



## house of welcome adult day services

specialized programs for persons with memory loss

1779 winnetka road, northfield, illinois 60093

phone 847.242.6250 • fax 847.242.6275 • www.nssc.org

# newsletter

October 2018

### Survey Results/Outcomes—Fiscal Year 2018

We regularly evaluate our programs as part of our focus on performance management and continuous improvement. We have a variety of established outcome measures that are reported and reviewed annually. We met or exceeded our goals in most of the categories.

**Adult Day Services Questionnaires** are sent to participants' family members during their first and fourth months, annually, and at discharge. Following is a summary of the results.

| ADULT DAY SERVICES QUESTIONNAIRE   |                       |                       |        |           |
|--|-----------------------|-----------------------|--------|-----------|
| AVERAGE SCORES   |                       |                       |        |           |
| Time period  | 1 <sup>st</sup> month | 4 <sup>th</sup> month | Annual | Discharge |
| Number sent  | 39                    | 18                    | 35     | 30        |
| Number returned  | 22                    | 7                     | 15     | 11        |
| Percent returned   | 56                    | 39                    | 43     | 37        |
| <b>Satisfaction—case management</b><br>Highest score is 5 = strongly agree | 4.5                   | 4.3                   | 4.5    | 4.0       |
| <b>Satisfaction—program</b><br>Highest score is 5 = strongly agree         | 4.8                   | 4.7                   | 4.8    | 4.8       |
| <b>Caregiver stress</b><br>Scores from 1 (low) to 4 (high)                 | 2.7                   | 2.3                   | 2.1    | 2.1       |
| <b>Benefit to participant</b><br>Scores from 1 (low) to 4 (high)           | 3.3                   | 3.0                   | 3.5    | 2.9       |
| <b>Benefit to caregiver</b><br>Scores from 1 (low) to 4 (high)             | 3.4                   | 2.9                   | 2.7    | 2.9       |
| <b>Problems using day program</b><br>Scores from 1 (low) to 4 (high)       | 1.4                   | 1.3                   | 1.3    | 1.7       |

**Surveys** are also completed by Mind Matters participants and family members and to support/educational group members. For these

surveys, a majority of agree or strongly agree responses were achieved in most categories.

**Activity charting** is completed daily for individual participants in all activities offered, based on the Observing Quality of Life in Dementia scale (OQOLD) developed and researched by Mather LifeWays Institute on Aging. Individual activity charts include the number and type of activities, level of engagement/well-being during activities, and percent of activities involved in. Aggregate reports are shared with families at care plan meetings every six months. The ratings range from minus 3 to plus 3. Staff coded participants in 50,286 activities. The average rating for all participants for all activities offered was +2.18.

**Around the Day Program** The poetry group recently read and discussed poems about Labor Day and careers. Group members discussed their careers and shared what was important about their work. Together, participants wrote the following poem about their careers.

### It Couldn't Be Done

I loved working with young children, teaching them, reading to them.  
 I was a flyer in the service; I was doing something that was brave.  
 I liked teaching 8th grade, I liked the subjects.  
 When I went into it, I knew what I wanted to do;  
 I was confident and I was successful.  
 I baked cookies and brownies and sold them and I enjoyed it!  
 I enjoyed helping people.  
 I like jobs that are active, I don't like sitting at a computer.  
 I liked the people.  
 I liked helping people learn something they were afraid of, giving them self confidence.

**From Mind Matters**—Early Memory Loss Program  
During a recent multisensory activity, the group examined objects and wrote words that described them using the five senses. Items included basil and dill, a fringed ball and pocket accordions. The group then picked five words for each item (for basil, the group used peppery, fresh, green, symmetrical and soft), created a movement for each word and then put the movements together to create a multisensory dance. Such fun!

**Staff News** Program Assistant Claudia Guerrero, CNA, is celebrating her second anniversary. Congratulations!

**Student Interns** We are pleased to welcome Trinita Williams, a second-year dance/movement therapy and counseling graduate student at Columbia College, Chicago. Trinita will be working in the Day Program until May.

**Special Lunch Program** Our special lunch in honor of autumn will be held on Tuesday, October 16. The menu is penne with meat sauce, garlic bread sticks and dessert.

**Medicare Open Enrollment Is October 15 to December 7** Looking for better coverage? Want to know your options? Every year, Medicare beneficiaries have a chance to compare and switch Part D and Medicare Advantage plans. Meet with a SHIP Counselor at the North Shore Senior Center to find a plan that's right for you. Call (847)784-6000 for an appointment.

**Alzheimer's Family Support Group** House of Welcome Adult Day Services hosts a monthly support group for family members of people who have memory loss from Alzheimer's disease and other dementias. There is no fee and registration is not required. The next meeting will be on Tuesday, October 9, from 1:00 to 2:30 p.m. in the Katarski Room at North Shore Senior Center. Please join us!

## Other Programs and Services

- **Bathing, hairdressing, and podiatry** are available for day program participants
- **Alzheimer's Family Support Group** for family members of persons with Alzheimer's disease and other dementias
- **Mind Matters Family Support Group** for family members of Mind Matters participants
- **Education Programs** on dementia-related topics
- **North Shore Senior Options** offers consulting, guidance and support to families and their older adult relatives, on a fee basis, to address immediate and future care needs
- **North Shore Senior Center's Senior and Family Services Department** offers in-home and community-based supportive services
- **North Shore Senior Center's Lifelong Learning Department** offers a variety of programs and classes

## 2018 Schedule

Following are the 2018 late openings and closings. *These dates are subject to change, so please review them each month.* Family members must communicate this information to caregivers, drivers, and others needing to know. Thank you.

- ◆ **Friday, 10-5:** CLOSED for in-service day, supported by *The Edna F. Weber Program for Training and Professional Development*
- ◆ **Friday, 10-19:** Open at 10:30 a.m.
- ◆ **Friday, 11-16:** Open at 10:30 a.m.
- ◆ **Thursday/Friday, 11-22 & 11-23:** CLOSED for holidays
- ◆ **Friday, 12-21:** Open at 10:30 a.m.
- ◆ **Monday/Tuesday, 12-24 & 12-25:** CLOSED for holidays
- ◆ **Monday/Tuesday, 12-31 & 1-1-2019:** CLOSED for holidays

The mission of the North Shore Senior Center is to foster the independence and well being of older adults, enhance their dignity and self respect, and promote their participation in and contribution toward all aspects of community life.

North Shore Senior Center is a 501(c)(3) organization. It is our policy to not discriminate against any person served or person employed or seeking employment based on age, race, color, gender, disability, pregnancy, ethnicity, national origin, genetic information, gender identity, sexual orientation, religious tradition or spiritual practice. If you feel that you have been discriminated against, call the Senior Help Line at 800.252.8966 or 888.206.1327 (TTY).