

Dining program opens to rave reviews

Kethley House at Benjamin Rose Place resident, Mandel Cox, helps write the invitations; staff delivers them. The guests RSVP, then make

their beauty appointments and select their jewelry or ties. The day arrives, and residents from all floors of the skilled nursing facility gather in the first floor

dining room, whose tables are adorned with white linen and centerpieces. Specially invited staff members sit among the residents. The twice monthly luncheon

enhances residents' dining experience, giving them the feeling they are going to a restaurant. Dietary director, Carmencita Lang, reports the luncheons encourage better eating habits in residents who usually do not consume most of their lunch.

Two residents from different floors, Gwendolyn Williams and Gloria James, have become friends since the first luncheon, held last November. "It's wonderful to come down here to eat; you don't feel so shut in," says Mrs. Williams.

"I enjoy those luncheons," says third floor resident, Dr. William Samartini. "I hope they keep having them."

Staff plan to not only keep having them, but already have expanded them to residents who cannot come to the first floor dining room.

Restorative nurse, Shirley Hicks, helped organize the program by involving staff members from all departments, especially dietary and restorative care. "It's a very interdisciplinary project," she said. ■



Restorative nurse, Shirley Hicks, laughs with resident and luncheon guest, Charles Mlakar.

Consult Team helps staff deal with difficult cases

It's not always possible to cure all of the problems of the older people The Benjamin Rose Institute (BRI) serves. But workers can get helpful input from their colleagues.

The Elder Abuse and Ethics Case Consult Team helps case managers of the Community Services Division address especially challenging cases, keeping the client's best interest at the forefront. Consider these two examples:

Case 1: The woman is found wandering on a cold day without a coat. She lives with her grown daughter, who is mentally retarded and is disabled from polio. The woman, "Caroline," is 83 years old and has severe dementia. A son

who lives 12 miles away is aware she wanders, but doesn't feel her safety is compromised because the neighbors and police know her.

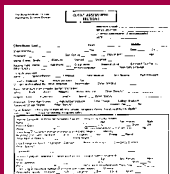
Caroline is very close to her daughter, but her social worker feels she would be safer in a

protective environment. The son, Caroline's legal guardian, is opposed to the idea.

Case 2: Robert, who receives psychiatric services through the

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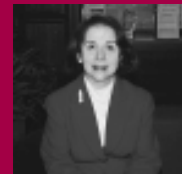
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We've inserted our volunteer newsletter for your enjoyment!



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How information technology helps us help older people

Most people don't associate information technology with older people, but at The Benjamin Rose Institute (BRI), there are both very direct and indirect connections.

Staff members at BRI are here to help older people, whether through care in the home or at BRI's nursing home, Kethley House at Benjamin Rose Place, or research to improve services to older adults.

Since the early 1980s, BRI's internal information technology department, the Information Systems and Services department—a branch of the Margaret Blenkner Research Center—has provided technological support to all

divisions of BRI. These include the Community Services Division, Kethley House, the Research Center and finance/administration.

Staff are able to operate more efficiently through the Information Systems and Services department's ability to:

- network all departments' computers, often saving time and paper by allowing electronic communication, and saving money by not having to purchase printers for everyone.
- make available to clinical and accounting staff data on clients and residents from the AS/400 database, which lists each client's demographics and

what types of care he or she is receiving;

- train staff members on a growing number of new types of profiling and billing software that BRI is often required by certain funders to use;
- print financial accountability reports for the increasing number of direct care funders; and,
- trouble-shoot staff members' computer problems (see "Improving Services Internally" on next page).

The department's supportive role to its colleagues will only increase.

"Information technology is more vital now than ever to social service agencies," says Dr. Linda

Noelker, director of BRI's Margaret Blenkner Research Center. More people are living longer, requiring them to have more complex care plans. The cost of providing care is often covered by more than one source, including BRI's endowment fund. "This requires much more detailed record-keeping than ever before."

Many direct-service staff have risen to the challenge, some with very measurable benefits to BRI's clients.

