

Tape number	A0446	Interviewee Name	Gita the Tapir
Interviewer Name	Dan Sinclair	Interview Date	8/17/06
Transcriber	Alexa James	Transcription Date	8/18/06

Time	Speaker	
0.00		
0.15	(Gita?)	(?) I didn't want to answer.
		(technical re: instructions)
0.49	I	How do they treat you here?
	Gita	I will tell you something. (I: ?) They treat me okay because I am treating them right. I am treating everybody beautiful. I will never make something from somebody.
	I	Are you happy here?
	Gita	Yes. Yes.
	I	(over) Tell me.
	Gita	(over) I know. I know I am happy. (stammers) I wouldn't know a better place. (background noise)
	I	Wait for the sound.
	Gita	For the sound? (I: Just--) Of music?
1.34	I	What about the food here?
	Gita	About what?
	I	The food.
	Gita	Fuse?
	I	Food.
	Gita	What is fuse?
	I	F-O-O-D.
	Gita	Oh, fuse.
	I	No, food.
	Gita	Fuse.
	Female	Food.
	Gita	Food? So why you are saying (stumbles) fuse? (laughs)
	I	I'm English.
	Gita	You are Englishman. I knew Englishmen, too. When I was younger. (laughs)

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2.07	I	My accent is different.
	Gita	Yes, now I understand. (laughs) (female, unintelligible) But that's okay. (laughs)
	Female	(to someone in background) I don't know, but I have to tell you, unfortunately, we're doing an interview...
2.21	I	Tell me about the food.
	Gita	Now I don't know, what is fuse?
	I	Food. F-O-O-D.
	Gita	Fuse?
	I	F—
	Gita	O (I: O—) O
	I	D
	Gita	D?
	I	D.
	Gita	D?
	I	D.
	Gita	D?
	I	D.
	Gita	D? (laughs) Feud.
	I	Food.
	Gita	(over) Feud?
	I	Food.
	Gita	Yes. Food?
	I	Yes.
	Gita	(over) The food. (I: Yes.) Say it this way. I am hungry. (laughs) But I wouldn't say it, if you wouldn't ask. I didn't eat anything today.
	I	Why?
3.09	Gita	Because nobody invite me. (laughs) And I am very (?). I don't like to (laughs) go to somebody, say give me to eat. (laughs) I don't. Okay. So

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		that is why.
	I	Is the food nice?
	Gita	I am trying to be nice.
	I	Is the food nice?
	Gita	Feud?
	I	The food.
	Gita	(laughs) The food? The food. Whatever they give me is good. Always.
	I	(over) So you like it?
	Gita	Yes.
	I	Good. Okay. Glad we got that cleared up.
	Gita	(over) I thought you said feud. (laughs) Don't go away.
4.09	I	If you were running this place, would you change anything?
	Gita	I don't think if I would change. No. It is nice arranged. It is clean and beautiful. So my opinion is wunderbar. That is the word. (laughs) You see? (laughs) That's what I am using, wunderbar. (laughs)
	I	You seem happy here.
	Gita	Very happy. Very happy.
	I	Can you say that?
	Gita	I am very happy here. Yes. Yes. Nobody said a word that I wouldn't like.
5.03	I	Why are you so happy?
	Gita	It is the nature. It is the nature. Try to be nice. Yes. I don't have parents.
	I	You like it better than Poland?
	Gita	That, I can close the eyes and say yes. Because Poland, uh, it was terrible.
		(technical: coaches response)
	Gita	Yes. I come from Poland, but I prefer here. I would never change. I was wondering like a wander Jew. Until I came to America. And then I found a place. So I am happy here. And there's nothing to say, yes.
6.02	I	Do you ever feel trapped?
	Gita	No. No.

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		(technical: coaches response)
	Gita	I never feel trapped. Trapped. (laughs) I don't know the word even. Trapped.
6.21	I	It means closed in.
	Gita	(over) Closed in, yes. (I: In a cage.) In uh, yes. In a prison.
	I	Do you feel like that here?
	Gita	(over) No, never, never, never. I am free, whatever I want, I can do. But I am very nice, too. I try to be nice. So that is why.
6.47	I	Do you like the people that run this place?
	Gita	(over) Around me?
	I	(over) Tell me about—
	Gita	(over) Yes, they are nice. They are very nice. All the people who are working here, they're nice. Yes.
7.03	I	What about the other residents?
	Gita	Vegident?
	I	The other residents.
	Gita	What is vegident?
	I	The other—
	Gita	(over) Other people?
	I	The residents.
	Gita	(stumbles) Places.
	I	The other residents.
	Gita	(stumbles) Other vegident. I never heard the word.
	I	The other—
	Female	(over) The other people who live here.
	I	I'm trying not to say people.
	Female	Oh, animals.
	Gita	Yeah.

