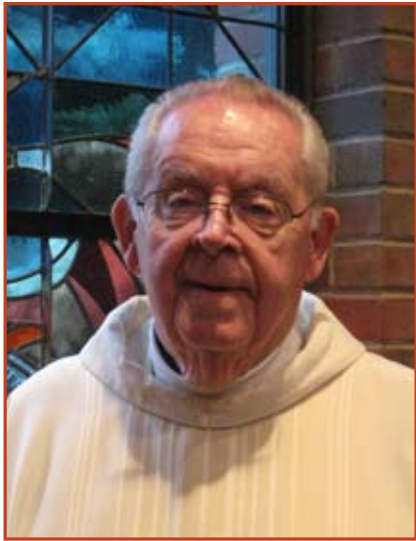


Avila Institute NEWS



Monsignor John Dalton this Year's Flos Carmeli Award Recipient

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 a unique and personal way to bettering the life of our elders and advancing respect for life. The Flos Carmeli Award Medal will be presented on October 12, 2009 at a special prayer service during the Avila Institute workshop.

Monsignor John Dalton is the chaplain at St. Patrick's Residence in Naperville, IL. He was born June 9, 1923. He had served three years in the military during World War II, and then returned to DePaul University graduating with a degree in marketing. Employed by the Archdiocese of Chicago for three years as a cemetery counselor, he began his studies for the priesthood at Loras College. He was ordained for the Archdiocese of Dubuque in 1958. His first appointment was as associate pastor at St. Joseph Parish in Farley, Iowa, 1958-1963. In the fall of 1963, he served as archdiocesan vice-chancellor, secretary and master of ceremonies to then Archbishop James Byrne for sixteen years.

In 1969 he was appointed Archdiocesan Director of Cemeteries and later served as President of the National Cemetery Conference. In 1975, he was named to the Archdiocesan Administrative Council. He was designated Archdiocesan Director of the Campaign for Human Development, and Archdiocesan Director of Catholic Relief

Services. He observed projects funded by the CRS in Southeast Asia, covering the Philippines, Vietnam, Thailand and India.

In 1984 he served as the chairman of the newly established Archdiocesan Worship Commission. In the same year he served as moderator of the Archdiocesan Council of Catholic Women. From 1973 to 1979 he served as Chaplain of the BVM Marian Hall Infirmary. He was pastor of St. Patrick Parish, Cedar Rapids from 1979 to 1982 when he was named Rector of St. Raphael Cathedral from 1982 to 1993. He undertook the renovation of the Cathedral in 1986. Most recently, he was named an Honorary Associate of The Sisters of Charity of The Blessed Virgin Mary.

Priesthood, to Monsignor John Dalton, has always meant being in the parish working with the people. Last year he celebrated his 50th Jubilee at St. Patrick's Residence so he could share his special day with the residents, staff and Sisters. He has always put the needs of others before himself even now as a retired pastor. The residents, *(continued on page 4)*

Congratulations to our 2009 Geriatric Spiritual Care Certificate Program Graduates

Read the full story on page 6.

Residents Partake in 3rd Annual Prom at St. Patrick's.

Read the full story about the prom and its King and Queen on page 5.

New Programs Available to be Taught at Your Facility

More information on page 7.

Get Ready to Sail this October

Avila Institute once again will be sponsoring its October Seminar.

Find out more on page 2.

Avila Institute is Pre-Assembly for CHA.

Avila teaches new approaches for dementia at New Orleans pre-assembly. Read more on page 3.



AVILA INSTITUTE
of GERONTOLOGY, Inc.

MISSION: TO ENHANCE
THE MINISTRY OF THE
CARMELITE SISTERS FOR
THE AGED AND INFIRM BY
PROVIDING HIGH QUALITY,
AFFORDABLE EDUCATIONAL
PROGRAMS RELATED TO
THE CARE OF THE ELDERLY.
THE INSTITUTE CREATES
OPPORTUNITIES FOR
INDIVIDUALS TO SHARE
EXPERIENCES AND
KNOWLEDGE REGARDING
THEIR WORK WITH THE AGED
AND CONTRIBUTE TO THE
FIELD OF GERONTOLOGY
THROUGH WORKSHOPS,
PUBLICATIONS
AND STUDIES.

