

Benjamin Rose today!

RAISING THE STANDARDS OF ELDERCARE Vol. 6, No. 2

Caring for Caregivers

Plain Dealer columnist
and WCPN radio host

Regina

Brett will
be our
special
guest



speaker for “Caring for
Caregivers.” The confer-
ence and luncheon will
be held Monday, Novem-
ber 5, from 8 a.m. to 2
p.m. at the Hilton Garden
Inn, 1100 Carnegie Ave.

Morning CEU sessions
will be offered for social
workers and nurses.

Kathy Kelly, Executive Di-
rector of the Family Care-
giver Alliance, will
present the morning
keynote address. Break-
out sessions will follow,
presented by Ms. Kelly,
Dr. Richard Schulz of the
University of Pittsburgh,
and staff from the
Margaret Blenkner Re-
search Institute of
Benjamin Rose.

See inside for details.

Katz Policy Institute Is Launched

Over the past few years, advocacy and public policy development have become major fo-
cuses of the Benjamin Rose Institute (BRI). Those efforts received a boost recently with the
creation of the Katz Policy Institute (KPI).

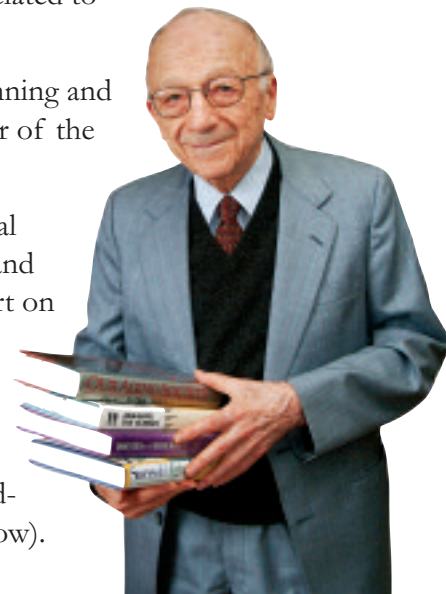
Named in honor of BRI’s Distinguished Scholar, Sidney Katz, MD, the KPI was created to
expand BRI’s involvement in educational outreach and public policy development. Ulti-
mately, the KPI will promote collaborative work among BRI’s programs and with partner or-
ganizations; inform the development of BRI’s public policy positions; and contribute to
public discourse, advocacy and education on policy issues related to
quality of life for older adults.

Linda S. Noelker, PhD, BRI’s Senior Vice President for Planning and
Organizational Resources, has been named the first Director of the
policy institute.

The new institute kicked off in September with the inaugural
Katz Policy Lecture by Robert B. Hudson, PhD, professor and
chair of social welfare policy at Boston University. An expert on
aging policy, he spoke on “The Older Americans Act: Still
Kickin’ After All These Years.”

The KPI will bring national speakers to Cleveland annually.

KPI’s first major initiative – a collaboration with the U.S. Ad-
ministration on Aging — is already underway (see story below).



Collaboration with AoA on Behalf of Older Adults

The Benjamin Rose Institute has entered
into a cooperative agreement with the U.S.
Administration on Aging (AoA) to assist in
the implementation of changes brought
about by the recent reauthorization of the
Older Americans Act (OAA).

The 2006 reauthorization elevates the role
of older adults as decision makers in the de-
sign and delivery of services. Older Ameri-

cans will also have more say in decisions re-
lated to the management of their care.

The Aging Strategic Alignment Project
(ASAP) will help the national Aging Services
Network address the challenges that arise as
a result of this rebalancing. The reautho-
rized Act shifts the nation’s focus from insti-
tutional to home- and community-based

(continued inside)

ASAP *continued from front*

long-term care. ASAP is designed to help AoA in preparing State Units on Aging, Area Agencies on Aging and other key components of the national Aging Services Network as they meet the challenges inherent in this shift.

The acronym for the project — ASAP — denotes the urgency with which states should build on the momentum of the reauthorization of OAA.

One of the major goals of ASAP is to share “best policy” information among stakeholders. Along with other grantees, BRI will help AoA identify the most effective tools used to promote home- and community-based care and develop communication strategies to share them.