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	Female	The other, the others who live with you. How do you like them?
	Gita	Very good.
		(technical: coaches response)
7.40	Gita	They are close to me.
		(technical: coaches response)
	Gita	The other that live here, I try to be with them.
	I	Tell me about them.
	Gita	Wunderbar. (laughs) The wunderbar is not lost.
	I	Why are they wunderbar?
	Gita	Because it is (stumbles) the nicest word what I can say in German. (laughs) And I speak a few languages. So I'm using the German, wunderbar. (laughs)
8.29	I	Thank you.
	Gita	(Hebrew word) That is in Hebrew. (I: Ah.) (Hebrew word) for everything.
	I	You did a good interview.
	Gita	Yes.
	I	Okay.
	Gita	Yes. (Hebrew word)
	I	Thank you.
	Gita	(Hebrew word)
8.51	I	You're happy here.
	Gita	Yes. Yes, I am.
	I	Good.
	Gita	I love everybody.
	I	I'm sure they love you, too.
	Gita	I am not looking that they will love me. They don't disturb me, they are nice, appreciating and if I want something, so they're servicing nice.

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	I	Excellent.
		(technical: instructions)
9.29	(Cathy?)	Good, it's only gonna be a couple minutes you said?
	I	Five minutes.
	Cathy	Great.
9.35	I	Are you waiting to go eat?
	Cathy	Yes, I'm waiting to go for my meal.
9.42	I	Tell me about your role.
	Cathy	(over) I'm president of the resident council. Which means that once a month we meet, the residents come to me with their gripes, mostly I try to encourage them to tell me things that make them happy and feel good. And we bring it up at the meeting and I invite all the, the engineer, the charge nurse who is (?) report to. Couple of chefs come out here because people have complaints about the food even though it is unusually good for a place like this. Uh, and anyone that I think might be more likely to answer them. And so the only frustrating part of a council meeting is that I say, okay, this is the forum. Now let's hear the things you are complaining about. And there's dead silence, Daniel. (laughs) Absolutely dead silence. And I say, what is the matter with you people? I told you, bring it up in the council meeting. Oh, well, you can do it for us, Cathy, you know.
11.00	I	Tell me your role again.
	Cathy	(over) My role. My name is Cathy. And I am president of the resident council of Belmont Village.
		(technical: coaches response)
	Cathy	President of the resident council.
	I	Yes.
	Cathy	Here.
	I	Yes.
	Cathy	Okay. Start again?
	I	Yes.
	Cathy	My name is Cathy and I'm president of the resident council here.
11.37	I	How do they treat you here?

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	Cathy	Oh, I love it. I'm, I think I'm fortunate that my daughters found this place. Because for me, it has worked out beautifully. But uh, I think some people, I think most people really do like it and recognize its value. I think that they get caught up in liking to complain about every little thing. And I've learned that you can't make people happy. You know, if I try to tell them, don't do that, it isn't constructive, you're not changing anything, you're just making yourself more miserable, oh, don't be so nice, Cathy. Don't be so understanding. That becomes a fault.
12.24	I	What are some of the complaints?
	Cathy	Some of the complaints. The food is cold. This is the dining room complaints. The service is too slow. Even though they may have learned that a couple of servers called in sick, so they have fewer servers to take care of us. That doesn't matter to everybody. Uh, I'm paying a fortune to be here. I should get better service. Why do I have to wait sometimes ten minutes, 20 minutes, half an hour or longer for a (pal?) to come and take, especially if you're in a wheelchair, to take me to where (stumbles) they know I have to go? (stumbles) That's a common complaint. And then there are some that are so unreasonable that I try not to remember them. (laughs) Because they, it's almost like they're reaching for something to not like. And uh, I am a people person, Daniel. I prefer, it's, I was brought up with two great people who said, people are more important than things. And uh, when you make someone else happy, you, you reap the benefits of that. You get it back triple fold.
13.49	I	How do you get on with the staff here?
	Cathy	Very well. In fact, they, they tease me mercilessly by saying, uh oh, here comes the boss. She's running everything. (laughs)
		(technical: coaches response)
	Cathy	Oh, how I get along with the staff is wonderfully. Uh, in fact, so much so that they tease me and say, uh oh, here comes the boss. She's running the place. Uh, I, I enjoy this, I can't think of anyone in the staff I don't like. Yeah.
14.32	I	(over) Tell me about the other residents.
	Cathy	The other residents. What do you want me to tell you about the other residents? There are some that are fascinating, wonderful people. Of course, they have varying degrees of illness. Depends on how ill any individual is and how they handle it. Some of them seem to appear to be kind of crotchety and old and nasty, but I think very often, they're in pain. And they don't know how to handle it more, more easily than to complain.
15.12	I	What about their personalities?
	Cathy	Personalities. Some of them, or very few of them have a good sense of humor. I wish more did. But I wish some of them were happier, but I've learned you can't make someone happy because you want them to be. So

