fund-raising events for the Resident Assistance Fund, and together raised \$20,961, including cash donations apart from bidding on auction items.

Raffle tickets sold on a vacation at the Maui condo, donated by Jim Berchtold and Amy Dundon-Berchtold, brought in \$6,650 for the Employee Scholarship Fund.

Spurred by the condo donation, a team of staff and residents worked for months to put the event together.

Megan Huston, director of resi-

dent services, led the planning and execution.

Residents on the planning and ticket sales efforts included Claire & Ron Weber, Ron Mendonca, Anne Clark, Marge Carothers, Carol Adler, John Branchflower, Jill Seager, Kim & Rosie Batcheller, Art & Nancy Moss, Gil & Bernice Johnston.

Well over a dozen Mirabella staff members were on hand to assist during the celebration.

Claire Weber and Steve Casey served as auctioneers.

There was a lot of excitement and high bidding on dinners prepared by residents Bob Cramer and Allen Simmons, and by executive chef Todd Albert.

So much spirited bidding, in fact, the Cramer-Simmons duo and Chef Todd each offered a second dinner – which also went for high prices.

Ed Parker, a resident member of the foundation board, gave a briefing on the mission and progress of the foundation.

Oh! That sculpture in the Mirabella front yard? You know, the “flower,” or the “harp?”

Didn’t sell. Apparently no one likes it or dislikes it \$100,000 worth.

(PILOT from p.19)

were bank tellers, nurses, teachers, long-distance truckers, custodians, bookkeepers, construction workers, cooks, farm laborers, veterans, waitresses, loggers and social workers.

“What they hold in common is that most are now living on an income of \$975 per month or less,” the article continues. “They are people who worked hard all their lives but did not have retirement benefits attached to their jobs, and are now living on limited income from Social Security.”

The average Social Security benefit is \$11,700 a year.

By comparison, a full-time worker making minimum wage earns \$18,928, according to the Pilot Project publication, which cites federal figures showing the median “family” income for a single person in Multnomah County is \$48,580.

Northwest Pilot Project also helps needy seniors access public transportation and legal services.

Its transportation program takes seniors and disabled people downtown to medical appointments, exercise programs, grocery stores and on other important errands when they would otherwise be unable to get there.

Currently that effort relies on a temperamental 1999 Dodge Caravan that has seen better days. The program will replace the balky van, if it can raise \$5,000 in matching funds.

To help support all this charitable work, and to enjoy a day on Portland’s streets, Northwest Pilot Project supporters gathered for the May Walk-A-Thon.

For days, Gwen and her husband, John, and other volunteers such as Norma Paulus, sat at a table in Mirabella’s lobby, encouraging residents to walk or to sponsor a walker.

At press time, Mirabella raised more than \$4,500 in cash and pledges – final count pending. ☘



Meriwether resident Lori Estes, left, and Mirabella's Liz Nickel joined some 70 other volunteers picking up litter on Earth Day.

Photo by Curtis Guthrie



Ace table tennis player Andy Lau loves the game and is a fun opponent - if your idea of fun is running madly after his return shots. Mirabella's new table tennis activity regularly attracts many residents and last month staged its first tournament.

Photo by Ron Mendonca



*Conveniently Located
Minutes Away!*

5125 SW Macadam Ave
503-223-2602
www.pictureperfect-pdx.com

Our Name Has Said It All Since 1984!



**YOUR
MEMORIES
ON
CD or DVD!**



- We specialize in converting your photos, slides, movies and video tapes to C.D. or DVD.
- Have the convenience of viewing your images or movies on your computer or TV.
- Easily give copies to your children or grandchildren.
- Expert Photo Restoration Available

Save
30%

In honor of our 30 year anniversary all Mirabella Residents that mention this ad will receive 30% discount on your scanning or conversion order

Love Your Ears!

OHSU SoundSource carries the latest hearing aid technology.

*Mirabella residents receive 10% off all products and services at SoundSource.



Dr. Shelly Boelter and Kerry Peterson, HIS

Services include:

- Full hearing aid services including recommending, dispensing and programming
- Comprehensive hearing evaluations for adults
- Hearing aid repairs
- Hearing aid batteries
- Custom earplugs for noise protection

SoundSource Hearing Center is part of the OHSU Department of Otolaryngology. Proceeds from SoundSource fund hearing research and other vital research at OHSU.



Call for an appointment today!
503 688-6590
 3550 SW Bond Ave., Suite 173

ADRETTE DESIGNS

- Artisan Custom Draperies
- Motorization of Window Treatments
- Shades, Blinds & Shutters
- Bed Coverings & Pillows
- Furniture Upholstery & Room Dividers



Marlys Wiegand

INTERIOR DESIGNER

Window Fashion Specialist

503.703.4692

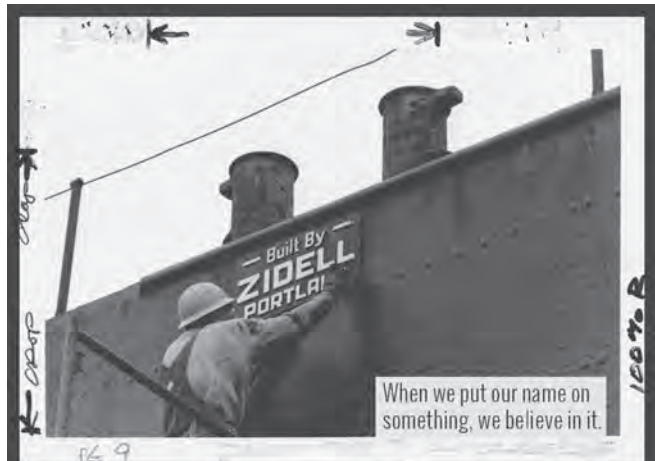
Designs@Adrette.com

www.Adrette.com

Westside Mayflower is rolling out the red-carpet for your move into the Mirabella



Call us for your free estimate of packing & moving services
(503) 684-0055



When we put our name on something, we believe in it.