In addition, BRI will work with AoA and stakeholders to develop a work plan, or Roadmap, for this campaign. This will orient the entire Network and care providers to the new framework for developing aging services.

Finally, BRI will provide AoA with a strategy for technical assistance to states and Area Agencies on Aging to support accelerated development of community-based service systems for frail elderly.

To learn more about ASAP, call 216.373.1603 or visit www.benrose.org.



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Caring for Caregivers Conference & Luncheon

The Benjamin Rose Institute will sponsor “Caring for Caregivers,” a conference and luncheon on Monday, November 5, 2007, from 8 a.m. to 2 p.m. at the Hilton Garden Inn, 1100 Carnegie Ave., across from Jacobs Field.

Registration and a continental breakfast begin at 8 a.m.

Kathy Kelly, MPA, Executive Director of the Family Caregiver Alliance, will deliver the morning keynote address, titled “Public Policy and Caregiving: Ethical Frameworks and Policy Trends.”

A total of three CEUs will be offered for social workers and nurses who attend the talk and two sessions of concurrent workshops. Registrants will choose two of three workshops:

- **Caregiver Assessment: Principles, Guidelines and Strategies for Change**, presented by Ms. Kelly
- **Model Interventions for Older Adults with Dementia**, presented by David M. Bass, PhD, Vice President for Research, Benjamin Rose Institute; Carol J. Whitlatch, PhD, Assistant Director of BRI’s Margaret Blenkner Research Institute; and Katherine S. Judge, PhD, Assistant Professor of Psychology, Cleveland State University
- **Health Effects of Caregiving**, presented by Richard Schulz, PhD, Professor and Director, University Center for Social and Urban Research, University of Pittsburgh



Richard Schulz

The luncheon begins at 12:30 p.m. Regina Brett, *Plain Dealer* columnist and WCPN radio host, will speak on her life experiences, including growing up in a caregiving household.

Cost to attend the morning sessions is \$50. The luncheon alone is \$50. Registrants who would like to attend both the morning sessions (with 3 CEUs) and the luncheon pay \$85. Without CEUs, cost is \$65.

For more information, call 216.373.1607. Register online at www.benrose.org.



Kathy Kelly

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quality

ADP Benefit

Local Girl Gallery in Lakewood is hosting a benefit auction to support program activities of the Benjamin Rose Institute's Adult Day Program (ADP). Guardian angel-inspired artwork by local artisans will be available. WTAM radio personality Darren Toms will serve as auctioneer.

The event is Saturday, October 20, from 7pm to 10pm p.m. at the gallery, 16106 Detroit Ave. in Lakewood.

A \$5 donation is suggested at the door. There will be hors d'oeuvres, cocktails and door prizes throughout the evening.

For information, call 216.373.1686.

2007 Stakeholder Survey Results

Each year, the Benjamin Rose Institute conducts a Stakeholder Survey, also known as the Referral Sources Satisfaction Survey. The results of the annual survey are used to develop ways to improve access to services and the overall quality of services.

The Stakeholder Survey of 2007 took recommendations from the survey of 2006 by regrouping questions to focus on compatible criteria, uniformity in evaluating responses, and included a broader scope of community referents. The stakeholders were individuals who had referred someone to one or more programs or services over a six-month period.

This year's survey was a one-page questionnaire with eight questions and one open-ended question addressing quality of service. To encourage a response, a postage-paid return envelope was included with the survey.

Forty-two surveys were mailed with 14 responding and 2 returned as addressee unknown. Thirteen of the responses rated overall services as "very good" to "excellent." Only one response listed services as "poor." This resulted in a satisfaction rate of 93%

The eight questions were grouped by program referrals, accessibility, timeliness and

quality of service. Referrals were made to all programs except the Partial Hospitalization Program. Social work received the most referrals, followed by mental health. Referral sources often referred to more than one service based on client needs. Accessibility focused on staff, information and feedback. Staff was rated as very accessible. Responses to questions about feedback ran the gamut from "24 hours" to "unsure" with one "not applicable." Respondents felt that timeliness on request for service was done in an acceptable timeframe, with the focus on the clients not having to wait. Quality of service was rated from "excellent" to "no opinion."

