



Avila Institute of Gerontology

Education for the Mission of Loving Care

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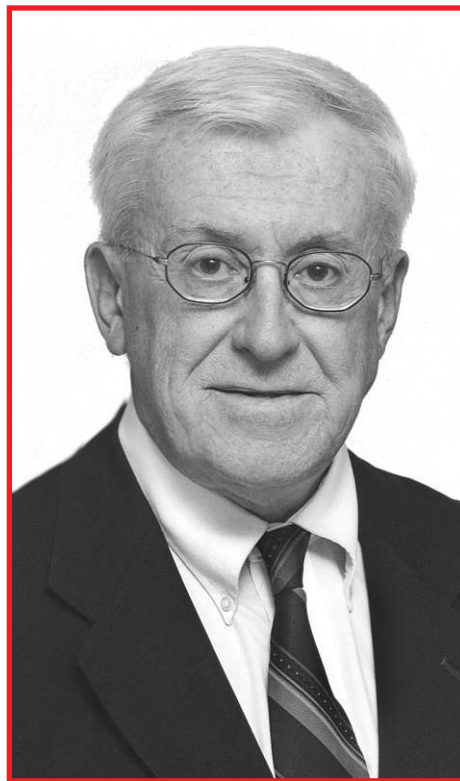
Our 2005 Flos Carmeli Award Recipient - Joseph Booth

The Carmelite Sisters for the Aged and Infirm and the Avila Institute of Gerontology offer the Flos Carmeli (Flower of Carmel) Award as a way of recognizing persons who embody the spirit of Mother M. Angeline Teresa the Foundress of the Carmelite Sisters for the Aged and Infirm. It is a way of honoring an individual who has contributed in an unique and personal way to bettering the life of our elders and advancing respect for life. The award is given on an annual basis at a special ceremony during the Avila Institute's October seminar.

Our 2005 Flos Carmeli Award recipient is Joseph Booth. Joseph Booth is the Human Resources Director for Little Flower Manor and Saint Therese Residence of the Diocese of Scranton in Wilkes Barre, PA. He was hired there on November 10, 1975 and has through his thirty years of employment been a living example of the Carmelite Mission and the ideals of Mother M. Angeline Teresa.

Joe Booth just knew that he wanted to work at Little Flower Manor. He was familiar with the Carmelite Sisters' Mission. He saw an opportunity there to make a difference in other's lives and to contribute to his community and his profession. His vision never veered and others have been touched by his constant involvement and dedication to his "job."

The "job" is more than a job but a mission, and Joe Booth is an advocate of this. He directly links job satisfaction with a sense of purpose that



comes from understanding that what he does is a call to ministry. Every opportunity is taken to vocalize the Carmelite Sisters' Mission's meaning. From the start of the employ-

ment process to the end, the Core Values of the Mission are used in daily interaction with each person. People who are employed at Little Flower Manor know and understand the Mission from their interview process.

Now Joe may not work with the residents directly, but he serves the Mission through his support and care for the care givers. He truly believes that enhancing employee's self worth and dignity will enhance their ability to provide exceptional service to the residents. He goes beyond his call of duties to assist other employees to find affordable housing, and proper medical treatments. His door is always open to address employee issues and he does so with a philosophy of respect for the individual with dignity, and always in the best interest of the residents served. Joe has a great deal of diplomacy and sensitivity when working with the multifac-

Cont. on next page



St. Rose College

In February 2005, the Senior Social Work students of St Rose College in Albany, New York participated in a two-day workshop given at St. Teresa's Motherhouse in Germantown, NY. Students discussed topics on Spirituality and Aging, Cultural Diversity, Dementia, Supporting Resident, Staff and Family, and the Admission Process. The eleven students then were given the opportunity to spend six hours at Teresian House to experience and actually see the mission in action. The students were very enthusiastic about the project and were grateful for the chance to be exposed to the Geriatric Field. We hope to continue this program for the 2005 - 2006 school year. For more information about the program, please feel free to contact Sr. M. Peter Lillian.

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The Avila Institute of Gerontology

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Cont. – Our 2005 Flos Carmeli Award Recipient, Joseph Booth

eted employee staff which covers a broad spectrum of social, economic, and educational circumstances. You can find him chatting with employees who work on all shifts.

Joseph Booth also cofounded the Northeast Pennsylvania Long Term Association of Non-Profits. He has been able to instill, in this association, the ideals of Mother Angeline's values of respect, dignity, and compassion. It supports long term care providers and enables them to develop and cultivate services for the aged

and infirm. Joe has also served as a president and a member of the Board of Directors and Executive Committee for the Northeastern Chapter of the Pennsylvania Association of Non-Profit Homes for the Aged. He currently is a member of the board of the Penns Woods Girl Scout Council.