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		we have an interesting blend and mixture of people.
	I	Do any of them feel trapped?
	Cathy	Yes, do I think any residents feel trapped? Probably. I'm not aware that, of anyone specifically. But probably there is one or two. Not so much trapped as I wanna get out of here. Or when they first come, we are now re-forming a uh, committee called the welcoming committee. Because when they first come, even though we've talked about how great a place this is, it's, it's new and strange. And unknown. And when people, some people when they get older, new and strange things are not anything they wanna deal with. So they get scared more easily. But if you can reassure them and welcome (background door opens) them, somebody coming in.
	Kirk	I have a meeting tonight.
	Cathy	You have a meeting tonight, Kirk?
	Kirk	(over) Inside here. I got to set it up (?).
	Cathy	(over) Okay, we'll be finished in, in a couple of minutes.
	Kirk	Okay.
	Cathy	That's the head of our dining room, Kirk.
16.58	I	Did you feel welcome when you arrived?
	Cathy	Yeah, I felt pretty welcome. My daughters had already scouted (stumbles) a number of places and said, uh, in terms of, this is unlike, you can't even call it a nursing home. That's why it's called a assisted living facility. And they says, unlike many they saw, some of which they walked into and out of, you know, within seconds, but they were struck by the, not only the great menu, the set-up, (stammers) the rooms, and the staff whom they met. But I think they were struck by the warmth that you commented on.
17.54	I	If you ran this place, what would you change?
	Cathy	If I ran the place in myself, the changes I'd make would not agree at all with the owners who are GE. One of the billion dollar companies in America, as you know. Because I am a people person. And they're a money, they are money people. So they don't do things for money, I mean, for people. They do things for money. Primarily. That's about the only thing I really would change, 'cos I think most of the people in uh, managerial positions are very knowledgeable and, and do their jobs extremely well.
18.48	I	Have you ever felt trapped here?
	Cathy	No. I have never felt trapped here. Had to repeat that. (laughs)
	I	Why?

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	Cathy	I think that's part of my personality. I'm not a person who is easily, who easily feels trapped, you know. I reach out to enough other people that it would be difficult for me to feel trapped almost anywhere.
19.23	I	How do you get along with the authorities who run the place?
	Cathy	I think it's, my relationship with the authorities is extremely good. Wouldn't you say that? Yeah, I think very well. As I told you, the, we're (stammers) in the throes of changing managers, general managers. And the new one, I think, is starting Monday. Uh, the present manager of the whole region, area, who's stationed in San Diego down south, and who covers, is always visiting many Belmonts. I mean, many facilities. (laughs) Excuse me. Uh, he even came to my room to tell me about the dismissal of the previous manager and said, are you still running the place, Cath? So, you know, it's become uh, a joke. A general joke that we all enjoy. Yeah, I can't think of a place I'd rather be. (I: ?) Yeah, it is really nice.
20.45	I	You don't have plans to leave?
	Cathy	No, I wish I did. (laughs) I mean, that's the only thing I would, you know, (stumbles) that means I could walk and get out of this chair. And that would be great. And not be so dependent on other good people to help care for me. Although they, they are wonderful. I'm very lucky.
	I	Thank you.
	Cathy	You're very welcome, Daniel. Thank you.
	I	I'll let you have your meal now.
	Cathy	Okay.
21.19		END TAPE