

## Twylia DuBois Interview, August 2016

J: June

T: Twylia

T: Hello.

J: Hi, this is June. That is this Twylia?

T: Yes, Twylia (pronounced *Twy-la*).

J: Twylia, thank you for correcting my pronunciation.

T: And how do I say your name?

J: My name is June, just like the month.

T: June, ok June. On my sheet it said Ines so I was curious how to say it, who it was. Anyway, how are you, June?

J: I'm doing fine. Thank you for joining the call and thanks for agreeing to be interviewed today.

T: Ok. What do I do?

J: I'm going to tell you what to do. I'm going to talk to you for a few minutes up front here and then I'm going to let you do some talking. So first I just wanted to explain that we do these interviews with residents like yourself all over the country, people that live at different Watermark communities like Parkview. And we do so in order to, first of all, learn a little bit about them and, second of all, to get an idea of what brought them to their decision to move to a retirement community, and how did they go about selecting it and then what kind of things do they enjoy about living there now that they're there. So what we do then with that information is we publish it and get it out to folks who may be just in the beginning of their own process of deciding what they want to do in their future. So it's helpful for people that aren't familiar with retirement communities to hear from people that have more experience with them. And so that is where you come in. And I just wanted to mention that we are recording this conversation so that we can get all the quotes and facts straight but if you should happen to say something along the way today that you're not comfortable sharing or that you wish you don't want us to print just say so right then and there and we'll make sure we omit that, ok?

T: That's fine.

J: Perfect, well, they did forward me a little bit of a bio on you but since that won't appear in the transcript this would be your chance to start out by just introducing yourself and sharing anything that you would like about your life, where you grew up, some of the things you've done your life, whatever you might want to share and then we'll get into a little bit more about the move, ok? So go right ahead.

T: Well, I moved to Parkview about five years ago, a little over five. I have three boys and three girls. Before moving here of course I was a Girl Scout leader for several years and neighborhood chairman. The kids all swam and were lifeguards. Another girl and I started a preschool in Olathe, Kansas for the children and anybody else that was interested in going to preschool. After the children grew up, I decided I'd like to sell real estate. I've sold real estate now for quite a few years and I loved working with the buyers and helping them find that perfect house for them. The first year I worked, I was awarded realtor of the year for the greater Kansas City area. I was a million-dollar producer every year and I won the GRI college course in college real estate. I was active in the Chamber of Commerce and I won a trip to Las Vegas. My husband really enjoyed that. Let's see, my broker asked me to help him talk to people and to start a junior-college. We both spoke to various clubs and organizations and we did it. We started college in Blue Springs, Missouri, a junior-college. So that was a big achievement for us. Let's see, one year I was voted to be on a citizen of the year committee. I did not win, the president of the bank won but I felt it was an honor to be listed in the town because we only had five listed. So I felt that was quite a nice thing to happen even if I didn't win. I'm on the hospitality committee here at Parkview. And our job is to welcome the new people in to tell them all about Parkview and to answer any questions they

might have. Sometimes I show them the whole place even though the salespeople have already shown them a lot of it. But ok what else? Something else just now. I wrote a story about the residents that do live here and it's about their lives before and after Parkview. We really have a lot of different residents living here. I try to put out one of my little papers every three weeks. Right now I have two on hold waiting for a three-week period to pass. Let's see, what else? We just have a lot of an assortment of people here and everybody seems to get along wonderful. Ok, I taught bridge to a lot of people. When I first moved here there was no bridge club. So I taught bridge and gave lessons and everybody came and now we have over 100 that play. So I thought that was a pretty good achievement. They're always asking what they can pay me and I say, "Nothing, just play good bridge. That's what you need to do." And I do live here in Parkview. I keep busy playing bridge and visiting with the residents. Some of the brand-new ones, usually on Sunday we have a chip-in dinner at each other's apartments, and that's good home cooking so that's really good to have for a change. And I love it here so they can't help but like it too. That's the way I feel when I show it to new residents. Now what else you need to know?

J: Well, that's a wonderful introduction. Thank you so much. Gosh, you've had quite a few big accomplishments in your life, I would say.

T: Yeah, enjoy being busy.

J: And your background as a realtor must come in handy when you're showing people around Parkview.

T: I am the best at showing people a house in the world.

J: That's wonderful. You must really enjoy doing that.

T: You know what? I enjoyed it so much my husband wanted to move to the Lake of the Ozarks in Missouri, that was his dream and I put him off for three whole years when I was working and playing bridge and everything. Anyway, I finally told him, "You're not ever going to shut up about moving to the lake, are you?" And he said, "No, I'm not." I said, "Ok, let's go." So I quit selling real estate and spent my time enjoying myself at the lake. The kids loved it there. It was great.