Many attest to Joe Booth being a living example of the Mission in action, a true follower of Mother Angeline. Joe agrees that working with the Carmelite Sisters has instilled in him an appreciation for the

mission that he carries with him and sincerely believes in. Joe expresses his work and belief ethics when quoting Mother Angeline: "Each of you has something to offer" and he believes that "something" is the ability to make a difference. That "difference" is manifested by the example of doing a good job for the residents, fellow employees and in one's personal life.

Two Westchester students advance to science finals

Alison Bert from, *The Journal News, White Plains, NY*

Stephen Kramer of Byram Hills High School found that a robotic dog could make elderly patients smile as much as his own golden retriever, Freddie.

Justin Becker of Hendrick Hudson High School delved into how to prevent heart disease.

The two high school seniors are among 40 finalists nationwide in the 2004-05 Intel Science Talent Search. They will travel to Washington, D.C., March 10 to present their projects before a panel of judges and vie for more than \$530,000 in scholarships. The finalists come from 15 states. New York has the most, 13, followed by California, Florida, Illinois and Maryland with four each.

Byram Hills has had 14 finalists since its science research program, a national model, was founded by Robert Pavlica in 1990. Pavlica said the benefits go beyond prizes, as students find topics that fascinate them and pursue them with experts.

"It isn't just for the winners," he said. "It causes interest in all the kids in the high school, because they say, 'That could be me.'"

For his research, Kramer brought Freddie and a robotic canine he named Astro to *St. Patrick's Home for the Aged and Infirm in the Bronx*. He compared the reactions of 19 women with dementia to the live animal and the Sony AIBO - a Chihuahua-size appliance that dances, sits, responds to voice commands and flashes lights when petted.

Kramer said patients perked up when they saw it, giggling, stroking its rubbery ears and tail and swaying in their chairs when it did its cyberdance.

"They loved it. They treated it just like a real dog," he said. "there's this

one woman who had no reaction to anything . . . and she started caressing the AIBO and talking to it. It was pretty amazing."

Surprisingly, some residents responded more to the AIBO than to his own dog, he said, perhaps because the robot sits on a table in front of them and moves constantly, while his more placid pet "hangs out" on the floor.

He said AIBO was ideal for nursing homes because of concerns about allergies and infections and "care and cleanliness issues" that make keeping dogs impractical.

Kramer first saw the robot at an anthrozoology conference he was invited to by his mentor, Erika Friedmann of the University of Maryland, a former Dobbs Ferry resident known for work in the field of animal-assisted therapy.

It was also a mentor who spurred the research of Justin Becker, a debate champion from Cordlandt with a perfect SAT score. Thomas H. Hintze, a Hendrick Hudson parent known for his cardiovascular research, had contacted Becker's freshman science class to see if any students wanted to do research in physiology lab at New York Medical College in Valhalla.

"I'd always actually been really interested in cardiology, and my dad's a cardiologist," Becker said. "Initially I'd almost ruled out the possibility of that type of research because I didn't think it would be possible for a high school student."

Becker said his research with his mentor was unique. While many studies link elevated plasma levels of the amino acid homocysteine to increased risk of cardiovascular disease, he said, most focused on the condition's effect

on blood vessels. Becker's project showed how the condition affected the heart tissue of mice and rats by inhibiting the ability of nitric oxide to control how much oxygen is consumed by the heart muscle. He and his mentor also found they could restore normal cardiac metabolism by blocking an enzyme activated by the condition.

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What's on Your Mind?

We'd like to present articles that are meaningful and timely for you.

Articles for the Winter Newsletter are due by Dec 15, 2005.

Please send your suggestions in the enclosed envelope.

Donations are welcome to help offset printing costs.

Holistic Transitioning in San Diego

On June 4th, 2005 in San Diego, CA, the Avila Institute of Gerontology, Inc. successfully held "The Art of Holistic Transitioning in Long-term Care: Resident, Family, and Staff" seminar. It focused on how to make the resident, family, and staff comfortable in the healthcare environment.

Our first speakers were Michael J. Brescia, MD (*Executive Medical Director and Co-Founder of Calvary Hospital in Bronx, NY*) and Robert A. Brescia, MD (*Director of Palliative Care Institute and Director of Psychiatric Services of Calvary Hospital in Bronx, NY*). Their segment concentrated on the integration of the resident's family. They stressed that the resident's family had a large role in the adjustment of the resident in their new environment. Family members need to feel "at home" as much as

the resident. Dr. Michael Brescia and Dr. Robert Brescia explained the family and resident paradigm developed by the Calvary Hospital where each member of the health care teams works towards making both family and resident feel "at home" and how others can achieve resident and family satisfaction from these methods.

The following speaker was Christina M. Puchalski, MD, FACP (*Associate Professor of Departments of Medicine & Health Care Services of The George Washington University School of Medicine and Founder and Director of The George Washington Institute for Spirituality and Health (Gwish) in Washington, D.C.*) who discussed the importance of spirituality in the care of the elderly. She spoke of how important it is for residents to believe life continues to have

meaning and purpose and how spirituality can play a huge role in the overall care of the resident.

