




Spring Newsletter


Welcome to our fourth edition of the APA Quarterly Newsletter! We hope you enjoy the articles written by your fellow members of the APA, and maybe learn a thing or two in the process. And don't forget to check out the events, announcements and happenings as well!

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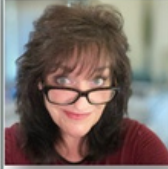
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IS PROUD TO NOW BE KNOWN AS



The Gentiva Health Services offer Hospice, Home Health & Related Services in 40 states with 420 locations throughout the U.S.



Congratulations to Robin Angel-Krause, Hospice Care Consultant & APA Member on her position with Gentiva.

Our place is by your side

Non-Medical Home Care Summit

All companies, who offer **non-medical home care services** to the aging community are invited to attend

What keeps us from achieving success & work/life balance?...

THE EMPLOYEE SHORTAGE

We are pleased to have Krista Powers and Shannon Petree, Potere Coaching, present a fun and motivational workshop, **"Human Being or Human Doing? A Recalibration for Healthcare Professionals"**

Our goal is to brainstorm ideas for change, find ways to overcome stress & burnout, share stories, and have fun with our partners in home care.

When? Thursday, April 20th, from 2:30 p.m. – 4 p.m.
Where? A Better Solution in Home Care
 4555 Lake Forest Drive, Ste. 650, Cincinnati, Ohio 45242
Cost? \$10 per Company, please bring cash or check
RSVP or Questions? Call Mary Mendel, Family Bridges at 513-531-9600 or email marv@familybridges.com

This event is sponsored by:



**Space is Limited. For non-medical home care providers only.*

We hope you're enjoying the Newsletter, and would love to hear your comments, like this one!

"Thank you for that article about quitting smoking!! SO helpful! I'm in the midst of battle now. The articles are fantastic!!"

George

Let us know what you think -drop us a note at info@tristateapa.com!



2023 Elder Care Symposium

Presented by:

THE LAW PRACTICE OF Dennison Keller, LLC
 A FOCUS IN ELDER LAW

Our Keynote Speaker

DR. MACIE P. SMITH




Save the Date
 Thursday, September 14

OASIS Conference Center
 902 Loveland-Miamiville Rd
 Loveland, OH 45140

- Licensed Social Worker & Gerontologist
- Co-Host to new series, *Dementia Divas*, with Teepa Snow
- Outstanding Educator of the Year (2017 - SC)
- Author of *A Dementia Caregiver's Guide to Care*

More Information Coming Soon

Keep an eye on our website for more information about how to register, other speakers who will be presenting, and what sponsorship opportunities will be available in 2023!

www.elderlawcincinnati.com

Announcement:

Family Bridges Home Care celebrates 20 years in business this June 2023.



Tender-Loving Care



We are proud to have provided Tender-Loving Care to the Greater Cincinnati area for the past 20 years, and we are looking forward to the next 20!!!



4055 Executive Park Dr, Suite 115
 Cincinnati, OH 45241
 Phone: 513-531-9600
 Fax: 513-531-5555
familybridges.com



Self-Care in HealthCare: More Important Than Ever Before

Oasis Senior Advisors

Each day in the life of healthcare professionals brings stress and risk along with feelings of satisfaction when making a difference in the lives of others. Giving so much time and dedication might come at a cost to their health and well-being. According to the National Institute for Health Care Management, 79% of physicians reported burnout – starting before our most recent pandemic.

While many contributors challenge healthcare professionals' mental, physical, and emotional health, there are also aspects that support it. Healthcare professionals continuously provide care and, as demands on them increase, they reduce their own care. A 2022 research article in *Social Science & Medicine – Mental Health* identified that healthcare professionals have been unable to return to their pre-COVID strategies for work-related stress and to return to their “normal life outside work.” The disruption required individuals to find new self-care strategies and mindsets.

February is a month especially suited to helping explore and practice self-care methods due to the many national health-related days spread throughout this month.

The surveyed healthcare providers identified the most helpful ways in these challenging times. A few of these include:

- Focusing on their mindset, finding ways to embrace “positive thinking, optimism, and calmness as important forms of self-care.”
- Appreciating “the value of kindness, empathy, and compassion for self, and others.”
- Reclaiming time to care for themselves by intentionally “taking time to engage in activities that are relaxing, revitalizing and show care for themselves, those they love, their patients and their colleagues.”

