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REMEMBERING 9/11: TWENTY-FIVE YEARS LATER



Twenty-five years ago, on September 11, 2001, the world changed in an instant.

For many of us, the memories of that day remain vivid. We remember where we were when we first heard the news. We remember gathering around televisions, listening to radios, answering worried phone calls, and trying to make sense of what we were seeing. It was a day marked by shock, confusion, sadness, fear, and uncertainty.

We also remember what came afterward, the flags that appeared on homes and businesses, neighbors

checking on one another, strangers offering help, and communities coming together in ways that reminded us of the strength and compassion of the American people. Our residents carry some of the most valuable pieces of that history: their memories. Some were working that morning. Some were caring for children or grandchildren. Some were already retired. Some watched the events unfold from thousands of miles away, while others experienced the uncertainty much closer to home. Every story is different, and each one is worth remembering.

As we mark this 25th anniversary, we invited residents and staff to reflect on one simple question: "What do you remember most about September 11, 2001?"

For many of our staff and residents, the day holds an especially personal significance because of our proximity to Barksdale Air Force Base, where President George W. Bush was taken for safety following the attacks. Activity Director Lindsay Prohaska was a first grader at Bellaire Elementary School in Bossier City that morning. "Bellaire is basically right next to Barksdale Air Force Base. I remember teachers trying to explain things to us in a calm way while sirens on the base were blaring. They gathered us together after the towers were hit. They called our parents, and I remember everyone's parents seemed frantic when they picked us up." For Lindsay, the experience is a childhood memory that has remained with her throughout the years, a moment when the world suddenly felt very



different.

Former Caddo Parish Sheriff's Deputy and current resident Sonny Dick was on vacation. "We were in Heidelberg, Germany. As we walked into a café, the television was broadcasting the attacks on the USA. It was just unthinkable. As you can imagine, we were stranded in Europe for a week. No airplanes were flying to America. We finally went to the airport to camp out until we could get a flight home." His story

is a reminder that September 11 affected people far beyond the borders of the United States. For travelers around the world, an ordinary vacation suddenly became a time of uncertainty as airports closed and people waited for a way home.

Resident Keith Newman was at home in Roseburg, Oregon, where he worked with Child and Family Services. "The TV was on at home, but after a while I began my walk to work. I thought I needed to be with others who understood the geopolitical and international issues more than I did. I found my friend, who was a former Navy SEAL, to discuss what was happening. The remarkable thing was that the terrorists brought the fight to our door." Keith's reflection captures one of the most difficult realities of that day: the realization that events happening on television were not distant or abstract. They were affecting our country, our communities, our families, and our sense of security.

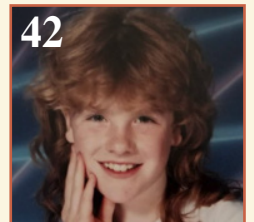
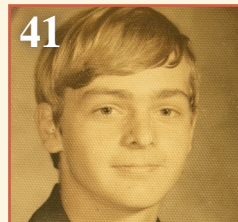
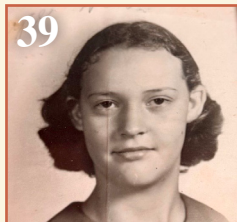
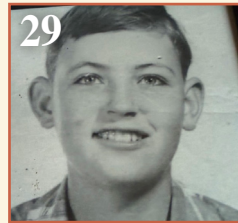
Administrator Jennifer Peters was working at one of our sister facilities in Bossier City. "Of course, we were watching everything happen on television, and it was just surreal. When we heard that President Bush had come to Barksdale, fear began to spread that Bossier could be attacked. I was torn. I knew I had the responsibility to keep the residents and staff calm, but every ounce of me wanted to leave to be with my family." Her experience reflects something many people in long-term care understand well: even during moments of personal fear or uncertainty, there are people who depend on us. That responsibility—to remain calm, to provide reassurance, and to care for others—was felt by countless healthcare professionals and caregivers in the days following September 11.