Last to present was Sr. Anne Bryan Smollin, CSJ, PhD (*Executive Director of Counseling for Laity, Albany, NY*). Her lively presentation discussed "Transitioning the Staff through the Stresses of Caregiving." Sr. Anne explored the triggers that can cause stress, anxiety, and exhaustion in the long-term care work environment. She also offered techniques for developing a stress management plan and suggested ways to create a workplace where both employees and residents can thrive.

Overall the day was filled with much reflection, insight, and laughter which helped each participant to transition into their week ahead.

Spiritual Enrichment

Sister Mary Robert Romano, O.Carm.

Life in general gives us many opportunities to enhance our knowledge, education, growth and spiritual development. If we take these steps one can grow in wisdom and age. A person's life can change or it can remain dormant.

I believe in the importance of advancing one's self whether it be for higher education, self-fulfillment or enrichment of one's life. As a Carmelite Sister, I was given the privilege for further education, which was necessary in the different positions I held in the community for many years.

A few years ago my life and career in the community took on a radical change. At this time in my life my thoughts and desire was to find fulfillment in the spiritual aspects of my life. The Avila Institute of Gerontology was offering a certificate program in Geriatric Spiritual Care. I heard and knew first hand the positive outcome from the Sisters and lay people who had taken the course. I submitted my application and received approval to begin the course.

The entire course, which consisted of four modules and a clinical work experience, was very educational. Each instructor was professionally trained and dynamic in every sense of the word. The openness, trust, sincerity and sharing of the group enriched my life. It gave me a special insight into the lives of each person. I personally grew spiritually as well as educationally during this time. It is hard to explain how the spirit was working within my soul, mind and body.

It is with deep gratitude to my community for giving me the opportunity to participate in the program. It is my hope that one day I will minister to our Residents in one of our Facilities. The



The graduates of the Geriatric Spiritual Care program from left to right Celeste Ann Rubin, Sr. Bernadette Marie O'Sullivan, Sr. Barbara Jean Maloy, Sr. Mary Ann Wasilko, Sr. Mary Robert Romano, and Mary B. Murphy. Participants received their certificates on May 22, 2005 at Saint Teresa's Motherhouse in Germantown, NY.

mission of Pastoral Care is a holistic approach. It's not only for the Residents but also for our staff, families and all those who come into our Facilities.

I would like to end with a quote from scripture, "The Lord will give the bread you need, and the water for which you thirst. No longer will your Teacher hide himself, but with your own eyes you shall see your Teacher. While from behind, a voice shall sound in your ears; 'This is the way; walk in it,' when you would turn to the right or to the left." Isaiah 30:20-21

Meet the Avila Institute of Gerontology Staff

If you have recently been to a seminar or phoned the Avila Institute of Gerontology you may have noticed there are new employees. Both Mary Ann Iaccino and Erin Pietrak were hired the spring of this year. We are taking this opportunity to introduce our new employees and reacquaint you with AIG's veterans. It gives me great pleasure to introduce to you:

Angela Somma

Angela is the Administrative Assistant for the Avila Institute of Gerontology. She has been employed by the Avila Institute of Gerontology and the Carmelite Sisters for the Aged & Infirm for 5 ½ years. Many of you may know the name and/or the voice if you called the AIG at one time or another.

Angela has lived in the Germantown area most of her life. She attended Germantown Central School then went to Columbia-Greene Community College.

Angela resides in Livingston, New York. She has been married for 6 years, has a 4 year old son named Johnny and has a baby due in September.

She loves playing with her son, bicycle riding, gardening, picnics, cooking, reading, baseball and spending time with her family.

Sister Josita Therese

For the past several years The Avila Institute has had a very busy associate, Sister Josita. A native of Poughkeepsie, New York, Sister Josita was trained at St. Francis Hospital as an X-ray technologist and phlebotomist. Sister was stationed in Mount Carmel Home in New York City, the Walsh Home, and in Ferncliff.

Since the early 1990's while at the Motherhouse in Germantown, Sister Josita spends time assisting in the office of the Avila Institute in addition to her other duties. Her effort, energy, and great sense of humor is an asset to the routine of the Avila Institute. When not busy with the Institute, Sister Josita can be found preparing fabulous appetizers and hors d'oeuvres as well as pasta with meatballs and sauce made from scratch. Not bad for someone who is 86 years young!

Sister Therese Mary

Sr. Therese Mary shares her skills with the Avila Institute of Gerontology as often as



Top L to R: Mary Ann Iaccino, Sr. Josita Therese, & Sr. Peter Lillian
Bottom L to R: Angela Somma, Sr. Therese Mary, & Erin Pietrak

her busy schedule allows. You can often find Sr. Therese in front of the computer entering data or coordinating the registration desk and all its materials during many seminars. Sr. Therese is a Lab and X-Ray technologist and is a Licensed Nursing Home Administrator. She brings a wealth of knowledge to the ministry of the Avila Institute.