Diane Gray, quality control director at Kethley House, has seen a decrease in the number of falls residents have. She believes this is due to

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Dealing with difficult cases (continued from front)

Veterans Administration, is a paranoid schizophrenic. He always threatens to commit suicide: counselors at the Suicide Prevention Hotline have told him not to call unless he really believes he's going to kill himself. He takes his medication erratically, has been expelled from seven group homes, and has tried to call workers on the weekends. He makes lewd remarks, and his Benjamin Rose Institute (BRI) nurse and social worker do not feel safe alone with him.

His social worker has spent hours working with the Veterans Administration, BRI's own consulting psychiatrist, Robert's overburdened sister as well as his building manager.

Each case worker met with her regular team of colleagues to discuss these cases. But when a client is in danger of abuse, or involuntary legal action such as guardianship is proposed, additional viewpoints are needed.

The team consists of other Division staff members, a lawyer from the community and,

depending on the case, service providers from other agencies.

In Case #1, the team members suggested a lawyer explain to the son how his mother's safety is in jeopardy. They concluded that Caroline should be moved into a nursing home, but with a concerted effort to allow Caroline to have extensive contact with her daughter, making the separation less painful.

The team had a number of suggestions regarding Robert, including: having him re-evaluated for mental competence

(previously he had been found to be competent); writing to the Veterans Administration about increasing the dosage of a medication BRI's consulting psychiatrist believes would reduce Robert's paranoia; and, doubling up workers when they visit him.

"When dealing with difficult cases, you're always looking for insight, direction and different perspectives," says Robert's social worker, Penny Minor. "The Ethics Consult Team helped provide all these things." ■



Bulletin **bulletpoints**

● **Music to their ears ...** Kethley House entertainer, Kevin Richard, brought two national folk music acts, Pat Humphrey and Soup Kitchen, to Kethley House February 11 and 12. “They absolutely loved it,” said activities director, Therese Kramer-Dietzel, of the residents. The performance was one of many outreach events organized by Mr. Richard as part of the International Folk Alliance Conference. The conference brought more than 600 musicians and 1,200 music industry people to Cleveland. Mr. Richard, an accomplished folk musician himself, has been strumming and singing to The Benjamin Rose Institute’s nursing home residents for nearly 20 years.

● **Free calendars showing historic Rose Building!** When he opened it in 1900, it was called “Rose’s Folly” because of its out-of-the-way location. Now



the building where Mr. Rose himself worked is located in the heart of the city and is a registered historic landmark. To commemorate the centenarian structure, current owner and occupant Medical

Mutual of Ohio printed calendars featuring historic photos of downtown Cleveland and the Rose Building, prior to pavement at East Ninth and Prospect and nearby Jacobs Field. To get a free copy, call The Benjamin Rose Institute’s marketing department at **216/621-7201 ext. 219**.

● **Resource for Asian-Indian community...** Members of Cleveland’s growing Indo-Pak community will soon have a resource that can guide them through the cross-cultural process of organizing a funeral for an Asian-Indian relative who has died in the United States. The booklet targets first generation members of the Indo-Pak community who are not familiar with the end-of-life customs of their parents’ homeland. “Dying in a Foreign Land: Honoring Cultural and Religious Traditions” was conceived and produced by the Asian Committee of The Benjamin Rose Institute, including Kamla Nagpaul, chair; Dr. Farida Ejaz, Dr. Bhushan Wadhwa, Mona Alag and Guniya Bafna. The booklet covers end-of-life rituals of the Indian subcontinent’s many religions. It will soon be available at no cost. Call Michele DeForest at **216/791-8000** to reserve a copy.

Improving Services Internally

Prior to January 2000, staff members from the Information Systems and Services department would often be stopped in the hallway by colleagues with computer problems. The department, part of The Benjamin Rose Institute’s Margaret Blenkner Research Center, decided to set up a “Help Desk” to streamline the problem-solving process.



