

# CHARLES HOUSE ASSOCIATION

*Helping people age the way they have lived*

NEWSLETTER

AUTUMN 2017

## What a marvelous day for a moon dance!

*Charles House participants and staff (safely) experience the August 21 eclipse*



## UNC APPLES Interns Polish Their Skills at Charles House

APPLES Service-Learning is a student-led program at the University of North Carolina at Chapel Hill that transforms educational experiences by connecting academic learning and public service. Through the *Rebecca and Michael Bradley Program in Learning and Service*, Charles House welcomes student and APPLES interns who work alongside staff and volunteers at the day program and in both eldercare homes.



*Katherine and Tarinee show a project on Tarinee's travels*

Katherine McLaren is a biology/sociology student from Troutman, NC who is interested in working with older adults as a Certified Nursing Assistant (CNA) and eventually a Physician Assistant (PA).

With Dean Fox as her guide, she started to get a feel for Charles House and how the team interacts with each other and participants. She helped with introducing participants upon arrival and getting them into their groups, and she also helped facilitate programs.

John Tuong just graduated from UNC, majoring in psychology and religious studies and minoring in neuroscience. Originally from Gastonia, he spent his high school years in Charlotte, where he volunteered every summer at a retirement village.

As he began his senior year at UNC, he saw flyers for APPLES and thought it was his last chance for this program. Interested in geriatrics, he saw the opportunity to work with elders at Charles House, where he started his internship in February.



*Lyle and John*

Her favorite activities included the service projects, enabling participants to give back to the community through making cakes for

He found the orientation and training process much more thorough and engaging than other places and appreciated the lack of hierarchy

*(continued on p. 2)*

## Letter from the President: Mel Hurston

Dear Friends of Charles House,

I join my fellow members on the board of directors of Charles House Association in expressing our appreciation to the countless friends and families of Charles House. The contributions of volunteers, the dedication of staff, the support of donors, the commitment of caregiving families, all come together to make Charles House a special organization and an eldercare leader in our community.



This year marks the 27th year since Charles House opened in Carrboro in June, 1990. Two years ago, we moved into our new home, the Center for Community Eldercare on the edge of the Carol Woods campus. Charles House-Yorktown, our first neighborhood Eldercare Home, observed its 6th anniversary in March and Charles House-Winmore just celebrated its 3rd anniversary. Our programs and services continue to expand as we respond to the growing numbers of caregiving families.

We are honored to welcome these friends of Charles House to our Community Advisory Council: Eleanor McConnell, Associate Professor at Duke's School of Nursing; Ina Stern, former Associate Publisher at Algonquin Books; Laurie Norman, Director of Alumni Relations at the UNC-CH School of Education; Caroline Riggsbee, Vice President, Healthcare Banker at PNC; Kathy LaFone, former Charles House family caregiver, retired administrator, Orange County Schools; Jeffrey Strickler, Vice President, UNC Hillsborough Hospital; and Anzor Gatchechiladze, founder and owner of Homewatch Caregivers. These community leaders lend their expertise to Charles House, help spread the word of Charles House's mission through the community and bring others into the leadership for the future of Charles House. Our thanks to all the members of the Community Advisory Council.

All of us are becoming increasingly aware of families being drawn into the journey of caregiving for aging family members. These families, pulled in so many directions, are taking on the challenges of caring for aging loved ones. Charles House is here as an expression of our community's compassion and support for these families. Charles House is our community's outstretched arms, a place welcoming elders to continue being engaged in our neighborhoods, our community and with each other. You, the Friends of Charles House, make this possible.

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**From the Editor:** Over the past 11 years, as I have spoken with staff, volunteers, students and family members, the same themes are repeated. Charles House is unique, outstanding, a place of love and caring, everyone feels like a family. There is respect and dignity for participants and residents. Charles House is compared in overwhelmingly favorable terms to other facilities that provide elder services. The impetus to create neighborhood Eldercare Homes came from the idea that there should be a "Charles House with beds." The buildings are beautiful and thoughtfully designed - but that's not what makes Charles House special - it's the people. From the Board to all the administrative and program staff - from the community volunteers to the students, and especially the caregiving families - you daily create an oasis in the desert of eldercare. I am grateful to be a small part of the Charles House family. *Susan Siegel, Communications Director*

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*(APPLES, Katherine, continued)*

foster children, bookmarks for the library or flower arrangements for the women's shelter. She also enjoyed games, and the flex-time after lunch where she could really get to know participants and their stories.