Mary Ann Iaccino

Mary Ann is a native of Greendale, NY. She graduated from SUNY at Oneonta with a BS and a MS degree in Secondary Education for Science. After graduating, she taught General Science and Biology at Pine Bush High School in Orange County. After moving to Red Hook in 1982, she taught GED classes for migrant workers through SUNY New Paltz, tutored students, and was a substitute teacher. Mary Ann completed a certificate program through DCCC in web page design, and also a Master Gardener program through the Cooperative Extension in Ulster County.

In 1984 Mary Ann started Old Post Miniatures, a miniatures and dollhouse shop. She resides with her husband, Frank,

in Rhinebeck, NY. They have two daughters, Elaine, who graduated from SVA in NY City, and Joanne who graduated from DCCC with honors, and who will complete her degree in court recording and transcription this summer.

Erin Pietrak

Erin is from Ghent, NY. She concentrated in graphic design at SUNY New Paltz and graduated with a Bachelor's degree in Fine Arts. She had two years of work experience before joining the team at the Avila Institute of Gerontology. She worked part time for an independent designer and also worked at a local newspaper as an ad designer.

In her spare time Erin does freelance design and other personal art projects. She also enjoys reading, watching movies, and listening to music.

We hope each of you will have an opportunity to meet us in person at one of our seminars or maybe through a phone call. Please let us know what innovative programs we can share through our newsletter.

Sr. M. Peter Lillian

Paraprofessional Conference: An Attendee's Perspective

Susan M. Schieb, RN, BSN, BSW

On June 16, 2005 I had the pleasure of attending the Paraprofessional Conference at the Avila Institute of Gerontology in Germantown, NY. I am the Director of the Alzheimer's Unit at St. Patrick's Manor in Framingham, MA, and I was accompanied to the conference by three of my coworkers who support our residents as Certified Nursing Assistants. All four of us were delighted by the opportunity to attend this conference and appreciated the time it afforded to reflect on and share our experiences of working with the elderly. This enrichment extended throughout the seminars comprising the two days of the conference. And interestingly, it also thrived during our three-hour car rides to and from the Avila Institute.

The late afternoon trip to the institute found the four of us sharing our respective stories of how we each chose to work in a nursing home. Two among us are from the US, one from Rwanda and one from Brazil. Our backgrounds were all remarkably different, yet we recognized familiar feelings and experiences in our varied stories. Having just finished our workday, as the ride progressed much of our discussion came to reflect the various stresses and strains of our workplace that day. It helped to hear that we all had similar frustrations and challenges, yet the sense of being worn down and somewhat at a loss for how to address these varied problems was still among us when we arrived at Avila.

How different we were on our car ride home! Quiet confidence. Relaxed determination. Renewed energy. Reflective appreciation. Each of us in our own way appeared to have made a recommitment to taking care of the elderly, and to caring for each other in the midst of supporting our residents and their families. We definitely felt more like members of a team! One among our group summed it up nicely: "We are not the same afterwards. We have more knowledge, which makes us more secure, allowing us to work better."

The conference seminars focused on the "mission" of taking care of the elderly. Through lectures, videos, and our participation in team building exercises, a gentle transformation occurred among us all. We were each able to appreciate a new how important our "mission" is and how each and every one of us can play a part in creating a work environment within which both the residents and employees thrive. One of the CNA's remarked that after the seminar he didn't feel so alone. "It helped talking to others during the meeting, as well as afterwards during meals and downtime. It was good to share experiences and ideas with so many different people all carrying out the same mission." Through laughter, stories, exercises, and tears, the speakers at this seminar were able to get to "the heart of the matter." We are all connected. We all share with our residents and family members the desire to be loved and to be respected.

I'm sure through the gift of this conference that each of us are better equipped to listen to each other and to look through the eyes of our residents. For this my coworkers and I thank you.



Pictured is a small sample of the 80 participants who attended the Paraprofessional Conference in June. Many areas were represented including New York State, Massachussets, Florida, Iowa, and Illinois.





Lines from the Laptop

Sr. M. Teresa Stephen, O. Carm.
President, Avila Institute of Gerontology, Inc.

As you can see by the other articles in the newsletter, the health care field is always changing. And in reflecting on its progress, especially in long term care, and the constant strides and progress and enhancements, it is good to look back and give a note of appreciation to the pioneers, who back in the 1920's and 40's and 50's, etc., paved the way, when there wasn't even a dirt path. If you pardon me, I would like to make special mention of two Carmelite Sisters for the Aged and Infirm, in particular: The first is our own Foundress, Mother M. Angeline Teresa McCrory, O. Carm. It was she, who together with 6 other companions, in the midst of the worse depression in our nation's history, 1929, had the dream and faith and tenacity of setting out to establish a

"home," for those of the aging and failing middle-class Americans, as they became part of the elderly and needy in society. She wanted to offer shelter, refuge and loving care as they spent their sunset years of life.

