



Care A Gram

August 2010

A SPECIAL MONTHLY NEWSLETTER FOR CAREGIVERS

VOL. 14 Issue 8

The 2010 Annual Caregiver Survey Results Are In!!!

By: Ron Radcliffe, Vice President of Community Care Services

The results are in! As many of you know, Alzheimer's Community Care conducts an annual anonymous caregiver survey to evaluate how well we are performing and if we need to make changes within the organization to better meet your needs. We extend our sincere thanks to all of you that took the time to participate in this year's survey.

Return Rate: 37% (317 surveys were mailed out and 116 of these were completed and returned)

93 % of you were satisfied with the hours offered at your site.

The Specialized Adult Day Service Centers strive to ensure that care is as accessible as possible for our patients and caregivers. Our hours of operation have evolved over the last several years and these changes have been directly related to feedback from you. The most common recommendation regarding the hours of operation were to extend the pick up time until later in the evening. We will continue to monitor this closely as we weigh the costs associated with extending hours in certain locations where the demand is the greatest.

80 % of you felt that your loved one attends enough days.

The most common reason among those respondents who reported that their loved one does not attend enough days per week was that the cost of day care services was "too expensive". As we all know too well, current economic conditions are challenging, at best. Unfortunately, Alzheimer's Community Care suffered reductions in state and local funding over the last few years, however it is important to know that Alzheimer's Community Care is relentless in advocating for funding needed for patients to access much needed care. We will continue to work diligently in our endeavors to secure funding for those who are unable to pay privately for adult day services. Our Case Management team does an outstanding job of identifying families with financial need and assisting them through the funding process. While there is often a waiting list for funding, we do everything in our power to ensure that the needs of patients and caregivers are met in as little time as possible. For further information regarding funding for adult day services, please speak with your Program Manager.

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At Alzheimer's Community Care Character Counts!

The mission of Alzheimer's Community Care is to promote and provide specialized, quality, compassionate care within a community-based environment to patients and caregivers living with Alzheimer's disease and related disorders.



Caregiver Survey Results (cont'd from page 1)

99% reported the care provided at the day care center as good to excellent.

We are so excited with your feedback to this question as the result increased from 96% last year! Quality of care is paramount in our Specialized Adult Day Service Centers and we are pleased to learn that we are meeting your expectations. As always, we thrive on feedback and trust that you will continue to provide us with any comments and/or suggestions that will allow us to continue to improve and enhance the quality of service that we provide to you and your loved one.

99 % reported that it was easy to communicate with the Specialized Adult Day Center Staff.

Again, your response to this question improved from 97% last year. Communication is key in ensuring that your loved one receives the best quality of care possible. We at ACC truly believe that caring for your loved one is a team effort. Communicating with one another and working together helps provide your loved one with much needed consistency in both the home environment and the Specialized Adult Day Service Center.

92 % felt that *your loved one's* quality of life has improved by attending the day care center.

While this is certainly a statistic of which to be proud, we did notice that your response to this question dropped from 96% last year. Enhancing the quality of life for patients and families affected by Alzheimer's disease or a related disorder is our passion. From ongoing clinical support and intervention provided by our caring nurses to our ongoing therapeutic activities, it is our goal to provide a supportive and accepting environment where patients are defined by their individuality rather than their disease. If there is ever any suggestions or feedback that you can provide to us to enhance your loved one's experience at the Specialized Adult Day Service Center, and in doing so, improve their quality of life, please do not hesitate to contact your Program Manager or contact me directly.

97 % felt that *your* quality of life has improved since your loved one began attending the day care center.

Another increase...last year 94% of you responded favorably to this question! Its not just patients who benefit from the care provided at the Specialized Adult Day Service Centers ...our caregivers receive benefits too! Our Centers provide much needed respite, individualized support, formal and informal educational offerings and guidance throughout the disease process. In addition, many caregivers enjoy peace of mind in knowing that their loved one is cared for by compassionate, specialized and professional staff. While we are committed to providing the best care possible to our patients, we are happy to see that we are successful in making a positive impact in the quality of life for our caregivers as well!

