

CHARLES HOUSE ASSOCIATION

Helping People Age the Way They Have Lived

NEWSLETTER

AUTUMN 2012

CHARLES HOUSE ELDERCARE HOMES: A WHOLE NEW APPROACH TO ASSISTED LIVING



Charles House-Yorktown

Charles House opened its first Eldercare Home in March, 2011, in the Heritage Hills neighborhood in southern Orange County. Charles House-Yorktown became home to six residents, who moved from their own homes or the homes of their daughters and quickly began establishing the routines of their new household.

Ethel "Oppie" Adams, one of the original six residents, explains in an interview with The Chapel Hill News: "This is a wonderful home, and it's excellent because there are six of us, you know. The staff is kind and knowledgeable and skillful. We always have wonderful meals and great get-togethers. It's a real home, and it meets the very different needs of the members of the family. It's a remarkable place."

In its first state review this year for the Adult Care Rating Certificate, Charles House-Yorktown received a score of 101 for going above and beyond what is required to ensure the health, safety, welfare, and quality of life of the residents. The Eldercare Home is licensed by the North Carolina Division of Health Services Regulation in the Department of Health and regulated by the rules for family care homes. Accordingly, Charles House operates the Eldercare Home as an adult care facility subject to state and county monitoring.

Welcomed by the neighborhood, Charles House-Yorktown has become part of the fabric of Heritage Hills, participating in the annual parades and festivals. Girl Scouts and other neighbors have joined in activities of the household, including planting an herb garden, driving residents to church, and adopting one of the residents' pet cat. Several neighbors have volunteered to be on a call list in case extra help is needed during an emergency.

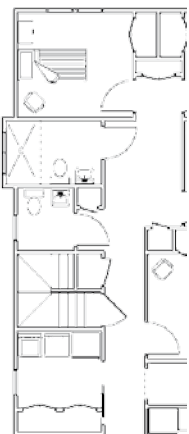
Life at Charles House-Yorktown

Residents have the independence to choose to spend time in their own rooms and opportunities to participate in activities, discussions, chores, etc. in the life of the household. Family members and other visitors stop by frequently. Physical or occupational therapists may come to the house to work with a resident. Several also spend time at Charles House-Hillcrest during the day.

The quality of life for people as they age includes the quality of care as life comes to an end. In the case of three ladies at Charles House-Yorktown, their final days were "at home" as they passed peacefully, attended by family members. This letter is from the daughter of the one of a former Charles House-Yorktown resident:

Dear Paul,

Thank you for the amazing partnership that is Charles House. My mother was extraordinarily lucky to be cared for by the Charles House staff at both facilities and I was given the love and support to carry on. Please convey my appreciation to the board and to the staff (and to mom's housemates) for the care and honor given our whole family. The Celebration of Mom's life was unexpected and so very important to all of us. Being surrounded by those who knew her best in her last years was so healing for me. Charles House is indeed a special place and I hope I can continue my relationship in the future. Sincerely, Lea Wells & Family



The Future: Charles House-Winmore

Building upon the success of Charles House-Yorktown, the Charles House Board of Directors is developing the next Eldercare Home in the new Winmore neighborhood off Homestead Road in Carrboro. Scott Kovens and Peter Gaudette with Kovens Construction, the developers of Winmore, have designated a lot and are working on plans for the construction of Charles House-Winmore, the next Eldercare Home for our community.

With the continuing support of you, the friends of Charles House, we will keep building a future of exemplary, non-institutional approaches to serving our elders—through daytime eldercare and Eldercare Homes.

(continued on p. 4)



FROM THE PRESIDENT – BETH TILLMAN

I am happy to be writing to you, the many friends of Charles House who participate as donors, volunteers, client families, and supporters from throughout the community. As we come toward the end of another year at Charles House--now in our twenty-third year of service--we hope this Autumn Newsletter helps "tell the story" of Charles House's leadership in eldercare in our community.