And the second person I would like to mention here, briefly for the sake of limited space, is also a Carmelite Sister, Sister M. Bernadette de Lourdes, O. Carm., who is currently stationed at Teresian House in Albany, New York. She was one of the "right-hand men" of Mother Angeline, and an outstanding, dynamic and forceful advocate of the needs of the elderly, being highly instrumental in shaping the care of the aged in America, and being able to say that she conferred with many an American President, including former

Presidents Johnson and Reagan. If one reads her book, "Someone Cares," written in 1954, it is awesome how visionary she has been (and continues to be) in her concepts. Her book was written before the advent of Medicare, and, also before the establishment of AAHSA, of which she is one of the founders. Small but mighty can be said of her.

So, great work continues from the spring-board of these mighty visionaries and pioneers. We take time to thank those of past days, as well as those of today, who continue to strive in the realm of long-term health care to our beloved aged. God bless each and every one.

With deepest respect and gratitude to all, *Sr. M. Teresa Stephen, O. Carm.*

Director's Report

Sr. M. Peter Lillian DiMaria, O. Carm.
Director, Avila Institute of Gerontology, Inc.

Recently, I had the opportunity to travel to many of the homes served by the Carmelite Sisters for the Aged and Infirm and had the privilege of visiting with many of the residents. During each visit I asked the residents several questions to ascertain from them what programs they wanted the Avila Institute of Gerontology to consider developing for the staff of their facility. I was very much interested in what they believed present and future professionals of the Geriatric field should know. There were many suggestions but one in particular truly touched my soul. One of our wise

elders said to me "Please make sure they remember that we need LOVE and not to discount us because we are old." What a powerful statement that was. The most important thing that this resident asked is that we show love to elders and we listen and believe in them. We have a great mission; we have an opportunity daily to share the healing ministry of Jesus through our touch, our listening and most importantly through our love. It became so clear to me that day that I can plan all the programs and seminars in the world but if I do not plan them through the eyes of our elders, I

can easily plan "just" a seminar filled with facts. Our seminars must allow participants to be transformed and renewed in the love they have for the elders they serve. Our own Mother Foundress, Mother Mary Angeline Teresa, once said, "Our concern and dedication for the old people is the expression of our love for God." May each of us continue to share our love with our residents and may we continue to be their advocate in all things.

Transforming the Culture of Aging in America

Part II Physical Changes (Part I printed in Winter 2005)

*Kathryn Kelli Hawver, MA CCC-SLP,
Director of Rehabilitation - Teresian
House Nursing*

Psychosocial Changes

The RCC Concept is rooted firmly on the premise that the essential part of caregiving is to maintain the dignity and autonomy of each resident. When residents are admitted to the facility, all efforts are made to identify and accommodate their preferred routine. If a resident prefers to sleep until late morning and remain awake late at night, RCC accommodates that preference. Residents are involved in the development of their own care plans and are offered choices. The emphasis is on respect for who the resident is as a person by providing residents with the tools to live as independently, comfortably, safely, and enjoyably as possible.

Challenges for Rehabilitation Professionals

Our Rehabilitation team is comprised of one full time Physical Therapist with two full time PTA's, a part time Occupational Therapist with one full and one part time COTA, and a full time Speech Pathologist / Director of Rehabilitation. We have been witness to the powerful impact these changes have had on the overall atmosphere in which our residents are cared. We have also seen how culture change is a work in progress that requires continuous growth, creative problem solving, communication, and commitment to the mission. As is expected with any change, there were several changes we faced as providers in this unique framework. Our 14 neighborhoods are intimate environments that residents call "home". This design, however, has decentralized the typical "nurse's station," requiring creative problem solving to address the decreased accessibility of charts and staff. The organizational change instituting seven RCC Coordinators has achieved its intended goal of creating a unique identity and culture for each neighborhood. This has presented challenges when issues need to be

addressed or policies need to be changed, because in essence there are seven different nursing homes with seven different administrative styles. Additionally, we have found that the unique composition of each floor has decreased the effective balance between Resident Centered Care and the fiscal expectations of providing therapy that meets reimbursement guidelines. According to RCC, a resident is permitted to sleep late, have a leisurely breakfast, partake in activities of choice, and receive therapy services; however, it is not always possible for schedules to accommodate all of those preferences. We find that we work closely with floor staff to arrive at solutions to these situations. Increased involvement has meant increased difficulty balancing clinical job duties with our responsibility to the Teresian House mission. As a result of our willingness to accept these challenges and commit ourselves to working toward solutions, the entire Rehabilitation Department has become more cohesive, thereby enhancing the overall quality of our services.