71% reported that they have attended a Special Event held at the Specialized Adult Day Service Center. Of those, 100% rated the Special Event as very good or excellent.

Each year, we notice more and more caregiver becoming active in their loved one's Center through participation in Special Events. The number of caregivers attending these special events increased from 67% over last year, with 99% rating the special events as good to excellent. This was a welcomed increase from last year! One of the hallmarks of Alzheimer's Community Care is our involvement, not only with the patient, but with the caregiver and family as well! Our Specialized Adult Day Service Centers are no exception. Nothing is more heart warming than the expression on a patient's face when their family walks through the door and joins them for one of our special events. There is a look of pride and satisfaction that is hard to beat! We were extremely pleased with the response to this question as we have made a genuine effort to increase caregiver participation in our activity programming through encouraging participation in our Annual Thanksgiving Celebrations, Caregiver Appreciation Events, Cook-Outs, Fashion Shows and other special events. Please stay tuned to your activity calendar and make plans to join us for all of the fun!

Caregiver Survey Results (cont'd from page 2)

98 % rated their center's therapeutic activities program as good to excellent.

We are pleased to announce that this was another increase over last year...up from 96%. Therapeutic activities are the core of our Specialized Adult Day Service Centers. We believe in the role of therapeutic activities as treatment for our patients and we strive to provide an environment that is stimulating physically, cognitively, socially and spiritually. We are always looking for new and innovative activity ideas. Each Center has an Activity Coordinator dedicated to establishing monthly activities that are meaningful, beneficial and fun! The Activity Coordinators meet every quarter to exchange ideas with one another and engage in educational offerings that allow them to continue to develop and enhance their therapeutic activities calendar. As always, all of our therapeutic activities are outlined in the monthly activity calendar available to you at the Specialized Adult Day Service Centers or on our website at www.alzcare.org.

38% reported that they utilize Alzheimer's Community Care's website to access your day care center's Activity Calendar, Lunch Menu and/or Care Gram.

In the last year, our Development Department has worked diligently to improve our website and allow more and more people to follow the activities of Alzheimer's Community Care through a variety of social media venues such as Facebook and Twitter. We were so pleased to learn that the number of you accessing information on our new and improved website increased from just a mere 14% last year. For those of you who have not visited our website, we would like to invite you to utilize our website to access information specific to your loved one's Specialized Adult Day Service Center. With the click of a button, you can view the schedule of therapeutic activities, see what food items are being served or peruse informational articles in our Care-A-Gram archives. Check it out for yourself and visit us at www.alzcare.org.

Once again, on behalf of all of us at Alzheimer's Community Care, we thank you for your time and participation in the 2010 Annual Anonymous Caregiver Survey. As you can see, your feedback is well received and crucial in providing both you and your loved one with the best care possible. As always, thank you for your support!



Alzheimer's Community Care's
Specialized Adult Day Service Centers

will be **closed** for Labor Day

Monday, September 6th

All Centers will re-open for normal business hours
on Tuesday, September 7th

Family Nurse Consultants



**Southern Palm
Beach County**
Janet Zweiback, RN
(561) 381-0231

**Greenacres, Central
& Western Palm
Beach County**
Johansy Cano, RN
(561) 432-0668

**West Palm Beach
and Northern Palm
Beach County**
Jo Ellen Smith, RN
(561) 683-2700

St. Lucie County
Sarah Dale, RN
(772) 460-9166

Boynton Beach
Christina Wilson, LPN
(561) 381-0231

Riviera Beach
Sharon Garrison, RN
(561) 842-0472

Martin County
Dana Forman, RN
(772) 223-6351

24 Hour Crisis Line - 1-800-394-1771

Alzheimer's Community Care - Support Group Schedule

Boca Raton
Every Wednesday
10:00 - 11:30 a.m.
Advent Square
4798 N. Dixie Hwy
Boca Raton, FL 33431
Call Janet Zweiback, RN
(561) 381-0231