Judith Thompson

Senior computer operator, Judith Thompson, receives the calls and logs the caller’s problem. If she is unable to solve the problem herself, she dispatches it to the most appropriate co-worker. To date, 69 calls have been completed; eight are still open. “By logging the calls, we can keep track of any recurring problems a person might be having, along with any unresolved issues,” she notes.

“They called me back right away when my motherboard blew up,” said one social worker. “I had a new one within a week, and they had my system backed up on the network, so I didn’t miss a beat of work.”

COMING IN LATE SPRING!

Facing an aging nation Geriatrics/Gerontology Awareness Day

The older population is growing, and the number of students and professionals entering the geriatric medical profession is dwindling. This special event seeks to stimulate awareness of and interest in the need for:

- social workers
- physicians
- lawyers
- home care aides nurses



An educational forum for:

- students • lawyers • health care professionals
- guidance counselors and many, many more!

Call 216/621-0823 x274 if you’d like to receive a brochure/ registration information

Memorial and Tribute Gifts

We are pleased to acknowledge the continued generosity shown through the Memorial and Tribute Gifts, which provide ongoing support for the Institute's direct service to clients, regardless of their financial resources. Following are gifts received between October 1, 1999, and January 31, 2000.

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For additional copies, please call 216/621-0823 ext 219, e-mail annes@benrose.org, or download the *Bulletin* from our web site at www.benrose.org.

Attention Donors ...

Meet Laurel Posey



Laurel Posey

Laurel Posey is the new fundraising assistant in The

Benjamin Rose Institute's Institute Advancement Division.

Her primary focus is overseeing all communication with donors through BRI's 7,000+-entry database. A large part of this includes

orchestrating the annual drive, a multi-month process.

She will also help the division with other aspects of fundraising and marketing, including donor cultivation and Web site administration.

Ms. Posey and her husband produce and direct high school plays, and sing and act in local professional theater productions. A native of Cuyahoga Falls, Ohio, Ms. Posey holds a master of arts degree in English.

She replaces Oriann Crow, who retired after more than 10 years of dedicated employment with BRI.

Direct all changes regarding your record to Ms. Posey by calling her at **216/621-7201 ext. 207**.

Welcome to our five new trustees!

The Benjamin Rose Institute board of trustees welcomed five



Selma Baron and Barbara Schubert

new members. All are very active in the greater Cleveland community. Though three are former school teachers, each represents a variety of professional experiences.

Selma Baron is founder and president of Baron Advertising, Inc. Her 27-year-old company has served numerous local and national companies, including Campbell Soup, T. Marzetti Foods and Scott & Fetzer Companies.



Patricia Kosmach

Patricia Kosmach is an investment officer with Roulston & Company. A graduate of Cleveland State University and the Midwest Trust School, she is pursuing Certified Financial Planner designation.



Dr. Marjorie Moyer

Marjorie Maria Moyer, Ph.D., is a psychologist in private practice. As a practitioner, Dr. Moyer focuses on clinical psychology, marital adjustment, women and changing roles and chemical dependency. She is a



Lee Warshawsky

former school teacher who is a native of Akron, Ohio.

Barbara Schubert served as associate director and general manager of the Ohio Ballet for more than 10 years. The former English teacher holds master's degrees in both English and remedial reading.

Lee Warshawsky is a consultant who conducts feasibility studies for organizations that are planning to make major changes. Her findings for The Benjamin Rose Institute's (BRI) 1993 feasibility study helped BRI decide not to expand its then-nursing home, Margaret Wagner House. The study recommended a new skilled nursing facility would better meet the needs of the older population BRI serves. Kethley House at Benjamin Rose Place was built as a result. Ms. Warshawsky holds a master's degree in education, and received post-master's certification in counseling and guidance. ■

Two trustees designated emerita



Peg Kuechle

The Benjamin Rose Institute board of trustees has given emerita status to two trustees because of their dutiful years of service to Cleveland's elderly. Margaret "Peg" Kuechle is leaving the board after 18 years of service. Ann Garretson Ford was an active trustee when she died in 1998. She is being honored posthumously for her 30 years of service on the board.