The dedicated members of the board of directors, who lead our organization, serve terms of up to six years. DuVal Byrd served as the treasurer and this past year's vice president of the board. As Division Controller for the Real Estate Group at Capital Broadcasting, DuVal brought his expertise in finance and accounting. DuVal's two terms as a Charles House board member came to an end this October. We extend our deepest appreciation for his outstanding service to Charles House and are pleased to welcome him to the Community Advisory Council where he will continue to contribute leadership to our growth and development.

We have several new members joining the board this fall: Dr. Michael (Mick) Hill is Professor of Psychiatry and Chief of the Division of Geriatric Psychiatry at UNC; Tammie Stanton is Vice President of Post Acute Care for UNC Healthcare; and Katie Koenig, who was Director of Strategic Planning for UNC Healthcare. Even though Katie has accepted a position at the University of Chicago Medical Center, she will be continuing to offer her expertise to the board. These three new members continue a strong tradition of collaboration with leaders of UNC Healthcare and the School of Medicine.

It is also my pleasure to welcome back to the Charles House board Phyliss Craig-Taylor. Phyliss was a board member at Charles House in 2005, prior to leaving to help lead the development of the law school in Charlotte. This past summer, Phyliss was appointed the new dean of the law school at North Carolina Central University. Her return to the Triangle gave us the opportunity to invite Phyliss to include Charles House again in her service of community leadership.

We at Charles House take this opportunity to express our appreciation for the life of former UNC President Bill Friday. Mr. Friday was a good friend and supporter of Charles House throughout the years. His example of community involvement and leadership is carried on by many of you in your support of Charles House.

The future of Charles House and our innovative eldercare services is building upon a strong foundation of community collaboration and support. You are vital to Charles House as we continue to address the growing needs for daytime eldercare, eldercare homes and other services for caregiving families in our community.

CHARLES HOUSE ASSOCIATION

Since 1990, Charles House Association has operated our daytime adult care center. Charles House-Hillcrest provides a warm and welcoming environment for participants to enjoy their day among friends, feel productive, and contribute to their community.

Serving up to twenty-two people daily, the Charles House program is an exemplary model of non-institutional care, activity and social engagement. The professional and dedicated staff lead group and one-on-one activities that promote socializing, creative expression, mental stimulation, and physical mobility. Exercise, discussions, games, music, gardening, and reminiscence are all part of the vibrant program. Home cooked meals offer sound nutrition and a friendly social time during the day. Flexible scheduling includes full-day and half-day options. Families choose the number of days which work best for them.

Charles House has expanded into residential care with Charles House-Yorktown Eldercare Home. Six residents live as part of a caring household in the Heritage Hills neighborhood.

Charles House caregiving families find the support they need to meet the demands of caring for aging loved ones, and find that participation in the Charles House program contributes greatly to their family member's health, self-esteem and quality of life.



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FARM: Triangle Tennis Teams

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Tennis Benefit Upgrades

Check out the new paint, carpeting, renovated powder room, and other improvements to Charles House-Hillcrest, paid for by over \$20,000 raised by the Second Annual Charles House Tennis Benefit.

Kitty Harrison

Gary and Patty Hill

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Amy Smialowicz Fowler*

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Kurt Jenne

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A Model for Chapel Hill/Carrboro and North Carolina

Charles House Eldercare Home is the first time that an established community nonprofit has used the state regulations for family care homes to create a supportive home for seniors within a welcoming neighborhood. The small scale of this care setting allows the Eldercare Home to be truly a home, not an institution.

Charles House-Yorktown has also pioneered the Household Team as a workplace model. The self-directed Team members are responsible for all the operations of the household—from personal care and medications to laundry, cooking and cleaning. Two Team members manage the home during the daytime and evening; one covers the nighttime hours. The Household Team is supported by a registered nurse who visits several times a week, and program directors from Charles House who support the activities of the house.



Yorktown 1st Anniversary

Charles House Program Survey 2012

Every fall, Charles House conducts a survey of all of our caregiving families. This program survey helps the board of directors evaluate the ongoing effectiveness of the Charles House program and to continually improve service to our Charles House families. This year, the survey achieved a response rate of 66%.