Starting with one of the most important ways to practice self-care for healthcare professionals, February is recognized as American Heart Month – encouraging all to focus on heart health. With cardiovascular diseases being the leading cause of death globally, there are a variety of local and national organizations offering programs to help remind, educate, encourage, and support them to take care of their hearts.

Here are three sources of support for heart health:

- CDC Division for Heart Disease and Stroke Prevention
 - Million Hearts 2027 Initiative
 - USDA Heart Health

The month of February also honors Random Acts of Kindness Day which began on February 17, 1995.

A 2022 study by Ohio State University, recently published in The Journal of Positive Psychology, Healing through helping: an experimental investigation of kindness, social activities, and reappraisal as well-being interventions, identifies the positive impact on mental health by doing acts of kindness.

David Cregg, co-author of the study, explained: “Social connection is one of the ingredients of life most strongly associated with well-being. Performing acts of kindness seems to be one of the best ways to promote those connections.”

The Random Acts of Kindness Foundation helps everyone by providing a wide variety of random acts they can consider for their home, work, community, and world. The Random Acts of Kindness Foundation slogan is: “Make kindness the norm.” This month, make kindness toward yourself your norm! Let their ideas help spark intentional kindness for you and those around you.

Check out their ideas here: Random Acts of Kindness.

Another essential day in the middle of the month is Valentine’s Day. Having grown into a \$24 billion dollar industry, individuals enjoy shown love and affection. This year, healthcare professionals are encouraged to intentionally celebrate love and care – for themselves, as well as others.

Through exploring various ways to practice self-care throughout the month of February, curiosity might arise on other ways to throughout the year. There are a variety of websites that provide what each day, week, and month of the year is being recognized for. Here’s a simple one to get started: DaysoftheYear.com.



Save the Dates for Upcoming APA Events

Thursday, May 4 Networking Social: Host: The Law Offices of Dennison Keller Where? El Pueblo Restaurant Blue Ash 2:30 p.m. – 4:30 p.m.	Thursday, July 20, Educational Event: <i>Details to come</i>
Thursday, May 18 Educational Event: Unpacking the Research Behind Current Alzheimer’s Treatments Presenter: Christian Gausvik, MD 3:30 p.m. – 5:00 p.m. Where? Deupree House, Erie Ave., Hyde Park.	Thurs., August 24 Networking Social: Host: West Chester Assisted Living Hamilton-Mason Rd., West Chester 4:00 p.m. – 6:00 p.m.
Thursday, June 1: Coffee with Congress Presenter: Congressman Landsman Host: The Seasons Retirement Dearwester Rd., Kenwood 8:30 a.m. – 10:30 a.m.	Thurs. Sept. 21, Educational Event: <i>Details to come</i>
Wed., June 21: Breakfast Networking Social Host: TripleCreek Retirement Community Pippin Rd., Mt. Healthy 8:30 a.m. – 10:30 a.m.	Thurs. October 19 Networking Social: Host: Maple Knoll Village 4:00 p.m. – 6:00 p.m. Where? Maple Knoll Village Springfield Pike, Springdale
	Thurs. Nov. 16, Educational Event: <i>Details to come</i>

The APA strives to offer a variety of events to our valued members. We are adding new opportunities to meet, so please continue to check our calendar and look for updates on our website & social media.

To RSVP for or learn more about these upcoming APA events, please visit www.tristateapa.com/events

Our 2023 Awards Luncheon was a HUGE Success, thanks to YOU!

Our 2023 Awards Luncheon was held on March 8 at Seasons in Kenwood. Over 100 APA members and friends attended, and were on hand to honor our award recipients, bid on some wonderful prizes, catch up with their peers in the aging community and attempt to win some bourbon and wine! Thanks to them we raised well over \$2,000 for our scholarship fund! Our heartfelt thanks to all of you who attended, as well as to The Seasons for hosting and Artis Senior Living of Bridgetown and Artis Senior Living of Mason for sponsoring the event.



Isolation and Depression in the Elderly

by Sylvia Dwertman,
Visiting Angels



Health and mobility issues may prevent seniors from socializing or engaging with others outside the home. For example, during the height of the coronavirus pandemic, many older adults avoided socializing due to their increased risk of developing severe COVID-19 complications. The lack of interaction may have increased the rate of health issues among the elderly.

Isolation is a big concern for seniors who live alone and can lead to an increase in depression, anxiety, dementia, and other health problems.

The first step to managing depression and isolation in the elderly is to know and understand the signs.

What are the Signs of Depression in the Elderly?