She loves cooking and baking, and presented a program on Julia Child, which included making clafoutis (baked fruit and custard dessert - yum!).

She found Charles House to be different from other senior centers and skilled nursing facilities. The staff was wonderful and welcoming, and great role-models. She felt useful right away and learned to interact with people who suffer memory loss. Charles House truly is a community – something that other places advertise but don't always deliver. She also appreciated how staff always treats participants with dignity, and how they are all comfortable with each other.

One of Katherine's takeaways from her time at Charles House is that everyone has a story – sometimes it may be challenging to get it, but it's so worthwhile and can change your perspective.

*(APPLES, John, continued)*

with staff and participants. He praised the Charles House Method as "outstanding."

He appreciated getting to know the participants in the day program, and especially in the less structured eldercare homes. He had never worked one-on-one before and enjoyed the conversation and jokes.

He also grieved the deaths of the two Winmore residents, whom he had become close to. He lost his own grandparents, and it was painful to him that other families were going through that.

John also enjoyed the community service projects, including making clay hearts for kids and their families at the hospital. He was struck by how much Charles House cares about the community (and vice versa).

John continues to work at Charles House as a Household Team member, and feels that his time there has helped him feel like he's making a big impact and has taught him to be more patient, empathetic and understanding – a better human being.

### **Bradley Program in Learning & Service - by the numbers**

From September 2016-August 2017, Charles House welcomed 60 students from 11 different organizations: A Helping Hand, APPLES, Duke Undergrad, NCCU Social Work, UNC Social Work, UNC Nursing, Salem State Univ. Nursing, UNC Occupational Therapy, UNC Undergrad, UNCG, Durham Tech OTA and Watts School of Nursing. These student volunteers spent 390 days here and completed 1,727 hours of service learning.

# We gratefully acknowledge these donations, November 2016-September 2017

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<b>Nancy Fore</b>		

*Donations continue on p. 6*

## GRANTS AND OTHER CONTRIBUTIONS

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Community Foundation  
**Human Services Grants:** Orange County,  
Town of Chapel Hill, Town of Carrboro

## Home Sweet Home - Checking in with Charles House Yorktown and Winmore

Charles House operates two neighborhood Eldercare Homes – Charles House-Yorktown in the Heritage Hills neighborhood, and Charles House-Winmore, in the Winmore development off Homestead Road.

We checked in with the Household Team Coordinators (HTCs) to see what's new.



*Rochelle, Marla and Oppie taking a break*

Charles House-Yorktown has been providing a home to six residents for six years. HTC Marla Johnson has been there since last December, but has a long history of working in eldercare. With some new staff and a new resident who came in the spring, Yorktown has new energy. It's a very musical and sociable household. They recently held their first showcase/farewell party for staffer John. Residents, family members and neighbors rocked out to our Nurse Judy's guitar.

Marla loves the ability to provide one-on-one care at Charles House. It's been challenging and rewarding to learn the program and Charles House method. She enjoys "showing off" Yorktown to students, interns and guests, and being part of a welcoming neighborhood. Recently a neighbor's lost dog, found by a resident, brought two new friends to Yorktown. She was cared for and spoiled in the house while staff posted a notice in the neighborhood listserv. The owner came, delighted that his best friend had been so well cared for. He said he never knew about Charles House and asked if they could visit again!



*Yorktown showcase with Judy*

Heather Carden, Household Team Coordinator at Charles House-Winmore, spoke about transitions in the home. Two members of the Winmore family have recently passed, including one of the original residents who had been there for all of the 3 years since Winmore was built.

For staff, this is the hardest, but most rewarding part of their job. They become so attached to the Winmore family members it's hard to say goodbye, but also appreciate being there for them at the end of life. Of course there are other challenges, such as learning to deal with behavioral issues, but it is the quality relationships formed in the small home setting that makes Charles House Eldercare Homes so special.

Transitions continue as Winmore prepares to welcome three new residents, who will join with the three current residents for activities such as Name that Tune, with singing and dancing, and arranging flowers from Heather's gardens. Another favorite activity is creating scrapbooks of Winmore life.

Volunteers, including neighborhood families, are a big part of getting the Winmore residents outside and involved. A neighbor brings her kids who practice their violin lessons, read their homework out loud and help with chores. Another volunteer helps with landscaping and bird feeders. Below, Heather (top photo, rear) and supper, stroll through Winmore (below left), and John leads a singalong.