AIG Newsletter

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A Letter from the President

As the new President of the Avila Institute, I continue to be impressed with all the programs that are presented by Sr. Peter and the many speakers that she has engaged to work with her.

As a former Administrator, I always tried to send employees to these programs and now realize how important that was, not only to the Avila Institute but also to our facilities.

Finances have been very tight this past year as we all know. The first item to be slashed in everyone's budget seems to be education, but if we really think about it, education is the very thing that our employees need to keep our mission going in the right direction. It is extremely important that our employees know their job and continue to learn new ways to care for the residents.

The Avila Institute is here to help with that education in whatever way we can. Sr. Peter is willing to come to your facility to present programs to your employees as well as planning programs in a regional area for your employees to attend. Of course, every October, the Avila Institute presents a two and a half day seminar and this year, we are presenting "Staying Afloat on a Sea of Change: Long-term Care at Its Best." We have some great speakers lined up who are ready to educate us on topics such as Leadership,

Hot Topics in Survey Enforcement, Quality Assurance, Mission-Driven Decision-making, Creative Problem Solving, and Hiring and Managing According to your Values.

During our Fall seminar, we are also presenting the Flos Carmeli Award to Monsignor John Dalton from St. Patrick's Residence in Naperville, Illinois. The award will be given on Monday evening, October 12 in the Chapel followed by a dinner in Carmel Hall. Hope that you will be able to join us to wish Monsignor Dalton well.

Mother Angeline left us a quote that says "We can never show our dear old people too much kindness and love." Part of that kindness and love is to make sure that we hire employees, teach them our Mission by word and example, and continue to educate them in the proper care of the elderly. The Avila Institute is here to help you with the education piece if you would like it.

Thank you for all that you are and all that you bring to our residents. Thank you also for all the assistance that you give to the Avila Institute. I hope you have enjoyed your summer. ■

Sr. Michelle Anne Reho, O. Carm.
President, Avila Institute of Gerontology, Inc.

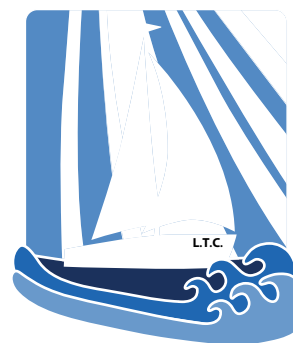
Get Ready to Sail this October

Avila Institute of Gerontology will be offering their October Seminar once again this year. Join us from Monday, October 12th to Wednesday, October 14th for the most recent information in geriatric care.

Recently we have all witnessed and experienced the uncertainty of budget cuts, economic woes and healthcare reform issues. With these issues it is hard to keep one's position with hope. This year's seminar hopes to provide participants with the enthusiasm and means to know that no matter the challenge, we will survive. Our array of expert speakers will discuss the challenges and how we can all stay afloat.

Topics this year will include Regulatory Concerns; Quality Assurance; Advocacy Concerns; Performance Appraisals; Fund Raising and Problem Solving.

Participants will also be able to enjoy Tuesday Night Music with Speaker and Entertainer Richard Fabozzi. In his musical program, Richard will be paying a "Tribute to the Rat Pack." He will impersonate Dean Martin and then sing songs made famous by Sammy Davis Jr. and "Old Blue Eyes." ■



Staying Afloat
on a Sea of Change –
Long-term Care at its Best

October 12 - 14, 2009

For more information about this seminar or to register visit our website at www.avilainstitute.org.



From the Director's Desk

On June 13, 2009, the Board of Directors of the Avila Institute of Gerontology met with Mr. Kerry Weems. Mr. Weems held the position of Administrator of the Centers for Medicare and Medicaid Services and was Vice-Chairman of the American Health Information Community. Mr. Weems has served both Republican and Democratic administrations and received the highest award for civilian employees, the Presidential Rank award, from Presidents Clinton and Bush. Mr. Weems urged the Board Members of the Avila Institute to continue giving voice to the concerns of Long Term Care facilities as he feels that the issue of "elder care" could get lost amid the myriad of issues raised by special interest groups and others. Mr. Weems recommended that we be a strong voice for long-term care otherwise, we will remain "the step-child of healthcare reform."

