

Ursuline Completes PANO Certification

Ursuline Senior Services, an agency dedicated to providing critically needed services for elderly citizens in the Pittsburgh region, recently completed all requirements for the “Standards for Excellence Seal,” this past April 2009 from the Pennsylvania Association of Nonprofit Organizations (PANO).



PANO President Joseph Geiger presents the “Standards for Excellence” certificate to Ursuline’s Executive Director Anthony Turo and Director of HR & Administration Bill Brickner.

PANO is the statewide membership organization serving and advancing the charitable nonprofit sector through leadership, advocacy, education and services in order to improve the quality of life in Pennsylvania. PANO represents all regions of the state and all sectors of the nonprofit community including human service, health, educational, cultural, environmental, religious and other charitable organizations and foundations.

According to PANO, the voluntary certification process includes procedures for peer

review that sets high standards and promotes excellence and accountability for nonprofits through self-regulation.

In an era of heightened scrutiny of nonprofits, the goals of the program are to build capacity in nonprofit organizations in order to increase the accountability and credibility of the sector. Areas covered in the Standards are: mission and program, governing body, conflict of interest, human resources, financial & legal,

openness, fundraising and public affairs/public policy.

In addition to the certification process, Standards for Excellence provides many educational components to assist nonprofits in building operational capacity.



PANO awarded its “Standards for Excellence Seal,” at its Annual Conference on May 5 at the Holiday Inn, Harrisburg East. Ursuline Senior Services was among seven newly certified organizations, and two recertified organizations to receive the honor this year.

For more than 25 years, Ursuline Senior Services has been providing the support and care that one

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A return to the team-building Scavenger Hunt at USS!



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More on Ursuline’s new PANO certification and what it means.

would expect from one's own family. Core programs include: Care Management, Protective Services, Guardianship, Service Coordination, AARP Money Management, and Senior Reassurance throughout Allegheny County and (for guardianship only) throughout the greater Pittsburgh metropolitan area.

“We are thrilled to receive this recognition, and it is a tribute to the hard work of our Board of Directors, employees and volunteers who strive to live up to our mission of dedication to the highest standards of professionalism and care by promoting of the dignity and well-being of the senior population through the provision of coordinated supportive services tailored to the changing needs of each individual,” said Executive Director Anthony Turo.

Among the special guest speakers at the conference was Kevin Jenkins, director of community initiatives and senior program officer for the Pittsburgh Foundation.



Scavenger Hunt Revisited

After a bit of a hiatus, Ursuline's Community-Based Options Program Director Roxann Tyger resurrected one of the agency's favorite staff team-building activities—the Scavenger Hunt! Armed with only a list of items to secure—physically or photographically—each mixed-program team set out into the environs of Pittsburgh to see which could come up with the greatest number of points—within the allotted time—and prove victorious. Many new staff were christened into this time-honored agency tradition for the first time this year. In the meantime, acquaintances were formed or deepened, and no end of fun was had by all. In the end this year, CBO Program Coordinator Catherine Paladino's team came out on top (again). Already the battle lines are drawn for the next hunt!!



Care Manager John Davis goes whole “hog” with the requisite bike, along with leather jacket and helmet.



Care Manager Lalita Payne lets her new friend do all the heavy lifting.



Protective Service Investigator Julie Bigos pulls over the elusive bearded PAT driver.

all about **US** News & Updates from Ursuline Senior Services

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Volunteer Programs Director
Roxann Tyger, MPA
Community-Based Options Director

In addition to the administrative staff, the following staff assisted in the development of this newsletter:

John Davis
Kathy Garland
Betty Jane McAllister
Richard Murphy
Catherine Paladino
Nadine Pcholinsky

Mission Statement—
Ursuline Senior Services, dedicated to the highest standards of professionalism and care, promotes the dignity and well-being of the senior population by providing coordinated supportive services tailored to the changing needs of each individual.