Ann G. Ford

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Remembrances ...

of BRI clients, Kethley House at Benjamin Rose Place residents and former trustees

Robert Williamson is a former nursing home administrator who is now a resident at Kethley House at Benjamin Rose Place. He is 82 years old.



Mr. Williamson at Christmastime

I was born and raised in Cleveland and graduated from Collinwood High School. I was a spoiled only child; loved every minute of it. I had loving parents and grandparents. I really didn't know what life was about; it was a sheltered life.

We had a summer home we'd go to. It had a beautiful beach, high cliff and at the top there were woods. My friends would want to camp out and I'd refuse. They'd say, "Why not?" And I'd tell them, "Because I got a bed that doesn't have thorns or sand in it and I love my Grandma and Grandpa and Mom and Dad and I'm not gonna sleep out."

I played a lot of sports. I was actually a center on the basketball team, can you believe it, at 5'11"? I also played sandlot baseball and football.

After high school, I got a job wiring electric controls, and stayed in the Cleveland area until after I

was married in 1942. I met her at the Halle Department Store. She had been hired to wrap Christmas presents, I was hired to work as a salesman on the floor.

My wife was a beautiful, down-to-earth woman; quiet and unassuming. Within our first year of getting married, we bought a home, a car and had a baby. We eventually bought a home in Painesville.

We had five children together; four boys and one girl. But after 30 years of marriage, we divorced.

For years when the kids were little, I got the guy at the corner playing Santa to come to my house. I paid him about \$15 to stand outside while my kids kept telling me, "Aw, Dad, there isn't a Santa." I'd tell them, "No, Santa's going to come pretty soon. You better be good." And I'd go outside and have this guy jingle the bells and come inside. Every year they were so surprised.

My youngest was 11 when we divorced. I bought a house in Painesville. I bought Scott, my youngest, a horse. I had four horses at one time out there. I paid \$100 for that first horse.

Now Scottie takes care of show horses for a wealthy heiress down in Florida. This woman just paid \$150,000 for a horse they bought over in England. My son is very well-thought-of by the people he works with.

I traveled Ohio, Kentucky, West Virginia, Indiana. I was selling lipsticks and perfumes. Wherever I traveled, I'd buy my daughter,

Cheryl, a doll. She had dolls coming out of her ears. She was the love of my life. Now she's got grandchildren of her own.

When I was in my 50s, I got into the nursing home business with the Coury brothers. They ran a good ship. We had dances every other week. The brothers and I would get out and dance with the ladies.

I learned what I could from them, and got my nursing home administrator license. I was very happy because I always thought it'd be great to earn money making people happy if you could. But after about 12 years, I ended up buying out my share of the business from them.

I went to work for one of the leading hearing aid companies downtown. After a while, I thought, "I should be doing this myself." So, I got some nice Early American maple furniture, and had my mother as the receptionist for my own hearing aid business. It was a pretty self-sustaining venture.

My second wife helped me with the business; we had met when we both worked at the other hearing aid business. But she got to a point where she was always wanting to come with me on sales calls. I told her, "Look, we can make more money if we sell separately." She and I eventually split up, I pretty much just gave her the business.

After that, I bought in with a guy in a used car lot business. Probably a stupid move, but I enjoyed it all.

I've really had a good life. I'm probably most fond of the memories of my time with my children and the horses when we lived in Painesville. ■

Music therapy playing a positive note

"It's time for handbell practice. Do you want to join us today?" asks the young woman of the old man. Mr. L. agrees to accompany the woman, music therapist Rachele Doray, down the hall.

So begins a music therapy session at Kethley House at Benjamin Rose Place, The Benjamin Rose Institute's (BRI) skilled nursing facility.

Music therapy is the use of music as a tool to accomplish non-musical goals. It has been shown to decrease isolation, promote self-expression, relaxation and sensory stimulation for older people who have dementia, are agitated, depressed, or otherwise non-responsive.