J: Nice, so did you raise your family was it in Kansas did you say, Olathe, Kansas?

T: Well, I was born in Fredonia, Kansas. It's kind of the country. My mother and father passed away. They were in an accident and it killed them both. When I was ten I moved, my brother and I moved to Fredonia, Kansas which is where the farm was. They were farmers, my grandparents were farmers. And I lived there until I got married.

J: Wow and when you raised your kids were you in Blue Springs, Missouri then?

T: Oh, I raise my children mostly in St. Louis.

J: Ok.

T: But my husband was a sales manager for the Ronnoco Coffee Company and he would do what he wanted to do where he wanted to do it. And a lot of times he was gone so it was up to me to raise the children. But anyway we've lived in St. Louis, we've lived in Blue Springs, that's a suburb of Kansas City. We were even in Kansas for a little while, Oklahoma, Missouri was our main place until we moved to Texas.

J: Ok, I'm familiar with Blue Springs because we have a community there in Independence.

T: Good.

J: Yeah, it's a nice little town.

T: Yes, it is. We used to go to the mall there. There were four of us girls that walked before they opened and that was our exercise in Independence.

J: Mall walkers. Good. Well, let's talk about what was going on in your life when you first started thinking about moving to a retirement community and moving to Texas. Were you living in Lake of the Ozarks at that time? Or where were you living?

T: Well, my husband had died and my kids offered to help take care of the place because we had a full acre. We had a big four-bedroom house. We had a little trolley that went up and down the hill and we had two cabins and everybody was welcome and we just had a ball living there. But my husband died

and I had to move. We had spent winters in McAllen, Texas. And after he died I had to sell the big house because it was just too much for me to take care of, so I kept the house that we had in McAllen. And I was living down there just by myself after he died. And my daughter came down and she said, "Mother, you're too far away. You need to be up here where we can help you and take care of you." And I said, "I don't need help. And I can take care of myself." Anyway they waited a while and then they said, "Come and let me show you what we've got." And I said, "Well, you pick it out. You know what I like." She and her husband picked out my apartment and I'm very happy there. I love it. I just enjoy living here with everybody. I'm a people person.

J: You were in Texas because your daughter lives in the Dallas area?

T: Yes.

J: I see. Had you ever set foot in a community like Parkview before your daughter found it?

T: No, I had not. She told me kind of just verbally what was available and I said, "You know what I like. Just find something you like and I'll be happy there." We moved around so much that I'm happy everywhere.

J: Before you first visited, were you skeptical of the whole idea or how did you feel about it?

T: No, I was very happy to look for something like this because I did not ever want to have to live with my children. I was happy and I still am.

J: Good, alright so you had help picking out your apartment from your daughter and what about your other kids are they spread all over the place?

T: Well, unfortunately my oldest boy died of cancer and five years later my youngest boy died of cancer. My other boy, my third boy is doing great and I have a daughter here in Dallas and I have one in Springfield, Missouri and I have one in Lovelady, Texas. You know where Lovelady is?

J: No, I don't.

T: If you go down Dallas and it kind of angles to the left and then you go down further towards Houston, it's about halfway to Houston.

J: I see, wow.

T: And then they live in the country. My daughter was born and raised in St. Louis and I kind of worried she might not like that country living and she loves it. They've got two horses, a mule. Do you know why they have mules?

J: No.

T: A horse will not protect itself but a mule will wade in and protect the horses.

J: From a predator like a coyote?

T: Yes. If a horse is in danger the other will save it and run them.

J: I never knew that.

T: Well, that's your education for today.

J: Well, gosh, thank you for that.

T: Ok, what else was it? Did I get off the subject?

J: A little but that's fine, that's ok. We can move around. So let's see, why don't you tell me about the differences between when you were living by yourself in McAllen and now that you're living at Parkview. What are some of the big differences and what if anything is the same?

T: Well, I'm different than a lot of people. I adjust. I liked living down there by myself. We were in a little subdivision and we had an 18-hole golf course and my husband and I both played golf. We had a lot of parties and stuff like that. I even went to a dentist one time and as I was leaving he says, "Mrs. Adams would you like for me to put on a party for you?" And I said, "Yeah, what you mean?" And he said, "Well, we have everything and if you want us to put on a party at your house we'll come and do it." I said, "Ok, look at your calendar and tell me when." So he said when and I agreed with him. He said, "We'll be there than on that date and all you have to do is invite people to your house." I said, "How many?" And he said, "Not over 18." And I kind of laughed because I wasn't planning on 18. I was planning on maybe

eight or ten. So anyway they came, they put it on and then after they gave everybody a drink or whatever they wanted, they started to pack up and leave and I said, "Don't go, we're having dinner here." And all the girls brought a covered dish and I made the meat and we had a real good party.