### Homewatch Caregivers host Open House at Charles House



*Charles House friends and families socialize and enjoy refreshments. June 10, 2017*



### IN MEMORIAM

We remember all of our Charles House friends who passed this year and offer condolences to their loving families

- |                                   |                                  |
|-----------------------------------|----------------------------------|
| <i>Eloise Allison, b. 1920</i>    | <i>Philip Hirsch, b. 1925</i>    |
| <i>John Ballantyne, b. 1949</i>   | <i>Jeffrey Kahler, b. 1939</i>   |
| <i>Bob Demmy, b. 1925</i>         | <i>Tommy Jenkins, b. 1951</i>    |
| <i>Malcolm Derrick, b. 1933</i>   | <i>Waltz Maynor, b. 1933</i>     |
| <i>Ruth Devries, b. 1918</i>      | <i>Cynthia Moser, b. 1923</i>    |
| <i>Kathryn Gillespie, b. 1941</i> | <i>Janet Sutter, b. 1925</i>     |
| <i>Letitia Haworth, b. 1943</i>   | <i>Barbara Waldmann, b. 1939</i> |
| <i>Fred Heinzel, b. 1954</i>      | <i>Barbara Whang, b. 1932</i>    |
| <i>Wally Hill, b. 1934</i>        |                                  |

## Volunteer Spotlight: Ivy Goodman



It's hard to keep from movin' when the music is groovin'!

Ivy Goodman dances with the Cane Creek Cloggers (lively foot-stomping folk dance, as practiced in Appalachia). She connected here through a Charles House participant who used to be a caller at Contradance events.

She brings to Charles House a "seated square dance" appropriate for all levels of mobility. A "caller," she calls out directions, such as stomp your feet, clap or pat your head. For "circle right" and "circle left," lean right or left.

She also invites participants to join her in some steps and movements. All can join in the fun, however they are most comfortable.

She loves the welcoming feeling at Charles House, and feels that participants receive a lot of love here. Music and rhythm is a nice way to connect – and participants share their dance experiences with her.

She's impressed by participants' sense of rhythm, even with complex rhythms, and states they keep the beat better than the clogging group!

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## For She's A Jolly Good Fellow!

Amanda Borer, Charles House Associate Director, is finishing her year with the Health and Aging Policy Fellowship, funded by Atlantic Philanthropies and the John E. Hartford Foundation. Amanda was chosen, along with 14 others this year, after a competitive process with applicants from all over the U.S.

Geriatricians, nurses, researchers, administrators and others involved in issues of aging met for an intensive 6 weeks in Washington D.C. in the fall of 2016. They had a crash course in how government and policy work and met with leaders of nonprofit organizations such as AARP and the Alzheimer's Foundation, as well as congressional committees, and had the opportunity to hear oral arguments at the Supreme Court.

Amanda chose workforce issues for her field of interest, working with the Eldercare Workforce Alliance (EWA) and the Health Resources and Services Administration (HRSA).

Recruiting and retaining caregivers for elder populations is notoriously difficult. Many facilities or agencies don't offer sufficient salary and benefits, or even acceptable working conditions for their workers.



*Amanda with foster-pup Ruth Bader Ginsburg and CH friends*

*continued on p. 7*

## A Family's Introduction to Charles House

Marybeth recently moved her parents out of her and her husband's home and into a small care home. Although it was hard to let go of her commitment to keep her parents at home, the social isolation is not healthy. She recently realized that her mother's social engagement needn't be sacrificed for her father's care. This is one reason that Charles House is so important to our caregiving families.

Her first phone call with Paul included a thorough intake. Marybeth really felt listened to and understood the process, and they set up a date for her and her sister to visit. "It was so much more impressive than I imagined," was her reaction. Not just the facility impressed her, but also the staff - seeing how skilled, aware and understanding they are of the participants' needs. She appreciated the welcome and introduction – creating an emotionally safe space to enter. The plan of introducing her mother was well thought out, and the goals set for her were spot on.

After she brought her mother for coffee, staff asked if she'd like to come back for lunch. Her mother, who is very social, responded that everyone is so nice, she felt welcome, and this is good for her – she needs the stimulation.