Feeling occasionally down, lonely, anxious, sad, or “empty” is normal. However, if these feelings persist for weeks or months, it could signify depression. Other signs of depression include:

- Feelings of hopelessness, guilt, worthlessness, or helplessness
- Irritability, restlessness, or having trouble sitting still
 - Loss of interest in previously enjoyable activities
 - Decreased energy or fatigue
 - Moving or talking more slowly
- Difficulty with concentration, memory, or decision-making
- Changes in sleep habits, such as trouble falling asleep waking up too early, or sleeping too much
- Changes in appetite, including eating too much or too little
- Thoughts of death or suicide, or suicide attempts

How to Reduce the Risk of Depression

Call or Video Chat

Regular contact with loved ones—through phone calls, FaceTime, or Zoom—can help an older adult maintain social connections. If your loved one struggles with technology, a professional caregiver can help with set-up and troubleshooting.

Make them Feel Needed and Valued

Depression in older adults can sometimes stem from feeling unwanted or not valued. Ask for input or assistance from your loved one — even if they live far away. They will thrive and appreciate the opportunity to assist.

Engaging in Activities Together

Find activities you both enjoy, and plan to participate in together. Stay connected through regular visits, weekend dinners, baking cookies, card games, evening walks, or grandchildren's sporting events. These activities can go a long way toward preventing isolation and depression.

Creating Opportunities for Companionship

Encourage your older loved one to safely engage in activities with community groups, religious organizations, and senior centers to provide opportunities to meet new friends and socialize. A Visiting Angels' caregiver can assist by providing transportation to social events and can also provide one-on-one companionship at home.



**WELCOME
TO OUR
2023
NEW
MEMBERS**

TRICIA APKE, LITTLE SISTERS OF THE POOR/ CLIFTON VIEW SENIOR LIVING
DANIELLE BAILEY, TRIPLE CREEK RETIREMENT COMMUNITY
JEREMY BROWN, MALLARD COVE SENIOR LIVING
ANTONIO DASTI, RIGHT AT HOME
LIZ DINNESEN, NORTHGATE PARK SENIOR LIVING
TINA DOTHARD PETERSON, UC SCHOOL OF SOCIAL WORK
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KRISTI GUILFOYLE, INTERIM HOSPICE
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ANGIE HOLLINGSWORTH, ASSISTING HANDS HOME CARE
AMY KLEEMAN, ALZHEIMER'S ASSOCIATION
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GEORGE ZIEGLER, ESSENTIAL DIGNITY
NICOLE ZIMMER, THE WELLINGTON AT NORTH BEND

TristateAPA.com/join

We Need to Listen and Observe to REALLY Understand What is Going On

*By Theresa Youngstrom
A Better Approach to Memory Care*



I received a call concerning an elderly couple who had been moved to a group home after decades of caring for each other. Mary was apparently upsetting the other residents by going into their rooms and helping herself to their personal belongings. She was pleasantly confused but in good physical condition for her eighty plus years. Bill was watchful of Mary and would become quite concerned, even irate, when she wandered out of his view. He too was forgetful but not as agile and walked cautiously with a walker. His hearing was also lacking making communication a challenge at times.

The call was initiated by a complaint that the couple needed private duty care to help Mary establish a new routine with boundaries and to help Bill with his angry flare ups. He had apparently raised his voice and stomped his walker on many occasions frightening the other residents.

On the day I arrived, there was a lot of activity in the common area of the group home. Someone had brought a puppy for a visit and many people were gathered on the sofa enjoying the energetic ball of fur. A chili cook-off was scheduled that evening, so the interruptive parade of crockpots were frequent, bringing new faces and voices into the home. There was also a high school student painting hands and faces, to get her service hours, in another area of the room.

Lots of changes for an impaired brain to follow and the added excitement had Mary on the move. Bill was not pleased with the situation since it made keeping track of his sweet Mary very difficult. I was there observing the environment and the interactions to see if I could put together a helpful care plan for the private duty caregiver to implement.

Shortly after I arrived Mary wander out of sight and Bill stood up and stomped his walker on the ground stating, "I demand to know what's going on here!" This was met with a sudden moment of silence and a staff member chiding, "It's just a puppy, Bill!" Sadly, the noise quickly returned.

Unhappy with the response to his request Bill stomped his walker again and with more volume he shouted his orders. I approached him from the front and introduced myself and extended my hand with a smile. I then invited him out to the patio with Mary and myself where it would be a little quieter.