J: Wow.

T: He was a dentist in Mexico.

J: Oh, ok.

T: We were only five miles from Mexico at McAllen.

J: So did he get some new clients that day?

T: You know what, he did. He really did and he was real thrilled.

J: That's pretty smart marketing I would say.

T: Well, it didn't cost very much.

J: I didn't realize McAllen was that close to Mexico, wow.

T: Yeah, it is. It's really not real safe anymore any place else but where this dentist was, I can't think of the name right now. I call them crooks or the gang or something like that because they made it where it's not really safe at a lot of places.

J: Right, right, we're familiar with that being in Tucson, yeah.

T: So it makes you kind of think twice.

J: Right, well, let's talk about how you feel now that you're not by yourself and you're not five miles from Mexico and you're surrounded by people you enjoy. What does that make you feel like, living there at Parkview?

T: Well, frankly I love Parkview. I love being here and I'm a very lucky person because I get acquainted very easily. That's one reason they put me on the welcoming committee because I enjoy people and I've been that way my whole life just about. And especially after I married and had a family and stuff. I like it here and I think I know just about everybody, so I'm happy.

J: Good, well, I've met quite a few people over the phone from there and everyone I've met seems very friendly and very happy to be there. So it seems like a friendly place to be.

T: It is. It's very nice.

J: Well, what advice might you have for someone out there that may be living on their own, or maybe even a couple that maybe the house is getting to be too much to take care of and if they've never visited a community like Parkview. What would you tell them about it?

T: Well, I've showed a lot of people that fit in that category. We have two salespeople here that do the selling. When they are both tied up with someone, prospects, they will call on me to show them the place. I show them anything I can think of and tell them everything I can think of that they'd want to know. And I think they can tell by how excited I get just telling them. So I really just tell them everything I would if I was wanting to sell to my daughter or anybody. I just really enjoy living here and I don't really want to go anyplace else. I'm lucky. I can get around good and I walk and I do everything. I mean I can walk on my own is what I meant.

J: Let me ask you about, since you have that unique experience of showing so many people around, when you meet someone that's coming for the first time what kind of questions do they typically ask? What are some of the misconceptions they come in with?

T: Well, let me think a minute here on this. And I'm showing the place I guess it falls back in my real estate days because I really enjoy showing the place and I show everything just almost like it's my house. "Did you sit down when you were in the movie, weren't the seats great? They rock. You can sit there just rocking away and watching a movie and you can have popcorn or whatever you want to drink." To me even that is exciting for them because they don't realize they can go to a movie free and have popcorn and treats. We have a pool. I kind of hate to tell this part, it only is four feet deep or three. It's mainly for exercise and that sort of thing. However we do have a great little hot tub that's fine. And we have a playground area for people if they come with kids like grandma and grandpa sometimes will bring the

kids or something and they have a real nice picnic area with a fan over the top where it's real cool in the hot summer time. And we have a rose garden and we have fountains and I guess everything you'd want.

J: Wow that sounds amazing, are people surprised when you show them all these things?

T: Well, I think so because they enjoy going with me. So I'm pretty good at showing.

J: It sounds like it, it sounds like it. Well, what else have we not talked about that you think is important for people to know about either the process of moving or planning ahead or timing of their move? Do you have any comments about that?

T: Well, I think anyone that's thinking of moving to a home like this, they are making a complete change to their life. However, if they want to get acquainted and if they want to take advantage of the different opportunities there are for them to do here to keep busy, it would be great for them. I would tell them all of this and I'll show them our pool table and I'll show them all the different stuff. And I've sold a few of them but what I do is I turn them over to the salespeople after I have shown them and done all that other stuff because they're the ones that are doing the actual work after that.

J: Right well, having been through the process of moving there yourself, do people feel comfortable asking you about how that was for you? What are some of the reservations people have? Why do you think people kind of wait sometimes to make a decision like this?

T: Well, they ask me a lot "What do I need to move?" "As little as possible," is what I tell them. I say, "You've got a kitchen, you've got your living room, your bathrooms and everything, just don't overcrowd yourself. If you've got a whole bunch of stuff from a big house, I try to tell them that it's not needed to bring everything you own. Give them to the kids if that's what you want to do or you can sell them or whatever. But my kids, when I moved, took everything loose just about. I had to buy a bed and I had to buy a loveseat. I had a television. Every person is a different individual. We have one family here, we had a little talking. There were four of us on our little committee that they put with us and they had a whole bunch of new people in the audience and we were answering any questions they have and it was very interesting because this one family, they were having three families that moved here at once. It was the mother and the father, their married children and then a different child so there were three different people in that one family that were ready to move here and boy did she ever ask questions. She had to ask every question you could think of I think. But I think everybody I've talked to has enjoyed seeing what I've shown them and that sort of thing. I do try to answer everything. I tell them everything except prices. I don't go into prices.