Boynton Beach
1st & 3rd Wednesdays
2:30 - 4:00 p.m.
Lakeside Christian Church
3560 Old Boynton Road
Boynton Beach, FL 33436
Call Christina Wilson, LPN
Call (561) 381-0231

Jupiter
Every Wednesday
2:15 - 4:00 pm
First United Methodist Church
815 E. Indiantown Rd.
Jupiter, FL 33477
Call Jo Ellen Smith, RN
(561) 683-2700

Lake Worth
Every Wednesday 1:30 - 3:00 pm
Church of the Nazarene
1422 Lucerne Avenue
Lake Worth, FL 33460
Johansy Cano, RN
(561) 381-0231

Riviera Beach
Bi-Weekly 4:00 - 6:00 pm
Blue Heron Church of God
2600 Avenue H West
Riviera Beach, FL 33404
Call Sharon Garrison, RN
(561) 842-0472

West Palm Beach
Every Tuesday 1:30—3:30 p.m.
800 Northpoint Parkway, Ste. 101-B
West Palm Beach, FL 33407
Call Jo Ellen Smith, RN
(561) 683-2700

Fort Pierce
1st & 3rd Mondays
10:30 am - 12:00 noon
St. Peter's Lutheran Church
2900 South Jenkins Road
Fort Pierce, FL 34981
Call Sarah Dale, RN
(772) 460-9166

Stuart
Every Thursday
1:00 - 3:00 p.m.
Stuart Congregational Church
3110 SE Aster Lane
Stuart, FL 34994
Call Dana Forman, RN
Call (772) 223-6351

Stuart
Every Wednesday
2:00 - 4:00 p.m.
Prince of Peace Lutheran Church
2200 N. Federal Hwy.
Stuart, FL 34994
Dana Forman, RN
Call (772) 223-6351

Port St. Lucie
2nd & 4th Fridays
1:00 - 2:30 p.m.
First Congregational Church
2401 SE Sidonia Street
Port St. Lucie, FL
Call Sarah Dale, RN
(772) 460-9166

Specialized Adult Day Service Centers

August Special Events Calendar

Boca Raton

- 2nd Parachute Fun
- 6th Ice Cream Social
- 12th Health Focus
- 17th Visit from Sgt. Justin Wisdom
Army National Guard
- 18th Welcome back Joan - Celebration
- 24th August Birthday Party
- 27th Guess Who's in the Picture
- TBA "In Spirit"

Delray Beach

- 2nd, 3rd & 4th Pillow Craft
- 6th, 13th, 20th & 27th
Baking Brownies & Cookies and
Making Homemade Ice Cream
- 10th Music Therapy & BBQ Lunch
- 18th Harold the "Music Man"
- 25th Health Focus
- 30th Bake A Birthday Cake
Birthday Celebration with
Fiesta Lunch

Fort Pierce

- 2nd Craft - Thanksgiving Placemats
- 5th Root Beer Floats
- 9th - 13th Elvis Presley Trivia & Music
- 13th Health Focus
- 19th Dana Matthews - Music
- 31st Birthday Party

Greenacres

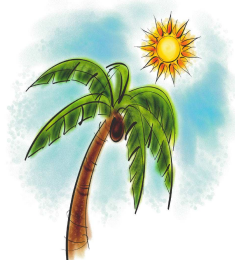
- 3rd Watermelon Day Celebration -
Health Benefits & Craft
- 4th Cataract Awareness & Treatment
- 5th Health Focus
- 6th Dance Festival - Ballet, Tango & Salsa
- 13th Friday the 13th Party
- 20th Men's Grooming & Fashion
- 25th Making Corn Muffins
- 31st Monthly Birthday Party