Integrating Rehabilitation into the Neighborhood Concept

The concept of providing care in a holistic manner is not new to Rehabilitation professionals. However, working within these innovative frameworks for long term care requires creative problem solving and teamwork, as well as development of services provided "out of the box." The Neighborhood and RCC Concepts recognize the value of bringing our clinical expertise into all aspects of care, not just specific therapy needs. As a result, there is now a rehabilitation representative on each committee. The entire department has become a resource for a wide range of issues. Additionally, our team has developed several innovative programs that implemented throughout the facility to provide motivating opportunities to address carryover and/or maintenance of restorative goals while achieving facility wide awareness of the importance of maintaining mobility for wellness and

quality of life. Folk Music and Movement is a 30 minute exercise program that uses familiar songs to easily elicit upper and lower extremity movements. 45-50 residents attend this program each week and activities staff are present to facilitate participation and assist with transportation. A Drumming Group was initiated in 1999 after having observed a resident drum circle at the Baptist Retirement Home in Rhinebeck, NY. The group is conducted weekly as a music class during which residents work through a battery of rhythm exercises and musical routines that address functional use of upper extremities as well as short-term memory and attention. Residents with expressive language deficits are incorporated by Speech Pathology to provide a means of self-expression. "Show-girls" is a theatrical movement based group that performs for parties and special events throughout the facility. OT and PT refer residents who need emphasis on balance, coordination or endurance. OT choreographs routines for maximum success and range of motion and has incorporated costume design and makeup into fine motor coordination training. PT also conducts a weekly Tai Chi class and OT conducts a weekly art class. For special occasions, Rehab staff will work with activities to conduct large group movement based functions such as a resident Superbowl with cheerleaders and a halftime show, miniature golf courses, horse racing at our Irish Sweepstakes and Renaissance Fair complete with jousting. The practicality of using therapist time for "activities" of this nature is frequently questioned as emphasis on reimbursable productivity is prevalent in most Rehabilitation settings but particularly dominates long term care. However, positive outcomes such as reduced falls could be attributable to more comprehensive interdisciplinary approaches. Administrative support for the broader use of rehabilitation services to provide the highest quality of care to our residents is yet another effort taking place at Teresian House.



Mother Angeline McCrory Manor

Kathy Drufke

Mother Angeline McCrory Manor, the latest of the Carmelite Sisters' served facilities, existed in the minds and the hopes of many for several years. This was so due to the aging of the St. Raphael's and St. Rita's buildings in Columbus, Ohio which definitely needed to be replaced if the Sisters' mission of caring for the aged and infirm was to continue there. This was due to the generosity of the Most Rev. James Griffin, ground was finally broken for this facility in March 2003.

There followed what appeared to be the two rainiest years in the history of Columbus, Ohio! The weather presented many challenges throughout the period of construction. Happily, however, the facility, named after the Foundress of the Carmelite Sisters for the Aged and Infirm, Mother Angeline Teresa, was completed in early 2005. The chapel was blessed on February 16th by the new Bishop of Columbus, Bishop Frederick F. Campbell, DD, Ph.D which made it possible to bring the Blessed Sacrament into the facility and have the Lord waiting for and welcoming the residents when they arrived. They finally did so during the latter half of April with the last of the residents transferring from St. Rita's and St. Raphael's on April 29th. During this period of transfer, there were also residents admitted from the community and on almost this last day of April, the facility had an occupancy rate of 100%, which it has maintained.

The dedication of St. Joseph chapel in February also honored the generosity of a very special family and a commemorative plaque was blessed during the ceremony. This ceremony was most memorable with a prayer of dedication and the lighting and blessing of the Altar. Sr. Kathleen, Sr. Jacqueline and Sr. Pauline participated in the dressing of the altar for this first Mass. The chalice used was that of the Most Reverend Bishop Hartley who acquired the land upon which reside the St. Therese's Retreat Center, the Villas at St. Therese and now Mother Angeline McCrory Manor. Symbolic gifts presented in the ceremony were keys to the doors so they may always be open to those in need of comforting kindness; a tea cup because of Mother Angeline's warm hospitality and a bouquet of flowers which renews the life and love that the home is built on.

Since their arrival, the residents have adjusted remarkably well to their new surroundings. They are enjoying their rooms as well as the "neighborhood" concept which allows them better access to caregivers, more varied social encounters and proximity to dining, bathing and activity areas. The design of the new 147 bed structure reflects the Carmelite Sisters' philosophy of providing a residential, non-institutional environment.

A highlight of the facility is its streetscape City Center resembling "Main Street" with a Café and lounge, "sidewalk

seating", Gift Shop, Library with computer access, all looking out to a beautifully landscaped courtyard with fountain, street lights, seating and walking areas.