J: Right and then you're on the welcoming committee. Tell me about how you help people transition and get acquainted and familiar and know where they're going. How long of a process does it take for most people?

T: Most people get acquainted pretty darn quick and usually I invite them to either have a meal with me or happy hour with me or something like that to break the ice. And if they enjoy it, well, let them do something else and usually they ask questions and they see the people that's having fun and that sort of thing. We do have a happy hour every Friday and most people enjoy that. Am I answering the questions ok?

J: You're doing a great job. Now, I've got another question for you. I know that Parkview has been celebrating the grand opening of its new assisted living and memory care. Have you been over there to see it?

T: Yes, I have. We had a tour that was wonderful. Sebastian took care of it. He always work here but he's beginning to work more over there than he is here but anyway he showed us the top to the bottom.

J: And what did you think?

T: I thought it was all very, very nice. In fact, it makes our building look old. They are rebuilding stuff. They're putting in a decent kitchen which has always been kind of an eyesore because it's hard on the cooks and everybody when everything is not easy to get to, you know what I mean?

J: Yeah.

T: And they can't buy enough to stock up because they use it up too quick, you know.

J: So you're getting a brand-new kitchen I understand, that's fantastic.

T: I'm really excited with that and I don't mind eating out of a paper plate for a short time. It doesn't bother me at all. When someone says something I tell them, "This isn't forever, it's just until they get the kitchen done." And they'll say, "Oh yeah, I keep forgetting that."

J: Yeah, right. Well, I think we've covered a lot of territory on this phone call. Is there anything else that we didn't talk about, how your kids feel about you living there? I assume they're happy that you are situated.

T: They're all very happy that I'm living here because I'm not bothering them or interfering in their life at all. All of the kids come when they can. Now, the one in St. Louis of course is too far away to come very often and then the one in Springfield, Missouri that one also is a little too far away. But the one in Lovelady and the one in Dallas they come every opportunity they can so I'm very happy and they're very happy to because I'm happy. By the way my daughter worked for Coca-Cola for many years and then her boss got laid off and she lost her job and she said, "Well, I don't know what I'm going to do now." And I said, "Real estate was the joy of my life." I loved real estate. She says, "Oh yeah, I might try that." She's doing fantastic.

J: Good, well, it is a fun job.

T: Yeah, it is. Have we covered it all?

J: I think we've covered just about everything that I wanted to cover unless you can think of anything else?

T: I can't think of anything else because I'm happy. You know, when my parents died, my grandmother she didn't care much for girls but she couldn't do enough for a boy so my brother got everything. He got the college education, just everything, and then of course they ran out of money when I wanted to go so I just made my own life but it's a little hard and I wasn't really a happy person then. My grandmother was one of these where a girl can do nothing but a boy can do everything or anything they want to. And I always thought that was so unfair. And then when I got married, I quit worrying about her at all and I made this life for myself and I did. While I was still a grandma's though, I made one big change. My grandmother would always say or do something to make me so upset because of her being so unfair that I went to my bedroom and I cried and I cried and then when I got through crying I got mad at her. And I said, "I'm not going to cry anymore. I'm not going to say anything. If she says or does anything that makes me mad or upsets me I'm going to just smile at her and not say word." And the smile broke her. But that's ok I've had a good life. I have no complaints now. I did then but I don't now.

J: You've made a great life for yourself and you should be very proud of yourself.

T: I am, very proud of my six children. When people hear I had six children they just can't believe it. They have all turned out wonderful. I've had none of them on drugs, had none of them at the place. There's been none of them anything like that. They've just always been good kids.

J: Well, we know where that came from.

T: Yep.

J: Well, wonderful, good job.

T: Thank you.

J: Ok, gosh, it's been really a pleasure speaking with you today and I'm sure you have things on your list to do this afternoon so I'll let you go, Twylia. You have a wonderful rest of the day there.

T: Do you ever come here to Parkview?

J: I've never been there but I would love to come someday and meet all these nice people that I've spoken to on the phone. They're really great people. It sounds like a great place to live.

T: And we have a real good manager here too. He does everything in his power to keep us happy.

J: Yeah, he's a good guy. I work with him too. You've got it made in the shade.

T: David is really a wonderful guy and I like his wife. One day I asked her how you spell it and she started

to spell it and then she said, "Well, it sounds that way." So I said, "Oh, I know what I'll do to remember your name." I lived close to a town in Kansas that's called Eureka. So I just call her Eureka.

J: Nice, I guess I better let you go, my phone is ringing.

J: Ok, Twylia, you take care. Thanks again.

T: Ok.

J: Bye now.

T: Bye.