Seeding
the Future...

by Tony Turo
Executive Director

Living Today for a Better Tomorrow—Older Americans Month 2009

This past May was Older Americans Month, as it is every year, a great time to bring attention to the issues that affect older adults and create community-wide opportunities to help older Americans improve their quality of life.

This year's theme was "Living Today For a Better Tomorrow."

Recently I was having coffee with an older friend, and the conversation turned to aging. Ruth turned to me and stated, "I don't just want to GET old. I want to age with a purpose!" She knew what she was talking about. A woman around 80 years old, Ruth is one of the most active individuals I know, balancing personal appointments, volunteering, traveling and ongoing learning opportunities. So busy in fact that it took Ruth and me nearly a month to nail down a date to meet for the coffee break we were enjoying that morning! It dawned on me that Ruth is the type of senior this year's theme of Older Americans Month was all about—living today for a BETTER tomorrow!

Statisticians predict that by 2030, one in every five Americans will be age 65 or older. Here in the greater Pittsburgh area—one of the oldest communities in the nation—we are being told to expect that one of our largest age cohort increases will occur in the 85+ population. This reality is directing all of us to work together to give older adults the tools they need to make healthy decisions. Although the risk of disease increases with advancing age, poor health is not an inevitable consequence of aging. Many illnesses, disabilities and even death associated with chronic disease are preventable—sometimes with simply some good healthy basic ACTIVITY!



While it's important for older Americans to have good physical health, it's equally important that they maintain good mental health. Nearly 20 percent of Americans age 55 and older experience depression and anxiety disorders. Studies have shown that engaging in social activities within the community can greatly improve mental health. In fact, research has demonstrated a strong relationship between volunteering and mental health and that volunteering provides older adults with greater benefits than younger volunteers. Benefits include improved mental and physical health, greater life satisfaction, lower rates of depression and lower mortality

rates. Volunteers and active seniors like Ruth understand that, and it shows in the strength and vitality with which they greet every new day!

While it's important for older Americans to have good physical health, it's equally important that they maintain good mental health.

Ursuline Senior Services has also long understood this connection through our own ongoing commitment to supporting volunteer opportunities through programs such as Senior Companion, AARP Money Management and Senior Reassurance. These outlets allow volunteers of all ages to support—through one-to-one relationship—seniors who now need the special services these volunteers can provide.

Each of us, regardless of age or background, can take this year's Older Americans Month theme to heart by promoting community efforts to serve older adults and finding ways to enrich the lives of older adults who touch your life. Additionally, actively search out ways you can involve our community's seniors in volunteer efforts, allowing them to share their wisdom and energy—like my friend Ruth—with so many others they will touch in the course of their activities. By working together, we can improve the health and well being of our older adults and pave the way for better health as we age ourselves!

Ursuline

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In This Issue

 **PANO Seal of Excellence:** USS makes continuous improvements with new certification.

 **Reflecting on Older Americans Month:** Maintaining good mental health today will help you pave the way for a better tomorrow.

Ursuline Awarded PANO Seal of Excellence



Ursuline Senior Services is proud to be able to display this Seal of Excellence awarded by

the Pennsylvania Association of Nonprofit Organizations (PANO).

Ursuline Senior Services was awarded certification under the Standards for Excellence, which is bestowed only to the most well-

managed and responsibly-governed nonprofits.

The 56 specific Standards for Excellence are based on honesty, integrity, fairness, respect, trust, responsibility, and accountability.

Ursuline Senior Services integrated the Standards for Excellence into all its activities to successfully complete this voluntary certification program.

Ursuline Senior Services was first awarded this Seal of Excellence in April 2009.

Way to Go Pens!



Ursuline Care Managers Jessyka Harper, Sofiya Goldshtein, Adrianna Stankovich and Nadine Gaudelli celebrate Penguin Pride in the team's classic jerseys.

www.ursulineseniorservices.org

Ursuline Senior Services' United Way Donor Designation Code: 281

Ursuline Senior Services' Combined Federal Campaign (CFC) Code for 2009: 54651