On June 22, approximately 200 guests attended the blessing of the facility. The endless rainy days of construction had given way to a glorious, sunny and pleasantly warm day which was perfect for the blessing of the courtyard with its magnificent landscaping and beautiful fountain. The Most Rev. Frederick Campbell once again officiated at the ceremony and visited and blessed each of the resident neighborhoods individually greeting the residents at each one! He also blessed other areas of the building such as the kitchen, laundry and administrative offices. He even took a few moments to bless the facility's two new little kittens named "Sir Buttons and Miss Bows" that delight the residents and staff each day! Mother Angeline McCrory Manor's Food Service Department catered a spectacular luncheon whose highlight was a chocolate fountain with assorted fruits for dipping!

It was a very proud day and a very long awaited one. In the words of Administrator, Sr. Pauline Ross in her welcoming address, this was truly "The Day the Lord Had Made"! Due to the generosity of families, friends and benefactors, the Carmelite Sisters look forward to continuing their ministry to the people of Columbus in this beautiful new home.

The Tapestry of Quality Resident Care - Weaving Results 2005 AIG Annual October Conference

On October 10th through October 12th, The Avila Institute of Gerontology will be having their 2005 annual October conference at St. Teresa's Motherhouse in Germantown, NY. Over the course of this three day seminar, nine speakers in the gerontological field, including administrators, researchers, lecturers and instructors, will present subject areas in sixty to ninety minute segments. Each segment will include an evaluation summary to be submitted by the attendee. The following is a very brief snapshot of each segment.

Topics to be covered will include the concern of the retention of caregivers, in the session named **"Listening and Learning from the Frontline"**, given by **Mary Tellis-Nayak, RN, MSN, MPH**. Information, based on research studies and focus groups, will help identify the importance of relationships that caregivers have with residents, will help improve the working environment, and will help identify the issues that impact the retention of caregivers. Involving frontline caregivers in your organization on the organizational and facility level will be discussed.

In the session, **"Caregiving: What a Difference Leaders Make"**, presented by **Vivian Tellis Nayak, Ph.D**, the characteristics of good leadership, the type of work environment created by a true leader, and the outcomes of strong leadership will be given. An interactive inquiry approach and presentation of research data will be used in this lecture.

In **"Understanding Cultural and Religious Diversity at the Workplace"**, given by **Sr. Annelle Fitzpatrick, CSJ, Ph.D**, the 'ability to embrace and appreciate diversity' by identifying the importance of understanding cultural and religious similarities and differences will be given. Different faith traditions will be examined on how they impact: the care of the resident, interfacing with the family and staff interaction.

The effect of decisions within the individual employee groups, within an organization, the institution, and the community as a whole, will be presented by **Sr. Kathleen Cain, OSF, in the session "Ethical Decision making"**. The values and a process for ethical decision making will be presented in a class discussion, focusing on relevant issues on the institutions of the participants.

"Getting to the Heart of Person-centered Dementia Care", given by **Anna Ortigara, RN, MS, FAAN**, will include examining the components of a person-centered care model and identifying the indicators of well being in the per-

son with dementia. *Kitwood's Six Aspects of Necessary Personal and Professional Development* will be discussed.

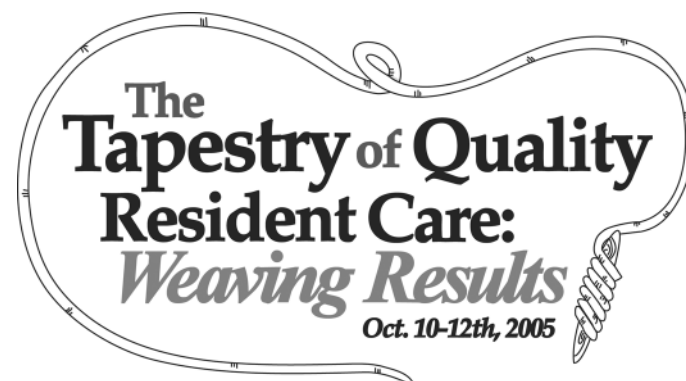
How the field of music thanatology is helping redefine the current culture around death and dying will be presented by **Sharilyn Cohn, MTh, in the session, "Beyond Words: Music-Thanatology in Palliative Care"**. The historical roots of music-in-medicine and the importance of infusing meaning in end-of-life care will be included in this presentation.

Medicaid funding, quality initiatives, and Medicare drug benefits as public policies will be discussed in the program, **"Public Policy Update and Social Accountability"**, given by **Julie Trocchio, RN, BSN, MS**. Grass roots advocacy techniques, and expanding community benefits programs will be presented in lecture form and small group discussion.

Long term care and the respect for life, as exemplified by Pope John Paul II, will be part of the presentation, **"Lessons from the End of Life"**, given by **Myles N. Sheehan, SJ, MD**. Findings of an AARP panel on end of life care in long term care, and identifying ways to improve the end of life experience for residents, families and staff will be part of this session.