Fortunately for me, he responded to my suggestion and the three of us went out to the secured patio where Mary could investigate the area and Bill and I could talk. He was wonderful one on one and explained to me all his responsibilities in World War II. Bill clearly portrayed himself as the guy who loaded the bombs to the undersides of the aircraft. Recognizing him as a Veteran, I immediately started addressing him as "Sir" which he seemed to appreciate.

After about fifteen minutes, Mary wandered back into the building and I suggested we check on her, which pleased him immensely. I held the door for him to pass through with his walker. He stopped suddenly and asked permission to ask me a question. I responded, "Yes Sir". He asked, "Is my position in jeopardy here?" "No Sir", I replied. "Your position is quite secure here." I was not completely sure what prompted his question but later found out the staff had warned him sternly about the stomping of the walker and instructed him repeatedly to cool his attitude if he planned on living there much longer.

I was intrigued by the conversation we had outside and was starting to put some pieces together concerning why Bill was reacting the way he was. Confirmation of my assumption was made, once we came in and found Mary sitting with the face painter. Bill had no interest in being painted but Mary willingly allowed the teenager to paint a rainbow on her hand.

Mary raised up her hand causing the design to be upside down and quickly asked, "What is it?". Bill was not happy and stated with fear, "Does that hurt!" "What" said Mary? "Does it hurt!" hollered Bill? "No, but what is it" said Mary? Bill's head slumped forward in great despair as if his spirit had been crushed and said, "They have numbered us now."

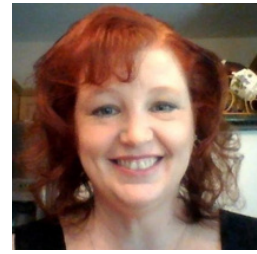
That is when I was sure that Bill was living in the past, possibly PTSD, Dementia or both. I was pretty certain, in his mind, they were living in a Nazi prison camp or something similar. No wonder he was irate when Mary wandered out of his sight. He knew the women were taken and killed and he was determined to protect her.

Once the management was made aware of my assessment, they educated their staff and changed their care plan to accept and agree more in addition to taking a minute to see it from the Resident's perspective. Private duty was still utilized to help establish routines and boundaries with Mary, and Bill became an honored guest as a WWII Veteran. Care was taken to promote safety and alleviate fear which can lead to agitation and even violence with people living with dementia.

There are millions of other stories like this one where we fail to look at the situation from the perspective of the person struggling with dementia or another mental health disorder. I hope this encourages you to listen more, assume less, and practice being a detective instead of a judge when you see inappropriate behavior. You can be part of the problem or part of the solution. I choose the latter and I hope you will consider it too.

Accentuate the Positive

*by Mary Mendel,
Family Bridges Home Care*



Song by Johnny Mercer:
You've got to accentuate the positive
Eliminate the negative
Latch on to the affirmative
Don't mess with Mister In Between

News Flash!!! There is an employee shortage!!!! (As if you didn't know.) But did you know that you can make a difference in helping companies retain their good employees?

Last week, I was at the grocery store and had a negative experience with a bagger. She was rude and at one point, threw my reusable bags on the floor. I was incensed, and as I rolled my cart to my car, I began mentally writing an email to complain about Ellen, the mean bagger. Then, common sense smacked me in the face, and I had a reality check. Did I write an email 2 weeks ago when a cashier at that same grocery store was so wonderful, that it made my whole day? No. Did I stop at customer service and tell the manager that they should be proud to have Carol as an employee? No.

Why is it that when something negative happens to us that we take the time to write an email, make a phone call or do a google review? Do we do the same when someone makes us smile and goes above and beyond for us?

It's not too late to make a New Year's resolution to "Accentuate the Positive." I remember what it was like when I was a bank teller to receive notification from our corporate office in Cleveland that someone took the time to write a note about me and my customer service. It was a total Sally Field moment, "You Love Me! You really Love Me!!!" It is second only to a raise in salary or bonus.

Taking the time to put compliments in writing will encourage employees to stay in their current position. Many companies have comment cards available, or quick online/phone surveys and nothing is easier than a google review.

We are living in negative times, where the pandemic, reality TV, social media and politics make it easier on which to focus negative attention. Face it, people love and crave drama. So, put those thoughts behind you and look for the positive. When you have a great experience, let them know. You want that experience repeated and you would love to see that person the next time, right? Well, help to make that a possibility and give them a compliment in writing.

I am POSITIVE that by doing this, you will make a difference for that employee and their attitude. Be like Johnny Mercer says, "You've got to spread joy up to the maximum Bring gloom down to the minimum."

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