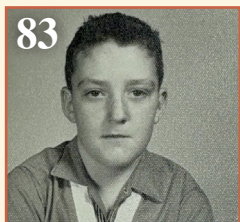
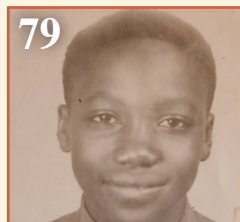
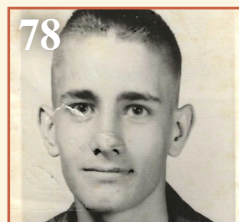
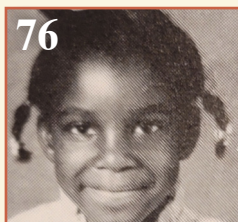
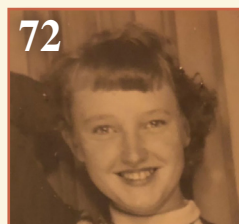
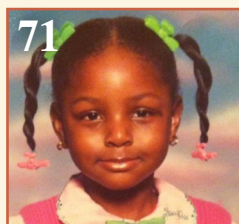
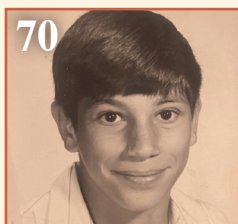
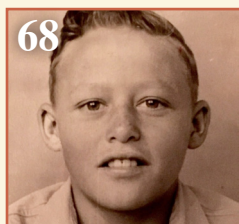
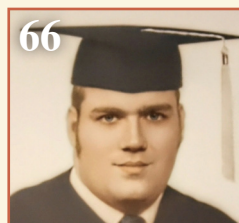
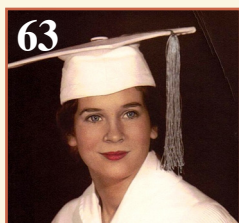
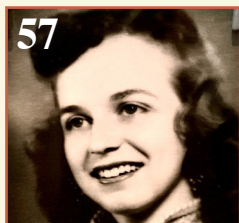
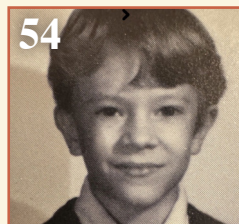
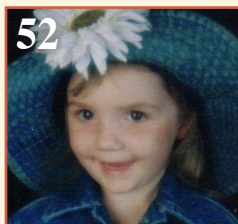
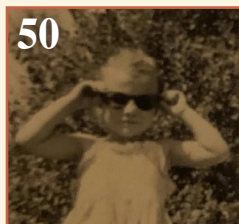
Perhaps one of the most remarkable things about the 25th anniversary is that September 11 is now part of history for an entire generation that did not experience it firsthand. Some of the staff members caring for our residents today were not yet born on September 11, 2001. Others were infants or toddlers, too young to remember the day themselves. They have learned about it through history books, photographs, or through the stories of those who lived through it.

That makes the relationship between our residents and our younger staff particularly meaningful. Our residents aren't simply sharing memories. They are passing history from one generation to another. A story told by a resident at the dining table, during an activity, or while visiting with a caregiver may be something a younger person has never heard before. In those moments, memories become lessons, and conversations become a way of preserving history.

At Garden Park, we understand that caring for others is one of the most meaningful ways we can honor the past. Every day, our residents, families, nurses, aides, therapists, dietary staff, housekeepers, activities teams, administrators, and countless others demonstrate what it means to show up for one another. Our industry is built on something that September 11th reminded the world never to take for granted: people need people.

SCHOOL DAYS





FROM HOSPITAL TO HOME: PATRICIA CRAWFORD'S REMARKABLE JOURNEY



When Patricia Crawford was admitted to Garden Park from Christus Highland in May, she faced several medical challenges that had caused a hospital stay. Like many seniors, an extended period of illness and bed rest had significantly decreased her strength and independence. Her physician recognized that rehabilitation would be essential in helping her regain the active lifestyle she enjoyed before her hospitalization.

Upon her initial evaluation, Occupational Therapist Kelly Sebren found that Ms. Crawford required assistance with nearly all activities of daily living, except for feeding herself. "Ms. Crawford could not sit up, much less dress herself," Sebren recalled. "She was unable to get out of bed because she simply did not have the strength. Today, she has made phenomenal strides. This morning, she sat on the edge of her bed, dressed herself independently, and walked two laps around the therapy gym. Her amazing attitude and hard work have fueled her success, and we are so proud of her."

Through determination, perseverance, and the support of our medical team, Ms. Crawford steadily regained her strength and confidence. Her commitment to the rehabilitation process serves as an inspiration to both staff and fellow residents. While we cherish the relationships we build with our residents during their stay, there is nothing more rewarding than seeing them achieve their goals and return home safely. In August, Ms. Crawford celebrated that milestone when she was discharged home, carrying with her renewed independence and a success story worth celebrating. Congratulations, Ms. Crawford! We wish you continued health, happiness, and success at home!