Mr. Weems' challenge resonated with me as I reflect upon the daily debate we

hear concerning healthcare costs. I think it is imperative that we be the voice of our frail elders and protect them from becoming a "cost item." Healthcare is a ministry that directly continues the healing mission of Jesus. We are very privileged to serve the most vulnerable and are called to be compassionate to our brothers and sisters without cost. It is a challenge to stay afloat in these difficult times but if we remain focused on the mission each of us shares and put into practice what we profess everyday, we will navigate through the sea of change with hope and love. Our Mother Foundress, Mother Mary Angeline Teresa O.Carm. reminded us that efficiency is wonderful, but it should never replace kindness. Mother Angeline believed kindness is charity and love in action. As we confront the challenges each day with love, we manage them instead of them managing us. Our gift of articulating the why behind our mission allows others to see our ministry is not just about economics, tasks, or regulations, it is about the frail elders we serve whose voice we

hear everyday. More importantly it not only in the "hearing" of their voice do we provide care but it is in the "listening" to their concerns and their suggestions. They know they have been listened to by our actions.

I continue to be in awe of the many works each of you do and the dedication you profess daily. There is much before us and the Avila Institute of Gerontology looks forward to the challenge. We will continue to be faithful to our mission to present quality, cost-effective programs. As always, it is a great joy to meet you on my many travels and let us together with one VOICE proclaim the privileged ministry we share. ■

I hope many of you can join us in October, 2009!

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

Gentle Touch Communicates Caring to People with Dementia

By PAMELA SCHAEFFER

NEW ORLEANS — Hand-holding, gentle touching, massage and reflexology are among tools that can help caregivers for the elderly to combat "compassion fatigue," a form of burnout that can afflict family and staff members alike, according to Mary T. O'Neill, who runs training programs for clergy, sisters and laity.

O'Neill, a board-certified chaplain, is vice president for spiritual care and pastoral education at Catholic Health Services of Long Island, Rockville Centre, N.Y., and oversees pastoral care for the Diocese of Rockville Centre in New York. She spoke as part of a daylong program at the Sheraton New Orleans on June 6 before the official opening of the Catholic Health Assembly. The program was sponsored by the Avila Institute of Gerontology, Germantown, N.Y., and titled "Beyond Benchmarks: Transforming the Image of Long-Term Care."



Staff members and family alike can suffer from "compassion fatigue". Caregivers of those suffering from Alzheimer's disease or dementia, are particularly subject to compassion fatigue. The deeper the relationship, the greater the risk.

People providing care on a regular basis for people suffering from Alzheimer's disease or dementia, are particularly subject to compassion fatigue, O'Neill said, and the deeper the relationship, the greater the risk. Associated behaviors include hypervigilance, suppressed emotions, difficulty coping with daily life, irritability, impatience and a tendency

to be overly critical. Ultimately, the problem can be destructive to both the caregiver and to the person cared for.

Caregivers are often at a loss when loved ones with dementia or Alzheimer's lose their ability to communicate effectively with words, she said. Feelings of helplessness and hopelessness set in, combined with the physical and emotional fatigue that results from being "on duty" for long hours — sometimes 24 hours a day. In such situations, caregivers need to know that "only if we care well for ourselves can we care well for others," she said.

As methods of "replenishing compassion," O'Neill prescribes regular time off to engage in enjoyable activities, use of guided imagery, stretching and yoga to achieve deep relaxation, and focus on touch as a means of communication with the person needing care. ■

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Flos Carmeli, cont ...

staff and Sisters of St. Patrick's Residence can always count on him to celebrate Mass, anoint their sick and hear confessions. He even says Mass for another nursing home that would not be able to provide service without him. Monsignor Dalton ministers to everyone. His charitable and spiritual ways are a great comfort to all. He is often sought after by staff and residents for counseling and guidance. People are comfortable in his presence and often remark that they feel like they've known him all their lives.