"Keeping an Eye on Quality", presented by **Sr. Jean deBlois, CSJ, Ph.D**, will encompass, in discussion, ways of maintaining quality care in the midst of the market driven and legislated long term care. Developing and sustaining Catholic health ministry in challenging times will be part of this presentation.

Brochures have been mailed. If you have not received one contact us at 518.537.5000.



Two Homes becoming Dementia Certified

Ozanam Hall of Queens Nursing Home

Dementia, the word is fraught with fear and visions of the loss of self. This growing public health emergency has had a definite and long-lasting impact on the Ozanam Hall. The acuity of care and the level of care required is rising. Daily, we are faced with the question of how to provide care for Residents that cannot make decisions and can no longer understand the world around them. Combined with that question is the real issue of how to have a staff, composed of people from at least 50 countries who speaking 20 different languages, fulfill the Carmelite Mission.

At Ozanam Hall of Queens Nursing Home we are blessed with a wonderful and diverse staff. When the Avila Institute of Gerontology rolled out The Dementia Training Program, we were excited about and interested in learning what could improve the care of our Residents. The first challenge was how to schedule the whole staff to attend. At first we thought that we would have one hour session just like most inservices are presented. When we looked, we saw that would disrupt care significantly and probably not produce the required effect because staff members who are worried about being away from the unit are not the best audience.

When we approached Sister Philip Ann, the Administrator, with the issue she had the generosity of spirit to allow us to replace the staff, unit by unit, so that at least 25 staff members at a time would attend two 7.5 hour sessions for this very special training. The full two day programs started with the direct care staff (nursing, dietitians, social work, activities, and pastoral care) working on our dementia units and then was given to the rest of the direct care staff.

All non-direct care staff members were scheduled for two hour training sessions. The next phase will start in September when the Managers and

Families will attend specially developed four hour sessions. After this plans will be developed for the recertification of the staff that has been trained and the ongoing certification of new staff members.

What did we gain? At Ozanam Hall we are a Dementia Team! The incidents of Resident aggression toward the staff have decreased. Many notions and superstitions regarding dementia were dispelled. New ways of promoting positive behaviors are taking hold. The overall morale of the staff at the Home had a boost. Several staff members could see that the issues they are having with loved ones at home were also a result of the onset of dementia. The view of life that it is the Resident and their family over there and the Home and the Staff over here dissolved. We are in this together causing a breakthrough in what is possible in giving excellent care to the Residents at Ozanam Hall!

- June Paley

Teresian House

Recently at Teresian House Nursing Home we have embarked on the challenge of becoming a dementia care certified facility. It has been a lengthy process that is nearing its end. To begin the process I initially attended a 12-hour course in Dementia Care taught at the Avila Institute. I took what I had learned from this course and returned to Teresian House and shared the information from the 12-hour dementia training with a core group of individuals in varying positions within the facility to form a steering committee. These individuals included representatives from Therapy, Activities, Nursing and Pastoral Care. Each individual within this group takes a different section of the training and is responsible for teaching the information to the various direct care staff within the facility. In addition the steering committee developed a 2-hour training session

for the indirect care staff.

Initially the steering committee decided to teach the course over 6 days with 2-hour sessions. It was our hope that this would cause as little disruption as possible to floor staffing. There was limited success with this format. We felt the information was too broken up and the course didn't "flow" the way we had hoped. The committee then adjusted this format to teach the class in 2 6-hour days. The later format has been most successful at our facility. The groups bond during the two days spent together and a much higher level of participation has been noted. The feedback from these classes has been very positive and employees not only look forward to attending, but have requested to go to the classes. Staff gain useful information that they are able to apply daily within the work environment. We are nearing the end of training and Teresian House will have 75% of both direct and indirect care staff trained in Dementia Care by the end of September 2005. We look forward to making this an ongoing program at Teresian House in the years to come.

- Paula Schultz, Resident Centered Care Coordinator

Look for more Dementia Training Seminars in 2006.

How have our programs and seminars helped you or your facility?

We would love to hear about it.

Stories can be sent to erinaig@valstar.net

Look for upcoming brochures for the following seminars and programs:

Creating a Customer Service Culture

September 7th, 2005 at St. Patrick's, Bronx, NY
AM & PM Session

Creating a Customer Service Culture

September 8th, 2005 at Teresian House, Albany, NY
AM Session Only

Medicare PPS: Clinical & Documentation Implications

September 28th, 2005 at Little Flower Manor, Wilkes-Barre, PA

AIG Annual October Conference

October 10th - 12th, 2005 at Germantown, NY
(One day Dementia Care Track is included.)

**For more information please call Sr. M. Peter Lillian
or Angela Somma at 518-537-5000.**

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