SERVING AND PROTECTING: HONORING OUR SECURITY TEAM

As the anniversary of September 11 approaches, many of us pause to remember the courage and sacrifice of those who serve and protect our communities. In that spirit, we would like to recognize some of the dedicated members of the Garden Park security team who work tirelessly behind the scenes to help ensure the safety and well-being of our residents, visitors, and staff.

Many people may not realize that Garden Park is fortunate to have an exceptional team of security professionals committed to protecting our campus every day. Among them is Henry Rogers, who has served Garden Park since 1996. After 27 years with the Shreveport Police Department, Henry retired and continued his commitment to public service through the Marshal's Office. Reflecting on his work at Garden Park, Henry shared, "We have a great group of officers who are dedicated to keeping Garden Park staff and residents safe."

Joe Lewis followed a similar path of service. He served with the Shreveport Police Department from 1996 until 2021, dedicating 25 years to law enforcement before retiring and joining the Marshal's Office. Last month marked Joe's 27th year serving Garden Park. When asked about his career, Joe said, "I thank God for my career in law enforcement and the chance to help keep people safe."

We are deeply grateful for Henry, Joe, and the entire security team for their unwavering commitment to our facility and our community. Whether on duty with us or not, they have always been willing simply to lend a helping hand when needed. They have consistently been a trusted resource and a reassuring presence. Their dedication embodies the values of service, integrity, and protection that make Garden Park a special place.

As we honor those who have chosen careers dedicated to serving and protecting others, we extend our sincere appreciation to the many individuals who work every day to keep our communities safe.



ASK THE EXPERT

STACEY HAND, MA, CVT, RESEARCH ASSOCIATE, LSUHSC

Our relationships are built around communication. And though we might often think of communication as talking--or using words--it is so much more than that. Words are important, no doubt, but HOW we use them can make all the difference in whether or not we are just talking, or actually communicating.

Consider that every person's brain begins to slow down over the aging cycle. That means that words, sentences and paragraphs should be spoken more slowly if they are to be fully understood. It may take an 85-year-old person an extra 15 seconds or more to process what is being said, but if you will allow the extra time, confusion may be avoided. The problems can begin when we repeat ourselves, or speed up, or get louder after not receiving an immediate response. This makes the person have to keep restarting the interpretation process and creates a problem where none existed! Because someone is processing more slowly, it does not mean they are not still processing just as effectively.

For many reasons, some older adults begin to experience what is called "mild cognitive impairment." These changes do not have to shut down effective communication if we focus on why we are communicating in the first place. Interacting with someone in a respectful way helps them to retain their dignity in the face of other losses. It can also help us to complete daily tasks, reduce the need for some medications and keep us in relationship with that individual, which is meaningful to us both.

When internal word processing skills begin to weaken, eye contact, body language, tone, and distance take on more important roles in communication.

A quiet environment, sitting face to face, a gentle touch, and a focus that says "I'm here for you" give you the ability to truly communicate, and being a good listener is a critical part of the interaction. Good listening means being aware of the elder's body language and expressions, hearing the emotion in their voice, and validating what is expressed whether you recognize your reality or not. (Perhaps they express loneliness when you see people all around them. Or maybe they feel neglected while receiving regular visits and excellent care.) Their reality may not make sense to you, but your failure to acknowledge it creates a separation that is hard to bridge. Helping another feel heard is a gift that you can give to any person, at any age.

So, when you begin a communication with an elder, remember to

- seek out a location with few distractions
- slow down
- make eye contact
- be aware of facial expressions or body language
- (Furrowed brow? Tense or slumping shoulders? What emotions are these expressing and how does this affect your approach?)
- focus on the satisfaction of communicating rather than on specific memories or facts
- let go of expectations and "go with the flow"
- keep in mind that even when verbal abilities fail, that cognition is often still active on some level, and be respectful of all individuals in the room

There may come a time when words don't seem effective anymore but holding hands while listening to music together will help sustain the relationship. Communication can take many forms. Different life stages call for learning different communication techniques and skills, but meaningful relationships are worth the effort!