The survey indicated that the referents were satisfied with our responses to their client needs and that we are better on average than other agencies in this regard. Some respondents indicated that our programs are persistent and in continuous contact with the referents, are very responsive, and phone calls are returned in a timely manner. The satisfaction rate was 83%.

Did You Know...

The first clients of the Benjamin Rose Institute were visited in their homes by members of the Board of Directors in 1909. A professional social work department was not added to the Institute until 1930 under the leadership of BRI's first Executive Director Margaret Wagner.



Margaret Wagner

2008 MythBuster Calendar

Back by popular demand, the new MythBuster calendar will be available in late November. The calendar will feature 12 older adults and couples who have been featured in the MythBuster awareness campaign of the Benjamin Rose Institute. They are seniors who are defying the myths of aging, staying engaged in the community through work, volunteer activities and advocacy.

If you would like to receive a 2008 MythBuster calendar, contact Doug at 216.373.1607.



Focus on... Deb Reilly, RN

While Deb Reilly has spent her entire career in psychiatric nursing, she spent most of the past 25 years working with children, adolescents and young adults.

Ms. Reilly joined the staff of the Benjamin Rose Institute Home Care department in January.

Her first experience with geropsychiatry came while working with the Visiting Nurse Association, where she also got her first “taste” of home health care. Much of her career prior to that was spent in a free-standing psychiatric facility in Worthington, Ohio.

Even though there’s a vast difference in age, she has found similarities between her older clientele and the youth she worked with previously.

“There are a lot of the same dynamics,” she says. “Kids are trying to emancipate. Older adults are trying to hold on to their independence.”

As a behavioral health nurse, Ms. Reilly spends much of her time teaching family members the effects of mental health issues on aging. “Symptoms can mimic each other,” she notes, which can lead families to mistake mental health issues for dementia or even “normal” aging.

Ms. Reilly lives in Medina with her husband, Sean, whom she met while working at the Applewood Centers, where Sean is Vice President of Clinical Operations. The couple has two children, a daughter, Caitrin, 17, and son, Brogan, 13.

Caring for Yourself While Caring for Another

Different people cope with stressful situations in different ways. If you are dealing with caregiver stress, you need to find the methods that work best for you. Here are some suggestions:

- **Take Care of Yourself.** If you are healthy and fit, you will be better able to handle the difficult and often strenuous job of caring for someone else.
- **Ask for Help.** You don’t have to do it alone. Don’t be afraid to ask friends and family to pitch in, even if it’s just to stay with your loved one for a few hours so you can get a much-needed break.
- **Get Organized.** If others are pitching in to help, assign duties and make a schedule, so people know what to do and when to do it.
- **Don’t Take It Personally.** If you are caring for someone with dementia, he or she may say hurtful things or act out in other ways. Remember this is a result of the illness and not an attack on you or your ability as a caregiver.
- **Use Stress Management Techniques.** Simple techniques such as deep breathing or guided imagery can help alleviate stress. Don’t rely on alcohol or drugs to reduce stress.
- **Take Advantage of Services in the Community.** Services such as adult day programs in the community offer respite for you and engaging activities for your loved one.

Additional tips for older adults and caregivers can be found in a series of pamphlets, “Information You Can Use from the Benjamin Rose Institute.” The brochures are now available in libraries, doctors’ offices and senior centers throughout the area. You can also download them at www.benrose.org.



1908 Legacy Society

Members of the 1908 Legacy Society have included the Benjamin Rose Institute in their estate plans or established endowment funds. These donors share a belief in the value of our mission and services and wish to support them for future generations.

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HELPING OLDER FRIENDS TODAY AND TOMORROW

legacy

IRA Charitable Rollover

Through a provision in the Pension Protection Act of 2006, individuals over the age of 70½ are allowed to rollover up to \$100,000 from their IRA to a charity without an increase to taxable income or the payment of additional tax.

This provision allows donors of the appropriate age to divert some or all of their annual IRA minimum distribution and reduce or avoid the tax associated with increased income.

