

## OUR SERVICES



## OUR PARTNERSHIPS



## MOTHER'S DAY APPEAL



After 10 years of being a caregiver, late last year Sandra Rizkallah suddenly felt as though she were drowning. Her mother, Greta, had worsening dementia and with it greater needs for daily care. John, her father, was suffering from a variety of health conditions when a serious heart problem resulted in his admission to a skilled-nursing facility. Not only was Sandra juggling her responsibilities as a parent and spouse along with her work, she now had daily crises involved in caring for her parents.

## Our Team is Here for You

One of John's doctors at Beth Israel Deaconess Care Organization put them in touch with Shauna Caffrey, a Springwell Care Coordinator, who works onsite at the physicians practice as part of Springwell's growing Health Partnership Program. Shauna thought that Greta might be eligible for MassHealth and the Massachusetts Home Care Program, making a variety of daily care options possible.



Shauna guided Sandra through the complicated application process, and Linda Safran, a Springwell nurse, provided the necessary clinical assessment. Once enrolled in the Home Care Program, Nicole Poirier, a Springwell Care Advisor, provided case management support, helping to ensure that the family had the right care at the right time. Finally, Sandra met with Molly Saldo, Springwell's Caregiver Specialist, and for the first time in her caregiving experience her own needs were addressed.

The Springwell team helped stabilize a precarious situation, finding the right help so Greta could remain at home and providing the respite Sandra so badly needed. John is now at home and everyone is feeling better. Sandra shared the picture shown here with the Springwell staff members she considers her own special team. The accompanying note said, "Every day at the nursing facility he would look for her. This was the first day he could hold her hand again." In telling her story, Sandra's eyes

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frequently fill with tears. "I feel like Springwell saved my life. I went to work today and worked for eight hours, and then came home to a calm house. Everyone is finally coming down off that hyper-alert state of mind that comes in a crisis. I don't know what I would do without Springwell."

Springwell offers more than 20 programs and services that provide solutions for many challenging situations. For more information, call 617-926-4100 or visit our website at [www.springwell.com](http://www.springwell.com)

## A New Partnership: End of Life Planning

This year Springwell is launching the Advance Directives Project to address the lack of end-of-life planning among seniors in our programs. Understanding end-of-life-care choices and being able to talk about them with family and health providers are important for all adults but especially for seniors. A survey of 1,886 seniors in Springwell programs found that 70% of them did not have any advance directive documents, and another 24% did not know if they did. Springwell's new project will help interested seniors develop and write down their personal decisions with the aid of a specially trained care advisor.

Bob Morley is one senior who supports Springwell's new initiative. Bob lost his sister last summer, and he is still

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care negatively affected the end of her life. Bob does not know if he has an advance directive in place, but he is open to the idea of talking to someone about it. "I think it's a good program," he said. "The idea is to be ahead of the game."

In joining the growing national movement to promote conversations and planning about end-of-life care, Springwell is ensuring that the seniors we serve are included in this important work.

Springwell is very grateful to the Leaves of Grass Fund for project funding, and we are proud to partner with Honoring Choices Massachusetts, a private nonprofit that provides staff training and support.



Watertown senior, Robert Morley (r) with Springwell Care Advisor, Ann Fucci, on a recent visit.

# DID YOU KNOW?

### What kind of documents are available in Massachusetts to help with end of life planning?

- Health Care Proxy
- Personal Directive or Living Will
- Durable Power of Attorney
- Medical Orders for Life-Sustaining Treatments
- Comfort Care/Do Not Resuscitate Order

Our project partner, Honoring Choices, has more information and templates for all five of these documents on their website: [www.honoringchoicesmass.com](http://www.honoringchoicesmass.com)

## Second Annual Mother's Day Appeal

Later this spring, Springwell will enlist our community in supporting the seniors we serve and provide a way for donors to honor and celebrate the mothers in their lives.

If you were to draw a composite of the typical person who receives services from Springwell, she would be an 80-year-old woman living by herself at or just above the poverty level. Each week she would receive seven hours of personal care, five hours of homemaking, and home-delivered meals. This relatively small amount of support would help keep her out of an expensive institutionalized setting and in her own home. More often than not, her emergency contact would be her child.

Given this picture, Mother's Day is the perfect holiday for a campaign to support the Elder Independence Fund. These funds support the small necessities (perhaps a bathtub grab bar or a phone for the hearing impaired) that state-subsidized programs will not pay for but can make a big difference in helping seniors maintain their independence. It also provides peace of mind for their caregivers.



Sasha Steinbaugh (l) with her mother, Judy Csatari

*"It was a great way to connect with my mother-in-law, who is a caregiver to her own 90-year-old mother"*



Kathleen Steinbaugh (r) with her mother, Clare Wilber

The annual campaign was first launched last year to a warm reception. One of the first donors was Sasha Steinbaugh, a Springwell Case Management Supervisor, who made donations in honor of both her mother, Judy Csatari, and her new mother-in-law, Kathleen Steinbaugh. "For me, it just made so much sense," said Sasha, "My mother has been so supportive of my work, and we grew up giving back to local, community-based charities. It was also a great way to connect to and honor my mother-in-law, who supports her own 89-year-old mother."

For each donation made, the donor receives a special Springwell Mother's Day card to send to his/her loved one. The card outlines the services made possible by the donation and includes a place to fill in the donor's name as well as a personal note. This year the campaign hopes to raise \$5,000 for the Elder Independence Fund. A donor mailing will go out in mid-April to be followed by an email campaign. To ensure your inclusion, either check off the Mother's Day appeal sign-up on the enclosed reply envelope, or subscribe to our email list on our website at [www.springwell.com](http://www.springwell.com)

## Meet Carol Woolfe

At least once during each work shift in Springwell's Volunteer Office, Carol Woolfe finds herself emotionally touched and sometimes near tears as she talks with seniors looking for a Friendly Visitor, Medical Escort or Shopping Assistant. Carol has worked in the office for nearly three years, but being present for someone coming face-to-face with a new limitation still affects her deeply.

Carol came to Springwell during a period when she wanted to devote more energy to volunteering, and less to a demanding career in marketing and program management for software companies. Coming to Springwell was a perfect match – our Volunteer Program put her expertise in administration and program management to good use improving our systems of recruiting, screening, interviewing and assigning volunteers; and she got to use her talents in the service of people in need, seeing and hearing directly from seniors whose lives she was making better.

Springwell's Volunteer Manager, Kelly Golia, is grateful for Carol's commitment, "Springwell depends on so many kinds of volunteers – most of whom volunteer their time out

"With a few hours and a little effort, you can help a senior with critical needs so much."

in the community, interacting one-on-one with seniors in their homes. Carol's contribution in helping to manage and schedule many of those interactions makes the experience better for all of the seniors and volunteers who participate in our programs."

Carol hopes to encourage others, "Whether you want to volunteer one-on-one with a senior or doing clerical work in the office, with a few hours and a little effort, you can help a senior with critical needs so much. Their thankfulness is overwhelming."



### **Solutions for Seniors, Individuals With Disabilities & Those Who Provide Care**

Springwell is the federally designated Area Agency on Aging (AAA) and the state-designated Aging Services Access Point (ASAP) for the communities of Belmont, Brookline, Needham, Newton, Waltham, Watertown, Wellesley and Weston. Services are made possible in part by contracts with the Massachusetts Executive Office of Elder Affairs and MassHealth. Additional services are made possible through contracts with insurance and health care providers as well as through the generosity of individuals and institutions that provide critical support.



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