BACK TO SCHOOL PHOTOS

- | | | |
|-----------------------|-----------------------|---------------------|
| 1. Alene Duncan | 29. Jackie Tipton | 57. Mary Cates |
| 2. Andrea Tatum | 30. James Basco | 58. Mary Johnson |
| 3. Anginette Garner | 31. James Bissell | 59. Mary Lee Barker |
| 4. Apphia Franklin | 32. James Bledsoe | 60. Mary Spells |
| 5. April Brown | 33. James Conerly | 61. Matt Jester |
| 6. Audrey Edwards | 34. Janene Corrie | 62. Melba Scott |
| 7. Beth Foster | 35. Janice Grubbs | 63. Melba Walker |
| 8. Betty Phillips | 36. Jennifer Peters | 64. Melissa Cathey |
| 9. Beverly Jenkins | 37. Jennifer Rhodes | 65. Patsy West |
| 10. Bo Abney | 38. Joan Williams | 66. Phillip Larson |
| 11. Brittney Augustus | 39. Joyce Tipton | 67. Robert Hagstrom |
| 12. Casalean Adams | 40. Judy Seay | 68. Roy Mitchell |
| 13. Cecil Burman | 41. Keith Newman | 69. Ruby Ellis |
| 14. Chancee Vetter | 42. Kelly King-Kirby | 70. Sam Catanese |
| 15. Christina Cannon | 43. Kelly Sebben | 71. Shae Smith |
| 16. Connie Nelms | 44. La'Quonda Pearson | 72. Silvija Ward |
| 17. Cookie Reed | 45. LaShanda Brown | 73. Sylvia Hamer |
| 18. Corey Porter | 46. LaTonya Henderson | 74. Ted Sloan |
| 19. David Waldron | 47. LaTonya Mack | 75. Thomas Bachman |
| 20. Dorothy Chandler | 48. Laura Baldwin | 76. Tracy Johnson |
| 21. Dorothy Jones | 49. Laverne Baronette | 77. Vera Farley |
| 22. Edwin Harper | 50. Levenia Barnes | 78. Wayne Fountain |
| 23. Eunice Talbot | 51. Libby Brosette | 79. William Snow |
| 24. Frances Nash | 52. Lindsay Prohaska | 80. Wilma Hicks |
| 25. Frances Perego | 53. Loda Meek | 81. Zelda Kerby |
| 26. Hazel Hearne | 54. Loyd Adams | 82. Jinny Henson |
| 27. Helen Bertrand | 55. Lucille Wallace | 83. Billy Thomas |
| 28. Ivory Smith | 56. Marcia Mitchell | |





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WHO KNEW? JUDY ROSSO



Not many people can say they once worked alongside a future President of the United States, but one of our Garden Park residents can!

Many years ago, we first met Judy Rosso when her mother, the sweet Frances Andrews, became a resident at Garden Park in 2010. Judy was a frequent visitor who often brightened everyone's day by bringing delicious treats from Monjuni's, including their famous Cajun Shrimp Toast. If you've never tried it, you don't know what you're missing! At the time, we had no idea Judy had such an interesting story to tell.

In 1997, Judy served on the Hospitality Committee for the Miss USA Pageant, which was held at Shreveport's Hirsch Coliseum. The role required long days, often up to twelve hours at a time, helping provide meals and hospitality services for contestants, staff, and special guests throughout the week-long event. While the work was demanding, it came with some memorable perks. Judy recalls one of the most exciting experiences being the daily motorcade, complete with a police escort.

"We had to provide three meals a day for the entire week leading up to the pageant," Judy remembers. "What people see on television is only the final few hours. I have very fond memories of the Miss USA Pageant. What I didn't realize at the time was that I was working alongside a future U.S. President. The Beach Boys were also special guests that week." That future President was Donald Trump, who owned the Miss USA Organization at the time and was actively involved in pageant operations.

Stories like Judy's are one of the many reasons we cherish the relationships we build with our residents and their families. Every resident brings a lifetime of experiences, memories, and remarkable stories. Sometimes, all it takes is a conversation to discover a surprising connection to history.

UPCOMING EVENTS

SEPTEMBER

- 3 - Region 6 Senior Olympics
- 7 - Labor Day
- 8 - Garden Park Rangers
- 10 - Catholic Mass
- 11 - 9/11 Remembrance
- 13 - Church with John Webb
- 15 - Art Therapy with Debra
- 18 - Mindworks Hispanic Heritage
- 22 - First Day of Fall
- 24 - Art Club: Morocco
- 29 - National Coffee Day

OCTOBER

- 1 - Body Works
- 2 - Sing Along with Lorna
- 5 - Joyful Noise Choir
- 7 - BINGO
- 8 - Pampering with Janet
- Catholic Mass
- 12 - Manicures
- 15 - Garden Park Rangers
- 16 - Resident Council
- 19 - Memorial Service
- 23 - Coffee & Conversation
- 31 - Halloween