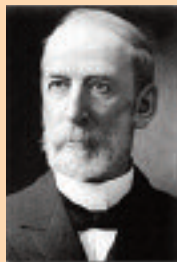
The current rules are set to expire at the end of 2007 but there is legislation in progress that would make these provisions permanent, as well as expanding the eligible charitable recipients to include donor-advised funds, supporting organizations and private foundations.

The transfer of an amount to the Benjamin Rose Institute from your IRA distribution is a simple matter that can support our ongoing mission to care for Northeast Ohio's elderly and those who care for them.

For more information on making a gift to the Benjamin Rose Institute through your IRA, please call Doug in the Development Office at 216.373.1607 or e-mail dknoop@benrose.org.

'How to Improve the City of Cleveland'

Mr. Rose Opines on Advancing Local Rail Service



In the January 25, 1902 edition of the Cleveland World newspaper, Benjamin Rose responded to the paper's series "How To Improve The City of Cleveland." We've reprinted his response here as an insight into his perspective and the times in which he lived. It reveals a man interested in his city and the people who lived there, a man who wanted to improve the function of infrastructure while returning some benefit to the city. We hope you find this as interesting as we have.

I would say that good street railway service is of the first importance, and the crying need of the city at present is better street railway facilities, namely, more cars and better accommodations. I think this can not be brought about or improved in any manner by the new zigzag line agitation. This seems to me to be an impracticable thing, in that it would require much longer time to get to a given point, and will occupy narrow streets, which two car tracks would practically monopolise, and prevent their use for the legitimate traffic of the city for all other vehicles.

My opinion is that the whole street railway system should be under one management, so that cars could be run from one end of the city to the other, where practicable, without change, and when not, to issue transfers covering the territory. This, I think, would be a great convenience to the general public, and it should be brought about with as little delay as possible, as what is wanted is good service and at the earliest practical moment.

continued on next page

Thank You for Your Generous Support!

Every gift – whether unrestricted, restricted, or made in memory or tribute – supports the Benjamin Rose Institute’s efforts to deliver quality services to greater Cleveland elders and their families. We extend our sincere appreciation to the following donors for their gifts received from January 1 through July 31, 2007.

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Improving *continued*

I would suggest the negotiations up on the following line: Take up the matter with a view of consolidating the street railway systems involving the renewal of the franchises which will expire in a few years and give them the right to lay tracks in any streets where the people desire it and it seems for the public good; with a view to making the routes and the time spent on same en route the shortest possible and consistent with public safety.

I would ask the street railway companies to give 25 tickets for \$1 and 6 tickets for 25 cents and charge single fares from 5 to 8 in the morning 3 cents, and round trips for 5 cents, the return trip ticket good any time. I would also charge single fares to school children at 3 cents and round trips for 5 cents. Single fares should remain 5 cents, except between the hours of 5 and 8, as above stated. This should be done immediately.

I think the renewals for the franchises are necessary to the best interest of the public, as without them we could not reasonably ask the present street railway companies to go to the necessary expense of building power houses and cars. While we still hold over them the threat of refusing to renew, as in this case, their investment would be practically valueless in a few years.

I would suggest that the street railway companies should apply their net earnings, on a fair cash valuation of the property, to a dividend of 6 per cent first and after this the net balance of earnings to be equitably divided between the company and the city, the percentage to the city to be increased as the net earnings increase.

The city should have a representative, or representatives, on the board of directors of the street railway company, or in some other way the right to have inspection of the books and keep in touch with the management at all times.

I think if these suggestions were followed it would result in the best interests of all concerned and the benefits might be available in the near future.

Reprinted from "How to Improve The City of Cleveland" by Benjamin Rose, Cleveland World, January 25, 1902

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We Want to Hear From You!

The Margaret Blenkner Research Institute continues to seek volunteers for the project *Enhancing the Role of Older Adults in Research and Care Planning*. Funded by the Retirement Research Foundation, this project seeks to learn more about the communication and health care decision making of older adults. Anyone aged 80 or older can participate. Participation involves two 30-minute in-person interviews.

Everyone who completes both interviews will receive \$25.