Lake Worth

- 3rd Watermelon Treat
- 4th & 11th Music Therapy
- 17th Men's Group with Ron
- 20th Health Focus
Indoor Picnic
- 27th Monthly Birthday Party
Entertainment by Butch & Diana

North Stuart

- 5th Music with Dana
- 6th Root Beer Floats
- 9th Birthday of Smokey the Bear
Trivia



North Stuart (cont'd)

- 13th Friday the 13th Trivia
Craig's Wii-Hab
- 16th Elvis Day - Trivia
- 19th Bruce & Harold Sing
- 23rd Health Focus
- 27th Craig's Wii-Hab



Pahokee

- 2nd, 4th & 6th Summer Crafts
- 6th Health Focus
- 19th Craft - Coffee Filter Butterflies
- Every Tuesday - Gospel Group

Palm Beach Gardens

- 3rd Music Therapy
- 5th Lucky Penny Pins
- 11th Celebrate Clowns (Face Painting)
- 17th Music Therapy
- 19th Celebrate Hawaii's Admission
as a State
- 27th Craft - Dancing Sun Wind Catchers
- 30th Health Focus
- 31st Monthly Birthday Party
Music Therapy

Riviera Beach

- 9th Health Focus
- 13th Bake Cookies
- 18th Craft - Dog Day Fan
- 23rd Socialization - We're having
Watermelon

Stuart

- 5th Celebrate Trumpet Player
Louis Armstrong
- 10th Create a Greeting Card
- 12th National Clown Week -
Color a Clown by Number
- 16th Craft - CD Fun Fish
- 18th Let's Make Pizzells for Dessert
- 19th Health Focus
- 23rd Craft - Sea Shell Frames
- 24th Fiesta Luncheon
- 27th Open House - Luau

West Palm Beach

- 5th National Clown Week - Bake Clown Cupcakes
- 9th Letters to Soldiers
Health Focus
- 12th Baking
- 16th Letters to Soldiers
- 19th Let's Bake Apple Pie
- 26th Making Fudge
Karaoke with Harold
- 3rd, 10th, 17th, 24th & 31st Make a Quilt
Music Therapy Every Wednesday

Creative Corner

(Activities to do with loved ones at home)

COFFEE FILTER BUTTERFLY



Supplies Needed

Popsicle Craft Sticks

Glue

Paint

Bowls

Pipe Cleaner cut in half and curled

Food Coloring

Wiggly Eyes

Coffee Filter

Water

Instructions:

1. Fill a bowl half way with water and add several drops of food coloring. To make multi-colored butterflies you will need several bowls with different colors.
2. Take the coffee filter and carefully dip it in the bowl. The color will rapidly absorb into the filter. Dip it in as many colors as you wish.
3. Place filter on paper towel to dry.
4. Paint craft stick. Once it is dry glue on wiggly eyes.
5. Turn the stick over and glue on pipe cleaners.
6. When coffee filter is dry, glue it on the center of the stick for the wings.

**Submitted by: Talitha Moore, Activity Coordinator
Delray Beach Specialized Adult Day Service Center**

COFFEE FILTER FLOWERS

(This is an alternate craft also made with coffee filters)



Supplies Needed

6 Coffee Filters

Water

Stapler

Bowls

Food Coloring

Pipe Cleaners

Instructions:

1. Fill a bowl half way with water and add several drops of food coloring. To make multi-colored flowers you will need several bowls with different colors.
2. Stack six coffee filters. Fold in half and then in quarters. Staple at point.
3. Holding the flower at the staple carefully dip it in the bowl. The color will rapidly absorb into the filter. Dip each corner in a different color for multi-colored flowers.
4. Place filter on paper towels to dry.
5. When completely dry, pull petals apart to form your flower
6. Flowers can be stapled on to pipe cleaners to form stems.

**Submitted by: Joyce Chastain, Activity Coordinator
Fort Pierce Specialized Adult Day Service Center**