Over 85% of respondents rated the program as “Excellent,” and nearly 100% rated all the program areas as “Good” or “Excellent.” The survey registers caregivers’ perceptions of their family members functioning after initiating Charles House participation. 80% of the respondents reported seeing improvements in their family members functioning—in such categories as appetite, mobility, communication and social skills, self image and cognitive abilities. The staff gets high marks for courtesy and competence. But our Charles House caregiving families said it best in their many wonderful comments, such as this letter from a caregiving daughter of a Charles House participant. (see more comments on the website: www.charleshouse.org)

Dear Board,

What Charles House means and accomplishes cannot be fully translated and communicated in a survey. Surveys may provide a bench mark but you should aspire to ask for more than mark, ask for the bench, ask a family member for their story.

Dementia impacts the entire family, not just the individual. Dementia isolates, fractures, steals, drives abandonment, overwhelms, hijacks and crushes lives and relationships. But not every scenario of dementia is a story of overwhelming sadness.

Because of Charles House, my mother’s sparkle for life has been left intact because every day, she is greeted with love and welcoming arms. She has love and respect around her and finds purpose even in the advanced stage that she is entering.

Because of Charles House, my mother is “Ready to Go.” Each morning she states “Now, I am ready to go!” I work, so after she is prepared, I still need to load my things into the vehicle in addition to my furry family of six. Through the multiple trips it takes to get everyone loaded, I will hear “I am ready to go!!” Sometimes, it will change to “Daughter, when are we going?!” Finally, it comes my mother’s turn to make her way to the van, grab a hold of the handle and hoist herself inside for the ride to Charles House.

We arrive and there is nothing more comforting than to see my mother aim down that hallway without even a backward glance. For don’t you know, she has people to see, places to go and things to do. I have even heard “Daughter, now be on your way.”

Our life’s pace has changed at home to try to incorporate the level of stimulation offered at Charles House. On weekends we have music, reading time, creative time, helping with laundry or in the kitchen with baking or dishes. We discuss current events although they are now having less of an impact, we have exercises and enjoy what nature has to offer.

So Charles House does not just represent a place, Charles House is a life style that can be experienced at home as well. The people have been so supportive, not only of my mother but also for me through this journey of care.

Charles House has guided and educated. They have been counselors and friends, they are family. They are always there for my mother, and have been there for me when I have come with questions, concerns about situations at home and even the times when I come with tears, needing direction. How do you communicate through a survey the importance and impact of the service of this organization and of these people?

As a Board, know this organization is not only a lifesaver, but a game-changer. Charles House enables lives to be lived, not just lived out. As our society moves forward with a growing number of Baby Boomers entering their advanced years, we will see an increase in dementia.

*May more learn of the existence and purpose of Charles House. May more families realize options are available that keep worth and purpose in these lives affected by dementia. Not one solution fits all, but Charles House is a better alternative due to the level of care, the level of activity, the management and administration, the staff and the volunteers. No other place is like this but this place, this purpose, is needed everywhere. It is with lives still lived with joy that we say, Thank you. **Sincerely, Joanne Doberstein***

Charles House Happenings - Daytime Eldercare Center



UNC Football Players visit on July 25



Charles House participants and staff are treated to lunch and a winning Tar Heel football game on Sept. 1. Sarah, left (w. daughter Mary), one of the original "Flower Ladies" on Franklin St., drove many fans to Kenan in her taxi.

Right: Pat and Shirley enjoy the game with staff member Lisa. Kate provided hats for all!



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Halloween on Hillcrest - Scary!



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CHARLES HOUSE ASSOCIATION Community Advisory Council

Many community leaders are lending their expertise and advice to assist Charles House Association in creating Eldercare Homes.

Charles House is grateful for the consultation of these members of the Community Advisory Council:



*Susan Bernstein
James A. Bryan II, MD
DuVal Byrd
James L. Copeland
B. Anthony Lindsey, MD
Nina Hackney
Joan Huntley
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*Carol Lucas
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Charles House Association

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(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
Saturdays: 9:00 to 4:30

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

Charles House-Yorktown Eldercare Home is licensed as a Family Care Home 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.
Financial Assistance is made possible by community donors.

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

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For newsletter information or suggestions, call Charles House or
email: communications@charleshouse.org