Zidell is excited to welcome our new retailers to The Emery!

- Lovejoy Bakers - Greenleaf Juice Company -
- Fieldwork Flowers - Cha Cha Cha -

We look forward to seeing you soon!

www.theemerypdx.com

Did You Know?

by Sheri Winkleman

Please stop for a minute and think about how many work orders you have submitted since you moved to Mirabella.

For some it's a large number, for others the answer may be "what is a work order?"

Since Mirabella opened in September 2010, the maintenance crew has handled more than 24,000 work orders. Recently we've had over 1,000 work orders submitted each month. That's a lot of work for 12 maintenance men.

Some of our maintenance techs have specialties – such as Evan Corcoran, who is great with computers, and Duc Tran, who is invaluable when appliances have problems. You see these guys in their blue shirts all over the building and grounds.

Jason Patterson, maintenance su-

pervisor, is in charge of prioritizing work orders. Here are examples:

Life Safety includes nonworking pendants, phones off the hook, falls and smoke alarms. Two staff members carry pagers 24/7 that alert them to immediate medical needs.

High Priority includes major appliance problems, water leaks, power loss or other utility malfunctions. These should be completed the same day as reported.

Medium Priority addresses needs such as light bulb replacement, carpet stains, mattress turning and moving furniture. Jason's goal is to schedule these work orders with residents within 48 hours.

Low Priority items are requests that don't need immediate attention. Residents might need help with batteries or remotes, moving pictures, painting, floor repair or carpet cleaning.

Project Work Orders apply to the community as a whole, generally not an individual apartment unless

it involves significant renovation. Some currently in process are upgrading the bike racks in the parking level storage room and building a bench for the front walkway. These work orders can take a long time to complete if higher priority needs get in the way.

Chargeable Work Orders include turning mattresses, moving furniture, changing any kind of batteries, and other assistance on personal items .

The basic difference is that you may be charged for help with anything you personally own. You can expect maintenance staff to work without charge on anything that belongs to Mirabella. The cost for a chargeable work order is \$50/hour with a half hour minimum.

The average time to complete all work orders from *Life Safety to Project* is eight days.

Let's thank the guys in blue for their cheerfulness and service to our community. ☘



SOUTH WATERFRONT DENTAL

WE
ALWAYS
WELCOME
NEW PATIENTS

3671 SW RIVER PARKWAY
PORTLAND, OR 97239

503-841-5658

WWW.SOUTHWATERFRONTDENTAL.COM
INFO@SOUTHWATERFRONTDENTAL.COM



Christina
Office Manager



Dr. Todd Beck



Kim
Hygienist



Tina
Assistant

Come and meet the staff of South Waterfront Dental

We recognize that finding health care providers can be a very difficult task. We would very much appreciate the opportunity to meet your dental needs in a professional and caring environment.

We offer a 15% discount off all services to our Mirabella neighbors

WILLAMETTE INTERNATIONAL
TRAVEL INTRODUCES:



EMBARK ON A JOURNEY OF DISCOVERY

VIKING RIVER CRUISES, a *Travel + Leisure* and *Condé Nast Traveler* award winner, offers the best itineraries on the rivers of Europe, Russia and China. Enjoy exciting cities, rich cultural experiences, fine dining and deluxe accommodations onboard the most modern ships — with everything from meals to shore excursions included in your fare. And our award-winning Viking Longships® have raised the bar yet again with full-size veranda staterooms, the largest suites in Europe, al fresco dining and more. Come discover for yourself why Viking truly is the world's leading river cruise line.

8-DAY EUROPE FROM \$1,756 PER PERSON*

Rhine Getaway, Amsterdam to Basel

15-DAY EUROPE FROM \$3,662 PER PERSON*

Grand European Tour, Budapest to Amsterdam

8-DAY EUROPE FROM \$1,756 PER PERSON*

Danube Waltz, St. Passau to Budapest

13-DAY RUSSIA FROM \$5,096 PER PERSON*

Waterways of the Tsars, Moscow to St. Petersburg

Ask for Viking's 2014 Special Savings Discount:
2-FOR-1 cruise plus international air discounts.

For details, contact Willamette International Travel at (503) 224-0180.



THE WORLD'S LEADING RIVER CRUISE LINE...BY FAR®

*Note: Rhine Getaway price based on CAT F, 11/29 Viking Bragi, Viking Tor and Viking Magni 2014 sailings. Grand European Tour price based on CAT F 11/24 and 11/29 Viking Aegir, Viking Líf and Viking Skadi 2014 sailings. Danube Waltz price based on CAT F, 11/23 and 11/29 Viking Baldur and Viking Alsvin 2014 sailings. Waterways of the Tsars price based on CAT DX, select September, Viking Truvor and Viking Helgi 2014 sailings. Cruise fares listed are for cruise and cruisetour only in U.S. dollars, per person and fares/discount offers are based on double occupancy. 2-for-1 cruise and international air discounts are considered a single offer. International air does not have to be purchased to get cruise offer. Must request Special Savings Offer at time of booking and pay in full by current expiration date; call for details. Valid on new bookings only as of 1/31/14, subject to availability and may not be combinable with any other offers except Past Guest Travel Credit and Referral Rewards Credit. Viking reserves the right to correct errors and to change any and all fares, fees and surcharges at any time. Additional terms and conditions apply; see Passenger Ticket Contract at vikingrivercruises.com. CST#2052644-40