Marybeth reports that going to Charles House has also been very grounding for her mother through the transition to a care home. Her favorite activities include current events and music, and all the social aspects of her day. She enjoys nature and sitting outside under the gazebo, admiring the birds at the feeder, the flowers.

She's very animated on the drive home and Marybeth loves listening to her talking about her day – what was good (or not good) about lunch, how helpful the staff was in assisting her to the bathroom, how nice the dancing was with staff and volunteers.

If you are thinking about enrolling a loved one at Charles House, it starts with a phone call to 919-967-7570. The staff makes the process easy and personalizes the goal for each participant and family. Steps include an intake interview, a 30-40 minute initial coffee visit for participant and family members, and a guest day for the participant to join in for lunch and activities for a half-day.

There are numerous options for full, partial, and extended day enrollments. If you haven't been here, plan a visit to experience the Charles House difference!

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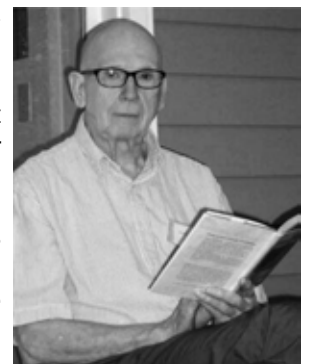
## IN MEMORIAM - Jim McEntire, 1924-2017

*Charles House remembers long-time friend Jim McEntire.*

Jim and his wife Edith moved to Chapel Hill from Berkley, California, in 1988. When his mother, also Edith, moved in with them, she became a participant in the Charles House program until her death in 1994.

From an interview in a 2008 Charles House Newsletter, Jim talked of caring for his wife: "I cared for Edith for nine years until her death last year.

*(continued on p. 6)*



# THE FRIEND OF CHARLES HOUSE GIVING SOCIETY

## GRANTS

Bertsch Family Charitable Foundation  
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*In memory of Rebecca Bradley*  
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*In Honor of Ron Wilson*

**A complete listing of donors to the 25th Anniversary Campaign is available at <http://charleshouse.org/donors25.htm>**

*(McIntyre, continued from p. 5)*

I knew well the excellent services of Charles House from my experience with my mother's participation in the early 1990s. So I was always reassured in my role as caregiver that Charles House would be here for me if we required more assistance. Fortunately, my wife was very cooperative and congenial. She passed away before we needed Charles House."

After Edith's death, Jim became a weekly volunteer in the program at Charles House, hosting a lunch table discussion and reading with participants on the sun porch after lunch. Throughout the years, he was a faithful supporter of the program. Charles House is gratified to have learned that Jim made arrangements in his estate planning for Charles House after his passing, designating Charles House as a beneficiary of his IRA. This planned gift represents Jim's support of Charles House and his legacy for Charles House's future.

Jim reflected on his philanthropy in the 2008 Newsletter: "My wife and I were a couple with no children and were acutely aware of the need for services for people getting older. Furthermore, I made a decision to focus our giving to local services addressing local needs, rather than donating to large national fundraising efforts. I felt that by giving to local organizations such as Charles House, our dollars counted for more and helped make our community a better place to live."

## Donate Through Your IRA

IRA Qualified Charitable Distributions: In addition to naming Charles House Association as a beneficiary for funds remaining in an IRA at the time of death, charitable donations from IRA distributions can also be made while the owner is still alive. In December 2015, Congress passed a law allowing for gifts up to \$100,000 to charity directly from an individual retirement account (IRA) when the owner is over 70 1/2 years old, without counting the distribution as taxable income. This type of charitable gift is called a Qualified Charitable Distribution (QCD). In order for the QCD to count as part of the annual required minimum distribution, the charitable distribution must pass directly from the IRA to Charles House Association.

To make a QCD, contact Paul Klever at Charles House for details. Many IRA trustees and custodians already have forms and procedures in place to make this transfer. You will also receive a letter of acknowledgment from Charles House. Your support is vital to our mission to serve elders and their caregiving families.

(Fellowship, continued from p. 5)

There is a shortage of Certified Nursing Assistants (CNAs), geriatric nurses and other care providers. Financial and educational investments will help recruit and retain workers, and training can be enhanced through programs such as Personal & Home Care Aide State Training (PHCAST), which is also active in North Carolina. Collaboration with colleges and schools helps raise interest and awareness of careers in eldercare.