One resident stated, "He heals my soul." Monsignor Dalton has a naturally gentle and kind voice that becomes strong and engaging when delivering his homilies. He always offers a spiritual message to make one think and relate. His interpretation of the gospel is precise and makes one introspective and at times wondrous. After Mass, the children that attend weekly go to him for a blessing. He knows all their names and often talks to them about something they mentioned the week before. A family member once said, "He is a faith-filled man, being in his presence, you can feel the presence of God."

Monsignor John Dalton has spent the past 51 years of his life serving God and His people sharing the gifts of love and understanding to anyone in need, especially our elderly. He practices Mother Angeline's belief that all elderly people should be treated with love, dignity and respect; that they have the right to feel wanted and loved. It is reflected in the Masses he celebrates, at the social gatherings he attends and his attentiveness to all those around him. He is always willing to spend time with the residents, to truly listen and affirm their



Monsignor John Dalton visiting residents at St. Patrick's Residence.

importance in God's Plan. He will stay with them until he has them smiling again with his wonderful sense of humor.

Monsignor is also dedicated to the care for the dying. One family member said, "When my mom was dying, he was there for us and captured her in his homily and completed the journey with us." He's always there to anoint and to hear a final confession, talk, hold the resident's hand and that of their family too. He is always kind, patient and loving throughout the difficult and emotional time. He has made special evening trips to comfort families during sudden losses and helped soothe their troubled hearts. He is the celebrant for most of the resident funerals at St. Patrick's Residence and puts so much of himself into preparing the homily. Many of the stories he tells of the resident are based on his own knowledge of them. He makes the

Mass so very special and individual to each resident.

In addition, Monsignor is also a member of the ethics committee at St. Patrick's Residence, adding his years of experience and teachings of the church. In 1993 he received a Doctorate in Humanities.

For 51 years Monsignor has been God's Messenger, delivering his Word and teaching us the Love God has for us. He has also exemplified Mother Angeline's beliefs in the loving care for our elderly. His love for the elderly, his respect for life and ministry of the Carmelite Sisters is witnessed each day by the residents, staff and Sisters at St. Patrick's Residence. ■

This article is based on information provided by Monsignor's nomination letter.



We want to hear your story!

We are accepting stories for future newsletters. Share fun stories or stories of success about your home and/or residents. Stories can be sent to SrPeter@avilainstitute.org.

Submitted stories will be considered for the next newsletter.

Residents Partake in 3rd Annual Prom at St. Patrick's



On May 14th St. Patrick's Manor celebrated their 3rd annual Prom which was a major success. Residents family members, and staff came together dressed in full attire ranging from gowns, habits, mother of the bride dresses and suits. The participation at this years Prom was at an all time high. In addition to the families, residents, and staff participation, a group of young middle school students from St. Mary's church in Holliston, Ma. came to volunteers as Prom dates for the residents. The students were led by their pastor Fr. Mark Coiro. Their attendance helped to promote the intergenerational relationship between teens and older adults. The theme of the Prom was reminiscent of the Ball Rooms of yesteryear. The Activities Department coordinated the planning and the running of the Prom. Jan Carco, Activities Coordinator chose the theme and creativity brought back the Ball Rooms of yesteryears to St. Patrick's Manor. Mary Ellen Newsom, Activities Coordinator selected decorations such as center pieces and integrated them with majestic arrangements of lights. The preparations took several months of planning, but the outcome mirrored the effects of the renowned Ball Rooms of our past.

All the members of the Activity staff joined in and through their efforts the Prom

was once again an evening of dancing, singing and enjoying strawberries dipped in chocolate from our chocolate fountain. Each lady received a lovely corsage and the gentlemen were presented with a boutonniere. The four piece orchestra added a touch of "The Big Band Era" to the festivities.

A picture taking studio was set up for formal pictures to be taken. Family members, staff, volunteers and our young adults escorted their date to the picture area for a lasting memory of this delightful evening.