Last spring, Ms. Doray began working with a range of residents at Kethley House. She spends one day a week at BRI's Adult Day Program

for people with cognitive or emotional impairments, and one at Concordia Care, the day health center BRI helped establish for physically frail older people who still live in their own homes.

Depending on whom she is targeting, she might sing to a bed-bound resident or orchestrate a group performance.

The pilot program received initial funding from the Harry K. & Emma R. Fox Foundation, The George W. Codrington Charitable Foundation, the S.K. Wellman Foundation, the Ridgecliff Foundation and the Northrup Fund II. BRI plans to make it a regularly budgeted pro-



Music therapy helps provide socialization and sensory stimulation to residents like Clyde Crayton. Mr. Crayton is generally restricted to his room due to his medical condition.

gram. Says one Kethley House nurse of a member of the Handbell Choir, which performed for other residents last Christmas, "He's so excited about this. I've never seen him this excited about anything!" ■

Attention Web surfers: Visit one of our newest Web site features!



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Welcome to Benjamin Rose - Aging Successfully

Address: **GO**

Ask Eunice
How do you feel about HMO's?
What is the patients bill of rights?
What exactly is a trust? ask@benrose.org

Have a question about legal issues related to older people?

Visit our Question & Answer page!

Eunice Clavner is a semi-retired attorney who volunteers her time to The Benjamin Rose Institute to educate staff and clients about issues relating to elder law. Find out the answers to questions such as:

- What exactly is a trust?
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- How does the cost of a trust compare to probate costs and wills?
- Does estate tax mean a death tax or an inheritance tax?

Visit other features on the Web site, such as the MythBusters, Facts of the Month, or the latest project from our Margaret Blenkner Research Center!



How information technology helps BRI help older people *(continued from page 2)*

charts she created in Microsoft Excel, a spreadsheet program.

“I send monthly reviews to our pharmacist. If a resident has been falling, he can see if it might be because of a combination of medications that cause vertigo or dizziness.”

Ms. Gray says the software, which tabulates and prints out tables of information, helps her keep track of any infections a resident might contract. She has used information culled from such reports to train staff to give better preventative care, such as appropriate hand washing.

Mental health specialist, Ken Eckstein, who works in the Community Services Division, also uses Excel. As a liaison between the 10 mental health case managers (who carry an average of 30 cases apiece) and the Cuyahoga County Community Mental Health Board, he has created a master chart of all mental health clients, detailing their health and billing status.

“This is vital because the Mental Health Program requires all documentation adhere to state and federal regulations. These reports ensure that compliance is being met,” he explains.

Mr. Eckstein’s method also enables him to track each client’s information so that it is not missed, duplicated or billed incorrectly.

The Information Systems and Services department is glad to see direct service staff taking advantage of the software available to them.

That frees up department staffers to work on other projects, which are inevitable and unending because of society’s use of an ever-growing spectrum of information technology.

BRI must conform to this growth, often because of funders’ requirements. The Home Care Fiscal Authority recently mandated that BRI use OASIS, a client profiling tool. HCFA has recently required home care agencies to report client information using OASIS. The OASIS data must be electronically submitted to HCFA at required time intervals. By the end of the year, BRI’s reimbursement from HCFA will be based on OASIS values.

Other changes are dictated internally. By providing service to the service providers, the Information Systems and Services department can help The Benjamin Rose Institute continue serving 6,000 older people annually. ■

What does the future hold?

Since Y2K—for which the Information Systems and Services department began preparing in 1997—didn’t wreak havoc, technological progress at BRI can continue.

BRI is soon getting a dedicated Internet access line so employees such as the intake workers can use the wealth of resources on the Internet. They can also communicate with staff from other agencies through e-mail.

Benjamin Rose Place, the land on which Kethley House sits, will continue to develop for new populations of aging people. Living environments will be cabled so residents can take college courses from their living rooms, order movies and communicate with doctors and friends.

As department manager, Mark Gambrel puts it, “It’s hard to keep up with information technology because it is constantly changing. But we try to purchase hardware and software that can grow with us.”

 The
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