HRSA administers a Geriatric Workforce Enhancement Program (GWEP) that includes three grant-funded programs in North Carolina. Amanda assessed 4 GWEP programs in Pennsylvania and presented her findings to the American Geriatric Society. She has also been working with Senator Thom Tillis' office toward holding a field hearing in North Carolina of the Senate Special Committee on Aging.

Amanda has also started the NC Eldercare Workforce Coalition (EWC) which will continue after her fellowship ends. This group is organizing to provide education, training, policies and practices for direct care workers, family caregivers, geriatricians, and everyone in between. She is working on a state toolkit to help groups in Maryland (and potentially other states) to form their own EWCs.

Amanda has had a great year with her fellowship. She has learned that a huge issue such as eldercare can be broken down into smaller components. One can make a difference in an organization by introducing programs such as internships and family support groups, and it's important to help others see the possibilities as well. She notes that once you see how working on policy at a national level impacts everything on a local level, it's a great incentive to keep working.

And work on she will, as a 2018 Fellow with the LeadingAge Leadership Academy. Finally, Amanda is grateful to the Charles House Board of Directors and staff for supporting her in these opportunities, and is excited to bring her knowledge and insights back home.

**The mission of Charles House Association:**  
**Enriching** the lives of seniors  
**Supporting** families caring for aging family members  
**Representing** the community's commitment to its elders

**Charles House Association**  
7511 Sunrise Drive, Chapel Hill, NC 27514 (919) 967-7570  
Paul Klever, Executive Director paul@charleshouse.org  
www.charleshouse.org

**Daytime Eldercare Center Hours of Operation:**  
Monday through Friday: 7:30 to 5:30

**Certifications:** Charles House Daytime Eldercare Center is certified by the State of North Carolina Department of Health and Human Services, Division of Aging and Adult Services, to operate as an Adult Day Care Program.

Charles House Eldercare Homes are licensed as Family Care Homes by the State of North Carolina Department of Health and Human Services, Division of Health Services Regulation.

**Enrollment:** Families interested in exploring Charles House are encouraged to call the office to arrange a visit. After an initial assessment and a trial period, enrollment is completed when it is determined that the participant is appropriate for the program. Participants are scheduled for regular attendance, based upon family needs and program availability. Limited scholarships are available for families in need.

**CHARLES HOUSE ASSOCIATION  
BOARD OF DIRECTORS**

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**CHARLES HOUSE ASSOCIATION  
COMMUNITY ADVISORY COUNCIL**

Many community leaders lend their expertise and advice to assist Charles House Association. Charles House is grateful for the consultation of these Council members:

- |                      |                   |                   |
|----------------------|-------------------|-------------------|
| Dickie Andrews       | Joan Huntley      | Laurie Norman     |
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| Lisa Gwyther         | Eleanor McConnell | Ina Stern         |
| Nina Hackney         | Susan Moeser      | Jeffery Strickler |
| Nortin Hadler, MD    | John Morris, III  | Beth Tillman      |
| Patty M. Hill        |                   |                   |

*Charles House is a haven for many people. It is a place where the problems of the world are at bay. Elders come here to share stories, meet new people, make friends, sing, dance, laugh. It is a haven for them that releases the pressure to be "like they were" and simply be as they are. Caregivers also find this to be a haven as they know their loved one is cared for here; engaged in meaningful activities, surrounded by friends, and they can let go of worry for a few hours. You each are an integral part of that peace. Your caring presence and thoughtful interactions are what makes Charles House a haven for elders and families.*

*A message from a Charles House Team Member.*

Since 1990, Charles House Association has been a nonprofit leader in community eldercare.

In 2015, Charles House established the Center for Community Eldercare in Chapel Hill, which houses the Daytime Eldercare Program, the Bradley Program in Learning & Service, and CORE--Caregiver Orientation, Resources & Education. Beginning in 2011, Charles House has been pioneering a new model of residential care in neighborhood Eldercare Homes where six residents live as part of a caring household. Eldercare Homes are nonprofit licensed facilities integrated into the fabric of their neighborhoods.

Charles House Association is a non-profit 501(c)3 organization. Financial information about this organization and a copy of its license are available from the State Solicitation Licensing Branch at 919-807-2214. The license is not an endorsement by the State.

Charles House Association publishes a bi-annual newsletter. Editor: Susan Siegel. Photos by Charles House staff unless credited. For newsletter information or suggestions, call Charles House or email: communications@charleshouse.org

CHARLES HOUSE ASSOCIATION

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