For information, contact Justin Johnson at 216.373.1666 or jujohnson@benrose.org

findings

MARGARET BLENKNER RESEARCH INSTITUTE

Nursing Home Satisfaction Survey

In the summer and fall of 2006, the third Ohio Nursing Home Family Satisfaction Survey was mailed to family members of residents in Ohio's 972 nursing homes. This survey asked family members their opinions and experiences with care and services, such as the quality of food, attentiveness of staff, and the quality of care their loved ones received. The results of this survey are published on Ohio's Department of Aging website at www.ltcoho.org.

The Margaret Blenkner Research Institute (MBRI) helped develop this survey for use in Ohio's nursing homes in 2000. Subsequently, MBRI helped the Scripps Gerontology Center at Miami University of Ohio to implement the survey statewide in 2001 and 2002. The surveys were cut from Ohio's fiscal budget subsequently but reinstated in the budget for 2006-2007. Through a toll-free helpline, MBRI staff answered questions and concerns about the survey from nursing home staff and families of residents.

Some of the key findings from the 2006-2007 survey are:

- 849 (87%) of Ohio's nursing homes participated in the survey.
- 23,633 family members responded to the survey. About half were children or children-in-law; about 12% were spouses.
- In general, families were very satisfied with the care their residents receive.
- They were most satisfied with the Administration, Social Services and the Admission process and the least satisfied with the laundry services.

If you would like to know more about the results of the survey or are looking for a nursing home for a loved one, you can find more information at the website www.ltcoho.org. Scores that each nursing home received from families are there along with other helpful information, including information on home care agencies.



Susan Perlstein with BRI Sr. Vice President, Dr. Linda Noelker

Expert on Creative Aging Visits

Susan Perlstein, the founder and executive director of the National Center for Creative Aging, visited the Benjamin Rose Institute in April. During her visit, she presented information on the benefits of establishing a Greater Cleveland Center for Creative Aging.

Ms. Perlstein founded Elders Share the Arts (ESTA) in New York City in 1979. Widespread interest in ESTA's work led to the establishment of the National Center for Creative Aging, an organization dedicated to fostering an understanding of the vital relationship between creative expression and the quality of life of older adults.

In response to Ms. Perlstein's presentation, a steering committee has been formed by staff from BRI and our partner organizations to investigate the potential of a creative aging center in Cleveland.

UPCOMING PROGRAMS

- October 3, **Understanding Medicare Part D**, 10 am, Maple Heights Branch
- October 10, **Stress Busters: Caring for Yourself While Caring for an Older Adult**, 7pm, Chagrin Falls Branch
- October 13, **Navigating Eldercare Services**, 10:30 am, Parma – Snow Branch
- October 17, **Home Safety for Seniors**, 7 pm, Chagrin Falls Branch
- October 22, **Understanding Medicare Part D**, 2 pm, Mayfield Branch
- October 24, **Navigating Eldercare Services**, 7 pm, Chagrin Falls Branch
- November 4, **Navigating Eldercare Services**, 2 pm, Parma Heights Branch
- November 7, **Tough Decisions: Guardianship and Legal Issues of Dementia**, 7 pm, Maple Heights Branch
- November 11, **Signs & Symptoms of Dementia**, 2 pm, Parma Heights Branch
- November 18, **Home Safety for Seniors**, 2 pm, Parma Heights Branch

BRI Teams Up with Cuyahoga County Library to Offer Eldercare Programs

Experts from the Benjamin Rose Institute have begun presenting a series of programs at Cuyahoga County Public Library branches. The partnership with the library system will provide valuable information to older adults and their caregivers. The series began in August.



Staff from BRI's Eldercare Services Institute, Margaret Blenkner Research Institute and Katz Policy Institute will share their expertise on a variety of topics on aging. These range from recognizing the signs and symptoms of dementia to choosing appropriate elder services, from tips for relieving caregiver stress to guardianship and legal issues. The collaboration helps kick off BRI's 100th anniversary celebration. The series will run throughout 2008.

Visit www.benrose.org for updated program listings and to view materials from past presentations. Programs are free and open to the public; registration is encouraged. To register for programs, visit cuyahogalibrary.org or contact the library branch.

Additional programs are scheduled for Spring 2008.



Administration

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