During the Prom a King and Queen were selected, and crowned. The King, James O'Brien 94 and the Queen, Margerite Buisson, 102 had never met before, since St. Patrick's Manor has 333 residents. As the King was crowned, he looked over to his new Queen, in hopes that they would have a chance to meet and get to know one another. However during the Prom the opportunity did not arise. So during the week following the Prom, King Jim O'Brien searched for his Queen. He asked several staff members and residents if anyone knew Queen Marguerite. "His Queen". At last it was arranged that they meet. For twenty minutes the King and Queen conversed and swapped life stories. Soon they became good friends, for at St. Patrick's Manor the place to be happy is here. ■

Stimulating the Mind with Dementia

The following, an excerpt from our Dementia Training Program, lists activities to help maintain and stimulate memory for elders with dementia. All activities should take place in a safe area.

Activities to keep us socially alive

- Small discussion groups
- Card playing group
- Any activity including meal time that is shared with others

Activities to stimulate the senses

- Baking bread, cookies, pies, etc.
- Make a potpourri
- Plant / tend an herb garden
- Flower arranging with strong scented, brightly colored flowers

Activities to stimulate old memories:

- Make a memory book
- Make a family tree
- Name that tune!
- Trivia from the past
- Sing-a-long

Activities to stimulate the mind:

- Ask where location during significant events from the past
- Jeopardy
- Charades
- Wheel of Fortune
- Discuss famous buildings, art, and / or structures
- Card games
- Arts and crafts projects
- Poetry reading

Activities to stimulate the body:

- "Walking" Club
- Bowling
- Swimming Club
- Chair Exercises

A Geriatric Spiritual Care Experience

By JOANN HAGEMAN

My participation in the 2009 Geriatric Spiritual Care Program, at Avila Institute, was truly a gift. Initially, my primary intent for participation was to allow myself an opportunity for personal discernment and exploration of opportunities / needs within the elderly population, and match them to my future aspirations and goals in life. Without a doubt, these objectives were met; however, along the way, many other significant, unexpected "gifts" were received.

By being a participant in the Geriatric Spiritual Care program, I feel that my own spirituality has been strengthened and renewed. Learning more about myself, my relationships with others, and my relationship with God, has made my participation in this course a priceless gift. I experienced a deeper appreciation for the

Eucharist, along with a renewed focus on the value of scripture and prayer in my daily life. It is my hope that my new awareness and understanding of the course content will not only benefit my work with the elderly, but improve all aspects of my life's work and relationships.

By lay and religious participants and faculty sharing in this program together, we were all offered an opportunity to learn and listen to each other. Sharing in common values and a strong commitment to our ministries with the elderly, we each offered unique perspectives based on our individual experiences and backgrounds. Our class truly enjoyed being together and, by the end of the course, had formed a strong bond of friendship and support.

The format of the Geriatric Spirituality course was wonderful! How appropriate to spend the first half of the course in an academic, class-like setting, only to be

followed by the week of clinical hands-on training at the Teresian House in Albany.

Our graduation ceremony, held in the chapel of the Carmelite Sisters' motherhouse in Germantown, NY, was simply beautiful. In the presence of the Carmelite sisters of the community, the faculty of the program, and our invited family and friends, I felt an overwhelming sense of gratitude for everyone's prayers, love and support. As our beautifully wrapped course certificates were presented to us, I couldn't help but be reminded of the "gift" this course had been in my own life, and those of my classmates.

Although I cannot yet answer "what's next", I am at peace in trusting that again, He will lead, and if I follow, I will not be disappointed. Perhaps the greatest gift of all, lies ahead, as we each uniquely say "yes" to share our skills and love with the elderly to whom we will serve. ■



Top Left Picture: Geriatric Spiritual Care Program Students (L to R) Front Row: JoAnn Hageman, Barbara Faust, Sr. Annelle Fitzpatrick, Sr. Serafina Sarnowska, Sr. Joela Szatkowska, Bridget Flynn. Second Row: V. Rev. Gerard J. Szymkowiak, C.C.s.R, Sr. Mary Paul Tenneson O.Carm., Yvonne Charter, Sr. Patricia Dunham, M. P Brother Stephen Olert, FSC, Sr. Suzanne Ronan, O.Carm., and Sr. Peter Lillian DiMaria.

Top Right Picture: Graduates walking down aisle at Geriatric Spiritual Care Graduation.

Bottom Left Picture: Geriatric Spiritual Care Graduates at Ceremony.

Below is a poem written by Barbara Faust, a recent graduate of the Geriatric Spiritual Care Certificate Program.

I Know You Are With Me

I know You are with me
When – I find it hard to speak
With the woman bent over,
Silent, sheltering,
Holding on – weeping.

I know You are with me
As I hold the hand
Of a Gentleman, eyes dimmed,
Face pained, tense.

I know You are with me
Reviewing a life, rich
In joy, laughter,
Filled with sadness –
Overwhelming fear.

I know You are with me
When I gaze unknowingly,
Into eyes equally unknowing.
What to say – Namaste?
Salaam? Shalom?

I know You are with me
As Peace overcomes apprehension,
When a smiling face,
Wrinkled with age and wisdom,
Says – 'sit down child'.

I know You are with me
When a mind and body
Racked with Alzheimers,
Has a fleeting memory of days past
And softly hums a tune.

I know You are with me
As I walk through each day
Praying, remembering,
Following, listening –
While You guide each step.

I KNOW YOU ARE WITH ME!

Avila Institute will be offering the Geriatric Spiritual Care Certificate Program in 2010. Visit www.avilainstitute.org for more information.



New Regional Seminars — We'll Bring Them to You

The Avila Institute of Gerontology prides itself on its quality educational programs on Gerontology and related topics. In the last few years AIG has noticed that it has become harder and harder for facilities, caregivers and staff to find the time and resources to attend continuing education seminars and workshops. Therefore, AIG will bring their Regional Seminars to you. You supply the students and AIG will supply expert speakers with the most up-to-date information that will enrich the lives of your elders and their caregivers. Read below for more information about our Regional Seminars.

Empowering Your Staff Towards Resident Centered Care

Through this 5-hour seminar, caregivers will learn the necessary steps to develop and assess dementia programs; witness and understand the limitations of dementia through Dementia Simulation; and learn how to build a strong team to successfully implement Dementia programs. (5 hrs)

Is It Alzheimer's?

There are many causes of Dementia and understanding the cause is crucial in deciding how to minister to each person based on his/her individual diagnosis. This seminar discusses the different types of Dementia, care issues that arise, recent studies and ways to enhance family visits and family concerns. (5 hrs)

Nursing Home Full Building Evacuation

Is your Leadership ready to carry through a full building evacuation at a moments notice? What steps are necessary to implement a plan? This workshop is designed to engage the audience in evacuation exercises by testing a plan and using vertical evacuation equipment. (5 hrs)

Cultural Diversity

An overview of the religious and cultural beliefs inherent in diverse religious traditions while sensitizing participants to various skills and resources available which they can utilize to demonstrate cultural sensitivity when interacting. An appreciation and respect for different traditions, celebrations and religious practices between colleagues results in greater job satisfaction, lower turnover rates, reduced stress levels, enhanced levels of quality resident care and greater cost efficiency. (5hrs)

**Would you like to book a seminar at your facility?
Contact Sr. Peter Lillian DiMaria or John Moody at 518.537.5000
for more information.**

Avila Institute NEWS

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Avila Institute News can also be read at our website: www.avilainstitute.org

UPCOMING SEMINARS:

**Staying Afloat on a Sea of Change
— Long-term Care at its Best**
St. Teresa's Motherhouse, Germantown, NY
October 12, 13, 14, 2009

Is It Alzheimer's?
St. Margaret Hall, Cincinnati, OH
November 3, 2009

**Beyond Benchmarks: Transforming the
Image of Long-term Care**
St. Patrick's Manor, Framingham, MA
November 11, 2009

AVAILABLE TO BE BOOKED

AT YOUR FACILITY:

**Innovative Training & Services
for the Care of the Memory Impaired**

Is It Alzheimer's?

Cultural Diversity